Init'l Rating	Vendor, Location	Concerns	Support method	Data Backup	Conversion/ implementation	Comments/notes
1	**Radical Support Roswell, Ga**		• Offsite via call/Web based trouble ticket entry • Onsite support as need dispatched by support personnel • 1-hour response (SLA)	• None - use installed EMC data system	• Detailed transition plan • Inventory and audit of existing hardware/ software	• Robust trouble ticket management and
2	**Intellispring Norcross, Ga**		• Offsite via call/Web based trouble ticket entry • Onsite support as need dispatched by support personnel	• None - use installed EMC data system	• Detailed transition plan.	• Intellispring's Quality Control Plan (QCP) follows the principles of Total Quality Management, • Well-defined Service Level Agreement (SLA) • Monthly QC reports • Service Management Standards/best practices as set forth by ITIL.
3	**The Management Group Milledgeville**	• Ongoing support issues - wireless	• Phone	• None - use installed EMC data system	• Current Vendor	• Quote includes Monitoring and Maintenance support
4	**Soficity Alpharetta**	• Support 9-5 M-F only • Off-hours support not included in quote	• Offsite via Monitoring/ support software • 4 hours onsite per month	• Data is backed up offsite daily • Data backed up onsite hourly • No physical media to take home	• Load monitoring and support software on PCs and servers • Load Data Back up software to servers	• Sophicity has been providing services to Georgia cities and the Georgia Municipal Association for over ten years • Did a full network assessment for the City of Doraville in 2008, has a detailed understanding of the City's environment and relationship with many of the city's staff.
5	**IVT Hampton, Va**	• Cost almost $200,000 per annum				• Almost $200,000 annually

	Vendor	Monthly	Annual	Hourly Rate #1	Hourly Rate #2	Hourly Rate #3	Hourly Rate #4
4	Soficity (2nd year & thereafter)	$4,985.00	$59,820.00				
4	Soficity (1st year)	$7,260.00	$87,120.00		$125.00		$135.00
2	Intellispring	$7,359.70	$88,316.40	$65.00	$135.00	$165.00	$125.00
1	Radical Support	$7,990.00	$95,880.00	$85.00	$115.00	$135.00	$145.00
1	Radical Support onsite	$9,700.00	$116,400.00	$85.00	$115.00	$135.00	$145.00
3	The Management Group (includes Monitoring and Maintenance support)	$12,950.00	$155,400.00	$65.00	$85.00	$125.00	
5	IVT	$16,456.25	$197,475.00				