

Local Law offered by Mayor Spinello and seconded by \_\_\_\_\_

**LOCAL LAW 04-2017 TO AMEND LOCAL LAW NO. 4 OF 2009 TO EXTEND  
THE COLD WAR VETERANS REAL PROPERTY TAX LAW EXEMPTION**

**BE IT ENACTED**, by the City Council of Glen Cove, in the County of Nassau, as follows:

Section 1.

This Local Law shall be entitled Local Law 04-2017 to Amend Local Law No. 4 of 2009, to "Extend The Cold War Real Property Tax Law Veterans Exemption".

Section 2. Authorization.

This Local Law is adopted pursuant to section 10 of the Municipal Home Rule Law.

Section 3. Purpose.

The purpose of this Local Law is to amend Local Law No. 4 of 2009 and Glen Cove City Code Section 252-39, which established the Cold War veterans exemption in accordance with Section 458-b(2)(c)(iii) of the New York Real Property Tax Law. The proposed Local Law will amend Local Law No. 4 of 2009 and City Code Section 252-39 by deleting Subsection E-3 in its entirety and replacing it with a new Section 252-39 E-3 which shall now read as follows:

"The exemption authorized by Subsection C shall apply to qualifying owners of qualifying real property for as long as they remain qualifying owners, without regard to the ten year limitation as set forth in § 458-b, Subdivision (2)(c)(iii) of the New York Real Property Tax Law."

Section 4.

Each separate provision of this Local Law shall be deemed independent of all other provisions therein, and if any provisions shall be deemed or declared invalid, all other provisions hereof shall remain valid and enforceable.

Section 5. Effective Date.

This Local Law shall take effect immediately upon its filing with the Secretary of State.

Resolution 6B

Resolution offered by Mayor Spinello and seconded by \_\_\_\_\_

**BE IT RESOLVED**, that the City Council hereby authorizes the Mayor to enter into a service agreement with Total Technology Solutions to provide IT support services for City Hall, Senior Center, Youth Bureau, Police Department, Golf Course, Glen Cove Volunteer Fire Department, EMS, and FD Dispatch for a monthly fee not to exceed \$11,000 not to exceed 60 days and one-time installation fee not to exceed \$10,000.

Resolution 6C

Resolution offered by Mayor Spinello and seconded by \_\_\_\_\_

**BE IT RESOLVED**, that the City Council hereby authorizes the City Attorney to settle the following claim in full and final settlement:

<u>Name</u>	<u>Claim Number</u>	<u>Amount</u>
James Reardon	17-2582	\$1,417.98

Resolution 6D

Resolution offered by Mayor Spinello and seconded by \_\_\_\_\_

**BE IT RESOLVED**, that the City Council hereby authorizes Glen Cove 350<sup>th</sup> Anniversary Committee to erect lawn signs December 5<sup>th</sup> through December 20<sup>th</sup>, 2017 to advertise the City's "January 5<sup>th</sup> Birthday Celebration".

Resolution 7A

Resolution offered by Mayor Spinello and seconded by \_\_\_\_\_

**BE IT RESOLVED**, that the City Council hereby appoint Jennifer Schlaefter as part-time Youth Service Worker, with the Youth Bureau, at \$9.50 per hour, effective November 29, 2017.

Budget Line A7050-51123

Resolution 7B

Resolution offered by Mayor Spinello and seconded by \_\_\_\_\_

**BE IT RESOLVED**, that the City Council hereby appoint the following persons to EMS, effective November 29, 2017, as indicated:

Name	Title	Hourly Rate
Matthew Kennedy	Emergency Medical Technician (Advanced)	\$20.00
Joseph A. Biundo	Emergency Medical Technician (Advanced)	\$20.00
Zachary Ludewig	Emergency Medical Technician (Basic)	\$17.50
Jason Heller	Emergency Medical Technician (Basic)	\$17.50
Bryan Natoli	Emergency Medical Technician (Basic)	\$17.50

Budget Line A4540-51120

# Support Services

## Proposal for IT Support

**Prepared for:**



**CITY OF  
GLEN COVE**

**City of Glen Cove**

Mayor Reginald A. Spinello

9 Glen Street  
Glen Cove, NY 11542

**Prepared by:**

James Tauer, IT Consultant

**Confidentiality Statement:** The information contained in this Proposal is confidential and proprietary to Total Technology Solutions and City of Glen Cove. This document is intended for the sole use of Total Technology Solutions and City of Glen Cove. It may not be reproduced or distributed in whole or in part without prior written agreement from Total Technology Solutions to City of Glen Cove.

November 16, 2017

Dear Mayor Reginald A. Spinello,

Thank you for the opportunity to propose ongoing IT support services. Total Technology Solutions has been serving municipalities in the Tri-State area and nationally for over 29 years, and I am confident that given the opportunity, we will be able to provide the City of Glen Cove with the highest level of service.

We implement IT best practices and recommendations by the NYS Comptroller's office and CJIS (Criminal Justice Information Systems). Total is CJIS compliant with all of Total's staff members completing CJIS Security and Awareness training as part of our employee on-boarding process. All of our Technical staff members are fingerprinted and background checked at the federal level. This complies with CJIS guidelines for providing IT support services to law enforcement agencies.

We have found over the years that one of the keys to our success is our commitment to our customers. We employ a very knowledgeable group of industry professionals that are uniquely qualified to support all of your on-going IT requirements. I feel that Total Technology Solutions is the right-sized company for your technology needs. We are large enough to provide both remote and on-site support, yet small enough to be able to provide you and your staff with a more personalized experience.

As you will see in our proposal, we employ the latest solutions to run our business and to help us to support yours. From managed services that let us respond to issues, often before you are even aware of them, to a highly customized technical services software application that helps us to manage our resources as effectively as possible, we have the tools and resources necessary to be successful.

Your choice of Total Technology Solutions as your technology partner is one that you will not regret. I along with my staff am ready to begin supporting you immediately.

Sincerely,

*James Tauer*

James Tauer, IT Consultant

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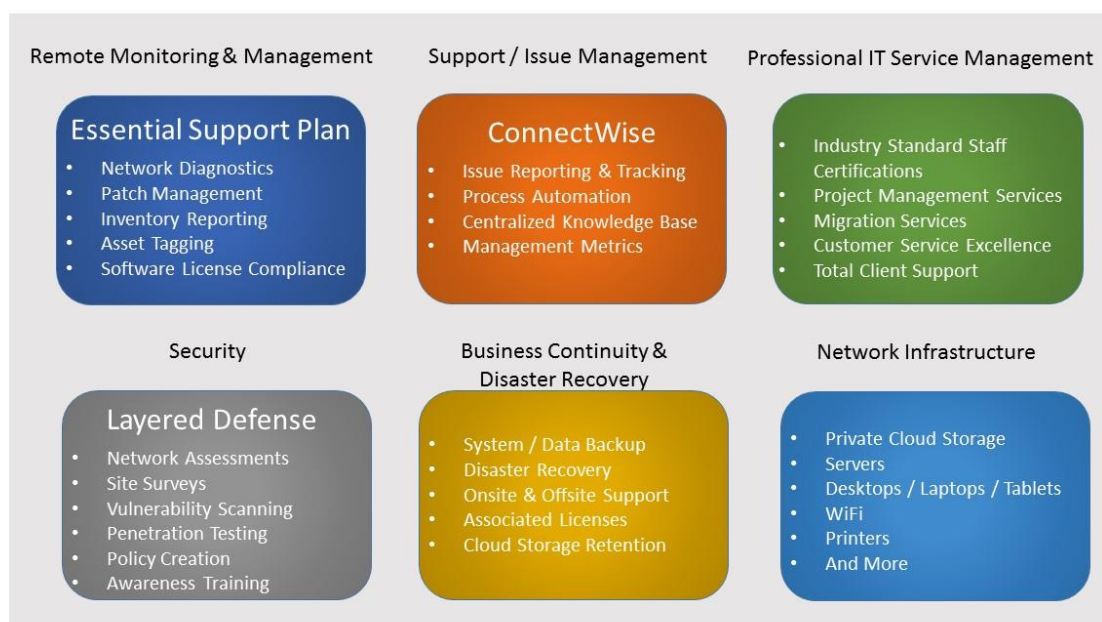
# 1. Executive Summary

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The City of Glen Cove has requested a proposal from Total Technology Solutions to provide ongoing IT support services. The terms of which are incorporated herein by reference, by and between the City of Glen Cove ("Customer", "Glen Cove," "you", "your") and Total Technology Solutions ("Total", "us", "we", "our").

Total's combination of business and technology experience is at the core of its success. Founded in 1988 as a systems integrator, technical service and maintenance organization, Total Technology Solutions has grown to become a highly respected full-service managed solutions provider focusing on securing, monitoring and maintaining IT infrastructure. Total's commitment to excellence is unwavering. It originates with our most important asset, our exceptionally talented team of engineers and technicians. It focuses on proactive client site management and extends to the delivery of unequalled client communication and personal service. As trusted partners and advisors, we pledge to continually master the latest technologies to best support your needs in a timely and professional manner, and to observe the highest standards of integrity at all times. With this mission, we combine reliable, innovative solutions and exceptional service to enable customers to focus on their core businesses.

Over the years, Total has continuously optimized its offerings providing complete end-to-end solutions, whether installing mission-critical technology, implementing systems, or providing reliable support services including each of the following critical components:



With a reputation for quality service and complete client satisfaction, we remain committed to meet our clients' needs and continue to grow our client base. We stand ready to bring our expertise, experience, and superior solutions to City of Glen Cove for this crucial ongoing support.

## 2. Operations

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Total Technology Solutions' professional services department effectively manages and delivers promised services, promoting customer satisfaction and operability. At Total Technology Solutions, we use a comprehensive service management solution that enables our organization to monitor and improve customer satisfaction.

### a. Protection

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Access to our support tools is authenticated by two-factor authentication and single sign-on (SSO), where available. All employees are mandated to change their passwords every 45 days using complexity and an account lockout policy is in place. Any hardware that needs to be disposed of receives a certificate of destruction/recycle and is properly disposed by a R2-certified electronic recycler.

#### **Criminal Justice Information Systems (CJIS):**

Total has many years of experience providing IT service to many municipal agencies, such as Villages, Cities, Townships and Libraries, both locally and throughout the country. We provide 24x7 critical support to many law enforcement agencies and are Criminal Justice Information System (CJIS) compliant.

All of Total's staff members complete CJIS Security and Awareness training as part of our employee on-boarding process. Technical staff members are fingerprinted and background checked at the federal level, under our law enforcement clients ORI numbers for direct notification to the client.

The physical security at our office supports this initiative as well. All entrances to our facility are locked and require a key code or buzz in for entry. Visitors must request entry, entry must be granted and they must sign in electronically. All restricted areas are secure with limited staff member access and video surveillance in use throughout our facility. This is in compliance with CJIS guidelines for providing IT support services. More information about CJIS compliancy can be found at the following link:

<https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>



## b. Employees

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### Executive Management Team:

Our Executive Management Team has been together since the beginning and are completely involved with the day-to-day operations. They are always reachable for anything that needs to be escalated and all new clients receive a welcome letter from our President with his mobile device number accessible 24/7.

**Vincent Tedesco**  
President



**Lisa Guerin,**  
Senior V.P. of Operations



**Tim McKnight**  
Managing Partner



**Chris Repetti**  
Chief Technology Officer



Most of our employees have been with us for years. Our average retention for our support staff is 8.4 years while the industry standard is 4 years. Why is this important? Employee retention promotes service excellence, which promotes client loyalty and growth. A winning formula for success.

## c. Operational Support

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In order to maintain a good working environment, it is important to have sufficient documentation of the infrastructure including Servers, Switches, Firewalls, Routers, Licenses, software, and applications. When the products are upgraded and/or replaced, there is an automated method of tracking the changes without having to worry about human error. Communication between Total Technology Solutions and the City of Glen Cove is a key component to the success of the partnership. It is important that all parties are involved early in the process for budget and overall project planning. Doing so will ultimately improve the workflow and reduce costs, rather than waiting for more of a reactive approach: although good decisions can only be made with good data.

### Help Desk Services

There are many useful tools available today that enable that data to keep track of Network, Visual Reports, and Diagrams that the IT Manager can get, allowing him to have snapshots of the Network including components, serial numbers, smartnets, carepack, etc. This is the key element between having a proactive versus a reactive IT environment. Total has found that by implementing the right help desk solution, 75% of reactive issues have been eliminated.

### Strategic Planning:

The collaborative effort between the City of Glen Cove and Total is key. Having a senior-level person hands-on to articulate new products and services, and communicate best industry standards. A high level of communication about new products, services, and best practice standards must exist between key members.

Total's staff maintains industry standard certifications such as A+ and Network+ and authorizations with all major vendors such as HP, Microsoft, Cisco, Extreme, Sonicwall, etc. Our staff is experienced with all versions of Microsoft server and office products as well as Apple products. We also support many different continuity and backup solutions for both hardware and software from Datto, HP, Dell, Symantec, AppAsure, etc. We regularly design, configure and implement new networks as well as maintain clients existing infrastructures. We are able to support everything from pc's, printers, servers and everything in between.

Technicians must have the proper tools to do their job in the most efficient way. This also means that the proper proactive diagnostic tools must be implemented to keep a heartbeat on each device of the network and to report

back to a console for the personnel to monitor. With this setup, Total's internal helpdesk can also be provided as an extension of the IT Manager. If you are having any issues resolving a problem, that issue then can be escalated to Total's internal staff to ensure that it will be properly resolved in a timely manner.

### Essential Support Program (ESP)

The main component of our technology support services is our Essential Support Plan (ESP). ESP is a remote monitoring and maintenance program. By invoking a small service agent on each server and/or client device, we can remotely monitor, detect and correct computer system issues from our ESP data center. This service includes applying updates and patches to operating systems components and ensuring top performance of all systems connected to the network. It also provides extensive inventory reporting, asset tagging, and software license compliance programs for any installed application.

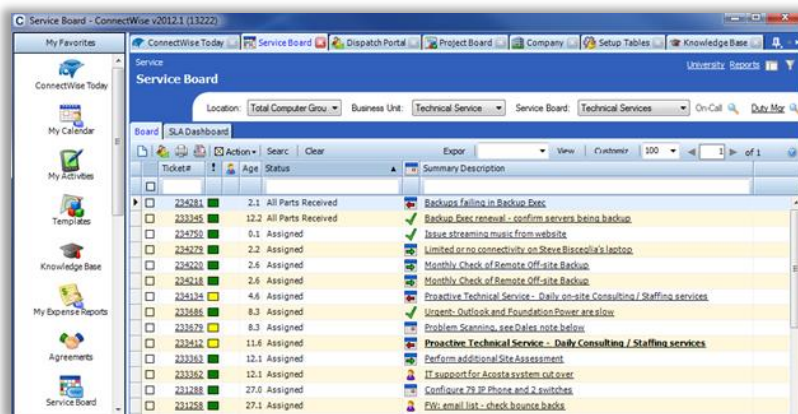


Imagine being able to predict the future, to isolate and identify the symptoms of computer problems in advance. With Total Technology Solutions managed services, ESP does exactly that. With ESP, you can relax with the peace of mind that your network is constantly being tended to.

ESP scans your network automatically 24x7, actually seeing potential problems and helping to prevent them before they occur. You will prevent downtime and the enormous cost associated with lost productivity, missed deadlines, and lost productivity.

### ConnectWise

An additional tool we use is the ConnectWise comprehensive support management software solution. This tool enables Total Technology Solutions' service staff to share knowledge and best practices throughout the company, improving our operational efficiency while gaining insight into key management metrics. Service personnel have instant access to the information they need to solve issues quickly, thus increasing our client's productivity.

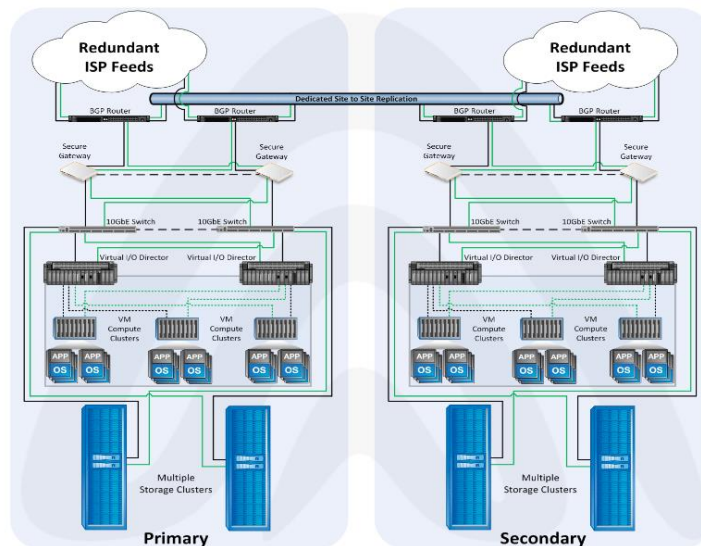


## d. Total's Secure Cloud

When it comes to providing cloud services, security and scalability are requirements for uninterrupted operations. As business grows, so does the need for additional technology resources. Total's Secure Cloud offers access to unlimited on-demand resources, eliminating expensive IT hardware investments and enabling scale with ease.

Total co-locates in top-tier data centers that comply with our stringent security, energy, compliance, reliability and geography requirements. Total's data centers meet or exceed regulatory requirements such as:

- SSAE 16 Type II (SOC 1)
- SOC 2 Type II
- TIA-942 Tier IV certified
- 24x7x365 onsite security, biometric access, & surveillance
- Regulatory standards compliant (HIPAA, SOX, PCI, etc.)
- Distributed, redundant power (2N)
- Multiple carrier backbones
- 100% uptime infrastructure guarantee



## e. Total Business Continuity

Total utilizes Datto's business continuity & disaster recovery solution, safeguarding businesses from disasters, human error, and malicious activity. Our customized solutions promote business continuity with uninterrupted access to data onsite, in transit, and in the cloud.

Total's solution protects data locally across the Local Area Network (LAN) to the backup appliance. From there, the local backups are automatically transmitted to secure SSAE 16 bi-coastal data centers. The local backup appliance can act as a restore hub for everything from files, applications, and full systems failover (you can basically run your whole network on the device). In addition, should the local device be compromised, data that was transferred to the Cloud can act as a replica site for the business.

Key Features:

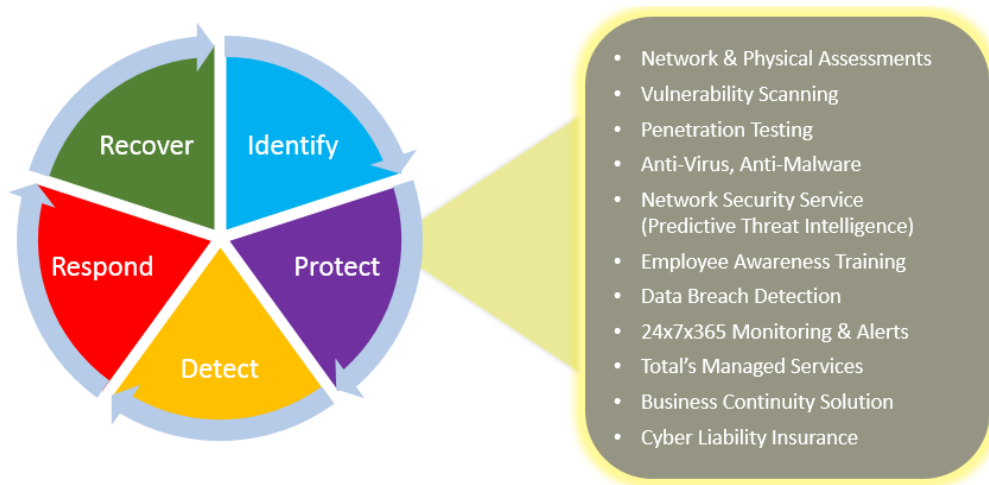
- **Ransomware Protection** - Hackers target vulnerabilities often through social engineering schemes that can leave a business without access to its own data. If ransomware is activated at your business, your files get locked and a ransom is demanded and exchanged for access to your files.
- **Business Continuity & Disaster Recovery** - Protect your business against unknown risks with frequent backups of your entire business infrastructure.
- **Disaster Recovery as a Service** - If disaster strikes, recover your data, servers, desktops, and the entire infrastructure to a virtual environment in seconds.
- **Cloud-to-Cloud SaaS Backup** - Simply, securely, and automatically control your SaaS data (e.g., hosted data on Microsoft Office 365) with Cloud-to-Cloud backup and recovery.

## f. Total Layered Defense

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Clients depend on Total Technology Solutions to secure and maintain their IT infrastructure. Viruses, threats, data breaches, cyberattacks, and other exploits are increasing and becoming more advanced. On top of all the threats, our Government is demanding we follow their regulations, audits, and compliance laws or face hefty fines. With this ever-evolving IT world, securing and maintaining IT infrastructure is becoming more complicated and expensive, but our clients are relying on us to mitigate their risk while keeping their cost down.

With all of this in mind, Total formulated its “Total’s Layered Defense” cybersecurity solution based on the National Institute of Standards and Technology (NIST) Cybersecurity Framework. Total’s Layered Defense is layered, meaning that we utilize multiple security services, policies and procedures to tailor security programs promoting safety and business continuity as outlined in the NIST Cybersecurity Framework:



We understand that each business, municipality, and organization is unique, with different risk, vulnerabilities and tolerances. For each of our clients, the tools, services, and implementation of these practices might vary but as long as we maintain the core functions stated above our client's risk will be reduced.

### 3. Onboarding

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Onboarding is a crucial part of successfully supporting your IT needs. We have spent years developing processes to verify that we will have the most sufficient documentation to support you in a timely fashion. To provide a successful, minimally intrusive onboarding, the following services will be provided prior to providing ongoing support.

At the end of the 30-day onboarding, Total will continue to make additional recommendations as we become more intimate with your networking environment. We will also provide IT budget quotes on an annual basis.

**30 days**



Phase	Service
Discovery & Assessment	<ul style="list-style-type: none"><li>• Review current network documentation.</li><li>• Document all servers, roles and warranties.</li><li>• Document all workstation, roles, and warranties.</li><li>• Review current backup and data retention plan.</li><li>• Review all firewalls, switches, wireless devices, and other infrastructure nodes and document configuration, serial numbers, and warranties.</li><li>• Obtain and document all vendor information including contact info, account numbers, etc.</li><li>• Tour all locations and facilities, document infrastructure, and take photos.</li><li>• Create network diagram.</li><li>• Create "Total" admin accounts.</li><li>• Review current antivirus software.</li><li>• Review of any web-filtering software, and discuss future web-filtering configurations.</li><li>• Provide baseline penetration and vulnerability testing and provide recommendations for remediation.</li></ul>
Administration	<ul style="list-style-type: none"><li>• Obtain a list of all employee contacts with all contact information.</li><li>• Work with decision makers to establish the process for city staff members to access Total's technical support help desk.</li><li>• Provide introduction from Total's Technical Service Department with instructions on how to obtain technical support from Total.</li><li>• Provide introduction from Total's Accounting department and provide contact information for questions, obtain any required claim forms, etc.</li></ul>
Training	<ul style="list-style-type: none"><li>• Provide training to the City of Glen Cove's IT staff on how to utilize new toolsets and managed services software.</li></ul>
Installation	<ul style="list-style-type: none"><li>• Installation of managed services software to all servers and workstations and configure alerts.</li><li>• Installation of Antivirus/Antimalware to all servers and workstations.</li><li>• Installation of DNS security and configuration of web-filtering.</li><li>• Installation of SNMP tools for all routers, switches, firewalls, and other infrastructure equipment and configure alerts and remote connectivity.</li><li>• Installation of Datto equipment and software including configuration of alerts, backup schedule, and confirmation of backups onsite and off.</li></ul>
Post Onboarding	<ul style="list-style-type: none"><li>• Provide a "30-day" review of all findings and possible deficiencies that should be addresses right away and build roadmap.</li></ul>

## 4. ESP Support Services and Pricing

Total Technology Solutions will provide the City of Glen Cove with the following ongoing IT support services based on the estimated 12 servers and 175 workstations:

### Support Services:

#### ESP Console Services

- **Network Management Tools** - for The City of Glen Cove's IT Department to manage all servers, workstations, routers, switches, firewalls, and other infrastructure equipment that includes alerts, network diagrams, remote connectivity into equipment and to assist with network troubleshooting.
- **Helpdesk Ticketing System** – The City of Glen Cove will have their own helpdesk ticketing system for employees to enter support tickets, IT staff to enter notes, and to be used as a knowledgebase.
- **Training** – Two half days of training for your IT staff on using all the ESP Management Tools.
- **Proactive 24x7 Network Monitoring & Alerting** by Total's specialized Network Management Systems allowing us to flag issues before they become a threat to your business.
- **Proactive Maintenance** on all Workstations and Server(s) to reallocate system resources giving you a smoother and faster running network and helps extend the life of your network.
- **Proactive Administration** of all Software Patching and Security updates by instituting customized Patch Management Policies where available which keep your systems up to date on manufacturer software changes and protect your investments against the newest security threats.
- **Remote Application Deployment** to help install new Applications to multiple workstations at one time for faster deployment and cost savings due to lower associated labor costs.
- **Network Management Reports** to give you valuable information regarding your Network, enabling you to make better informed decisions regarding changes in your network. Reports provided for Inventory Assets, Bandwidth Allocation, Patch Management, Network Health Score, Operating System summaries, and more.
- **Antivirus, Malware, and Spyware Protection** to help eliminate security threats.
- **DNS Security** for web-filtering and protection against malware, phishing, botnets, on and off corporate network.
- **Vulnerability & Penetration Testing** – Total will provide biannual vulnerability & penetration testing for the City of Glen Cove to gain a new level of visibility and insight into how your system would fare against attackers.
- **Unlimited Remote Remediation** to provide automatic problem resolution for all Workstations and Servers, firewalls, switches, and other infrastructure equipment.
- **On-Site Labor** for issues that cannot be resolved through remote remediation.
- **Datto Business Continuity Solution** - to include backup, disaster recovery, onsite and offsite business continuity, support and associated licenses, with infinite cloud storage retention for all Windows Servers in the City of Glen Cove networks.



## Recommended for first 60-days

### Onsite Engineer

**Onsite Engineer** - Total will provide an onsite engineer four (4) half (1/2) days per week. On days that the primary engineer is out for sickness or personal reasons, Total will supply an engineer of equal expertise for coverage.

#### Onsite Engineers Duties and Responsibilities:

- Answer, evaluate and prioritize request for assistance from users experiencing problems with hardware, software, networking, and other related technology.
- Provide day to day support, troubleshooting, installation, and maintenance of Windows based desktops, laptops, and related peripherals.
- Create and maintain email accounts and group email lists.
- Perform hardware and software installation and updates.
- Troubleshoot and maintain Workstations & Servers.
- Maintain an up to date asset/inventory of hardware and software; track and monitor licensing information.
- Use helpdesk software to monitor, track, escalate and close end user service requests.
- Escalate support requests to Total's senior engineers and subject matter experts as needed.
- Assist in training users on new software/applications as needed.
- Become familiar with software and hardware used throughout the Library. Troubleshoot issues with hardware and software manufacturers.
- Implement and maintain security measures, including anti-virus measures.
- Provide superior customer service to all staff.
- Provide afterhours technical assistance as needed.
- Accepts all other duties as assigned by Total's Point of Contact.

**Virtual Chief Information Officer (VCIO) Services** – Total will provide an onsite VCIO one (1) half (1/2) day per week. On days that the primary VCIO is out for sickness or personal reasons, Total will supply an engineer of equal expertise for coverage.

#### VCIO Duties and Responsibilities:

- Review the weekly support calls and strategize any necessary solutions.
- Assist with all support tools and reporting.
- Assist with budgeting and strategizing upgrades, new applications, services, etc.
- Assist with the most cost-effective solutions that eliminates over-architecting and overspending.
- Help with aligning business goals and IT needs.
- Provide consultation, guidance, and advice regarding new emerging technologies and best practices.

All required remediation labor and technical support is billed via 10-hour support block at \$1,700 **if not** already included in plan. Remote support is billed in ¼ hour increments, on-site service is subject to 1-hour minimum plus ½ hour travel. All parts not covered under manufacturer warranty are billable. All project work/new installations will be quoted separately.

## 5. Pricing Summary

The estimates below are based on the information we were able to gather from our onsite assessment, as well as extensive experience.

### One-time cost:

Description	One-time
30-day onboarding including full detailed assessment	Included
Datto Siris 3 Professional 6000 – City Hall	\$3,560.00
Datto Siris 3 Business 3000 – Police Department	\$2,595.00
Datto Siris 3 Business 2000 – Fire Department/EMS	\$1,935.00
Datto Alto 3 – Golf Course	\$720.00
Datto Alto 3 – Youth Center	\$720.00
<b>Total</b>	<b>\$9,530.00</b>

*\*Cost for Datto is unknown for Fire Department and EMS\**

### Monthly Cost:

Description	Monthly
Datto Siris 3 Professional 6000 – City Hall	\$1,100.00
Datto Siris 3 Business 3000 – Police Department	\$839.00
Datto Siris 3 Business 2000 – Fire Department/EMS	\$629.00
Datto Alto 3 – Golf Course	\$198.00
Datto Alto 3 – Youth Center	\$198.00
<b>Total</b>	<b>\$2,964.00</b>

Description	Monthly
IT Services including management tools, unlimited support, onsite engineer, and VCIO	\$8,000.00

### IT Consulting:

Description	As Needed
IT Consulting - 10 Hour Technical Support Timeblock	\$1,700.00