IT SERVICES
Flathead Reservation Water Management Board

Company Profile

First Call was founded in 2003 by Matt Manley and Conor Smith to serve Montana organizations. First Call has 52 employees, not including our accounting team, located across Montana and has over 150 clients across Montana. First Call is built to consistently drive the following 5 outcomes for our clients:

- **Fewer issues**

- **Less risk**

- **Business and budget alignment**

- **Operational boosts**

- **Happy end users**

First Call takes a team approach to IT (Information Technology) the key stakeholders and leaders of our organization include:

> **Conor Smith**
> **Matt Manley**
> **Meg Ross**
> **Stephen McCollum**
> **Chris Sellers**

In addition to the above vital players, First Call has a complete team of resources fulfilling all the critical functions in coordination with our IT department staff. See the breakdown of our team and the IT functions provided in the supporting graphic:

- IT Support: 17
- Consulting, Engineering/Solution Design: 10
- Professional Services/Installation: 9
- Network Operations / Central Services: 2
- Advanced Cybersecurity: 3
- Training: 1
- Digital Marketing/Web Development: 3
- Marketing/Business Development: 3
- Procurement: 1
- Service Delivery Directors: 2
- Quality Assurance: 1
- Executives: 3

First Call supports the following Government and Municipal clients:

- Missoula Montana Airport
- Flathead Municipal Airport Authority
- Confederated Salish and Kootenai Tribes
- Fergus County
- Daniels County
- Town of Circle
- Town of Stevensville
- City of Polson
- Blaine County
- City of Columbia Falls

Cost of Services and Support hours:

First Call is recommending a "Done with You IT Department - Essentials Agreement" for $580 a month with a one-time up front on-boarding fee of $1160 and is based on:

- 7 (PC's)
- 1 sites requiring a firewall
- 1TB of cloud offsite backup
- Microsoft 365 cloud to cloud backup for all users/emails
- Phish Testing for all users
- Dark Web Monitoring
- Anti-Virus and Anti malware
- Yearly TAM Visits
- Yearly vCIO Tech steering meetings
- On-site and remote Support – paid outside of the agreement.
    - Rates for remote support are $135-$165 hour depending on the technician required – we bill in 15 min increments.
    - Rates for onsite support are $135 - $165 hour depending on the technician required – we bill in one-hour increments. We do not bill travel time for clients within 60 miles of Missoula.

Projects are not included in the agreement. First Call will also provide consultation and recommendations on implementing organization policies and procedures which reflect industry standards and best practices. First Call also has a dedicated design desk and sales desk to provide detailed recommendations on what solutions are most appropriate and what they cost. First Call facilitates purchasing and implementing recommended solutions through its Procurement and Professional Services department. The professional services department will work with the Flathead Reservation Water Management Board's staff on the planning and execution of the implementation processes and projects.

Office hours and rates for after hour support:

Support Team	Description
First Call Support Desk (Remote)	Help Desk resources ONLY resolve issues remotely. **Hours: 7:00AM - 5:00PM**, Monday – Friday, Mountain Time
First Call Field Techs (Onsite)	Field Techs onsite determined as necessary. **Hours: 8:00AM - 5:00PM**, Monday – Friday, Mountain Time
On-Call emergency support service	24/7/365 on-call support is provided by First Call employees, not a 3rd party service provider. After-hours support is charged outside of the agreement depending on the level of support tech required ranging between $135 - $150 hr.

Other Considerations and future budgeting:

We have recommended the Essential Agreement at this time for the Board based on the information we received from Ethan Mace and James Frakes. We recognize the value this board brings to Flathead Valley and that the board will grow over time. With growth often comes added complexity, should the needs of the board change during this growth we have flexible agreements in which support can be included at a fixed rate. We do not recommend including support on the agreement at this time given the issues are low. Ethan has asked that we share the following options with the board for transparency and future consideration:

- Current recommendation – Support not included for 7 end points - $580/month.
- In the same agreement type if the board grew to 10 end points the price would be $630/month.
- If all support were included at 7 end points $980/month.
- If all support were included at 10 endpoints $1210/month.

In addition to IT Managed services, First Call offers services for phone solutions as well as adoption services for M365.

- Given the organization is leveraging M365 we would strongly recommend a M365 Teams phone solution which we are happy to quote.
- Adoption Services can also be discussed should the board want training around this tool stack in a more streamlined way. Adoptions Services include an application specialist that meets with the team quarterly and leverages a tool called Brainstorm. This tool can be set up to focus on the most important goals of the board as it relates to M365/SharePoint/Teams. There is a separate on-boarding fee for these services and a monthly fee for an agreed upon time with the client. Happy to provide further information about these services if they are required. https://firstsolution.com/m365-stardoption/

Next Steps and Timeline:

- Signed Agreement
- On-boarding is billed
- Internal kick off meeting at First Call to prep our team (typically this happens within 1 week of signature)
- vCIO reaches out and sets up client on-boarding kickoff 30 days after signature – monthly billing begins as of the client on-boarding meeting and is prorated.
- On-boarding consists of installing our tools on all machines, installing firewalls, training users on how to use our help desk, documenting the environment, and addressing top-of-mind challenges IT related. Typically takes 30-45 days from the kickoff meeting to complete. We would work with your existing vendor to offboard their tools during this time as well.
- See this landing page about the value of onboarding: https://firstsolution.com/the-value-of-onboarding/