

J. PRICING

All responses to this Request for Proposal must clearly state the cost of providing the services in the Scope of Work:

1. Proposed yearly and monthly cost based upon the Scope of Work
2. Proposals must state an hourly fee for work outside of the Scope of Work which could include additional days onsite if needed.
3. Proposal pricing should be based upon, but not limited to the following services:
 - a. On site time – Quarterly maintenance visits
 - b. Help desk support
 - c. After hours support
 - d. Hardware support, installations, troubleshooting and maintenance
 - e. Software support, installation, troubleshooting and maintenance
 - f. Training (if applicable)
 - g. Back-up services for all servers
 - h. Regular reporting on system health
 - i. Network security and disaster recovery
 - j. Replacement of Fortinet firewall
 - k. Preparation of an Incident Management and Response Plan with annual update
 - l. In what instances would we incur extra costs?
 - m. What is not included in your proposal pricing?
4. The prices submitted within your proposal must be held firm for a period of 120 days from the proposal date.