

advanced concepts

YOUR Technology Partner

Managed IT Services Proposal

Prepared exclusively for

Burney Water District

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Established 1987
a calmicro company

04 August 2025

David Zevely
Burney Water District
20222 Hudson Street
Burney, CA 96013

Dear David,

Thank you for the opportunity to address your current and future IT maintenance and service needs.

Your organization, like many, is extremely reliant on a multi-user IT environment to manage their organization. These systems require many routine administration and maintenance tasks to be carried out at different times to ensure system reliability and efficiency. Few companies are large enough to justify the fulltime employment of a systems administrator or technician to manage the day-to-day aspects of running their IT environment. Rarely is it economically justifiable to commit the significant amount of investment required to build up and retain such technical expertise in-house. Even if your organization is large enough to hire such an individual, he or she can only know so much.

Advanced Concepts' support staff has continually been voted the best in the industry, and are continually kept up to date through regular training and hands on experience. By contracting with Advanced Concepts for your IT requirements, your organization can focus on your core business, secure in the knowledge that Advanced Concepts' experts are pro-actively looking after and caring for your computer systems, network and related infrastructure. By contracting with Advanced Concepts, you gain access to an entire staff of technicians, each with unique levels of expertise. You have an entire IT staff at your disposal, often for less than it would cost to employ one individual with limited capabilities.

Our maintenance offering involves 24/7 system monitoring, proactive diagnostics and routine maintenance activities; all designed to ensure your systems continue to operate reliably and at peak efficiency. Advanced Concepts Systems Administrators utilize a suite of remote tools to continually monitor each system's status and address specific issues. Technical faults, errors, and foreseeable failures are proactively addressed with corrective actions to minimize system down time.

Our Maintenance Agreements can be customized to meet the individual requirements of any organization. Depending on the level of support you may need, your Maintenance Agreement may include some or all of the following:

Initialization Services

At the commencement of Maintenance Services, Advanced Concepts' staff visits your site and performs the following Initialization Services:

- It's all too common that files are not properly being backed up. Because of this, we take considerable precautions to ensure this is not the case with your organization. Therefore, we consult with you and your staff to establish a critical files backup regiment for all covered systems.
- What effect would the complete loss of all programs and files on a business system have on your organization? What if it takes two to three days (the industry average) to bring that employee to the point they are productive once again? Advanced Concepts significantly reduces this timeframe (as little as two hours) by creation of master system rescue/repair image of your server(s)
- To effectively and efficiently diagnose and monitor your organization's computers, Advanced Concepts installs and configures a sophisticated set of diagnostic tools on your server and most critical computers.
- Additionally, we supply, install and configure a secure remote access and alert application on each server.
- To effectively support your entire IT environment, it's crucial we know what your IT environment consists of. To accomplish this, we conduct a comprehensive system audit and creation of IT asset documentation. This includes recording all systems, network equipment, and peripherals including their corresponding serial numbers.
- Over time, all computers slow down. Much of the lost speed can be regained by performing what is called a PC Tune-up. Because Advanced Concepts aims to maintain your computers at optimal performance, we start the relationship by performing a PC Tune-up on every covered system.
- Lastly, it's imperative we become familiar with you, your designated key contacts and your entire organization. To do this, we will ask questions, meet with your staff and map your IT environment.

Maintenance Services

After the Initialization Services are complete, our relationship will move into the maintenance phase. During this time, we perform the following periodical maintenance services for all Covered Hardware.

Standard Level Services

- Twenty-Four hour priority response
- Five support incidents per month
- Remote system monitoring: checking status of system processes, memory usage and disk space levels et. al.
- Security Management: adding and deleting users, changing passwords, access control
- Management of System and Error Logs - with the investigation of any anomalies
- Execute custom OS diagnostics / contingency scripts
- Network hardware firmware update
- System Operating System updates

- Security Application patches
- Operating System hot fixes
- Network / Communications verifications
- Maintaining and configuring anti-virus updates
- Routine Power testing of UPS status and functionality
- Server Management controlled system reboot
- Network vulnerability basic testing
- File system check
- Physically clean systems inside and out; vacuum dust
- Client service review meetings
- System Report
- Investigate / diagnose reported problems

Premium Level Services (in addition to Standard Level Services)

- Three-hour priority response
- Ten support incidents per month
- Virus / Malware / Spyware removal service
- Intrusion protection
- Server Tune-up (performance) service per server
- PC Tune-up (performance) service per workstation
- Managed Avast Enterprise Business Space Security Suite
- Network design
- Equipment life cycle outlay and tracking
- Purchasing, Planning and budgeting assistance
- Disaster recovery planning
- Application compatibility research and testing
- Leasing and Financing assistance
- Application selection and integration
- Capacity planning
- Subscription management
- Warranty management
- License compliance tracking

Elite Level Services (in addition to Standard & Premium Level Services)

- One-hour priority response
- Unlimited support incidents per month
- Barracuda 24/7 Site Security & Network Vulnerability monitoring
- Altricity Spam & Virus Email Filtering
- Off-Site Cloud Backup Storage
- Enterprise Backup Application Licensing per device
- SentinelOne Endpoint Security per device
- Server Security Event analyst with Elastic SecOps
- 24/7 manned global Security Operations Center (SOC)
- Operation System Upgrades
- Third Party Application patching
- Third Party Application upgrades
- Direct Vendor Support Services
- Project management

Remote Services

Many of the services Advanced Concepts performs will be via a remote internet connection. This provides many advantages to you and your organization. Including:

- Expeditious technical response to configuration, application and system level issues.
- Immediate notification of failure, security breach or data alterations.
- Adding, deleting or alternating user access.
- Updating and patching the Operating System of specific applications.

In-House Priority Service

By contracting with Advanced Concepts; you, your organization, and even your individual staff members are entitled to Priority two (P2) in-house services. In the event anyone within your organization carries in any hardware item for any service provided by our in-house technicians, that service shall receive a P2 response at no additional charge.

Labor Discounts

Any billable labor will be discounted fifteen percent (15%) for Standard and twenty percent (20%) for Premium and Elite clients while you are within an active Maintenance and Technical Support Agreement.

Product Discounts

Advanced Concepts is a full-service IT Company; as such we offer a full line of quality competitively priced hardware. Your organization will receive up to a twenty percent (20%) discount on hardware items purchased from us while you are within an active Maintenance and Technical Support Agreement.



Thank You for your consideration

We look forward to a long-term relationship and greatly appreciate your business

Date 8/1/2025
Contact David Zevely
Company Burney Water District
Address 20222 Hudson St
City/St/Zip Burney, CA 96013



IT Maintenance Services Proposal

Qty	Description
1	Number of Sites
1	Remote Only - No Onsite included
0	Total miles to additional Site(s)
8	Computers
1	Physical Server
0	Virtual Server
0	Shared Storage Appliance
1	Network Switch
1	Router
0	Network Printer
4	Networked Access Device
0	Firewall
0	UPS
15	Total # of Covered Devices

The following options are only available under the Elite plan:

10	Email Addresses to Filter
500GB	Off-Site Backup
1	Number of backup device software licenses
8	EndPoint Security for Workstations
1	EndPoint Security for Servers
0	Network Security with hardware
1	24/7 Security Operations Center (per site)

Contract Term	3-year	2-year	1-Year	Monthly
Plan Level per month				
Standard	\$ 961	\$ 1,018	\$ 1,112	\$ 1,201
Premium	\$ 1,105	\$ 1,171	\$ 1,279	\$ 1,381
Elite	\$ 1,771	\$ 1,876	\$ 2,050	\$ 2,214
One-time Initialization fee				
Standard	\$ 1,053			
Premium	\$ 1,554			
Elite	\$ 2,098			

Accepted by: _____
 David Zevely

 Date

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