

IT SUPPORT SERVICES

COVER PAGE

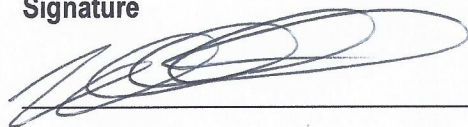
Applicant (Name of Individual or Organization) Chivalry IT		Employer Identification Number 47-2722864	
Physical Address 2450 English Lane	City Greenwood	State CA	Zip 95635
Remittance Address PO Box 213	City Greenwood	State CA	Zip 95635
Designated Contact Person Bill Profitt	Title Owner Operator		
Phone (530) 368-6742	E-Mail BProfitt@ChivalryIT.com		

Approval of Authorized Representative

Authorized Representative (Typed Name)

William Profitt

Signature



Date 24 JUN 24

2. References:

In the table below, provide 3 references who can attest to the applicant's knowledge, experience, and capacity to serve as the provider or IT Managed Services.

Reference Name and Contact Information	Award Information		
	Period of Performance	Services Provided Outcomes and Outputs	Total Award
Melissa Flom HR Manager Granite Bay Plumbing Gallery 916-791-2306 admin@sierra.plumbing	3/2018 - Present	Maintain computers, servers, and network across 3 sites. Assist in Systems migrations and site moves.	
Julie Knapp Office Manager Better Homes Realty Granite Bay 916-880-1122 gbbetterhomesrealty@gmail.com	3/2013 - Present	Maintain computers, server, and network. Provide migration from onsite to cloud. Assist in site moves	
Sara Thompson Managing Partner Thompson Law, PC 530-285-4844 sara@sthompson-law.com	10/2017 - Present	Maintain onsite computers and network. Set up cloud services work environment and computers	

Vendor Capacity

Owner operator has extensive experience in small, medium, and enterprise IT management and administration. Owner has 30 years of experience in IT administration and management from enterprise businesses in Silicon Valley to small and medium businesses in the greater Sacramento Metro area.

Leveraging his certifications as a Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), and Microsoft Certified Technician (MCT) to provide planning, deployment, and maintaining Microsoft based software and systems.

Chivalry IT has provided services such as on-premise systems migrations to migrations off site into the cloud. We work closely with businesses and their partners to plan and implement a cost effective IT environment that is a best fit for their needs.

Chivalry IT has assisted in site to site moves from planning cabling deployments, to Internet provider recommendations and installations.

Networking experience includes specialization of SonicWall firewalls, VLANs, VPNs, LAN, and WAN at various networking layers.

Organizational Capacity

Organization consists of Owner operator. If needs arise, Chivalry IT will hire contractors that have been vetted by the company for skill and expertise.

Remote Work

While most work can be accomplished via remote access agent, some physical interaction might be required at the direction of the tech. In most cases of loss of internet or no remote access, tech will come on site to resolve issues. Chivalry IT recognizes that not all clients can be comfortable in interacting with hardware or components and will perform onsite remediation if the client does not feel comfortable with the actions requested.

Rate Sheet and Response Times

Rates are as follows:

Onsite Support Rate	\$100/hr
Telephone Support	\$100/hr
Remote Support	\$100/hr
Emergency	\$100/hr
Travel Time	We do not bill for travel time.
Minimum Billing Block	15 Minutes *
Billing Block Increments	15 Minutes

* Chivalry IT reserves the right to not bill customer a minimum time if it feels the work did not warrant a charge.

Below is a matrix of our response times to be onsite or access remotely. All triaging will be done by client as assessed at time of request:

Emergency	1-2 hours
Urgent	2-4 hours
Normal	24-48 hours
Non-critical	48-72 hours

About Us

Chivalry IT is a veteran owned small business. We have done business in the Sacramento Valley and Sierra Foothills since 2011. We hold the values of honesty, integrity, and dedication. We believe that we should not just be a vendor, but a partner who tries to provide the best fit in technology without breaking the bank.

The Owner/Operator Bill Profitt has worked in IT support for 30 Years.