

# IT MANAGED SERVICES

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PRICING COMPONENTS	PRICING	UOM	NOTES
Off boarding from existing	\$1,500	1	
Transition equipment	Included		
Data migration	Included		
Data Storage	\$150/m for 200GB		Price will vary with size, hosting platform, and other applications that will use the data
MANAGED SERVICES			
Reoccurring monthly fee	\$100/month/per user	Monthly	***If you choose this option all other services listed are included including on/off boarding. Excluding travel expenses.
Remote Service: 24/7 Monitoring	\$350/month	Per device	Remote monitoring of servers, Internet, and firewall. Additional monitoring services will be priced after identifying what they are. Cost for these services are included if monthly agreement in place.
Remote Services during business hours	\$115.00	Per Hour	Cost for these services are included if monthly agreement in place
Remote Services after business hours	\$145.00	Per Hour	Cost for these services are included if monthly agreement in place.
Hosting for Horizontal (Microsoft) applications	Price per data mount and number of users	per server	Hosted microsoft servers are priced per storage utilized and time used. Microsoft applications cost is additional (i.e. Project Server)
Hosting for Vertical (line of business) Applications	Price per data mount and number of users	per server	Hosted servers are priced per storage size and time used. Application licensing is additional cost
Data Backup and Storage	Price per data mount and number of users	per server	Dependant on server applications and disaster recovery needs.
Fully Hosted Remote Desktop	Price per data mount and number of users	Per user	Hosted microsoft servers are priced per storage utilized and time used. Microsoft Remote Desktop licenses are per concurrent user logged on
Patch Management Monitoring and Maintenance	\$12/month	per device	Monthly agreement required with a minimum number of 10 PCs. Cost for these services are included if monthly agreement in place
Monthly IT services and support with 24/7 monitoring and after hours emergency support	\$100/month/per user	Per month	***If you choose this option all other services are included including on/off boarding. Excluding travel expenses.

<b>On Site Firewall With Content Filtering and Switch</b>	\$800.00	Per device	
<b>On site server (s) and storage</b>	\$850.00	Per device	Price is for one server, additional servers will be priced at a reducing price. Cost for these services are included if monthly agreement in place
<b>Phone Management</b>	\$10/month/per device	Per device	
<b>Printer Management</b>	Hourly and/or covered in monthly agreement	Per device	Our monthly plan covers printers management and support. Or \$115 per hour
<b>WiFi, Switches, network support</b>	Hourly and/or covered in monthly agreement	Per device	Our monthly plan covers printers management and support. Or \$115 per hour
<b>All Inclusive IT support at a fixed monthly fee</b>	\$100 / month / Computer (staff)	Per month	Our monthly all inclusive unlimited IT support will cover ALL equipment and software including leason services with vertical software and vendors that provide existing/ongoing services

### BUSINESS REQUIREMENTS

<b>Firm Pricing for 12 Months</b>	Yes
<b>Firm Pricing for Length of Contract</b>	Yes
<b>Payment Terms: 2%-10; Net 30</b>	Net 30
<b>Is your service fully warranted</b>	Yes
<b>Internet ordering available</b>	Yes
<b>Customer Service Hours</b>	Business hours and 24/7 monitoring and emergency services
<b>Credit Card Payment: Visa - MC - Discover - AMEX</b>	Yes, plus processing fee
<b>Monthly invoices itemized</b>	Yes
<b>Usage reports available upon request</b>	Yes
<b>Single Sales Contact</b>	Yes
<b>Insurance - Will you provide a Certificate of Insurance? What \$ Limits?</b>	Yes. \$1,000,000