

FirstCall



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Phone: (406) 721-4592

Email: mross@firstsolution.com

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We have prepared a quote for you

ESS1 - Managed Services Quote

Quote # 1005664
Version 1

Prepared for:

Flathead Reservation Water Management Board

Ethan Mace
ethan.mace@frwmb.org



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ESS1 - Managed Services Quote



Prepared by:

First Call Computer Solutions

Meg Ross
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Prepared for:

Flathead Reservation Water Management Board

PO Box 37
Ronan, MT 59864
Ethan Mace
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Quote Information:

Quote #: 1005664

Version: 1
Delivery Date: 08/07/2023
Expiration Date: 09/04/2023

Executive Overview

The Better Way provides A-level IT people, processes and tools designed, operated and managed to help secure your business, modernize your tools and make people happy with IT.





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Agreement (Monthly Recurring)

Product Details	Quantity
<p>Managed IT Agreement - Essential + Remote and Field Support</p> <p>Managed IT Agreement - Essential Ingredients Plus Remote and Field Support.</p> <ul style="list-style-type: none"> - Managed Security Basics - Hardware, Software and Services - Backup Services - Hardware, Software and Services. - Optional Cloud Backup Services - Software and Storage - IT Alignment Services - IT Support (Remote and on-site are included in this agreement) - Professional Services (Separate Charges Apply - No Project Labor or Additional Hardware/Software Included) <p>First Call has quoted the Agreement based on your organization having:</p> <ul style="list-style-type: none"> 1 Locations (Sites) where technology assets reside 7 Windows Endpoints (Windows Servers and Windows PCs) 1 Sites requiring a firewall 0 Sites requiring a local backup 14 Office 365 Users (Mailbox and OneDrive) backed up to First Call's Cloud 1 TB of Cloud Backup (additional storage is available in 250gb increments for additional fees) OR Customer waives the offer for Cloud Backup and agrees to sign a Cloud Backup Waiver during on-boarding process <p>*During the On-Boarding process, First Call and the client may identify a need for non-standard Local Backup Storage Solution(s) and/or Firewall Solution(s). Changes from standard backup and/or firewall solutions may result in a change in the Agreement Price quoted.</p> <p>****We recognize that the organization is growing, for transparency this quote is good for 1 year of signature date at the current rate until 10 endpoints are realized at which point the agreement price would increase to \$1210 month for 10 endpoints.</p>	1
<p>SonicWall TZ370W Network Security/Firewall Monthly Rental</p> <p>SonicWall TZ370W Network Security/Firewall Monthly Rental</p>	1



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Agreement (Monthly Recurring)

Product Details	Quantity
ESSENTIAL PROTECTION SERVICE SUITE FOR TZ370W 2YR Mnt Serv ESSENTIAL PROTECTION SERVICE SUITE FOR TZ370W 2YR Mnt Serv	1
Single Domain - DarkWeb Monitoring Service DarkWeb Monitoring of your Domain helps improve your security profile by identifying potential security gaps caused by user accounts and/or passwords that have been exploited in the DarkWeb.	1
Single User - Phish Testing & Security Awareness Training Phish testing helps improve your understanding of security vulnerabilities within your workforce to allow you to focus your security awareness training investments.	11
Cloud Storage 250GB Block WL Model Cloud Storage - 250GB Block - Monthly Fee - Workload Model Cloud backups provide additional business continuity protections against ransomware, malware and worst case scenarios: flood, fire, electrical damage, employee sabotage and system theft.	4
Microsoft 365 Backup per Seat Providing backup for all of your Office 365 Licensed Users offers a second layer of confidence that your Microsoft 365 Tenant environment is secure. SharePoint Sites, Teams, Mailboxes and OneDrives are backed up daily and retained for 6 months. *Some restrictions from the solution vendor on restoring assets may apply.	14
Subtotal:	\$980.00



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Services (One-Time)

Product Details	Quantity
<p>Better Way Client On-Boarding Fee</p> <p>On-Boarding Scope of Work:</p> <ul style="list-style-type: none"> - Project Management - Project Kick-off Meeting - Site(s) Survey and Analysis - Company & Contact Documentation - Managed Devices On-Boarded - First Call Equipment Installation and Implementation - Managed IT Agreement finalization and set-up <p>*During the On-Boarding process, First Call and the client may identify a need for non-standard Local Backup Storage Solution(s) and/or Firewall Solution(s). Changes from standard backup and/or firewall solutions may result in a change in the Agreement Price quoted.</p> <p>BILLING NOTE: 100% of On-Boarding Fee must be pre-paid prior to scheduling the project.</p>	1
Subtotal:	\$1,960.00

PROPOSAL:

- First Call reserves the right to cancel orders arising from pricing or other errors.
- This proposal is valid for fifteen days from the Date Submitted and shall expire without execution.

AGREEMENT TERMS AND CONDITIONS:

- Credit cards, ACH or recurring e-check payments are REQUIRED for all recurring agreements unless annually pre-paid.
- First Call offers a 1.5% discount on all agreements paid 12 months in advance.
- All Pre-payments must be made in cash, by check or e-check.
- Agreement Invoices are prepared and payments are made in advance of the month the service is performed.
- First month billing will be pro-rated from the Customer Kick-Off meeting such that the subsequent payments shall become due on the first day of each month.
- On-Boarding fee will be invoiced and paid prior to Customer Kick-Off meeting and is non-refundable.
- Prior to commencement of Services, First Call will present and review the Master Customer Agreement and Coverage Detail Document.
- The Master Customer Agreement and a Coverage Detail document must be executed and on file before First Call is able to provide services.

AGREEMENT TERM & TERMINATION

- Agreement Term is 36 months.
- Agreement shall automatically renew at term unless terminated by either party 60 days in advance of the termination date.
- Customer may terminate Agreement for convenience at any time after the first full 12 months of service by providing 30 Day Written Notice. Termination after 12 months, but prior to the full 36-month term of the Agreement, will result in an Early



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Termination Fee of not less than 2 times the monthly Agreement Fee.

- Customer may, at its option, terminate this agreement at any time by providing written notice to First Call outlining any failures to comply with the agreement. If First Call addresses any failures within 30 days, the notice of termination is null and void.
- Customer and First Call may mutually agree to terminate this agreement at any time.

PRICE ADJUSTMENTS:

- Both parties reserve the right to request agreement price adjustments at any time based on significant change in endpoints (more than 10%), site changes requiring firewall/backup additions/reductions or support demand being 20% above/below of industry standards for at least two consecutive quarters.

First Call Computer Solutions

Flathead Reservation Water Management Board

Signature: Meg Ross

Name: Meg Ross

Title: Business Development Executive

Date: 08/07/2023

Signature: _____

Name: Ethan Mace

Date: _____