

Senior Center Phone Project

Prepared for:

Town of Colchester

Delivered:

March 5, 2024

Prepared by:

Novus Insight

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Bernard Dennler
127 Norwich Avenue
Colchester , CT 06415
BDennler@colchesterct.gov

Dear Bernard,

Thank you for the opportunity to continue providing services to your organization. Please review this proposal and let us know if you have any questions or if you need any clarification. If this proposal is acceptable, please electronically sign by clicking where it says "ACCEPT QUOTE." A PDF copy of the electronically signed and finalized document will be emailed to you automatically. As always, the full terms and conditions for this Novus Insight agreement are located at <https://novusinsight.com/master-services-terms-conditions/>.

Sincerely,

Novus Insight, Inc.

Corporate Information

Novus Insight specializes in serving the technology needs of nonprofit, municipal, and education clients. Since 2009, Novus Insight has served hundreds of organizations and institutions as a "go-to" resource for technology. Our services include:

- Technology Infrastructure strategy and planning
- On-premise virtual, hybrid, and cloud solution migrations, management, and ongoing support
- Hardware deployment and continuing support
- Network design, installation, management, and support
- Security assessments, remediation, and continuous monitoring
- Full backup and disaster recovery services
- Private cloud services including infrastructure-as-a-service and application hosting
- Custom application and web development

Executive Summary

Novus Insight is pleased to present this proposal to implement, host, and maintain a private cloud hosted phone system for the Town of Colchester's Senior Center. This proposal includes a hosted voice server (sized for the town), licensing for the phone system (sized for the senior center), and support/maintenance by Novus Insight (sized for the senior center). It also includes a one-time project, as well as necessary phone hardware, to set up the system and transition away from the legacy phone provider.

The client is responsible for all SIP trunk costs for interconnectivity with the Public Switched Telephone Network (PSTN), and for maintaining a high-speed internet connection at all locations. Reliable connectivity is required for phones to function, preferably utilizing the Connecticut Education Network (CEN), GoNetspeed, or another fiber optic carrier. Novus Insight is hosting the phone server, but is not an interconnected VoIP provider.

The estimated total monthly cost for the phone system is as follows:

Recurring	Monthly
Novus Insight (This proposal)	\$308
Flowroute Trunks & Fees (Estimate based on usage, separate from this proposal)	\$10
Flowroute per minute charges (Estimate based on usage, separate from this proposal)	\$60
Total Recurring Estimate	\$378 per month
	\$4,536 per year

Total one-time hardware: \$1,345

Total one-time project estimate: \$3,410

Novus Insight, Inc.
222 Pitkin Street
East Hartford, CT 06108
United States

T: (860) 282-4200

Quote #	6285
Date	March 5, 2024
Expires	April 19, 2024
Contact	Derek Lemery

Prepared for Town of Colchester
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127 Norwich Avenue
Colchester, CT 06415
United States
E: BDennler@colchesterct.gov

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Senior Center - Phone System Hosting & Migration Project

Phone System Hosting & Support

Monthly Fees

Item	Qty	Price	Total
Hosted Voice Server & Licensing	1	\$218.00	\$218.00

A hosted Linux virtual server with 4GB RAM, 250GB Storage, and Backup Services will be provided as a dedicated phone server. This server includes the 3CX Enterprise application for voice services, and appropriate licensing for up to 8 simultaneous calls.

The client is responsible for paying SIP providers (such as Flowroute) for trunk usage and external phone numbers (DIDs). The client is also responsible for purchasing additional physical phones to connect to this server.

LabTech (Code: HVOIPS17)

Phone System Maintenance	1	\$90.00	\$90.00
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Support will be provided for the client's phone system. Novus Insight will assist staff with the hosted telephone system, as well as endpoints as needed remotely and while onsite during normally scheduled hours. Updates will be performed to 3CX regularly and as needed.

Code: MSSRSPHONES

** Recurring fees billed monthly with 0 upfront payment(s).*

Monthly Subtotal **\$308.00**

Phone Hardware

One-Time Fees

Item	Qty	Price	Total
Fanvil X6U IP Phone	10	\$130.00	\$1,300.00
Fanvil X6U IP Phone PoE (no power supply)			
Fanvil (Code: X6U)			
Fax Adapter	1	\$45.00	\$45.00
Grandstream GS-HT802 2 Port Analog Telephone Adapter			
Code: GS-HT802			
One-Time Subtotal			\$1,345.00

Phone Migration Project

One-Time Fees

Item	Qty	Price	Total
Project Management - Migration From Existing System	2	\$205.00	\$410.00
Consulting time with Senior Adviser (\$205.00/hour), Fixed Fee			
Code: CTIERV19			
Server Installation and Network Preparation	5	\$175.00	\$875.00
Consulting time with Senior Systems Administrator 5 Hours (\$175.00/hour), Time & Materials			
Code: CTIERIV19			
Phone System Setup	8	\$175.00	\$1,400.00
Consulting time with Senior Systems Administrator 8 hours (\$175.00/hour), Time & Materials			
Code: CTIERIV19			
Phone Deployment	3	\$95.00	\$285.00
Consulting time with Support Specialist 3 hours (\$95.00/hour), Time & Materials			
Code: CTIERI19			
Training & Out of Scope Items	4	\$110.00	\$440.00
Training time & out of scope assistance 8 hours (\$110.00/hour), Time & Materials			
Code: CTIERII19			
One-Time Subtotal			\$3,410.00

Summary

Please contact us if you have any questions.

One-Time Subtotal	\$4,755.00
Shipping	\$25.00
Total One-Time	\$4,780.00 USD
Total Monthly	\$308.00 USD

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Cost Breakdown

Category	One-Time Fees	Monthly Fees
Phone System Services	—	\$308.00
Hardware Resale / IP Phones	\$1,345.00	—
Project Labor / Project Labor	\$3,410.00	—
Shipping	\$25.00	—
Total	\$4,780.00 USD	\$308.00 USD

Service Dates

Start Date: July 1, 2024

End Date: June 30, 2025

Terms & Conditions

Full terms and conditions can be found in Novus Insight's Master Services Agreement (MSA) found at <https://novusinsight.com/master-services-terms-conditions/>.

Taxes, shipping, handling and other fees may apply. Payment is due 30 days from invoice. Invoices will be submitted on a monthly basis, and Client shall be responsible for such ongoing payment even past the expiration date until either Novus Insight's services are terminated or Client executes a renewal quote. See Section A.3. PAYMENT of the Novus Insight MSA.

This proposal expires 45 days from creation.

Rate Structure

Novus Insight's breadth of experience and knowledge is a valuable resource for our clients and Novus is always ready to take on additional challenges. Should our client request additional services or projects that fall outside the scope of this proposal Novus will be pleased to provide a separate proposal detailing the additional services and related cost based on our standard rates.

Time & Materials Project Fees

Fees for consulting services offered as Time & Materials are determined based on the estimated labor, travel, and expenses related to the performance of the tasks detailed in this proposal. Given the unknowns within the project, the final costs may vary from the estimates detailed in this proposal. The client will be billed the actual time, travel, and expenses related to the project.

Service Consultant Tiers and Rates:

There are 5 Tiers of IT staff selected based on the client's requirements in support of any project.

- Tier I staff handle desktop support, workstation installations, workstation software patches, workstation security updates, user password resets, printing issues, and day-to-day issues confronting most users in an organization. \$95/hr; \$142/emergency hr*
- Tier II staff support users and smaller networks. They also can assist with technical projects that can impact small numbers of users, such as wireless controller configurations in small office environments. In addition, they can manage and maintain small networks that Tier III and Tier IV consultants have deployed. \$110/hr; \$165/emergency hr*
- Tier III staff manage smaller networks, can perform basic server migrations, and can handle technical projects that can impact many users, such as a larger network's switching and firewalls. In addition, they can manage and maintain more complex networks that Tier IV consultants have deployed. \$145/hr; \$218/emergency hr*
- Tier IV staff focus on larger technology deployments. Examples of Tier IV projects include setting up private cloud infrastructure, migrating environments to the cloud, virtualizing servers, virtualizing a desktop environment, and assessing the security profile of a network. Non-technical examples of Tier IV include strategic technology planning and consulting for smaller organizations. \$175/hr; \$262/emergency hr*
- Tier V are senior advisors and are responsible for strategic consulting at the intersections of process, technology, strategy, and mission. While these professionals tend to not to work directly with technology, there may be examples of highly specialized technology engagements that would also fit into Tier V. \$205/hr; \$305/emergency hr*

Tier of Professional	Standard Hourly Rate	Emergency Hourly Rate*
Tier I – Support Specialist	\$95	\$142
Tier II – Senior Support Specialist	\$110	\$165
Tier III – Junior Systems Administrator	\$145	\$218
Tier IV – Senior Systems Administrator	\$175	\$262
Tier V – Senior Advisor / CISO / VCIO	\$205	\$305

*Emergency Support/Special Rates services apply to emergency and/or planned projects and activities performed outside normal support hours. Emergency support will have a 4-hour response time to begin diagnosis or initiate service.

Datcenter & Cloud Details

Private Cloud Application Server for VOIP

Application Server: This server may be used for a shared application that requires a server-side component (3CX or Asterisk). The server is a single virtual server with multiple virtual CPUs, running Linux. To ensure best performance, other applications should not be installed on this server.

Voice Services: Novus Insight will license the 3CX voice application and provide the PBX platform as a hosted service. Novus Insight is not an interconnected VoIP provider, and does not provide calling to the Public Switched Telephone Network (PSTN) at this time. The client is responsible for connecting their hosted server to the PSTN via an interconnected VoIP provider such as Flowroute. Novus can consult and help facilitate this connection to the hosted PBX as part of onboarding and/or phone system support. The client is responsible for all per minute charges on required SIP trunks (if applicable).

E911 and Emergency Services: Novus Insight does not provide emergency service calling. This service must be provided by an interconnected VoIP provider. The PBX will be configured with best practices to allow for E911 calls via the selected provider (such as Flowroute) as specified by that provider. However, Novus Insight is not responsible for ensuring E911 functionality. It is recommended that administrative staff test E911 functionality annually at each location. Novus Insight can help facilitate this process as required. The client is encouraged to reach out to Novus Insight's support team at any time to assist with the functionality of E911.

Private Cloud Services General Conditions

Backups of hosted servers listed in this agreement will be retained for a rolling 28-day window. The total size of these backup files must not exceed the backup total. In addition, offsite backups to a secondary location will be retained for a rolling 28-day window and must not exceed the backup total.

Archiving: Archiving of any kind past the rolling 28-day retention window is not included in standard backup services. Please contact us for pricing on archiving backups older than 28 days.

Hosted Services Support: Our work hours are between 8 AM and 5 PM on weekdays to address any server specific problems and to assist in the restoration of hosted server-related files. In addition, we may, at our discretion, address server problems after hours or on weekends or holidays. A permanent maintenance window between 7 PM and 5 AM on Sunday nights may be utilized to perform upgrades, install patches, and configure changes, as we deem necessary. Additional maintenance windows may be planned in advance at our discretion when critical patches and changes are necessary. **Access to hosted websites, applications, and/or phone services, may be interrupted during this time.**

Operating System Updates: Our staff schedule nights for operating system updates on a monthly basis and will notify the client in advance of any planned update that will impact the client's hosted servers or websites. Novus Insight will only assist in maintaining servers running a currently supported operating system. Unsupported operating system versions responsibility of the client.
