

**A RESOLUTION OF THE VILLAGE OF EAST DUNDEE
ACCEPTING A PROPOSAL FROM HELPING HAND IT SERVICES & NETWORKING, INC.
FOR IT SERVICES, WHICH INCLUDES START-UP COSTS AND ANNUAL ONGOING
COSTS IN AN AMOUNT NOT TO EXCEED THE APPROVED BUDGET AMOUNT**

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of East Dundee, Cook and Kane Counties, Illinois, as follows:

Section 1. The Proposal from Helping Hand IT Services & Networking, Inc. for IT services, which includes start-up costs and annual ongoing costs is attached hereto as EXHIBIT A, shall be and hereby is approved.

Section 2. The Village Administrator shall be and is hereby authorized to execute EXHIBIT A and all other documents on behalf of the Village.

Section 3. This resolution shall take full force and effect upon its passage and approval as provided by law.

Passed by the President and the Village Board of Trustees of the Village of East Dundee, Illinois, this 13th day of July, 2020.

AYES: Trustees Lynam, Selep, Wood, Mahony, Andresen and Kunze

NAYS: None

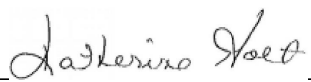
ABSENT: None

APPROVED:



Village President

Attest:



Village Clerk

July 10, 2020

Village of East Dundee
120 Barrington Avenue
East Dundee, IL 60118

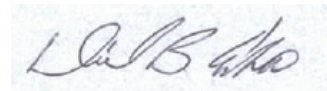
Dear Village Board and Staff:

We appreciate the opportunity to submit a proposal to provide support to the Village for your IT needs. With our experience providing support for other municipalities such as the Village of Campton Hills, Wasco Sanitary District, Campton Township, and the Campton Hills Police Department, we are confident we can support the Village of East Dundee successfully.

For over 22 years, serving our clients like they are family is among the founding principles of Helping Hand and it is one of the things that sets us apart from our competition. We bring a thoughtful, methodical approach to IT that focuses on your business needs. At Helping Hand, we focus on building relationships with our clients and we strive understand the needs of your team, your unique vision, and your budget so we can develop managed IT solutions that are a perfect fit. We believe in collaboration and building trust which allows a true partnership to form between Helping Hand and you.

We welcome any questions you may have about Helping Hand IT or the services we offer.

With Best Regards,



David B. Eshoo
President, Helping Hand IT Services & Networking

Helping Hand IT

Services & Networking, Inc.



"Life is Always Better With a Helping Hand"

40W270 Lafox Road Suite A, St. Charles, IL 60175

phone 630-940-1718 / fax 630-940-1720 / sales@helpinghandit.com

Estimate

Date	Estimate #
5/26/2020	13417

Village of East Dundee Attn: Brad Mitchell 120 Barrington Avenue East Dundee, IL 60118		Please note the following: This is an estimate and not a firm bid. Your labor pricing could be higher or lower depending on the actual time it takes. For HHIT's complete estimate terms, please visit www.helpinghand-it.com/terms	
Your PO #	Terms	Rep	FOB
Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
Scope of Work	Scope of Work: New network setup. Notes: * Four locations ** Police ** Public Works ** Village Hall ** Building Department * Firewall * Network Switch * Wireless access point Village of Campton Hills 7% Sales Tax. (Less than surrounding Communities)			0.00
SonicWall TZ350	TZ350 TOTALSECURE ADV 1YR PERP	4	995.00	3,980.00
Ubiquiti	Ubiquiti UniFi Switch US-48 - switch - 48 ports - managed	4	505.99	2,023.96
Ubiquiti	Ubiquiti Unifi UAP-AC-HD - wireless access point	4	344.9875	1,379.95
Shipping Income	Processing, Shipping, Insurance & Handling to obtain any hardware or software within this estimate.	1	30.00	30.00
Full Care or Care ...	Free Travel 0-30 Miles to and from our office in Campton Hills for Full Care or Care #2 Clients (\$25.00 Value Savings Per Trip)	1	0.00	0.00
(O/S) Onsite Server	Code (O/S): On-site server support. Detailed description of work performed can be found in the attached ticket.	6	160.00	960.00

Please note, if you wish to pay by credit card, a 3% surcharge will be included

Estimates containing materials only do not include labor that may become necessary in relation to said materials. This labor will be considered billable at HHIT's current rates, which can be found at: www.helpinghand-it.com/rates	Subtotal
	7% Sales Tax (7.0%)
	Total

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Your PO #	Terms	Rep	FOB
Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
Acceptance	Helping Hand IT Services & Networking (HHIT) is hereby authorized to perform the work as specified in this quotation. I agree to HHIT's estimate terms located at www.helpinghandpc.com/terms . Customer Signature _____ Date: _____			0.00

Please note, if you wish to pay by credit card, a 3% surcharge will be included

Estimates containing materials only do not include labor that may become necessary in relation to said materials. This labor will be considered billable at HHIT's current rates, which can be found at: www.helpinghand-it.com/rates	Subtotal	\$8,373.91
	7% Sales Tax (7.0%)	\$516.87
	Total	\$8,890.78

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Estimate

Date	Estimate #
6/2/2020	13436

Village of East Dundee Attn: Brad Mitchell 120 Barrington Avenue East Dundee, IL 60118		Please note the following: This is an estimate and not a firm bid. Your labor pricing could be higher or lower depending on the actual time it takes. For HHIT's complete estimate terms, please visit www.helpinghand-it.com/terms	
Your PO #	Terms	Rep	FOB
Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
Scope of Work	Scope of Work: New server solution for Village. Notes: * New server with 7-Years Full Support! Village of Campton Hills 7% Sales Tax. (Less than surrounding Communities)			0.00
Dell Server	PowerEdge T440 Server Chassis Configuration Chassis with up to 8, 3.5" Hot Plug Hard Drives, Tower Configuration Processor Intel Xeon Silver 4214 2.2G, 12C/24T, 9.6GT/s, 16.5M Cache, Turbo, HT (85W) DDR4-2400 Memory Capacity 32GB RDIMM, 2666MT/s, Dual Rank RAID Configuration C5, RAID 10 for HDDs or SSDs in pairs (Matching Type/Speed/Capacity) RAID/Internal Storage Controllers PERC H740P RAID Controller, 8GB NV Cache, Adapter, Full Height Hard Drives (4) 1.2TB 10K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive, 3.5in HYB CARR (Total Storage: 2.4TB) Operating System VMware ESXi 6.7 U3 Embedded Image on Flash Media (License Not Included) OS Media Kits Windows Server® 2019 Standard, 16CORE, Secondary OS, Media Kit, Multi Language Client Access Licenses (2) 10-pack of Windows Server 2019/2016 User CALs (Standard or Datacenter) Embedded Systems Management iDrac9, Enterprise Additional Network Cards On-Board Broadcom 5720 Dual Port 1Gb LOM	1	7,334.66	7,334.66

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Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
	Additional Network Cards Intel Ethernet I350 Dual Port 1GbE BASE-T Adapter, PCIe Full Height IDSDM and VFlash Card Reader ISDM and Combo Card Reader Internal SD Module 2x 16GB microSDHC/SDXC Card Power Supply Dual, Hot-plug, Redundant Power Supply (1+1), 750W Power Cords (2) NEMA 5-15P to C13 Wall Plug, 125 Volt, 15 AMP, 10 Feet (3m), Power Cord, North America Bezel Tower Security Bezel for T440 Secondary OS Windows Server® 2019 Standard Edition, Secondary OS, No MEDIA, 16 CORE Virtualization Software and Support vSphere Essentials, 3 hosts (max 2 CPU/host, max 32 cores/CPU socket) 3YR Lic and Sub Dell Services: Hardware Support Basic Next Business Day 12 Months, 12 Month(s) Dell Services: Extended Service ProSupport and Next Business Day Onsite Service, 84 Month(s) (7-Years Full Support)			
Synology	Synology 2 bay NAS DiskStation DS218+	1	313.94	313.94
6TB IronWolf NA...	Seagate 6TB IronWolf NAS SATA 6Gb/s NCQ 128MB Cache 3.5-Inch Internal Hard Drive	2	174.79	349.58
Veeam Backup an...	Veeam Backup and Replication Enterprise Please note, this product is a subscription and subject to price changes from the manufacturer	1	14.50	14.50
iLand Secure Clou...	iLand Secure Cloud Backup with Veeam Cloud Connect 3TB Storage 3 Year Term Billed monthly	1	120.00	120.00

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Your PO #	Terms	Rep	FOB
Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
Shipping Income	Processing, Shipping, Insurance & Handling to obtain any hardware or software within this estimate.	1	60.00	60.00
(I/S) Inshop Server	Code (I/S): in-shop server support. Detailed description of work performed can be found in the attached ticket. * New server prep * Setup of iDRAC * Setup of RAID Array * Setup of VMWare host environment * Setup of two Windows VMs ** Domain Controller ** Application and File Server * Setup of domain and user accounts	8	160.00	1,280.00
Full Care or Care ...	Free Travel 0-30 Miles to and from our office in Campton Hills for Full Care or Care #2 Clients (\$25.00 Value Savings Per Trip)	1	0.00	0.00
(O/S) Onsite Server	Code (O/S): On-site server support. Detailed description of work performed can be found in the attached ticket. * Onsite delivery and setup of new server on network	8	160.00	1,280.00

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	7% Sales Tax (7.0%)
	Total

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Estimate

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6/2/2020	13436

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Your PO #	Terms	Rep	FOB	
Verbal: TBD	50% Down Payment	JMK	Saint Charles	
Item	Description	Qty	Cost	Total
(O) Onsite Workst...	Code (O): On-site workstation support. Detailed description of work performed can be found in the attached ticket. * Two onsite technicians * Setup of all computers on new domain * Setup of access and ensuring all systems are communicating properly * Installation of monitoring tools * Installation of anti-virus product * Setup of documentation	16	125.00	2,000.00
Acceptance	Helping Hand IT Services & Networking (HHIT) is hereby authorized to perform the work as specified in this quotation. I agree to HHIT's estimate terms located at www.helpinghandpc.com/terms . Customer Signature _____ Date: _____			0.00

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Estimates containing materials only do not include labor that may become necessary in relation to said materials. This labor will be considered billable at HHIT's current rates, which can be found at: www.helpinghand-it.com/rates	Subtotal	\$12,752.68
	7% Sales Tax (7.0%)	\$559.87
	Total	\$13,312.55

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Estimate

Date	Estimate #
6/3/2020	13439

Village of East Dundee Attn: Brad Mitchell 120 Barrington Avenue East Dundee, IL 60118		Please note the following: This is an estimate and not a firm bid. Your labor pricing could be higher or lower depending on the actual time it takes. For HHIT's complete estimate terms, please visit www.helpinghand-it.com/terms	
Your PO #	Terms	Rep	FOB
Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
Scope of Work	Scope of Work: Care #2 Monthly Workstation Monitoring Support & Weekly Maintenance Notes: Based on 46 workstations/tables & 1 Physical Host Server & 2 VM Servers This program is Support Tools with SentinelOne EDR (Endpoint Detection and Response) Protection & Weekly Maintenance Our company will assign a remote tech to watch over your computers he will call you once a month and e-mail you with his findings the balance of the month. Monitoring will take place and we will alert you to issues we see. If you chose Helping Hand to work on these issues we will invoice you separately for work performed. Village of Campton Hills 7% Sales Tax. (Less than surrounding Communities)			0.00
Managed Care	HH-IT Care #2 Monthly Workstation Monitoring Support & Weekly Maintenance Care #2: \$1501.49 P/M 1-Physical Host Server 2-VM Servers 45-Computers/Laptops/Tablets 0-iMac 0-Virtual User 45-Hosted Exchange Email Accounts	1	1,501.49	1,501.49

Please note, if you wish to pay by credit card, a 3% surcharge will be included

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	7% Sales Tax (7.0%)
	Total

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Estimate

Date	Estimate #
6/3/2020	13439

Village of East Dundee Attn: Brad Mitchell 120 Barrington Avenue East Dundee, IL 60118		Please note the following: This is an estimate and not a firm bid. Your labor pricing could be higher or lower depending on the actual time it takes. For HHIT's complete estimate terms, please visit www.helpinghand-it.com/terms	
Your PO #	Terms	Rep	FOB
Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
	45-Office 365 Business Accounts 1-Veeam Backup Software for Synology 1-Offsite Cloud inland backup 4-SonicWall Renewals ----- Includes Daily Monitoring Includes SentinelOne EDR (Endpoint Detection and Response) Protection Includes Web Protection Includes Weekly Maintenance Checks Monitoring & Alerting: System health checks 24 x 7 Monitoring Intrusion Detection Asset Management: System discovery Asset inventory reporting Maintenance: Automated checks to maintain asset health Server & Workstation health reports Security: Baseline automated scripting Remote monitoring of SentinelOne EDR Remote monitoring of Backups Optional Mail Security, Backups, Mobile device policy management are available			

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	7% Sales Tax (7.0%)
	Total

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Estimate

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6/3/2020	13439

Village of East Dundee Attn: Brad Mitchell 120 Barrington Avenue East Dundee, IL 60118		Please note the following: This is an estimate and not a firm bid. Your labor pricing could be higher or lower depending on the actual time it takes. For HHIT's complete estimate terms, please visit www.helpinghand-it.com/terms	
Your PO #	Terms	Rep	FOB
Verbal: TBD	50% Down Payment	JMK	Saint Charles

Item	Description	Qty	Cost	Total
	Reporting: Automated monitoring delivered on a scheduled basis Quarterly Business Reviews: Business needs assessments Set objectives and planning for next steps Business improvement goals Additional work will be invoiced per ticket by ticket bases. Weekly Maintenance will be ran one day per week. Please note this is a minimum 3-year contract. Estimate is based on 12-months, invoiced on a monthly basis of \$1,501.49 per month!			
Acceptance	Helping Hand IT Services & Networking (HHIT) is hereby authorized to perform the work as specified in this quotation. I agree to HHIT's estimate terms located at www.helpinghandpc.com/terms . Customer Signature _____ Date: _____			0.00

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	7% Sales Tax (7.0%)	\$0.00
	Total	\$1,501.49

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Estimate

Date	Estimate #
6/4/2020	13441

Village of East Dundee Attn: Brad Mitchell 120 Barrington Avenue East Dundee, IL 60118		Please note the following: This is an estimate and not a firm bid. Your labor pricing could be higher or lower depending on the actual time it takes. For HHIT's complete estimate terms, please visit www.helpinghand-it.com/terms	
Your PO #	Terms	Rep	FOB
Verbal: TBD	On Delivery	JMK	Saint Charles

Item	Description	Qty	Cost	Total
Scope of Work	Scope of Work: Office365 Email Setup Notes: * Mailbox migration * Office365 Setup * Setup of Office product on PCs License of Microsoft Office 365 Business Premium are included within the Care #2 Program estimate #13439			0.00
SSL Certificate	SSL Certificate * Needed for migration from old email system	1	89.99	89.99
(R) Remote Work...	Code (R): remote workstation support. Detailed description of work performed can be found in the attached ticket. * Backend setup of all mailboxes and email system * Migration of emails from current system to new system	4	125.00	500.00
Full Care or Care ...	Free Travel 0-30 Miles to and from our office in Campton Hills for Full Care or Care #2 Clients (\$25.00 Value Savings Per Trip)	1	0.00	0.00
(O) Onsite Workst...	Code (O): On-site workstation support. Detailed description of work performed can be found in the attached ticket. * Two technicians onsite * Onsite cutover to new email system * Setup and installation of Office product on all computers	16	125.00	2,000.00

Please note, if you wish to pay by credit card, a 3% surcharge will be included

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Subtotal
7% Sales Tax (7.0%)
Total

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Estimate

Date	Estimate #
6/4/2020	13441

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Your PO #	Terms	Rep	FOB
Verbal: TBD	On Delivery	JMK	Saint Charles

Item	Description	Qty	Cost	Total
Acceptance	Helping Hand IT Services & Networking (HHIT) is hereby authorized to perform the work as specified in this quotation. I agree to HHIT's estimate terms located at www.helpinghandpc.com/terms . Customer Signature _____ Date: _____			0.00

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	7% Sales Tax (7.0%)	\$6.30
	Total	\$2,596.29