Tg Techgroup
the Human Side of IT

Request For Proposals
Information Technology (IT) Managed Services

For

To
Josh Arneson, Town Manager
jarneson@richmondvt.gov
802-434-5170

From
David Boera, Director of Cloud Services
The Tech Group, LLC
21 Gregory Drive, Suite 120, South Burlington, Vermont
dboera@tgvt.net
802-862-1197 ext. 115

December 14, 2021

Tech Group Proposed Information Technology (IT) Managed Services Summary

Y/N	Current Services for the Town Administrative Offices	Charges
	Budgetary Option (if needed): Maintain the Current IT Managed Services	$1,039.50 / month
Y/N	**Proposed Services for the Town Administrative Offices**	**Charges**
	Option 1: **Tech Group CompleteCare IT Managed Services**	$1,595.50 / month
	Option 2: **Tech Group EssentialCare IT Managed Services**	$1,299.50 / month
	Tech Group SecureCare Security Services	$190.00 / month
	VERMONT CLOUD Disaster Recovery Services	$100.00 / month
Y/N	**Proposed Services for the Town Water Sewer Department**	**Charges**
	Option 1: **Tech Group CompleteCare IT Managed Services**	$270.00 / month
	Option 2: **Tech Group EssentialCare IT Managed Services**	$170.00 / month
	Google Basic Starter Email Account License	$6.00 / month / account
	Tech Group SecureCare Security Services	$10.00 / month / account
	Tech Group Dark Web Monitoring	$20.00 / month
	CompleteCare Intelligent Network Monitoring for Network Devices	$40.00 / month / device
	EssentialCare Intelligent Network Monitoring for Network Devices	$30.00 / month / device
Y/N	**Term**	
	1-Year Term, with (2) optional 1-year extensions	
Y/N	**Total**	**Charges**
	Recurring Services Total	$_____ / Month

IN WITNESS HEREOF, the parties hereto have caused this proposal to be accepted by their duly authorized representatives on the dates set forth below.

Accepted By:

Josh Arneson, Town Manager
Town of Richmond, Vermont
203 Bridge Street
Richmond, Vermont 05477

David Boera, Director of Cloud Services
The Tech Group, LLC
21 Gregory Drive, Suite 120
South Burlington, Vermont 05403

Signature: _____

Date: _____

Signature: _____

Date: _____

Current IT Managed Services

For the Town of Richmond Administrative Offices

Under Contract thru January 31, 2022

Budgetary Option (if needed): **Current Tech Group IT Managed Services**   **$1,039.50 / month**
Includes:
Remote Plus Managed Services for (1) Server and (1) Network Device (Firewall) with Remote and Onsite 8x5 Help Desk
Remote Managed Services for (12) PCs with Remote Only 8x5 Help Desk
Proactive Intelligent Hardware Monitoring and Alerting
Microsoft and Third-Party Patch Management
Managed Anti-Virus / Anti-Malware (Webroot)
Inventory Capture Services
VERMONT CLOUD Data Restoration Platform Imaged-Based Onsite and Offsite Backup Services for the (1) Server
(7) Microsoft 365 Apps for Business Subscriptions for the Microsoft Office Application Suite (Outlook, Word, Excel, etc.)

All services are exclusively for the Town of Richmond Administrative Office except ..
(15) Google Basic Starter Email Account Licenses for the Town Administrative Office and Water Sewer Department

Please note, if the Town of Richmond would like to renew these current services, as they are, for 1-year, due to budget restrictions, this is an option

The Tech Group would prefer this option over losing the Town as a valued Business Partner, though we highly recommend and would like to see the Town of Richmond upgrade the current IT Managed Services to our proposed CompleteCare Managed Services package (Option 1; on Page 4), which includes increased security and support, as requested in the RFP

The current service package DOES NOT include ..
Onsite Help Desk services, if needed, for the PCs
Management of the Network Switch
Quarterly onsite IT technical assistance, as requested in the RFP
vCIO Services
ThreatLocker Application Whitelisting and Ringfencing Solution for the Server
Next Gen Anti-Virus / Anti-Malware / Ransomware Protection with Endpoint Detection and Response (EDR)
Cloud Backup for the Google Email Accounts
Email Security with Threat Protection and Email Archiving
Corporate Fraud / Spear-Phishing Protection Services
Dark Web Monitoring
Disaster Recovery Services for the Server, as requested in the RFP

Proposed IT Managed Services Details for the Town of Richmond Administrative Offices

Option 1: **Tech Group CompleteCare Managed Services**   **$1,595.50 / month**

- For (1) Server, (8) PCs, (4) Laptops, and (2) Core Network Devices (Firewall and Network Switch)
- Proactive Intelligent Hardware Monitoring and Alerting
- Remote Access Utility for Technical Assistance
- ThreatLocker Application Whitelisting and Ringfencing Solution for the Server
- Microsoft and Third-Party Patch Management
- Managed Next Gen Anti-Virus / Anti-Malware / Ransomware Protection with Endpoint Detection and Response (EDR) (SentinelOne)
- System Inventory Capture and Warranty Tracking
- Annual Onsite IT Strategy Meeting with a Senior Technology Consultant (vCIO)
- Account and Asset Management
- Monthly Executive Reporting
- Unlimited Remote or, if needed, Onsite Help Desk Support, 8:00am to 5:00pm, Monday thru Friday
- VERMONT CLOUD Data Restoration Platform
  Imaged-Based Onsite and Offsite Backup Services for the (1) Server and up to 2TB of Offsite Storage
  Includes: Hardware and Software Licensing, 24x7 Management System Monitoring, 8x5 Administrative Monitoring, Weekly Reporting, and Monthly Test Restores

  Please note, with VERMONT CLOUD all data is encrypted in transit and at rest with VERMONT CLOUD services, and the off-site storage would be housed on Tech Group owned and administered equipment in Tech Vault, Vermont's only HIPAA, PCI / DSS, SSAE-18 / SOC II compliant LEED certified data center

- (7) Microsoft 365 Apps for Business Subscriptions (for the Microsoft Office Application Suite)
- (15) Google Basic Starter Email Account Licenses (for the Administrative Office and Water Sewer Department)

Option 2: **Tech Group EssentialCare Managed Services**   **$1,299.50 / month**

- Same as the CompleteCare Package less the Unlimited Help Desk Assistance

Additional Recommended Security Services

Tech Group SecureCare Security Services   **$190.00 / month**

- For (15) Email Accounts (Administrative Office and Water Sewer Department), and (1) Domain
- Cloud To Cloud Backup for Google Email and Google Online Storage
- Managed Email Security with Advanced Threat Protection and Email Archiving
- Corporate Fraud / Spear-Phishing Protection Services
- Dark Web Monitoring for the Primary Domain ('Richmondvt.gov')

Additional Recommended Backup Services

VERMONT CLOUD Disaster Recovery Services   **$100.00 / month**

- Server Instance / Restore Points, in the Cloud for (1) Server and up to 2TB of Secure Online Storage
- 24x7 Management System Monitoring, and 8x5 Weekday Administrative Monitoring
- Restore Points to the last 3 Daily and Last 2 Weekly Server Instances
- Same or Next Business Day Temporary Server Access for Business Continuity

Proposed IT Managed Services Details for the Town of Richmond Water Sewer Department

Option 1: Tech Group CompleteCare Managed Services   **$270.00 / month**

- For (3) PCs, (1) Laptop, and (1) Tablet
- Proactive Intelligent Hardware Monitoring and Alerting
- Remote Access Utility for Technical Assistance
- Microsoft and Third-Party Patch Management
- Managed Next Gen Anti-Virus / Anti-Malware / Ransomware Protection with Endpoint Detection and Response (EDR) (SentinelOne)
- System Inventory Capture and Warranty Tracking
- Account and Asset Management
- Monthly Executive Reporting
- Mobile Device Management for the Tablet
- Unlimited Remote or, if needed, Onsite Help Desk Support, 8:00am to 5:00pm, Monday thru Friday

Option 2: Tech Group EssentialCare Managed Services   **$170.00 / month**

- Same as the CompleteCare Package less the Unlimited Help Desk Assistance

Recommended Additional Security Services

Google Basic Starter Email Account License   **$6.00 / month / account**

- Google Email Account

Tech Group SecureCare Security Services   **$10.00 / month / account**

- To Share the SecureCare Expenses with the Town Administrative Offices for Cloud To Cloud Backup, Managed Email Security with Advanced Threat Protection and Email Archiving, and Corporate Fraud / Spear-Phishing Protection Services

Tech Group Dark Web Monitoring   **$20.00 / month**

- To Share Dark Web Monitoring for 'Richmondvt.gov' with the Town Administrative Offices

Please note, the changes for the Google License, SecureCare Security Service add-ons, and Dark Web Monitoring, depending on the licenses needed for each, would be subtracted from the proposed charges for the Town Administrative Offices services on Page 4

CompleteCare Intelligent Network Monitoring   **$40.00 / month / device**

- For Managed Switches, Firewalls, Wireless, NASs, and more
- Device Monitoring and Alerting, if applicable
- Cloud Configuration Backups, if applicable
- Unlimited Remote or, if needed, Onsite Help Desk Support, 8:00am to 5:00pm, Monday thru Friday

EssentialCare Intelligent Network Monitoring   **$30.00 / month / device**

- Same as the CompleteCare Package less the Unlimited Help Desk Assistance

The Tech Group

RFP Response
The Tech Group, LLC, has read and will comply with all the terms and conditions of the Town of Richmond's RFP for IT Managed Services. Our proposal presents our solutions and responses to the Town's requests presented in this RFP.

Goal of Our Proposal
The goal of our proposal is to provide the Town of Richmond more operational effectiveness, their employees an improved IT user experience, propose ways to increase the security footprint of the Town's IT network, and minimize IT support costs with a strategically designed IT Managed Services package based on the Town's current IT needs, with security front of mind, and in compliance with Federal and State regulations, as requested in the RFP. As well as onboard the same IT Managed Services for the Town's Water Sewer Department, and be the company awarded this RFP, so we remain the Town of Richmond's Primary IT Service Provider.

Award Benefits
We understand the bids for the Town's Administrative Offices and Water Sewer Department IT Managed Services may be awarded separately. A benefit to awarding them together would be for the Administrative Office and the Water Sewer Department to appropriately share (by email license count) the cost of the licenses and services that can be shared, if interested, such as those associated with the Google Email accounts, recommended email security service add-ons, quarterly onsite assistance, and annual consulting meetings. Since the email account domain name is shared the secure services related to email (including the license email licenses, cloud backup for email, email security with advanced treat protection and email archiving, and corporate fraud protection) can only be provided by one provider. The Tech Group will always be flexible and open to ideas that the Town of Richmond might have that could benefit the Town's budget and contractual obligations in any way.

About The Tech Group
The Tech Group, LLC, is a Vermont company, founded in 2006, originally started in 1992 as Computer Services of Vermont. We have one office in South Burlington, Vermont, with a handful of employees working securely from home offices in Vermont, and out of state. We have 22 full-time employees, and 3 contractual resources (1 in Maine, the other 2 are local). Our full-time employees include our President and CEO who is also a Technical Sales Engineer, 2 other Technical Sales Engineers, 3 Account Managers / Sales Engineers, our Security and Compliance Officer, our Service Manager / Project Coordinator, 2 Service Desk Administrators, our Managed Services Director, 8 Network Engineers (11 total with our Directors and Officers), our Marketing Specialist, our Human Resources Director, and our Office Manager. Key contacts are noted on Page 14 of this proposal. Our team has an extensive number of years of combined professional IT and customer service experience. Having worked with many Cities and Towns throughout the State we understand the challenges faced by municipalities in today's marketplace, and these challenging times, and we offer the most extensive expertise for municipal IT services in Vermont.

Statement of Qualifications
We are a Value-Added Reseller, Microsoft and Google Cloud Solution Provider, Network Security Strategic Consultant, and IT Managed Service Provider, specializing in Network and Data Security, IT Managed Services, IT Managed Security Services, Managed Threat Intelligence, and Private Cloud Hosting Services, with over 400 active Business Partners, including over a dozen Vermont municipalities (the Towns of Bolton, Burlington, Cambridge, Charlotte, Chester, Hinesburg, Hyde Park, Jericho, Johnson, Milton, Orwell, Randolph, Roxbury, South Burlington, Underhill, and of course the Town of Richmond, Vermont, as well). See references on Pages 12 and 13.

We also administer Network Security, Best Practices, and leading-edge backup services. Our VERMONT CLOUD Data Restoration Platform is a Trademarked service (nationally), that provides onsite, offsite, and disaster recovery backup services for same or next business day temporary server access for business continuity. VERMONT CLOUD is hosted on secure allocated storage space in Tech Group's passcode and key-protected equipment rack in Vermont's premier Data Center, Tech Vault, which resides in the same building as the Tech Group office, in South Burlington. All data is encrypted in transit and at rest.

Our Project and Specialty Services include, Network Migrations, Network and Cyber Security Risk Assessments, Vulnerability Testing, Wireless Site Surveys, Project Assistance, Staff Augmentation, Stand-by Services, Software and Hardware Product Consulting, Sales Support, Asset Management and Warranty / Renewal Tracking, and Configuration and Implementation Assistance.

Partnerships

Our vendor partnerships, field experience, and certifications include, among others, industry leading companies such as Adtran, APC by Schneider Electric, Anchor, Aruba, Autotask / Datto, Barracuda, Buffalo, BullPhish, Carbonite, Cisco, Citrix, Dell, Duo, Fortinet, Google, Graphus, HP, HPE, IBM MaaS360, IDAgent, Kaseya, KnowBe4, KnowledgeWave, LogicMonitor, Microsoft, Netwrix, Password Boss, RocketCyber, Qualys, SentinelOne, Spanning, Sonicwall, SOPHOS, StorageCraft, Symantec, Synology, Tech Vault, ThreatLocker, Unitrends, Veeam, Vertek, VMware, WebTitan, and Webroot.

Differentiator

A big benefit for both the Town and The Tech Group in maintaining our Business Partnership is there IT Managed Service coverage already in place, and we can keep what the Town has in place, if you'd like, as is, or add recommended security upgrades and proactive technical services and consulting, as requested, if the budget will allow. We have all the Town's network credentials, documentation, and inventory capture reports securely stored for the Town and will be able to continue coverage without interruption if awarded the services again in 2022.

On top of being the Town's incumbent IT Service Provider, The Tech Group is also a New Charter Technologies (NCT) company now, sharing training, marketing, sales philosophies, technical resources, strategies, and purchasing advantages with nearly 20 other regional MSP leaders around the U.S. and Canada. This move has improved our Managed Services deliveries, and our overall knowledge, training, and purchasing positioning. Our collaboration with the other NCT companies is expanding what we can do for our clients in regarding to overall IT Service, and allowing us to offer newer, better, more advanced solutions, designed for customer satisfaction, data integrity, and network uptime.

Proposed Approach

If selected to continue as the Town of Richmond's Primary IT Service Provider and Consultant, we will not need to a migration plan or timetable to onboard our services; the critical ones are in place already. A Senior Account Manager Assignment will be confirmed, and a Technical Lead (Virtual Chief Information Officer, or vCIO) will be assigned to assist the Town with all IT needs, and new service onboardings if contracted.

Our Proposal

Our proposal provides proactive IT Managed Services with value-added security, quarterly onsite IT technical assistance, and annual IT strategy meetings with your Senior Account Manager and vCIO.

Our recommended SecureCare Security Services provide cloud to cloud backup for the Town's Google Email accounts, email security with advanced threat protection, email archiving, corporate fraud / spear-phishing protection services, and dark web monitoring for any credentials sets for any user suing the Town's primary domain ('Richmondvt.gov').

As mentioned, we are a value-added reseller, with more buying power than ever before as an NCT company, specializing in procurement management, break / fix, help desk technical support (remote, over the phone, onsite, or afterhours), and new product installs (software or hardware). We can absolutely help with IT policy review and development, security and compliance, and planning and guidance. We use several databases and utilizes for inventory capture and asset inventory tracking, hardware lifecycle management, and hardware software and service renewals. We can, and will, assist with and help coordinate warranty issues, but we are not a warranty center for any vendor. Most vendors use local subcontractors for warranty replacement services.

Our proposal will either maintain what the Town of Richmond currently has in place or what we are recommending for enhancements and security upgrades. These include onsite help desk services, if needed for all contracted hardware, quarterly onsite IT technical assistance, vCIO Services, ThreatLocker Application Whitelisting and Ringfencing Solution for the Server, an upgrade to a next gen Anti-Virus / Anti-Malware / Ransomware Protection with Endpoint Detection and Response (EDR) solution, as recommended by VLCT this past summer with their Cyber Security Survey and Response, cloud backup for email for increased security and greater retention, email security with advanced threat protection and email archiving, corporate fraud / spear-phishing protection services, dark web monitoring, and disaster recovery services for the Server for same or next business day server access for business continuity.

Security Awareness Training, KnowledgeWave Learning Site Services and Managed Threat Intelligence Services (SIEM+SOC)

The Tech Group can provide Security Awareness Training (i.e., KnowBe4, or BullPhish), KnowledgeWave Learning Site Services, and Managed Threat Intelligence Services (Security Incident Event Management and Security Operations Center Services, or SIEM+SOC), if interested. Proposals available upon request.

Support

Live help desk support is available during our normally business hours, 8:00am to 5:00pm, Monday thru Friday. Those time frames match the coverage hours of the contract. Afterhours, weekend, and holiday assistance is available at variable rates and conditions documented on Page 10 of this proposal. The Tech Group has an afterhours answering service that contacts our service team if afterhours services are needed. Our response times and escalation process are also documented on Page 10 of this proposal. Our staff all work our normal business hours. Our Help Desk is out of our office in South Burlington, Vermont. The number for our help desk, our Service Manager, and Service Desk Administrators during normal business hours, or afterhours, is the same. 802-862-1197 option 1.

Our standard reporting is weekly on server backups, and monthly for our Managed Services Executive Reports. Customized reports for just about anything else are available, if needed. And our support tickets do have customer surveys tied to their completion for service support rating and feedback.

Our goal with our packages is to provide a mix of proactive services with help desk support options, if needed. We strongly recommend backups of all data no matter where it resides, and we believe in a layered approach for security and protection of your IT network and email.

Financials

Regarding technology pricing our margins vary depending on quantity, hardware type, and vendors. Typically, our overall profit margin is between 12 to 16 percent.

In general, regarding our charges ..

- Remote Backup, we incorporate into a Managed Service Package and bill for monthly
- Network and Email Service Monitoring, we incorporate into a Managed Service Package and bill for monthly
- Procure Management, is not billed
- Warranty Assistance / Coordination, is not billed unless the warranty is expired
- Break Fix, is normally covered under the contract unless the product or its software are end of life, which we bill for
- Installations, are outside the scope of the contract and fully billable
- Technical Support (remote or onsite), we incorporate into a Managed Service Package and bill for monthly
- IT Policy Review and Guidance, may be billable depending on the complexity or the need to involve our security and compliance team
- Implementation planning and guidance, we incorporate into a Managed Service Package and bill for monthly
- Actual Implementation Services, including onsite implementation of business applications, or projects are outside the scope of the contract and fully billable
- Onsite migration of data to a new PC / Laptop, is outside the scope of the contract and fully billable
- Asset Inventory and Hardware Lifecycle Management, and Software Licensing Control, we incorporated into a Managed Service Package and bill for monthly
- We can assist with things like SCADA and ACS Services in coordination with those direct services, but our time would be fully billable
- Microsoft and Third-Party Patch Management, we incorporate into a Managed Service Package and bill for monthly
- Reporting, we incorporate into a Managed Service Package and bill for monthly
- Microsoft 365 CSP Licensing and Google Email Licenses, we billed for as a monthly service
- Lots of our proactive services are bundled and discounted as part of a bundle - Standalone services are normally billed at MSRP - Bundled services are discounted based on the bundle, and the endpoint counts

Thank You

Thank you for the opportunity to propose continuing IT Managed Services for the Town of Richmond. We truly appreciate it. The Tech Group is dedicated to setting new and higher standards of community and customer service, motivated by pride in our work and a hands-on friendly approach. We are guided by the precepts of customer service, professionalism, planning, and proficiency. We have an established history of working well with our valued Business Partners, whether they have IT staffs or not, and with all user levels. We are *the Human Side of IT*. We can make a difference, and we are here to help.

Tech Group Labor Rates and Response Times
Labor Rates

Contract Labor Rate
$130.00 / Hour for Help Desk Services Outside the Scope of the Contract, including New Product Installs
$150.00 / Hour for Security & Compliance Related Services and Assistance
During Tech Group Business Hours: 8:00am to 5:00pm, Monday thru Friday

Afterhours call-in line (802-862-1197 option1) and services are available, but billable as follows ..

Afterhours Labor Rate
Time and a half
(1 Hour Minimum)
Afterhours: 5:01pm to 7:59am, Monday thru Friday

Weekend Labor Rate
Double time
(2 Hour Minimum)
Weekends: 5:01pm Friday to 7:59am Monday

Holiday Labor Rate
Double time
(4 Hour Minimum)
On Tech Group Recognized Holidays: 5:01pm the Day Before to 7:59am the Day After
New Year's Day, Memorial Day, Independence Day, Labor Day,
Thanksgiving Day, Thanksgiving Friday, Christmas Eve, Christmas Eve and **New Year's Eve**

Tech Group Response Times

Service Not Available (all users and functions unavailable)
Response Time: Within 30 Minutes
Resolution Time: ASAP – Best Effort
Escalation Threshold: Within 1 Business Hour

Significant Degradation of Service (many users or critical business functions affected)
Response Time: Within 1 Business Hours
Resolution Time: ASAP – Best Effort
Escalation Threshold: Within 2 Business Hours

Limited Degradation of Service (limited number of users or functions affected, business process can continue)
Response Time: Within 4 Business Hours
Resolution Time: ASAP – Best Effort
Escalation Threshold: Within 8 Business Hours

Small Degradation of Service (single user affected, business process can continue)
Response Time: Within 24 Business Hours
Resolution Time: ASAP – Best Effort
Escalation Threshold: Within 48 Business Hours

Terms

- System and mailbox counts are subject to change after the new contract review process is completed, and accurate system counts are determined, discussed, and agreed upon
- The contracts are based on licensing and unit counts - Any increase / decrease in the number of units covered or licenses needed will result in an increase/decrease in the monthly fee, with prorated billing, if applicable - The client shall notify the Tech Group of any decreases
- Microsoft CSP licensing and contractual terms will be going thru major changes in 2022 - The Tech Group reserves the right to increase price points for Microsoft CSP licenses and adjust any contractual terms for Microsoft CSP licenses but only once any price increases or contractual terms are implemented by Microsoft, and any changes are discussed, and agreed upon between the Town of Richmond and the Tech Group
- 1-Year Term, with (2) optional 1-year extensions
- No fees would be incurred to onboard any additional recommended services for the Town Administrative Offices, or any new services for the Town Water Sewer Department
- Services billed monthly, on the first of each month
- Payment Net 15
- Proposal valid thru 1/31/2022

References

Fully Managed Municipal References

Julie Hance, Town Manager
Town of Chester, Vermont
556 Elm Street, Chester, Vermont 05143
802-875-2173 ext. 101
julie.hance@chestervt.gov

Paul Carrier, Administrative Assistant
Town of Jericho, Vermont
67 Vermont Route 15, Jericho, Vermont 05465
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Brian Story, Town Administrator
Town of Johnson, Vermont
293 Lower Main Street, Johnson, Vermont 05656
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tojadministrator@townofjohnson.com

Ron Rodjenski, Town Administrator
Town of Hyde Park, Vermont
344 Vermont Route 15 West, Hyde Park, Vermont 05655
802-888-2300 ext. 2
ron@hydeparkvt.com

Brad Holden, Town Administrator
Town of Underhill, Vermont
12 Pleasant Valley Road, Underhill 05489
802-899-4424 ext. 101
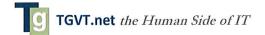bholden@underhillvt.gov

Amy Glover
Town of Bolton, Town Clerk
3045 Roosevelt Highway, Waterbury, Vermont 05676
802-434-3064 ext. 222
clerkbolton@gmavt.net

John Bartlett, Director of Admin, Facilities, Human Resources & IT
Town of Milton, Vermont
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802-893-8049
jbartlett@miltonvt.gov

Mark Schilling, Town Clerk
Town of Cambridge, Vermont
85 Church Street, 2nd Floor, Jeffersonville, Vermont 05464
802-264-5589
acohen@colchestervt.gov

Patti Johnson, Manager
Addison County Solid Waste Management District
1223 Route 7 South, Middlebury, Vermont 05753
802-388-2333
patti@acswmd.org

Municipal References with IT Departments with Standalone IT Managed Services thru The Tech Group

Adam Cohen, IT Administrator
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781 Blakely Road, Colchester, Vermont 05446
802-264-5589
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Lise Veronneau, IT & Finance Director
Burlington Police & Fire Departments
One North Avenue, Burlington, Vermont 05401
802-540-2153
lveronneau@bpdvt.org

Commercial IT Managed Services / Security Managed Service / Private Cloud Hosting References

Narda Carlson, IT Administrator - IS Coordinator
Primmer Piper Eggleston & Cramer, PC
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802-660-3314
ncarlson@primmer.com

Russ Stratton, IT Coordinator
Lake Champlain Chocolates
750 Pine Street, Burlington, Vermont 05401
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Commercial IT Managed Services References

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1 King Street Dock, Burlington, Vermont 05401
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Jason Buss, Business Manager
Green Mountain Club
4711 Waterbury-Stowe Road, Waterbury Center, Vermont 05677
802-244-7037 ext. 114
jbuss@greenmountainclub.org

Pam Brangan, GIS Data & IT Manager
Chittenden County Regional Planning Commission
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pbrangan@ccrpcvt.org

Eric Neil, Facilities / IT
Middlebury Natural Foods Co-op
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Key Tech Group Contacts

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Josh Pepin, Senior Account Manager
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Brian Manning, Director of Managed Services
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Paul Martin, Director of Sales Engineering
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Hannah Wilmot, Marketing Specialist
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Andrew Dow, Assistant Director of Managed Services
adow@tgvt.net
802-862-1197 ext. 103

Marilee Contois and Shelby Copans, Service Desk Administrators
mcontois@tgvt.net
802-862-1197 option 1 for Service
(use this number to have dispatch connect you to any of our techs)

Josh Rollet, Senior Network Engineer
jrollet@tgvt.net
802-862-1197

Maz Galini, Senior Project Engineer
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802-862-1197

Paul Fayette, Technical Sales Associate
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