July 26, 2023

ADMINISTRATOR: Melissa Selby, Director of Administrative Services

SUBJECT: IT Contractual Services Switch

☐ **Information Only**   ☒ **Action Needed**

I. Authority For This Action:

☒ Local Policy

☐ Law or Rule Public Health Code, Act 368 of 1978, MCL 333.2417

II. Summary:
(Previous board action relating to this item? Background information and if any future action anticipated.)

On August 8th, 2022 the Board of Health authorized MMDHD to enter a managed service contract with IT Right (now known as VC3). This was due to a shortage of IT staffing and difficulty recruiting and hiring experienced IT staff. The intention of the managed service plan (MSP) was to have a comprehensive staffing solution. The contract was intended to include vendor management, unlimited field response, unlimited help desk support, dedicated technical alignment manager and a virtual chief information office to assist with recommendations and the development of a budget and 5-year plan, assistance with future projects, and comprehensive cyber security screenings and trainings.

Since the initial contract, MMDHD has experienced a difficult relationship with the current vendor. To start, a lack of communication regarding onboarding and systems being implemented on the internal network created a lack of trust and conflicting priorities. Since the initial communication problem, issues continued to arise with the helpdesk. MMDHD has consistently entered tickets for assistance and those tickets have taken days, to weeks, to months to resolve. MMDHD continued to reach out regarding long ticket times and has been met with indifference or rationalizations for the lack of support. Furthermore, MMDHD IT staff have spent countless hours providing appropriate documentation to assist with tickets only to have that information neglected and not entered into their system. This results in multiple tickets with the same problem, yet no resolution.

MMDHD staff working directly with VC3 has found that unlimited field response is few and far between and can take weeks to schedule. Monthly meetings tend to be focused on VC3's priorities and not MMDHD's priorities and quarterly budget and strategic planning meetings have not been consistent or discussed long term goals/priorities. All MMDHD staff were polled for their experience thus far with VC3 and unfortunately the results were not ideal. They found that the support is lacking, it takes multiple phone calls to have issues resolved, many times VC3 does not call at the designated time, or they are passed off to another technician where they must wait until they are available to assist.

III. Strategic Objective, Health Issue, or other Need Addressed:
(What priority should be given in relation to goals? Include reason for recommending change in priorities and how the need will be introduced into planning process.)

MMDHD would like to sever the contract with VC3 and engage with Corporate Technologies which MMDHD has had a relationship with in the past. This contract will include many of the same services as what was covered with the initial contract with VC3. This includes unlimited tier 1 help desk support, 40 hours of tier 2 or onsite support each month, unlimited support from a dedicated technical alignment manager, quarterly meetings with a vCIO to conduct long term strategic planning and budgetary projections and overall maintenance and support of MMDHD's network.

MMDHD still feels that contracting is the best avenue as staffing challenges have not alleviated but maintaining the current contract is not satisfactory.

IV. Fiscal Impact and Cost:
(Immediate, ongoing, and future impact.)

After reaching out to additional competitive companies, MMDHD is recommending to the board to authorize a contract with Corporate Technologies as a cost of $116,802.00 annually. This cost will be locked in for 3 years, but it will be a year-to-year contract.

V. Alternatives Considered:
(Scope of options reviewed. Reasons for rejecting alternatives.)

MMDHD reached out to two additional companies to compare against the current VC3 contract:

   a. VC3- (current vendor) $115,200.00 per year.
   b. Rehmann Technology Solutions – will provide many of the same services (6am-6pm tech support, Virtual CIO, Service Alignment Engineer, technology and proactive maintenance, asset tracking, and business intelligence and reporting for a cost of $128,865.00 annually. This does not include any dedicated, on-site support ($155-$210/hour plus travel fees)

VI. Recommendation:
(Advantages/benefits of proposal. Expected results. Possible problems or disadvantages of proposal. Effect of action on agency. Consequences of not approving recommendation or taking action.)

MMDHD recommends the Board of Health authorize the agency to sign a contract with Corporate Technologies at a cost of $116,802.00 for IT contractual services.

VII. Monitoring and Reporting Timeline:
(Evaluation method and timeline. Next report to the Board.)

MMDHD will update the BOH on the status of implementation.

CORPORATE TECHNOLOGIES LLC

Technology Advantage and Related Programs Proposal

Mid-Michigan District Health Department
Company Name
615 N State St
Address
Stanton, Michigan 48888
City   State   Zip
(989) 831-5237
Phone Number

OPTION 2

TECHNOLOGY ADVANTAGE
MANAGED DESKTOP / SERVER & HELP DESK
CONNECT MANAGED DESKTOP / SERVER
"HYBRID"

SERVICE OFFERING	NUMBER OF DEVICES	MONTHLY PRICE PER DEVICE	MONTHLY ALLOTTED HOURS	TOTAL PER OFFERING
Technology Advantage Managed Desktop:				
Managed Desktop - Standard Edition		$50.00		
Managed Desktop - Secure Advantage	80	$95.00	40	$7,600.00
Technology Advantage Managed Server:				
Managed Server - Standard Edition		$125.00		
Managed Server - Secure Advantage		$170.00		
Managed Network				
Managed Network - (Up to 5 Networking Devices)	1	$125.00		$125.00
Protect Local / Offsite Backup				
1-20 Total Users (Up to 1 TB)		$200.00		
21-50 Total Users (Up to 2 TB)		$400.00		
51-100 Total Users (Up to 3 TB)	1	$600.00		$600.00
Backup Monitoring + Local Backup Appliance		Included		
Over Allotted Storage - Per 1TB		$200.00		
PC/Desktop Backup (No Server Option)		$25.00		
Help Desk Connect Managed Desktop:				
Help Desk Connect - Standard Edition		$25.00		
Help Desk Connect - Secure Advantage	15	$70.00		$1,050.00
Help Desk Connect Managed Server:				
Help Desk Connect - Standard Edition		$75.00		
Help Desk Connect - Secure Advantage	12	$120.00		$1,440.00
SERVICE CONTRACT TOTALS	109		40	$10,815.00

Monthly Service Fee (Minimum $250)	$10,815.00	Total Monthly Tier 2/Onsite Support Hrs:	40
Assessment / Installation Fee (Minimum $250)	$10,000.00	**NOTE: 24/7 Tier 1 Help Desk**	
Total First Month's Fee	$20,815.00	**Support is UNLIMITED**	

10% DISCOUNT IF PAID ANNUALLY
$116,802

EMPOWER YOUR PURPOSE

MANAGED SERVICES PROPOSAL FOR

Mid-Michigan District Health Department

Submitted by:

Aaron Darland, Senior Account Manager, Branch Director
aaron.darland@rehmann.com

Rehmann Technology Solutions, LLC | 3145 Prairie Street SW, Suite 101 | Grandville, MI 49418 | 616.222.9200

Rehmann

7/24/23

Hailey Brewer
Mid-Michigan District Health Department
615 N. State St.
Suite 2
Stanton, MI 48888

Dear Hailey:

We appreciate the opportunity to present the following proposal for services to Mid-Michigan District Health Department (MMDHD), on behalf of Rehmann Technology Solutions, LLC ("Rehmann"). We will leverage our extensive industry and technical experience to help you accomplish your goals.

The attached proposal focuses on the specific needs identified during our conversation and demonstrates how Rehmann's advisory approach will provide a successful partnership that's built on value and trust.

When you partner with Rehmann, here's what to expect:

- More than 45 years of experience providing technology solutions
- A solid reputation in the industry
- A collaborative relationship
- A team approach
- An award-winning commitment to our clients

We look forward to hearing from you regarding your decision. In the meantime, please contact us with any questions. Thank you for considering Rehmann.

Sincerely,
Rehmann Technology Solutions, LLC

Aaron Darland
Senior Account Manager, Branch Director

WHY PARTNER WITH RTS?

EXPERTISE AND EXPERIENCE

The Challenge: IT moves quickly in today's business landscape. With that, expertise and knowledge are critical to maintaining a healthy IT environment. Attempts to remain aware of the ever-changing rules, regulations, threats, and challenges in IT can be nearly impossible for businesses.

The Resolution: Rehmann Technology Solutions provides several resources with various levels of expertise to proactively manage and reactively solve IT challenges. Our engineers and technicians are required to practice continued education and certifications. This permits Rehmann engineers to solve challenges quickly, identify gaps in infrastructure, and provide IT strategy to encourage a proactive, healthy IT environment.

TIME MANAGEMENT

The Challenge: As IT becomes more complex and more applications are adopted for efficiencies, supporting the IT environment is a constant battle for organizations. Having an IT resource (or several resources) to maintain user support, education, and proactive maintenance for equipment and applications can become extremely expensive. IT resources are focused on reactive care rather than proactive planning.

The Resolution: Rehmann Technology Solutions provides user support to assist users with existing IT challenges and resolve issues with a choice of standard business hours or 24x7x365 support program, depending on your organization's needs. This frees up decision makers and IT resources in your organization to focus on the future. RTS user support and Network Operations Center (NOC) also provides best-in-class response times to issues to ensure your organization's users stay efficient and satisfied with their IT care.

PROACTIVE MAINTENANCE

The Challenge: IT applications and equipment need consistent, continuous monitoring and maintenance. With today's security threats, lack of patching and security management can lead to a catastrophic event. The time and energy to continuously update the IT environment can be expensive and exhausting.

The Resolution: Rehmann Technology Solutions uses state-of-the-art applications and tools to maintain and update the IT environment, including testing patches and updates to reduce the probability of deploying an update that may cause issues and frustrations to users. The Network Operations Center (NOC) monitors and maintains your IT environment in conjunction with a Service Alignment Engineer (SAE) to ensure the best possible maintenance and care. An SAE is an engineer that will be committed to learning your environment and providing reviews for your organization. SAE reviews can take place anywhere from 1 to 12 times per year, depending on your organization's needs.

STRATEGY AND BUDGETING

The Challenge: Looking into the future for the needs of your organization from an IT perspective can be daunting when considering upcoming technologies, flexibility, and compliance.

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The Resolution: Rehmann Technology Solutions provides awareness of upcoming IT technology and strategies through Virtual Chief Information Officer (vCIO) reviews that focus on the growth and strategy of your organization and how to budget and consider future needs in IT.

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THE IMPORTANCE OF CLIENT SATISFACTION

CLIENT CARE IS OUR PRIORITY

Excellent IT client care involves several key elements, including effective communication, timely response to client inquiries and issues, and a focus on problem-solving. Rehmann Technology Solutions maintains open lines of communication with clients to understand their needs and concerns fully. This includes responding promptly to client inquiries, addressing any issues that arise, and providing regular updates on the status of ongoing projects or service requests.
Rehmann Technology Solutions focuses on problem-solving to resolve client issues quickly and efficiently. This may involve troubleshooting, identifying root causes of issues, and implementing effective solutions to prevent future problems. Service providers should also provide clear and concise instructions to clients on how to use technology and tools effectively.

CLIENT SATISFACTION AWARENESS

IT client satisfaction awareness is the practice of continually monitoring and evaluating client satisfaction with IT services and making necessary improvements to enhance client satisfaction levels. It is an essential aspect of effective IT service management, as client satisfaction is a key indicator of the success of IT service delivery.

To ensure IT client satisfaction awareness, Rehmann Technology Solutions establishes mechanisms to collect feedback from clients regularly. This is accomplished through annual net Promotor Score surveys, individual service request follow-up surveys, and client focus groups. The feedback collected is analyzed and acted upon promptly to address any issues or concerns raised by clients.

Rehmann Technology Solutions is proud to share the following results as part of our client satisfaction awareness:

> **IT Individual Service Request Follow-Up Survey**
> IT Service Industry Average: 16.1 out of 20
> Rehmann Technology Solutions 2023 YTD Average Results: 19.7 out of 20

> **Net Promotor Score**
> IT Service Industry Average: +36.5
> Rehmann Technology Solutions 2022 Results: +76.0

CONSISTENT RESPONSE TIMES FOR USER SUPPORT

In today's fast-paced business environment, where downtime can result in lost revenue and decreased customer satisfaction, response times have become even more critical. Rehmann Technology Solutions ensures that an efficient processes is in place to respond to client requests for support or assistance promptly. As a result, Rehmann Technology Solutions is proud to share the following response time results, based on 2023 YTD:

> **IT Average Time to Response for Service Request:**
> IT Service Industry Average: 3.25 Hours
> Rehmann Technology Solutions 2023 YTD Average Results: 7.93 Minutes

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OUR SERVICES

Rehmann's vision is to bring a bold new level of confidence by providing insights and solutions that maximize the potential of clients like you. By understanding what's important to MMDHD, our team will deliver services in an efficient manner and advise you proactively, not reactively, so that your company can achieve and maintain its desired goals. We are committed to exceeding your expectations.

MANAGED IT SERVICES

Based on our findings and after internal discussions, our team recommends Managed IT Services to assist with efficiency and growth. This feature-rich program monitors and keeps your data and applications safe and running with flexible, predictable, and reliable support. We provide long-range planning and budgeting, ensuring your IT plans are aligned to your organizational goals. Additional fees would apply for upgrades and advancements. What's included:

Technology and Proactive IT Environment

Operating system patches, firmware updates, third party application updates – these are just some of the tasks that we will complete as part of our service. We will work with you to establish maintenance windows so that all your technology can be properly and proactively maintained. Monitoring, assessment and remediation of system patches, firmware patches, third party application updates and security updates will be managed by our Network Operations Center (NOC).

The Proactive IT Environment program is covered based on the IT equipment in place. This includes Servers, laptops, desktops, switches, routers, and firewalls.

Managed Program: The Proactive IT Environment Managed Program is designed to handle existing IT environment management. This program is beneficial for organizations that need assistance with keeping ahead of proactive maintenance in the organization's IT environment. The Rehmann NOC will manage all alerts and remediate the issues as needed, in addition to handling automate updates of OS system patches, firmware updates and third-party application updates. No additional remediation is needed from your organization for IT environment error resolution.

SPAM Filtering

As part of the Managed IT Services solution, SPAM filtering will be provided for all email users within your organization. SPAM filtering is powered by Sophos, a leading technology in the email security environment.

Business Hours Service Desk Coverage

A traditional IT managed services agreement has support from 6am to 6pm, EST Monday-Friday or an uplifted program of 24x7 support coverage. We will strive to provide as much support remotely as possible – for the sake of efficiency and minimal interruption, but if on-site support is needed, we will be there, at no additional charge for in-scope services.

The Support Desk program is covered on a per user basis. All users are required to be covered so that we may provide the best and most efficient care possible.

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The Support Desk is available via phone, email or ticket issuance through our support dashboard.

Service Alignment Engineer (SAE)

An important part of maintaining a healthy and well controlled IT environment is consistent maintenance and awareness of the environment beyond monitoring and management of the general IT equipment in place. Rehmann provides a Service Alignment Engineer (SAE) that is assigned specifically to your organization to gain awareness of the existing infrastructure and IT environment and continued awareness of short term and long-term IT needs. The core focus of an SAE review is to:

- Have consistent discussions regarding your organization and alignment.
- Align technology to industry best practices
- Perform proactive maintenance of managed systems
- Identify gaps in client infrastructure

The SAE program includes regularly scheduled meetings to review your environment through data and reports, discuss challenges and define misaligned items. This includes delivery of several reports to assist with understanding the organization's environment.

The SAE program is defined based on the number of reviews requested throughout a 12-month period. This may range from one review per year to twelve reviews per year, depending on need.

Virtual CIO (vCIO)

Few organizations need a full-time management-level IT professional – and ones that understand business dynamics are rare. Rehmann has developed a team of professionals that help our clients thrive by taking over the strategy, management, and routine governance of IT oversight. Our vCIO's will develop a multi-year IT budget, monitor system performance and security trends, make recommendations for the implementation of best practices, inform you of technology advances and serve as your trusted advisor.

The vCIO program is defined based on the number of reviews requested throughout a 12-month period. This may range from one review per year to four reviews per year, depending on need.

Implementation Overview

We have developed a comprehensive on-boarding process that ensures success – meaning your organization gets top-notch IT support services and we are able to deliver world-class service in doing so. The typical onboarding process is approximately 14-21 days. We may identify "Red Light" issues to remediate, which would lengthen the timeline.

MANAGED SECURITY SERVICES

Organizations of all sizes encounter cyberthreats daily, making security a priority for everyone. But when organizations aren't prepared, an attack could be devastating.

Anywhere DNS Protection and Web Content Filtering

Firewalls secure users when they're in the office, but what protects them everywhere else? Anywhere DNS Protection and Web Content Filtering by Rehmann travels with your users, protecting them wherever they go in our "work from anywhere" world. Our cloud-based solution is ideal for

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confronting the expanded attack surface of today's remote workforce by acting as a secure onramp to the Internet and delivering deep inspection and control to support compliance and provide effective threat protection. By enforcing security at the DNS and IP layers, Rehmann blocks command-and-control requests to malware, ransomware, phishing, and botnets before a connection is ever established, preventing data exfiltration and downtime. This solution unifies firewall, secure web gateway, DNS-layer security, cloud access security broker (CASB), and threat intelligence solutions into a single cloud service for organizations of all sizes.

- No hardware or software installations
- Predictive security enforcement
- Up to 100 categories of content filtering
- Policy control by user, group, or network
- Flexible reporting—standard or custom reports
- DNS and IP layer protection
- Roaming and mobile user protection
- Active Directory (AD) integration
- Application discovery report

Not sure if this solution is right for you? We offer a free 30-day trial for Anywhere DNS Protection and Web Content Filtering!

Endpoint Detection and Response (EDR)

Managed EDR solution combines best-of-breed endpoint detection and response technology with our 24/7 security operations center. Managed EDR leverages advanced AI and machine learning to rapidly detect and halt known and unknown threats that antivirus miss, including ransomware, fileless, zero-day, and nation-grade attacks. By quarantining actions and taking monitored assets offline to prevent threats from moving laterally, we ensure the protection of clients' remaining network-connected assets. Our SOC reviews alerts for false positives, confirming malicious attacks and activating remediation steps as needed to keep your business up and running.

Best of all: When malicious behavior is detected, Managed EDR can rapidly roll back files to previous safe versions and restore any affected devices to an acceptable risk state. Make dwell time a thing of the past by detecting and responding to threats in real time with Managed EDR

- AI and machine learning rapidly identify and stop the most sophisticated ransomware and other cyberattacks
- 24/7 SOC confirms malicious attacks and activates remediation steps
- Full rollback in the event of ransomware attacks
- Protects both server and workstation endpoints

Security Awareness Training and Simulated Phishing Attacks (SAT)

In the war against attackers, your people are your first line of defense but also your biggest vulnerability. Phishing is the number one attack vector in use today, making it critical to train and test employees on how to spot suspicious emails and what to do when they suspect a link or attachment is malicious.

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With a wide variety of training options and approaches, Rehmann's Security Awareness Training and Simulated Phishing Attack program aims to improve user awareness and minimize click rates and corporate risk over time. The platform provides the world's largest library of security awareness training content, and monthly simulated phishing attacks by our expert assess your users' susceptibility in clicking dangerous links or opening malicious attachments. By employing this cycle of testing, training, and retesting, the typical organization sees its phish-prone percentage drop from 37.9% to 4.7% in the first year.

- Fully managed training platform with product direct options
- Monthly simulated phishing attacks
- Extensive library of campaign templates and training content
Automated reporting of campaign results

Multi Factor Authentication (MFA)

The explosion of cloud applications and "work from anywhere" has expanded the concept of a perimeter security architecture. Users now require secure access to applications from anywhere on any device. Rehmann's multi-factor authentication (MFA) solutions ensure that only the right users and protected devices have access to your organization's applications and data.

Rehmann will work with you to understand your security and operability goals and customize flexible MFA tools to safeguard services such as Office 365 and VPN. Single sign-on functionality allows users to quickly and securely jump to line-of-business applications.

We offer four unique options based on your business' secure access needs:
- Microsoft Office 365 MFA Basic
- Microsoft Office 365 MFA with P1
- Cisco Duo MFA
- Cisco Duo Access

Security Information and Event Management (SIEM)

Many compliance frameworks call for log collection, and retention and monitoring of system activity. SIEM solutions involve log collection and analysis, threat intelligence integration, real time event correlation and reporting capabilities. SIEM improves security posture, detects security incidents and responds to security threats more efficiently.

Rehmann provides a SIEM platform that includes:
- Centralized logging and alerts.
- Threat monitoring and ability to track user activity
- One year of log data retention available for investigation and reporting
- Search and reporting of audit logs, with prebuilt, scheduled reports
- 24/7/365 Security Operations support and guided response for security incidents

Security Services Implementation Overview

Security Services require dedicated implementation and care initially, followed by some slight adjustments as the applications continue to "learn" your environment. Rehmann Technology Solutions

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will dedicate a project manager to the implementation of security services to ensure proper communication and performance. For implementation, please be advised of the following:

Anywhere DNS and Web Content Filtering Scope:
- Workstation agent installation and configuration
- Covers all back-end setup of DNS and Web Content related work and DHCP changes

Endpoint Detection and Response (EDR) Scope:
- Server and Workstation agent installation and configuration
- Covers all back-end setup and creation of initial policies

Security Awareness and Training (SAT) Scope:
- Application configuration
- Initial phishing test deployment for baseline creation
- ADI Sync Configuration
- Outlook Phish Alert add-in deployment
- 30 minute meeting with client to go over initial results

Multi Factor Authentication (MFA) Scope:
- Deployment of MFA for Office 365 and Azure logins
- Installation/Back-end Setup
- One hour training session (individual or group) as a knowledge transfer for future user trainings

Security Information and Event Management (SIEM) Scope:
- Deployment of SIEM solution agents
- Back-end Setup and Creation of Initial Policies

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Rehmann Overview

OFFICE LOCATIONS

Ann Arbor, MI 734.761.2005

Bonita Springs, FL 239.992.6211

Cheboygan, MI 231.627.3143

Detroit, MI 313.202.7400

Farmington Hills, MI 248.579.1100

Grand Rapids, MI 616.975.4100

Grandville, MI 616.222.9200

Jackson, MI 517.787.6503

Jupiter, FL 561.694.1040

Lansing, MI 517.316.2400

Muskegon, MI 231.739.9441

Orlando, FL 407.843.4433

Saginaw, MI 989.799.9580

Stuart, FL 772.283.7444

Toledo, OH 419.865.8118

Traverse City, MI 231.946.3230

Troy, MI 248.952.5000

Vero Beach, FL 772.234.8484

At Rehmann, we combine our knowledge and experience to resolve the challenges our clients face. We provide forward-thinking solutions and immerse ourselves into our client's business. At the end of the day, we help our clients achieve their goals.

PROFESSIONAL SERVICE LINES

Advisory & Tax and Assurance
- Tax advisory, compliance and preparation
- Specialized tax focus (R&D, SALT, international, cost segregation, M&A, estate & trust)
- Assurance and financial reporting
- Strategic business planning and advisory

Managed Services and Outsourcing Solutions
- Finance and accounting solutions
- Technology solutions (managed security, IT, cloud and networks)
- Human resource solutions

Specialized Consulting
- Corporate investigations and security
- Business valuation
- Turnaround, restructuring and insolvency
- Litigation support

Wealth Management*
- Asset management and financial planning
- Risk analysis and evaluation of insurance coverage
- Planning and analysis for retirement, estate and education savings

Founded in
1941

138
Number of principals

850+
Number of associates

170.4 million
Total revenue in 2021

INDUSTRIES SERVED

Rehmann serves a wide range of clients. A full list of industries can be found on rehmann.com.

- Manufacturing
- Healthcare
- Private Equity
- Individuals & Private Households
- Financial Services
- Construction
- Not-for-Profit
- Commercial
- Government
- Education
- Cannabis

HLB INTERNATIONAL

Rehmann is an independent member of HLB, the global advisory and accounting network. Founded in 1969, HLB is a global network of advisory and accounting firms. Their commitment to quality and excellence has been the driving force in helping clients grow across borders, offering audit and assurance, tax and a wide range of advisory services. Learn more at https://www.hlb.global/.

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YOUR REHMANN TEAM

The core service team for MMDHD will include individuals with extensive experience in technology solutions. These professionals not only have the experience providing the services outlined in this proposal, but they also represent management of our firm. Our service philosophy guarantees significant involvement of our executives as part of each client relationship.

REHMANN CLIENT SERVICE PHILOSOPHY

One Team. One Focus. Your Success – Your Rehmann team will have the optimal combination of skills and experience to support your success. Your primary business advisor, Aaron Darland, will:

- Continually customize a cross-functional team tailored to your current needs that can help meet MMDHD's goals and objectives for the future.
- Ensure we are meeting and exceeding your needs by identifying and bringing to your attention value-added business solutions.

Provide access to additional resources available within our firm and through our industry networks. Throughout the year you can expect an objective Rehmann advisor to serve as MMDHD's client ambassador. Your client ambassador will ask for feedback on the quality of our service and about your experience as a Rehmann client to ensure we are doing all that we can to exceed your expectations.

The Rehmann client service delivery model ensures you will have direct access to all members of your Rehmann team.

Biographical resumes of each of the key team members are included on the following pages.

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AARON DARLAND

SENIOR ACCOUNT MANAGER | BRANCH DIRECTOR
Technology Solutions

📞 **616.957.5383**

✉ **aaron.darland@rehmann.com**

> " I work to build strong relationships with my clients to gain an understanding of their business, so we can focus on IT and provide the best solutions, so they can focus on what they do best.

CURRENT ROLE

Aaron oversees the Midland technology solutions branch and serves as a trusted advisor to many clients in Lansing and mid-Michigan, providing consulting and technology solutions across business verticals to meet their unique needs. He brings 20 years of professional information technology experience. Others within the firm rely on his industry knowledge and extensive experience with various vendor and partner programs. Aaron helps numerous clients in shaping and managing their IT environments to fit their specific needs.

SERVICE AREAS

- Information systems and technology
- Solution development
- Managed services
- Business advisor
- Business development
- vCIO and technology consulting

EXPERIENCE

Aaron holds numerous sales certifications with original equipment manufacturers like HP, Dell, Barracuda, Microsoft and WatchGuard. Aaron has been working at Rehmann (formerly Trivalent Group) since 2002, starting out as an inside account manager and moving up in his career, bringing over 20 years of technology experience with the firm. His passion for technology and consulting clients on the best solutions for their organization has shaped him into a trusted professional in the market.

A CLOSER LOOK

- Aaron is involved in his community, volunteering with local schools and the Midland EEPN.
- Aaron participates as an advisor for the Mid Michigan Community College IT Program curriculum.

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MARK SPAAK

Senior Manager of Security Solutions | VCIO | VCISO | CISSP
Technology Solutions

616.301.6447

mark.spaak@rehmann.com

"With a dedication to client excellence, we provide access to a broad range of expertise not available anywhere else.

CURRENT ROLE

Mark serves as a virtual chief information officer (vCIO) and virtual chief information security officer (vCISO) providing fractional technology and security consulting to clients across business verticals such as finance, healthcare, education, government, construction, non-profit, and manufacturing. In this capacity, he works with clients to create a technology and security strategy, roadmap and budget. As a senior manager and CISSP, he provides day-to-day operational management and leadership for security solutions within Rehmann's Technology Solutions group.

SERVICE AREAS

- Information systems management
- Technology strategy and operations
- Systems and cybersecurity training
- Cybersecurity solution development
- Corporate policy and compliance
- Incident handling and response
- vCISO
- vCIO

EXPERIENCE

With over 25 years of experience holding various IT roles, Mark has extensive knowledge of technology solutions and operations. With background as a system's engineer, he worked in the manufacturing industry for 5 years, banking industry for 10 years, and has well-rounded experience across a wide range of industries. Prior to joining Rehmann in 2017, Mark served as the Systems Engineering Manager for a large financial institution.

Leveraging his expertise, Mark works with clients and internal teams to innovate solutions that solve difficult business challenges. A thought leader, Mark has recorded podcasts, performed media interviews and is a contributor for various publications covering current security and technology topics within the small-to-medium business community.

A CLOSER LOOK

- Continuously expanding his knowledge, Mark acquired his Certified Information Systems Security Professional (CISSP) designation.
- Staying abreast of where the industry is headed, Mark steers clients safely into the future.
- Mark is actively involved in his community through charitable organizations like Kids Food Basket & Starlight Ministries.

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YOUR INVESTMENT

The following is a summary version of the pricing for our proposed solution. If further detail or a different form of presentation is required, it can be provided.

RECURRING SERVICES AND FEES

DESCRIPTION	
MANAGED IT PROGRAM, PER MONTH	**$10,738.75 per Month**

Site Management Bundle
    Per Site (Estimated at Qty 4)
 	
Managed Program
    Per User/Workstation (Estimated at Qty 93)
    Per Server (Estimated at Qty 18)
    Per Network Device (Firewall, Router, AP Controller, Switch – Estimated at Qty 3)
    Per Network Device (Other – Estimated at Qty 40)
 	
SPAM Filtering
    Per **User** (Estimated at Qty 93)
 	
Service Desk Support (Business Hours)
    Per User (Estimated at Qty 93)
 	
Service Alignment Engineer Reviews
    Qty 12 per Year
 	
vCIO Review
    Qty 2 per Year	

TOTAL (per month)	**$10,738.75 per Month**

TOTAL INVESTMENT

DESCRIPTION	
Managed IT Program, per Month	**$10,738.75**

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OPTIONAL RECURRING SERVICES AND FEES

DESCRIPTION	
OPTIONAL MANAGED SECURITY PROGRAM, PER MONTH	**$4,705.80 per Month**
Web Content Filtering and DNS Protection Per User (Estimated at 93 Users)	$651.00
Endpoint Detection and Response Per User (Estimated at 93 Users)	$1,636.80
Security Awareness Training Per User (Estimated at 93 Users)	$372.00
Multi Factor Authentication (MFA) Per User (Estimated at 93 Users)	$558.00
Security Information and Event Management (SIEM) Per User (Estimated at 93 Users)	$1,488.00
OPTIONAL ADDITIONAL TOTAL (per month)	**$4,705.80 per Month**

OPTIONAL MANAGED SECURITY INSTALLATION

(REQUIRED IF SELECTING MANAGED SECURITY PROGRAM)

DESCRIPTION	
MANAGED SECURITY PROGRAM INSTALLATION	
Web Content Filtering and DNS Protection Installation	$1,460.00
Endpoint Detection and Response (EDR)	$2,250.00
Security Awareness Training Installation (SAT)	$1,500.00
Multi Factor Authentication Installation (MFA)	$2,500.00
Security Information and Event Management Installation (SIEM)	$1,500.00
One Time Installation Fees for Implementation and Onboarding	
TOTAL (One Time)	**$8,607.00**

TOTAL OPTIONAL INVESTMENT

DESCRIPTION	
Managed Security Program, per Month	**$4,705.80**
Managed Security Installation Fees, One Time Investment	**$8,607.00**

Rehmann

I hereby agree to the scope of services outlined in this proposal for the investment amount stated above:

Hailey Brewer
Administrative Services Supervisor

_____
Signature   Date

Aaron Darland
Senior Account Manager, Branch Director

_____
Signature   Date

TRANSPARENT BILLING

All invoices received by MMDHD will be detailed to ensure you have a clear understanding of the services being billed – if there's anything left to question, our team will be there to address it.

If it is determined that services are required beyond the scope of the proposed engagement, we will discuss this with MMDHD prior to beginning any work in order to ensure agreement on scope and fees, which will be determined based on the amount of professional time and the level of personnel required to complete the project.

HOURLY RATES

For any services that are out of the scope of this proposal, or separate engagements that may develop, the information below can be referenced as to our professional fees.

RATE CATEGORIES	TECHNICIAN	ENGINEER / PROJECT MANAGEMENT	CONSULTANT / ARCHITECT
Standard Hours (6 AM – 6 PM)	$155.00	$210.00	$252.00
Afterhours & Weekends	$232.50	$315.00	N/A
Holidays	$387.50	$525.00	N/A

Billing Hours: 15-minute minimum, 15-minute increments.

Travel Fee: $100 flat fee up to 100 miles; $25.00 increments for up to each 25 miles after that.

Rehmann Observed Holidays: New Year's Day, Memorial Day, Independence Day (Fourth of July), Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day

NEXT STEPS

Thank you for the opportunity to propose services to MMDHD. We are confident Rehmann will meet and exceed your expectations. Please contact us with any questions you may have.

AARON DARLAND | 616-291-3021 | AARON.DARLAND@REHMANN.COM

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