

Agenda

Yankton County Commission

1:00 PM, Tuesday, December 28, 2021
Commission Chamber
Yankton County Government Center

DOCUMENTS WILL BE AVAILABLE AT AUDITOR'S OFFICE FOR REVIEW BEGINNING
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Meeting chaired by: Cheri Loest, Chair

01 Call to order: 1:00 PM **PLEDGE OF ALLEGIANCE**

02 Roll Call: _____ Wanda Howey-Fox _____ Joe Healy
_____ Dan Klimisch _____ Don Kettering _____ Cheri Loest

AGENDA ITEMS

No.	Time	Item Description	Presenter
03	1:00 PM	Abstain Financial Conflict of Interest (SDCL 6-1-17) Non-Financial Interest-Must State Reason for Abstaining	Commissioner Loest
04	1:05 PM	Approval of Agenda Public comment is a time for persons to address this body on any subject. No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Each person has up to three minutes to speak. There shall be no personal attacks against the members of this body, county staff, individual, or organizations. The Chair has the authority to enforce this policy. Failure to adhere to these rules may result in forfeiture of the remaining speaking time.	Public Comment
05	1:10 PM	Year End Claims Contingency Transfers	Auditor
06	1:15 PM	ARPA Fund Transfer	Commissioners
07	1:20 PM	Budgeted CPI Adjustment for 2022 Salaries and Matrix	Commissioners
08	1:35 PM	Declare Essential Employees	Commissioners

09	1:40 PM	IT Approval	Commissioners
10	1:45 PM	Public Comment	
11	1:50 PM	Items for Next Meeting	

VENDOR SET: 01 Yankton County

ITEMS PRINTED: PAID, UNPAID

PACKET: 02085 VALLI- CLAIMS 12-28-2021

FUND : 101 GENERAL FUND

DEPARTMENT: 161 GOVERNMENT BUILDINGS

BANK: ALL

VENDOR	NAME	ITEM #	G/L ACCOUNT	DESCRIPTION	CHECK#	AMOUNT
01-02001	CITY OF YANKTON	I-202112230468	101-5-161-42800	UTILITIES-GOVT CENTER		187.13
01-02001	CITY OF YANKTON	I-202112230468	101-5-161-42800	UTILITIES-GOVT CENTER		1,687.66
DEPARTMENT 161 GOVERNMENT BUILDINGS TOTAL:						1,874.79

VENDOR SET: 01 Yankton County

ITEMS PRINTED: PAID, UNPAID

PACKET: 02085 VALLI- CLAIMS 12-28-2021

FUND : 101 GENERAL FUND

DEPARTMENT: 169 SAFETY CENTER BUILDING

BANK: ALL

VENDOR	NAME	ITEM #	G/L ACCOUNT	DESCRIPTION	CHECK#	AMOUNT
01-02001	CITY OF YANKTON	I-202112230468	101-5-169-42800	UTILITIES-SAFETY CENTER		587.26
DEPARTMENT 169 SAFETY CENTER BUILDING TOTAL:						587.26

VENDOR	NAME	ITEM #	G/L ACCOUNT	DESCRIPTION	CHECK#	AMOUNT
01-18012	SD SPECIAL PAY PLAN	I-202112230469	101-5-212-41100	VACATION/SICK PAYOUT		1,082.57
01-18012	SD SPECIAL PAY PLAN	I-202112230469	101-5-212-41300	RETIREMENT FEE		45.00
DEPARTMENT 212 COUNTY JAIL						TOTAL: 1,127.57

VENDOR SET: 01 Yankton County

ITEMS PRINTED: PAID, UNPAID

PACKET: 02085 VALLI- CLAIMS 12-28-2021

FUND : 101 GENERAL FUND

DEPARTMENT: 424 AMBULANCE

BANK: ALL

VENDOR	NAME	ITEM #	G/L ACCOUNT	DESCRIPTION	CHECK#	AMOUNT
01-02001	CITY OF YANKTON	I-202112230468	101-5-424-42800	UTILITIES-AMBULANCE		125.78
DEPARTMENT 424 AMBULANCE					TOTAL:	125.78

VENDOR SET: 01 Yankton County
PACKET: 02085 VALLI- CLAIMS 12-28-2021
FUND : 101 GENERAL FUND
DEPARTMENT: 611 COUNTY EXTENSION

BANK: ALL

VENDOR	NAME	ITEM #	G/L ACCOUNT	DESCRIPTION	CHECK#	AMOUNT
01-01200	VAST BUSINESS	I-202112230467	101-5-611-42800	UTILITIES-EXTENSION		772.24
01-02001	CITY OF YANKTON	I-202112230468	101-5-611-42800	UTILITIES-EXTENSION		73.38
DEPARTMENT 611 COUNTY EXTENSION TOTAL:						845.62
FUND 101 GENERAL FUND TOTAL:						4,561.02

VENDOR	NAME	ITEM #	G/L ACCOUNT	DESCRIPTION	CHECK#	AMOUNT
01-01013	B-Y WATER DISTRICT	I-202112230471	201-5-311-42800	UTILITIES-HWY		78.00
01-02001	CITY OF YANKTON	I-202112230470	201-5-311-42800	UTILITIES-HWY		81.53
DEPARTMENT 311 HIGHWAY CONSTRUCTION & TOTAL:						159.53
FUND 201 ROAD & BRIDGE TOTAL:						159.53
REPORT GRA TOTAL:						4,720.55

** G/L ACCOUNT TOTALS **

YEAR	ACCOUNT	NAME	AMOUNT	=====LINE ITEM=====			=====GROUP BUDGET=====		
				ANNUAL BUDGET	BUDGET AVAILABLE	OVER BUDG	ANNUAL BUDGET	BUDGET AVAILABLE	OVER BUDG
2021	101-5-161-42800	UTILITIES	1,874.79	72,000	8,233.97				
	101-5-169-42800	UTILITIES	587.26	137,000	194.70-	Y			
	101-5-212-41100	SALARY	1,082.57	987,510	69,029.78				
	101-5-212-41300	RETIREMENT	45.00	79,000	8,426.46				
	101-5-424-42800	UTILITIES	125.78	32,130	5,684.53				
	101-5-611-42800	UTILITIES	845.62	8,000	1,990.33-	Y			
	201-5-311-42800	UTILITIES	159.53	32,000	5,706.98				
		** 2021 YEAR TOTALS	4,720.55						

** DEPARTMENT TOTALS **

ACCT	NAME	AMOUNT
101-161	GOVERNMENT BUILDINGS	1,874.79
101-169	SAFETY CENTER BUILDING	587.26
101-212	COUNTY JAIL	1,127.57
101-424	AMBULANCE	125.78
101-611	COUNTY EXTENSION	845.62

101 TOTAL	GENERAL FUND	4,561.02

201-311	HIGHWAY CONSTRUCTION & MA	159.53

201 TOTAL	ROAD & BRIDGE	159.53

** TOTAL **		4,720.55

NO ERRORS

** END OF REPORT **

2021 SALARY MATRIX WAGES

Adopted: 12/29/2020

Grade **1.075**
 Step **1.020**

Grade	Step												
	0	1	2	3	4	5	6	7	8	9	10	11	12
3	\$ 31,168.57	\$ 31,791.94	\$ 32,427.78	\$ 33,076.34	\$ 33,737.86	\$ 34,412.62	\$ 35,100.87	\$ 35,802.89	\$ 36,518.95	\$ 37,249.33	\$ 37,994.31	\$ 38,754.20	\$ 39,529.28
4	\$ 33,506.21	\$ 34,176.34	\$ 34,859.86	\$ 35,557.06	\$ 36,268.20	\$ 36,993.57	\$ 37,733.44	\$ 38,488.11	\$ 39,257.87	\$ 40,043.03	\$ 40,843.89	\$ 41,660.76	\$ 42,493.98
5	\$ 36,019.18	\$ 36,739.56	\$ 37,474.35	\$ 38,223.84	\$ 38,988.32	\$ 39,768.08	\$ 40,563.45	\$ 41,374.71	\$ 42,202.21	\$ 43,046.25	\$ 43,907.18	\$ 44,785.32	\$ 45,681.03
6	\$ 38,720.62	\$ 39,495.03	\$ 40,284.93	\$ 41,090.63	\$ 41,912.44	\$ 42,750.69	\$ 43,605.70	\$ 44,477.82	\$ 45,367.37	\$ 46,274.72	\$ 47,200.22	\$ 48,144.22	\$ 49,107.10
7	\$ 41,624.66	\$ 42,457.16	\$ 43,306.30	\$ 44,172.43	\$ 45,055.87	\$ 45,956.99	\$ 46,876.13	\$ 47,813.65	\$ 48,769.93	\$ 49,745.33	\$ 50,740.23	\$ 51,755.04	\$ 52,790.14
8	\$ 44,746.51	\$ 45,641.44	\$ 46,554.27	\$ 47,485.36	\$ 48,435.06	\$ 49,403.77	\$ 50,391.84	\$ 51,399.68	\$ 52,427.67	\$ 53,476.23	\$ 54,545.75	\$ 55,636.66	\$ 56,749.40
9	\$ 48,102.50	\$ 49,064.55	\$ 50,045.84	\$ 51,046.76	\$ 52,067.69	\$ 53,109.05	\$ 54,171.23	\$ 55,254.65	\$ 56,359.75	\$ 57,486.94	\$ 58,636.68	\$ 59,809.41	\$ 61,005.60
10	\$ 51,710.19	\$ 52,744.39	\$ 53,799.28	\$ 54,875.27	\$ 55,972.77	\$ 57,092.23	\$ 58,234.07	\$ 59,398.75	\$ 60,586.73	\$ 61,798.46	\$ 63,034.43	\$ 64,295.12	\$ 65,581.02
11	\$ 55,588.45	\$ 56,700.22	\$ 57,834.23	\$ 58,990.91	\$ 60,170.73	\$ 61,374.14	\$ 62,601.63	\$ 63,853.66	\$ 65,130.73	\$ 66,433.35	\$ 67,762.01	\$ 69,117.25	\$ 70,499.60
12	\$ 59,757.59	\$ 60,952.74	\$ 62,171.79	\$ 63,415.23	\$ 64,683.53	\$ 65,977.21	\$ 67,296.75	\$ 68,642.68	\$ 70,015.54	\$ 71,415.85	\$ 72,844.17	\$ 74,301.05	\$ 75,787.07
13	\$ 64,239.41	\$ 65,524.19	\$ 66,834.68	\$ 68,171.37	\$ 69,534.80	\$ 70,925.50	\$ 72,344.01	\$ 73,790.89	\$ 75,266.70	\$ 76,772.04	\$ 78,307.48	\$ 79,873.63	\$ 81,471.10
14	\$ 69,057.36	\$ 70,438.51	\$ 71,847.28	\$ 73,284.23	\$ 74,749.91	\$ 76,244.91	\$ 77,769.81	\$ 79,325.20	\$ 80,911.71	\$ 82,529.94	\$ 84,180.54	\$ 85,864.15	\$ 87,581.43
15	\$ 74,236.66	\$ 75,721.40	\$ 77,235.83	\$ 78,780.54	\$ 80,356.15	\$ 81,963.28	\$ 83,602.54	\$ 85,274.59	\$ 86,980.08	\$ 88,719.69	\$ 90,494.08	\$ 92,303.96	\$ 94,150.04

2022 SALARY MATRIX WAGES

Grade	1.075	Base 2021	\$ 31,168.57
Step	1.020	Cola 2022	1.012

Grade	Step												
	0	1	2	3	4	5	6	7	8	9	10	11	12
3	\$ 31,542.59	\$ 32,173.44	\$ 32,816.91	\$ 33,473.25	\$ 34,142.72	\$ 34,825.57	\$ 35,522.08	\$ 36,232.52	\$ 36,957.17	\$ 37,696.32	\$ 38,450.24	\$ 39,219.25	\$ 40,003.63
4	\$ 33,908.29	\$ 34,586.45	\$ 35,278.18	\$ 35,983.75	\$ 36,703.42	\$ 37,437.49	\$ 38,186.24	\$ 38,949.96	\$ 39,728.96	\$ 40,523.54	\$ 41,334.01	\$ 42,160.69	\$ 43,003.91
5	\$ 36,451.41	\$ 37,180.44	\$ 37,924.05	\$ 38,682.53	\$ 39,456.18	\$ 40,245.30	\$ 41,050.21	\$ 41,871.21	\$ 42,708.64	\$ 43,562.81	\$ 44,434.06	\$ 45,322.75	\$ 46,229.20
6	\$ 39,185.26	\$ 39,968.97	\$ 40,768.35	\$ 41,583.72	\$ 42,415.39	\$ 43,263.70	\$ 44,128.97	\$ 45,011.55	\$ 45,911.78	\$ 46,830.02	\$ 47,766.62	\$ 48,721.95	\$ 49,696.39
7	\$ 42,124.16	\$ 42,966.64	\$ 43,825.98	\$ 44,702.49	\$ 45,596.54	\$ 46,508.48	\$ 47,438.65	\$ 48,387.42	\$ 49,355.17	\$ 50,342.27	\$ 51,349.12	\$ 52,376.10	\$ 53,423.62
8	\$ 45,283.47	\$ 46,189.14	\$ 47,112.92	\$ 48,055.18	\$ 49,016.29	\$ 49,996.61	\$ 50,996.54	\$ 52,016.47	\$ 53,056.80	\$ 54,117.94	\$ 55,200.30	\$ 56,304.30	\$ 57,430.39
9	\$ 48,679.73	\$ 49,653.33	\$ 50,646.39	\$ 51,659.32	\$ 52,692.51	\$ 53,746.36	\$ 54,821.28	\$ 55,917.71	\$ 57,036.06	\$ 58,176.79	\$ 59,340.32	\$ 60,527.13	\$ 61,737.67
10	\$ 52,330.71	\$ 53,377.33	\$ 54,444.87	\$ 55,533.77	\$ 56,644.45	\$ 57,777.33	\$ 58,932.88	\$ 60,111.54	\$ 61,313.77	\$ 62,540.04	\$ 63,790.85	\$ 65,066.66	\$ 66,368.00
11	\$ 56,255.51	\$ 57,380.63	\$ 58,528.24	\$ 59,698.80	\$ 60,892.78	\$ 62,110.63	\$ 63,352.85	\$ 64,619.90	\$ 65,912.30	\$ 67,230.55	\$ 68,575.16	\$ 69,946.66	\$ 71,345.60
12	\$ 60,474.68	\$ 61,684.17	\$ 62,917.86	\$ 64,176.21	\$ 65,459.74	\$ 66,768.93	\$ 68,104.31	\$ 69,466.40	\$ 70,855.72	\$ 72,272.84	\$ 73,718.30	\$ 75,192.66	\$ 76,696.51
13	\$ 65,010.28	\$ 66,310.48	\$ 67,636.69	\$ 68,989.43	\$ 70,369.22	\$ 71,776.60	\$ 73,212.13	\$ 74,676.38	\$ 76,169.90	\$ 77,693.30	\$ 79,247.17	\$ 80,832.11	\$ 82,448.75
14	\$ 69,886.05	\$ 71,283.77	\$ 72,709.45	\$ 74,163.64	\$ 75,646.91	\$ 77,159.85	\$ 78,703.04	\$ 80,277.10	\$ 81,882.65	\$ 83,520.30	\$ 85,190.71	\$ 86,894.52	\$ 88,632.41
15	\$ 75,127.50	\$ 76,630.05	\$ 78,162.66	\$ 79,725.91	\$ 81,320.43	\$ 82,946.84	\$ 84,605.77	\$ 86,297.89	\$ 88,023.84	\$ 89,784.32	\$ 91,580.01	\$ 93,411.61	\$ 95,279.84

2022 YANKTON COUNTY SALARY MATRIX

																	YEARLY PAY	
	AMB	AUD = 7	NURSE = 8	BLDGS = 8	CONS=7	EQ = 7	EXT = 7	HWY = 8	JAIL = 8	SHER = 8	OEM = 8	P&Z	ROD = 7	SA = 8	TREAS = 7	VSO = 7	Step 0	Step 12
15																	\$ 75,128	\$ 95,280
14										Sheriff				SA (80%) & Chief Dep SA			\$ 69,886	\$ 88,632
13												Dir. Dev. Serv.		Deputy States Attorney			\$ 65,010	\$ 82,449
12	Amb Admin							Highway Super	Jail Admin	Chief Deputy Sheriff							\$ 60,475	\$ 76,697
11		Auditor				Director Equaliz				Lieut Deputy Sheriff	Director OEM		Register of Deeds		Treasurer		\$ 56,256	\$ 71,346
10								Assistant Highway Super		Sergeant Deputy Sheriff							\$ 52,331	\$ 66,368
9						Deputy Director Equal.		Lead Highway Foreman	Sergeant, Sergeant Jailer	Deputy Sheriff		Deputy P&Z					\$ 48,680	\$ 61,738
8				Building & Grounds Super				Mechanic & Weed Super	Corporal Jailer					Senior Legal Admin.			\$ 45,283	\$ 57,430
7		Chief Deputy Auditor				Appraiser/GIS		Equip Op & Patrol Op	Jailer		Chief Deputy OEM		Chief Deputy ROD	Legal Admin	Chief Deputy Treasurer		\$ 42,124	\$ 53,424
6		Deputy Auditor				Appraiser	Ext Dep Clerk 7	Truck Driver		Deputy Clerk			Deputy ROD		Deputy Treasurer	VSO	\$ 39,185	\$ 49,696
5	Senior Para		Clerical 8	Mechanic Custodian		Fieldman	4-H Admin 7	Admin Asst 8		Clerk 8				Clerical 8			\$ 36,451	\$ 46,229
4	Paramedic & Bill Clerk 7			Custodian													\$ 33,908	\$ 43,004
3		Clerical 7			Adm Asst 7	Deputy Clerk 7									Clerk 7		\$ 31,543	\$ 40,004

Treasury Department

Coronavirus State and Local Fiscal Recovery Funds

Frequently Asked Questions

AS OF JULY 19, 2021

5. Eligible Uses – Premium Pay 5.1. What criteria should recipients use in identifying essential workers to receive premium pay?

Essential workers are those in critical infrastructure sectors who regularly perform in-person work, interact with others at work, or physically handle items handled by others.

Critical infrastructure sectors include healthcare, education and childcare, transportation, sanitation, grocery and food production, and public health and safety, among others, as provided in the Interim Final Rule. Governments receiving Fiscal Recovery Funds have the discretion to add additional sectors to this list, so long as the sectors are considered critical to protect the health and well-being of residents.

Yankton County Commissioners,

We would like to provide an option for IT support for Yankton County. I (Jon Andersen), Chris Schloss, and Dylan Tramp would be willing to provide support to the county for IT needs working under Andersen Telecom.

We all currently hold full time jobs in the IT field and can support your needs from desktops\laptops, servers, email, software, and all other items within the field. Chris and I have done a couple of projects for the county in the past couple of years and appreciate the opportunity provide more services for the county. Dylan is a graduate of Dakota State University and adds knowledge and experience to strengthen our services we can provide.

Here is what we are proposing:

1. For 6 months, we will provide support for \$100 an hour with minimum of 10 hours per month. This is based on past work history.
2. At any time, the county or the three of us can back out if we are not meeting the county needs or the work is greater than what we can cover comfortably.
3. When we provide an invoice, we will provide a synopsis of all work done for the hours listed.
4. After 6 months, we can review everything and see if both parties still would like to continue the relationship.

If needed we can come and speak to the commission and answer all your questions.

Thank You,

Jon Andersen

Infotech Solutions, LLC
 PO Box 452
 1002 South Division Avenue
 Madison, SD 57042
 605-427-0555



QUOTE

No: 4360
 Date: 12/14/2021

Prepared for:

YANKTON COUNTY
 321 WEST 3RD STREET
 YANKTON, SD 57078
 Phone: (605) 665-2143

Prepared by: TYLER
 Quote Name: hardware

Quantity	Item	Description	UOM	Discount	Sell	Total
6	Access Point - Datto AP840 w/PoE	Datto AP840 WiFi 6 802.11AX Dual Band Access Point - Includes PoE Injector - EMS, Ext, Hwy, SA, 2 EM	EA	\$0.00	\$251.99	\$1,511.94
2	Battery Backup - APC 600	APC Back-UPS 600VA UPS Battery Backup & Surge Protector with USB Charging Port (BE600M1)- HWY, EM	EA	\$0.00	\$89.99	\$179.98
2	Switch - Datto 48 Port	Datto DNS-E48 48-Port PoE+ Cloud-Managed Desktop Switch (740W) - GOV	EA	\$0.00	\$935.99	\$1,871.98
1	Datto Backup Device	S4P6 6 TB Backup Device - GOV	EA	\$2,845.00	\$2,845.00	\$0.00
1	Datto Backup Device	S4P4 4 TB Datto Backup Device - Sheriff	EA	\$2,575.00	\$2,575.00	\$0.00
7	Access Point - Datto AP840	Datto AP840 WiFi 6 802.11AX Dual Band Access Point - Sheriff	EA	\$0.00	\$212.99	\$1,490.93
1	Switch - Datto 48 Port	Datto DNS-E48 48-Port PoE+ Cloud-Managed Desktop Switch (740W) - Sherriif	EA	\$0.00	\$935.99	\$935.99

Quote Subtotal:\$5,990.82

Tax: (*Rate0.00%)\$0.00

GRAND TOTAL:\$5,990.82

Quote is valid until: 12/28/2021

Terms: Due Upon Receipt

Master Service Agreement

This Quote is made pursuant to the Master Information Technology Services Agreement (the "Master Agreement") between Infotech Solutions, LLC and the party to whom this Quote is prepared for ("Customer"). The terms of this Quote are incorporated into the Master Agreement and subject to the terms and conditions set forth in the Master Agreement.

Certain Other Terms

Unless this Quote expressly states a flat rate for Services, Infotech is being hired on an hourly basis to perform the Services described above in this Quote. Any estimate of hours to be incurred, or of total labor costs to be incurred at an hourly rate, is provided as a good faith, but nonbinding estimate of total labor costs expected to complete the work described. Customer acknowledges that a stable scope of work is critical to the accuracy of the price estimates in this Quote. Unless otherwise stated above, this estimate is for hardware and/or software only. Testing, debugging, data transfer, system setup, system updating, and other Services provided are billed at our normal hourly rates and will be in addition to this estimate. Infotech will maintain daily records of hours and tasks performed, which will be submitted to Customer upon request. Any material change in the Services or deliverables described above requires a written change order signed by the parties, as set forth in the Master Agreement. Such change order may include an adjustment to the price or delivery dates. Unless expressly stated otherwise above, the hourly rate for this Quote is: \$125/hr. Monday – Friday (excluding federally recognized holidays), for work performed between 8 a.m. – 5 p.m. (CST or DST, as applicable). All other hours and days are after hours. Unless expressly stated otherwise above, after hour rates are \$150/hr. Hourly rates are subject to change upon notice to Customer.

Accepted by: _____ Date: _____

Confidential

Infotech Solutions, LLC
PO Box 452
1002 South Division Avenue
Madison, SD 57042
605-427-0555



QUOTE

No: 4357

Date: 12/14/2021

Prepared for:

YANKTON COUNTY
321 WEST 3RD STREET
YANKTON, SD 57078
Phone: (605) 665-2143

Prepared by: TYLER

Quote Name: monthly

Quantity	Item	Description	UOM	Discount	Sell	Total
94	Tech Watch Maintenance Plan	Business Computer Maintenance - Professional IT Help Desk - Operating System & 3rd Party Patch Management - Comprehensive Asset Management & Inventory - Business Anti-Virus - Real-Time Connection & Health Monitoring - Active Directory Management & User Account Provisioning - Security Mitigation Controls (11 EMT, 5 Hwy, 11 SA, 45 Gov, 22 Sheriff)	EA	\$5.00	\$35.00	\$2,820.00
27	Tech Watch Maintenance Plan - Serverless Deployment	Business Computer Maintenance - Professional IT Help Desk - Operating System & 3rd Party Patch Management - Comprehensive Asset Management & Inventory - Business Anti-Virus - Real-Time Connection & Health Monitoring - Active Directory Management & User Account Provisioning - Security Mitigation Controls deployed without server (3 Ext, 24 EM)	EA	\$5.00	\$45.00	\$1,080.00

5	Managed Firewall - HAAS - SoHo - 250	Manage Firewall. Access Rules, Configuration, Management, and VPN and Content Filter. Also Gateway anti-virus, anti- spyware, and intrusion prevention and detection. Hardware Replacement, Backups, Firmware updates (EMT, Ext, Hwy, SA, EM)	EA	\$25.00	\$150.00	\$625.00
1	Managed Firewall - HAAS - TZ 400	Manage Firewall. Access Rules, Configuration, Management, and VPN and Content Filter. Also Gateway anti-virus, anti- spyware, and intrusion prevention and detection. Hardware Replacement, Backups, Firmware updates (GOV)	EA	\$25.00	\$200.00	\$175.00
1	Managed Firewall - HAAS - TZ 500	Manage Firewall. Access Rules, Configuration, Management, and VPN and Content Filter. Also Gateway anti-virus, anti- spyware, and intrusion prevention and detection. Hardware Replacement, Backups, Firmware updates (Sheriff)	EA	\$25.00	\$225.00	\$200.00
3	Managed Datto Image Workstation Backup	Workstation Backup, 1TB, Daily, Cloud Storage (Ext)	EA	\$0.00	\$15.00	\$45.00
8	Tech Watch Server Maintenance Plan	Premier Business Server Maintenance - Professional IT Help Desk - Operating System & 3rd Party Patch Management - Comprehensive Asset Management & Inventory - Business Anti-Virus - Real-Time Connection & Health Monitoring - Active Directory Management & User Account Provisioning - Security Mitigation Controls - Warranty Management - Scheduled Image- Based Backups (EMS, SA, 4 Gov, 2 Sheriff)	EA	\$0.00	\$150.00	\$1,200.00
13	Managed Wireless Access Point	Manage firmware updates, configuration management, and support on wifi (EMT, Ext, Hwy, SA, 2 EM, 7 Sheriff)	EA	\$0.00	\$20.00	\$260.00

1	Managed Datto Backup	Server Backups & act with Recovery Time objective of 2-4 hours on servers. (Gov 755, Sheriff - 555)	EA	\$0.00	\$1,310.00	\$1,310.00
3	Managed Network Device	Manage firmware updates, configuration management, and support on network device. (2 Gov & Sheriff)	EA	\$0.00	\$10.00	\$30.00
2	Office 365 - Enterprise Mobility + Security E3	Office 365 - Enterprise Mobility + Security E3 (Gov & Sheriff) Enforcement of Multifactor Authentication	EA	\$0.00	\$10.00	\$20.00
90	Microsoft 365 Business Standard - Office 365 - Bus	Office Suite plan - Word, Excel, PowerPoint, Outlook - Microsoft hosted Exchange, 50 GB Mailbox, SharePoint, OneDrive for Business, Teams (2 EM, 75 Gov, 15 Sheriff)	EA	\$0.00	\$15.00	\$1,350.00
25	Office 365 - Exchange Online Plan 1 Only	Microsoft hosted Exchange, 50 GB Mailbox, ActiveSync (Sheriff)	EA	\$0.00	\$5.50	\$137.50
115	Office 365 Cloud Backups	Cloud backup mail, contacts, calendar (2 EM, 75 Gov, 38 Sheriff)	EA	\$0.00	\$3.00	\$345.00
115	Microsoft Defender for Office 365 Plan 1	Safe Attachments, Safe Links, Safe Attachments for SharePoint, OneDrive, & Teams, Anti-phishing protection, Real-time detections. (2 EM, 75 Gov, 38 Sheriff)	EA	\$0.00	\$3.00	\$345.00

Quote Subtotal:\$9,942.50

Tax: (*Rate0.00%)\$0.00

GRAND TOTAL:\$9,942.50

Quote is valid until: 12/28/2021

Terms: Due Upon Receipt

Master Service Agreement

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Certain Other Terms

Unless this Quote expressly states a flat rate for Services, Infotech is being hired on an hourly basis to perform the Services described above in this Quote. Any estimate of hours to be incurred, or of total labor costs to be incurred at an hourly rate, is provided as a good faith, but nonbinding estimate of total labor costs expected to complete the work described. Customer acknowledges that a stable scope of work is critical to the accuracy of the price estimates in this Quote. Unless otherwise stated above, this estimate is for hardware and/or software only. Testing, debugging, data

transfer, system setup, system updating, and other Services provided are billed at our normal hourly rates and will be in addition to this estimate. Infotech will maintain daily records of hours and tasks performed, which will be submitted to Customer upon request. Any material change in the Services or deliverables described above requires a written change order signed by the parties, as set forth in the Master Agreement. Such change order may include an adjustment to the price or delivery dates. Unless expressly stated otherwise above, the hourly rate for this Quote is: \$125/hr. Monday – Friday (excluding federally recognized holidays), for work performed between 8 a.m. – 5 p.m. (CST or DST, as applicable). All other hours and days are after hours. Unless expressly stated otherwise above, after hour rates are \$150/hr. Hourly rates are subject to change upon notice to Customer.

Accepted by: _____ Date: _____

Confidential

Infotech Solutions, LLC
PO Box 452
1002 South Division Avenue
Madison, SD 57042
605-427-0555



QUOTE

No: 4361

Date: 12/14/2021

Prepared for:

YANKTON COUNTY
321 WEST 3RD STREET
YANKTON, SD 57078
Phone: (605) 665-2143

Prepared by: TYLER

Quote Name: **set-up**

Quantity	Item	Description	UOM	Discount	Sell	Total
1	Set-up	Configuration & installation of new network	EA	\$15,000.00	\$20,000.00	\$5,000.00

Quote Subtotal:\$5,000.00

Tax: (*Rate0.00%)\$0.00

GRAND TOTAL:\$5,000.00

Quote is valid until: 12/28/2021

Terms: Due Upon Receipt

Master Service Agreement

This Quote is made pursuant to the Master Information Technology Services Agreement (the "Master Agreement") between Infotech Solutions, LLC and the party to whom this Quote is prepared for ("Customer"). The terms of this Quote are incorporated into the Master Agreement and subject to the terms and conditions set forth in the Master Agreement.

Certain Other Terms

Unless this Quote expressly states a flat rate for Services, Infotech is being hired on an hourly basis to perform the Services described above in this Quote. Any estimate of hours to be incurred, or of total labor costs to be incurred at an hourly rate, is provided as a good faith, but nonbinding estimate of total labor costs expected to complete the work described. Customer acknowledges that a stable scope of work is critical to the accuracy of the price estimates in this Quote. Unless otherwise stated above, this estimate is for hardware and/or software only. Testing, debugging, data transfer, system setup, system updating, and other Services provided are billed at our normal hourly rates and will be in addition to this estimate. Infotech will maintain daily records of hours and tasks performed, which will be submitted to Customer upon request. Any material change in the Services or deliverables described above requires a written change order signed by the parties, as set forth in the Master Agreement. Such change order may include an adjustment to the price or delivery dates. Unless expressly stated otherwise above, the hourly rate for this Quote is: \$125/hr. Monday – Friday (excluding federally recognized holidays), for work performed between 8 a.m. – 5 p.m. (CST or DST, as applicable). All other hours and days are after hours. Unless expressly stated otherwise above, after hour rates are \$150/hr. Hourly rates are subject to change upon notice to Customer.

Accepted by: _____ Date: _____



December 14, 2021

Yankton Planning & Zoning Department

Attention: Gary Vetter
321 West Third St
Ste. 209
Yankton, SD 57078

Dear Gary, Department Representatives, & County Commission:

Thank you very much for the opportunity to submit a RFP for the County of Yankton's Information Technology Support Services. Infotech Solutions are pleased to be submitting this proposal. We would be happy to add Yankton County to the number of counties throughout the state that we currently service in terms of not only Professional IT, but Cyber Security as well.

On December 1, 2021, with the help of Gary and various departments throughout the organization, we were able to conduct a preliminary assessment of the County and the scope of service regarding the departments that are covered under this RFP. With those discussions, we were able to evaluate and meet with each department individually to talk through concerns, continuity, and unique needs of each department. Throughout this RFP, we will cover instructions & administration requirements that are outlined in the RFP for complete transparency on our scope of service as well as address each request under section IV "Submittal Requirements" per the County.

Again, thank you for your time and consideration for Infotech Solutions as your trusted Cyber Security and Professional IT provider.

A handwritten signature in black ink, appearing to read "Tyler Ruhd".

Tyler Ruhd
Infotech Solutions
1002 South Division Ave
Madison, SD 57042
605-223-5400
Tyler.Ruhd@infotechsd.com

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Scope of Work:

A: The County will be provided a report of all the monitored and managed devices that can be administered monthly or quarterly. The report will contain PC Name, last user on, location, manufacturer, serial number, model, operating system, age and date purchased. Infotech Solutions will also provide infrastructure recommendations, business continuity, as well as additional cyber security measures to reduce attack surface area for the County.

B: Desktop Application support is all covered under our TechWatch line item

C: Server Administration Services is all covered under our TechWatch Server line item.

D: Portions of the Network Administration Services are covered by our scope of service, but not all. We cover all switches, firewalls, & Datto access points. We will help with networking consultation with IP Phones with whomever the 3rd party is and have them set-up in a secure fashion within the network. Infotech Solutions does not have a managed print. All installation and maintenance of scanners and printers will have to be completed by a 3rd party (i.e. Century Business Products). After installation, we are able to network the printer as well as adjust to where or whom the scanning functions are set to. All other items listed (backups, disaster recovery, group policy, updates, monitoring and management) are included. Whoever is responsible for security will be in charge of installation and maintenance.

E: Infotech Solutions engages a security first minded methodology. This philosophy is encompassed through all levels of the County including the portions listed. Any security audits would be scheduled through a 3rd party vendor as Infotech would work with to facilitate the audit and the remediation if needed. It is not best practice for the IT provider to perform their own audit. They should be separate entities.

F: Infotech Solutions notifies our current counties when foreseeable equipment should be budgeted to be replaced multiple years before the transition. Infotech Solutions often has equipment on hand if a piece of equipment goes now and needs to be replaced with urgency. Like the County we are always searching to bring cost effective solutions to the table as well as increasing cyber security levels where we can.

G: End user support is available Monday through Friday 8:00 AM to 5:00PM. Emergency support options are available at an hourly rate of \$125.00. That is billed in 15 minute increments. Each ticket and voicemail are sent to each technician. We rotate technician each weekend to ensure availability if needed.

H: Infotech Solutions will provide training and guidance for licensing we support (i.e. Microsoft 365). 3rd party vendor licensing traditionally provide their training/help for their product beings they are the subject experts.

I: Infotech Solutions did not include 16 hours on-site support for the county due to the methodology that Infotech deploys. With our TechWatch plan for each PC, the end user can create a ticket and get hold of our technicians rather than waiting for issues to compile until an on-site visit is

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needed. The County can choose if an end user can contact Infotech directly, or if they want all help request vetted through a certain individual or department head. After the transitional set-up, Infotech Solutions very rarely needs to be on-site for any solutions. After the initial set-up, any major projects will be quoted on a per project basis.

J: Infotech Solutions will provide backup recovery and will assist with on how the County would like transitional emails forwarded or delivered when an employee is no longer with the County. This service is included with the Microsoft 365 monthly line item. eDiscovery searches are available through the Office 365 tenant on keywords and specific recipient searches that can be exported on demand.

K: There will be a monthly hardware inventory report sent to whomever the County wishes. The report will contain PC Name, last user on, location, manufacturer, serial number, model, operating system, age and date purchased. When hardware is deemed that it can be disposed of, Infotech can properly and legally dispose of the equipment, but it is not covered under any Managed Service Plan and will be billed at a per device cost. We consult with a trusted 3rd party that performs secure data erasure services in compliance with Revision 1 of the National Institute of Standards and Technology (NIST) Special Publication Series 800-88.

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Submittal Requirements:

Infotech Solutions understands the services to be performed as specified for the County.

Infotech Solutions understands that the proposal and cost schedule shall be valid and binding for ninety (90) days following the proposal due date and will be come part of the contract that is negotiated with the County.

General Information

- Infotech Solutions established in 2006 (15 years) and headquartered in Madison, SD.
- We service over 2,400 endpoints over 140 clients.
- We service 200+ endpoints over 4 current counties.
- We service 7 municipalities with an additional 100 end points.
- We are staffed with 12 individuals, which include 9 available technicians.
 - Josh Van Dyke – Level 4 CJIS
 - Kyle Stoebner – Level 4 CJIS
 - Doug Iverson – Level 4 CJIS
 - Jordan Rott – Level 4 CJIS
 - Jade Heairet – Level 4 CJIS
 - Nick DeFea – Level 4 CJIS
 - Mitch Bogue – Scheduled CJIS Training
 - Nick Gourley – Scheduled CJIS Training
 - Tanner Larson – Scheduled CJIS Training

Current Counties Served

Lake County – 64 end points
% Paula Barrick – Auditor
200 E Center St
Madison, SD 57042

- Serviced since 2012

Kingsbury County 38 end points
% Karen Hojer - Register of Deeds
PO Box 146
De Smet, SD 57231

- Serviced since 2017

Moody County – 56 end points
% Tawny Brewer – HR/Commission
101 E Pipestone Ave
Flandreau, SD 57028
* Serviced since 2019

Turner County – 46 end points
% Shelia Hagemann - Auditor
400 S Main
Parker, SD 57053
* Serviced since 2020

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Testimonials:

"We switched to Infotech about a year ago. It was a smooth transition. Infotech is very helpful & fast to respond to a service request. They also figured out internet issues we had for months which the prior company couldn't do.

If anyone has any questions they sure can contact the Turner County Auditor's office at 605-297-3153"
~ Shelia Hagemann – Turner County

"We were very fortunate to contract with InfoTech and begin a managed network when we did. I truly believe managed network services have prevented our county from likely hacking and attacks. InfoTech is always very responsive to our requests and we are pleased with our working relationship with them."
~ Caryn Hojer – Kingsbury County

Support Services

- Infotech Solutions provides a full staffed technical support team that is available Monday through Friday 8:00 AM to 5:00 PM. The Technical support staff consists of all Dakota State University Alumni. The degrees range from minors through masters, including Computer Network Security, Computer Information Systems, Computer Science, Cyber Operations, Masters in Information Assurance, Computer Forensics, Network & Security Administration, & Business Administration. We are truly experts in the cyber security field.
- Each call/email/voicemail creates a ticket in our documentation "work log" database. With each monthly bill, the "work log" accompanies the standard monthly billing. If the problem/issue is resolved remotely, there will be documented "No Charge" within that ticket. A full description of the issue and a resolution will be in the worklog.
- Each of our frontline technicians (7) will assess each call coming in on the severity of the issue. If it is a simple fix, they will handle the ticket and resolve in a timely manner. The issue will gain severity if it is impacting multiple people and work, then it will escalate to the top level technician or even tier 2 if needed. Regardless, there will be a team resolution that happens in the back end of discussion for resolution. If a timely resolution can't be reached with discussion, the issue will escalate strictly to tier 2 for resolution or an on-site visit will be deemed.
- Infotech Solutions maintains a high standard when it comes to response time and resolution time. Within our MSA, we have a 12 – 48 hour response after a customer creates a request. However, our response time is usually within minutes or hours at the latest. Further explanation of hours, business days, & non business days can be found in the accompanied MSA.

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- We understand the needs of the multiple departments vary. We've work with each of these departments throughout the years and feel we have a great understanding of what those needs may be. Working with 11 different cities and municipalities has given us the knowledge base needed to make those decisions. Throughout our preliminary assessment, we have supported or had knowledge of all the 3rd party software everyone used. We have solutions that we've implemented across multiple departments in which they are currently having hurdles on.
- In the even of a technology issue requiring immediate attention, the technician on call will assess the issue to determine if others on the team need to be involved. If the issue is truly an immediate emergency, the issue moves to the emergency rate until resolution (125.00/hour). Infotech can use their discretion on billing if needed.
- Infotech Solutions are always evolving and including services in our stack. We have included the same services that we already offer all of our current counties and a few more within reason. The extra services we included stem from cyber liability coverage requirements that we are seeing across industries including coverages from the South Dakota Public Assurance Alliance. We also left services off the table for now with the understanding it may be beneficial at a later date.

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Costs:

Within each of the descriptions on the line items, I've marked down the location and if there was a quantity at that location.

Guide:

EMS = Emergency Service Services – Ambulance

EXT = Extension Office

HWY = Highway Department

SA = States Attorney

EM = Emergency Management

GOV = Government Building

SHERIFF = Sheriff's Office

Hardware

Please reference attached document with "Quote Name: Hardware".

- We would like to replace the Access Points at EMS, Ext, Hwy, SA, two at EM office. This way we can monitor and manage who has access to these points and if they are on the public or private network. We can see and remotely black list any device that is connected to that network. We hoped to include the Gov building but understand that may be an investment that comes in the next phases. We feel that the smaller offices may have the one-time budget to move forward now. We are not changing the switching at these locations. These access points are POE (power over ethernet) thus meaning you don't need to run an electrical line to each location where the access points sit.
- Battery backups are for the firewall devices at the Highway and Emergency Management locations.
- We would like to replace the switches at the Gov Offices to something we can monitor and manage. Like the access points, these switches can be monitored and managed from Madison. This reduces the likelihood of a billed on site visit to see if items network cables are where they should be. The discounts are "year end" promotions the provider is offering. We are offering those straight to you as a good faith discount.
- The county has a 24 hour recovery time objective for their servers. With the current equipment, we don't feel that is feasibly possible. That means if the domain control server goes down at the Gov building or the Sheriffs office, absolutely no computers will be able to be used until that piece of equipment (server) is back and running. This Datto device for each location servers as a backup solutions, geographically replicate to multiple sites, but also acts as a second server in the even the primary server goes down. This would put you at a 1-hour recovery time opposed to 24 + hours. Again, we feel that your current set-up is outside of the county's recovery time objective. This will resolve that.
- We are suggesting a managed switch that is POE (power over ethernet) for the Sheriff's office replacing the current switch there. With that, the access points will not need to be POE making those slightly cheaper than the previously quoted ones for the smaller locations.

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Monthly

Please reference attached document with "Quote Name: Monthly".

When asked, we were told to provide a lump sum offering to the county between all entities. On our visit, we were able to determine a rough of quantities. Our methodology is to offer a flat monthly rate per quantity rather than a "per call" or "per problem" methodology. That gives the county a great idea on what the budget is going to be month to month and year to year. Please accompany the provided marketing pieces with each line item.

- TechWatch – This line item fluctuates with the number of PC's each department has that is connected to a server environment. That is because we can utilize the security controls correctly on the server for many of the security policies we proactively manage from the server device. From our count, we have 45 PC's at the GOV building. If offered the contract, we can break that 45 down to each department within the GOV building itself. Please notice the discount per unit.
- TechWatch – Serverless – This line item is for the PC's that are in a workgroup that need the security of a PC that is under a server environment. The EM center does currently have a "file share" that is low on space. We plan to utilize the Microsoft 365 resources and build a SharePoint site that will remove the current file share from that environment. In the event that is not feasible, we will simply add another TechWatch. Either way, we have a solution. Please notice the discount per unit
- Firewalls – We will retain the current firewalls at each location. In the event there needs to be an upgrade due to specs, we have a HAAS (hardware as a service agreement) in which you pay nothing for the firewall and the monthly retains the same per location/size. Please notice the discount per unit.
- Workstation Backups – In a server environment, we redirect all files to the server and then back up the server. With the current server environment locations and EM moving to SharePoint, that leave the Ext office without backups. This is the backup solution for their PC's.
- TechWatch – Server - This is very similar to the PC level service for TechWatch, but we include the hardware monitoring as well as warranty replacement on each server. As we implement solutions for departments, we hope to reduce the number of servers at the locations. We would anticipate removing EMS and SA from server services in the future and possibly reducing the GOV office if possible.
- Managed Access Points – This is full management of each access points at each location.
- Managed Datto Backup – With the county wanting a 24 hour RTO (Recovery Time Objective), this line item acts as a backup to the critical locations of Sheriff & Gov Building. This is line item suffices your server down time to 2-4 hours (reality is less than 1). The break down is the Gov Office is 755 monthly, and the Sheriff is 555 monthly). This is a service you currently do not have.
- Managed Network Devices – Switches – This is full management of the switches at the Gov Building and Sheriff.

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- Office 365 Enterprise & Mobility – With the current requirements for multifactor on emails through cyber liability, this line item enforces multifactor authentication for the County. You will need this for Cyber Liability Coverage.
- Microsoft 365 Business Standard – This tier of Office 365 includes email and app (Word, Excel, PPT, etc.) for each user. This information was provided to us. We anticipate this number to come down. There are also different tiers to this, so if a department has a part time employee that needs an email for communication, but not apps, that is billed at a cheaper rate. Or if a computer just needs the apps on it, that is billed differently as well. On the flip side, there is one tier that is higher and that includes encryption. In the event a department is working with the money, that account should be encrypted. The nice part is we can mix and match depending on the role within the County.
- Exchange Only – The Sheriff has multiple deputies that just need email. This line item is strictly for them.
- Office 365 Backups – This provides a backup of all emails, contacts, calendars, SharePoint and OneDrive files for each user.
- Defender for Office – With this service, each user under the domain has each attachment and URL scanned in a virtual environment before it is brought into the network reducing the likelihood of someone clicking a phishing scam and impacting the whole county. This also looks for imposter domains like @yanktoncountysheriffsoffice.com and user imposters like gary@yankton.sd.us This is a service you currently do not have, but we see this as a valuable resource for the County.

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Set-up

Please reference attached document with "Quote Name: Set-up".

This is a one time cost for the county. This cost includes everything previously mentioned from replacement of switches, access points, transition of previous email and firewall licensing, and all of the installation for management of each computer in the county. We would love to add Yankton County to our growing list of counties. We are offering a substantial discount to show you we are willing to do our part.

Notes:

- After final evaluations, the Gov building may not need an extra switch.
- At the Gov building, we plan to keep the HP access points until there is an issues. At that point we will suggest new equipment or suggest for the new budgetary year.
- In all other locations, we plan to leave the switches until there is a problem, then would suggest new supported hardware.
- All 2012 servers will have to get replaces within 2 years. We would plan for next years budget for replacement
- During budget planning next year, we would anticipate reducing a Gov buildings server and combine resources.
- As mentioned before, with current resources, in regard to the County servers, the County is not withing the 24 hour recovery time objective.
- Infotech Solutions has quoted to take over the current environment with major improvements in terms of continuity and cyber security. We anticipate other full projects that will be suggested at a later date.
- The last billing period, out of the 4 counties, and 200+ pcs', there was only 1.5 billable hours.
- Infotech will save on hardware costs by maintaining the PC's and not doing a 3 year rotation on computers.
- There are multiple services the County currently does not have:
 - Datto (Hardware & Monthly) for Recover Time Objective and redundancy
 - Office 365 Defender – 90% of breaches are cause through email. This reduces that likelihood.
 - Datto Backups for PC
 - Office 365 backups – to backup Emails, Contacts, Calendar, OneDrive, & SharePoint
- We will assume some of your costs you currently paying for now i.e. anti-virus, Office 365, etc.

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In Conclusion:

Thank you again for the opportunity to submit this RFP for Yankton County. We hope you can see our passion of not only on the IT side through all the schooling and degree's our employees have gone through, but the importance of Cyber Security that needs to be implemented across the board. We are already seeing that in order to get cyber liability coverage or increase their coverage amounts, the insurance companies are requiring multiple service, many of which we have already implemented.

With our services the county is getting the best minds out of Dakota State University and are compassionate about cyber security. You are also getting matrix style monitoring and managing of your entire network. You are receiving a full, competent staff at all times. You can sleep at night knowing you no longer have to worry the County becoming a statistic like multiple other counties in the state. You are truly getting expert

These numbers are fairly accurate, but the quantities may vary for various different reason (old users, new users, decommissioned laptops, same license for multiple pcs). In the event Infotech receives the contract, we would come down at least one more time to harden these numbers and possibly reduce the cost/amounts of quantities per line item. That is not guaranteed though.

If you have any questions at all while going through this proposal, I would be more than happy being available to answer any clarifying questions.

Hopefully the County was able to see that we are doing our due diligence in coming down and doing a preliminary assessment of the organization and really understand each department and their needs. We would love to be the County's Cyber Security and Professional IT team. Our discounts in the monthly as well as set-up should point to our enthusiasm to make that happen.

Again, thank you for your time and consideration.

Respectfully,

A handwritten signature in black ink, appearing to read "Tyler Ruhd".

Tyler Ruhd
Infotech Solutions
1002 South Division Ave
Madison, SD 57042
605-223-5400
Tyler.Ruhd@infotechsd.com

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IT OUTLET, INC. · 701 E 52ND ST N, SIOUX FALLS, SD 57104 · TOLL-FREE: 1.800.754.7411 · FAX: 1.605.275.4195 · WWW.ITOUTLET.COM

IT Outlet

Dusty Sperlich Technical Service Manager

Yankton County

321 W 3rd St Suite 209

Yankton SD 57078

We are pleased to present the following Statement of Services. The IT Outlet feels we fully meet each area of requested service, and that we will be the ideal fit for your requirements. It is our goal to provide meaningful relationships with each user that we serve. We appreciate your time in considering us for your IT Needs!

In this proposal we are valuing the contract of 12 months based on the following: Yankton County is a diverse environment with many different working pieces. Due to this, we understand that the needs are very different across each sector.

This proposal is valid for ninety (90) days from December 18th, 2021 and will become part of the contract that is negotiated with Yankton County.



IT OUTLET, INC. • 701 E 52ND ST N, SIOUX FALLS, SD 57104 • TOLL-FREE: 1.800.754.7411 • FAX: 1.605.275.4195 • WWW.ITOUTLET.COM

About the IT Outlet:

The IT Outlet is based out of Brandon, SD, with an additional office in Corsica, SD. We pride ourselves on our attention to detail and dedication to our customers and have been providing outstanding service for over 15 years.

Our company currently employs 24 amazing individuals, and our services department has had the privilege of managing, consulting and servicing more than thirty clients, including five school districts. Our tech team currently consists of:

- Dusty Sperlich – Technical Service Manager
 - Dual VMware VCP – Virtual Desktop/Data Center
 - Ruckus Certified Wi-Fi Associate
 - Microsoft Certified 365 Fundamentals
 - Lenovo Certified Warranty Expert
 - 16 Years' Experience
- Lucas Broin – System Admin
 - VMware Certified Professional -Data Center
 - Veeam Management Configuration Engineer
 - Tegile/Tintri Storage Certified Engineer
 - 5 years' Experience
- Jamie Procida- Network and Security Admin
 - Fortinet Network Security Expert Level 4
 - 3 years' Experience
- Jake Henckel – PC Tech/Help Desk
 - Lenovo Certified Technician
 - IBM Cloud and Data Privacy Expert
 - PC Pro and Security Pro Testout
 - 2 years Full Time Experience
- Bryan Althoff – PC Tech/Help Desk
 - 8 years' Experience
 - 4 years' Experience in Direct Phone Support/Help Desk
- Chris Job- PC Tech/Help Desk
 - 1 year Experience
 - CompTia Cisco IT Essentials
 - Microsoft Windows Operating System Certification
 - Microsoft Windows Server Administration Fundamentals
 - Microsoft Network Fundamentals Certification

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the
requester. Do not
send to the IRS.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. IT Outlet Inc	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ►	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) 5 Exemption from FATCA reporting code (if any) (Applies to accounts maintained outside the U.S.)	
	5 Address (number, street, and apt. or suite no.) See instructions. 1900 N. WALNUT AVE	Requester's name and address (optional)
	6 City, state, and ZIP code BRANDON, SD, 57005	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number								
			-					
or								
Employer identification number								
2	0	-	5	6	1	9	2	3 8

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ► <i>Cindy Engels</i>	Date ►
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.



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IT Services

Prepared for:
Yankton County

Yankton SD

Prepared by:
IT Outlet

Brandon SD

Summary

We are pleased to offer this IT Statement of Services Proposal for your review and approval. The solution detailed in this proposal has been created with the client's needs and budget in mind, and we are confident you'll find that it offers great value to your organization. Please review the proposed solution carefully to ensure it meets your expectations. Should you have any concerns whatsoever, please reach out via email to dusty@itoutlet.com. If you are willing to move forward with the solution as it is described in this proposal, simply sign your approval at the bottom.

Proposed Solution

Managed IT services are designed to support growing companies by offering fully managed technology solutions at an affordable cost. Our approach is to implement a lean, scalable solution with a proactive approach to problem solving that keeps your systems operating at a peak performance and greater than 99% up time.

The solution prepared for Yankton County includes 24/7 offsite monitoring and system support. A member of IT Outlet's team will be available any time seven days a week to accept and address inbound support issues. We will also manage all software updates, platform updates and bug fixes remotely during non-business hours. Your package also includes an on-site engagement in the first month of service, during which we will inventory your hardware and software and configure your systems for remote support.

Business Hours are from 8:00 am to 5:00 pm CST. During these hours we provide a 20 minute first contact guarantee. The Help Desk is open during this time frame. If onsite support is needed, an hour windows is available with this contract. Our SLA will include an off hours emergency contact number. We currently sit at 19 minute average response time for MSP customers.



OUTLET

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Our software allows the use of two factor authentication that follows all PCI and HIPPA compliances. During our initial walkthrough, we found that every area requiring support would fall under the SLA described in this document.

Our system administration services cover the following key areas:

- User Management
- PC and Server Security Monitoring & Response
- Software License Management
- 24/7 System Monitoring
- Software Deployment & Updates
- Hardware Inventory
- System Usage/Reliability Reporting

In addition to the above listed services, we offer on-site services at an additional support time frame. These services include:

- Quarterly Onsite visits
- Hardware installation
- Network Organization and Cleanup

Escalation Procedures

- First contact resolution is always our primary goal. However, we recognize that not all users are the same. Our Software allows us to set priority areas (Ambulance, Sheriff, Emergency Response). Upon receiving a ticket from these entities, a higher priority level is given. The Help Desk will then work off of a first in, first out order as tickets arrive.
- All support is tracked via a portal that users can access. This visibility is important for clients to ensure tickets are resolved and escalation procedures are followed.
- Priority Levels:
 - Low – No User Impact, 4-7 hours response (software update or install)
 - High – User cannot work, 20 minutes response
 - Urgent – Immediate call back

Additional Services

The IT Outlet also offers Remote Backup Services. These services are based per TB of data storage. Our state-of-the-art datacenter is climate controlled, and configured to the highest level of security. All backups are segmented from other clients and have a dedicated Internet connection. We are willing to provide 2 TB of storage free for the first year as an introductory offer. The following year a storage evaluation would be made to determine if Yankton County would like to continue at the rate of \$100 per TB of backup space.



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We have strong partnerships with many OEM manufacturers that allow us to offer additional hardware and software at very competitive pricing. This allows us to keep to a three-year refresh plan at an affordable cost. Some of these brands include: Dell, Lenovo, HP, Cisco, IBM. VMware and many more.

Service Costs

The solution described in this IT services proposal is priced on an annual basis. Options for Semi Annual or Quarterly Payments are available. We based these prices off 40 normal users at a rate of \$50 per user. These prices will remain valid for the duration of this contract.

<u>Name</u>	<u>Price</u>	<u>QTY</u>	<u>Subtotal</u>
Managed Service Per Month	\$2,000	12	\$24,000
2 TB of Data of Site Data back	\$200.00	12	\$2,400

Subtotal \$26,400.00

Discount \$2,400.00

Tax \$1,716.00

Total \$25,716.00

Approval

Both parties should sign below to indicate approval of the proposal's described solution and pricing.

Please sign below to indicate your approval of the proposed IT services solution

IT Outlet

Signature

Date

Yankton County

Signature

Date