



Tuesday, March 22, 2022

Bridgeport Public Library  
Elaine Braithwaite  
925 Broad St  
Bridgeport, CT 06604  
ebraithwaite@bridgeportpubliclibrary.org

Dear Elaine,

Please review this proposal and let us know if you have any questions. If the proposal is acceptable, please electronically sign the agreement. A PDF copy of the electronically signed and finalized document will be emailed to you.

Our full terms and conditions for this Novus Insight service agreement are located on the web at <https://novusinsight.com/master-services-terms-conditions/>.

Sincerely,

Carl Fazzina  
Senior Sales Manager  
Novus Insight, Inc.

Construction Project Technology Consulting & Assistance 2022

Quote #004233 v3

Prepared For:

**Bridgeport Public Library**

Elaine Braithwaite  
925 Broad St  
Bridgeport, CT 06604

**P:** 203.576.7400 x430

**E:** ebraithwaite@bridgeportpubliclibrary.org

Prepared By:

**Novus Insight, Inc**

Carl Fazzina  
222 Pitkin Street Suite 101  
East Hartford, CT 06108

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Date Issued:

**03.22.2022**

Expires:

**04.23.2022**

**Corporate Information**

Novus Insight specializes in serving the technology needs of nonprofit, municipal, and education clients.

**Executive Summary**

Novus Insight is pleased to present this proposal for IT consulting services to the Bridgeport Public Library. It outlines in detail the services and resources that will be provided by Novus Insight to assist with technology planning around the network infrastructure needs of a branch library in relation to a construction project. Areas of concern include:

- Network Infrastructure
  - needs assessment
  - switching
  - firewalls
  - wireless hardware
- Network closet/room design
  - cooling
  - physical security
  - power requirements
- Network configuration and deployment
  - configuration
  - deployment
  - testing

This includes the following categories of tasks and estimates (Time & Materials billing):

- 4 hours for Project Management (Tier 5)
- 16 hours Block of Hours for Consulting (Tier 4)
- 12 hours for Wireless Heatmap (Tier 4)
- 4 hours for Procurement Research for Switching and Network Equipment (Tier 4)
- estimated at 40 hours for Configuration and Deployment

Infrastructure Consulting		Price
CTIERV19	<b>Project Management</b> Consulting time with Senior Adviser 4 hours (\$205.00/hour), Time & Materials	\$820.00
CTIERIV19	<b>Network Infrastructure Consulting</b> Consulting time with Senior Systems Administrator 16 hours (\$175.00/hour), Time & Materials	\$2,800.00
CTIERIV19	<b>Heat Map for Wireless Needs Assessment</b> Consulting time with Senior Systems Administrator 12 hours (\$175.00/hour), Time & Materials	\$2,100.00


Infrastructure Consulting		Price
CTIERIV19	<b>Procurement Research</b> Consulting time with Senior Systems Administrator 4 hours (\$175.00/hour), Time & Materials	\$700.00
CTIERIV19	<b>Configuration &amp; Deployment</b> Consulting time with Senior Systems Administrator 40 hours (\$175.00/hour), Time & Materials	\$7,000.00
CTIERIV19	<b>Out of Scope &amp; Contingency</b> Consulting time with Senior Systems Administrator 16 hours (\$175.00/hour), Time & Materials	\$2,800.00
See Appendix B for more information on Infrastructure Consulting services.		
Infrastructure Consulting Services will be active 12 months from the date of execution.		
Subtotal		<b>\$16,220.00</b>

Summary of Recurring Monthly Fees	Amount
<b>One Time Group: One Time Standard Term</b>	
<b>Total of Payments</b>	<b>\$16,220.00</b>

Payment is due 30 days from invoice. Invoices will be submitted on a monthly basis.

Quote Summary	Total Amount
Infrastructure Consulting	\$16,220.00
<b>Total:</b>	<b>\$16,220.00</b>

Taxes, shipping, handling and other fees may apply. The full terms and conditions can be found at <https://novusinsight.com/master-services-terms-conditions/>. This proposal expires in 45 days from creation. Payment is due 30 days from invoice. Invoices will be submitted on a monthly basis.

Acceptance	
<b>Novus Insight, Inc</b>	<b>Bridgeport Public Library</b>
	
Derek Lemery	
_____ Signature / Name	_____ Signature / Name
03/22/2022	
_____ Date	_____ Date
	Initials

**Appendix A - Rate Structure**

Novus Insight’s breadth of experience and knowledge is a valuable resource for our clients and Novus is always ready to take on additional challenges. Should our client request additional services or projects that fall outside the scope of this proposal Novus will be pleased to provide a separate proposal detailing the additional services and related cost based on our standard rates.

**Service Consultant Tiers and Rates:**

There are 5 Tiers of IT staff selected based on the client’s requirements in support of any project.

- Tier I staff handle desktop support, workstation installations, workstation software patches, workstation security updates, user password resets, printing issues, and day-to-day issues confronting most users in an organization. \$95/hr; \$142/emergency hr\*
- Tier II staff support users and smaller networks. They also can assist with technical projects that can impact small numbers of users, such as wireless controller configurations in small office environments. In addition, they can manage and maintain small networks that Tier III and Tier IV consultants have deployed. \$110/hr; \$165/emergency hr\*
- Tier III staff manage smaller networks, can perform basic server migrations, and can handle technical projects that can impact many users, such as a larger network’s switching and firewalls. In addition, they can manage and maintain more complex networks that Tier IV consultants have deployed. \$145/hr; \$218/emergency hr\*
- Tier IV staff focus on larger technology deployments. Examples of Tier IV projects include setting up private cloud infrastructure, migrating environments to the cloud, virtualizing servers, virtualizing a desktop environment, and assessing the security profile of a network. Non-technical examples of Tier IV include strategic technology planning and consulting for smaller organizations. \$175/hr; \$262/emergency hr\*
- Tier V are senior advisers and are responsible for strategic consulting at the intersections of process, technology, strategy, and mission. While these professionals tend to not to work directly with technology, there may be examples of highly specialized technology engagements that would also fit into Tier V. \$205/hr; \$305/emergency hr\*

Tier of Professional	Standard Hourly Rate	Emergency Hourly Rate*
Tier I – Support Specialist	\$95	\$142
Tier II – Senior Support Specialist	\$110	\$165
Tier III – Junior Systems Administrator	\$145	\$218
Tier IV – Senior Systems Administrator	\$175	\$262
Tier V – Senior Adviser / CISO / VCIO	\$205	\$305

\*Emergency Support/Special Rates services apply to emergency and/or planned projects and activities performed outside normal support hours. Emergency support will have a 4-hour response time to begin diagnosis or initiate service.

**Appendix B - Infrastructure Consulting Details**

**Time & Materials Project**

These consulting services are offered as a Time & Materials project. The fee is determined based on the estimated labor, travel, and expenses related to the performance of the tasks detailed in this proposal. Given the unknowns within the project, the final costs may vary from the estimates detailed in this proposal. The client will be billed the actual time, travel, and expenses related to the project.