IT SUPPORT SERVICES

COVER PAGE

Applicant (Name of Individual or Organization) Precision West Technologies		Employer Identification Number 41-2031706		
Physical Address 4231 Pacific Street Suite 3	City Rocklin		State CA	Zip 95677
Remittance Address SAME	City		State	Zip
Designated Contact Person Trevor Nielsen	Title Supervisor of IT & VoIP Specialist			
Phone 916-660-9828	E-Mail IT@precision-west.com			

Approval of Authorized Representative

Authorized Representative (Typed Name)

Mark Savickas

Signature

Mark Savickas

Date

06/27/2024

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 | Award Information | | |
Name and Contact Information	Period of Performance	Services Provided Outcomes and Outputs	Total Award
Nina Daily 916-545-1040 Hoppe & Cottrell LLP 3860 El Dorado Hills Blvd #503 El Dorado Hills, CA 95762	5.5 Years	IT/Entire Network Management	$825/Month
Kate Kaufman 916-983-9895 The Natural Result 1841 Iron Point Road Folsom, CA 95630	6 Years	IT/Entire Network Management	$1,125/Month
Debra Brandt 916-631-9761 Blueline Construction 11292 Sunrise Park Drive Rancho Cordova, CA 95742	6 Years	IT/Entire Network Management	$350/Month

Vendor Capacity

Precision West Technologies

Tasks we can accomplish

- Firewall installation, administration, and update.
- Network switch administration and network engineering.
- Wireless networking installation, administration, and update.
- Structured network cabling.
- Backup and disaster recovery administration:
- Assisting with administration of on-premises backup system.
- Managed backup, offsite cloud, and disaster recovery as a service.
- Cybersecurity:
- Cybersecurity program and services development and systems administration.
- Cybersecurity training for end-users (delivered no less than once every 12 months).
- Windows server and Active Directory administration and update.
- Operating system and third-party patching.
- Microsoft 365 (administration and best practices) and SharePoint.
- On-going service and maintenance:
- Standalone workstation services, including but not limited to moving, installing, and configuring personal computers and peripherals.
- Answer questions and help end-users with network and stand-alone software.
- Assess need, arrange for, and supervise installation of new computers or computer upgrades (hardware installation, data transfer, software installation, and/or reinstallation, etc.).
- Provide assessment and analysis of technical processes, procedures, and configuration. Make recommendations for improvement.
- Installation and configuration of network attached personal computer application software and operating systems.
- Installation, configuration, and troubleshooting of network applications and peripherals, including personal computers, printers, and scanners.
- Install, configure, and maintain layer-two switches.
- Install, configure, and maintain multi-layer switches and routers.
- Install, configure, and maintain network management software.
- Identify and install special-purpose software in department computers.
- Troubleshoot / assist in more complex and/or network-involved computer problem
- Troubleshoot the network for complex and critical issues.

- Make software version recommendations in response to critical problems across the network.
- Provide problem root-cause analysis at the network infrastructure level and make recommendations.
- Make recommendations for prioritizing replacement of equipment.
- Maintain site license listing for software.
- Determine if upgrades need to occur to networks.
- Assist in a potential local relocation to occur·in late 2024, early 2025.
- Provide a help ticket process/procedure.
- **Support/maintain 15-20 staff computers (desktop and/or laptops).**
- Support/maintain 5-7 customer computers.

CompTIA.

Trevor Nielsen

has successfully completed the
requirements to be recognized as

VERSION 2020

CompTIA.

A+

CERTIFIED·CE

COMP001021255460
CANDIDATE ID
May 13, 2019
CERTIFICATION DATE
October 20, 2020
RENEWAL DATE
October 20, 2023
EXPIRATION DATE

TODD THIBODEAUX, PRESIDENT & CEO

Code: ZVKP1BP3SH41QMK1
Verify at: http://verify.CompTIA.org

Trevor Nielsen

has successfully completed the
requirements to be recognized as

CompTIA.
Network+
CERTIFIED · CE

COMP001021255460
CANDIDATE ID

October 20, 2020
CERTIFICATION DATE
EXP DATE: 10/20/2023

TODD THIBODEAUX, PRESIDENT & CEO

Code: EHHM76CPQL44QDCL
Verify at: http://verify.CompTIA.org

Organizational Capacity

Precision West Technologies

Principal in Charge

Name: Trevor Nielsen

Title: Supervisor of IT & VoIP Specialist

Email Address: IT@precision-west.com

Phone Number: 916-660-9828

Other Personnel

Name: Mark Savickas

Title: President

Name: Shannon Conway

Title: Project Manager

Name: Bobby Freels

Title: Field Integration Specialist

Names: Todd Alstrin, Ryan Shelton, Mason Lightle

Title: Field Technician

Name: Samantha Kelly

Title: Operations Supervisor

Name: Evie Klaas

Title: Accountant Manager

On-site versus Remote Work

Precision West Technologies will have no limitations, as we will be able to work/assist/help both remotely and on-site as needed. Remote work can be performed via our remote agent, that would be installed on every computer and server. We will do any work in person that is requested by Golden Sierra.

Rate Sheet

<u>IT Provided Services</u>

1) MSP – Managed Service Provider Contract (Recurring monthly)
   a. Network management – all servers, computers, printers, and network equipment
   b. Anti-Virus
   c. Covers all service tickets, excluding adds/moves/changes to the existing environment
   d. $50 per device per month (computer(s) and server(s) total)
   e. Tickets are done in 15-minute increments
   f. Service tickets not covered are billed at $160/hr. Client approval prior to billable services will be obtained.
      i. Same rate for travel, telephone, remote access, and on-site
      ii. On-site carries a 1.5 hour minimum

2) Network Shield & Block Hour Contracts (Recurring monthly)
   a. Covers everything that MSP covers EXCEPT
      i. <u>Remote</u> service tickets that take longer than 30 minutes
      ii. On-site visits (one-hour minimum billed)
      iii. $30 per device (computer(s) and server(s) total)
   b. Tickets are done in 15-minute increments
   c. Service tickets not covered are billed against the block hour contract
      i. A block of 10 or more hours is billed at $150/hr
   d. Service tickets not covered are billed at $160/hr
      i. Same rate for travel, telephone, remote access, and on-site
      ii. On-site carries a 1.5 hour minimum

3) Time & Materials (No Contract for Recurring Service)
   a. IT labor billed at $160/hr
   b. All other services (Structured cabling, telecom/VoIP, surveillance systems, access control, sound masking, paging, & AV) can be purchased & quoted separately from this contract.