



Armstrong County Co-Managed IT Services Proposal

Armstrong County

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Quote expires: June 22, 2023

Quote created by: Toby Giddens

General Manager / Shareholder

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Comments from Toby Giddens

runbiz™ is pleased to provide this proposal for Armstrong County. Herein, we have provided details of our approach to Managed IT Services, as well as pricing information. Our goal is to provide you with the necessary IT roles and resources to be accountable for operations.

Proven Process:

Discovery and Onboarding – *We learn and improve (30-day project leading to “Go Live”)*

We learn your unique attributes and business drivers, while also assessing your network for any potential red flags and providing a roadmap to bring things to runbiz™ standards.

Reactive and Central Services – *We serve and protect (Upon “Go Live”)*

At this stage, Runbiz has the tools in place to provide 24/7 reactive support with our helpdesk and ensure standard and consistent administration of your IT operations.

Alignment and Management – *We check and measure (Upon “Go Live”)*

Runbiz provides management resources, tools, and processes dedicated to aligning your business drivers with system capabilities, as well as technical engineering resources, tools, and processes to maintain industry-specific best practices, optimized IT configurations, and up-to-date documentation.

Success Rhythm – *We communicate, plan, and grow (Upon “Go Live”)*

Runbiz will conduct recurring IT Operational Briefings, Technical Alignment Reviews, and Action Planning Sessions to maintain accountability and provide ongoing guidance.

Core Services *(Included in monthly managed user fee)*

Reactive Support Escalations <ul style="list-style-type: none">• Guaranteed SLA / Response Times• 24/7 Helpdesk Support• Remote & On-Site Support• Live Service Coordinator• Customer Support Portal	Centralized Services <ul style="list-style-type: none">• 24/7 Monitoring• Advanced Threat Protection• Endpoint Security• Anti-Phishing & Retraction• Patch Management• Server Backup & Recovery• Multi-Factor Authentication Management
vCIO <ul style="list-style-type: none">• Business Alignment• Strategic Planning & Budgeting• IT KPI Management• Design Desk (Procurement)• Software Licensing & Renewal	Technical Alignment <ul style="list-style-type: none">• Best Practice Evaluations• Technical Documentation• Recurring Issue Review• Configuration Remediation• Solutions Recommendation

Additional Services *(Billed separately as needed/desired)*

Professional Services

- Server & Cloud Migrations
- PC Installations
- Software Selection
- Software Implementation & Upgrades
- Business Expansions, Acquisitions, and Moves

Website Services

- Web Design
- Web Development
- SEO
- Content Management Platform
- Ongoing Support

Products & Services

Item & Description	Quantity	Unit Price	Total
Onboarding Project Deploy all included solutions, initial documentation, and initial technical alignment review.	1	\$2,015.00	\$2,015.00
runbiz™ Core Managed User Monthly fee for Managed IT Services	13	\$155.00 / month	\$2,015.00 / month
runbiz™ Core Managed User (ACSO) Monthly fee for Managed IT Services	10	\$155.00 / month	\$1,550.00 / month

Subtotals

Monthly subtotal			\$3,565.00
One-time subtotal			\$2,015.00

Billing

We will report the list of named users (network IDs) active at the time of billing and multiply it by the agreed-upon rate. If the number of users changes, the monthly amount changes accordingly.

During the 30-day Onboarding Project, you will only be charged for the project fee. The recurring monthly fee for IT Core Services will begin upon the "Go-Live" date.

90-Day Money-Back Guarantee

If you feel that you are not better off in 90 days, we will void our agreement and refund 100% of your IT Core Services monthly fee from the first 3 months of service. This does not include the onboarding project fee.

Signature

Signature

Date

Printed name

Countersignature

Countersignature

Date

Printed name

Questions? Contact me



Toby Giddens

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