

# CITY OF SAND POINT COUNCIL MEETING



Tuesday, June 24, 2025

Workshop: 2:00 pm

Meeting: 7:00 pm

**CALL TO ORDER**

# ROLL CALL

# APPROVAL OF AGENDA

MAYOR

Mayor James Smith - Office Exp. 2026

CITY OF SAND POINT

The packet will be available on the website  
June 20, 2025 [www.sandpointak.com](http://www.sandpointak.com)



COUNCIL MEMBERS

Austin Roof	Seat A - Exp. 2025
Jani Gundersen	Seat B - Exp. 2026
Amy Eubank	Seat C - Exp. 2025
Jack Foster Jr.	Seat D - Exp. 2026
Marita Gundersen	Seat E - Exp. 2027
William Dushkin Jr.	Seat F - Exp. 2027

<b>SAND POINT CITY COUNCIL</b>		
<b>MEETING AGENDA</b>		
<b>CITY CHAMBERS</b>		
<b>June 24, 2025</b>	<b>7:00 pm</b>	<b>Special Meeting</b>
	<b>2:00 pm</b>	<b>Workshop</b>
To participate telephonically, please call (253)205-0468		
And use Meeting ID: 807 901 9744, Passcode: 2696		

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **APPROVAL OF AGENDA**
4. **PUBLIC COMMENTS ON AGENDA ITEMS**
5. **PUBLIC HEARINGS**
  1. Ordinance 2025-01: An Ordinance of the City of Sand Point, Alaska, adopting the operating budget for Fiscal Year 2026.
6. **ORDINANCES AND RESOLUTIONS**
  1. Ordinance 2025-01: An Ordinance of the City of Sand Point, Alaska, adopting the operating budget for Fiscal Year 2026- 3<sup>rd</sup> Reading
  2. Ordinance 2025-02: An Ordinance Of The City Of Sand Point Submitting To The Qualified Voters Of The City Of Sand Point, A Ballot Proposition Amending Chapter 6: Taxation Of The Sand Point Municipal Code Of Levy An Alcohol Beverage Sales Tax Of \_\_\_ % (xx Percent) And To Provide For Approval By A Majority Of Qualified Voters Voting On The Question.
  3. Resolution 25-02: A Resolution of the City of Sand Point Amending the City Personnel Policies and Procedures to update Section 5-A Salary Administration, (6) COLA (Cost of Living Adjustment)
7. **OLD BUSINESS**
  1. Cost of Living Adjustment
8. **NEW BUSINESS:**
  1. Information Technology Services

**9. PUBLIC COMMENTS**

**10. COUNCIL COMMENTS**

**11. AGENDA ITEMS FOR NEXT MEETING**

**12. NEXT MEETING DATE**

**13. EXECUTIVE SESSION**

1. Personnel- *Subjects that tend to prejudice the reputation and character of any person, provided the person may request a public discussion.*

**14. ADJOURNMENT**

**PUBLIC COMMENTS  
ON AGENDA ITEMS**

# PUBLIC HEARINGS

# ORDINANCES & RESOLUTIONS



## ORDINANCE 2025-01

### AN ORDINANCE OF THE CITY OF SAND POINT, ALASKA, ADOPTING THE OPERATING BUDGET FOR FISCAL YEAR 2026.

#### BE IT ORDAINED BY THE SAND POINT CITY COUNCIL:

SECTION 1. Classification: This is a non-code ordinance.

SECTION 2. Effective Date: This Ordinance becomes effective upon adoption.

SECTION 3. Severability: The terms, provisions and sections of this ordinance are severable.

SECTION 4. Content: The operating budget of the Sand Point City Council is adopted as follows:

#### Budget Summary:

FUND	FY 26 REVENUE	FY 26 EXPENDITURES	Change
General Fund	2,047,800.00	2,350,187.00	(302,387.00)
Bingo Fund	378,984.00	241,700.00	137,284.00
Silver Salmon Fund	-	-	-
LGLR-ARPA	-	-	-
Clinic Fund	364,894.00	150,000.00	214,894.00
Water Sewer Fund	249,740.00	249,740.00	-
Harbor Fund	616,100.00	596,481.00	19,619.00
Solid Waste Fund	153,500.00	86,490.00	67,010.00
<b>Total</b>	<b>\$ 3,811,018</b>	<b>\$ 3,674,598</b>	<b>\$ 136,420</b>

**PASSED AND ADOPTED BY A DULY CONSTITUTED QUORUM OF THE SAND  
POINT CITY COUNCIL THIS 24<sup>th</sup> DAY OF JUNE, 2025.**

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James Smith, Mayor

ATTEST:

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Jade Gundersen, City Clerk

## Proposed Budget - Summary

FUND	FY 26 REVENUE	FY 26 EXPENDITURES	Change
General Fund	2,047,800.00	2,350,187.00	(302,387.00)
Bingo Fund	378,984.00	241,700.00	137,284.00
Silver Salmon Fund	-	-	-
LGLR-ARPA	-	-	-
Clinic Fund	364,894.00	150,000.00	214,894.00
Water Sewer Fund	249,740.00	249,740.00	-
Harbor Fund	616,100.00	596,481.00	19,619.00
Solid Waste Fund	153,500.00	86,490.00	67,010.00
Total	\$ 3,811,018	\$ 3,674,598	\$ 136,420

## Proposed FY2026 Budget

General Fund Revenue	FY 25 Adopted	FY26 Proposed	Change
R 01-200 CAPITAL GAIN / LOSS	\$ (25,000)	\$ 35,000	\$ 10,000
R 01-201 INTEREST INCOME	\$ 100,000	\$ 120,000	\$ 20,000
R 01-202 FINES AND PENALTIES	\$ 1,500	\$ 500	\$ (1,000)
R 01-203 OTHER REVENUE	\$ 5,500	\$ 5,500	\$ -
R 01-205 4% SALES TAX	\$ 875,000	\$ 750,000	\$ (125,000)
R 01-213 RAW FISH TAX	\$ 350,000	\$ 450,000	\$ 100,000
R 01-214 FINE-LATE SALES TAX	\$ 1,500	\$ 3,500	\$ 2,000
R 01-217 7% B & B Tax	\$ 15,000	\$ 12,000	\$ (3,000)
R 01-225 PAYMENT IN LIEU OF TAXES	\$ -	\$ -	\$ -
R 01-230 DONATIONS	\$ 60,000	\$ 10,000	\$ (50,000)
R 01-232 FIRE MISC REVENUE	\$ -	\$ 20,000	\$ 20,000
R 01-233 BUSINESS LIC. FEE	\$ 2,000	\$ 1,500	\$ (500)
R 01-234 SB 46 PERS RELIEF	\$ -	\$ -	\$ -
R 01-238 ANCHORAGE OFFICE	\$ 40,000	\$ 40,000	\$ -
R 01-250 STATE REVENUE SHARING	\$ 85,000	\$ 85,000	\$ -
R 01-256 REVENUE--STATE OF ALASKA	\$ 20,000	\$ 20,000	\$ -
R 01-257 REVENUE--FEDERAL GOVERNMENT	\$ -	\$ 5,000	\$ 5,000
R 01-258 ALEUTIAN'S EAST BOROUGH	\$ -	\$ -	\$ -
R 01-260 STATE LIQUOR SHARE TAX	\$ 2,500	\$ 2,500	\$ -
R 01-265 SOA DOCCED SHARED FISH TAX	\$ 35,000	\$ -	\$ (35,000)
R 01-266 SOA DOR FISH BUS SHARED TAX	\$ 165,000	\$ 110,000	\$ (55,000)
R 01-285 EQUIPMENT RENTAL	\$ 25,000	\$ 10,000	\$ (15,000)
R 01-288 GASB 87 LEASE REVENUE	\$ -	\$ -	\$ -
R 01-289 GASB 87 INTEREST REVENUE	\$ -	\$ -	\$ -
R 01-290 AK HIDTA PROGRAM	\$ 15,000	\$ 15,000	\$ -
R 01-291 BUILDING RENTALS	\$ 115,000	\$ 140,000	\$ 25,000
R 01-293 LIBRARY GRANT	\$ 7,000	\$ -	\$ (7,000)
R 01-296 PD FORFEITURES	\$ -	\$ 2,500	\$ 2,500
R 01-297 POLICE MISC REVENUE	\$ 150,000	\$ 165,000	\$ 15,000
R 01-298 EMS MISC REVENUE	\$ 60,000	\$ 40,000	\$ (20,000)
<b>Total General Fund Revenue</b>	<b>\$ 2,105,000</b>	<b>\$ 2,043,000</b>	<b>\$ (112,000)</b>

	FY 25 Adopted	FY26 Proposed	Change
<b>Governance</b>			
E 01-100-000-300 SALARIES	36,000	36,000	-
E 01-100-000-350 FRINGE & PAYROLL TAX	8,000	12,000	4,000
E 01-200-000-330 CASH IN LIEU OF HEALTH INSURANCE	-	6,240	6,240
E 01-100-000-355 COUNCIL STIPEND	42,000	34,500	(7,500)
E 01-100-000-400 TRAVEL/PERDIEM	8,000	8,000	-
E 01-100-000-660 DUES/FEES	500	6,000	5,500
<b>Total Governance</b>	<b>94,500</b>	<b>102,740</b>	<b>8,240</b>

<b>Adminstration</b>			
E 01-200-000-300 SALARIES	263,000	263,571	571
E 01-200-000-330 CASH IN LIEU OF HEALTH INSURANCE	80,000	6,240	(73,760)
E 01-200-000-350 FRINGE/BENEFITS PAYROLL TAX	65,000	69,700	4,700
E 01-200-000-400 TRAVEL/PERDIEM	25,000	12,000	(13,000)
E 01-200-000-410 SUPPLIES	8,500	9,000	500
E 01-200-000-420 FUEL	2,000	2,000	-
E 01-200-000-450 POSTAGE	4,500	4,500	-
E 01-200-000-485 PHONE	10,000	8,000	(2,000)
E 01-200-000-500 EQUIPMENT	7,500	4,000	(3,500)
E 01-200-000-510 FREIGHT	2,000	2,000	-
E 01-200-000-520 CONTRACTUAL	8,250	10,500	2,250
E 01-200-000-540 EQUIPMENT MAINTENANCE	3,500	3,500	-
E 01-200-000-570 AIRPORT LEASE	9,000	7,900	(1,100)
E 01-200-000-610 PROFESSIONAL SERVICES	80,000	55,000	(25,000)
E 01-200-000-620 SALES TAX AUDIT	18,000	-	(18,000)
E 01-200-000-630 LEGAL	7,500	2,500	(5,000)
E 01-200-000-640 INSURANCE	250,000	300,000	50,000
E 01-200-000-650 BANK SERVICE CHARGES	4,500	4,000	(500)
E 01-200-000-660 DUES/FEES	8,200	7,000	(1,200)
E 01-200-000-670 ELECTION EXPENSE	900	900	-
E 01-200-000-680 INVESTMENT FEES	4,500	5,000	500
E 01-200-000-700 TRANSFER OUT	-	-	-
E 01-200-000-710 ANCHORAGE OFFICE	12,000	12,000	-
E 01-200-000-730 HOSPITALITY	2,500	1,000	(1,500)
E 01-200-000-750 INTEREST EXPENSE (bond)	165,000	200,000	35,000
E 01-200-000-760 DONATIONS	-	-	-
E 01-200-000-770 EVENT COSTS	1,500	500	(1,000)
E 01-200-000-780 LIBRARY GRANT EXPENSES	2,500	-	(2,500)
E 01-200-000-790 MISC EXPENSES	-	-	-
<b>Total Administration</b>	<b>1,045,350</b>	<b>990,811</b>	<b>725</b>
<b>Total Governanace and Administration</b>		<b>1,093,551</b>	

	FY 25 Adopted	FY26 Proposed	Change
<b>Parks &amp; Recreation</b>			
E 01-250-000-300 SALARIES	\$ 10,000	\$ 20,000	\$ -
E 01-250-000-350 FRINGE PAYROLL TAX	\$ 2,000	\$ 2,000	\$ -
E 01-250-000-500 EQUIPMENT	\$ 500	\$ 500	\$ (500)
<b>Total Parks &amp; Recreation</b>	\$ 12,500	\$ <b>22,500</b>	\$ (500)

	FY 25 Adopted	FY26 Proposed	Change
<b>Police</b>			
E 01-300-010-300 SALARIES	303,090	265,000	(38,090)
E 01-300-010-310 911 DISPATCHER	24,000	40,000	16,000
E 01-200-000-330 CASH IN LIEU OF HEALTH INSUR	-	12,480	12,480
E 01-300-010-350 FRINGE & PAYROLL TAX	131,990	60,000	(71,990)
E 01-300-010-400 TRAVEL/PERDIEM	40,000	10,000	(30,000)
E 01-300-010-410 SUPPLIES	5,000	7,500	2,500
E 01-300-010-420 FUEL	7,000	3,500	(3,500)
E 01-300-010-485 PHONE	12,000	9,000	(3,000)
E 01-300-010-500 EQUIPMENT	10,000	2,500	(7,500)
E 01-300-010-510 FREIGHT	1,500	500	(1,000)
E 01-300-010-520 CONTRACTUAL	1,500	1,000	(500)
E 01-300-010-540 EQUIPMENT MAINTENANCE	10,000	6,000	(4,000)
E 01-300-010-660 DUES/FEES	2,000	2,000	-
<b>Total Police</b>	<b>548,080</b>	<b>419,480</b>	<b>(128,600)</b>
<b>AAIT (Drug Officer)</b>			
E 01-300-011-300 SALARIES	110,517	115,000	4,483
E 01-300-011-350 FRINGE PAYROLL TAX	24,903	20,000	6,903
<b>Total AAIT</b>	<b>135,420</b>	<b>135,000</b>	<b>11,386</b>
<b>EMS</b>			
E 01-300-011-300 SALARIES	40,000	30,000	-
E 01-300-020-320 VOLUNTEER STIPEND	10,000	2,000	(10,000)
E 01 -300-020-350 FRINGE	14,000	4,800	10,800
E 01-300-020-400 TRAVEL/PERDIEM	3,000	5,000	3,000
E 01-300-020-410 SUPPLIES	3,500	1,000	-
E 01-300-020-420 FUEL	-	750	
E 01-300-020-485 PHONE	3,000	2,000	(1,500)
E 01-300-020-500 EQUIPMENT	2,500	1,000	-
E 01-300-020-510 FREIGHT	1,000	100	-
E 01-300-020-520 CONTRACTUAL	-	-	-
E 01-300-020-540 EQUIPMENT MAINTENANCE	2,000	1,000	-
E 01-300-020-560 EQUIPMENT FUEL	1,000	250	-
E 01-300-020-660 DUES/FEES	1,500	1,500	1,000
<b>Total EMS</b>	<b>81,500</b>	<b>49,400</b>	<b>3,300</b>
<b>Drug Forfeitures</b>			
E 01-300-025-410 SUPPLIES	-	-	-
E 01-300-025-500 EQUIPMENT	2,000	-	(2,000)
E 01-300-025-540 EQUIPMENT MAINTENANCE	-	-	-
<b>Total Drug Forfeitures</b>	<b>2,000</b>	<b>-</b>	<b>(2,000)</b>
<b>Fire</b>			
E 01-300-090-300 SALARY	20,000	20,000	-
E 01-300-090-320 VOLUNTEER STIPEND	1,000	1,000	-
E 01 -300-090-350 FRINGE	-	3,000	3,000
E 01-300-090-410 SUPPLIES	1,000	500	(500)
E 01-300-090-460 FIRE BOAT	1,000	500	(500)
E 01-300-090-470 UTILITIES	1,500	2,000	500
E 01-300-090-485 PHONE	1,000	1,000	-

E 01-300-090-500 EQUIPMENT	2,000	300	(1,700)
E 01-300-090-510 FREIGHT	500	100	(400)
E 01-300-090-540 EQUIPMENT MAINTENANCE	500	500	-
E 01-300-090-560 EQUIPMENT FUEL	500	500	-
E 01-300-090-660 DUES/FEES	500	100	(400)
<b>Total Fire</b>	<b>29,500</b>	<b>29,500</b>	<b>-</b>
<b>Total Public Safety General Fund Expenditures</b>	<b>796,500</b>	<b>633,380</b>	<b>(115,914)</b>

	FY 25 Adopted	FY26 Proposed	Change
<b>Public Works</b>			
E 01-500-000-300 SALARIES	\$ 225,090	\$ 225,090	\$ -
E 01-200-000-330 CASH IN LIEU OF HEALTH INSUR	\$ -	\$ 24,960	\$ 24,960
E 01-500-000-350 FRINGE & PAYROLL TAX	\$ 53,780	\$ 44,500	\$ (9,280)
E 01-500-000-400 TRAVEL/PERDIEM	\$ 2,000	\$ 2,000	\$ -
E 01-500-000-410 SUPPLIES	\$ 12,000	\$ 6,000	\$ (6,000)
E 01-500-000-420 FUEL	\$ 10,000	\$ 6,000	\$ (4,000)
E 01-500-000-430 STOVE OIL	\$ 15,000	\$ 15,000	\$ -
E 01-500-000-440 DIESEL	\$ -	\$ -	\$ -
E 01-500-000-470 UTILITIES	\$ 18,000	\$ 20,000	\$ 2,000
E 01-500-000-485 PHONE	\$ 2,100	\$ 2,100	\$ -
E 01-500-000-500 EQUIPMENT	\$ -	\$ -	\$ -
E 01-500-000-510 FREIGHT	\$ 10,000	\$ 6,000	\$ (4,000)
E 01-500-000-520 CONTRACTUAL	\$ 10,000	\$ -	\$ (10,000)
E 01-500-000-540 EQUIPMENT MAINTENANCE	\$ 30,000	\$ 20,000	\$ (10,000)
E 01-500-000-560 EQUIPMENT FUEL	\$ 20,000	\$ 10,000	\$ (10,000)
E 01-500-000-600 REPAIRS AND MAINTENANCE	\$ 10,000	\$ 4,000	\$ (6,000)
E 01-500-000-660 DUES/FEES	\$ 500	\$ 100	\$ (400)
<b>Public Works General Fund Expense</b>	<b>\$ 418,470</b>	<b>\$ 385,750</b>	<b>\$ (32,720)</b>

**FACILITIES**

	FY 25 Adopted	FY26 Proposed	Change
General Maintenance			
E 01-800-000-300 SALARIES	\$ 113,006	\$ 113,006	\$ -
E 01-800-000-350 FRINGE & PAYROLL TAX	\$ 43,000	\$ 46,000	\$ 3,000
E 01-800-040-410 SUPPLIES	\$ 500	\$ 100	\$ (400)
E 01-800-040-510 FREIGHT	\$ 200	\$ 200	\$ -
E 01-800-040-600 REPAIRS AND MAINTENANCE	\$ 3,000	\$ 300	\$ (2,700)
<b>Total General</b>	<b>\$ 159,706</b>	<b>\$ 159,606</b>	<b>\$ (100)</b>

New Clinic

E 01-800-050-410 SUPPLIES	\$ 5,000	\$ -	\$ (5,000)
E 01-800-050-420 FUEL	\$ 35,000	\$ -	\$ (35,000)
E 01-800-050-470 UTILITIES	\$ 12,000	\$ -	\$ (12,000)
E 01-800-050-485 PHONE	\$ 2,000	\$ -	\$ (2,000)
E 01-800-050-500 EQUIPMENT	\$ 2,000	\$ -	\$ (2,000)
E 01-800-050-510 FREIGHT	\$ 4,500	\$ -	\$ (4,500)
E 01-800-050-540 EQUIPMENT MAINTENANCE	\$ 4,000	\$ -	\$ (4,000)
E 01-800-050-600 REPAIRS AND MAINTENANCE	\$ 15,000	\$ -	\$ (15,000)
E 01-800-050-660 DUES/FEES	\$ 300	\$ -	\$ (300)
<b>Total New Clinic</b>	<b>\$ 79,800</b>	<b>\$ -</b>	<b>\$ (79,800)</b>

City Hall

E 01-800-055-420 FUEL	\$ 2,500	\$ 3,000	\$ 500
E 01-800-055-470 UTILITIES	\$ 1,000	\$ 1,200	\$ 200
E 01-800-055-600 REPAIRS AND MAINTENANCE	\$ 500	\$ 2,500	\$ 2,000
<b>Total City Hall</b>	<b>\$ 4,000</b>	<b>\$ 6,700</b>	<b>\$ 2,700</b>

Teen Center

E 01-800-060-410 SUPPLIES	\$ 500	\$ 500	\$ -
E 01-800-060-420 FUEL	\$ 7,500	\$ 7,500	\$ -
E 01-800-060-470 UTILITIES	\$ 1,000	\$ 1,000	\$ -
E 01-800-060-500 EQUIPMENT	\$ 1,000	\$ 500	\$ (500)
E 01-800-060-510 FREIGHT	\$ 500	\$ 200	\$ (300)
E 01-800-060-600 REPAIRS AND MAINTENANCE	\$ 500	\$ 500	\$ -
<b>Total Teen Center</b>	<b>\$ 11,000</b>	<b>\$ 10,200</b>	<b>\$ (800)</b>

4-Plex

E 01-800-070-410 SUPPLIES	\$ 500	\$ 500	\$ -
E 01-800-070-420 FUEL	\$ 6,000	\$ 6,000	\$ -
E 01-800-070-470 UTILITIES	\$ 4,500	\$ 8,000	\$ 3,500
E 01-800-070-500 EQUIPMENT	\$ 1,000	\$ 1,500	\$ 500
E 01-800-070-510 FREIGHT	\$ 500	\$ 100	\$ (400)
E 01-800-070-600 REPAIRS AND MAINTENANCE	\$ 1,000	\$ 500	\$ (500)
<b>Total 4-Plex</b>	<b>\$ 13,500</b>	<b>\$ 16,600</b>	<b>\$ 3,100</b>

City Houses

E 01-800-071-410 SUPPLIES	\$ -	\$ 1,500	\$ 1,500
E 01-800-071-420 FUEL	\$ 3,500	\$ 3,500	\$ -
E 01-800-071-470 UTILITIES	\$ 10,000	\$ 15,000	\$ 5,000
E 01-800-071-510 FREIGHT	\$ 500	\$ 200	\$ (300)
E 01-800-071-600 REPAIRS AND MAINTENANCE	\$ 1,500	\$ 1,300	\$ (200)
<b>Total City Houses</b>	<b>\$ 15,500</b>	<b>\$ 21,500</b>	<b>\$ 6,000</b>

Ratnet Building  
E 01-800-085-470 UTILITIES

	\$ 750	\$ 400	\$ (350)
<b>Total Ratnet</b>	<b>\$ 750</b>	<b>\$ 400</b>	<b>\$ (350)</b>
<b>Total Facilities and Buildings</b>	<b>\$ 284,256</b>	<b>\$ 215,006</b>	<b>\$ (69,250)</b>

	FY 25 Adopted	FY26 Proposed	Change
<b>Bingo &amp; Pull Tabs</b>			
R 02-294 BINGO REVENUE	\$ 20,000	\$ 25,000	\$ 5,000
R 02-295 PULL TAB REVENUE	\$ 390,000	\$ 353,984	\$ (36,016)
<b>Total Bingo Revenue</b>	<b>\$ 410,000</b>	<b>\$ 378,984</b>	<b>\$ (31,016)</b>

	FY 25 Adopted	FY26 Proposed	Change
E 02-200-000-230 DONATIONS	\$ 20,000	\$ 20,000	\$ -
E 02-200-000-300 SALARIES	\$ 36,000	\$ 21,000	\$ (15,000)
E 02-200-000-350 FRINGE/PAYROLL TAX	\$ 3,150	\$ 1,600	\$ (1,550)
E 02-200-000-410 SUPPLIES	\$ 1,000	\$ 150	\$ (850)
E 02-200-000-485 PHONE	\$ 1,000	\$ 550	\$ (450)
E 02-200-000-500 EQUIPMENT	\$ 1,000	\$ 100	\$ (900)
E 02-200-000-510 FREIGHT	\$ 600	\$ 200	\$ (400)
E 02-200-000-650 BANK SERVICE CHARGES	\$ 2,000	\$ 700	\$ (1,300)
E 02-200-000-660 DUES/FEES	\$ 600	\$ 100	\$ (500)
E 02-200-000-790 MISC EXPENSE	\$ 100	\$ -	\$ (100)
E 02-200-000-830 BINGO PRIZES	\$ 15,000	\$ 12,000	\$ (3,000)
E 02-200-000-840 DOOR PRIZE	\$ 2,500	\$ 1,200	\$ (1,300)
E 02-200-000-850 BINGO SUPPLIES	\$ 700	\$ 400	\$ (300)
E 02-200-000-860 PULL TAB PRIZES	\$ 300,000	\$ 175,000	\$ (125,000)
E 02-200-000-870 PULL TAB PURCHASES	\$ 20,000	\$ 7,500	\$ (12,500)
E 02-200-000-880 PULL TAB TAX	\$ 3,000	\$ 1,200	\$ (1,800)
<b>Total Bingo/Pull Tabs Expense</b>	<b>\$ 406,650</b>	<b>\$ 241,700</b>	<b>\$ 147,700</b>

Silver Salmon	FY 25 Adopted	FY26 Proposed	Change
R 03-230 DONATIONS	\$ 2,250	\$ 5,950	\$ 3,700
R 03-292 SILVER SALMON DERBY	\$ 43,436	\$ 40,213	\$ (3,223)
<b>Total Silver Salmon Derby Revenue</b>	<b>\$ 45,686</b>	<b>\$ 46,163</b>	<b>\$ 5,611</b>

	FY 25 Adopted	FY26 Proposed	Change
E 03-350-000-410 SUPPLIES	\$ 26,000	\$ 46,163	\$ 20,163
E 03-350-000-660 DUES/FEES	\$ -	\$ -	\$ -
E 03-350-000-760 DONATIONS	\$ 9,000	\$ -	\$ (9,000)
E 03-350-000-800 SILVER SALMON DERBY P	\$ -	\$ -	\$ -
<b>Silver Salmon Derby Expenditures</b>	<b>\$ 35,000</b>	<b>\$ 46,163</b>	<b>\$ 11,163</b>

	FY 25 Adopted	FY26 Proposed	Change
ARPA/LGLR Grant			
R 01-257 ARPA	\$ -	\$ -	\$ (256,841)
R 01-258 LGLR	\$ -	\$ -	\$ (404,470)
<b>Total Grant Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (661,311)</b>

	FY25 Adopted	FY26 Proposed	Change
Public Safety	\$ -	\$ -	\$ -
Administrator	\$ -	\$ -	\$ -
Harbor	\$ -	\$ -	\$ -
Other	\$ -	\$ -	\$ (661,311)
City Grants	\$ -	\$ -	\$ -
<b>Total Grant Expense</b>			<b>\$ (661,311)</b>

	FY 25 Adopted	FY26 Proposed	Change
<b>Clinic</b>			
R 10-257 REVENUE--FEDERAL GOVERNMENT	\$ 364,894	\$ 364,894	\$ -
R 10-291 BUILDING RENTALS	\$ -	\$ -	\$ -
<b>Total Clinic Revenue</b>	<b>\$ 364,894</b>	<b>\$ 364,894</b>	<b>\$ 130,435</b>

	FY 25 Adopted	FY26 Proposed	Change
E 10-200-040-410 SUPPLIES	\$ 30,000	\$ -	\$ (30,000)
E 10-200-040-510 FREIGHT	\$ 300	\$ -	\$ (300)
E 10-200-040-520 CONTRACTUAL	\$ 29,936	\$ 100,000	\$ 70,064
E 10-200-040-600 REPAIRS AND MAINTENANCE	\$ 21,000	\$ 50,000	\$ 29,000
<b>New Clinic Expenditures</b>	<b>\$ 81,236</b>	<b>\$ 150,000</b>	<b>\$ 18,824</b>

	FY 25 Adopted	FY26 Proposed	Change
<b>WATER &amp; SEWER</b>			
R 61-202 FINES AND PENALTIES	\$ 1,200	\$ 1,000	\$ (200)
R 61-206 WATER/SEWER REVENUE	\$ 236,250	\$ 230,000	\$ (6,250)
R 61-235 TRANSFER IN	\$ 30,500	\$ 18,740	\$ (11,760)
<b>Total Water/Sewer Revenue</b>	<b>\$ 267,950</b>	<b>\$ 249,740</b>	<b>\$ (18,210)</b>

	FY 25 Adopted	FY26 Proposed	Change
E 61-700-000-300 SALARIES	\$ 115,000	\$ 115,000	\$ 45,000
E 01-200-000-330 CASH IN LIEU OF HEALTH INSUR	\$ -	\$ 6,240	\$ -
E 61-700-000-350 FRINGE & PAYROLL TAX	\$ 25,000	\$ 35,000	\$ -
E 61-700-000-400 TRAVEL/PERDIEM	\$ 2,000	\$ 2,000	\$ (500)
E 61-700-000-410 SUPPLIES	\$ 20,000	\$ 15,000	\$ (5,000)
E 61-700-000-420 FUEL	\$ 15,000	\$ 2,000	\$ (5,000)
E 61-700-000-470 UTILITIES	\$ 28,000	\$ 45,000	\$ (2,000)
E 61-700-000-485 PHONE	\$ 3,500	\$ 2,000	\$ (1,500)
E 61-700-000-500 EQUIPMENT	\$ 4,000	\$ 2,000	\$ (4,000)
E 61-700-000-510 FREIGHT	\$ 7,500	\$ 5,000	\$ (2,500)
E 61-700-000-540 EQUIPMENT MAINTENANCE	\$ 10,000	\$ 10,000	\$ (20,000)
E 61-700-000-560 EQUIPMENT FUEL	\$ 1,000	\$ 500	\$ -
E 61-700-000-600 REPAIRS AND MAINTENANCE	\$ 10,000	\$ 2,500	\$ (25,000)
E 61-700-000-660 DUES/FEES	\$ 6,000	\$ 7,500	\$ (500)
<b>Water/Sewer Fund Expenditures</b>	<b>\$ 247,000</b>	<b>\$ 249,740</b>	<b>\$ (21,000)</b>

	FY 25 Adopted	FY26 Proposed	Change
<b>Harbor &amp; Port Operations</b>			
R 62-201 INTEREST INCOME	\$ 6,000	\$ 3,500	\$ (2,500)
R 62-203 OTHER REVENUE	\$ 5,000	\$ 2,000	\$ (3,000)
R 62-210 HARBOR/MOORAGE	\$ 300,000	\$ 275,000	\$ (25,000)
R 62-211 HARBOR/TRAVELLIFT	\$ 80,000	\$ 80,000	\$ -
R 62-212 BOAT HARBOR/RENTS	\$ 135,000	\$ 115,000	\$ (20,000)
R 62-215 HARBOR/WHARFAGE	\$ 35,000	\$ 30,000	\$ (5,000)
R 62-219 HARBOR ELEC SERVICE FEE	\$ 9,000	\$ 9,000	\$ -
R 62-220 HARBOR/ELEC DEPOSIT	\$ 500	\$ 100	\$ (400)
R 62-221 HARBOR/VAN STORAGE	\$ 20,000	\$ 20,000	\$ -
R 62-222 HARBOR/STALL ELECTRICITY	\$ 50,000	\$ 42,000	\$ (8,000)
R 62-223 HARBOR/ELECTRICITY	\$ 2,000	\$ 4,500	\$ 2,500
R 62-224 GEARSHED LOCKER RENTAL	\$ 15,000	\$ 15,000	\$ -
R 62-237 HARBOR STORAGE	\$ 5,000	\$ 5,000	\$ -
R 62-285 EQUIPMENT RENTAL	\$ 12,000	\$ 15,000	\$ 3,000
<b>Total Harbor Revenue</b>	<b>\$ 674,500</b>	<b>\$ 616,100</b>	<b>\$ (161,268)</b>

	FY 25 Adopted	FY26 Proposed	Change
E 62-600-000-300 SALARIES	\$ 225,000	\$ 221,221	\$ (3,779)
E 01-200-000-330 CASH IN LIEU OF HEALTH INS	\$ -	\$ 24,960	\$ 24,960
E 62-600-000-350 FRINGE PAYROLL TAX	\$ 61,000	\$ 44,500	\$ (16,500)
E 62-600-000-400 TRAVEL/PERDIEM	\$ 3,500	\$ 3,500	\$ -
E 62-600-000-410 SUPPLIES	\$ 20,000	\$ 10,000	\$ (10,000)
E 62-600-000-420 FUEL	\$ 10,000	\$ 5,000	\$ (5,000)
E 62-600-000-470 UTILITIES	\$ 105,000	\$ 125,000	\$ 20,000
E 62-600-000-485 PHONE	\$ 3,000	\$ 2,000	\$ (1,000)
E 62-600-000-500 EQUIPMENT	\$ 10,000	\$ 3,000	\$ (7,000)
E 62-600-000-510 FREIGHT	\$ 10,000	\$ 10,000	\$ -
E 62-600-000-520 CONTRACTUAL	\$ 2,500	\$ 1,500	\$ (1,000)
E 62-600-000-540 EQUIPMENT MAINTENANCE	\$ 15,000	\$ 15,000	\$ -
E 62-600-000-557 OVERPYMNTS ON ACCT/CKS	\$ -	\$ -	\$ -
E 62-600-000-560 EQUIPMENT FUEL	\$ 10,000	\$ 7,500	\$ (2,500)
E 62-600-000-600 REPAIRS AND MAINTENANCE	\$ 25,000	\$ 7,500	\$ (17,500)
E 62-600-000-660 DUES/FEES	\$ 500	\$ 800	\$ 300
E-62-601 Revenue Bond	\$ 115,000	\$ 115,000	\$ -
<b>Harbor Fund Expenses</b>	<b>\$ 615,500</b>	<b>\$ 596,481</b>	<b>\$ (5,100)</b>

	FY 25 Adopted	FY26 Proposed	Change
SOA DOCK			
R 63-215 Ferry Wharfage	\$ 35,000	\$ 4,800	\$ 30,200
<b>Total SOA Revenue</b>	<b>\$ 35,000</b>	<b>\$ 4,800</b>	<b>\$ 30,200</b>

	FY 25 Adopted	FY26 Proposed	Change
CONTRIBUTIONS			
R-63-245 Contributions	\$ -	\$ -	\$ -
<b>SOA Expenses</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

	FY 25 Adopted	FY26 Proposed	Change
Solid Waste			
R 65-202 FINES AND PENALTYS	\$ 1,000	\$ 500	\$ (500)
R 65-204 REFUSE COLLECTION	\$ 153,000	\$ 153,000	\$ -
R 65-235 TRANSFER IN	\$ -	\$ -	\$ -
<b>Total Solid Waste Revenue</b>	<b>\$ 154,000</b>	<b>\$ 153,500</b>	<b>\$ (500)</b>

	FY 25 Adopted	FY26 Proposed	Change
E 65-500-000-300 SALARIES	\$ 85,000	\$ 42,500	\$ (42,500)
E 01-200-000-330 CASH IN LIEU OF HEALTH INSUR	\$ -	\$ 6,240	
E 65-500-000-350 FRINGE & PAYROLL TAX	\$ 20,000	\$ 20,000	\$ -
E 65-500-000-400 TRAVEL/PERDIEM	\$ -	\$ -	\$ -
E 65-500-000-410 SUPPLIES	\$ 1,000	\$ 1,000	\$ -
E 65-500-000-420 FUEL	\$ 2,000	\$ 3,200	\$ 1,200
E 65-500-000-500 EQUIPMENT	\$ 1,000	\$ 1,000	\$ -
E 65-500-000-510 FREIGHT	\$ 1,500	\$ 1,000	\$ (500)
E 65-500-000-540 EQUIPMENT MAINTENANCE	\$ 5,000	\$ 5,000	\$ -
E 65-500-000-560 EQUIPMENT FUEL	\$ 5,000	\$ 5,500	\$ 500
E 65-500-000-660 DUES/FEES	\$ 500	\$ 250	\$ (250)
E 65-500-080-410 SUPPLIES	\$ 250	\$ -	\$ (250)
E 65-500-080-420 FUEL	\$ 250	\$ -	\$ (250)
E 65-500-080-470 UTILITIES	\$ 500	\$ 500	\$ -
E 65-500-080-600 REPAIRS AND MAINTENANCE	\$ 300	\$ 300	\$ -
<b>Solid Waste Fund Expenses</b>	<b>\$ 122,300</b>	<b>\$ 86,490</b>	<b>\$ (42,050)</b>



City of Sand Point

**MEMORANDUM**

**TO:** Mayor Smith  
**FROM:** Debi Schmit, City Administrator  
**DATE:** June 20, 2025  
**SUBJECT:** Draft Alcohol Tax Ordinance

As directed by Council at their last meeting, I am enclosing a draft ordinance to levy an alcohol beverage sales tax in the City of Sand Point. This is for discussion purposes, as there is time to introduce and hold a public hearing on the ordinance before the municipal elections this fall.

I could not calculate possible scenarios for you from our sales tax because we do not know the alcohol sales. However, below is a summary of tax rates in other communities in Alaska:

	Population	General sales tax	Alcohol tax rate**	Alcohol tax revenue	Alcohol tax per capita*
Anchorage	289,810	0	5%	\$ 16,162,843	\$ 55.77
Bethel	6,152	6%	15%	\$ 371,546	\$ 60.39
Cordova	2,540	6%	6%	\$ 70,097	\$ 27.60
Craig	1,019	5%	6%	\$ 119,198	\$ 116.98
Denali	1,663	0%	5%	\$ 452,471	\$ 272.08
Dillingham	2,118	6%	10%	\$ 263,048	\$ 124.20
City of Fairbanks	31,706	0%	5%	\$ 2,582,151	\$ 81.44
Fairbanks Borough	95,972	0%	5%	\$ 1,191,471	\$ 12.41
Galena	452	3%	6%	\$ 21,846	\$ 48.33
Hoonah	885	6.5%	6%	\$ 122,254	\$ 138.14
Juneau	31,549	5%	3%	\$ 1,301,726	\$ 41.26
North Pole	2,328	5.5%	6%	\$ 363,360	\$ 156.08
averages					\$ 94.56

Source: Alaska Taxable 2024 (January 2025)

\* does not account for visitors or seasonal workers

\*\*this does not account for the general sales tax on alcohol. Compare Juneau to Anchorage.

Prepared on 6/20/2025

# City of Sand Point



## ORDINANCE 2025-02

**AN ORDINANCE OF THE CITY OF SAND POINT SUBMITTING TO THE QUALIFIED VOTERS OF THE CITY OF SAND POINT, A BALLOT PROPOSITION AMENDING CHAPTER 6: TAXATION OF THE SAND POINT MUNICIPAL CODE TO LEVY AN ALCOHOL BEVERAGE SALES TAX OF \_\_\_ % (XX PERCENT) AND TO PROVIDE FOR APPROVAL BY A MAJORITY OF QUALIFIED VOTERS VOTING ON THE QUESTION.**

**WHEREAS**, [add later: purpose of alcohol tax revenue, Alaska statutes, and Alaska case law, etc.]

**BE IT ENACTED BY THE COUNCIL OF THE CITY OF SAND POINT:**

**Section 1: Ballot Proposition.** Pursuant to state law, a ballot proposition in substantially the following form and substance must be submitted to the qualified voters of the City of Sand Point at the next regular municipal election to be held on October 7, 2025:

### **Proposition No. 1:**

In addition to the general sales tax of 4%, shall the City of Sand Point levy a tax on the sale of alcoholic beverages at \_\_\_ %? (See Ordinance 2025-xx)

Explanation:

A "YES" vote will levy an additional tax just on alcohol sales at \_\_\_ %.

A "NO" vote will keep alcohol sales just subject to the general sales tax of 4% (i.e. no additional alcohol tax).

**Section 2: Amend 6.10.110.** Section 6.10.110 Sales Tax Levied of the Sand Point Municipal Code is hereby amended to read as follows [new language is underlined, old language is

~~struck through~~]:

**§ 6.10.110. SALES TAX LEVIED.**

(a) Except as provided in division (b) of this section, there is levied a sales tax of 4% on all sales within the corporate limits of the city and all rents, and on all services made, rendered or performed within the city, measured by the gross sales price of the seller.

(b) There is levied a sales tax of 2% on the sale of raw seafood products delivered directly or indirectly by the seller to a buyer within the city including raw seafood products delivered by means of a tender to a processor of raw seafood products for processing in the city.

(c) In addition to the general sales tax levied in subsection (a), there is levied and shall be collected a sales tax equal to percent of the selling price on the retail sale of alcoholic beverages sold within the City of Sand Point.

**Section 3: Codification.** If a majority of the voters ratify the ballot proposition in Section 1 of this ordinance, then the amendment in Section 2 becomes a code ordinance.

**Section 4: Effective Date.** The proposition contained in Section 1 of this ordinance becomes effective immediately upon adoption by the City Council. The amendment contained in Section 2 of this ordinance shall become effective on January 1, 2026, if and only if, approved by a majority of the voters voting on the question.

**PASSED AND ADOPTED BY A DULY CONSTITUTED QUORUM OF THE SAND  
POINT CITY COUNCIL THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2025.**

**CITY OF SAND POINT**

\_\_\_\_\_  
James Smith  
Mayor

Attest:

\_\_\_\_\_  
Jade Gundersen  
City Clerk

**CITY OF SAND POINT**



**RESOLUTION 25-02**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAND POINT AMENDING THE CITY PERSONNEL POLICIES AND PROCEDURES TO UPDATE SECTION 5-A SALARY ADMINISTRATION, (6) COLA (COST OF LIVING ADJUSTMENT).**

**WHEREAS**, the City Council recognizes the importance of adapting policies to reflect changing circumstances and is committed to ensuring the City's Personnel Policies and Procedures remain current and aligned with present-day challenges and expectations;

**WHEREAS**, while past COLA (Cost of Living Adjustment) increases have typically been set at one step (approximately 3%), future adjustments may differ in percentage or structure to responsibly align with available budgetary resources and economic conditions.

**WHEREAS**, this flexible approach allows the City to respond to financial realities while continuing to support employees through fair and sustainable compensation practices.

**WHEREAS**, the amount of the COLA will be evaluated annually and may vary based on inflationary trends, financial conditions, and the City's overall fiscal outlook.

**NOW, THEREFORE, BE IT RESOLVED BY THE** City of Sand Point:

**1. The City of Sand Point Personnel Policies and Procedures Manual is amended to read [new language is underlined, deletions are ~~struck through~~]:**

(6) If budgeted and approved each year by the City Council, all permanent, non-contractual employees who have completed their Probationary Period will receive a ~~one step (3%)~~ COLA pay increase effective July 1<sup>ST</sup>, percentage to be determined. Permanent, non-contractual employees hired before July 1<sup>ST</sup> who have not completed their Probationary Period will receive a COLA increase upon completion of their Probationary Period. Permanent, non-contractual employees hired after July 1<sup>ST</sup> are not eligible for a COLA pay increase in the fiscal year in which they were hired.

**PASSED AND APPROVED BY A DULY CONSTITUTED QUORUM OF THE CITY COUNCIL FOR THE  
CITY OF SAND POINT ON THIS 24<sup>th</sup> DAY OF JUNE, 2025.**

**CITY OF SAND POINT**

\_\_\_\_\_  
James Smith, Mayor

**ATTEST:**

\_\_\_\_\_  
Jade Gundersen, City Clerk

# OLD BUSINESS



## City of Sand Point

**TO:** Mayor Smith  
City Council Members

**FROM:** Debi Schmit  
City Administrator

**DATE:** June 20, 2025

**SUBJECT:** COLA Increases FY 2026

Below is the effect of a three percent cost-of-living adjustment (COLA) for the Eligible City of Sand Point's hourly and salaried employees as defined in the Personnel Policies and Procedures Manual Section 5-A Comment (6).

### 3% COLA Hourly Employees

Gross Payroll with 3% increase	512,885.20
Less Gross Payroll before an increase	497,946.80
Increase in Gross Payroll	14,938.40
Increase in Benefits and Payroll Taxes	<u>3,649.40</u>
Total Projected Increase in Hourly Payroll Expenses	<u>\$ 18,587.81</u>

### 3% COLA Salaried Employees

Gross Payroll with 3% increase	432,619.01
Less Gross Payroll before an increase	445,597.58
Increase in Gross Payroll	12,978.57
Increase in Benefits and Payroll Taxes	<u>3,043.47</u>
Total Projected Increase in Hourly Payroll Expenses	<u>\$ 16,022.05</u>

If the 3% COLA for all employees is approved, the total FY26 payroll expenses due to COLA will increase by approximately **\$34,609.85**.

COLA Eligible City Non-Contract Employees  
FY2026

Hourly Employee	Current	Projected
Position	Hourly Rate	Hourly Rate
Harbor Laborer I	20.76	21.38
Gaming Auditor	22.48	23.15
Night Watchman	17.35	17.87
Gaming Auditor	16.85	17.36
Solid Waste Operator	27.38	28.20
Night Watchman	17.35	17.87
Custodian	25.46	26.22
Shop Foreman	27.08	27.89
Mechanic	20.75	21.37
Harbor Maintenance II	22.05	22.71
Parks & Rec Assistant	17.35	17.87
Operator	23.39	24.09
Librarian	17.87	18.41
Pull-tab Assistant	16.36	16.85

Salaried Employees	Current	Projected
Position	Salary	Salary
Building Maintenance	60,049.60	61,851.09
Public Works Director	76,955.01	79,263.66
Water/Sewer	60,000.00	61,800.00
Harbormaster	60,000.00	61,800.00
City Clerk	58,614.40	60,372.83
Finance Director	62,000.00	63,860.00
Administrative Assistant	55,000.00	56,650.00
Total Salaried	432,619.01	

# NEW BUSINESS



City of Sand Point

## MEMORANDUM

**TO:** Mayor Smith  
**FROM:** Debi Schmit, City Administrator  
**DATE:** June 20, 2025  
**SUBJECT:** IT Services

In February 2024, the City Council entered into an agreement with ICE Services, Inc. to upgrade the city's technology system and provide HelpDesk and IT equipment maintenance services. Earlier this year, ICE notified the City that it would no longer provide these services at the end of 2025. I am attaching our current technology system, which ICE has installed. I also wrote another grant of approximately \$62,000 for additional upgrades to our system, including shared filing for both offices.

We put out an RFP and received two bids:

1. ExterNetworks, Inc. See bid attached.
2. Mile high Computing, LLC. See bid attached.

Staff recommend that the City of Sand Point work with Mile High Computing, LLC, because of their experience in rural Alaska, positive reviews, and the affordable rate.

# Information Technology Summary

City of Sand Point

## Locations

Anchorage Office  
3380 C St., Suite 205  
Anchorage, AK 99503

Sand Point Office  
249 Main Street  
Sand Point, AK 99661

## Workstations & Users

- ~17 Microsoft 365 Licensed Accounts
- ~ 11 Shared Mailboxes or ServiceAccounts
- ~15 Workstations (Workgroups)
  - 1 in Anchorage
  - 14 in Sand Point

## Virtual Servers

The City of Sand Point does not currently have a Domain or any physical or virtual servers. We highly recommend a physical Domain Controller or Microsoft 365 Azure for Directory Services.

## Physical Servers

The City of Sand Point does not currently have a Domain or any physical or virtual servers. We highly recommend a physical Domain Controller or Microsoft 365 Azure for Directory Services.

## Network Devices

*Sand Point Office:*

COSP-FW-01 - SonicWALL TZ400 - 170.16.0.1  
COSP-SW-01 - Aruba 6100 24G CL4 4SFP+ - 172.16.10.10  
COSP-SW-02 - Aruba 6000 12G CL4 2SFP - 172.16.10.11  
COSP-AP-01 Aruba AP-503 DHCP  
COSP-AP-01 Aruba AP-503 DHCP  
COSP-AP-01 Aruba AP-503 DHCP  
COSP-AP-01 Aruba AP-503 DHCP

## Internet and VOIP Services

Sand Point: GCI + Starlink  
Anchorage: GCI

## Business Specific Applications

Adobe Acrobat  
Microsoft Office 365  
Microsoft Teams  
Banyon Accounting Software



# EXTERNETWORKS RESPONSE

## INFORMATION TECHNOLOGY HELP DESK SERVICES



### Presented to:



**Name: Debi Schmit**  
City Administrator  
The City of Sand Point  
3380 C Street, Ste 205  
Anchorage, AK 99503  
[dschmit@sandpointak.org](mailto:dschmit@sandpointak.org)  
Phone: 907-274-7561

### VENDOR:

**EXTERNETWORKS Inc.**  
20 Corporate Place South,  
Piscataway, NJ 08854

### CONTACT:

**Malik Zakaria (Managing Director)**  
**Phone:** 732-624-1761  
**eMail:** [mzakaria@externetworks.com](mailto:mzakaria@externetworks.com)  
[rfp@externetworks.com](mailto:rfp@externetworks.com)

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## Statement of Interest

### 1. Statement of Interest

**ExterNetworks** is pleased to express our strong interest in providing IT Helpdesk Services to the **City of Sand Point (City)**. With over two decades of experience supporting municipal agencies, government entities, and distributed offices, we bring the technical expertise and responsive service model needed to support the City's geographically distributed operations in Anchorage and Sand Point.

We understand the **City** currently operates with approximately 17 Microsoft 365 licensed accounts, 15 standalone workstations, and no centralized domain controller. The current infrastructure includes SonicWALL TZ400 firewalls and Aruba switching and wireless access points, with connectivity supported by GCI and Starlink. We are well-versed in supporting such lean, cloud-reliant environments and recognize the **City's** requirement for recommendation to implement centralized directory services via either a physical domain controller or Microsoft Azure Active Directory.

Our team is fully equipped to guide, implement, and support that transition, while also managing ongoing helpdesk support needs. This includes day-to-day end-user assistance, remote diagnostics, Microsoft 365 and Teams support, VOIP troubleshooting, business application assistance, and proactive management of network and security infrastructure.

ExterNetworks specializes in delivering scalable, hybrid support solutions with a focus on operational continuity, cybersecurity, and personalized service. Our approach is tailored to smaller government organizations and is designed to maximize uptime, improve user experience, and ensure cost-effective technology management.

We are enthusiastic about the opportunity to partner with the **City of Sand Point** to enhance IT resilience, increase service availability, and support strategic IT planning. Our full proposal will outline our service methodology, support model, technology roadmap, and service-level commitments aligned with your operational goals.



## Company Background

## 2. Company Background

Headquartered in Piscataway, New Jersey, **ExterNetworks** is an **ISO 9001:2015, ISO 27001:2022, ISO 20000-1:2018 and SOC2 Type II certified** incorporation and a leading provider of a broad range of Managed IT Services for over two decades. Our support model values the importance of keeping the customer's systems secured and operational by providing a full lifecycle support model involving Design, Deployment, Monitoring and 24x7 Maintenance Services. With the advantage of a deep bench of engineers and a broad technology scope at scale, we operate world-class Network Operations Centers (Managed NOC) that are combined with Helpdesk and Service desk solutions.

The Managed Services solutions offered by **ExterNetworks** are easily integrated with the client's business needs, making us a natural extension of their IT operations. We complement our Remote Monitoring and Management (RMM) capabilities with an extensive global reach of field service engineers on-demand. Our customers benefit from our onsite support that comprises of an experienced team of field technicians, as well as certified professionals in diverse technology and applications.

**ExterNetworks** provides flexible staff augmentation for full-time, part-time, and on-demand engineers from its pool of field resources based on the customer's requirement of technical expertise across multiple OEMs. Our Service Desk makes this service available to our customers through a 24x7 operation in coordination with the client's local and technical contacts.

**ExterNetworks'** mission is to provide the right technical expertise to build a sustainable architecture strategy. We provide skilled and accomplished professionals who design, deploy and maintain these integrated platforms to deliver high-performance and seamless connectivity across multiple technology domains. We integrate, implement, and deliver ongoing maintenance of IT infrastructure to achieve optimal operations. We are an established professional services firm specializing in flexible and value-based solutions from conception to operational excellence.

**ExterNetworks** customers consistently recognize our innovative and collaborative approach to solving complex issues. We are devoted to ensuring that our programs and services meet and exceed our clients' requirements, standards, and expectations. Superior customer satisfaction is



paramount. **ExterNetworks** is committed to providing competent services and support to its clients and customers.

<b>Company Name &amp; Address</b>	<b>ExterNetworks Inc. 20 Corporate Place South, Piscataway, New Jersey 08854</b>
<b>Primary Contact (Key member details)</b>	Malik Zakaria (Managing Director) Phone: 732-624-1761, email: mzakaria@externetworks.com
<b>Address of principal place of business</b>	20 Corporate Place South, Piscataway, New Jersey 08854
<b>Incorporation and History of Ownership</b>	Private incorporation, incorporated in 2001 in New Jersey USA. ExterNetworks is not affiliated with any other entity and has maintained independent operations since its inception. There have been no changes in ownership, nor are any anticipated.
<b>Examples of record of success with services provided to public entities</b>	NYS Office of Information Technology Services (ITS) – Serving an active contract for 5 years since 2022. New York City Housing Authority (NYCHA) – Completed a 3 Years contract term in 2023 New York City Metropolitan Transportation Authority (MTA) – Executing contracts since 2019 in various phases of the COE project (over 5 yrs).
<b>List of prominent clients</b>	New York City Metropolitan Transportation Authority (MTA) NYS Office of Information Technology Services (ITS) Splice Communications
<b>Professional certifications held by Key Staff</b>	ITIL Certifications PMP Certifications CISCO, Juniper Certifications Microsoft Certifications and VMWare Certifications
<b>Number of current clients</b>	50 + Global Customers
<b>Merits</b>	24x7x365 NOC Operations with Helpdesk services Over 22 years of experience in Managed IT Services On-site field technicians on-demand technicians
<b>Certifications</b>	ISO 9001:2015, ISO 27001:2022, ISO 20000-1:2018, SOC2 Type-II
<b>Support from Locations</b>	24x7 Managed Services from Piscataway, New Jersey.
<b>Website</b>	www.externetworks.com and www.extnoc.com



### 3. Services Delivery Capabilities

ExterNetworks delivers fully managed IT helpdesk services tailored to small and mid-sized government environments with geographically dispersed users and minimal onsite infrastructure. Our core service delivery capabilities include:

- **Remote Helpdesk Support (24x7 or Business Hours):**  
Prompt resolution of user-reported issues via phone, email, or remote desktop, with clear SLAs and escalation paths.
- **Microsoft 365 Administration & Support:**  
Full lifecycle management of licensed accounts, shared mailboxes, Teams integration, and troubleshooting across cloud services.
- **Proactive Monitoring & Maintenance:**  
Continuous monitoring of endpoints and network devices (e.g., SonicWALL TZ400, Aruba switches and APs), including routine patching and configuration checks.
- **Network & Connectivity Troubleshooting:**  
Remote diagnostics and support for internet services (GCI, Starlink) and VOIP-related issues to ensure connectivity reliability.
- **Directory Services Implementation & Support:**  
Experience deploying and managing both on-premises Domain Controllers and Azure Active Directory for centralized identity and access control.
- **End-User Device Management:**  
Setup, configuration, and support for 15+ standalone Windows-based workstations across both sites, ensuring device readiness and security.
- **Documentation & Reporting:**  
Regular reporting on service requests, performance metrics, incidents resolved, and recommendations for IT improvement.
- **Scalable Staffing Model:**  
Ability to scale support coverage as needed without burdening local resources, ensuring uninterrupted service even during absence of onsite staff.

## 3.1. Why ExterNetworks Is Aligned with The City of Sand Point's Expectations

**Deep Understanding of the City's Technical Landscape:**

Familiar with the City's reliance on Microsoft 365, SonicWALL, Aruba, and decentralized infrastructure—matching our proven support model.

**Expertise in Supporting Distributed Government Offices:** Extensive track record in managing similar remote government setups with cloud-based and hybrid IT environments.

**Capability to Implement Directory Services:** Aligns with the City's recommendation to explore centralized identity solutions like Azure AD or on-premises domain controllers.

**Responsive and Flexible Helpdesk Services:** Designed for quick issue resolution with minimal downtime, ideal for the City's small but critical IT footprint.

**Cost-Efficient, Scalable Delivery Model:** Tailored to organizations with limited internal IT staff—delivering enterprise-grade service without unnecessary overhead.

**Proven Experience in Public Sector IT Compliance:** Knowledge of best practices for municipal IT governance, documentation, and accountability.



# References

## 4. References

### 4.1. Reference Contact Details

Organization Name	Contact Name	Telephone	Email Address
NYS Office of Information Technology Services (ITS)	Thomas O’Kula	518-402-5839	thomas.okula@its.ny.gov
New York City Metropolitan Transportation Authority (MTA)	Miraslov Ivkovic	917-593-8545	miroslav.ivkovic@mtacd.org
New York City Housing Authority (NYCHA)	Paul Matsikas	207-536-2684	Paul.Matsikas@lumen.com

### 4.2. References-1

Client Name	NYS Office of Information Technology Services (ITS)				
Project Title	IT End Point Hardware Support				
Contact Start	August-2022	Contract Term	5 Years	Contract Value	\$14.5M
<b>Project Description</b>					
<b>Scope of Work:</b>					
ExterNetworks provides large-scale, statewide IT hardware and technical support services for over 50,000 users across diverse government locations, including state offices, healthcare facilities, group homes, and detention centers. The scope encompasses proactive and reactive support, with an average incident volume exceeding 8,500 annually.					
Experience in IT Needs Assessment:					

ExterNetworks was instrumental in conducting preliminary assessments of client infrastructure across various NYS agencies. This involved evaluating existing hardware performance, user density, network constraints, and service gaps. Through this effort, we delivered actionable findings in the form of gap analyses, asset lifecycle assessments, and technology refresh roadmaps. These assessments informed the deployment models and support allocation for field engineers, allowing NYS ITS to make strategic decisions in planning endpoint infrastructure upgrades and policy changes.

**General Service and Support:**

Our certified field technicians deliver comprehensive endpoint support services statewide, including diagnostics, warranty and non-warranty hardware repair, image deployments, software installations, and on-site break/fix support. ExterNetworks employs an integrated service desk and incident management platform to prioritize, track, and resolve issues efficiently. We’ve successfully deployed mobile support teams to cover rural and high-demand zones, ensuring equitable and timely service across all regions. We also provide technical support for peripheral hardware and system components, enabling seamless end-user experiences.

**Project Management and Implementation Services:**

Under this contract, ExterNetworks executed multi-phase endpoint refresh projects, overseeing procurement coordination, rollout logistics, image standardization, and system validation for large user groups. Our project managers established implementation schedules, communication plans, and escalation protocols in alignment with NYS ITS governance. A notable success includes the seamless deployment of Windows 10 systems to over 2,500 users while minimizing disruption. We continue to manage new onboarding, endpoint reassignments, and OS upgrade initiatives using a structured project delivery framework rooted in PMP and ITIL best practices.

**Outcomes and Results:**

- **Operational Impact:** Reduced incident response times by 30% statewide through optimized technician routing and mobile depot provisioning.
- **User Satisfaction:** Achieved a customer satisfaction rating of 95%+ based on NYS ITS internal surveys over two consecutive years.
- **Scalability:** Scaled support services from 10,000 to over 50,000 endpoints while maintaining SLAs and cost controls.
- **Process Improvement:** Helped ITS standardize endpoint provisioning, reducing image deployment times by 40%.
- **Knowledge Transfer:** Developed SOPs and transition documentation that supported internal team readiness and ongoing knowledge retention for NYS ITS.

## 4.3. References-2

Client Name	New York City Housing Authority (NYCHA)
Project Title	Queensbridge Connected Housing Wireless Project

Contact Start	April-2020	Contract Term	3 Years	Contract Value	\$2M
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### Project Description

#### Scope of Work:

ExterNetworks, in collaboration with Lumen, delivered end-to-end IT support and wireless infrastructure maintenance for Queensbridge, the nation’s largest public housing development. The engagement involved supporting 1,260 network devices across 95 buildings and 3,142 residential units, providing reliable Wi-Fi connectivity to over 5,000 residents and devices. The wireless network extended to community areas including libraries, common spaces, and administrative offices.

#### Experience in IT Needs Assessment:

Prior to implementation, ExterNetworks conducted a thorough assessment of NYCHA’s existing network capabilities and connectivity gaps across the Queensbridge complex. The evaluation included infrastructure mapping, signal coverage analysis, hardware performance audits, and resident usage surveys. Findings led to a custom roadmap for optimal device placement, coverage assurance, and redundancy planning. These insights directly guided implementation priorities, service desk design, and hardware provisioning plans.

#### General Service and Support:

- ExterNetworks established and managed multiple support channels to meet the high-volume, high-diversity user base:
- A **Network Operations Center (NOC)** provided 24x7 Remote Monitoring & Management (RMM) for all deployed assets.
- A **public-facing help desk** was deployed on-site for walk-in technical support, device configurations, and issue resolution.
- A **remote support line (800#)** and dedicated email helpdesk ensured multichannel access for residents.
- A full-time **warehouse and staging technician** based in Long Island City handled inventory, pre-deployment testing, and rapid dispatch of spares.
- This hybrid support model ensured prompt, localized service with centralized monitoring, helping NYCHA minimize downtime and ensure high service availability.

#### Project Management and Implementation Services:

- As part of the rollout, ExterNetworks took responsibility for the planning, deployment, and ongoing operation of the Wi-Fi infrastructure. This included:
- Installation and configuration of wireless access points across all buildings.
- Coordination with NYCHA and Lumen teams for network segmentation and VLAN implementation.
- Continuous improvement through firmware updates, security patching, and periodic performance tuning.
- Field team management, vehicle dispatching, and escalation protocols for urgent incidents.
- Project execution followed an agile methodology with iterative rollout, testing, and stakeholder feedback cycles to maximize resident adoption and satisfaction.

### Outcomes and Results:

- **User Reach:** Delivered stable Wi-Fi services to over 5,000 users in residential and public areas.
- **Issue Resolution:** Maintained 98%+ SLA compliance for all support requests logged via phone, email, or in-person.
- **Service Continuity:** Enabled continuous learning and remote work during the COVID-19 pandemic by ensuring stable broadband access.
- **Infrastructure Availability:** Achieved >99% uptime across all 1,260 devices through proactive monitoring and maintenance.
- **Community Empowerment:** Increased digital equity by offering residents dependable internet access for education, healthcare, and employment needs.

## 4.4. References-3

Client Name	New York City Metropolitan Transportation Authority (MTA)				
Project Title	Connection Oriented Ethernet (COE) Phase IIIA (Contract No.: W-47012)				
Contact Start	June-2019	Contract Term	4 Years	Contract Value	\$10.5M

### Project Description

#### Scope of Work:

ExterNetworks partnered with MTA to support the multi-year COE Phase IIIA project, which aimed to upgrade MTA’s legacy fiber infrastructure into a modern Reconfigurable Optical Add-Drop Multiplexer (ROADM) network. The initiative interconnected 23 core sites and 363 branch sites through 49 COE branch loops across MTA’s vast transit operations. Given the complexity and criticality of the system, the project demanded specialized technical execution, stringent quality assurance, and collaborative vendor management.

#### Experience in IT Needs Assessment:

At the project’s inception, ExterNetworks participated in a comprehensive needs assessment to evaluate existing fiber optic configurations, bandwidth utilization, and network limitations. Our technical teams provided input on system bottlenecks, node interoperability concerns, and security vulnerabilities. This foundational assessment informed MTA’s network transformation strategy and guided the development of configuration templates and testing matrices.

#### General Service and Support:

- ExterNetworks delivered a suite of engineering and operational services to support MTA's evolving fiber and transport network. Key services included:
- Continuous lab-based **simulation and testing** of failure scenarios and recovery protocols.
- Maintenance of a **secure staging facility** for hardware imaging, software patching, and inventory control.
- Remote and on-site **troubleshooting of node-level issues**, alarm testing, and NMS (Network Management System) provisioning.
- Field and lab engineering support for **performance monitoring** and network optimization.

- Our service model included OEM coordination, vendor oversight, and secure logistics to ensure timely availability of equipment and test resources.

### **Project Management and Implementation Services:**

- ExterNetworks was responsible for several mission-critical implementation tasks:
- **Proof of Concept (PoC)** and **Factory Acceptance Testing (FAT)** to validate hardware compatibility and service resiliency.
- **Turn-up testing and system commissioning** at core and branch sites, ensuring readiness for production deployment.
- **NMS configuration and alarm test procedures** were standardized and executed for all 386 locations.
- Oversight of patch management, version control, and staging replications to maintain uniformity across the deployment.
- Project management included risk mitigation planning, milestone tracking, and coordination with MTA, OEMs, and third-party integrators.

### **Outcomes and Results:**

- **Infrastructure Modernization:** Successfully enabled MTA's transition from legacy fiber to a scalable ROADM-based COE transport system.
- **Operational Reliability:** Exceeded system performance benchmarks with validated recovery protocols and node stability testing.
- **Testing Excellence:** Delivered all FAT and PoC requirements on schedule, minimizing delays and integration issues.
- **Centralized Support:** Enabled faster root cause analysis and alarm resolution through well-documented NMS provisioning and support procedures.
- **Scalable Delivery:** Maintained equipment staging and configuration continuity across 386+ network sites using ExterNetworks' centralized testing and storage facilities.



## 5. Understanding and Approach

### 5.1. Scope of the Services

#### High-Level Scope of Services

ExterNetworks will deliver comprehensive, remote-first IT Helpdesk Services designed to support the City of Sand Point's two-location infrastructure, with emphasis on user productivity, network reliability, and strategic IT improvement. The key scope areas include:

- **End-User Helpdesk Support:**  
Remote troubleshooting and resolution for hardware, software, and connectivity issues affecting city staff at both Anchorage and Sand Point locations.
- **Microsoft 365 Administration:**  
Full support for licensed user accounts, shared mailboxes, Teams collaboration, and Microsoft cloud-based services.
- **Workstation Maintenance:**  
Remote management and patching of approximately 15 Windows-based workstations across both offices.
- **Network Device Support:**  
Configuration and health monitoring of SonicWALL TZ400 firewalls, Aruba switches, and wireless access points.
- **Directory Services Implementation:**  
Design and deployment of a centralized identity solution (e.g., Microsoft Azure AD or on-prem Domain Controller) based on City recommendations.
- **Connectivity Support:**  
Troubleshooting and support coordination for internet services provided by GCI and Starlink, including VOIP-related issues.

- **Application Support:**  
Assistance with commonly used tools including Microsoft Office, Teams, and Adobe Acrobat.
- **Reporting and Recommendations:**  
Regular performance reporting, asset tracking, and IT improvement recommendations to support strategic planning.

## 5.2. Understanding and Approach

### Support for Two Geographically Separate Locations (Anchorage and Sand Point)

- **Understanding:** The City operates from two distinct sites with separate workstations and connectivity dependencies.
- **Approach:**
  - Provide centralized remote support using secure remote access tools for both locations.
  - Maintain a location-aware asset inventory to prioritize issue resolution by site.
  - Designate technicians familiar with Alaska time zones and GCI/Starlink support scenarios.

### Support for ~17 Microsoft 365 Licensed Accounts and ~11 Shared/Service Mailboxes

- **Understanding:** End users rely heavily on cloud-based email, Teams, and Office applications without an on-premises server.
- **Approach:**
  - Administer user accounts, MFA policies, mailbox permissions, and Teams configurations via Microsoft 365 Admin Center.
  - Provide Tier 1–2 support for login, license, sync, and access issues.
  - Offer guidance and maintenance for shared mailboxes and automated email routing.

### Maintenance and Support for ~15 Workstations (1 in Anchorage, 14 in Sand Point)

- **Understanding:** Devices are configured in workgroup mode with no domain policies.
- **Approach:**
  - Implement asset tagging and monitoring for all workstations using RMM (Remote Monitoring & Management) tools.
  - Perform periodic patch management, antivirus checks, and disk health monitoring remotely.
  - Schedule quarterly virtual health checks and perform critical updates.

### No Existing Domain or Server Infrastructure – Recommendation for Directory Services

- **Understanding:** The City currently lacks centralized identity management or group policy enforcement.
- **Approach:**

- Propose and implement Azure Active Directory or on-prem Domain Controller based on City's preference and budget.
- Design migration and onboarding plan without disrupting current workgroup setups.
- Integrate conditional access and security baselines post-implementation.

### **Support for Network Devices – SonicWALL TZ400, Aruba Switches and Access Points**

- **Understanding:** The City relies on firewall and switching gear for segmented and secure LAN/WLAN access.
- **Approach:**
  - Maintain and update firmware on SonicWALL and Aruba devices as needed.
  - Configure alerts and monitor device logs for anomalies or connectivity issues.
  - Maintain secure VPN access for remote administration and diagnostics.

### **Internet and VOIP – GCI and Starlink**

- **Understanding:** Connectivity is provided by two ISPs, with possible redundancy or usage-specific routing.
- **Approach:**
  - Monitor ISP uptime through network logs and help users troubleshoot connectivity problems.
  - Liaise with GCI and Starlink support when required for escalated issues.
  - Document ISP service levels and recommend improvements where feasible.

### **Support for Business-Specific Applications – Adobe Acrobat, Microsoft Teams, Office 365**

- **Understanding:** Core productivity tools are essential for daily operations and collaboration.
- **Approach:**
  - Provide user support for licensing issues, document sharing, PDF tool usage, and Teams-based collaboration.
  - Enable Teams features such as file retention, guest access, and calendar integration as needed.
  - Offer application-specific training and FAQs for staff as part of onboarding or refreshers.

### **Proactive Monitoring, Reporting, and Recommendations**

- **Understanding:** The City needs not just reactive support but also visibility and foresight into IT operations.
- **Approach:**
  - Set up dashboards for asset status, ticket trends, and uptime metrics.
  - Deliver monthly or quarterly reports with insights and prioritized recommendations.
  - Suggest cost-effective upgrades or security improvements aligned with usage patterns.

## 5.3. Delivery Methodology

ExterNetworks follows a structured and scalable delivery methodology designed to meet the City of Sand Point's IT operational needs while ensuring reliability, responsiveness, and long-term value. Our delivery model emphasizes proactive service, clear communication, and continuous improvement.

### 1. Onboarding & Knowledge Transfer

- Conduct discovery sessions with city stakeholders to capture existing IT configurations, pain points, and support expectations.
- Create a detailed inventory of users, workstations, network devices, internet providers, and business-critical applications.
- Establish remote access protocols and secure administrative credentials.

### 2. Remote Helpdesk Operations

- Provide multi-channel support (phone, email, remote desktop) during agreed service hours.
- Track all service requests via a centralized ticketing system with SLA-based prioritization.
- Assign a dedicated technical lead to ensure continuity and familiarity with the City's environment.

### 3. Proactive Monitoring & Maintenance

- Deploy Remote Monitoring & Management (RMM) tools for real-time workstation and network device health checks.
- Schedule patching, antivirus updates, and system cleanups to minimize downtime.
- Configure alerts for key assets like SonicWALL and Aruba devices.

### 4. Microsoft 365 & Application Support

- Manage licensing, mailbox configurations, Teams collaboration, and cloud security settings through Microsoft 365 Admin Center.
- Provide user assistance with Office tools, Adobe Acrobat, and VOIP-enabled platforms.

### 5. Directory Services Implementation (Optional Project)

- Assess feasibility and cost-benefit of Azure Active Directory vs. on-prem Domain Controller.
- Design phased implementation with minimal user disruption.
- Migrate users and apply group policies, MFA, and access controls.

### 6. Incident Escalation & ISP Coordination

- Maintain escalation paths for critical issues affecting productivity or connectivity.
- Interface with GCI and Starlink providers for issue resolution and outage coordination.
- Document and track external service tickets for accountability.

### 7. Reporting & Strategic Recommendations

- Deliver monthly or quarterly reports covering ticket metrics, device status, and resolved issues.
- Proactively suggest hardware refreshes, licensing optimizations, or policy updates.
- Meet periodically with City administrators to align IT service evolution with organizational goals.

## 5.4. Onboarding Process for Help Desk Services

At ExterNetworks, we recognize that a smooth and structured onboarding process is essential for the success of any IT Help Desk engagement. Our onboarding approach is designed to ensure a seamless transition, minimize disruption to the client’s daily operations, and establish a strong foundation for long-term support. The process typically includes the following key phases:

### 1. Kick-off & Stakeholder Alignment

- Conduct an initial kickoff meeting with key City of Sand Point stakeholders to review scope, expectations, communication protocols, and timelines.
- Assign a dedicated onboarding manager and technical lead as primary points of contact.

### 2. IT Environment Assessment

- Perform a remote or on-site discovery of the existing IT environment, including:
  - User accounts (Microsoft 365, shared mailboxes)
  - Hardware inventory (workstations, printers)
  - Network infrastructure (SonicWALL TZ400, Aruba switches & APs)
  - Internet services (GCI, Starlink)
  - Software applications (Office 365, Teams, Adobe)

### 3. Documentation & Baseline Configuration

- Create and maintain detailed documentation of:
  - Network topology and IP schema
  - User directory and access levels
  - Device asset inventory and software licenses
  - Existing support workflows and ticketing history (if applicable)

### 4. Tool Deployment & Remote Access Setup

- Install secure Remote Monitoring & Management (RMM) tools on all endpoints.
- Establish remote desktop access for ExterNetworks’ helpdesk technicians using VPN or secure gateway methods.
- Implement endpoint security, patching schedules, and remote diagnostic configurations.

### 5. Service Desk Integration

- Customize ticketing workflows based on City preferences (e.g., incident categories, escalation rules, response times).

- Set up dedicated support channels (email, phone, portal) and train users on how to engage with our helpdesk team.

## 6. User Communication & Training

- Distribute onboarding communication to staff introducing the support process, key contacts, and expectations.
- Offer short training sessions (virtual or in-person) to guide end users on submitting requests and receiving support.

## 7. Go-Live & Transition Monitoring

- Initiate live support services with close monitoring during the first 30 days.
- Track ticket trends, end-user feedback, and potential service gaps.
- Hold weekly check-ins with the city team during the initial transition phase.

## 8. Continuous Improvement & Optimization

- Review onboarding outcomes and capture lessons learned.
- Recommend improvements in policy, infrastructure, or process based on early observations.
- Transition to steady-state support with ongoing reporting and strategic advisory.

# 5.5. Helpdesk and Desktop Maintenance

## 5.5.1. Approach

The Helpdesk solution offered by ExterNetworks can be easily integrated with the client's business needs. ExterNetworks' Helpdesk services operate 24x7 including on weekends and public holidays. ExterNetworks follows the industry's best practices for Information Technology Service Management (ITSM) standards.

ExterNetworks is expected to support all aspects of the IT environment for the Customer's computers, desk and mobile phones, servers, security and networked equipment and environment. The support services will be provided 24x7x365 for the public safety departments whereas the rest of the offices will receive the support services during business hours (8:00 am to 5:00 pm).

The helpdesk and desktop maintenance activities would include the following key activities

- Monthly PC patching and updates
- Third-Party Application Patching
- Asset Management & Inventory Reporting
- Support for listed applications used by the Customer.
- Weekly Reports as agreed with the Customer.

## 5.5.2. Services Delivery

This helpdesk team provides the much-needed interface for registering IT service issues/request tickets. This team is responsible for receiving, validating and recording all needed information in the ITSM ticketing system. Ticket creation, issue validation, basic troubleshooting, and escalation to respective ExterNetworks/The Customer’s teams are some of the key activities performed at this level. The standard SLA for this service is provided in **Table** below.

Description	Response SLA
Phone	<=90 seconds
Email	<=15 minutes
Self-service Portal	<=15 minutes

*Table - Helpdesk Standard SLA*

### Helpdesk resources would be responsible for the following activities:

- Receive and record customer support requests in the ticketing system.
- Notify the user with the acknowledgment of the ticket number.
- Triage the request and follow the available runbooks to achieve first call resolution.
- Escalate unresolved ticket to the relevant Customer’s IT team as per the SOP.
- Manage the ticket lifecycle and monitor the ticket till its closure.

## 5.5.3. Solution Framework

ExterNetworks Helpdesk team will work closely with the Customer’s teams during this engagement to ensure uninterrupted support to the end-users. Tasks that are not in the scope of the current engagement, will be discussed and a remediation mechanism will be worked out during periodic review meetings.

### ExterNetworks propose the following framework for the Helpdesk support services:

- A process will be agreed upon for call routing between the Customer and ExterNetworks.
- There will be THREE (3) channels for the users to interact with the Helpdesk.
  - Call the 1-800 helpdesk number communicated to the Customer.
  - Email support request to a predefined email address.
  - Self Service interface for ticket creation in the ITSM portal.
- ExterNetworks’ ticketing system will be used to create and update all information related to the ticket for all reported issues.

## 5.6. Project Timeline – Implementation Plan

### 5.6.1. Project Timeline

**Notice to Proceed (NTP):** Upon receiving the Notice to Proceed, ExterNetworks will initiate the implementation following a detailed project schedule. The timeline outlines critical milestones, deliverables, and stages of the implementation. Each phase includes a time-bound framework to ensure efficient progress and prompt completion. The following structured timeline ensures the City of Sand Point receives a predictable, transparent transition into full-service operations with zero disruption to day-to-day staff productivity.

Phase	Activities	Timeline	Deliverables
<b>Week 1: Project Initiation</b>	Kickoff meeting with City stakeholders- Assign onboarding team- Confirm project scope, SLAs, and escalation matrix	Days 1–3	Kickoff Agenda, Contact Sheet, Roles Matrix
	Review City’s current IT environment overview- Request access to network and systems info	Days 3–5	Onboarding Checklist Initiated
<b>Week 2: Environment Discovery &amp; Documentation</b>	Perform remote discovery of hardware, users, and network- Inventory Microsoft 365 accounts and devices- Document existing workflows	Days 6–10	IT Asset Register, Access Plan, Initial SOP Drafts
<b>Week 3: Tool Deployment &amp; Access Configuration</b>	Install RMM tools on all workstations- Configure secure remote access- Integrate ticketing system- Set up monitoring dashboards	Days 11–15	Access Verified, RMM Deployed, Ticketing Configured
<b>Week 4: Go-Live Preparation &amp; Training</b>	Share support protocols with end users- Conduct user orientation sessions- Run sample support ticket drills- Final validation of access and connectivity	Days 16–19	User Guide, FAQ Sheet, Drill Results, Final Review
<b>Go-Live</b>	Begin live help desk operations- Monitor early service activity- Hold daily standups with City POC	Day 20	Transition Report, First Week SLA Metrics
<b>Stabilization Period</b>	Weekly check-ins with City- Resolve transition issues- Optimize ticket workflows- Begin monthly performance reporting	Weeks 5–8	Onboarding Completion Report, Strategic IT Insights

Table 1: Project Timeline

**Notes:**

- **Total Onboarding Duration:** ~20 calendar days from contract execution.
- **We have noted, the Go-Live Date Target as per RFP:** No later than June 30, 2025.
- **Flexibility:** Timeline may be adjusted based on City resource availability and access to IT systems.



## 6. Proposed Project Team

Our proposed Solution will a mixed approach is organized into **FOUR (4)** segments:

- The Management Team
- Helpdesk and Service Desk (End User Support)
- Remote Monitoring (Network Operations)
- Field Support Services (Consultant)

### 6.1. Management Team

Upon award of the contract, ExterNetworks will assign a dedicated **Project Manager (PM)** who will serve as the single point of contact during the onboarding and transition phase. The PM will ensure a smooth startup by coordinating with City stakeholders, conducting environment discovery, initiating remote access setup, and aligning support processes with the City’s operational needs.

Once the onboarding phase is complete and Help Desk operations go live, oversight transitions to our **Operations Manager (OM)** based out of our Global Managed Services Center (GMSC). The OM is responsible for the ongoing delivery and quality assurance of all helpdesk and remote support services.

The Operations Manager will perform the following responsibilities to ensure efficient service delivery and continuous improvement:

1. **Prepare and deliver** monthly SLA and performance compliance reports **tailored to the City’s expectations.**
2. **Generate a** weekly support ticket summary **highlighting resolved issues, trends, and open items.**
3. **Create** exception and escalation reports **for any critical or delayed incidents.**

4. **Provide** recommendations for IT performance optimization, including proactive improvements and policy adjustments.
5. **Maintain** comprehensive documentation of the City's IT assets, procedures, and configurations.
6. **Attend** scheduled review meetings with City staff to discuss service status, feedback, and alignment with goals.
7. **Conduct periodic** client satisfaction surveys and collect feedback to continuously enhance service quality.

## 6.2. Organization Chart

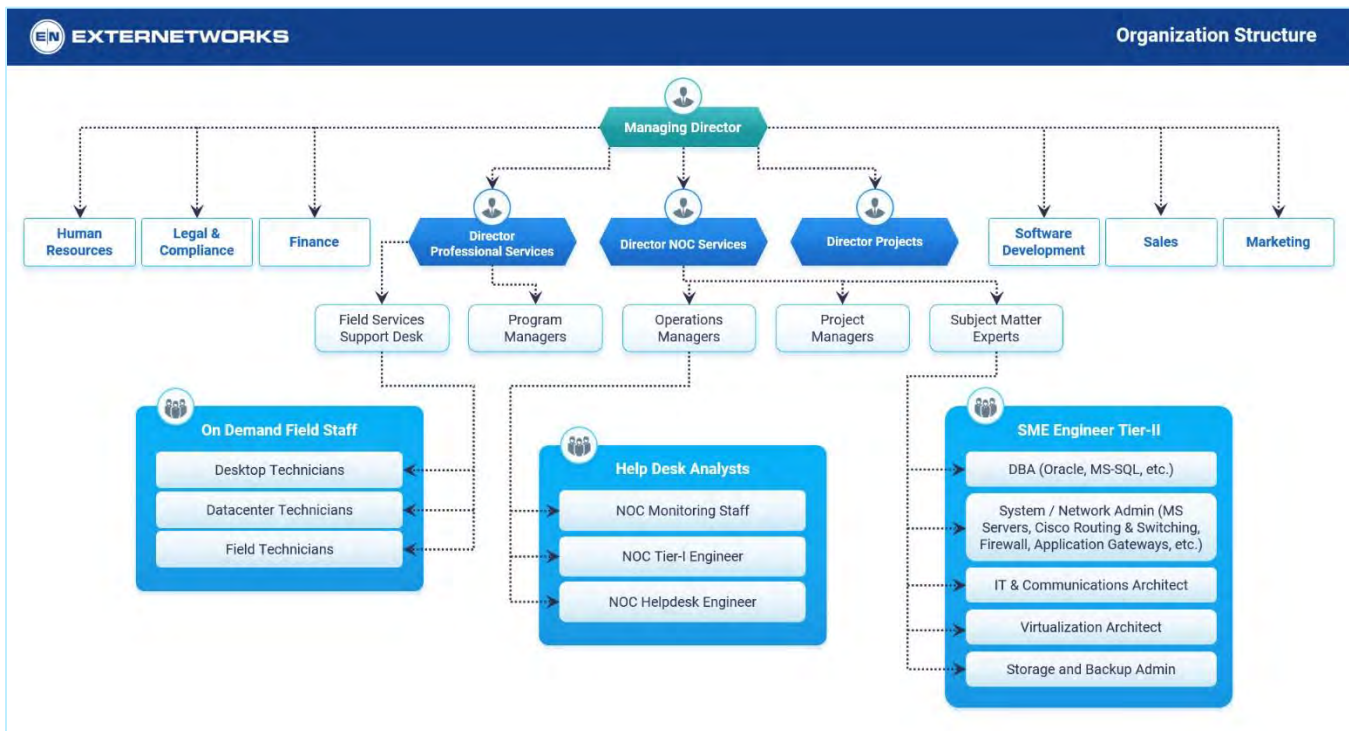


Figure 1 - Organization Chart

## 6.3. Roles and responsibilities

Role	Responsibilities
<b>Project Manager</b>	<p>ExterNetworks will designate a dedicated Project Manager (PM) to lead the initial onboarding and transition phase of IT Helpdesk Services for the City of Sand Point. The PM will serve as the primary point of contact between ExterNetworks and the City, ensuring clear communication, timely execution, and alignment with the City's operational goals.</p> <p>The Project Manager will work closely with the City's designated team to coordinate all startup activities and ensure a smooth and structured transition into steady-state operations. Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• <b>Plan and oversee the transfer of critical information</b> related to user accounts, devices, applications, and network infrastructure to support ongoing service delivery.</li> <li>• <b>Coordinate the collection and documentation</b> of technical and operational details necessary for the delivery of Helpdesk services.</li> <li>• <b>Ensure operational readiness</b> by validating remote access, configuring monitoring tools, and confirming that all endpoints are connected and trackable.</li> <li>• <b>Develop and maintain support documentation</b>, including asset inventories, access credentials, user guides, escalation contacts, and ticket workflows.</li> <li>• <b>Utilize acceptance and readiness checklists</b> to validate completion of all onboarding milestones before transition to operations.</li> <li>• <b>Monitor the onboarding schedule</b> and ensure that all deliverables are completed in alignment with the City's desired go-live date.</li> </ul> <p>Once onboarding is complete, the Project Manager will formally transition oversight to the Operations Manager, who will take responsibility for day-to-day service delivery and performance reporting.</p>

<b>Operations Managers</b>	<p>Following the successful onboarding and transition phase, day-to-day service delivery will be managed by an <b>Operations Manager (OM)</b> stationed at ExterNetworks' Global Managed Services Center (GMSC). The OM ensures uninterrupted IT Helpdesk support for the City of Sand Point and is responsible for maintaining high service quality, operational efficiency, and client satisfaction.</p> <p>The Operations Manager oversees all ongoing activities and ensures alignment with the City's expectations. Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• <b>Ensure compliance with established SLAs</b>, response times, and resolution targets.</li> <li>• <b>Manage service escalations and address sudden increases in support demand</b> with agility and efficiency.</li> <li>• <b>Develop, implement, and continuously improve operational policies and procedures</b> to enhance service delivery.</li> <li>• <b>Foster a service-oriented culture</b> that emphasizes accountability, responsiveness, and teamwork.</li> <li>• <b>Act as a liaison with City stakeholders</b> to maintain open lines of communication and address evolving support needs.</li> <li>• <b>Prepare and deliver periodic reports</b>, including SLA/KPI compliance summaries, weekly ticket digests, and monthly performance insights.</li> <li>• <b>Generate MIS and improvement reports</b> to identify trends and propose service enhancements.</li> <li>• <b>Respond to user feedback and formal complaints</b>, ensuring timely resolution and follow-up.</li> <li>• <b>Maintain up-to-date technical documentation and operational records</b> for auditability and continuity.</li> <li>• <b>Participate in scheduled client review meetings</b>, providing transparency into service health and planning for future initiatives.</li> </ul>
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**Technical Manager**

As part of the service management team, ExterNetworks will assign a **Technical Manager** to provide advanced oversight and strategic guidance related to the City of Sand Point's IT infrastructure. The Technical Manager plays a vital role in designing scalable support solutions, addressing complex technical needs, and ensuring alignment between technology operations and long-term goals.

Key responsibilities of the Technical Manager include:

- **Conduct detailed assessments of the City's IT infrastructure**, including workstations, Microsoft 365 environment, network devices, and connectivity.
- **Ensure secure and reliable connectivity between the City's network and ExterNetworks' NOC**, enabling uninterrupted remote support and monitoring.
- **Customize monitoring dashboards and alerts** based on the City's network layout and operational priorities (e.g., SonicWALL, Aruba devices).
- **Transfer technical knowledge and train the Helpdesk/NOC teams** on the City's network setup, device configurations, and support protocols.
- **Support ongoing infrastructure upgrades and enhancements**, ensuring that all changes align with the City's operational needs, cybersecurity standards, and future readiness.
- **Maintain compliance with information security best practices**, safeguarding user data, system access, and network integrity throughout the lifecycle of service.

The Technical Manager serves as a senior escalation resource and ensures that the City of Sand Point's IT systems are operating effectively, securely, and in line with strategic objectives.

<b>Remote Support Technicians (Level 1 and Level 2)</b>	<p>ExterNetworks’ Remote Help Desk Support Technicians are the first line of technical support, providing responsive and effective assistance to end-users across the City of Sand Point’s Anchorage and Sand Point offices. Their core responsibilities include:</p> <ul style="list-style-type: none"> <li>• <b>Responding to Service Requests:</b> Promptly addressing support tickets related to workstation issues, software problems, network connectivity, and Microsoft 365 applications.</li> <li>• <b>Microsoft 365 Support:</b> Assisting users with login issues, mailbox access, Teams functionality, and license-related concerns.</li> <li>• <b>Remote Troubleshooting:</b> Diagnosing and resolving technical problems via secure remote access tools, ensuring minimal disruption to City operations.</li> <li>• <b>Workstation Maintenance:</b> Performing scheduled tasks such as patching, antivirus checks, system updates, and performance optimizations.</li> <li>• <b>Network and Internet Support:</b> Supporting users with local connectivity issues and coordinating with GCI/Starlink providers for escalated outages or slowdowns.</li> <li>• <b>Application Assistance:</b> Helping staff with usage and troubleshooting of commonly used applications like Microsoft Office, Adobe Acrobat, and VOIP tools.</li> <li>• <b>User Guidance and Training:</b> Offering step-by-step instructions or short user guides to resolve recurring or basic tech queries.</li> <li>• <b>Incident Logging and Escalation:</b> Documenting all support activities in the ticketing system and escalating unresolved or high-priority issues to senior engineers or the Operations Manager.</li> </ul>
<b>Network Analysts (Level 2)</b>	<p>The Level-2 support staff address the tickets with escalations and work on analysing issue to identify the problem. Apart from resolving issues, they recommend improvements and preventive measures. This team is also responsible for planning and prioritizing planned changes. This team is typically comprised of Tier-2 and Tier-3 engineers who are available 24x7x365 at the ExterNetworks Network Operations Centre.</p>
<b>Network Engineer (Level 3)</b>	<p>The Level 3 support staff are Network Engineers and Subject Matter Experts (SME’s) for specific OEMs. They are responsible for resolving complex system related issues for their respective products and OEMs. They verify and recommend product patching and upgrades.</p>

## 6.4. Staff Qualification

Team	Qualifications / Certifications / Skill Set	Experience
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Remote Support technicians	Certified (CompTIA A+, Microsoft 365), have 2+ years of remote support experience, and are skilled in Microsoft 365, Windows OS, VOIP, remote tools, and cybersecurity best practices.	Average 5 years
Project Manager	PMI Certifications	10 to 20 Years
Operations Manager	ITIL Certified	10 to 20 Years
Field Technician	On-Site Help Desk / Desktop Support Technicians	Average 5 years.

## 6.5. Resume of Principle Staff

Following are the relevant extracts from the resume of the ExterNetworks staff members who would be assigned to this project with their respective roles. Complete resumes can be provided on request.

### RESUME-1: RIZWAN RAHEEL

**Designation/Role: Project Manager**

#### Employment Profile (Past four positions):

Project Manager	ExterNetworks Inc	2019 to Date
Business Process Engineer	AT&T – Cybersecurity	2017-2019
Business Solutions Manager	AT&T - Business Solutions Group	2010-2017
Senior IT Analyst – Network Support	AT&T Managed Internet Services	2008-2010

**Total Experience: 30+ years**

#### Professional Certifications:

Scaled Agile Framework (SAFe-SA) 4.0 Certified

PMP Certified

Agile PG/PM Certification

Six Sigma Green Belt

OSHA-30 Certified.

Management & Leadership courses from AT&T Univ

#### Educational Qualifications:

Master of Arts-Economics	University of Karachi	May 1992
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## PROJECTS EXPERIENCE:

### Project Manager

#### EXTERNETWORKS INC (2019 to date)

- Managed a project that transitioned the existing internet services and infrastructure at one of the major NYCHA (New York City Housing Authority) housing complex this involved:
- Taking over “as is” from the incumbent vendor along with the responsibility to maintain and support the existing and new service offered to its 3000+ residents.
- Co-ordinate with outgoing vendor to ensure smooth transition.
- The project involved coordinating an extensive survey to categorized the effort based on size, spread and readiness for rolling out the service.
- Create Site documentation packs for each site consolidating the information available for each site. The site documentation pack, among other information also included the Scope of work document, site drawings and inventory.
- Prepare the project timeline, identify key milestones and deliverables and ensuring the was delivered on-time.
- Provide Project Management support to a team of specialists working with New York City Transit (MTA) on their network modernization project.
- This is a multiyear project to enhance network communication systems across the entire NYC Transit system.
- Extensive coordination and planning activities between a number of functional units such as equipment vendors/suppliers, construction and technical resources for timely delivery.
- Prepare periodic project reporting and participate in project review meetings.

### Business Development Engineer

#### AT&T CYBERSECURITY (2017-2019)

Helped launch new and enhanced Cybersecurity products for the company’s enterprise customers and helped propel a breakthrough into the Reseller market. This was estimated to have brought an approx. \$1M additional annual revenue from a previously untapped market segment.

- Collaborated with IT systems development teams while creating technical requirements, development and implementation for services leading to a high level of automation and efficiency using Agile and Scaled Agile (SAFe) methodology.
- Product owner and Scrum Master responsibilities for sales functions. Facilitate daily ‘Stand up’ calls to ensure project deadlines are met.
- Lead role in developing processes to assist sales and ordering for AT&T Cybersecurity portfolio of services.
- Re-engineer existing processes to eliminate obstacles and inefficiencies resulting in a 20% acceleration in customer provisioning time.

- Create detailed process Flows, keystroke level ‘Methods and Procedures’ and Job Aids to assist Sellers.
- Generate management reports to track open customer issues. Resulted in a 50% reduction in the resolution time.
- Created organization’s document repository using ‘Confluence’.

## RESUME-2: ABDERRAHIM DANDOUNE

### Designation/Role: Operations Manager

#### Employment Profile: (Past four positions)

Operations Manager	ExterNetworks Inc	2016 to Date
Lead Network Engineering Manager	SatNet-Kasct	2013-2015
Senior Network Engineer	AT&T	2010-2013
Senior Network Engineer	Omnitek Systems	2008-2010

**Total Experience: 30+ years**

#### Educational Qualifications:

Master of Science in Electrical Engineering	City University of New York	May 1992
Master of Art in Physics	City University of New York	May 1991
Bachelor of Science in Electronics	University of Hassan II	June 1987

## Job Role and Responsibilities

### Operations Manager

#### EXTERNETWORKS INC (2016 to date)

- Take responsibility for the routine NOC operation and provide overall guidance and supervision.
- Maintain and monitor required staffing levels and schedule to ensure that the team can meet the demand and respond in a timely manner.
- To act as a point of escalation for customer problems and enquiries.
- Ensure SLA compliance and generate periodic reports.
- Conduct skills assessment and technical training so that staff are effectively mentored, developed and trained.
- Document and maintain the processes and procedures used by the team, based on implemented management standards and best practices.
- Identifies areas and lead internal projects for continual improvement of the services

### Lead Network Engineering Manager

### SATNET-KACST (2013 – 2015)

- Managed an IT team of 10 resources by allocating them to ongoing projects and enforcing deadlines.
- Managed a Network Operations Center with 12 staff to ensure monitoring and timely responses and resolution of the alerts.
- User account management, troubleshoot issues with users, and monitored usage on the OSS/BSS management system.
- Installed and removed network devices and mobile radio systems, including termination and mounting Satellite VSAT Antennas.
- Maintained spare equipment and parts for inventory management.
- Worked on Wimax, SMTS AND VSAT TECHNOLOGIES
- installation of Motorola Canopy Systems and Cisco wireless equipment.
- Liaison with the OEM and service provider for support and maintenance.
- Adheres to and enforces facility security measures, company safety standards and software licensing procedures.

## RESUME-3: MOHD SHOAIBULLAH KHAN

### Designation/Role: Network Engineer

### Employment Profile: (Past four positions)

Network Engineering	ExterNetworks Inc	2023 to Date
Cloud & Network Security Engineer	Aarav Software Services Pvt. Ltd	2021-2022
NOC Engineer	Akshara Enterprises Pvt. Ltd	2019-2021
Network Engineer	Amplifier Technologies Pvt Ltd	2018-2019

**Total Experience: 8 Years**

### Educational Qualifications:

B. Tech in Electronics & Communication Engineering	Jawaharlal Nehru Technological University, Hyderabad (India)	May 2016
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### Professional Certifications:

CSCO		Certified Network Associate (R&S) Certified Network Associate (Security) Certified Network Professional (Security) Certified Specialist-Security Core Certified Network Security Firepower	CSCO13083566
Fortinet		NSE-1 (Network Security Expert)	cYZHQQu66ly

## Job Role and Responsibilities

### Technical Manager

#### EXTERNETWORKS INC (2023 to date)

Following are a select list of projects with their specific requirements and associated skills.

#### 1. NYCT MTA Contract

- Configure, install and test the Connection-Oriented Ethernet (COE) Network at various locations in the Boroughs of the Bronx, Brooklyn, Manhattan & Queens.
- Testing included visual inspection, ground continuity, power source testing, software testing, equipment provisioning test, optical/copper patch cable tests.
- The devices being installed are Fujitsu Flash wave CDS, Dasan Zhong IMACS 3000 and Ciena 3926m service delivery switch.
- Documentation which includes detailed records of firmware upgrade processes, associated configurations, and testing outcomes.

#### 2. Sotera Health LLC and Common Wealth Equity Services

- Configured and deployed Adtran 908E routers to support VoIP, SIP and data connectivity for 23 locations.
- Designed and implemented network architectures using Adtran 908E routers to meet the organization's requirements for performance, scalability and security.
- Collaborated with Century Link to troubleshoot and resolve network issues, achieving a specific metric or result to reduce downtime and improving network performance.
- Participated in change management processes, ensuring smooth and controlled updates to Adtran 908E configurations.

#### 3. Buzzi Unicem USA

- Configured and executed multiple Fortinet firewall firmware upgrades such as 40F, 60F, etc.
- Developed and maintained a comprehensive inventory of Fortinet firewall firmware versions across the organization, facilitating efficient tracking and management.
- Configured the interfaces and routing based on the client's requirements.
- Configured and implemented customized firewall policies on Fortinet devices to safeguard the organization's network infrastructure against evolving cybersecurity threats.
- Ensuring optimal network security and compliance with industry standards.
- Collaborated with the IT team to conduct training sessions for end-users on best practices for working within the Fortinet firewall environment, enhancing overall cybersecurity awareness.

#### 4. Prime AE

- Designed an optimum network topology for the customer by understanding their requirement.

- Configuring Fortinet 71F, 201F and executed multiple Fortinet firewall firmware upgrades and ensuring that all the devices (Forti switch, Forti access-points) are managed through the Fortinet firewall.
- Collaborated with Century Link to troubleshoot and resolve network issues.
- Configured Forti switch 148F and assigned the ports to VLANs as per the client's requirement.
- Configured Site-to-Site VPN in Fortinet environment using Pre-shared Key with Hub and Spoke technology mechanism.

## Cloud & Network Security Engineer

### AARAV SOFTWARE SERVICES Pvt. Ltd (2021-2022)

- Configuring firewall policy rules in NSX domain.
- Configuring and troubleshooting port connectivity at Load balancers.
- Troubleshooting all network connectivity related issues from end user to the server.
- Configuring & troubleshooting static routing & VXLAN in NSX edges.
- Configuring NAT in cloud environment.
- Monitoring the traffic in cloud and as well as physical network.
- Hands on experience in packet capturing using Wireshark.

## NOC Engineer

### AKSHARA ENTERPRISES Pvt. Ltd (2019-2021)

- Configuring Dynamic Routing Protocols (OSPF), Static and default routes in Cisco switches and routers.
- Configuring & Troubleshooting P2P Links.
- Creating of Vlans and providing redundancy for L3 VLANs by configuring HSRP, VRRP for different state departments.
- Maintaining of Vlans and IP Database for all Departments.
- Troubleshooting the network-related calls for various client requests.
- Writing Policy Based Routing to divert the network traffic in the process of migration.
- Blocking the malicious IP addresses & URLs in the firewalls.
- FortiClient VPN configuration for Remote Access Site-to-site & SSL VPN for the Various Clients.
- Review the log files and conduct Root Cause Analysis for any service degradation or downtime.
- Taking back up of all the Network and Security Devices and storing them in the backup repository.
- Monitoring, documenting and reporting of ISP links through the CA spectrum tool and pulling the utilization reports using CA E-health tool.

## RESUME-4: YAHYA NAFEES

**Designation/Role: Technical Support Engineer**

### Employment Profile:

Technical Support Engineering	ExterNetworks Inc	2020 to Date
Desktop Support Engineer	Kean University	2018-2020

**Total Experience: 6 Years**

### Educational Qualifications:

Bachelor of Science: Computer Science	Kean University	May-2020
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### Professional Certifications:

Amazon Web Services (AWS)	AWS Certified Cloud Practitioner	
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### Job Role and Responsibilities

#### Network Engineer

##### EXTERNETWORKS INC (2020 to date)

- Working as NOC technician providing remote monitoring and management (RMM) services for the client devices and infrastructure.
- Responsible for internal ticket audit and call audit ensuring the client SLAs.
- Provide knowledge sharing, technical coaching, and mentoring to Tier-1 Staff.
- Proficient in working with Active Directory, MS Exchange, and O365
- Troubleshoot and resolved print server-related issues, such as printer driver problems, network connectivity issues, and user access permissions.
- Set up and configured AV equipment for meetings, events, and presentations.
- Break Fix support for Azure AD including remote desktops and Virtual machines

#### Desktop Support Engineer

##### KEAN UNICERSITY (2018 to 2020)

- Initial diagnosing and troubleshooting of software, hardware, and network-related issues with the endues workstations.
- Configure and maintain the operating systems as per the user's requirement.
- Create and update technical information in the helpdesk support tickets.
- Set up and deploy Microsoft and Apple products for users via ISO images.
- Responsible for maintenance of printers and copiers.
- Provided technical support for audiovisual equipment, including projectors and video conferencing systems.



- Conducted regular maintenance and testing of AV equipment, ensuring that they are always ready for use.



## 7. Documentation Management

ExterNetworks places strong emphasis on maintaining accurate and up-to-date documentation to support the delivery and continuity of IT Helpdesk Services. We follow ITIL-based standards for managing operational and technical documents, ensuring transparency, traceability, and ease of reference.

During the onboarding and transition phase, we develop a comprehensive **Site Documentation Pack (SDP)** that captures key aspects of the City’s IT environment. This living document set is reviewed regularly and updated through a formal change control and approval process.

The SDP typically includes:

1. Contact list and escalation matrix
2. Standard operating procedures (SOPs)
3. Workstation and device inventory with configuration details
4. Relevant IT policies (e.g., change, incident, problem management)
5. Network topology diagrams
6. OEM contracts and support agreements

We accommodate the City’s preferred reporting format—whether through scheduled meetings, written reports, or dashboards—to ensure relevant information is always accessible. Updates to documentation are logged using collaborative tools (e.g., OneNote), version-controlled, and archived with revision history. An annual audit of the SDP is conducted to maintain document integrity and relevance.

This approach ensures continuity, knowledge retention, and smooth transitions during personnel or infrastructure changes.



## Exceptions

### 8. Exceptions

Support services provided by ExterNetworks is not a substitution to the OEM support and maintenance contracts. ExterNetworks would advise the Customer on the timely renewal of these contracts and maintain them in effect.

ExterNetworks would indemnify itself from the disruptions arising from extreme environmental conditions, pandemics, and acts of nature, war or geopolitical situations beyond its capability of their support premises / facility.

Should this Scope of Work change due to customer requirements or unforeseen field conditions, deletions and/or additions are addressed using an addendum to reflect the appropriate cost adjustments.

#### 8.1. City of Sand Point’s Responsibility

To ensure effective delivery of Helpdesk Services, the **City of Sand Point** is expected to support the engagement through the following responsibilities:

- Provide relevant technical information and documentation necessary to initiate monitoring and support.
- Designate a primary point of contact for coordination and communication.
- Share the escalation matrix with key stakeholder contact details.
- Furnish available historical incident logs or support records (if any).
- Facilitate secure remote access to the City’s IT systems as mutually agreed.
- Maintain valid OEM maintenance and support contracts for applicable hardware/software.
- Ensure active Internet/WAN link subscriptions and service-level commitments with providers (e.g., GCI, Starlink).
- Provide stable power supply and backup power provisions at each supported site.
- Maintain functional environmental alerting systems (e.g., cooling, humidity, fire detection) where applicable.



# Pricing

## 9. Pricing Details

### Onetime Costs

Deliverable / Service	Description	Quantity	Unit Rate	Estimated Cost	Notes
<b>Helpdesk Setup &amp; Ticketing System</b>	Setup service desk, workflows, and ticketing	One-time	\$1,500.00	\$1,500.00	Establish remote/on-site support processes
<b>TOTAL ONETIME COST</b>				<b>\$1,500.00</b>	

### Monthly Recurring Costs

Deliverable / Service	Description	Quantity	Unit Rate	Estimated Cost	Notes
<b>Remote Helpdesk Support</b>	Support for Microsoft 365, applications for End Users	17	\$50.00	\$850.00	24/7 helpdesk via phone/email, incident management
<b>Network Device Monitoring &amp; Maintenance</b>	Proactive monitoring and maintenance of firewall, switches, APs	1	\$750.00	\$750.00	Remote Monitoring & Management (RMM) services from Remote NOC
<b>Monthly Status Reports</b>	Progress, issue tracking, and recommendations	1	\$250.00	\$250.00	Reporting and continuous improvement planning



<b>On-Site Support</b>	On-site visits for troubleshooting & projects	4	\$100.00	\$400.00	Estimated based on monthly visit frequency (4 hours per month)
<b>TOTAL Monthly Recurring COST</b>				<b>\$2,250.00</b>	

# Mile high Computing LLC

PO Box 371583  
Denver CO 80237



## SOW 057 for Agreement to Perform Consulting Services to City of Sand Point

Date	Services Performed By:	Services Performed For:
June 13, 2025	Mile high Computing LLC PO Box 371583 Denver CO 80237	City of Sand Point 3380 C St #205 Anchorage AK 99503

This Statement of Work (SOW) is issued pursuant to the Master Services Agreement between City of Sand Point (“Client”) and Mile high Computing LLC (“Contractor”), effective July 1, 2025 (the “Agreement”). This SOW is subject to the terms and conditions contained in the Agreement between the parties and is made a part thereof. Any term not otherwise defined herein shall have the meaning specified in the Agreement. In the event of any conflict or inconsistency between the terms of this SOW and the terms of this Agreement, the terms of this SOW shall govern and prevail.

This SOW # 057 (hereinafter called the “SOW”), effective as of July 1, 2025, is entered into by and between Contractor and Client, and is subject to the terms and conditions specified below. The Exhibit(s) to this SOW, if any, shall be deemed to be a part hereof. In the event of any inconsistencies between the terms of the body of this SOW and the terms of the Exhibit(s) hereto, the terms of the body of this SOW shall prevail.

## Engagement Resources

Steve Raines - Technician

## Scope of Work

Contractor shall provide the Services and Deliverable(s) as follows:

IT services as requested by the client on an as needed basis.

## Contractor responsibilities

The contractor shall respond to client requests within three hours during normal business hours.

## Client Responsibilities

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Client to provide access to facilities and equipment as needed.

## Fee Schedule

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This engagement will be conducted on a Time & Materials basis.

Item Description	Number of Resources	Hourly Rate	Number of Hours
Remote & Onsite Support	1	\$110	As Needed
After Hours/Emergency/Holiday Support	1	\$130	As Needed

## Out-of-Pocket Expenses / Invoice Procedures

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Client will be invoiced monthly for the consulting services and T&M expenses. Standard Contractor invoicing is assumed to be acceptable. Invoices are due within thirty (30) days of receipt.

Client will be invoiced all costs associated with out-of-pocket expenses (including, without limitation, costs and expenses associated with meals, lodging, local transportation and any other applicable business expenses) listed on the invoice as a separate line item. Reimbursement for out-of-pocket expenses in connection with performance of this SOW, when authorized and up to the limits set forth in this SOW, shall be in accordance with Client's then-current published policies governing travel and associated business expenses, which information shall be provided by the Client Project Manager.

Invoices shall be submitted monthly in arrears, to the address indicated above. Each invoice will reflect charges for the time period being billed and cumulative figures for previous periods. Terms of payment for each invoice are due within thirty (30) days of receipt by Client of a proper invoice. Contractor shall provide Client with sufficient details to support its invoices, including time sheets for services performed and expense receipts and justifications for authorized expenses, unless otherwise agreed to by the parties.

**IN WITNESS WHEREOF**, the parties hereto have caused this SOW to be effective as of the day, month and year first written above.

City of Sand Point

Mile high Computing LLC

By: \_\_\_\_\_  
Name:  
Title:

By:   
Name: Steve Raines  
Title: Owner

## INFORMATION TECHNOLOGY SERVICES AGREEMENT

This Information Technology Services Agreement ("Agreement") is made 6/13/2025 between Mile High Computing, a LLC, with a principal office in Aurora Colorado ("Company"), and City of Sand Point with a principal office at 3380 C St #205 Anchorage Alaska ("Customer").

WHEREAS, Company is engaged in the business of providing a full range of information technology consulting services; and

WHEREAS, Customer desires to retain Company to perform information technology services and functions; and

NOW THEREFORE, in consideration of the mutual promises, covenants and agreements contained herein, the parties have agreed and do agree as follows:

### AGREEMENT

1. Contracted Services. This Agreement shall apply to the delivery of information technology services, support, and functions as further described in Statements of Work (SOW) that may be proposed and approved by the parties. Any such approved SOW shall be incorporated herein by reference (the services and functions described in any SOW are hereafter referred to as the "Services"). In the event that the scope of the Services is expanded, revised, or modified, for any SOW incorporated herein, the parties shall prepare and sign an amended or new SOW (or change order), which likewise shall be attached hereto and incorporated herein by reference. Absent the execution of a SOW, this Agreement does not, in and of itself, represent a commitment by Customer to receive any Services from Company or pay Company any fees.
2. Term of Agreement.
  - (a) The term of this Agreement will commence on the Effective Date set forth above and will continue for the performance period detailed in the relevant SOW. ("Term") thereafter it will be automatically renewed for successive 1-year periods.
  - (b) Either party shall have the option to terminate this Agreement, without cause, by providing thirty (30) days' notice of its intent to terminate the Agreement without cause. In the event that a SOW provides for a different termination notice period, the SOW termination clause will control for that specific SOW only.
  - (c) In the event that there is a continuing need for any Services identified in a SOW, after the expiration of this Agreement and Customer requests, in writing, to have Company complete the Services, this Agreement will automatically renew for the period of time that it takes for the completion of such Services.
  - (d) The Agreement can be terminated for cause, as defined in paragraph 18(a) herein, at any time provided the alleged breaching party is provided an opportunity to cure the alleged breach in the manner set forth in paragraph 18(a) below or a Permitted Delay, as defined in paragraph 18(d) herein, does not apply.
3. Fees and Payment Terms.
  - (a) In exchange for the Services performed by Company, as set forth in any SOW, Customer agrees to compensate Company at the rates identified in the fee schedule set forth in a SOW. Such rates are exclusive of any federal, state, or local sales or use taxes, or any other taxes or fees assessed on, or in connection with any of the Services rendered herein. Customer will pay all undisputed invoices within fifteen (15) days of receipt thereof.

- (b) In addition, Customer shall reimburse Company its actual out-of-pocket expenses as reasonably incurred by Company in connection with the performance of Services. Additional expenses for materials, services, training and hardware may only be incurred by Company and charged to Customer if prior written approval from Customer has been obtained.
4. Change Orders or Out of Scope Services. To the extent that Customer requires or requests additional services or services that exceed the Services set forth in any SOW incorporated herein, Company will charge an additional fee for such additional services or out of scope work. Fees for such additional services or out of scope work will be set forth on a Change Authorization Order (CAO), which will also provide a description of the changed or additional service(s) being requested. Once a CAO is signed by both parties, it will be incorporated into the Agreement and have the same legal effect as the SOW that is incorporated into the Agreement.
5. Ownership of Materials Related to Services. The parties agree that any materials prepared and delivered by Company in the course of providing the Services shall be considered works made for hire. All rights, title, and interests of such materials shall be and are assigned to Customer as its sole and exclusive property. Notwithstanding the foregoing, the parties recognize that performance of Company hereunder will require the skills of Company and, therefore, Company shall retain the right to use, without fee and for any purpose, such "know-how", ideas, techniques and concepts used or developed by Company in the course of performance of the services of this Agreement.
6. Systems and Data.
- (a) Customer owned systems are and will remain Customer's property.
- (b) Company owned systems and professional procedures are and will remain company's property, and Customer shall have no ownership rights or other interests in Company systems.
- (c) Customer's data files and the data contained therein shall be and remain Customer's property. Customer's data shall not be utilized by Company for any purpose other than that of rendering services to Customer under this agreement, nor shall Customer's data or any part thereof be disclosed, sold, assigned, leased or otherwise disposed of to third parties by Company, its employees or agents.
7. Independent Contractor. The parties enter into this Agreement as independent contractors and nothing within this Agreement shall be construed to create a joint venture, partnership, agency, or other employment relationship between the parties. All Company employees who are assigned to perform services at any Customer owned or leased facility shall be considered to be an employee of Company only and will not be considered an agent or employee of Customer for any purpose. Company will be solely responsible for payment of all compensation owed to its employees, including all applicable federal, state and local employment taxes and will make deductions for all taxes and withholdings required by law. In no event will any Company employee be eligible for or entitled to any benefits of Customer.
8. Travel And Other Expenses.
- (a) Company performs work outside of the Denver, Colorado metro area on a time and materials basis and passes along direct expenses with travel, lodging, car rental and per diem to Customer. While all efforts are made to estimate these expenses, the actual expense may vary due to factors such as availability of specific lodging, rental cars, flights or for other reasons outside of the control of Company.
- (a.1) Company will occasionally book fares that allow for flight schedule changes with no prior notice or additional charge. This is occasionally necessary due to the inability to precisely predict the length of some project engagements due to Customer scheduling restraints or other factors. Wherever possible Company will book the lowest cost flights.

- (b) Lodging. Company will book hotel accommodations and separate rooms for each employee assigned to a work order. Hotel accommodations are chosen that are clean, with private bathrooms and shower facilities that are priced according to Company's internal travel policies.
- (c) Rental Car. Company may utilize one rental car for each day on-site in a remote location. A rental car helps speed delivery of services and reduces waiting charges associated with taxis, busses or private transportation from a Customer employee. Should Customer elect to provide ground transportation, formal arrangements must be made with Company at least one business day in advance of Company employee's arrival at Customer's location. Company will charge for actual travel time should Customer elect to provide ground transportation.
- (d) Per Diem. Per Diem charges will be defined in the individual work order.
- (e) Travel Time. Travel time will be charged per individual professional or technical resource assigned to the work order. Travel time will start from the time the resource leaves Company's Denver office until he/she arrives on the Customer site. Travel delays once the resource has departed Denver, due to weather or any other reason, will be charged to the Customer at the applicable travel rate. Rates for Travel Time will be included in the applicable Work Order.
- (f) Freight. Customer is responsible for all Customer purchased equipment transportation costs and expenses. Any costs incurred by Company will be billed to Customer at Company's direct cost.

9. Network and System Downtime.

Many network installations and projects require scheduled server or network down time. Company will work with Customer to schedule project work to minimize the number and duration of disruptions and down time. All scheduled server and network down time activities are estimates only and subject to change by Company. Customer acknowledges that in order for Company to pass along certain cost efficiencies to Customer, server and network down time will be scheduled during office hours of 08:00 to 17:00 Alaska Time wherever possible. Customer's users can often still use their computers during scheduled down time, but will not be able to access some or all of the network resources/services. Down time may be pre-scheduled during weekend and evening hours, but will result in overtime charges for labor to Customer.

10. Confidential Information.

- (a) Customer understands and acknowledges that Company may, from time to time, disclose "Confidential Information" to Customer. For purposes of this Agreement, the term "Confidential Information" shall include but not be limited to any nonpublic and/or proprietary information or materials relating to Company's promotional and/or marketing strategy and activity, Company's pricing information (including but not limited to rates, margins, and budgets), Company's financial and budget information, Company's customer lists, information about the education, background, experience, and/or skills possessed by Company employees, Company employee compensation information, Company's service and/or sales concepts, Company's service and/or sales methodology, Company's service and/or sales techniques, Company's customer satisfaction data or sales information, or any information which Company marks or identifies as "confidential" at the time of disclosure or confirms in writing as confidential within a reasonable time (not to exceed thirty (30) days) after disclosure. Customer will not disclose Company's Confidential Information to any third party at any time without the prior written consent of Company and shall take reasonable measures to prevent any unauthorized disclosure by its employees, agents, contractors, or consultants. Further, Company's Confidential Information shall include the terms set forth in this Agreement, all of which shall remain the property of Company and shall in no event be transferred, conveyed, or assigned to Customer as a result of the services provided pursuant to this Agreement. The foregoing duty shall survive any termination or expiration of this Agreement.

- (b) Company also understands and acknowledges that Customer may, from time to time, disclose to Company proprietary ideas, concepts, expertise, and technologies developed by Customer relating to computer application programming, installation, and operation (collectively "Customer's Confidential Information"). Customer may further provide to Company documentation, reports, memoranda, notes, drawings, plans, papers, recordings, data, designs, materials, or other forms of records or information relating to Customer's business operations (collectively "Confidential Trade Information"). Company agrees (i) not to use any Customer Confidential Information or Confidential Trade Information for its own use or for any purpose other than the specific purpose of completing the Services; (ii) not to voluntarily disclose any Customer Confidential Information or Confidential Trade Information to any other person or entity; and (iii) to take all reasonable measures to protect the secrecy of, and avoid disclosure or use of, Customer Confidential Information and/or Confidential Trade Information in order to prevent it from falling into the public domain or the possession of persons other than those persons authorized hereunder to have such Customer Confidential Information and/or Confidential Trade Information. The foregoing duty shall survive any termination or expiration of this Agreement.
  - (c) In no event shall Customer use Company's Confidential Information to reverse engineer or otherwise develop products or services functionally equivalent to the products or services of the Owner.
  - (d) The following shall not be considered Confidential Information for purposes of this Agreement: (a) Information which is or becomes in the public domain through no fault or act of the receiving party; (b) Information which was independently developed by the receiving party without the use of or reliance on the disclosing party's Confidential Information; (c) Information which was provided to the receiving party by a third party under no duty of confidentiality to the disclosing party; or (d) Information which is required to be disclosed by law with no further obligation of confidentiality, provided, however, prompt prior notice thereof shall be given to the party whose Confidential Information is involved.
  - (e) The parties agree that the disclosure of any of the foregoing Confidential Information by either party shall give rise to irreparable injury to the owner of the Confidential Information, inadequately compensable in monetary damages. Accordingly, the non-disclosing party may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies which may be available.
11. Nonsolicitation of Employees. Customer will not, either directly or indirectly (except through Company) solicit, hire, or contract with any Company employee during the term of this Agreement and for a one (1) year period following termination thereof (hereafter the "Nonsolicitation Term"). In the event that Customer desires to directly hire any Company employee during the Nonsolicitation Term, Customer must first seek Company's consent to directly hire the employee and to speak with the Company employee about the employment opportunity. In the event that Company grants Customer the option to directly hire a Company employee, and the Company employee accepts an offer of employment from Customer, the parties shall discuss issues related to the employee's transition to Customer. The employee's start date will be mutually agreed upon by Customer and Company in writing. Provided the parties agree to the Company employee's transition terms, Customer shall pay Company a placement fee of no less than 20% of offered salary prior to the Company employee commencing work as an employee of Customer. Unless the parties agree otherwise, Customer shall not directly hire more than two Company employees during the Nonsolicitation Term. If Customer hires a Company employee without first obtaining the consent of Company, Customer shall pay Company a liquidated damage equal to 100% of the employee's fair market salary, as determined by Company in its sole discretion. This provision is considered a material term that allows for accelerated termination rights under paragraph 14 of this Agreement.
12. Customer Responsibilities. In addition to any obligations and responsibilities described in the SOW or elsewhere in this Agreement, Customer shall have shared responsibility with Company regarding the following:

- (a) To ensure that the necessary business and application knowledge is available and conveyed from the Customer's existing support team to Company's support team.
  - (b) Provide ready access to all appropriate computing platforms, documentation (e.g., program source, copybooks, tables, subroutines) and personnel (i.e., end users and technical representatives) necessary to fully understand the current business systems and environments throughout the life of the engagement.
  - (c) Provide at its facility, office space and equipment for Company's on-site employees. Access will also be provided to the Customer's source libraries, test systems, and test data.
  - (d) Provide external communications capability and/or access to its work facility to enable Company's onsite project team to access the Customer's information technology system for after hours or weekend Services as required.
  - (e) Customer shall assign an employee or representative to be present at the work facility for any after hours or weekend Services provided by Company. In the event that Customer declines or fails to assign an employee or representative to be present during such hours, Customer waives any and all claims for any property damage or loss that occurs during such time that Company's employee(s) is on the Customer's work facility.
  - (f) Provide passwords and job numbers to Company employees as needed.
13. Warranty of Services. Any warranty offered by Company for Services provided herein shall be set forth in the SOW. In the absence of any warranty language in the SOW, Company warrants that all Services performed pursuant to this Agreement will be performed in accordance with the general standards and practices of the information technology industry in existence at the time the Services are being performed.
- IN THE EVENT  
THAT THERE IS NO WARRANTY SET FORTH IN THE SOW, THE FOREGOING EXPRESS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS EXPRESSED OR IMPLIED, ORAL OR WRITTEN, CONTRACTUAL OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT APPLICABLE.
14. Work order and project close out.
- (a) Company's project manager will send a notification of project completion to Customer at the end of the project. Company considers a project complete when all tasks have been completed and all deliverables turned over to the Customer. The Project (as applicable and detailed in the Work Order) as well as any Change Order(s) will be used as the guideline to determine project completion.
  - (b) Company will request a meeting with Customer to review the project completion report and to demonstrate the project deliverables were completed. If there are any project deliverables customer understands were not completed by Company, such deliverables will be reviewed by Company and a corrective action plan will be developed to satisfy any incomplete deliverables. If all tasks are found by Customer to be complete, Customer is expected to sign the project close out reports and Company will close the project. If such signature is unreasonably withheld, Company may invoice Customer for additional project management time.
15. Limitation of Liability. Customer agrees that Company shall not be liable to Customer, or any third party, for (1) any liability claims, loss, damages or expense of any kind arising directly or indirectly out of services

provided herein for (2) any incidental or consequential damages, however caused, and Customer agrees to indemnify and hold Company harmless against such liabilities, claims, losses, damages (consequential or otherwise) or expenses, or actions in respect thereof, asserted or brought against Company by or in right of third parties or for (3) any punitive damages. For purposes of this Agreement, incidental or consequential damages shall include, but not be limited to, loss of anticipated revenues, income, profits or savings; loss of or damage to business reputation or good will; loss of Customers; loss of business or financial opportunity; or any other indirect or special damages of any kind categorized as consequential or incidental damages under the law of the State of Colorado. Company's liability for any damages hereunder shall in no event exceed the amount of fees paid by Customer to Company as of the date the alleged damages were incurred.

16. Indemnification. Each party shall indemnify, defend and hold harmless the other, its employees, principals (partners, shareholders or holders of an ownership interest, as the case may be) and agents, from and against any third party claims, demands, loss, damage or expense relating to bodily injury or death of any person or damage to real and/or tangible personal property directly caused solely by the negligence or willful conduct of the indemnifying party, its personnel or agents in connection with the performance of the Services hereunder. To the extent that such claim arises from the concurrent conduct of Customer, Company and/or any third party, it is expressly agreed that Company's liability shall be limited by the terms and provisions of paragraph eleven (11) herein and that, with respect to any remaining obligations to pay any third party claims, demands, losses, damages or expenses that are not limited by the terms and provisions of paragraph eleven (11) herein, each party's obligations of indemnity under this paragraph shall be effective only to the extent of each party's pro rata share of liability. To receive the foregoing indemnities, the party seeking indemnification must promptly notify the other in writing of a claim or suit and provide reasonable cooperation (at the indemnifying party's expense) and full authority to defend or settle the claim or suit. The indemnifying party shall have no obligation to indemnify the indemnified party under any settlement made without the indemnifying party's written consent.

17. Equal Opportunity Employer. Company is an Equal Opportunity Employer and does not discriminate in recruitment, hiring, transfer, promotion, compensation, development, and termination of its employees on the basis of race, color, sex, age, marital status, national origin, handicap, religious beliefs, veteran's status or other protected category as required by applicable Federal, State and local laws. Customer likewise represents that it will not discriminate in the referral or acceptance of Consultants hereunder on the basis of race, color, sex, age, marital status, national origin, handicap, religious beliefs, veteran's status or other protected category as required by applicable federal, state and local laws.

18. Termination.

(a) Termination for Cause: If either party believes that the other party has failed in any material respect to perform its obligations under this Agreement (including any Exhibits or Amendments hereto), then that party may provide written notice to the other party's management representative describing the alleged failure in reasonable detail. If the alleged failure relates to a failure to pay any sum due and owing under this Agreement or if Customer makes an unauthorized solicitation of a Company employee under the provisions of paragraph eight (8) herein, the breaching party shall have ten (10) business days after notice of such failure to cure the breach. If the breaching party fails to cure within ten (10) business days, then the non-breaching party may immediately terminate this Agreement, in whole or in part, for cause by providing written notice to the management representative of the breaching party. With respect to all other defaults, if the breaching party does not, within thirty (30) calendar days after receiving such written notice, either (a) cure the material failure or (b) if the breach is not one that can reasonably be cured within thirty (30) calendar days, then the non-breaching party may terminate this Agreement, in whole or in part, for cause by providing written notice to the management representative of the breaching party.

(b) Termination for Bankruptcy: Either party shall have the immediate right to terminate this Agreement, by providing written notice to the other party, in the event that (i) the other party becomes insolvent,

enters into receivership, is the subject of a voluntary or involuntary bankruptcy proceeding, or makes an assignment for the benefit of creditors; or (ii) a substantial part of the other party's property becomes subject to any levy, seizure, assignment or sale for or by any creditor or government agency.

- (c) Payments Due: The termination of this Agreement shall not release either party from the obligation to make payment of all amounts then or thereafter due and payable.
- (d) Permitted Delays: Each party hereto shall be excused from performance hereunder for any period and to the extent that it is prevented from performing any services pursuant hereto in whole or in part, as a result of delays caused by the other party or an act of God, or other cause beyond its reasonable control and which it could not have prevented by reasonable precautions, including failures or fluctuations in electric power, heat, light, air conditioning or telecommunication equipment, and such nonperformance shall not be a default hereunder or a ground for termination hereof. Company's time of performance shall be enlarged, if and to the extent reasonably necessary, in the event: (i) that Customer fails to submit information, instructions, approvals, or any other required element in the prescribed form or in accordance with the agreed upon schedules; (ii) of a special request by Customer or any governmental agency authorized to regulate, supervise, or impact Company's normal processing schedule; (iii) that Customer fails to provide any equipment, software, premises or performance called for by this Agreement, and the same is necessary for Company's performance hereunder. Company will notify Customer of the estimated impact on its processing schedule, if any.
- (e) Continuation of Services: Company will continue to perform Services during the notice period unless otherwise mutually agreed upon by the parties in writing. In the event that Customer provides the notice of termination and directs Company not to perform the services through the notice period, Customer agrees to pay Company an amount equal to the amount normally due to Company for the notice period. Upon termination by either party, Customer will pay Company for all services performed and charges and expenses reasonably incurred by Company in connection with the services provided under this Agreement through the date of termination.

19. Miscellaneous Clauses:

- (a) Non-Restrictive Relationship. Company may provide the same or similar services to other customers and Customer may utilize other information technology service providers that are competitive with Company.
- (b) Waiver. The rights and remedies provided to each of the parties herein shall be cumulative and in addition to any other rights and remedies provided by law or otherwise. Any failure in the exercise by either party of its right to terminate this Agreement or to enforce any provision of this Agreement for default or violation by the other party shall not prejudice such party's rights of termination or enforcement for any further or other's default or violation or be deemed a waiver or forfeiture of those rights.
- (c) Force Majeure. Neither party will be liable to the other for failure to perform its obligations hereunder if and to the extent that such failure to perform results from causes beyond its control, including and without limitation: strikes, lockouts, or other industrial disturbances; civil disturbances; fires; acts of God; acts of a public enemy; compliance with any regulations, order, or requirement of any governmental body or agency; or inability to obtain transportation or necessary materials in the open market.
- (d) Notices. All notices required under or regarding this Agreement will be in writing and will be considered if delivered personally, mailed via registered or certified mail (return receipt requested and

postage prepaid), given by facsimile (confirmed by certification of receipt) or sent by courier (confirmed by receipt) addressed to the following designated parties:

If to Company:	If to Customer:
Mile High Computing LLC	City Of Sand Point
PO Box 371583	3380 C Street #205
Denver CO 80237	Anchorage AK 99503
ATTN: Steve Raines	ATTN: Debi Schmit

- (e) Severability. If any term or provision of this Agreement is held to be illegal or unenforceable, the validity or enforceability of the remainder of this Agreement will not be affected.
- (f) Captions. The section headings in this Agreement are intended solely for convenience of reference and shall be given no effect in the construction or interpretation of this Agreement.
- (g) Entire Agreement. This Agreement and the SOW(s) and/or CAO(s) incorporated herein constitute the entire agreement between the parties and supersede any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement.
- (h) Amendments. This Agreement and the Exhibits may be amended only by an instrument in writing executed by the parties hereto. Any written work order submitted by Customer shall not amend the terms of this Agreement and will only be considered (1) a statement of the work to be performed; (2) set forth any deadlines or schedules; and (3) the additional fees to be charged, if any, for any out of scope work or services stated on the work order.
- (i) Applicable Law. This Agreement is made under and will be construed in accordance with the law of Colorado without giving effect to that state's choice of law rules. The forum for any dispute or litigation arising out of this Agreement shall be in the Courts of Common Pleas of Company's Home County Court or in the Federal District Court for Company's Federal District Jurisdiction.
- (j) Successors and Third Party Beneficiaries. This Agreement shall inure to the benefit of Company and Customer and any successors or assigns of Company and Customer. No third party shall have any rights hereunder.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first above written.

Mile High Computing LLC



06/13/2025

\_\_\_\_\_  
Steve Raines / Owner

Date

City of Sand Point

Attest/Witness

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Date

# PUBLIC COMMENTS

# COUNCIL COMMENTS

AGENDA ITEMS  
FOR NEXT MEETING

NEXT MEETING DATE

# ADJOURNMENT