eTOP TECHNOLOGY

We have prepared a quote for you

WP - Premium MSP + Migration

Quote # WP001493
Version 1

Prepared for:

Boys & Girls Club of the IE

Dana Merola
dmerola@bgcie.org

Saturday, February 21, 2026

Boys & Girls Club of the IE
Dana Merola
1251 Clay St
Redlands, CA 92374
dmerola@bgcie.org

Dear Dana,

Thank you for the time you've invested walking us through both the Redlands and San Bernardino locations, and for your transparency about where things stand with your current IT environment. That kind of honesty makes it possible to build something that actually solves the right problems.

Based on what we've seen and discussed, the challenge facing BGCIE isn't a single issue — it's a model issue. The current environment is built around aging servers, VPN-dependent file access, fragmented Microsoft and Adobe licensing, Meraki hardware with 5-year renewal cycles, and a billing structure that charges more every time a device is added. That model creates unpredictable costs, slow resolution times, and growing frustration for you, for Michael, and for staff trying to do their jobs.

Specifically, you shared that:

- Your server has a dying drive and has been described as "old" — with a replacement event on the horizon that could cost $15,000–$30,000
- Microsoft and Adobe licensing is scattered — staff are purchasing their own licenses out of pocket, and your IT provider doesn't have visibility into what's deployed
- Outlook stops responding every couple of hours at the San Bernardino office, and the VPN connection is unreliable for remote work
- Basic tasks like laptop swaps — previously handled at no extra charge — are now being quoted as billable projects
- Domain renewals, software licensing, and other services are billed separately rather than managed under one relationship

This proposal doesn't address those problems one at a time. It replaces the model that's creating them.

What we're proposing is a phased project to:

1. Standardize all users on Microsoft 365 Business Premium at nonprofit pricing ($5.78/user/month)
2. Migrate files from the server to SharePoint and OneDrive — eliminating VPN dependency for daily work
3. Reset and standardize all endpoints with Entra ID, security baselines, and automatic data protection
4. Replace Meraki networking equipment with UniFi at both locations — removing recurring license renewal costs
5. Decommission the file server entirely — no future replacement event
6. Transition to ongoing Premium Managed Services for all 50 users with unlimited remote and onsite support

Addressing the Cost Directly

We know that BGCIE is currently paying $6,500 per month for managed IT services. Our proposed monthly rate is $7,789. We want to be direct about what accounts for that difference — and why we believe it represents a reduction in total IT spend, not an increase.

	Current (Acorn)	Proposed (eTop)
Monthly managed services	$6,500	Included
Microsoft 365 licensing (50 users)	Not standardized*	Included ($289/mo)

San Bernardino location support	+$380/mo	Included
Network licensing renewals (Meraki)	$5K–$10K+ every 5 years	Eliminated (UniFi)
Server replacement reserve	$15K–$30K pending	Eliminated
Endpoint refresh / laptop swaps	Quoted per event	Included
Cloud migration project	Not offered	Included
EFFECTIVE MONTHLY COST	$7,970–$8,770+	$7,789

* Staff are currently purchasing Microsoft and Adobe licenses individually, and licensing is not centrally tracked.

The difference between $6,500 and $7,789 is $1,289 per month. That $1,289 accounts for $289 in Microsoft licensing that isn't currently being provided, the migration project work, and a support model that doesn't charge per device or per event. When you factor in the server replacement, Meraki renewals, and per-incident billing that are not included in the current $6,500, the proposed rate represents a lower total cost of IT ownership.

Put simply: you're not paying more for IT. You're paying once, predictably, instead of paying for the same infrastructure problems over and over.

What This Means for BGCIE Day-to-Day

- **Michael's laptop works.** No VPN dependency, no Outlook crashes, no lost Adobe licenses. If a device has a problem, it gets rebuilt in hours — not weeks.
- **Staff in San Bernardino have the same experience as Redlands.** Same performance, same access, same reliability — whether they're in the office, at a school site, or working from home.
- **One bill. One provider. Everything managed.** Microsoft, security, devices, networking, and support — no more separate domain bills, fragmented licensing, or surprise project quotes.
- **New hires are productive on day one.** Open the laptop, log in, and everything installs automatically. No procurement quote. No billable hours.
- **No more capital surprises.** No server replacement. No Meraki renewal cliffs. No budget volatility. Your monthly number is your actual number.

Next Step

We understand this is a significant decision, and we respect that you're doing your due diligence. We'd welcome the opportunity to walk through this proposal with you and Michael in person so he can ask questions directly and we can ensure nothing gets lost in translation.

The detailed project scopes, infrastructure specifications, managed services inclusions, and payment options follow in the pages ahead.

We appreciate the trust you've placed in us by sharing as much as you have. We intend to earn the rest of it.

Respectfully,

William Pote

CEO
eTop Technology, Inc.

William Pote

William Pote
CEO
Headquarters

Infrastructure

Description	Qty
The Ubiquiti 48-Port Layer 3 Managed Switch supports Layer 3 routing and offers a modular design with 48 PoE ports. It has a 600W PoE budget, consumes 60W of power under normal operation, and supports both optical fiber and twisted pair connections. The s The Ubiquiti 48-Port Layer 3 Managed Switch supports Layer 3 routing and offers a modular design with 48 PoE ports. It has a **600W PoE budget**, consumes **60W** of power under normal operation, and supports both **optical fiber** and **twisted pair** connections. The switch is **1U rack-mountable**, ideal for enterprise environments, and comes with a **1-year limited warranty**.	2
Ubiquiti Layer 3 Switch - 24 Ports - Manageable - 3 Layer Supported - Modular - 50 W Power Consumption - 400 W PoE Budget - Optical Fiber, Twisted Pair - 1U - Rack-mountable - 1 Year Limited Warranty Ubiquiti Layer 3 Switch - 24 Ports - Manageable - 3 Layer Supported - Modular - Optical Fiber, Twisted Pair - 1U High - Rack-mountable - 1 Year Limited Warranty	3
Ceiling-mounted WiFi 7 Access Point (AP) with 6 spatial streams and 6 GHz support for interference-free connectivity in demanding, large-scale environments. It provides 140 m² (1,500 ft²) of coverage, supports 300+ connected devices, features a 2.5 GbE up Ceiling-mounted WiFi 7 Access Point (AP) with **6 spatial streams** and **6 GHz support** for interference-free connectivity in demanding, large-scale environments. It provides **140 m² (1,500 ft²)** of coverage, supports **300+ connected devices**, features a **2.5 GbE uplink**, and is **PoE+ powered** for flexible installation.	6
	2
UDM-SE (180W) UDM-SE (180W)	2

Project - Onboarding

Description	Qty
Onboarding Fee # BGCIE – Proposed Project Scopes *(Microsoft 365 / SharePoint / OneDrive Migration is grouped as a **single line item** and not repeated here.)* --- ## 1. Endpoint Reset & Standardization **Scope** - Reset and rebuild existing laptops - Entra ID–join all endpoints - Apply baseline security and device policies - Enable Known Folder Move (Desktop, Documents, Pictures ? OneDrive) - Validate user sign-in and device behavior **Outcome** - Clean, standardized devices - Data automatically protected - Faster support and fewer endpoint-related issues --- ## 2. Network Replacement – San Bernardino **Scope** - Replace existing firewall with UniFi Dream Machine (UDM) - Replace existing switching with UniFi managed switches 2 x 24 port - Replace / standardize wireless access points 2 x AP	1

Project - Onboarding

Description	Qty
• Network cleanup, configuration, and cutover **Outcome** • Stable, predictable network • Simplified management • No recurring licensing renewals ## 3. Network Replacement – Redlands **Scope** • Replace existing firewall with UniFi Dream Machine (UDM) • Replace existing switches (2×48, 2×24) with UniFi equivalents • Deploy **3–5 access points** for proper coverage • Network design, placement, and cutover **Outcome** • Proper Wi-Fi coverage for staff and growth • Fewer connectivity issues • Network aligned with cloud-first workflows ## 4. Server Decommissioning **Scope** • Validate all data has been migrated successfully • Place server into read-only mode • Gracefully decommission and retire server • Remove from backup, patching, and monitoring • Document retirement	

Project - Onboarding

Description	Qty
Outcome	

- No future server replacement costs

- Reduced risk surface

- Lower ongoing operational overhead

5. VPN Dependency Removal & Validation

Scope

- Confirm daily workflows no longer require VPN

- Retire VPN as a primary access method

- Retain VPN only for edge or exception cases (if needed)

- Validate remote access scenarios

Outcome

- More reliable remote work

- Fewer productivity interruptions

- Reduced executive frustration during outages

6. Post-Cutover Stabilization & Transition Support

Scope

- Post-project support window

- Environment validation and tuning

- Light staff guidance on "what changed"

- Adjustments based on real-world usage

Outcome

- Smoother adoption

Project - Onboarding

Description	Qty

- Fewer tickets

- Long-term stability

TL;DR — Why the Network Is Being Replaced

Once the file server is removed and daily work moves to Microsoft 365, the network no longer needs to support VPN-heavy, server-centric workflows. The existing Meraki and legacy equipment introduce ongoing licensing and renewal costs without adding value in a cloud-first environment.

Standardizing on UniFi:

- Eliminates recurring licensing and renewal fees

- Simplifies management under a single, proven stack

- Aligns the network with how staff actually work today

This is a **supporting modernization step**, not a redesign for its own sake.

Billable technician time   50

BGCIE – SharePoint / OneDrive + Endpoint Reset Plan

(Final – with Nonprofit Microsoft Pricing)

Phase 1: Discovery, Cleanup & Storage Control

Objective
Reduce risk, complexity, and long-term Microsoft storage costs *before* migration.

Scope

- Review current S: drive (~4 TB total).

Project - Onboarding

Description	Qty

• Identify active vs inactive data.
 	
• Assist with archiving legacy data to bring **active Microsoft storage under ~1.5 TB**.
 	
• Clearly separate:
 	
    o Daily working data (SharePoint / OneDrive)
 	
    o Archive-only data (non-Microsoft storage)
 	
Cost Consideration (Nonprofit)
 	
• Microsoft overage storage: **$0.08 per GB / month**
 	
• Proactive cleanup avoids ongoing monthly creep.
 	
Outcome
 	
• Predictable Microsoft costs
 	
• Cleaner migration
 	
• No surprises post-cutover
 	
--- 	
 	
# Phase 2: Microsoft 365 Business Premium Alignment 	
 	
(Key Financial Win)
 	
Licensing
 	
• Move all staff to **Microsoft 365 Business Premium (Nonprofit Staff)**
 	
• **Cost: $5.78 per user / month**
 	
What This Replaces
 	
• Perpetual Office licenses
 	
• Fragmented Microsoft access (desktop/web/mobile inconsistencies)
 	
• Partial feature availability
 	
What This Includes	

Project - Onboarding

Description	Qty

• Full Office apps (desktop + web + mobile)
 	
 • Entra ID (identity & access management)
 	
 • OneDrive & SharePoint
 	
 • Device management (Intune)
 	
 • Security baselines & MFA
 	
 Why This Matters
 	
 • Business Premium at **$5.78** is dramatically under market rate
 	
 • Eliminates multiple overlapping licensing costs
 	
 • Unlocks the features required for:
 	
      ○ Endpoint reset
 	
      ○ Known Folder Move
 	
      ○ Secure remote work without VPN dependency
 	
 Outcome
 	
 • One license, one platform, one predictable bill
 	
<hr> **Phase 3: SharePoint & OneDrive Migration (Right-Sized)**
 	
 Objective
 Eliminate file server and VPN dependency for daily work.
 	
 Scope
 	
 • Build SharePoint sites for departments.
 	
 • Migrate active shared data to SharePoint.
 	
 • Migrate user data to OneDrive.
 	
 • Exclude archived data from Microsoft storage.
 	
 • Validate access and permissions.	

Project - Onboarding

Description	Qty
• Leave legacy server read-only during transition.	

Outcome

- Work-from-anywhere access

- No VPN required for files

- Reduced infrastructure reliance

Phase 4: Endpoint Reset & Entra Join

Objective
Standardize, secure, and simplify endpoints.

Scope

- Reset endpoints.

- Entra ID–join all devices.

- Deploy:

  o Microsoft 365 apps

  o Known Folder Move (Desktop/Documents/Pictures ? OneDrive)

- Apply security baselines.

Outcome

- Devices become replaceable

- Data protection becomes automatic

- Support becomes faster and simpler

Phase 5: Cutover, Validation & Staff Guidance

Objective
Ensure adoption and reduce ticket volume.

Project - Onboarding

Description	Qty

Scope
 	
 • Validate file access and sync.
 	
 • Confirm storage behavior stays within limits.
 	
 • Provide short, practical guidance:
 	
      o Where files go
 	
      o What not to store locally
 	
 • Post-migration support window.
 	
 Outcome
 	
 • Smooth transition
 	
 • Fewer issues
 	
 • Long-term sustainability
 	
 --- 	
 	
 # Executive-Level Summary (Use This)
 	
 "For **$5.78 per user**, Business Premium lets us remove servers, reduce downtime, simplify security, and eliminate VPN dependence. The project cost is about doing it *once* instead of paying forever to maintain the old way."
 	
 --- 	
 	
 # Why This Is the Right Moment
 	
 • You're already paying more for IT.
 	
 • Microsoft licensing is currently underutilized.
 	
 • Storage costs can spiral if not controlled.
 	
 • Endpoint resets are easiest **before** habits re-form.	

Managed Services

Description	Qty
Premium User Managed Services # Premium User Support Our Premium Support plan is designed to provide complete peace of mind with proactive IT management, security, and strategic planning. **Included Services** - **Onsite Support** – Responsive in-person support when needed - **Unlimited Remote Support** – Fast assistance without added costs - **Antivirus Suite** – Fully managed and monitored protection - **24/7 Malware Detection** – Continuous threat monitoring and remediation - **Email Security Suite** – Advanced filtering and protection for email communications - **Onsite and Offsite Backups with Monitoring** – Ensuring data integrity and recoverability - **24-Hour System & Network Monitoring** – Around-the-clock oversight to minimize downtime - **Weekly Proactive Maintenance & Updates** – Keeping systems secure and optimized - **Quarterly Reporting** – Transparent insights into system health and performance - **Hardware & Software Lifecycle Planning** – Helping you budget and plan ahead - **Predictable IT Budgeting** – Consistent monthly costs without surprises - **Software License Compliance Tracking** – Reducing risk of non-compliance - **Quarterly or Biannual Strategic Evaluations** – Regular reviews to align IT with business goals - **Managed Firewall** – Secured, monitored, and updated perimeter defense - **Microsoft 365 Backup** – Protection for critical productivity data - **Early Threat Detection** – Identifying risks before they disrupt your business	50

Managed Services

Description	Qty
NCE Microsoft 365 Business Premium (Nonprofit Staff Pricing)	50

NCE Microsoft 365 Business Premium (Nonprofit Staff Pricing)

Microsoft 365 Business Premium — Nonprofit Staff Pricing (what's included)

Core productivity

- Desktop + web/mobile Office apps: Word, Excel, PowerPoint, Outlook, OneNote (plus Access on PC)

- Up to **5 PCs/Macs + 5 tablets + 5 phones per user**

Email + collaboration

- Business-class email with **Exchange Online Plan 1** (custom domain email, anti-malware/spam)

- Microsoft Teams (chat/meetings/webinars), plus Bookings/Shifts

File storage + intranet

- **1 TB OneDrive per user** + SharePoint Plan 1 team sites

Device + identity management

- **Intune Plan 1** for device/app management and compliance

- **Windows 11 Pro upgrade** (from eligible editions)

Security

- **Microsoft Defender for Business** (business endpoint security)

- **Microsoft Defender for Office 365 Plan 1** (email/collab threat protection)

Compliance / data protection

- **Purview DLP** (for email & files)

- **Purview Information Protection Plan 1** (classification/protection)

- Audit (Standard)

Nonprofit licensing note (important)

- This is **for eligible nonprofit staff** (volunteers/members/program

Managed Services

Description	Qty
participants aren't eligible for nonprofit licenses).	

WP - Premium MSP + Migration

Prepared by:

Headquarters

William Pote
(951) 398-0021
williampote@etoptechnology.com

Prepared for:

Boys & Girls Club of the IE

1251 Clay St
Redlands, CA 92374
Dana Merola
(909) 798-4599
dmerola@bgcie.org

Quote Information:

Quote #: WP001493

Version: 1
Delivery Date: 02/20/2026
Expiration Date: 02/09/2026

Quote Summary

Description
Infrastructure
Project - Onboarding

Monthly Expenses Summary

Description
Managed Services

Payment Options

Description	Payments	Interval	Amount
Term Options			
Premium MS Monthly	36	Monthly	$9,039.00
	1	One-Time	$24,596.53
GreatAmerica			
36 Months, $1 Lease, 0 Advance Payments	36	Monthly	$8,370.33

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Headquarters

Signature: *William Pote*

Name: William Pote

Title: CEO

Date: 02/20/2026

Boys & Girls Club of the IE

Signature:

Name: Dana Merola

Date: