

IT Proposals

CSG

Tech Info Group

Joseph Jaramillo

Migrate from Server and Local Area Network to Cloud-based Office 365 System; back-up to Cloud; function as "virtual" IT staff to support specified users

Upgrade Server to Windows Based Platform and Local Area Network to Support Office Work Stations; Backup to Cloud + Offsite; Position SBCCOG for Cloud-based System in the Future; will support data sharing via Dropbox and/or Goggle Apps; TIG will function as "virtual" IT staff to Support Specified Workstations

Upgrade Server to Windows Based Platform and Local Area Network to Support Office Work Stations; Backup to Cloud + Offsite; Position SBCCOG for Cloud-based System in the Future; Upgrade and Use Dropbox for virtual Office needs; essentially, Joseph will work in-house as 1/2 time IT staff to support specified users and workstations

Overall Service Proposal

Other Services

Customer Support - local person available by phone
 Remote Support
 System Monitoring
 On-site Visits
 Reports; Planning/Strategy Meetings
 Ticket Generation/Tracking/Customer Service Follow-up
 Loaner Equipment - as needed
 Vendor Management
 Emergency Response
 Emergency Response Protocol
 License Audit
 Discounts/Pass Through of New Equipment Costs
 Push-Through Systems for Email to external Devices

12 hours per day
 Y
 Y
 Yes, as needed
 Yes, Quarterly
 Y
 Y
 Y
 24/7/365
 Triaged
 Y
 Y
 Y

12 hours per day
 Y
 Y
 Yes, as needed
 Yes, TBD
 Y
 Y
 Y
 24/7/365
 Triaged
 Y
 Y
 Y

3 hours/day + Emergencies
 Y
 Per scheduled Diagnostics
 Yes, regularly scheduled
 Yes, as needed
 Yes (new systems in place)
 N
 Not Sure
 As Needed
 Triaged
 TBD
 N
 Y

Service - Type (Per Month)

Per User + additional Projects Billed Separately

Per Work Station + additional Projects Billed Separately

Hourly + additional Projects Billed Separately

\$150

\$50.00

Ave. 10 hours per Week

Additional Costs (per Month)

Office 365 (license) per user - includes email
 Additional Internet Addresses (per outside consultants)
 Cloud Platforms
 Anti-Virus Agents per Workstations (per Month)
 Managed Network Device
 Offsite Server Back Up (100 GB per Month)
 Google Apps & Dropbox (monthly costs)

\$12.50
 \$5.00
 x
 x
 x
 x
 x

x
 x
 \$99.00
 \$4.00
 \$19
 \$4.00

x
 x
 x
 x
 x
 \$201.25

Estimated Monthly Cost for On-going Support

Office Staff - assume 15 users
 Licensing + Back-up + Server Support

\$2,250.00
 \$212.50

\$2,673.00
 \$23.00

\$2,401.25
 \$0.00

MONTHLY TOTAL

\$2,462.50

\$2,696.00

\$2,401.25

Additional Costs (One Time)

Fire-Wall and Router Hardware for Cloud-based System
 Software + Licenses for Cloud-based System (3 years)
 Labor for installation of Cloud-based Hardware
 Labor for Office 365 Training (2 hours)
 Server (estimate)
 Labor for Server Upgrade + Installation
 Server Licenses
 Additional Lap Tops for new Hires or Emergencies (2)

\$5,789.00
 \$1,709.99
 \$2,400.00
 \$800.00
 x
 x
 x
 x

x
 x
 x
 x
 \$2,980.00
 TBD
 TBD
 x

x
 x
 x
 x
 \$2,509.92
 Included
 \$600.00
 \$2,100.00

One Time Total

\$10,698.99

\$2,980.00

plus above TBD costs

\$5,209.92

Internet Data Provider + VOIP (Telephones)

	CSG	Tech Info Group	Joseph
	Continue separate services with TelePacific and 8x8 VOIP; CSG will monitor and work with vendors to adjust VOIP as required; additional bandwidth will provide better functionality	Consolidate/Integrate Data and Phone Service Providers; Additional Bandwidth will Provide Better Functionality; Phone Bandwidth can be better managed at one point; direct monitoring and vendor follow-up	Consolidate/Integrate Data and Phone Service Providers; Additional Bandwidth will Provide Better Functionality; Phone Bandwidth will be managed at one point thereby minimizing Joseph's time and/or need to troubleshoot with 2 vendors

Overall Service Assessment & Proposal

Current and Proposed Data and Telephone System

Current System Bandwidth and Configuration

Internet Service Provider	TelePacific
VOIP (telephone)	8x8
Total Bandwidth (data + telephone)	6 Mbps
Cost for data + telephone	\$1300/month

Proposal for Integrated Data & Phone (Consolidated Services)

Vendor	TelePacific
Total Bandwidth	20 Mbps
Cost per Month for 3 yr Service Plan - includes phones and other equipment	\$1,150.00
Other Monthly Charges/Fees	\$49.77
Monthly Cost	\$1,199.77
One Time -new equipment	\$500.00

Internet Service Provider (Web Hosting) + Email

CSG

Tech Info Group

Joseph

Does not provide either service; willing to advise and/or refer to known 3rd parties

Does not provide either service; willing to advise and/or refer to known 3rd parties

Does not provide either service; Proposes setting up 24/7 monitoring by Web Hosting Company to provide full services to keep site current

Overall Service Assessment & Proposal

Current Email and Web Hosting Set-up

Current ISP Vendor	Media Temple	
Web Hosting (2 sites) + email per month		\$255.00
Web Consulting	CRG	
Consulting Fee as needed (credits purchased)		\$5,000.00

Proposed Changes

Email Through Office 365		\$12.50
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CRG Integrated & Fully Managed Web Hosting

One Yr. Commitment to CRG (10% discount)		\$500.00
		\$450.00

Web Site Consulting

Web Consulting Fees (40 hrs.)		\$5,000.00
Web Consulting Credits (25 hrs)		\$2,500.00

Total Web + Email Hosting Fees per Month

		\$450.00
One Time Web Consulting (Credit) Purchase		\$5,000.00

Hosting & Support Services Options (Annual Rate)	CRG Hosting and Monitoring/Support/Security (1 Year Commitment) + 40 hours in CRG Maintenance Bucket	Media Temple Hosting and Monitoring/Support/Security (3 Month Commitment) + 40 hours in CRG Maintenance Bucket
	CRG	MediaTemple
Monitoring/Support/Security (3 Month Commitment)	-	\$2,388
Monitoring/Support/Security (1 Year Commitment)	-	\$2,249
Hosting	-	\$3,060
Bundled Services Rate (1 Year Commitment)	\$6,000	-
Bundled Service Rate (3 Year Commitment)	\$4,800	-

CRG Maintenance Bucket Options (Annual Rate)

40 Hours @ \$120/Hour	\$4,800
80 Hours @ \$110/Hour	\$8,800
120 Hours @ \$100/Hour	\$12,000

Annual Expenditure Options: Hosting + Support + Maintenance Bucket	\$10,800	\$10,248
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