bcti

Your Information Technology Partner

We have prepared a quote for you

NCPA 01-96 50 Unit Service Block

Quote # 006852
Version 1

Prepared for:

City of Kingsport

Floyd Bailey
floydbailey@kingsporttn.gov

P.O. Box 8456
Gray, TN 37615
www.bcti.com
423-283-0543

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Your Information Technology Partner

Professional Services

Description	NCPA DNE	Price	Qty	Ext. Price
BCTI 50 Unit NCPA 01-96 Service Block - Any of our Professional Services including Network, Systems, VOIP, Security, WebEX, On Premise Voice Solutions,Wireless etc.	$8,420.00	$8,250.00	1	$8,250.00

Subtotal: **$8,250.00**

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NCPA 01-96 50 Unit Service Block

Prepared by:

BCTI

Cyndee Purdy-Godsey
423-283-0543
cpurdy-godsey@bcti.com

Prepared for:

City of Kingsport

City Hall
415 Broad Street
Kingsport, TN
Floyd Bailey
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Quote Information:

Quote #: 006852

Version: 1
Delivery Date: 06/19/2023
Expiration Date: 07/19/2023

Quote Summary

Description	Amount
Professional Services	$8,250.00
Total:	**$8,250.00**

NOTE: Unless otherwise stated pricing includes shipping and delivery to customer site. Pricing does not include sales tax. Organizations exempt from sales tax must provide a copy of their exemption certificate. A minimum of 75% down payment is required for all orders. Pricing for labor is tiered and based on the skills required to perform the work. Tier pricing ranges from $126.75 to $253.50/hr weekdays (8:00am-5:00pm), weekends and after business hours are billed at 1.5 times, holidays at 2 times, unless otherwise noted. Service, travel, and remote support will be billed in 15 min increments with a one hour minimum for onsite service. This quote is confidential and not to be shared, copied, or distributed outside the organization named on this quote. Pricing is valid until the quote expiration date. Expired products are subject to additional reinstatement fees.

BCTI

Signature: Cyndee Purdy-Godsey

Name: Cyndee Purdy-Godsey

Title: Account Executive

Date: 06/19/2023

City of Kingsport

Signature: _____

Name: Floyd Bailey

Date: _____

NCPA Tiered Service Blocks

Priority Service, Direct Access, Discounted Rates

TIER	EXPERTISE	UNITS	TYPICAL SERVICE
TIER 1	Technician	0.75	Basic Technology Components
TIER 2	Engineer	1.00	Common Networking Solutions
TIER 3	Advanced Engineer	1.25	Advanced Internetworking Technologies
TIER 4	Expert Engineer	1.50	World-Class Expert Support

Why BCTI Tiered Service Blocks?

Over the last 30 years BCTI has learned that once new business technology solutions have been designed and properly deployed, the majority of ongoing technical services requested by our clients do not require the skills, or expenses, associated with our Senior Engineers. BCTI's Tiered Service Blocks are skills based to ensure that our customers always receive the level of expertise they need without over-paying for assistance with basic technology issues.

How does BCTI Tiered Service Block Pricing Work?

Our unique tiered unit program allows us to match the effective rate to the skill level required to service your organization's needs. For example, when your business needs basic PC support (TIER 1), time is recorded at 0.75 units (1 hour is recorded as 45 minutes). Common networking services such as assistance with backups or Active Directory modifications (TIER 2) would be debited to your service block account as 1.00 units (1 hour is recorded as 1 hour). Advanced engineering and configuration needs call for advanced level support skills (TIER 3) and is recorded at time 1.25 units (1 hour would be recorded as 1 hour and 15 minutes).

When the issue is highly complex and/or the time to resolve the issue is mission critical to your business, BCTI is proud to offer our Expert Engineer services (TIER 4) delivering world-class expertise from our exceptionally skilled and experienced Senior Engineers. Expert Engineer services are recorded at 1.50 units (1 hour would be recorded as 1 hour and 30 minutes) and provide the most qualified support available anywhere. Our Senior Engineers have years of enterprise experience and maintain multiple expert level certifications including Cisco CCIE, Cisco CCNP, Microsoft MCSE, VMware VCP, and Citrix CCE-V.

Examples of Professional Services and Corresponding Tiers

Tier 1 Technician	Tier 2 Engineer	Tier 3 Advanced Engineer	Tier 4 World-Class Expert
PC, laptop, tablet deployment and troubleshooting	Windows Server deployment, configuration, troubleshooting – physical environment	Windows Server deployment, configuration, troubleshooting – virtual environment	Data and server synchronization between multiple sites (SAN-to-SAN replication, DFS, disaster recovery solutions, etc.) System fault tolerance and high availability solutions
Printer, scanner deployment and troubleshooting	Deploying and troubleshooting basic Layer 2 switching (single VLAN)	Deploying and troubleshooting basic Layer 3 routing (static routes, RIP) and multiple VLANs	Complex routing/switching deployments such as BGP, EIGRP, GRE Tunnels, GLBP, HSRP, OSPF

NCPA Tiered Service Blocks

Priority Service, Direct Access, Discounted Rates

Tier 1 Technician	Tier 2 Engineer	Tier 3 Advanced Engineer	Tier 4 World-Class Expert
Basic hardware component installation	Wireless access point and intelligent UPS deployments	Wireless site surveys, controller configuration, bridges, outdoor mesh	Highly available automated failover wired/wireless infrastructure and VoIP solutions
Microsoft Office / Office 365 endpoint installation and troubleshooting (Excel, Outlook PowerPoint, Word)	Non-server-based E-mail and data migration to Exchange online and OneDrive. Setup of additional common apps (Teams or Skype).	Office 365 directory synchronization with Active Directory. Single sign-on with password hash or pass-through. Exchange server mailbox migrations to Office 365. E-mail encryption and online message archiving.	Active Directory integration and Single sign on with ADFS. Exchange Hybrid Mode Deployments. Office 365 Enterprise E5 deployments including cloud VoIP, audio conferencing, and advanced information protection with DLP.
Manual software installation on desktops or laptops	Deploying server-based anti-virus, anti-spam solutions	Server virtualization (Citrix, Microsoft, VMware, etc.) and automated patch management (e.g. WSUS)	Citrix Netscaler, XenApp, and/or XenDesktop solutions. DevOps automation solutions for advanced application and OS deployments (PowerShell, Group Policy, SCCM).
Cable management, network closet cleanup	Basic management of Windows Server accounts, DNS, or DHCP	Advanced server-based technologies including AD, MDT, Exchange, RDP / Terminal Services, SQL, etc.	Software Development including Access, Excel Power Tools (Power Query / Power BI), SQL, and VBA
Deploying racks, cabinets and mounting equipment in them	Cloud managed security solutions including Cisco Umbrella, Duo two-factor authentication	Meraki cloud managed solutions including cameras, firewalls, switches, and routers	Configuring and troubleshooting the integration of Cisco Unified Communications with Office 365
Manually installing service packs on desktops or laptops	Configuring, troubleshooting backup solutions	Deploying and configuring Storage Area Networks, Network Attached Storage	Virtual desktop infrastructure solution deployment and support. Architect and deployment of hyperconverged infrastructure solutions.
Telephone/VoIP handset deployment	Configuration of basic TDM phone systems and cloud-based VoIP	Non cloud based VoIP support, modifications, software upgrades, and troubleshooting	Cisco VoIP deployment including dial plans, end-to-end quality/type of service, site failover, complex multi-system/site troubleshooting
Copper/CAT6 cabling and termination	Fiber optic cabling and termination	Firewalls, VPN, IDS/IPS, certificates, secure remote access authentication	Highly available firewall configurations utilizing multiple firewalls and/or ISPs

BCTI – 5267 Bobby Hicks Hwy, Suite 200 Gray, TN, 37615 | www.bcti.com | (423) 283-0543 / service@bcti.com

NCPA Tiered Service Blocks

Priority Service, Direct Access, Discounted Rates

BLOCK UNITS	COST PER UNIT	SERVICE BLOCK COST	SERVICE BLOCK SAVINGS	CHECK ONE
	$169	N/A	N/A	☐
25	$167	$ 4,175	$ 50	☐
50	$165	$ 8,250	$ 200	☐
100	$154	$15,400	$ 1,500	☐
200	$143	$29,600	$ 5,200	☐
300	$137	$41,100	$ 9,600	☐
500	$132	$66,000	$18,500	☐
1,000	$121	$121,000	$48,000	☐

Support Package Summary

- *Service Block clients receive priority over non-service block customers.*
- *Service Block clients receive direct access to BCTI's Help Desk.*
- *Travel is billed at $85 per hour and may be deducted from the technical service block or billed separately at the client's request.*
- *Telephone support will be billed in 15-minute increments at the per-unit/tier contracted rate. Onsite service is billed in 15-minute increments with a 1-hour minimum.*
- *8 a.m. – 5 p.m. Monday through Friday is billed at the per-unit/tier contracted rate.*
- *5 p.m. – 8 a.m. Monday through Friday and Saturdays and Sunday are billed at 1.5 times the per-unit/tier contracted rate. Holidays are billed at 2 times the per-unit/tier contracted rate.*
- *Service Block units may be exchanged, dollar for dollar, for classroom instruction or any of BCTI's technical services. Service Block units may not be exchanged for hardware or software.*
- *Unless otherwise noted, all units must be used within one calendar year from time of purchase.*
- *Service Block statements and service reports are emailed to clients monthly.*

Company:		
Primary Contact:		
Billing Address:		
City, State, Zip:		
Phone and Fax Numbers:		
Email Address:		
Secondary Contact:		
BCTI Representative:	***Date:***	
Authorized Signature:	***Date:***	