Ms. Kimberly Morgan
Three Rivers Charter School
1211 Del Mar Drive, Suite 301
Fort Bragg, CA 95437

RE: Information Technology and Chrome Book Support Services

Dear Ms. Morgan

I hope this letter finds you well. My name is Sangar Safi, and I am reaching out to introduce Software MSP, a leader in innovative IT solutions. We specialize in offering customized IT support for a diverse range of clients, including charter schools, designed to optimize your business operations.

I would like to thank you for the opportunity to present Three Rivers Charter School (Three Rivers) with our proposal to support your technological needs. We have tailored our approach to support the management of your Information Technology (IT) and chrome book support needs within a flexible service delivery package.

At Software MSP, our goal is to help you achieve seamless IT operations, enabling you to focus on your core business activities. By partnering with us, you can expect:

» Improved system reliability and uptime.
» Enhanced data security and compliance.
» Access to the latest technology and industry best practices.
» A dedicated team committed to your success.

We understand that every business has unique requirements, and we are committed to providing solutions that are customized for your specific needs. I would welcome the opportunity to discuss how our services can benefit Three Rivers Charter School in more detail.

Please feel free to contact me to schedule a meeting at your convenience. I am looking forward to the possibility of working together and contributing to the continued success of your business.

Thank you for considering Software MSP as your IT services partner.

Sincerely,

Sangar Safi
VP Business Development and Technology Partners
M: 909.645.5064 | E: ssafi@softmsp.com

Overview - Monthly IT Support

Software MSP is a vertically focused Managed IT Service Provider experienced in serving charter schools, public agencies, and non-profit organizations. We endeavor to provide unmatched services that are flexible and tailored to the unique needs of every client. Our goal is to provide focused attention to ensure we offer the most advantageous product solutions for each client.

Service Plan

With our unique experience in the IT industry, we specialize in providing tailored solutions that meet the needs of businesses like Three Rivers. We believe our approach will ensure a successful partnership that will support Three Rivers' specific IT needs for its two campuses, supporting its current stakeholders and devices:

- » 12 Staff
- » 12 Devices

- » 70 Students
- » 90 Chrome Books
- » Computer Peripherals

Scope of Work

Infinity Technologies is positioned to support Three Rivers' technical environment with agility and will adapt to its service needs and expectations. In this section, we provide details of the methodology and services we employ to deliver a cost-effective suite of IT Services to support the Three Rivers' IT needs and maintain secure and stable IT operations.

Task 1. Remote Help Desk Support

- » User Support & Ticket Management
- » Problem Diagnosis, Troubleshooting, and Technical Guidance
- » System Monitoring

Task 2. Security and Compliance

- » Access Control, Data Security for staff and student devices.

Task 3. Consultancy Services / Hardware & Software Support

- » Manage hardware and software (including GoGuardian and Lightspeed Systems).
- » Collaborate with vendors on issue/case resolution as needed.

Chrome Book Management (Optional)

Software MSP will manage Three Rivers' chrome book devices, to ensure they are secure, updated, and functioning properly.

a) User Account Setup and Initial Configuration
b) Policy Management (User Groups and Devices)
c) Application Management
d) Security Management

e) Updates and Maintenance
f) User Support
g) Inventory Management
h) Data Management
i) Configuration Management
j) End-of-Life Management

IT Services Delivery Model

Our proposed staffing plan includes a tactical team of technicians who will serve Three Rivers through a hybrid model of remote technical support and on-site support as needed to effectively deliver a combination of services as detailed in our Scope of Work. Our service delivery team will provide responsive on-site support together with proactive remote support available 24/7 as illustrated below.

I. Unlimited 24/7 Remote Help Desk Support

Software MSP's Help Desk services are provided as an around-the-clock commitment ensuring that competent IT Support Technicians are available to field all calls, emails, and requests for service 24x7x365. Our cloud-based online support portal allows users to submit support tickets from their PC desktops, laptops, or mobile phones. Users can also access IT support by calling a direct telephone number to speak directly with an IT team member.

II. Remote Monitoring & Management

We will proactively monitor your network using our Remote Monitoring and Management (RMM) tool which supports minimizing downtime and efficiency through automation. RMM software enables our remote team of technicians to effectively maintain your networks, servers, desktops, and mobile devices.

The system will automatically notify the IT team in the event of a system outage or other anomaly. With insight into your network, our team can make updates and proactively stay ahead of issues. When problems arise, our team can resolve issues remotely. Our team is trained to monitor and identify issues early prior to a system outage or failure to ensure maximum up-time.

III. On-Site Technical Support (As Needed)

Our technicians are experienced problem solvers who will provide responsive support and forward-thinking solutions. On an as-needed basis, we can provide on-site support technicians for escalated issues or requests requiring an elevated level of support to match Three Rivers' needs. Upon Three Rivers' request, we can have technicians on-site at either of Three Rivers' two campus sites during normal business hours.

We understand that on-site support will be provided on an as-needed basis. If requested, our technicians will adhere to scheduling requirements and will understand their specific responsibilities and will:

1) Possess excellent customer service skills and the ability to work effectively with a variety of people.
2) Abide by all Three Rivers work policies and health protocols when present in facilities.

Monthly IT Support

Software MSP will provide IT and Chrome Book support for the fees outlined below.

IT Support Services – Fixed Fee/T&M (Includes Cybersecurity Protection*)

DESCRIPTION OF SERVICES	QTY	MONTHLY FEE
I. 24/7 Remote Help Desk Support	Unlimited	$1,175
II. Remote Monitoring, Management, & Cybersecurity	12	Included
III. On-Site Technical Support	As Needed	T&M
Total Monthly Recurring Fee:		**$1,175**

* Coro Annual Cybersecurity platform with 24/7 monitoring and SOC for staff and students is included in Year 1 pricing. Year 2 will be billed at the pricing noted below.

Optional Services / Cybersecurity (Standalone Pricing)

DESCRIPTION OF SERVICES	QTY	UNIT PRICE	MONTHLY FEE
Chrome Book Management	90	$3.00/device	$270
Coro Student Annual with SOC *Coro Student Protection – Email Security & DLP*	25	$1.00/month	$25
Coro Annual with SOC* *Monthly Plan full cybersecurity platform with 24/7 monitoring and SOC*	12	$6.50/month	$78

*For Users, Devices, Office 365, Data, Malware/Ransomware Protection, Phishing, Hacking/Access Control, and Data Loss/Governance.

IT Hourly Rate Schedule

IT CLASSIFICATION	HOURLY RATE ($) ON-SITE	IT CLASSIFICATION	HOURLY RATE ($) ON-SITE
Project Manager	215	Senior Systems Engineer	165
Programmer/Developer	200	Systems Engineer	160
Senior Network Engineer	190	Senior Systems Analyst	150
Network Engineer	155	Systems Analyst II	145
Senior Business Analyst	180	Systems Analyst I	140
Business Analyst II	190	Senior IT Technician	130
Business Analyst I	155	IT Technician II	125
		IT Technician I	120

Service Level Agreement

Software MSP is positioned to support Three Rivers' technical environment with agility and will adapt to your specific service needs and expectations. We will consult with Three Rivers to tailor a Service Level Agreement (SLA) that ensures our service delivery consistently meets or exceeds your response-time expectations. Our response times during regular business hours are generally one to two (1-2) hours for Low Priority issues, one (1) hour for Medium Priority issues, and 15 to 30 minutes for High Priority issues.

Summarized below are the key elements of our standard SLA which can be customized as needed:

- One-reach local phone number and email address for emergency support.
- Provide 24/7/365 support.
- Respond to emergency outages within 15 to 30 minutes during regular hours.
- Respond to emergency outages within 30 minutes during non-business hours.
- In case of an emergency, be on site within two hours.
- Provide unlimited technical phone support.
- Trouble Tickets will be acknowledged within 30 minutes during regular business hours.
- Standby support, with a maximum response time of 30 minutes outside regular work hours.

Our baseline SLA terms are structured to exceed your expectations, as illustrated below. We are committed to providing service excellence and will work with Three Rivers to develop detailed metrics and specified response times to ensure we meet or exceed your SLA expectations.

	LOW	MEDIUM	HIGH	CRITICAL
	95% OF THE TIME	95% OF THE TIME	98% OF THE TIME	98% OF THE TIME
RESPONSE TIME	90 MINUTES	30 MINUTES TO 60 MINUTES	15 MINUTES TO 30 MINUTES	IMMEDIATE TO 15 MINUTES
RESOLVE TIME	LESS THAN 1 HOUR	LESS THAN 4 HOURS	LESS THAN 2 HOURS	LESS THAN 1 HOUR