IT MANAGED SERVICES PROPOSAL

FOR DASH STOLARZ

MOUNTAINS RECREATION AND CONSERVATION AUTHORITY

PROVIDED BY:

SIMON MAGUIRE | CYBER SPECIALISTS, INC.

DATE: NOVEMBER 8TH, 2018

PROPOSAL

To provide proposal for Fully Managed IT Services and Support to Mountains Recreation and Conservation Authority.

Cyber Specialists, Inc. would like to propose the following ongoing monthly IT support, service and maintenance agreement:

Managed IT Service Plan Includes: (Scope of work)

- ☑ IT Support for up to175 Devices, Including: Servers, PCs, Laptops and Tablets.
- ☑ Professional IT Consulting Services.
- ☑ Network Administration Services.
- ☑ Patch Management, Microsoft Updates and 3rd Party Software updates.
- ☑ Onsite and Cloud Data Backup Monitoring, Service & Maintenance.
- ☑ Data Server System Monitoring Services.
- ☑ Computer and Server, Software and Hardware Maintenance.
- ☑ Firewall Support, Service and Maintenance.
- ☑ Antivirus Software Alerting and Monitoring Services.
- ☑ Email System Administration.
- ☑ Technology Procurement Recommendations and Strategy Planning.
- ☑ Vendor Management.
- ☑ Hardware/Software Inventory Management.
- ☑ VPN configuration, Support and Management
- ☑ Tablet/Smartphone Email Configuration and Support.

Payment Schedule:

Bi-Weekly:	$3,680.00/Bi-weekly
Annually:	$95,680/Year

Additional Hours:	Upon approval: $145 per Hour.
Out-of-Hours Rate:	$175 per hour. (Includes: Sat- Sun and Observed Holidays)
Travel:	Included during business hours.

Scope of Work

Locations:
Includes Services and Support for the following locations:
River Center, Ramirez Canyon Park, Franklin Canyon, King Gillette Ranch, Holiday Camp, Temescal Canyon Park, Towsley Canyon, ULV and Vista Hermosa.
Additional, new sites may incur additional costs.

Hardware:
Includes existing 165 Agency purchased PCs, Servers, Laptops and Tablets

If number of hardware exceeds additional 10%, additional support costs may be negotiated.

Networking:
Includes All Current Sites Network Switches, Hubs and SonicWall Firewalls.
Includes ISP management, service and support for Internet connectivity at all sites.

Software:
Includes Installation, troubleshooting and subscription management for:
Microsoft Windows 7 Pro, Microsoft Windows 10 Pro, Microsoft Office 365, Microsoft Exchange 365, Adobe Acrobat Pro, Adobe Acrobat CS Suite, Corel Word Perfect. AutoCAD.

Data Backups:
Includes Cloud and Onsite Data Backup on 4 servers: Daily monitoring, alerting and file restoration services.

Patch Management:
Includes Microsoft Windows Patch Management Services to all Windows products.
Includes 3rd party patch management to all Windows devices where applicable.

Anti-Virus:
Includes installation, and monitoring and alerting for Webroot Anti-Virus Software on all devices.

VPN's:
Includes support for Virtual Private Networking (VPNs) between sites/Firewall.
Includes support for VPNs for staff from remote locations to office.

Remote Support:
Includes support for staff to access offices remotely from their devices.

Project Management:
All IT Projects will be properly managed with direct consultation with the agency.

Scope does not include any Cyber security Advanced threat detection and Monitoring

services.

Scope does not cover any additional support services as a direct result of a cyber security breach or potential hack of network system.

SERVICE RESPONSE LEVEL AGREEMENT

1. All IT service requests will be responded to within same day.
2. Onsite Service Request response will be within 24-48 hours depending upon severity.
3. Remote Support Request response will be same day.
4. Emergency Support Calls: Immediate Escalation.
5. Standard Business Hours: 9:00 am to 5:00pm, Mon – Fri, not including Holidays.

IT Support Helpdesk
All Support and service requests shall be made to:

Helpdesk Telephone: (323) 620-3000
Helpdesk Email Support: Helpdesk@mrca.ca.gov
Executive out of hours: (323) 613-1333

Onsite Support Services:
All onsite support services are included where necessary.

Not included in Scope of work:
Does not include Konica Copier or HP Plotter hardware support. These services are to be provided directly by Konica and HP.
Does not include Data/telephone cabling hardware support services. Data cabling support and installations can be provided third party contractors at additional rates.
Does not include VOIP Telephone Support or PBX Telephone system support.
All efforts to assist with networking issues to troubleshooting VOIP phone system will be provided.
Does not include cellphone support, with exception of assisting with email configuration.
Does not include work at any other sites other than official Agency locations.

Billing
All completed work will be billed bi-weekly and detailed invoice provided.
Payment is due within 15 days

Termination:

Either party, may terminate or suspend this agreement, for any reason, with a written notice of 90 days or unless agreed by both parties sooner.

Term:

Agreement term is 36 months from date of contract commencement.

SCOPE OF WORK: Current Equipment/Inventory

- 4 Dell PowerEdge Servers

- 4 External Hard Drives for onsite Backup

- 12 HP Procurve Switches, Plus Fiber Connectivity Modules

- 5 SonicWALL Firewalls

- 112 PCs

- 44 Laptops and tablets

- 10 Apple iPads

- 25 Ubiquiti AC Pro Wireless Routers

- 6 Apple Wireless Routers

- 40 Remote Access Users

- 4 Site-to-site VPNs

- Site to Site VPN connectivity to CRPD LOGOS Financial System

- 133+ Email accounts

- Connectivity to 28 Printers

- Cloud and onsite Data Backup on 4 Servers

- Internet Connectivity support at 11 locations