



Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

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MEMORANDUM

Date: May 17, 2017

To: Water Utility Commission

From: Dan Duchniak

Re: Professional Services for IT Services

Lynn and I have reviewed proposals from four vendors to provide our Information Technology maintenance and strategic planning services. All four firms are qualified, reputable and able to provide us with the services we need. In addition, all four firms have different approaches, pricing structures and philosophies.

After a careful review that included interviews with each firm, our recommendation is to secure a three year professional services agreement with our current provider, 2WTech, located in Pewaukee.

Proposal Summary:

Hourly Rates	2WTech Now	2Wtech	River Run	On Tech	Win net
Remote Rate	94.50	250/mo	131.10	140.00	
On Site Rate	141.75	125.00	131.10	140.00	
Off Hours Rate/Planned	141.75	125.00	202.50	210.00	
Off Hours Rate/Unplanned	141.75	125.00	250.00	210.00	
Mileage per trip		30.00	-	87.00	
Total Desktop care				290.00	
Estimated Annual Cost:					
Onsite 4 hours per month	4,536.00	3,000.00	6,292.80	6,720.00	8,568.00
Remote 4 hours per month	6,804.00	6,000.00	6,292.80	6,720.00	8,568.00
Misc Project hours: 50	7,087.50	6,250.00	10,125.00	10,500.00	?
Off Shift Hours: 8	1,134.00	1,000.00	2,000.00	1,680.00	?
Mileage: 30 trips	-	900.00	-	2,610.00	?
Total Desktop Care				290.00	
Total Estimated Annual	19,561.50	17,150.00	24,710.60	28,520.00	17,136.00

We have been very satisfied with the service and guidance 2WTech has provided us in the past, and look forward to our continued business partnership. I've attached the 'cost of services' page from their proposal for your information.

Recommended Motion: Approve Professional Services Agreement with 2WTech for IT Support Services for the 3-year term beginning June 1, 2017 per the proposed fees and terms.



Cost of Services:

Managed Service Plan (MSP):

2W Technologies Silver Plan – Because of unique knowledge of your current Network, we propose to Waukesha Water Utility to utilize our Silver MSP Plan.

The Silver Plan Benefits include:

- All remote work*
- Monitor all Server Services
- Regular Reports of Alerts and Work in progress
- Access to Client Portal
- Access to Performance/KPI Dashboards
- Monitor Hardware Free Space
- Alert to Dangerous Conditions
 - Memory running low
 - Hard Drive showing sign of failure
 - Hard Drive running out of disk space
 - Controllers losing interrupts
 - Network Cards reporting unusual collision activity
- Monitor for unusual activity among users

Silver Plan Pricing: – \$250/month which includes the above-mentioned services. The onsite hourly would be \$125/hour, plus travel expenses of \$30.00 per on-site visit.