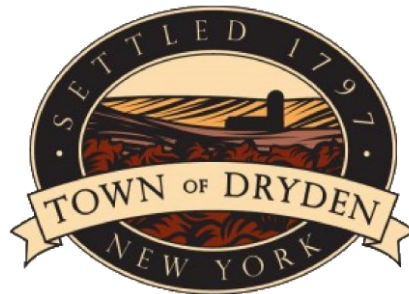


24/7/365 Customer Service and Technical Support Solution for:



Prepared by:

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TABLE OF CONTENTS

TABLE OF CONTENTS	2
Executive Summary	3
Netegrity Consultants Overview	4
Call Center	5
Network Management.....	6
Network Monitoring	6
OLT/ONT Maintenance and Upgrade Management.....	6
Network Administration.....	6
Assumptions.....	7
Project Start Prerequisites	7
References	8
Pricing	9
Project Total Cost – Sales, Helpdesk & Network Management	10
Project Total Cost – Helpdesk Only	10

Executive Summary

We welcome the opportunity to provide the Town of Dryden, NY with an Internet Helpdesk solution. Netegrity knows what it takes to provide top-ranked professional Internet support solutions. We offer reliable services, as well as several years of expertise in the industry.

Our goal is to provide IT Solutions and Customer Service like no other. We specialize in working with small to mid-size public utilities where customer service is paramount. We prefer a long-term relationship – a partnership to help both of our companies grow and stand out from the competition.

Summary of what is included in this proposal:

- Sales Support – take new subscriber signups and coordinate installation
- We will work directly with the installers and provide an online new customer installation portal for internal use by all vendors and Town of Dryden staff.
- Technical Phone Support from our redundant Call Center (multiple PBX systems in multiple data centers located in NY & PA).
- We will provide advanced level technical support (up to Tier 3), with proper access to management tools.
- ONT provisioning during installation.
- Tickets entered in our trouble ticket system. We can provide call details on request, or you can access the ticket system directly to review tickets.
- DHCP/DNS server installation and configuration.
- DHCP/DNS server maintenance and remote support for customer connectivity.
- Network management and monitoring

Netegrity Consultants Overview

Scott Brennan, Managing Member of Netegrity Consultants, LLC has been at the leading edge of Internet technology since 1991. Scott is the founder of the first subscriber-based Internet Service Provider (Dreamscape Online) in Upstate New York, and a recipient of several awards, including Best Use of Technology. In the early 90's, Scott developed a software application for tape backup systems which was used by the FBI, Secret Service, Library of Congress, AT&T, and Phillips Magnavox, St. Ives of France, and many more companies across the world. With this experience, Netegrity (Network Integrity) Consultants, LLC can provide its clients with total network and computer solutions for today's ever-changing technology requirements.

Netegrity Consultants, LLC was founded in 2008 by Scott Brennan to provide ISP Network Support, Managed Hosting, and Technical Support Helpdesk services. Our office is located in Phoenix, NY and we currently have 15 employees based in Upstate New York. Our Call Center (Helpdesk) is operated from multiple data centers located in Syracuse, NY, and Pennsylvania, as well as utilizing Microsoft Azure Cloud services.

Call Center

1. Sales support – take new subscriber signups and coordinate (schedule) installs with vendor.
2. Provide new signup portal with an install schedule calendar accessible by vendors and the Town of Dryden staff.
3. Technical ISP Telephone Support 24x7x365. Support for FTTH, Calix, Adtran, or other OLT/ONT devices provided by the Town of Dryden.
4. Level 1 (Non-critical), 2 (Individual Subscriber), 3 (Subscriber Network Issues) support capability. With access to your support tools, we can provide a higher level of support, reducing escalations.
5. Address bill reference questions. We will direct callers to information pertaining to billing.
6. Provision Calix/Other ONT for new customer install.
 - a. The Town of Dryden installer will give Netegrity information necessary to provision the ONT with the subscriber name/description and speed profile and then the install can be completed by the Town of Dryden installer.
 - b. The installer or subscriber can confirm they are online.
 - c. Netegrity will enter a ticket in our system indicating new install with customer information.
7. Competent, trained, English speaking, U.S. based technicians who represent your company professionally. No subcontracted staff. All Netegrity Consultants staff are employees of Netegrity Consultants, LLC.
8. Calls into Call Center will be branded with your company name and any other information you would like the customer to hear.
9. Tickets entered in our trouble ticket system. The Town of Dryden staff can access our web-based ticket system directly to review tickets.
10. Call volume reports on request (PBX metrics). Total calls, average call times, and other reports can be provided/setup for the Town of Dryden to review.
11. Ability to record audio of trouble call for quality assurance. Call is stored by telephone number received through caller id and time stamped with the call time which will coincide with the ticket generated.

Network Management

Network Monitoring

Netegrity will monitor the Town of Dryden equipment 24x7x365 with our network monitoring system.

This monitoring includes:

- OLT equipment
- DHCP/DNS server(s)
- Ethernet switches/firewall connecting the equipment.
- Router if not managed by another vendor/upstream ISP
- Internet connection.

Netegrity will notify the Town of Dryden staff and if necessary, the appropriate vendor in the event of an outage or failure.

OLT/ONT Maintenance and Upgrade Management

Netegrity will perform software and firmware upgrades to OLT equipment and customer ONTs on a maintenance schedule basis. These upgrades will be performed during an off-peak maintenance window (generally after midnight and before 6am on weekdays).

All upgrades will be documented in our ticket system for the Town of Dryden staff to review.

Network Administration

Netegrity will manage the Town of Dryden Internet network equipment remotely, which includes:

- Creation of new networks (VLANs) on Ethernet network switches and OLT.
- Manage OLTs and other Internet network devices
- Security profiles to isolate customers on the network.
- Collaborate with the town to design and create speed profiles.
- Update/Add (Provision)/Remove ONT services
- Ethernet network device firmware upgrades
- DHCP/DNS server Operating System patches.
- DHCP/DNS server configuration modifications.
- IP Address management.

Any service affecting work such as Operating System patches and networking additions or changes will be scheduled during an off-peak maintenance window.

All work will be documented in our ticket system for your review.

Assumptions

The following assumptions were made to create this proposal:

- The Town of Dryden will provide the call-in number for a customer, which is forwarded to our Call Center (we can provide a local number). We also support SIP trunks for direct connectivity to your phone system and a reduction in phone service costs.
- IP addresses for the DHCP/DNS server equipment. IP network for customers to provision DHCP server.
- A project kick-off meeting will be held to determine the project details and timelines.
- Testing of all services will be performed prior to going live.
- The Town of Dryden will provide procedures for escalation, repair, and emergency calls if necessary. We can assist the town in developing procedures for various support issues.
- VPN tunnel connecting our offices allowing for use of management tools.
- VPN tunnel connecting to Ciena for ONT provisioning.
- Information (database) with service availability areas used to determine installation eligibility.

Project Start Prerequisites

- Netegrity signed Non-Disclosure Agreement if required.
- Customer and Consultant signed Agreement.

References

Please feel free to contact these companies.

Municipalities

Sterling Municipal Light Department
Mr. Bill Underhill, Network Coordinator
50 Main Street
Sterling, MA 01564
Phone: 978-422-8267
Email: bunderhill@energysterling.com

South Hadley Electric Light Department
Mr. Sean Fitzgerald, General Manager
85 Main Street
South Hadley, MA 01075
Phone: 413-536-1050
Email: sfitzgerald@sheld.org

Wellesley Municipal Light Plant
Mr. Donald Newell
4 Municipal Way
Wellesley Hills, MA 02481
Phone: 781-235-7600
Email: dnewell@wellesleyma.gov

Mid-size Telecommunications

LHTC Broadband
Mr. James Kail, President
101 Laurel Highlands Place
Donegal, PA 15628
Phone: 724-593-2411
Email: jjkail@lhtc.net

North-Eastern Pennsylvania Telephone
Company
Mr. Stephen Tourje, President
720 Main Street
Forest City, PA 18421
Phone: 570-785-2216
Email: stourje@nep.net

Hickory Telephone Company
Mr. Brian Jeffers, Vice President
75 Main Street
Hickory, PA 15340
Phone: 724-356-2211
Email: brian@hky.com

Pricing

Solution – Sales/Install Schedule Support	Monthly
New Customer Signup and Install Coordination with vendors	\$1,200.00

Solution - Helpdesk	Monthly
24/7/365 helpdesk for ISP 1-500	\$1,670.00
501-1000 subscribers	\$2,040.00
1,001-1500 subscribers	\$2,440.00

Solution – Network Management	Monthly
Network monitoring	\$1,800.00 1-500 subs
Calix Maintenance and Upgrades	\$2,160.00 501-1,000 subs
Network administration/ONT Provision	\$2,592.00 1001-1500 subs
	\$2,981.00 1501-2500 subs

Solution	One-time/Setup
DHCP/DNS/CMS/SMx/AOE Server installation and configuration (Up to 2 servers, 1 live, 1 backup) – onsite, 1 day*	\$1,500.00
Helpdesk setup – Ticket system, caller greeting, VPN tunnel setup	\$500.00

Project Total Cost – Sales, Helpdesk & Network Management

	Yearly
Year 1 – Helpdesk & Network Management 24x7x365 1-500 subscribers	\$56,040
Year 2 – Helpdesk & Network Management 24x7x365 501-1000 subscribers	\$64,800

Project Total Cost – Helpdesk Only

	Yearly
Year 1 – Helpdesk 24x7x365 1-500 subscribers	\$20,040
Year 2 – Helpdesk 24x7x365 501-1000 subscribers	\$24,480