



# Five-Star Proposal for Central Nine Career Center

**Prepared for (Client):**

Nicole Otte  
Central Nine Career Center

***Prepared by:***

Stewart Wenning  
Five-Star Technology Solutions



# Message from our Founder & CEO

**We appreciate and welcome your interest in Five-Star Technology Solutions!**

At Five-Star, we are committed to working with schools to create awesome learning experiences for kids.

Five-Star Technology Solutions is different than other technology companies because our team is made up of experienced educators who truly understand the pressures teachers and schools face across the country. Being former educators, we understand and recognize **the general “one size fits all” approach to Information Technology (IT) dominating the education market is failing both teachers and their students.** Then, as now, we understand the need for strategic planning to exploit and utilize the tremendous benefits technology offers in terms of maximizing student achievement and staff development.

Our experienced engineers, developers, strategic advisors, and leadership team have worked tirelessly to develop a range of innovative products and support services that address your specific needs and expectations. Together these solutions represent the finest available today with confirmation from our clients and partners that we are making a direct impact in terms of improving school success.

By working together we can truly make a difference for your school district, teachers, students, and community.

Sincerely,

A handwritten signature in black ink, appearing to be "Jim Benson". The signature is stylized with a large, sweeping "J" and a cursive "B".

Jim Benson

Chief Executive Officer

Five-Star Technology Solutions

[www.five-startech.com](http://www.five-startech.com)

# Benefits

## **Benefits of Technology Managed Services**

Our services are designed to work with your strategic initiatives, budget requirements, and overall objectives. As part of your organization strategy, there are a wide range of benefits obtained by implementing Technology Managed Services:

### **Focus On Your Core Competency**

Transfer non-revenue generating technology activities to technology management professionals providing you the ability to focus solely on your core competency and organizational strategy. Researching solutions, implementing new technology, and fixing technical issues in the environment are extremely inefficient for organizations not focused on technology.

### **Increase Productivity And Service Quality**

Technology improves productivity by enabling communication, collaboration, and knowledge sharing throughout the organization. However, this increased productivity is only realized when the underlying technology is properly designed, implemented, and maintained. If necessary, provide technology support around the clock for your organization with established service levels.

### **Gain Experience And Increase Technical Abilities**

Utilizing external IT professionals provides you with an entire company and knowledgebase of technology professionals in contrast to a limited body of knowledge by an internal staff. Our technology professionals are trained on the latest technologies at no cost to you for efficiency and maximum value.

### **Proactive Support And Maintenance**

Increased systems performance, security, and reliability begin with proactive support and maintenance. Implementing best practices and regular maintenance reduces support issues for increased productivity, decreased support expense, and minimal downtime.

### **Up-To-Date Technology Trends**

Receive recommendations and remain informed of the latest technology trends available today for your industry and organization. By utilizing up-to-date technology for your organization you can obtain maximum efficiency and enhance overall productivity.

### **Peace of Mind**

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Utilizing systems managed by an entire company of highly trained and experienced technology professionals provides you peace of mind knowing your technology is always operational, reliable, and secure.

### **Comprehensive Reporting**

Acquire a complete understanding of your technology landscape, and full reporting on recommendations or technical matters addressed in your environment.

# Scope of Services

Services include, but are not limited to:

Facilitate and/or assist with installation of patches, fixes, and updates to infrastructure systems and/or servers by request of customer according to best practices and based on recommendations of Five-Star Technology Solutions.

Provide remote and/or onsite technical assistance to on-site technical staff, and offer general advice, guidance and recommendations concerning technology.

Evaluate and make recommendations to school regarding configurations involving network and server infrastructure, information security, or any other concerns Five-Star Technology Solutions may have with the school technology system.

Provide technical consultation for any new projects or tasks the customer requests of Five-Star Technology Solutions.

Maintain a historical log or other record concerning all installations, upgrades, patches, or other Services performed for Five-Star Technology Solutions.

Provide recommendation of backup solution and strategy for deployment and maintenance of aforementioned solution.

Liaise with 3rd party vendors, or other services or entities related to the maintenance and upkeep of technology systems at the school's request.

Provide consultation with customer in order to schedule projects, set priorities, and/or discuss special needs the customer may have involving technology systems.

# Limitations of Services

Company shall not be responsible for the following:

1. Items not defined as part of the System.
2. Providing custom programming assistance, or application development.
3. Fixing errors and omissions contained in any third-party resource outside of the direct control of Company.
4. Routine maintenance, including software updates, of the System unless requested by Customer.
5. Monitoring of the System, unless requested by Customer.
6. Telephone system support. Telephone system support, where applicable by Company, shall be covered under a separate agreement.
7. Providing technical support or assistance during the following nationally recognized holidays – New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas.

# Service Level Agreement

The Service Level Agreement contains the following components and/or services:

## **Phone Support**

Technical support via telephone shall be available Monday thru Friday 8:00 am until 5:00 pm EST.

## **Web-Based Remote Support**

Web-based remote technical support shall be available Monday thru Friday 8:00 am until 5:00 pm EST.

## **Onsite Support Hours**

Agreement includes support time by a Company engineer.

## **Proactive Monitoring and Alert Notification**

Monitoring with alert notification shall be provided for telecommunication circuits, servers, and network infrastructure at the school's request. Service assumes school owned equipment is capable of being monitored and service shall only be provided on such devices and equipment.

## **System**

Server hardware/associated operating systems, direct/network attached storage hardware and associated software, network infrastructure, which includes but is not limited to switches, routers, firewalls, access points, content filtering and associated software/firmware.



## Pricing

Name	Price	QTY	Subtotal
Managed Services <ul style="list-style-type: none"><li>Engineering Support (Unlimited)</li><li>K-12 Technology Phone Support</li><li>Web-Based Remote Support</li></ul> Features include: priority scheduling, monthly health checks & reporting, network monitoring and a help-desk ticket system  Billed Monthly January 1, 2018 to June 30, 2018	\$3,000.00	6	\$18,000.00

Subtotal **\$18,000.00**

**Total \$18,000.00**

### Agreed to by:

Invoice will be mailed to:

Central Nine

Attn: Nicole Otte

1999 Us Highway 31 S

Greenwood, IN 46143

Stewart Wenning

swenning@five-startech.com

## Term of Services

This Agreement shall commence on 01/01/2018

and shall continue in full force and in effect until



06/30/2018 . Upon termination of this Agreement, Company shall transfer and make available to Customer all property and materials in Company's possession or subject to Company's control that are the rightful property of Customer. Company shall make every reasonable effort to secure all written or descriptive matter that pertains to the Services or Work Product and agrees to provide reasonable cooperation to arrange for the transfer of all property, contracts, agreements, supplies, and other third-party interests, including those not then utilized, and all rights and claims thereto and therein. In the event of loss or destruction of any such material or descriptive matter, Company shall immediately notify Customer of the details of the loss or destruction in writing and provide the necessary information for a loss statement or other documentation to Customer.

Customer agrees to inform Company of any modification, installation, or service performed on the network by individuals not employed by Company in order to assist Company in providing an efficient network support response.