

We have prepared a quote for you

Total IT Secure 2026

Quote #002640 v1

Prepared for

City of Angels Camp

Prepared by

Chris Doyle

Scope of Work

1. Managed IT Services & Trusted IT Advisor

Coneth Solutions provides comprehensive IT services that includes the following service components:

Workstations and Network Support (Laptops and Desktops):

- Unlimited helpdesk support tickets
- On-going security patching for workstations
- Malware and Anti-Virus license and protection
- Unlimited network, and application administration
- Management and liaison services for 3rd party software and IT related system vendors.
- Management of current data backup system
- Trusted general & industry specific technology advising

Server Support (Physical and Virtual Servers):

- Unlimited server and network system administration
- 24/7 server and application monitoring
- Proactively alerts support when server health issues occur
- Protocol health checking for key services such as DNS, mail, web etc.
- Monitors server and application performance with proactive alerting
- Full server antivirus license with reporting
- Server security patching for Windows, Exchange, SQL
- Management and liaison services for 3rd party software and IT related system vendors.
- Automated server cleanup – disk defrag, log purging etc.
- Event log management and notification for critical events
- Restart failed applications and processes
- Server health and status reports

2. One-Time Setup

One Time Setup Scope of Work

- Install management agents.
- Install anti-virus clients.
- Tag systems with support contact information.
- Collect hardware, software application and communications vendor information.

3. Managed Backup Service

Onsite Backup Appliance

- Backup appliance is installed at customers location.
- Backups of customer's data are taken at regular intervals during the day to ensure current backups of the customers system.
- Backups are sent offsite nightly to protect the customers data against major disasters such as fire, flood or theft.

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Quote Information:

Quote #: 002640
Version: 1
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Prepared for:

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Recurring Expenses	Amount
Services Costs (Recurring)	\$7,950.00
Recurring Total	\$7,950.00

All invoices are billed with Net 10 terms.

Service agreement invoices are billed at the start of the contract and are billed at the beginning of each calendar month.

Time billed at the hourly rate is billed monthly on a separate invoice.

Invoices will be delivered to the customer's billing contact via email.

This service contract can be cancelled by either party with 90 days written notice.

Customer balance is due in full upon cancellation notice.

We reserve the right to cancel orders arising from pricing or other errors.

Signature

Date

4. Managed Device Security - Total IT Secure

Threat protections and security for your business network!

1. Security Overwatch for servers and endpoints.
2. Application whitelisting
3. o365 Cloud Backup
4. o365 Email Security
5. o365 Archive
6. o365 2FA Support
7. Phish Threat Testing
8. VPN 2FA Support
9. Penetration Testing
10. End User Security Education
11. Dark Web Scanning

Service Levels, Hourly Rates and Scope

1. Helpdesk Response Time

One hour phone and/or email response Monday through Friday 8 AM to 5 PM PT for all incidents reported to support@coneth.com and/or 1 (209) 824-8727 option 2 for all server and network issues.

2. Emergency Onsite Response Time

Four hours Monday through Friday 8 AM to 5 PM PT for major network and server issues impacting 50% or more of network users.

3. Non-Emergency Onsite Response Time

Next business day for single user desktop and printer issues.

4. After Hours Response Time with Retainer

Four hour call back response charged at business hours rate. Onsite response determined based on call back diagnosis.

5. After Hours Response Time without Retainer

Best effort usually next business day charged at after-hours rate with a two hour minimum.

6. Hourly Rate Schedule

Business Hours Rate

Time is charged at \$150 per hour Monday through Friday 8 AM to 5 PM PT for services outside the scope of this services agreement.

After-Hours / Holiday Rate

Time is charged at \$225 per hour outside the hours of 8 AM to 5 PM PT Monday through Friday or on the following holidays - New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Day.

7. Items Out of Scope

The following items are considered out of scope of this agreement and will be charged according to the hourly rate schedule:

- New equipment installation.
- Replacement equipment installation.
- Equipment upgrades.
- Relocation of equipment or office moves.
- New application deployment.
- Application version upgrades.
- Electrical system failures or general power failures.
- Internet connection changes or upgrades.
- Data restore / recovery services due to client error, hardware failures, theft or natural disaster.
- Equipment recycling or data destruction.
- Server room housekeeping including cable rerouting.
- Time incurred to correct errors and/or damage by 3rd party or in-house staff.

Services Costs (Recurring)		Qty	Recurring	Ext. Recurring
MS-TOTALIT	Managed IT Services & Trusted IT Advisor Scope of Work Item 1 <ul style="list-style-type: none"> • Up to <3> Physical Locations - <City of Angels - City Hall, PD and Public Works> • Up to <3> Physical Server> • Up to <54> Workstations (Desktops and Laptops). 	1	\$4,410.00	\$4,410.00
MS-BACKUP	Managed Backup Service Scope of Work Item 3 - 2 TB Appliance Onsite and Cloud Backup	2	\$385.00	\$770.00
MS-WORKSTATION	Managed Device Security - Total IT Secure Scope of Work Item 4 <ul style="list-style-type: none"> • 54 devices workstations, laptops and 3 servers 	1	\$2,520.00	\$2,520.00
MS-24X7	Managed Service 24x7 Support Retainer 24x7 - 2 Hour Response	1	\$250.00	\$250.00
MS-WORKSTATION	Managed Workstation - Additional With Total IT Secure - \$105	0	\$105.00	\$0.00
Recurring Subtotal:				\$7,950.00

Services Costs (One-Time)		Qty	Price	Ext. Price
MS-SETUP	<p>One Time Setup - WAIVED Scope of Work Item 2</p> <ul style="list-style-type: none"> • Install management agents. • Install anti-virus clients. • Tag systems with support contact information. • Collect hardware, software application and communications vendor information. • Scan and map City networks. • Tag equipment for removal. • Validate accuracy of proposed network replacement project. 	0	\$7,950.00	\$0.00
PS-HOURLY	<p>Professional Services Hourly Rate Hourly rate for out of scope services.</p>	0	\$150.00	\$0.00
PS-AFTERHOURS	<p>Professional Services After-Hours / Holiday Rate Hourly rate for services performed outside the hours of Monday through Friday 8 AM to 5 PM PT or on holidays.</p>	0	\$225.00	\$0.00