



7 January 2021

Gabriel Cersonsky
Director of Information Technology
Archuleta County, Colorado

RE: IT Services RFP Response

Mr. Cersonsky,

Echo IT Consulting, LLC (EIN 27-2833774) is pleased to provide you with this proposal for managed IT services and support for Archuleta County, Colorado.

Echo IT will provide Tier-2 IT support services described according to the fee schedule detailed below. The attached solution is built to respond to your known needs but is flexible in terms of the level of support. Proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the agreement that is negotiated with the Archuleta County.

Since 2010 Echo IT has committed to providing Pagosa Springs, and Archuleta County with professional IT services, commensurate with what is available in major metro areas, but based locally, with the ability to provide effective and economical on-site support. We've demonstrated this repeatedly with our past performance to our customers, and via our commitment to this community, both in technical and non-technical ways.

Thank you for your consideration of Echo IT Consulting as your auxiliary IT service provider. If you have any questions, please feel free to contact me at 970-585-ECHO(3246) ext 210 or by email at eric@echoitconsult.com. I hope to be working with you, even more closely than we currently do, very soon.

Sincerely,

A handwritten signature in black ink, appearing to read "ECH", is written over a horizontal line.

Eric C. Hittle, CISSP VCP MCSE
Owner, Echo IT Consulting, LLC

Enclosures



INFORMATION TECHNOLOGY MANAGEMENT AND SUPPORT REQUEST

Vendor Information

Echo IT Consulting, LLC has been in business in Pagosa Springs, Colorado for over 10 years (since October 2010) and currently provides support and information technology related services to over 150 local and national clients. Echo IT Consulting, LLC locally employs 5 full-time technical consultants and support personnel, one part time IT specialist, and two part-time office administrative support personnel. The Echo IT offices are located at 2800 Cornerstone Dr, B1-U1 in Pagosa Springs, Colorado and all services included in this proposal will be serviced from this location.

Executive Summary

Echo IT Consulting, LLC (hereafter referred to as Echo IT) will install, maintain, and manage IT assets for Archuleta County, the Archuleta Sheriff's Dept, the County Courthouse, combined County dispatch center, and other supported departments and organizations associated with the Archuleta County government. Echo IT will perform configuration and maintenance of County IT infrastructure at all levels, alongside on-site Tier-1 direct County support personnel and at the direction of the County IT Director. Echo IT possesses the technical skill set, in depth, to service all of the County's current and future technological needs. Echo IT maintains partnerships with several valued vendors, many of which the County is already aligned with (Ruckus, Sophos, Dell EMC, Barracuda, Microsoft, etc...) Echo IT is based locally in Pagosa Springs, permitting us to provide rapid in-person response to both emergency and non-emergency events, and are committed to supporting the County's efforts to help create the best possible working environment for County employees. Echo IT is focused on delivering enterprise level products and services to Archuleta County, on time and on budget.

Additional Company Background

All of Echo IT's technical personnel bring Enterprise-level IT skills gained from working in major metropolitan areas, and most have committed to the betterment of the community in a variety of areas. Echo IT delivers managed IT services to public and private entities within the Pagosa area, including the Archuleta County School District 50 Joint (ASD50JT), where they perform all duties and functions related to IT above the desktop/printer level. Echo IT has also worked extensively with the Town of Pagosa Springs for the past 8 years, including under contract as their sole IT provider for the last 2 and half years. Echo IT designed and supports the separated networks of both the Police Department and the Town of Pagosa Springs, in compliance with CBI requirements.



Desktop/End-User Support

Workstation OS & Application Support

Although it is understood that Tier-1/desktop support will generally be performed by the County's on-site IT personnel, any installation, configuration, diagnosis, and remediation of the County's workstations, laptops, printers, peripherals, and office software will be covered by this proposal. Additionally, identification and correction of basic hardware issues, and maintenance of an updated inventory for all relevant computer related hardware will be performed by Echo IT personnel, if desired. Echo IT will also ensure operating system and anti-virus updates are occurring regularly on all County workstations and laptops. Echo IT will coordinate with County IT personnel, as well as current and future warranty providers of said equipment.

The RFP mentions that the responding contractor should address a need for "End User Training". Echo IT is certainly capable of providing technical training on products, phone systems, or security awareness training, etc. but would need further description of what is being requested to be more specific in order to be more specific on what they would propose in this arena.

Network Printers

If workforce-grade copier/printer support is currently covered under a separate support contract with a dedicated copier/printer provider, Echo IT would work with the contractor supporting these devices, but won't be responsible for the function of the copiers/printers themselves.

VoIP Services and Support

Echo IT can provide support for the current Asterisk-based VoIP system (Digium Switchvox), and has extensive experience supporting VoIP phone systems (including Switchvox). Echo IT maintains a depth of knowledge in the field of VoIP systems and management deeper than any other MSP they have come in contact with. Personnel within Echo IT have been building custom Asterisk-based systems since 2006, and have over 50 local and regional clients using their open source and commercial systems. These include complex, 3 PBX inter-campus system with over 200 handsets at Archuleta School District, a similar system at Wolf Creek Ski Area, Town of Pagosa (for over 6 years), and a commercial system at both Pagosa Hot Springs and Pagosa Medical Center. Echo IT is their own provider (i.e. akin to CenturyLink) and can provide SIP trunks for actual phone service at much less than traditional telephone POTS or PRI lines. Echo IT can be a Sangoma/Digium partner Switchvox dealer, if desired, but they can provide support for the system and the current PRI connection through CenturyLink with or without this status. Echo IT is and has been a VoIP partner with many commercial vendors (e.g. Xorcom, Fonality,



Whitelabel, RingCentral) and can easily become a partner within days with Sangoma as well to be able to purchase Digium phones and interact more easily with support, but our lack of current Digium “partner” status doesn’t affect our confidence that we’ll have the ability to support the County’s VoIP phone system.

Device Monitoring with Reporting

In order to continue the automated monitoring and management of workstations in the county network, and to facilitate efficient Tier-2 remote support, when necessary, Echo IT will replace the current Tier-2 support contractors RMM desktop monitoring tool (presumed to be LabTech) with Echo IT’s selected RMM partner product (Datto RMM). The Datto RMM platform will allow Echo IT to monitor system usage and generate reports upon request. Similarly to the current Tier-2 support vendor, there will be a monthly charge to maintain monitoring and virus updates for workstations as well as servers.

Server Administration Services

Server Administration Overview

Echo IT will specify, install, manage and support any County physical or cloud-based IT services that may be required, beyond the services performed by County IT personnel. This could include existing or newly required Windows domain network services, including (but not limited to): DNS (Domain Name Service), DHCP (Dynamic Host Configuration Protocol), etc. This encompasses managing the County file server management (including space allocation, permission granting, etc.), and managing print server services. Echo IT is a Dell partner and can provide server and workstation hardware quotes to the County at competitive prices.

Active Directory Management and Software Deployment

A large portion of this management also includes configuring, troubleshooting and optimizing Windows Active Directory (AD), including creation and management of Group Policy Objects/Profiles/User Accounts (GPO/GPP) required to manage the user-level environment, and custom scripts to automate management of the AD. Echo IT is experienced with AD Audit and will manage any other third party auditing software, working with local staff on a regular basis to review event logs and other required auditable events. In short, Echo IT proposes to assist County IT personnel in fully managing the County's Windows AD domain, following industry best practices to keep this vital piece of IT infrastructure working properly. Echo IT will manage software deployment via the County’s chosen platform, be it PDQ Deploy, SCCM, GPO, etc...



General Server Management & Monitoring

Echo IT will perform monitoring of workstations, servers and network devices via a network monitoring platform. Echo IT personnel will also recommend and implement basic changes and upgrades to server infrastructure, if necessary, to maintain performance, security, reliability, and recoverability of the systems. Windows Active Directory, and any other critical service or files, must be backed up (both locally and off-site), on a regular basis. Echo IT has experience with this in many environments and set up County IT's current Shadow protect backup system, although Echo IT may advise migrating preferred backup products, with the buy-in of County IT personnel. This may require a certain amount of overlap of systems though, depending on County IT data retention standards. Echo IT will continue to manage the current backup system in place, will recommend backup storage hardware and software that best fits the County's needs, and will implement and manage these backups. Weekly checks (and if possible, daily checks via email alerts) of the backup functions will be performed, and subsequent action will be taken to fix any backup malfunctions. Echo IT will also ensure that off-site backups are maintained and kept in a separate facility to the primary data center while maintaining any other applicable protection standards. Similar to server OS upgrades Echo IT will perform application upgrades when necessary as well. Generally, if the County has an active license for these applications, the upgrade itself should be free, especially for security updates, and the only cost associated with these upgrades should be labor at the appropriate rate level. Major application or OS Upgrades that require new licensing costs, are system and application specific, so their cost will be determined by the vendor. Outages due to planned, non-emergency upgrades to servers and network applications will be communicated to County IT to disseminate to affected users with at least 24 hours in advance of the scheduled outage.

Virtualization and Storage

Echo IT will perform all tasks associated with server/desktop virtualization and storage. Echo IT is experienced with leading virtualization provider, VMware, as well as Microsoft Hyper-V and have extensive experience with storage platforms from Dell EMC, HPE, Synology, Buffalo, etc... Virtualization and storage services that Echo IT can offer include solutions architecting, license management, deployment/configuration, live migrations, troubleshooting/remediation, performance optimization, high-availability, and network virtualization.

Email System Management

Echo IT has extensive experience with management of the both Microsoft on premise Exchange, Cloud-based Microsoft Office 365, Google's G-Suite, hosted Zimbra, and other email, storage, and shared calendar systems. Echo IT can easily take over Tier 2 management of the County's existing corporate



email system as well as suggest and manage migration to other email systems in the future should they be more fitting to the County's needs. Echo IT has performed several on-premise and cloud-to-cloud MS Office 365 migrations (including from on-premise Exchange), and all were successful with minimal downtime. Echo IT also has clients using Barracuda products, including email filtering and archiving, so they can support this function currently utilized by the County.

Administrative Support

In coordination with and at the direction of the County IT Director, Echo IT will assist with technical communication and configuration assistance necessary with County's current and potential future Internet Service Provider(s), phone line providers, third party software vendors, and cloud providers. (e.g. Visionary, CenturyLink, ID Networks, Tyler Technologies, VMware and Microsoft).

Miscellaneous IT Support

Every enterprise environment has miscellaneous servers and network applications that are used to support day-to-day functions. Echo IT will provide technical support for the miscellaneous 3rd party subscription and services needed to support IT functions that are used by County (any e.g. Cloud Storage subscriptions, Domain Name Service (DNS) host management, renewing domain names, purchasing/installing SSL Certificates, etc.). Echo IT coordinates with ID Networks in the management of Microsoft SQL (MSSQL) and the web server, Internet Information Services (IIS), on the Records Management System (RMS) Server for the Town of Pagosa Police Department, so supporting the Sheriff's department or combined county dispatch on this system won't be an issue. Echo IT can also annually review CBI requirements and ensure the County's IT environment for the Sheriff's department is in compliance to their requirements. Echo IT will also assist CBI auditors should an in-person audit occur and implement and requested changes should there be any findings. Echo IT is experienced in executing these tasks for the Town of Pagosa Police Department and understands the critical nature of these services. In addition to supporting MSSQL for the ID Networks server, all of ECHO IT's technical staff have worked with MSSQL and other databases, some with extensive experience with SQL Management Studio, performing many Microsoft SQL Server database functions and queries. Echo IT also has substantial experience with setting up and managing MySQL and PostgreSQL databases on Linux platforms.



Network Administration Services

The County's network infrastructure is critical to the functionality of all its IT infrastructure and must be fully functional to support daily operations. This includes the physical network devices and cabling infrastructure that allow individual workstations and network attached devices to connect to each other, the County's central servers, and the Internet itself. Echo IT maintains extensive knowledge in the area of Local Area Network (LAN) and Wide Area Network (WAN) management and programming on many different switch and router vendors, and is capable of performing initial configuration and any new changes and troubleshooting needed on this infrastructure (e.g. creating a new VLAN, setting up Layer 3 switching/routing between subnets, routing protocol configuration, troubleshooting network device failure, etc.). As part of this contract, in coordination with the County IT Director, Echo IT will configure, document, and backup the configuration(s) of County network devices as needed. Echo IT maintains knowledge in twisted pair cable termination, as well as fiber optic testing and can do any of the patch level cable installation and management that may be necessary. Any new large-scale horizontal (closet to workstation) and vertical (backbone) wiring installations, including fiber-optic inter-building installations would be performed by qualified cable installation companies. Echo IT can help specify any needed cabling and troubleshoot installed cabling after the installations are complete.

Echo IT is familiar with and has supported the switch infrastructure used within the County network (HP, Ruckus) and is familiar with many other switch vendors (e.g. Cisco IOS, Dell, Ubiquiti) if the county should ever decide to make a change from these current vendors. Echo IT is a Ruckus partner and can work directly with the company to receive quotes for new equipment and request Tier 3 support.

Echo IT also brings to the table knowledge of the current site-to-site network connectivity, including the original wireless infrastructure installed by Skywerx to connect the networks of all County buildings, in addition to the current fiber-optic interconnection between County buildings. Echo IT personnel maintain the most knowledge of the local fiber network in Archuleta County of any single entity, and assisted the previous support vendor and County IT personnel in designing and implementing the current fiber interconnection in use. Echo IT has extensive experience with all the technology used in point-to-point wireless solutions and has a close working relationship with the local company that originally installed said connections.



Enterprise Wi-Fi Management

Wireless (Wi-Fi) network infrastructure is an element of networking that is ever-increasing in importance. An enterprise-level wireless infrastructure system is needed to make sure that the County's wireless network availability is just as stable and secure as its wired infrastructure. The 3 items that need to be attended to for an effective wireless infrastructure are coverage, interference, and density. As long as a wireless network has enough APs (Access Points) to provide adequate coverage, is free from interference (including self-interference from other APs), and does not have too many devices attaching simultaneously to a single AP (the density issue), the wireless network will rival wired-networks for stability and performance. Echo IT has designed, installed, and supported many enterprise grade wireless systems, and is very familiar with the technologies they depend upon. Echo IT supports enterprise Wi-Fi systems from various vendors, including Meraki, Ubiquiti, and the County's current enterprise Wi-Fi vendor, Ruckus.

Network Security

Echo IT understands that maintaining a secure environment is a critical element of any IT infrastructure. As such, please note that security is mentioned throughout this document, but is specifically detailed below. Echo IT personnel are very network security focused, and have possessed the premier independent IT industry security certification from isc2.org (CISSP) since 2010. Eric Hittle, company principal, also worked with a Hanover, MD cyber-security company based focused on the Intelligence Community for 4 years (KEYW, now owned by Jacobs), and possessed an active TS/SCI clearance for 16 years of his career.

Firewall and Filtering

The County firewall is currently a Dell Sonicwall. Echo IT is a Dell partner, and can support the current required firewall, routing, vpn, and other perimeter security needs. Echo IT has experience in configuring and supporting a variety of Dell/Sonicwall solutions and will perform any necessary future configuration changes and updates. This may be the preferred solution for the County, and if so, ECHO will continue support the Sonicwall system and perform necessary ruleset updates and required updates to keep it up to date. Echo IT is also familiar with a number of other enterprise-level perimeter firewalls, such as Sophos, Meraki, Cisco, Fortigate, etc... and will evaluate and determine if there is a better fit from a price/functionality standpoint whether that be now or in the future; recommendations will be made accordingly. If a change of perimeter firewall is desired, Echo IT can duplicate the rulesets and functionality from the current router/firewall to whatever new one may be selected.



Intrusion Detection/Prevention (IDS/IPS) Products

Perimeter security provided by a firewall is very important, but by no means the only important security consideration to maintain a “best practice” security posture against malware, ransomware attacks, data loss, and other modern network security threats. On the perimeter, an effective IPS/IDS is also recommended, and Echo IT is partnered with a premier IDS solution provider, Sentinel, whose founder and CEO, David Lissberger, recently moved to Pagosa Springs. Sentinel’s IPS/IDS appliance enhances perimeter security by maintaining a constant intrusion and “extrusion” monitoring of network traffic compared against a constantly updated database of known compromised IPs and attack vectors. It runs in what they refer to as “cloaking” mode that makes the protected network practically invisible to the vast majority of bad actors in the Internet world. It also alerts personnel when something out of the ordinary is seen, either incoming or outgoing from the network and has the ability to produce easy to understand management reports on perimeter security. Echo IT would recommend that Archuleta County implement such a tool if they haven’t already done so, and if selected as a vendor, would be happy to produce a proposal and quote for installing a Sentinel, as they have done at Town of Pagosa and other locations.

Anti-Virus/Host-Based Security

An effective, centrally managed, anti-virus solution on workstations and servers is also a necessary component of a comprehensive security solution. The County currently uses Sophos as their anti-virus solution, which is Echo IT’s current preferred enterprise-grade Anti-Virus solution, and Echo IT would likely recommend the continuation of Sophos as the host-based security platform at the County. Depending on the current implementation, Sophos may be better utilized to provide a more comprehensive internal security framework than simply providing anti-virus. Sophos Endpoint Security, for example, combined and integrated with a Sophos XG firewall, can automate the identification, notification, and isolation of an internal breach such as a ransomware trojan being activated on an internal machine. This can help prevent damage and mitigate the worst of effects of an attack getting past perimeter security. If desired, Echo IT would evaluate the possibility of this enhancement of the County’s current network security and present a costed proposal for its implementation.

System Backups, Disaster Recovery, and Business Continuity

Effective, off-domain file level and image level backups may not seem like a security component, but there is really no greater tool to address data loss prevention, and recover from malware attacks that can encrypt or corrupt critical systems and files. This was experienced by the County in Nov 2019, and the server-level backups they had that were not affected were the only way they were able to recover most operations within a couple of weeks. Echo IT would continue to make this a specific area of focus



in our contract efforts and would routinely check on backups and provide mitigation for any backup failures.

An audit of at least 1 annual backup restore test will be performed for file server and virtual resources to ensure the reliability and completeness of current backups. More frequent (e.g. quarterly) checks are recommended.

The county currently uses ShadowProtect for their backup solution, and Echo IT has experience with this product and can support it, but may evaluate and suggest alternatives that they have found to be even better from a cost or functionality standpoint (or both). With gigabit+ internal and inter-campus capabilities throughout the network and the ever-lowering cost of storage, it may be possible to implement more host-based backups, which would for even more rapid recovery of systems, if needed. Veeam, in particular, produces a number of great products that are easier to manage than ShadowProtect, and also have cost points that may allow us provide expanded fault tolerance functions, such as off-site (or at least a different County facility) replication to a Disaster Recovery (DR) server/storage target that would allow for almost instant recovery of the network from a hardware failure, fiber cut, or cyber-attack.

Echo IT personnel have extensive knowledge and experience in the area of Disaster Recovery (DR) and Business Continuity (BC) Planning, also known as COOP Planning (Continuity of Operations). They have created a BC/DR Plan for critical hosted applications used by mortgage banking giants Fannie Mae and Freddie Mac, for a Maryland-based federal contractor that supported multiple federal agencies (NSA, NIH, DHS, DoD, others), in addition to BC/DR plans for enterprise clients in the Tulsa, Oklahoma area. They can help the County identify “single points of failure” in the IT infrastructure and develop plans to eliminate these potential issues, or at least mitigate them with an incident response plan. They can also put together an IT infrastructure recovery plan and discuss desired RTO and RPOs that the plan could accomplish (Recovery Time Objective and Recovery Point Objective). Echo IT will, as part of this proposal, assist the County with advice about risk areas and possible mitigating solutions. If a more formal DR/BC plan is desired, Echo IT can provide this as well.

Cameras and Physical Security

Physical security is not thought of as an IT area, but with advanced IP based, cloud-controlled modern cameras, IT is often the entity best suited to design, implement, and administer an enterprise-wide video security system. Echo IT is partnered with Verkada and Meraki, which are two of the world’s premier vendors of advanced software based, cloud-controlled network camera systems. Echo IT can provide alternative solutions and perform demonstrations of these network security camera systems if this is identified as a need by the County.



Verkada's product line, in particular, includes integrated access control (e.g. proximity badge door strike locks), and environmental sensors, all controlled by the same cloud platform as their cameras, with further integrates physical security components with network security.

Secure Disposal of E-Waste

At the direction of the County IT Director, Echo IT can confirm all obsolete workstations are sanitized of any and all County information. This will include a multi-pass wipe of hard drives. Echo IT works with a third-party approved e-cycling vendor to dispose of all said equipment, prices for disposal of equipment can be provided at the time of service..

Strategic Planning

(including Life Cycle Management & Budgeting)

A large part of effective IT management is predicated on planning for expansion and keeping up with needed replacement of hardware and software. This planning provides a much more stable and predictable IT infrastructure environment, as no equipment is allowed to reach the age where "fail-state" is more likely, and software is upgraded to the latest supported versions, leading to fewer compatibility issues. It is also much easier to integrate new products and systems into the network if planning is done ahead of time and attention is given to whether the current IT infrastructure will support the new systems. With prior planning, prerequisites can be established, or a different direction taken if it is determined that the current infrastructure won't support the proposed changes. The process of life-cycle management would also include supplying the County's IT Management and Finance teams with feedback regarding any predicted expenditures that need to be budgeted for in the upcoming year, or longer if requested. An effective objective in life cycle management is to plan to replace $1/n$ of each set of hardware devices each year, with n being the number of years of expected life for each device. (e.g. If workstations should last 5 years, then every year County should be replacing the oldest fifth ($1/5$) of their workstations). This can take a few years to achieve, but after being implemented, expenditures for hardware become steady and predictable, which can help to avoid situations where over half of the workstations are so old that they all have to be replaced at one time. Iterative improvements in the infrastructure and ongoing planning and communication with administration are included in the standard contract fees.

Echo IT will assist County IT management and the Finance department in building an annual IT budget that incorporates plans to achieve full life-cycle management of IT hardware, software, and licensing.



Echo IT will perform preventive maintenance on servers by performing scheduled Operating System and installed software updates. These updates will be done on a monthly basis during a scheduled (and approved) maintenance window. These updates and regular maintenance may be performed after-hours, whenever possible, with at least 24-hours' notice given for any planned, non-emergency outages. Besides software updates, other hardware and software preventive maintenance, according to best practices, will be researched and performed on County infrastructure. These actions will be recorded in a database. Records for all Help Desk tickets for both on-site visits and telephone support will be available upon request.

Software and service vendors are moving towards a subscription model vs. the traditional one-time purchase model of licensing. Echo IT will inventory and manage both sets of licensing currently used by the County and create a database to manage both licensing and support for software and hardware within the County's environment. Once compiled, Echo IT will maintain this licensing inventory centrally and make sure the licensing that needs to be maintained is up-to-date and allocated efficiently. If this database already exists, Echo IT will continue to use and update the existing database.

Additional Planning Notes

In order to facilitate good communication, Echo IT senior representatives will meet with the County's administration and/or their designee (e.g. contract administrator) on a regular basis to review current contract status and any current or upcoming issues. As a part of the onboarding process, Echo IT will do an initial assessment of the security posture of the County, including the technical vulnerabilities of the systems and network. Echo IT will present recommended changes and assist in implementing any that are accepted. This process will then be repeated annually to ensure the confidentiality, integrity, and availability of the County's information systems. Echo IT, at the County's request, can do more formal CIO level strategic planning work, as well, as is shown on the cost schedule Appendix B. Echo IT will maintain configuration management of the systems, including changes, upgrades, etc... that are performed by Echo IT personnel within the system that County uses for tracking assets.

Communication, Level of Presence, and Response Times

Interfacing with County Personnel

Echo IT will interface with County personnel and the identified contracting officer, as needed, to perform the functions requested. In coordination with the County contracting officer, Echo IT will attend necessary County meetings to better understand and support County initiatives and the County's long term strategic framework as it relates to technology. Echo IT will attend any applicable local and



regional meetings on behalf of the County in order to stay current with local IT initiatives that affect the County and to advise the County on recommended actions. Standard IRS mileage rates will be paid to Echo IT for attending meetings outside of Archuleta County. If it is desired that Echo IT personnel attend conferences that require an overnight stay, hotel lodging, per-diem, and mileage will be provided to Echo IT personnel at rates commensurate with those provided to internal County personnel (or using published General Services Administration rates). Additional hourly rates may also apply for travel and time spent at conferences or meetings that require more than a half-day attendance (see Appendix B – Standard IT Rate).

Tier-2 Help Desk Ticketing

Echo IT employs an automated ticketing system to record help requests and to capture notes related to the investigation and resolution of issues. The system automatically logs the time of request and the time of resolution to assist in SLA reporting. Tickets may be easily generated by sending an email to **help@echoitconsult.com** (or a similar email if so desired). Since County IT personnel will be handling Tier-1 requests, most, if not all, Echo IT tickets will come through the County IT Department. If appropriate and desired by County IT, Echo IT can also self-assign tickets directly from the County ticketing queue, either temporarily or permanently. Echo IT will also accept phone or in-person help requests; Echo IT personnel will create a ticket for all non-email request so that they are logged and can be tracked. In addition to the helpdesk email, Echo IT will maintain a single phone number which will connect County personnel to on-duty Echo IT personnel (currently 970-585-ECHO(3246)). Once a help desk ticket is received from a County employee, the Echo IT team will triage, assigning a priority based on the severity of the problem. Steps will then be made to resolve the issue using the best suited staff within Echo IT. Additional escalation will be engaged, as needed, to Tier-3 Vendor support (see next paragraph).

Tier-3 Vendor Support

Echo IT personnel will also communicate with Tier-3 vendor support whenever necessary. This will, at times, entail creating a description of a problem and submitting to vendor support systems via a ticket, and then responding to suggestions from Tier-3 support personnel and performing the suggested corrective actions on County equipment directly. Other times, it may entail allowing Tier-3 vendor personnel remote access to County systems to perform troubleshooting and fixes; all third-party support agents will be monitored while they work. Regardless, Echo IT will do what is necessary in each situation to achieve the objective that was desired when engaging Tier 3 support.

Echo IT will provide ongoing support remotely via a RMM (remote monitoring & management) tool, and VPN access.



This balance of in-person attention, remote monitoring, and structured ticketing for problems can accomplish much by addressing root causes of problems from the beginning, building a robust and reliable IT infrastructure, and building trust between Echo IT and County personnel. Generally, while onsite at County, Tier 2 Echo IT personnel will check on the health of systems, interview staff as to any non-reported issues, and perform needed preventive maintenance and requested configuration on systems to minimize the need for more frequent visits due to failures. When appropriate, support will also be performed by Echo IT personnel remotely via secure VPN. Echo IT will provide a support phone number and email address tied to a ticketing system for users to report problems.

Echo IT will maintain at least one qualified Tier 2 representative in the Pagosa Springs area 24x7x365 who will be able to respond to emergencies within 45 minutes during regular business hours (8-5:00, M-F), and within 2 hours after-hours; the problem must be reported via approved notification methods in order for Echo IT to meet the guaranteed response time(s). Echo IT will respond to emergency requests via telephone and remote login when applicable and on-site when necessary. Echo IT will maintain an on-call list to ensure a person is available all 52 weeks of the year to answer on-call emergency requests.

Non-emergency tickets will be acknowledged within 3 hours (during business hours), and scheduled according to their severity. When possible, after-hours support will be handled with remote access via RMM tools or VPN. After-hours emergency support (Nights, Weekends, & Holidays) is available for system outages and hardware failures, but after-hours non-emergency service calls incur an additional charge (See Appendix B for Overtime/After-Hours Support Cost Tiers).

Transition/Continuity Plan

The transition to Echo IT to fulfill the items in this proposal should be smooth and straightforward. The estimated time it will take, based on the number of workstations and servers provided to transition from the incumbents RMM tool to their own, and take over critical systems management that need to be in place day 1 (e.g. backups, anti-virus management, passwords to critical components), is included in Appendix B. Echo IT have been involved with IT support for the County for years and has a knowledge of their internal infrastructure second only to the incumbent provider, and may actually be more knowledgeable about the facilities and network interconnect via fiber, than the current IT incumbent provider. County personnel are already familiar with the majority of Echo IT personnel, and since they are all Pagosa-based, Echo IT actually has existing strong personal relationships with many individuals within the County government.



Value Added Services

Throughout this proposal, Echo IT has described many of the value added benefits they bring to the County for the services being requested. Summarizing these, Echo IT is an established local IT Services company with a high-level of expertise and a large enough staff of qualified personnel to cover the proposed IT support areas for the County in addition to their other clients. Echo IT is respected locally as a quality IT services company and the company primaries already have a good working relationship with the County and County IT. The County is heavily leveraged with technologies such as fiber-optics, Information Systems security controls, VMWare virtualization, and VLAN separation. These are technology categories in which multiple members of Echo IT have extensive experience, and for which Echo IT possesses multiple industry recognized certifications to bolster their credentials. Coupling this experience and institutional knowledge with our locally based workforce makes the Echo IT team an obvious choice to provide the County exceptional IT support under this proposed contract. All 9 employees of Echo IT live in Archuleta County and are invested in seeing it thrive. Our employees have kids at local schools, use the local medical system, pay local property tax, and reinvest their income into the local economy. They have also volunteered much of their time to charitable efforts, including the County's CSU extension office, to assist County IT personnel and make the annual County Fair and 4-H auction get the IT resources they need during a very busy time of the year for County IT projects.

Company Profile:

Echo IT Consulting has been in business in Southwest Colorado since 2010, and has supported over 150 separate companies and public sector entities in that time in the Archuleta County and four corners region. They also provide contracted managed hosting to mortgage giants Fannie Mae and Freddie Mac and consulting services to development firms in the Mid-Atlantic.

Company Staff:

Eric Hittle, Company Owner/Systems Engineer

B.S. Electrical Engineering from Colorado State University, 1997

Over 22 years' experience directly in IT Support (covering all major operating systems, LAN/WAN networks, all major backup system vendors, dozens of industry specific client/server applications)

Many instructor led vendor training sessions from Microsoft, Cisco, Dell, HP, VMWare, Fore/Marconi, and others.



Worked directly for a very large company (Boeing: 125,000 employees), a medium-sized company (KEYW Corporation: 1,200 employees), and a small business (Sycamore.US: 45-160 employees) before starting his regional IT consulting firm, Echo IT Consulting, in 2010, covering mostly small businesses and public sector entities in Pagosa Springs, CO.

Broad range of skills and depth of experience covering all aspects of Information System needs of companies in Western Colorado. Focused on reliable, cost-effective solutions that small businesses require, but with the large-business support experience to help companies grow and take advantage of enterprise-level functionality.

Eric is currently the primary engineer in the joint Town of Pagosa/Archuleta County sponsored Broadband Services Manager contract (administered by the Pagosa Springs Community Development Corporation). This leverages Eric's extensive knowledge of the local municipal fiber network as the subject matter expert in the area, and focuses on county business, residential, and county governmental access and use of available fiber assets (as well as other technologies), and developing them via long term strategic planning to enhance the broadband capabilities in the area. This work, and the work that Eric has done in this area preceding this contract, has brought Eric in contact with almost all local governmental administrators and IT personnel (PSMC, PAWSD, Archuleta County, LPEA, etc) with whom Eric has a positive working relationship. Eric regularly attends the Joint Utility Commission meetings, currently led by Archuleta County's Tim Hatch, and has a close relationship with area utility providers as well. These relationships and knowledge of the broader IT, broadband, and policy picture for the area, and the relationships with critical players, is something unique that Echo IT brings to the table in terms of this proposal for internal IT Support.

Certifications: Certified Information Systems Security Professional (CISSP #397280), VMWare Certified Professional (VCP # 47253), Microsoft Certified Systems Engineer (MCSE; MCP# 1266241), FORE (Marconi) LAN Certified Engineer

Eric Hittle has been a VMware Certified Professional of 3 different versions (VCP3, VCP5 and VCP6) and has been using VMWare's server products since 2007 in a wide variety of environments. Eric was also a dedicated network engineer from 2000-2003, supporting a U.S. Government field site in England as the lead of the Network Management Team (8 engineers and technicians) who managed 200 active Cisco and Marconi network devices that supported US military and intelligence missions. He also spent 7 years as IT Director for a federal government contractor in Maryland, responsible for all aspects of IT for this company, and spent an additional 4 years providing remote server and networking support to a Cyber-security company in Hanover Maryland. He founded Echo IT Consulting in 2010 to bring professional-level IT services, developed and honed in these other locations, to the Pagosa Springs market.



Stephen Porter – Systems Engineer

A.A.S. Network & Systems Administration from Denver Technical College, 1996

25 years of experience in IT Support

Professional training from Microsoft, Dell, Veritas, and SuccessWare21.

System Administrator for Douglas County School District with 6,000 employees and 60,000 students to support.

Worked with the international service company, Clockwork Home Services, and rebuilt network connectivity and Active Directory.

Director of non-profit which included coordinating 70+ volunteers and the logistics of all programs.

Founder and Headmaster of Pagosa Valor Academy, a local University Model private school in Pagosa Springs, Colorado.

Certifications: MCSE 3 different levels (MCP #1283787), CompTIA A+ Certification

Justin Teague – IT Operations Manager/Systems Engineer

Digital Media – Tulsa Community College, 2010 : Cisco Systems – Tulsa Tech, 2014

Systems Engineer with 10 years of experience in the IT industry.

Professional training from VMware, Cisco, Dell EMC, Ruckus and Sophos.

Systems Engineer and IT Solutions Architect for an internationally respected IT and BI Consultancy based in Oklahoma. Consulted on, designed, deployed, and supported complex systems for SMBs and enterprise clients.

Worked as a Technology Associate in a private K-12 school with around 1000 students and 100 staff members and provided enterprise helpdesk support for Verizon business customers.

Pre-IT career experience working in Technical/Developmental Training for a fortune 500 energy company.



Certifications: Sophos Certified Engineer

Chase Ketchum – Systems Engineer

Networking and Computer Science – Missouri Southern State University, 2003

Systems Engineer with 15 years of experience in the IT Industry.

IT Operations Management and systems administrator for International House of Prayer and enterprise helpdesk support for Hewlett Packard.

Experienced providing support for a variety of enterprise technologies including VMware, Office 365, Veeam, G-Suite, as well as local area networks, servers, printers, VOIP systems, and IT Project Management and RMM platforms.



Andrew Baker – VoIP Engineer/SME

B.S. Biology from Colorado Christian University, 1995

Programmer/IT Analyst with 10 years' industry experience and 5 years of complex VOIP systems engineering and support.

Experience providing Tier 2 support with MS SQL Server, Windows Server, LAN networks, and wireless networks.

Programming skills include Visual Basic, .NET, Java, C++, PHP; VCP Candidate

Over 5 years working for Echo IT Consulting as an IT generalist with a focus on VOIP technologies.



Client References :

Jesse Morehouse – IT Director, Archuleta County School District 50JT

Echo IT has supported ASD50JT in various IT support capacities for 8 years, but in 2017 began a support contract very similar to the one being proposed in this RFP response, albeit larger in scope. Echo IT supports and manages all IT functions for the ASD50JT school district above the desktop level, including VMWare systems, Cisco and Meraki Network switches and firewalls, Windows Active Directory services, etc. Echo IT provides support to 250 staff and 1660 student users. The main difference in the support contract for ASD50JT and that being proposed for County, is that Echo IT does not provide Tier-1 support or desktop support as this is covered by on-site personnel. Echo IT has also recently needed to take on the temporary role of interim IT Director while Jesse has been called up on National Guard duty. This requires frequently interfacing with district Administration, directing on-site IT staff, and other tasks that will fall back to Jesse when he returns to his position in Sept 2021.

Contact: 970-946-0153
309 Lewis Street, PO Box 1498
Pagosa Springs, CO 81147

Andrea Phillips – Town Manager, Town of Pagosa Springs

Echo IT has supported the Town of Pagosa Springs in some way going back to 2012. It took over larger direct support role in 2013 when it responded to request for installation of a replacement phone system for Town Hall, the police Department, and Community Center, which was installed in early 2014, and has been in operation ever since. Echo IT also started to get the network infrastructure improved for Town Hall at this time, and was integral to getting the Town of Pagosa’s Internet connected to gigabit fiber in 2016, via the fiber that was installed as part of the SCAN project in 2014. Echo IT continued to provide ad-hoc support to the Town for their server virtualization and CBI-required network separation of the Police Department and Town networks. In mid-2018 Echo IT took over all of the Town’s IT managed services, from the desktop level up, when they won the RFP the Town put out for these services, and are currently in middle of the base period of this contract.

Contact: 970-264-4151
551 Hot Springs Blvd
Pagosa Springs, CO 81147



Tim DeFoggi -- Former COO, Vcalc.com

Echo IT maintains a contract for hosting and maintaining security for 4 credit reporting web servers (and associated database and development servers) used by 1000's of banks for mortgage banking clients Fannie Mae and Freddie Mac (Mbfrf.org, MIDatalink.org, Analyzer.mbfrf.org, and Analyzer.MIdatalink.org). Echo IT has been performing this service, sub-contracted through vCalc.com, for 2.5 years, but Eric Hittle's time supporting these services goes back to 2003 for a previous employer. In 2015, Echo personnel worked with Tim DeFoggi to build and secure the websites on virtualized servers hosted by Rackspace.com, and met various regular contractual requirements for the running of the sites. Through a contract with vCalc.com, Echo IT maintains the associated servers, regularly monitors and checks the health and availability of the websites and backups and performs annual security audits that it delivers to Fannie Mae and Freddie Mac. Tim is no longer the COO of vCalc, as he has taken a position with another company, but is very acquainted with Echo IT's expertise and quality of work and was in position and managed Echo IT when Echo IT took over that contract, which it still maintains.

Contact: 240-344-0335
228 N. Market Street
Frederick MD, 21701



Appendix A -- Definition of Terms and Non-standard Acronyms:

AD - Active Directory. *Microsoft Windows Network & User Management Infrastructure*

AP - Wi-Fi Access Point (distributed devices from which Wi-Fi signal emanates)

AWS - Amazon Web Services

COOP - Continuity of Operations

EOL - End of Life. *Status meaning vendor will no longer support a device or version of software*

DHCP - Dynamic Host Configuration Protocol *Service responsible for assigning IP Addresses automatically to devices, upon request*

DNS - Domain Name Service *local and Internet protocol used to map names to IP Addresses*

GPO/GPP - Group Policy Objects/ Group Policy Profiles *Bulk device and user management tools available within Active Directory*

GSA – Government Services Administration *Federal agency that determines standard rates for travel reimbursement, among other things www.gsa.gov/perdiem*

IP Address - Unique logical address every computer or mobile network device must have to function on a LAN or the Internet

ISP - Internet Service Provider *vendor supplying Internet services*

LAN - Local Area Network *internal network of an enterprise*

RMM - Remote monitoring & management tool

SNMP – Simple Network Management Protocol

SSID – Wifi Network Name

RPO - Recovery Point Objective *the maximum amount of data loss, in terms of time, that is allowed after a data recovery e.g. 24 hours would be a RPO for daily backups*

RTO - Recovery Time Objective *the maximum amount of time it takes to restore a system to full functionality*



SSL Certificate - Internet item that allows for secure communications without error messages (e.g. [https:// sites](https://sites))

VLAN - Virtual Local Area Network *used in large environments for necessary segmentation of a LAN but allowing for access to each logical network anywhere on network needed*

VTL - Virtual Tape Library

Virtualization/Virtual Server - Modern method of consolidating multiple logical servers on a single piece of hardware *instead of the old model of a 1-to-1 relationship of server<-->hardware. ESX is the name for the host that services virtual servers.*

VoIP - Voice over IP *modern telephone connection using network instead of traditional phone lines and devices*

WAN - Internet connection for an enterprise



Appendix B – Hourly Cost Schedule and Fee Definition

Hourly Rates for Echo IT Professional Services (quarter hour increments, half hour minimum)

Desktop IT Services	\$115 per hour
(Desktop only support, printer support, LAN connections testing)	
Standard Tier-2 Consulting Services*	\$140 per hour
(Server work, Basic Network Services, Data Restoration, VOIP System Support)	
Advanced/Specialty Services	\$155 per hour
(Server Virtualization, Business Continuity/Disaster Recovery Planning Services, IT Security Consulting, CIO Strategy and Planning, Engineering Design Work)	
After-Hours	\$40 per hour surcharge

*Greater than 50% of the hours worked for hourly services are expected to be at this rate level

Recurring Charges for Products/Services:

**Quantities are Estimated*

Datto RMM – Desktop Monitoring Agent	\$3.60 x 150 = \$540.00 monthly*
(Includes remote access, automated remediation, monitoring, patching/updates, etc...)	
Datto RMM – Desktop Monitoring Agent	\$5.20 x 15 = \$78.00 monthly*
(Includes remote access, automated remediation, monitoring, patching/updates, etc...)	
Sophos Intercept X Adv. w/EDR - WORKSTATION	\$54.99 x 150 = \$8,248.50 annually*
Sophos Intercept X Adv. w/EDR - SERVER	\$131.09 x 15 = \$1,966.35 annually*



Taking over other ongoing costs now paid through incumbent

Ongoing costs for maintenance of enterprise systems and software currently billed to the County by the existing incumbent contractor will be continued at or possibly below existing costs for similarly scaled implementations. E.G. Existing backup solution (StorageCraft), VoIP systems (Switchvox), warranties and support for server and network hardware, enterprise applications, etc. To be more specific with these costs, Echo IT will need a full accounting of all ongoing system costs.

One-Time Onboarding Cost Estimate

Estimated Onboarding Labor Hours (Discovery, Password and Access Validation, Security Status, backup transition, RMM tool deployment) **\$140.00 x 32 = \$4,480.00**



Appendix C – RFP Proposal Requirements Specific Responses:

a. Company name, address, and telephone number(s) of the firm submitting the proposal.

ECHO IT Consulting, LLC, 2800 Cornerstone Drive, B1-U1, Pagosa Springs CO 81147, 970-585-ECHO(3246)

b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.

Eric C. Hittle, Owner; eric@echoitconsult.com; 970-585-ECHO x210

c. Federal and state taxpayer identification numbers of the firm.

Federal: EIN 27-2833774; State Tax ID: 29856725-0003

d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.

ECHO IT understands the request to provide augmented managed IT services to the existing County IT Department for the period described in the RFP. The concept of this support is described throughout the detailed proposal submitted, but could change at the direction of the County IT Director within the contract period. The remuneration for this support consists of base fee, encompassing the regularly bill for remote monitoring, anti-virus, and backups, specified in Appendix C plus the hourly rate schedule for services that are performed on an as-needed/as-requested basis, as outlined in Appendix B. If selected as the winning bid, Echo IT will enter into contract negotiations with Archuleta County so that the contract can be approved at the BOT on Jan 29th, 2021 and the support commence shortly thereafter (actual date of support commencement not specified in the RFP).

e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.

Signed letter is attached to proposal

f. Statement which indicated “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the County.”

Eric Hittle of Echo IT affirms that this proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the County

g. General Vendor Information – Please provide the following information:



i. Length of time in business

10 years, 2 months. (Formed Oct, 2010)

ii. Length of time in business of providing proposed services

10 years, 2 months

iii. Total number of clients

150

iv. Total number of public sector clients

8

v. Number of full-time personnel in: (as a small firm we wear multiple hats, so there is some overlap between these roles)

(1). Consulting

4.5

(2). Installation and training

2.5

(3). Sales, marketing, and administrative support

2

vi. Location of headquarters and any field offices

2800 Cornerstone Drive, B1-U1, Pagosa Springs, CO 81147

vii. Location of office which would service this account

2800 Cornerstone Drive, B1-U1, Pagosa Springs, CO 81147

Archuleta County IT Services.

The undersigned hereby affirms that (1) he/she is a duly authorized agent of the Contractor; (2) that the offer is being submitted on behalf of the Contractor in accordance with any terms and conditions set forth in this document; and (3) that the Contractor will accept any awards made to it as a result of the offer submitted herein until January 8, 2021.

Please return this with your proposal.

PRINT OR TYPE YOUR INFORMATION

Name of Company: ECHO IT Consulting LLC

Address: 2800 Cornerstone Dr. B1-U1 City/State: Pagosa Springs, CO Zip: 81147

Contact Person: Eric Hittle Title: Owner/Principal Consultant

Phone: 970-585-ECHO x110 Email Address: eric@echoitconsult.com

Authorized Representative's Signature: 

Printed Name: ERIC C. HITTLE Title: Owner/Principal Consultant

Date: 1/7/2021 Email Address: eric@echoitconsult.com