Golden Sierra Job Training Agency

IT Services Proposal

IT Pro Source

Dear Golden Sierra Team,

IT Pro Source is pleased to provide you with a quote for your IT support services. On the following pages you will find the requested company information, references, and pricing.

Based upon the information you provided, we believe the best option for engagement with GSJTA is a Managed Care Plan (MCP). Details of this plan along with pricing will be found in section 6. A MCP has set monthly pricing based upon the number of devices we are supporting. All remote labor to maintain those devices is included in the cost. Monitoring and remote access software is also included in the cost. Accrual of CIO hours is another benefit included in the MCP.

MCP's are popular with many of our clients due to the consistency of billing. No matter how many help desk calls are made during a month, the cost remains the same. The only items not included in a MCP plan would be project work such as upgrades, migrations, infrastructure improvements or additions, and onsite visits. However, another benefit of a MCP is a reduced hourly rate for those services.

Our MCP pricing is based upon the number and type of devices. There are four different types of devices listed in our proposal based upon information from GSJTA – Server, Staff Laptop, Customer Computer, Staff Desktop (being phased out). Each device type has a per unit price. So the final price will depend on the actual number of devices.

We are quoting a very low cost for the Staff Desktops that are being phased out as we assume these require very little support. Once each device is completely phased out (removed from needing any maintenance and monitoring software) the cost associated with that device will be removed and your total price will decrease **(with these computers removed your monthly cost will be below the budget indicated in the Q&A)**. Conversely, any additional computers added to the support plan will increase the total cost.

Please review the following information and if you have any questions or need additional information please do not hesitate to contact me. If you find the proposal acceptable and decide to engage with ITPS, I can assure you our staff will do an excellent job of servicing your IT infrastructure and you will be another very satisfied client of IT Pro Source.

SECTION 1 – COVER PAGE

COVER PAGE

Applicant (Name of Individual or Organization)			Employer Identification Number	
IT Pro Source			943410470	

Physical Address	City		State	Zip
1653 Blue Beaver Way	Roseville		CA	95747
Remittance Address	**City**		**State**	**Zip**
1653 Blue Beaver Way	Roseville		CA	95747
Designated Contact Person	**Title**			
Greg Morton	VP of Sales			
Phone (916) 251-5983	**E-Mail** gregm@itprosource.com			

Approval of Authorized Representative

Authorized Representative (Typed Name)

Greg Morton

Signature

Greg Morton

Date 07/16/2024

SECTION 2 – REFERENCES

Reference	Award Information		
Name and Contact Information	Period of Performance	Services Provided Outcomes and Outputs	Total Award
Dave LoCoco - Principle / IT Mgr Watry Design 408-392-7900 dlococo@watrydesign.com	Client since 2001	IT Support Services, IT Projects, Hardware Purchases, Network Maintenance, Cybersecurity Services, CIO Services	$75,000 Average Annual Billings
Bob LaShells – Partner Mackay & Somps Civil Engineers 925-416-1790 blashells@msce.com	Client since 2002	IT Support Services, IT Projects, Hardware Purchases, Network Maintenence, Cybersecurity Services, CIO Services	$100,000 Average Annual Billings
Henry Lonsdale – CEO California Payroll 925-240-2400 henry@californiapayroll.com	Client since 2007	IT Support Services, IT Projects, Hardware Purchases, Network Maintenence, Cybersecurity Services, CIO Services	$15,000 Average Annual Billings

SECTION 3 – VENDOR CAPACITY

Our company was founded in 2001. What started as a one-person operation has grown into a company of 8 people. With over 100 years of combined experience between all our team members, we have experience in all the different facets of IT infrastructure.

We have reviewed the Scope of Work section, and everything listed there are areas we work with on a regular basis. Our consultants have extensive technical experience in hardware, software, Operating Systems, virtualization platforms, networking, Wi-Fi, firewalls, VPNs, secure remote access, backup & recovery solutions, Cloud, Office 365, and more. Furthermore, our consultants have industry certifications in Microsoft, Citrix, Sonicwall, Cisco, CompTIA, 3CX, and others. However, the IT field is becoming more and more complex which is why IT Pro Source assigns our consultants to be specialists in different areas.

Much like the medical field of years ago, the IT field has become too much for one person to be knowledgeable in all the different aspects. All of our IT consultants are knowledgeable, experienced and have up-to-date training in installation, troubleshooting, and upgrades. In addition, we assign our techs to be "specialists" in certain areas. With our team of 7 we are able to bring expertise in all the different areas from cloud migration to cyber security. Our clients rest well knowing their IT provider has the expertise in all the different areas of IT.

SECTION 3 – VENDOR CAPACITY (continued)

Having expertise in the different areas of IT is only one of the reasons behind IT Pro Source's success. Here are a few of our other qualities that make our clients very happy working with us:

Customer Service – this is a phrase we as customers hear a lot but experience very little. At IT Pro Source, our clients actually experience true customer service. It is our top priority. Most phone calls are answered by a live person (consultant / technician) and those that are not are promptly returned. Emails are quickly reviewed and answered. Most IT issues are resolved in minutes or hours, not days. "Customer service" is not a meaningless phrase at IT Pro Source

Flexibility – we understand that each companies' situation and needs are unique. As such, we engage with our clients in a variety of ways, adjusting our solutions to fit their unique business needs. For some clients we are their IT department. For others we supplement their existing infrastructure or just assist with cyber security measures. Being flexible and adapting to our clients' needs is a hallmark of IT Pro Source.

SECTION 3 – VENDOR CAPACITY (continued)

Proper Tools – like the mechanic who repairs a vehicle, having the proper tools is very important to do the job properly. IT Pro Source utilizes best in class Remote Management Toolsets, Ticketing & Time tracking systems, and IT Documentation solutions. Having the right tools helps us identify problems and resolve issues faster (sometimes we see a problem developing before the end user is even aware of the issue). Furthermore, these tools ensure your data is secure, and access to your data is strictly restricted to only our technical staff.

Quality Partnerships – no IT company does it alone. We lean on other companies for the tools, hardware, software, and services for us to support and upgrade our clients IT infrastructure. IT Pro Source has partnerships with leaders in their respective fields to ensure our solutions are the most reliable and cutting edge available. These partnerships include Microsoft, Dell, Sonicwall, Barracuda, Synology, Vmware, and many others.

This combination of expertise, customer service, flexibility, proper tools, and quality partnerships has fueled our growth and more importantly, produced very satisfied long-term clients.

SECTION 4 – ORGANIZATIONAL CAPACITY

Our company consists of 8 full time employees, plus contractor resources. All have been with IT Pro Source for many years. We are staffed and open Mon-Fri 8:30am to 5:30pm and have 24x7x365 call in support for after hours.

IT Pro Source employees deploy from home offices. Tech locations vary but have resources in and near the following cities...
- Roseville, CA | Sacramento, CA
- Stockton, CA | Modesto, CA
- Livermore, CA | Walnut Creek, CA
- Phoenix, AZ

Here is an introduction to the IT Pro Source Team:

Mitch Pratt – CEO, Lead Senior Datacenter Technician
Mark Becker – VP, Procurement Specialist, Technician
Michael Liang – Senior Technician, Network Specialist
Greg "Kyle" Morton – Senior Technician, Network Specialist
Cameron Morton – Advanced Technician, Cybersecurity & Cloud Specialist
Jorge Gonzalez – Technician, Cloud Specialist
Homer Hayden – Helpdesk Manager, Technician
Greg Morton – VP of Sales, Customer Satisfaction Manager

SECTION 4 – ORGANIZATIONAL CAPACITY (continued)

Based upon a review of the information provided in the RFQ, these are the personnel assignments we would make for engagement with Golden Sierra:

- Principal in Charge / Service Lead - Cameron Morton
- Server Infrastructure Advisor - Mitch Pratt
- Network Specialist Advisor - Michael Liang
- Remote Support Team - Homer Hayden, Jorge Gonzalez, Cameron Morton (backup)
- Hardware & Software Procurement - Mark Becker
- Customer Satisfaction - Greg A. Morton

While Cameron would be your primary contact, he would be supported by the team listed above. In addition, in his absence, any of the above technical team members could fill in for him. We utilize a sophisticated documentation system that allows any of our consultants to "get up to speed" with your environment very quickly in the event they need to step in. So there is never a concern about someone being out sick or on vacation. This is another tool that allows IT Pro Source to provide true customer service to our clients.

SECTION 5 – ONSITE VERSES REMOTE SUPPORT

IT Pro Source uses remote connection tools which allows us to monitor, maintain, troubleshoot, and resolve most issues. Our standard policy is to do as much work remotely as possible. This avoids the expense of travel time and gas for onsite visits which our clients have to cover.

The MCP we are proposing does not include onsite service. This is our most popular plan with our clients and IT Pro Source strives diligently to perform all work remotely. As an example, if possible, we have laptops shipped to us to perform any work that cannot be done remotely. The shipping cost is much less than the cost of an onsite visit.

If an onsite visit is absolutely necessary, we will provide an estimate in advance to ensure the expense is approved. We will try and perform any preparation ahead of time so the tech is onsite for as short a period as possible.

Lastly, as previously mentioned, a MCP includes travel time to our client's primary business location and the hourly charges are reduced. So with a MCP, the cost of an onsite visit is reduced.

SECTION 6 – PRICING AND DESCRIPTION

A MCP gives you most of the benefits of having an in-house IT department at a fraction of the price. As a general overview, a MCP includes all the remote support to troubleshoot and resolve IT problems to keep users productive. Furthermore, as your virtual IT department, we also take proactive steps to keep your systems running smoothly and provide CIO hours for system reviews and future planning. To accomplish those items a MCP includes:

- 24x7x365 monitoring and notifications of your critical servers, primary workstations, secondary devices, and network devices
- 8x5 remote phone/email/chat support and proactive remediation on critical system alerts
- IT Management Agent for each Windows device
- Management of technical warranties, registrations, and subscriptions
- Quarterly Network Security Audit Scan
- Accrual of CIO hours

As an added benefit, our plan also includes reduced hourly rates for projects, after hours support, and onsite visits and priority response times and no travel charges to primary location

SECTION 6 – PRICING AND DESCRIPTION (continued)

PRICING: MANAGED CARE PLAN (MCP)

Description	Quantity	Pricing
Server	1	$85 each / month
Staff Laptop	20	$65 each / month
Customer Computer	7	$25 each / month
Staff Desktop	27	$5 each / month

TOTAL MONTHLY CHARGE		**$1695**
One time on boarding fee (includes network security audit)	1	$850
CIO hours	2 / month	Included
Reduced onsite hourly rates:		
Normal business hours		$145
Scheduled after hours (project)		$185
Emergency after hours		$245

Thank you for your consideration of IT Pro Source! We look forward to servicing your IT support needs.