

**VILLAGE OF WINDSOR  
BOARD RESOLUTION 2018-85**

**AUTHORIZING MANAGED SERVICES CONTRACT FOR INFORMATION  
TECHNOLOGY SERVICES**

**WHEREAS**, the Village Board finds that contracting professional Information Technology (IT) services is in the best interest of the Village of Windsor; and

**WHEREAS**, two audits of our current IT services have been conducted; and

**WHEREAS**, staff has reviewed the audits and recommendations of vendors and provided an analysis thereof, as attached as Exhibit A; and

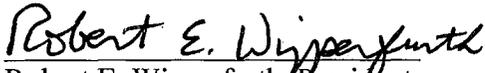
**WHEREAS**, staff is recommending a managed service proactive approach to IT services; and

**WHEREAS**, staff is recommending contracting with Johnson Block Business Technologies for IT services as provided in Exhibit B, quote and contract,

**NOW, THEREFORE, BE IT RESOLVED**, by the Village Board of the Village of Windsor that it hereby approves the Village Attorney, Village President and Village Clerk to negotiate and enter into a contract with Johnson Block Business Technologies.

The above and foregoing resolution was duly adopted by the Village Board of the Village of Windsor, Dane County, Wisconsin at a meeting held on September 20<sup>th</sup>, 2018, by a vote of 4 in favor and 0 opposed.

**VILLAGE OF WINDSOR**

  
Robert E. Wipperfurth, President

*Attested by:*

  
Christine Capstran, Clerk

**INCORPORATED BY REFERENCE:**

Exhibit A: Staff Memo on IT Services dated September 17, 2018

Exhibit B: Managed Services Agreement



# Windsor

Growing Forward.

## Memorandum

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To: Village Board

From: Christine Capstran, Clerk  
Tina Butteris, Administrator  
Kadie Butteris, Deputy Clerk/Deputy Treasurer

Date: September 17, 2018

Re: Information Technology Services

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The Village of Windsor has information technology (IT) support performed on an, "as needed" or reactive basis. Last year we re-evaluated our services, and had two companies (Direct Networks and Information Technology Professionals) provide us with a site/system analysis and quotes for a managed services approach. After review of the site/system analysis reports with the proposed providers and our current IT provider, staff determined not to change providers.

Windsor's IT needs continue to grow, as does the time and investment of the required and desired services. We felt it was in the best interest of the Village to reopen the review of our current services and provider. We believe the change to managed IT services will ensure we have overall peace of mind with our IT system, function and services. The Village needs include a proactive approach, sufficient security, backup service that is convenient, and protects our data against theft, fire and natural disaster.

We requested two companies (Rhyme iT Services and Johnson Block Business Technologies) to complete a site/system analysis of all of our IT systems. We sat down with both companies to review their audit and both came back with similar findings. The audits revealed our system is vulnerable and we do not have a sufficient backup process, which has been a concern of ours. While natural disasters and equipment failure need to be protected against, it is more likely that we would lose data due to a cyber-attack, such as a virus or ransomware.

Based on the IT audits, follow up discussions and ongoing IT needs, staff is recommending changing IT providers and changing to managed services. A managed service contract includes daily back up to the cloud, remote monitoring of our servers and workstations, maintenance of servers and workstations, antivirus monitoring and management on all our devices, automation of Windows updates or reboots to servers and workstations and network support, for a set monthly fee.

Of the four managed service providers we have engaged with over the past two years we feel that Johnson Block Business Technologies will best serve the needs of the Village. They have been very responsive and helpful through the assessment process and their price is competitive to other services and comparative to existing IT expenditures.

Windsor's IT expenditures for the past two years have been as follows:

**2017 Total (Utilities & Village Offices):**

Year: \$12,750

Monthly Breakdown: \$1,062.50

Average Hours of Support Per Month: 12.5 Hours per month

**2018 Year to Date Total (Utilities & Village Offices):**

Year: \$10,752.50

Monthly Breakdown: \$1,536.07

Average Hours of Support Per Month: 18.07 Hours per month

The monthly total for a managed services contract through Johnson Block Business Services is a flat, monthly fee of \$1,240. For a relatively similar cost, the Village would receive increased monitoring, enhanced security, predictable and controlled pricing, and proactive support.

We respectfully request the Board consider contracting with Johnson Block Business Technologies for our IT services as per the Managed Services Contract attached hereto.

Thank you.



**MANAGED SERVICE SUPPORT CONTRACT**

VILLAGE OF WINDSOR  
 4084 MUELLER RD  
 DEFOREST, WI, 53532

JBC CONTACT	REFERRAL	TERMS
Larry Rasmussen Jr 406 Science Drive, Suite 100 Madison, WI 53711 Direct 608-424-8861	Tara Bast, CPA   Audit Manager 406 Science Drive, Suite 100 Madison, WI 53711	Monthly Contract

QTY	DESCRIPTION	UNIT PRICE	EXISTING CLIENT DISCOUNT	LINE TOTAL
2	<b>MANAGED SERVER PRO LICENSE</b> MANAGED SERVER PRO LICENSE INCLUDES: ANTI-VIRUS TOOLS ANTI-CRYPTOWARE TOOLS ANY/ALL SUPPORT REQUIRED JBC-BT VOIP PHONE SYSTEM SUPPORT REAL-TIME MONITORING TOOLS REBOOTS REPORTS UPDATES	\$100.00	\$50.00	\$100.00
14	<b>MANAGED DESKTOP/LAPTOP PRO LICENSE</b> MANAGED DESKTOP PRO LICENSE INCLUDES: ANTI-VIRUS AUTOMATION IF NEEDED BUSINESS-HOURS SUPPORT FOR ALL USERS - NO APPROVALS REQUIRED MICROSOFT OFFICE PRODUCT SUPPORT MONITORING OF COMPUTER PATCHING REBOOTS REPLACEMENT OF EXISTING COMPUTER REPLACEMENT OF HARDWARE PARTS (HD, RAM, ETC) ONE DRIVE REPORTS SOFTWARE INSTALLATION OF THIRD PARTY APPS SUPPORT OF VOW STANDARD APPLICATIONS, SPECIFICALLY GRANICUS	\$75.00	\$15.00	\$840.00
1	<b>MANAGED BACKUP LOCAL AND ONLINE</b> (Monthly Fee Covers up to 1TB of Local and Cloud Replicated Storage) MANAGED BACKUP INCLUDES: ALERTS AND NOTIFICATIONS ANY FILE/FOLDER OR SERVER RESTORE MONTHLY REPORTS REAL-TIME MONITORING	\$200.00	\$50.00	\$150.00
15	<b>MANAGED DESKTOP/LAPTOP ESSENTIALS LICENSE</b> MANAGED DESKTOP PRO LICENSE INCLUDES:	15.00	5.00	150.00
<b>SUBTOTAL</b>				\$1555.00
<b>DISCOUNT TOTAL</b>				\$435.00
<b>TOTAL</b>				<b>\$1,240.00</b>