NW TECHNOLOGY

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Q U O T E

NWTQ2246
Jun 8, 2018

Quoted To:

Orcas Island Health Care District
Diane Boteler
United States

Prepared By:

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Purchasing
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Phone
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Ship Via:		Terms:	NET 30

Here is the quote you requested.

Description	Unit Price	Qty	Ext. Price
Office 365			
☑ Office 365 Business Premium / Exchange (50GB per mailbox) / Office Standard / Lync / Sharepoint / User-PerMonth	*$87.50 billed Monthly*		
Comprehensive Service Agreement			
☑ One Time Service Agreement Setup	*$280.00 billed Monthly*		
☑ Unlimited Help Desk \ Basic Monitoring \ Software Update Services \ Projects, On-Site Visits and items outside of the agreement billed as time and material.	*$105.00 billed Monthly*		
☑ Unlimited Escalation a Month \ Antivirus \ Network Monitoring \ Advance Server Monitoring \ IT Project Manager Assigned \ Training Services	*$105.00 billed Monthly*		
☑ On Site is billed at Time, Material and Travel. If at a future date we make a regular quarter vistis to Orcas we can revisit an on premise agreement.	$0.00	1	$0.00

Subtotal		$0.00
Tax		$0.00
Shipping		$0.00
Grand Total		**$0.00**

Recurring Amounts:
  $627.75 Billed Monthly Including Tax

  The Term of this agreement for
  reoccuring payments is from:
  06/15/18 to 07/15/18

  Signature: _____

  Date: _____

Valid for 25 days from the date on the quote.

Please contact me if I can be of further assistance.

Service Agreement

Thank you for your interest in a service agreement from NW Technology. IT systems are a critical part of business today and when something doesn't work, it costs you money. For over 15 year NW Technology has been providing quality service and solutions to clients in the Pacific Northwest and beyond. Our highly trained staff of over 12 technicians and engineers are looking forward to taking on the responsibility of addressing your troubleshooting, upgrading, and preventive maintenance needs.

Our agreements are designed with the flexibility to meets your needs with plans that cover basic support and monitoring to full service turn-key Information Technology departmental services.

ESSENTIALS PLAN

Essentials is designed for that organization that has less complexity in their IT but still needs a place to call for help and advice as well as needing someone monitoring their systems health.

PROFESSIONAL PLAN

Professional Plan is for that organization that needs a little more. Maybe you have a critical line of business application that requires a more advanced level of monitoring and maintenance or you want a technician to visit your offices on a regular basis. Professional also steps up the preventive maintenance coverage by making sure your backups are working correctly and your servers are always up-to-date with security and firmware needs.

COMPREHENSIVE PLAN

Designed for that organization that needs their IT to always be at their best, Comprehensive is the best in service and support. With faster response time to issues, IT planning services, training services for new employees, and aggressive preventive maintenance schedules, you will have the assurances that your IT systems are being managed by the most experienced staff available.

Licensing:

Unlike other providers that charge for every computer, tablet, printer, server, and switch in a network, NW Technology has a simple per user model. Our service agreements are tallied by your Office 365 license level and user count.

	ESSENTIALS	PROFESSIONAL	COMPREHENSIVE
Per User / Per Month	$ 20.00	$ 35.00	$ 45.00

Service Agreement Plan Options

	ESSENTIALS	PROFESSIONAL	COMPREHENSIVE
Help Desk	Unlimited	Unlimited	Unlimited
Escalation Requests /Month	1	4	Unlimited
Basic System Monitoring	x	x	x
Software Update Service	x	x	x
Antivirus subscription		x	x
3rd party application support		x	x
Assigned Account Technician		x	x
On-Site Tech visits/Month*		2	4
2 hour response SLA**			x
Network Equipment Monitoring			x
Advanced Server Monitoring			x
IT Project Manager Assigned			x
SOP Library			x
Training Services			x

Preventative Maintenance Coverage	ESSENTIALS	PROFESSIONAL	COMPREHENSIVE
Desktop Updates (MS, Adobe, Java)	Weekly	Weekly	Weekly
Server Updates OS	Quarterly	Monthly	Weekly
Firewall Firmware Updates	Annually	Quarterly	Quarterly
Server Updates - LOB		Monthly	Weekly
Backup/Restore Review		Quarterly	Monthly
System Security Review		Quarterly	Monthly
Server Firmware Updates		Annually	Quarterly
Switch Firmware Updates		Annually	Quarterly
Strategic IT Planning			x

* Travel expenses may apply outside of service area

** Standard business hours 7:00AM till 5:00 PM Monday through Friday

3rd Party Application Support

<u>Included in Plan</u>: *Essentials*
<u>Coverage</u>: *Outside of Plan*

Line of Business and specialized applications require additional technical skills and typically require immediate escalation for support. As a Basics subscriber the client can receive support for these applications at the hourly rate of $120/hr. Applications that qualify as 3rd party will be identified and communicated with the client prior to the execution of the service agreement.

<u>Included in Plan</u>: *Professional and Comprehensive*
<u>Coverage</u>: *Included*

Line of Business and specialized applications require additional technical skills and typically require immediate escalation for support. As a Professional or Comprehensive subscriber, these applications will be covered by the help desk and escalations teams.

On-Site Visits (within service area)

<u>Included in Plan</u>: *Essentials*
<u>Coverage</u>: *Outside of Plan*

Essentials subscribers can receive an on-site visit at the hourly rate of $120.

<u>Included in Plan</u>: *Professional*
<u>Coverage</u>: *2 per Month*

Professional subscribers will receive 1 on-site visits per month by a field service technician to check system status, follow-up on issues, and perform other technical needs as requested. Additional visits are available at a service fee of $120 per hour.

<u>Included in Plan</u>: *Comprehensive*
<u>Coverage</u>: *4 per Month*

Comprehensive subscribers will receive 4 on-site visits per month by a field service technician to check system status, follow-up on issues, and perform other technical needs as requested. Additional visits are available at a service fee of $120 per hour.

Help Desk

Included in Plan : *ALL*

Coverage: *Unlimited*

NW Technology staffs a help desk staff of skilled technicians. All level 1 techs hold a minimum of an associate's degree in an IT related field and receive 4 hours off additional classroom training per month on emerging technologies.

Unlimited coverage entitles the client to unlimited usage to call the help desk and get the assistance of a level 1 team member from 7:00am to 5:00pm Monday thru Friday.

Escalation Requests/Month

Included in Plan: *Essentials*
Coverage: *1 per month*

As an Essentials plan subscriber, the client is entitled to request that an issue be passed to an escalations service team. These are ideal for issues that are time sensitive and needing an advance level of technical experience to complete. Should the client exceed the coverage option in a month, additional escalation requests can additional escalations for a $110 per hour service fee.

Included in Plan: *Professional*
Coverage: *4 per month*

As a Professional plan subscriber, the client is entitled to request that an issue be passed to an escalations service team. These are ideal for issues that are time sensitive and needing an advance level of technical experience to complete. Should the client exceed the coverage option in a month, additional escalation requests can additional escalations for a $110 per hour service fee.

Included in Plan: *Comprehensive*
Coverage: *Unlimited*

As a Comprehensive plan subscriber, the client is entitled to request escalation for any issue that the level 1 team is encountering difficulty resolving. All escalations requests will be passed to a dispatcher or service manager for review and scheduling.

NW TECHNOLOGY

Basic System Performance Monitoring

Included in Plan: *ALL*
Coverage: *Desktops/Laptops/Tablets/Servers*

Upon execution of the service agreement, NW Technology will install and RMM agent that will manage the deployment of Microsoft and some 3rd party applications, report to the service team of system performance issues such as high memory utilization and low disk space, and unexpected outages of critical systems

Antivirus Subscription

Included in Plan: *Essentials*
Coverage: *Available for additional service fee*

NW Technology uses the Vipre antivirus service. This agent works in conjunction with the RMM Performance Monitoring software that is installed with all clients and reports to service team any virus infections that occur.

As an Essentials subscriber, the antivirus service is available for an additional fee or $1.50 per month, per workstation/server.

Plan: *Professional and Comprehensive*
Coverage: *Included*

NW Technology uses the Vipre antivirus service. This agent works in conjunction with the RMM Performance Monitoring

Assigned Account Technician

<u>Included in Plan</u>: *Professional and Comprehensive*
<u>Coverage</u>: *Included*

Professional and Comprehensive subscribers will a primary technician established as a their primary point of contact for both on premise and help desk services. While any technical will be able to assist, the assigned technicians will know the subscribers network best.

2 hour Response SLA

<u>Included in Plan</u>: *Comprehensive*
<u>Coverage</u>: *Included*

Comprehensive subscribers will receive an initial response from a technical within 2 hours from when the request was initiated during standard business hours from 7:00am till 5:00pm, Monday through Friday.

Network Equipment Monitoring

<u>Included in Plan</u>: *Comprehensive*
<u>Coverage</u>: *Included*

Comprehensive subscribers will be configured with our advanced network monitoring software. This service will identify roles, manufacturing vendor and OS information for SNMP monitoring data. Detect network bottlenecks utilizing network traffic flow technology. Identify top users, domains, conversations and endpoints for troubleshooting purposes. Ninja NMS support NetFlow v5 and v9 and also the variant IPFIX. Analyze flow traffic in different perspectives ranging from the domain visited to the endpoints that are creating maximum traffic. Monitor the common parameters ranging from processor, memory, network adapters, port statuses & SNMP traps. See how your devices are performing and if there are any bottlenecks that need to be addressed.

NW TECHNOLOGY

Advanced Server Monitoring

Included in Plan: *Professional and Comprehensive*

Coverage: *Included*

Comprehensive subscribers will install our advances server monitoring service. With more than 500 out-of-the-box monitors and a multitude of reporting capabilities, this helps take the first step toward proactive monitoring and maintenance, while also improving reactive response times.

IT Project Manager Assigned

Included in Plan: *Comprehensive*

Coverage: *Included*

Comprehensive subscribers will receive an assigned Project Manager, at no extra expense, that will oversee all upgrade and installation projects as well as

SOP Library

Included in Plan: *Comprehensive*

Coverage: *Included*

Comprehensive subscribers will have a Standard Operating Procedure manual created for all technical processes that NW Technology is involved in. This documentation will be in the form of screenshots, videos, and technical manuals.

Training Services

Included in Plan: *Comprehensive*

Coverage: *Included*

Comprehensive subscribers will have access to a trainer for 90 minutes per month. This time can be used to teach or reinforce an individual or group of people on a wide range of IT topics.

Get business-class email with Office 365

With Office 365, your email is hosted in geographically distributed data centers with continuous data backup, has premier disaster recovery capabilities, and has a team of security experts monitoring it around the clock. Other features include:

Large mailboxes: 50 GB of email storage with ability to send messages up to 25 MB in size.

Outlook support: Connect supported copies of Outlook and get access to mail, contacts and calendars with fully featured offline support.

Mobile access: Available from all phones and tablets that can receive email, including Windows Phone, iPhone, iPad, Android, and Blackberry devices.

Web-based access: Access email through any modern web browser using the Outlook Web App, which provides a premium browser-based experience that matches the look and feel of Outlook.

Custom domain: Ability to use your own custom domain as your email address->you@yourbusiness.com.

Guaranteed uptime: Get peace of mind knowing your email will be available when you need it, with a financially-backed 99.9% uptime service level agreement.

Secure and protected: Defend against malware and spam with built in filters that are frequently updated to address new threats.

Shared calendar and contacts: Users can compare calendars to schedule meetings and can contacts, groups, and access a company-wide global address list, external contacts, tasks, conference rooms.

How can I buy email in Office 365?

All of these Office 365 plans include business class email as mentioned above and can be combined together.

		Exchange Online	Business Essentials	Business Premium
Core Details	Price/user/month $USD (with annual commitment)	$4	$5	$12.5
	Seat Cap	Unlimited	300	
	24/7 phone support from Microsoft[1]	All issues	Critical issues	
Basic Features	Features noted above	●	●	●
	Exchange Active Sync, IMAP and POP support	●	●	●
	Ability to delegate access to mail and calendar	●	●	●
	Distribution groups, shared company contact lists	●	●	●
	Calendar sharing, conference room management	●	●	●
Advanced Features	On-premises Active Directory synchronization for single sign on	●	●	●
	Licensed for hybrid deployment with on-premises servers	●		
	Email compliance features: eDiscovery, transport rules, journaling, S/MIME, retention tags & policies	●	●	●
	Email protection features: Message Encryption, IRM using Azure RMS	○[2]	○[2]	○[2]
Office	Full Office Desktop Apps (Outlook, Word, Excel, PowerPoint, etc.)			●
	iPad, Windows RT & smartphone apps			●
Additional Services	1TB cloud storage (OneDrive for Business)		●	●
	Online Meetings with web conferencing, IM, video, presence (Lync)		●	●
	Team collaboration sites & internal portals (SharePoint)		●	●
	Private social networking (Yammer)		●	●

1. Business plans include business hours support for all non-critical issues.
2. Available with add on purchase of Azure Rights Management.

Office

With Office 365, you get the latest Office applications – and much more.

At its heart is Office itself—the familiar Office applications businesses use everyday—now offered as a cloud service, so it's always up to date. But Office 365 is also so much more. It's about bringing enterprise-grade services to organizations of all sizes, from online meetings to sharing documents to business-class email.

Always up-to-date. Never buy a new version of Office again!

Each user can install Office on **up to 5 PCs or Macs.**

Save to the cloud for backup and anywhere access.

Use Office on your **smartphone and tablet**.

Business-class email Large, 50GB mailboxes that can send messages up to 25MB in size, with contacts, shared calendars and spam and malware protection that stays up to date. Built with Exchange email technology, the leading email solution for business around the world. Use your own custom domain for your email address, connect with Outlook for fully featured offline support, and access via the web through any modern browser. Available on your PC or Mac, as well as Windows Phone, iPhone, Android and Blackberry devices.

Online meetings Hold scheduled or ad hoc online meetings for up to 250 participants, with screen sharing, audio & video, virtual whiteboards, polls and shared notes. Partners and customers can fully participate through any HTML-5 browser

Online document storage and file sharing 1TB of space in the cloud to store, backup and easily share files. Files are accessible from almost any device, also synchronized offline and available without an internet connection.

Private social networking and collaboration A social network that helps your company stay connected, share information across teams and make faster, more informed decisions.

Technical support Telephone support for setup and deployment issues, as well as online answers, how-to resources, and connections with the Office 365 customer community for additional help.

Simplified IT Management Reduce headaches by reducing your IT infrastructure. Content lives safely in globally distributed datacenters with continuous backup & disaster recovery abilities.

Financially backed SLA Get peace of mind knowing your services are available with a financially-backed 99.9% uptime service level agreement.

Office 365 & the cloud changes how work is done...

Get work done from anywhere Wherever your people are, online or offline, they can get to—and work with— the most up-to-date versions of the files and tools they need to get things done. And they can do it on virtually any device.

Work better together—simply Office 365 offers business-class email, shared calendars, IM, web conferencing, and access to the most up-to-date documents stored in the cloud. You can work together in real time without compromising security.

...and how companies consume IT.

Reduce your capital expenditure Office 365 is available as a simple monthly subscription. Avoid large up-front costs for new software while moving the cost of IT from capital to operating expense.

Be always up to date Since Office 365 is in the cloud, it is always up to date. No patches or software upgrades necessary. Microsoft is adding new value and capabilities on a monthly basis.

Cut hardware and energy costs Without servers to run for email, websites and document storage, you can reduce energy costs and save by no longer purchasing new server hardware.

License per user Simplify licensing while providing each user access to business critical technology on 5 PCs/Macs and 5 mobile devices. Save money when compared to traditional, per device licensing.

Scale your business quickly Office 365 grows with you - adding a new user is as simple as buying an additional license.

License what you need Office 365 provides many plans to fit the right capability needs and price points for each user in an organization.

Personal online file storage, synchronization and sharing...

OneDrive for Business provides a simple & secure location where people can store, sync and share their work files.
Top features include:

1TB of secure online storage Safely store, backup and share all your valuable work files. Easily edit files in the browser with Office Online or open directly in the rich Office desktop apps.

Accessible on any device Documents can be accessed from any device through a supported browser or by using native applications on Windows 7–8.1, Windows RT, iOS, Android and Windows Phone devices.

Simple sharing with anyone Private by default, safely share your files with others both inside & outside your company. Easily manage who can access or edit your files.

Collaborate in real time Work simultaneously on your documents with others using Office Online or the traditional Office desktop apps. Track changes and view previous versions with automatic versioning controls.

Available offline Files can be synchronized offline and available without an internet connection. Offline edits will automatically sync the next time you connect to the internet.

Easy to learn and use Seamlessly integrated with Office and Windows. Save directly to the cloud from the Office desktop applications. Move, rename and delete files directly in File Explorer on your PC.

...with the manageability you need and security you can trust.

OneDrive for Business is run in Microsoft's geographically distributed data centers with continuous data backup and premier disaster recovery capabilities with security experts monitoring it around the clock.

Protect your critical business information Cloud saved files are not lost when local hard drives fail or are stolen, or if an employee leaves the company and takes the computer & files with them.

Mange access with ease OneDrive for Business provides granular control of capabilities like external sharing, offline sync and access permissions. Admins can generate standard and custom audit reports to understand usage.

Backed by Microsoft Store your files with the industry leader in enterprise-grade software, not a startup or consumer-focused company. Microsoft provides 24/7 phone support and a 99.9% financially backed uptime agreement.

Unmatched service compliance OneDrive for Business in Office 365 is compliant with world-class industry standards, including ISO 27001, EU Model clauses, HIPAA BAA, and FISMA, and is verified by third-party auditors.

How can I get OneDrive for Business?

OneDrive for Business is available within all Office 365 suite plans. Here are a few key differences between plans. Customers are able to combine plans as needed.

		Business Essentials	Business	Business Premium
Core Details	Price/user/month $USD (with annual commitment)	$5	$8.25	$12.5
	Seat Cap		300	
	24/7 phone support from Microsoft for critical issues		●	
OneDrive features	1TB of OneDrive for Business storage per user	●	●	●
	Cross browser support (IE, Chrome, Firefox, Safari)	●	●	●
	Applications for Windows 7-8.1, Windows RT, iOS, Android	●	●	●
	Access thru Office Mobile apps for Windows Phone, Android, iOS	●	●	●
	Edit documents and collaborate in browser with Office Online	●	●	●
Office	Full Office Desktop Apps (Outlook, Word, Excel, PowerPoint, etc.)		●	●
	iPad, Windows RT & smartphone apps		●	●
Additional Services	On-premises Active Directory synchronization for single sign on	●	●	●
	Email - 50 GB email, contacts, shared calendars	●		●
	Online Meetings - Web conferencing, IM, video, presence	●		●
	Private social networking (Yammer)	●		●
	Team sites, internal portals (SharePoint)	●		●

With Office 365, you get the latest Office applications – and much more.

Office

At its heart is Office itself—the familiar Office applications businesses use everyday—now offered as a cloud service, so it's always up to date. But Office 365 is also so much more. It's about bringing enterprise-grade services to organizations of all sizes, from online meetings to sharing documents to business-class email.

Always up-to-date. Never buy a new version of Office again!

Each user can install Office on **up to 5 PCs or Macs.**

Save to the cloud for backup and anywhere access.

Use Office on your **smartphone and tablet**.

Business-class email Large, 50GB mailboxes that can send messages up to 25MB in size, with contacts, shared calendars and spam and malware protection that stays up to date. Built with Exchange email technology, the leading email solution for business around the world. Use your own custom domain for your email address, connect with Outlook for fully featured offline support, and access via the web through any modern browser. Available on your PC or Mac, as well as Windows Phone, iPhone, Android and Blackberry devices.

Online meetings Hold scheduled or ad hoc online meetings for up to 250 participants, with screen sharing, audio & video, virtual whiteboards, polls and shared notes. Partners and customers can fully participate through any HTML-5 browser

Online document storage and file sharing Get 1TB of space in the cloud to store, backup and easily share files. Files are accessible from almost any device, also synchronized offline and available without an internet connection.

Private social networking and collaboration A social network that helps your company stay connected, share information across teams and make faster, more informed decisions.

Technical support Telephone support for setup and deployment issues, as well as online answers, how-to resources, and connections with the Office 365 customer community for additional help.

Simplified IT Management Reduce headaches by reducing your IT infrastructure. Content lives safely in globally distributed datacenters with continuous backup & disaster recovery abilities.

Financially backed SLA Get peace of mind knowing your services are available with a financially-backed 99.9% uptime service level agreement.

Office 365 & the cloud changes how work is done...

Get work done from anywhere Wherever your people are, online or offline, they can get to—and work with— the most up-to-date versions of the files and tools they need to get things done. And they can do it on virtually any device.

Work better together—simply Office 365 offers business-class email, shared calendars, IM, web conferencing, and access to the most up-to-date documents stored in the cloud. You can work together in real time without compromising security.

...and how companies consume IT.

Reduce your capital expenditure Office 365 is available as a simple monthly subscription. Avoid large up-front costs for new software while moving the cost of IT from capital to operating expense.

Be always up to date Since Office 365 is in the cloud, it is always up to date. No patches or software upgrades necessary. Microsoft is adding new value and capabilities on a monthly basis.

Cut hardware and energy costs Without servers to run for email, websites and document storage, you can reduce energy costs and save by no longer purchasing new server hardware.

License per user Simplify licensing while providing each user access to business critical technology on 5 PCs/Macs and 5 mobile devices. Save money when compared to traditional, per device licensing.

Scale your business quickly Office 365 grows with you - adding a new user is as simple as buying an additional license.

License what you need Office 365 provides many plans to fit the right capability needs and price points for each user in an organization.

Get the full Office suite with Office 365...

When purchasing Office 365, customers receive an always up-to-date version of the full Office desktop applications including:

Outlook: Manage your email, schedules, contacts, and to-do items. Outlook is the one place to go to communicate with all of your important contacts.

Word: Create documents with style and polish, work with others easily – and enjoy the new reading experience on modern touch devices.

PowerPoint: Easily work with others and design beautiful presentations. Presenting tools help you deliver your ideas and impress your audience.

OneNote: All your notes together and with you anywhere. OneNote is your digital notebook for capturing to-dos, meeting notes and anything else you need to remember.

Excel: Excel gives you intuitive ways to explore your data. Quickly discover new ways to visualize your data, and see your information in new depths.

Publisher: Use familiar, simple tools to create and share professional-looking, personalized publications that make an impact.

...plus great new benefits provided by the cloud!

Office is delivered as a per-user subscription that is straightforward to download and install on your computer. No IT needed.

Be always up to date: With Office connected to the cloud, you always have the latest version of the desktop applications, with unobtrusive updates.

Use Office on your smartphone and tablet: Access your documents and make edits on the go with Office apps for iPad, Windows Phone, iPhone and Android phones.

Use on 5 PCs and Macs: Each user can use the Office desktop applications on 5 Windows PCs or Macintosh computers, at work or at home.

Anywhere access to documents: Office saves to your online storage by default, so your files are automatically backed up and linked to you virtually anywhere you go. No more heading back to the office to get a file or document.

How can I buy Office in Office 365?

All of these Office 365 plans include the full Office suite as mentioned above and can be combined in a single Office 365 account. Here a few key differences between plans.

		Business	Business Premium	ProPlus	E3
Target customer	Price	$8.25	$12.5	$12	$20
	Seat Cap	300 (for each plan)		Unlimited	
	24/7 phone support from Microsoft[1]	Critical issues		All issues	
Office apps	Word, PowerPoint, Excel, Outlook, OneNote, Publisher on Windows PCs	●	●	●	●
	Office for Mac 2011	●	●	●	●
	iPad, Windows RT & smartphone apps	●	●	●	●
	Office Online	●	●	●	●
	Access			●	●
Advanced Office features	Active Directory integration	●	●	●	●
	Licensed for hybrid deployment			●	●
	Support for shared computer activation (RDS scenarios)			●	●
	Enterprise Excel BI features: PowerPivot, PowerQuery (enterprise data), PowerView, spreadsheet controls (compare/inquire)			●	●
	IT controls: group policy, app telemetry, update controls			●	●
	Support for Enterprise voice			●	●
Online services	1TB cloud storage (OneDrive for Business)	●	●	●	●
	Email, calendar (Exchange)		●		●
	Online meetings, instant messaging (Lync)		●		●

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Office 365

- Business-Class Email
- Cloud Storage and File Sharing
- Online Meetings
- Technical Support
- Private Social Network
- Financially-Backed SLA
- Office Applications

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