



WE MAKE IT BETTER!

Web and IT Vision and Planning

Delivering predictable, secure, and advisable information technology tools and services to leadership, staff and customers is critical to the growth, vision, mission, and operations on any business.

Flathead Reservation Water Management Board

Executive Summary

The Flathead Reservation Water Management Board (FRWMB) was established to manage the water on the Flathead Reservation with shared costs coming from the CKST and the MT government. Melissa Schlichting, attorney for CSKT, has been asked to establish vendors for this new initiative.

First Call has worked with CSKT on multiple IT projects, managed services, webservices and consulting over the years and our organization also represents government bodies across the state of MT. Additionally, First Call is familiar with the existing IT staff at CSKT and are confident that our relationship with the staff will lead to synergy during the start up phase for the water board as well as the FRWMB's on-going IT needs.

First Call has been asked to provide quotes for three initial services:

- Website
- M365 services and hardware procurement for 5 board members
- IT Managed Services

What follows is a snapshot of each of those agreement details for the FRWMB's review and individual quotes have been forwarded to Melissa.

Website

FRWMB requires a web presence to communicate to the public, share with the community updates and board meetings.

We are proposing a simple website to serve the needs of the community - **The cost of this proposal is \$349 a month for 24 months after the initial 24 months there is a recurring fee of \$149 month for hosting/plug-in fees and maintenance.**

Deliverables for the website include:

Project Management

2 key 30-minute meetings with the First Call Marketing team

Domain registration

Domain hosting

Web design/build/launch

30 hours of Better It time to be used during web build and/or post site launch

Front end web editor license (limited to length of agreement)

Security plugin license (limited to length of agreement)

Foundational SEO including metadata, alt tags, title tags, schematic markup, etc.

Quarterly SEO Reports which include site review, SEO evaluation, and suggested improvements Client

Time-Frame: Depends on size of site (and revision requests) but typically 90-180 days after project kick off meeting.

M365 Services and Hardware Procurement for 5 board members

FRWMB will require all board members have access to email and certain data as the organization becomes more established. First Call will procure 5 new machines for the initial board members and work with the CSKT IT team to set up Microsoft user accounts with email access on those devices.

The devices we are recommending for the board members require a little less horsepower than what the engineers and other employees will need moving forward.

We are recommending the following devices for the board members:

Dell Latitude 3320 13.3" Notebook - Full HD - 1920 x 1080 - Intel Core i3 11th Gen i3- 1115G4 Dual-core (2 Core) 3 GHz - 4 GB Total RAM - 128 GB SSD - Titan Gray - Intel Chip - Windows 10 Pro - Intel UHD Graphics - One Year Hardware and Service Warranty - **\$753.91 each/\$3769.55 in total.**

Additionally, we have provided an **optional** 2-year extended warranty for each device - **\$112.49 each/\$562.45 Total**

**Should the board want a more robust option for laptops we have selected a Intel Core i5 11th Gen i5-1135G7 Quad-core (4 Core) 2.40 GHz - 8 GB Total RAM - 256 GB SSD, as an alternative option- the cost for those is \$974.55 each/\$4,872.75 total*

The user account set up we are estimating to take 5 hours of labor @ **\$165 hour – Total \$825**

The total cost for our recommended laptops and labor for the Microsoft account set up is \$4594.55 with the optional 2-year extended warranties \$562.45

IT Managed Services

FRWMB will require management of the IT infrastructure once laptops are deployed and as the organization grows. Management of this network will include:

- Anti-Virus Software on each device (managed and monitored)
- Remote Monitoring and Alerting software on each device
- Firewall Hardware, licensing, and security services (1 location in Ronan)
- Initial and on-going documentation
- Patch Management (software updates)
- Dark Web Monitoring
- Security Awareness Training
- Phish Testing
- Assigned dedicated vCIO (this is the account manager who will make IT recommendations for future growth and will be the main POC between First Call and FRWMB)
- Access to Help Desk for support (billed outside of the agreement in 15 min increments)

The way First Call measures success in IT is defined simply by 5 key outcomes:

- *Fewer issues*
- *Less risk*
- *Business alignment*
- *Fiscal alignment*
- *End User satisfaction*

The agreement price is \$440 month (prorated month based on the kickoff meeting) and one time on-boarding fee of \$880 – This includes 5 board members and 1 current employee.

Timeframe: Upon signature 60 days to fully on-board

At First Call we pride ourselves in being a world class IT provider that focuses on deep and ongoing relationships with our clients we are not just a faceless vendor.

We appreciate our relationship with CSKT and the opportunity to bid for the above services. As previously mentioned, all quotes have been sent to Melissa for her approval should the board agree to work with First Call.