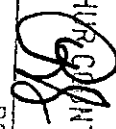


HIGHER INTEGRATED SOLUTIONS PROPOSAL FOR INFORMATION TECHNOLOGY SUPPORT SERVICES

For Upshur County, Texas

FILED
TERRI ROSS
COUNTY CLERK
2019 SEP 16 AM 10:49
UPSHUR COUNTY, TX.
BY 
DEPUTY

OVERVIEW

Higher Integrated Solutions is pleased to submit this proposal for services to support Upshur County, TX in achieving a streamlined and highly functioning IT environment. Our goal is to create a proactive team that can help to prevent issues and quickly solve unexpected issues in an expedited manner while also identifying and mitigating root causes.

The Objective

Conduct Initial Assessment

Upon award of the contract we will review the inventory and create an up-to-date network diagram. After the initial assessment of the system architecture and equipment we will create an Equipment Life Cycle Replacement Plan for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.

Desktop Application Support

Providing high functioning workstations will be a high priority. The faster we fix user issues the faster we can implement infrastructure improvements. We will initially be taking care of all desktop issues while researching the current network layout so that we can improve the overall experience for each Upshur County employee. If the IT environment is not conducive to working and people consistently have issues then that is when work begins to pile up and more pressure is put on the IT staff. We want to ensure the performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software does not interfere with day-to-day functions. The faster we diagnosis and correct issues with desktop applications, configuration of PC's, laptops and mobile devices the more efficient the county can work. Being able to identify and correct user hardware problems quickly will help to streamline each and every employee's daily work. Consistent maintenance of systems will ensure they are working properly, and an updated inventory of all computer-related hardware will help to create the Equipment Life Cycle Replacement Plan in conjunction with the computer hardware budget. Each user will need to be updated on the implementation of Help Desk notification procedures, which will help track any issues and give quantitative data that should result in fewer ticket counts each month.

Server and Workstation Administrative Services

Providing Server Administrative tasks is key in providing acceptable services that each user in Upshur County relies upon. It is crucial that we provide consistent and reliable services to help the function of everyday management of the County. Preventative maintenance and upgrades are key to keeping the services and workstations functioning correctly. Backups of data will need to be taken daily of each server to ensure quick recovery when needed.

Scheduling of equipment preventive maintenance in the areas of coverage will ensure that recovery functions happen quickly and get users and County services back online in the quickest possible time frame. Ticket tracking will ensure that the maintenance, on-site visits, remote support and telephone support is being properly and quickly resolved. To ensure these standards are met, we will develop Standard Operations Procedures and an Acceptable Use Policy for all users and server admins, and to ensure backup plans and procedures are being followed.

Configuration management, including changes, upgrades, and patches, will be logged and maintained. Management of user logins and password security policies will be documented. SOPs will be created to ensure consistent support of software products relating to servers and workstations. This will also allow timely response for repair and maintenance work for the users.

Network Administration Services

The backbone of your organization is the network, and a properly maintained network is vital to all communication. We will ensure that the maintenance and support of network equipment will be continuously monitored, updated, and replaced when necessary. Proactive monitoring of network equipment is essential and may require additional software to produce performance indicators that will report on threshold limitations. Network performance monitoring and capacity planning will ensure that the network is expanded or upgraded prior to any type of catastrophic failure. Maintenance of network will be documented for any daily, weekly, and monthly services being conducted so that quick restoration or back-out plans can be implemented in a timely manner and will provide network continuity.

Email, Security and Backup

The maintenance of County email accounts using the County domain will be documented whenever adding, changing, and/or deleting County employee accounts. The maintenance of virus detection programs on the County servers, user computers, and laptops will be kept up to date. We will be ready to perform and comply with any periodic security audits, including notification of suspected breaches of security to County-designated personnel. Our staff will assist Upshur county staff in identification and retrieval of email communications for open records requests.

We will develop requirements for a data backup policy, and will put procedures in place to handle daily, weekly, and monthly backup of the systems, data and information, email. Upshur county will purchase any required programs to restore systems and data if servers and/or computers crash. Configuration of the backup software will be maintained and enforced on each system designated by Upshur County.

Enhancements / Upgrades

Capacity Planning and Equipment Life Cycle Replacement Plan will be created and presented to Upshur County representatives in order to come to a mutual agreement on any major system enhancements and/or upgrades to existing systems. The recommendations for future purchasing and technology will be approved by Upshur County staff in order to meet the needs of the County. This may require Upshur County to update the current budget to achieve necessary upgrades and installation of new equipment, software, or the transfer of existing data when acquired.

The Personnel

With both our combined experience, we have over 40 years of experience and are both well rounded in all aspects of the IT industry. We have a drive to give the best to our customers and will ensure that we do not just wait for problems to arise we solve them before they even start.

- Joe Johnson – Project Priorities and Infrastructure Improvement
 - Active Security Clearance
 - Specialized Military Information Technology Training
 - 10 years of Government Work outside of the military (DOD, Veteran Affairs)
 - 22 years of Information Technology Experience

- JP Thompson – Customer Service and Issue Management
 - 20 years of IT experience
 - 3 years of Facilities Management experience
 - 10 years of experience in managing networks and infrastructure across multiple sites

See attached resumes

References for JP Thompson

Brandon Dodd (owner)
Lloyd's Body Shop
2427 TX-154
Gilmer, TX
903-315-7120
10 – 20 users

Laura Lea Blanks (Director)
Crisman Preparatory School
2455 N. Eastman Rd
Longview, TX
903-780-5505
30 - 40 Users supported

Eric Fusilier (President)
Smart Office Automation
6623 Theall Road
Houston, TX
832-364-4156
www.yougotsmart.com
30 – 40 users current company

Michele Longoria (Operations Manager)
White Oak Radiator Services
420 Old Highway 80
White Oak, TX
903-759-6421
30 – 50 users

Glenn Sieracki (Sr. Business Analyst)
Duke Energy
glennsieracki@gmail.com
727-331-7181

References for Joe Johnson

Deborah Ross (.Net Developer)
7600 Metropolis Dr
Austin, TX 78744
205-451-6964

Financial Services Center, Veteran Affairs -2000 Users Supported
www.fsc.va.gov

Supporting the installation, maintenance and repair/restoration of servers and services, including Active Directory Services, SharePoint Online and On-Premise, Team Foundation Server / Microsoft Azure DevOps, and SQL Server. These services are critical to the everyday operations of the Financial Services Center.

Michael Berg (User Acceptance Test Manager)
118 Sunny Creek
New Braunfels, TX 78132
210-722-0628
Michael.Berg@va.gov

Financial Management Business Transformation Program, Veteran Affairs – 2000 Users Supported

Currently Supporting the IT Infrastructure Cloud Servers and Office 365 utilities being used to provide this multi-billion-dollar program within the VA that will better integrate Legacy systems that currently do not communicate. The Project is a major upgrade to most of the sensitive data being held in outdated systems at the Financial Services Center.

Manuel Madsen (Previous Business Partner)
1205 Jewelflower St,
Plumas Lake, CA 95961
254 383-3197
Manuel.r.madsen.ctr@mail.mil

4th Corps Materiel Management Center, 13th Sustainment Command Expeditionary – 1000 Users Supported

Not only did Joe serve with Manuel in the Army, but also they owned a business together. J&M Communications was a business that helped BKCW insurance and Patriot Buick GMC

OUR PROPOSAL

Our goal is to map out and prioritize the needs of Upshur County's IT infrastructure through a comprehensive site survey. After the survey, we will develop a plan to bring all sections of the network and infrastructure up to current standards, while minimizing interference in day-to-day activity. This will include, but is not limited to: hardware/ software upgrades, training of County Employees, development and documentation of processes, infrastructure upgrades (network and communication), and streamlining employee/ help desk interactions.

While we are doing this, we will maintain a help desk phone with hours from 8am to 5pm, Monday through Friday. There will be an after-hours (on-call) phone that will be monitored 365 days a year on rotation between two full time employees. There will also be a 2 hour response time via phone or in person by either JP or Joe. This is after the initial help desk call, unless the issue is resolved on said call. We will also make sure that there is manpower to cover help-desk calls while keeping wait times to a minimum. All help desk calls will be tracked via a ticketing system so that every county employee is helped in a timely and reliable manner.

In order to make sure that we maintain the expected level of service, we will be glad to have a meeting once a month to go over performance and concerns. We will also be glad to send email updates upon request. Our goal is to make sure that every county employee is taken care of to the best of our ability.

Execution Strategy

Our execution strategy incorporates proven methodologies, extremely qualified personnel, and a highly responsive approach to managing deliverables. Following is a description of our project methods, including how the project will be developed, a proposed timeline of events, and reasons for why we suggest developing the project as described.

Project Deliverables

Following is a complete list of all project deliverables:

Deliverable	Description
Network Architecture	Complete diagram of the existing network and integration between each
Ticketing System	System to track user issues
Disaster Recovery Plan	Plan and budget for setting up Disaster Recovery for Upshur County's IT infrastructure

Supplied Material

The following materials are to be supplied by Upshur County, TX for this project. For Higher Integrated Solutions to meet project milestones, this material must be supplied on schedule. We cannot be responsible for cost overruns caused by client's failure to deliver materials by agreed-upon due dates. The due dates included in the following table represent our best guess based on current proposed project dates:

Materials to be supplied by Upshur County, TX	Due Date*
All known usernames and passwords	October 1, 2019
Access to all buildings and locations	October 1, 2019

EXPECTED RESULTS

We expect our proposed solution to Upshur County's requirements to provide the following results:

Financial Benefits

- Reduced wait times for customer service resulting in more employee efficiency

- Reduced financial risk by institution of data backup/disaster recovery plans
- More efficient use of allocated budget funds

Technical Benefits

- Standardized hardware and network access
- Reliable data storage and disaster recovery ability
- Higher security for all forms of government and resident data

Other Benefits

- Greater employee satisfaction
- Improved county resident satisfaction due to more efficient County Employees
- Higher level of accountability and transparency from the IT department

PRICING

The following table details the pricing for delivery of the services outlined in this proposal. This pricing is valid for 90 days from the date of this proposal:

Services Cost	Price
Monthly Flat Fee for 2 full-time employees	\$16,500.00
Total Services Costs	\$16,500.00
Services Cost	
Facilities	0
License Fees	0
Equipment Rental	0
Training	0
Travel	0
Marketing	0
Shipping/Handling	0
Total Services Costs	0
Services Cost	tbd

Out of Scope work: \$75/hr per person	tbd
Total Services Costs	
Total	\$16,500.00

CONCLUSION

We look forward to working with Upshur County, TX and supporting your efforts to improve your sales cycle with integrated CRM, JIT Inventory management, and training and support services. We are confident that we can meet the challenges ahead, and stand ready to partner with you in delivering an effective IT support solution.

If you have questions on this proposal, feel free to contact Joseph Johnson at your convenience by email at joe.johnson@higherintegratedsolutions.com or by phone at 254-394-0835. We will be in touch with you next week to arrange a follow-up conversation on the proposal.

Thank you for your consideration,

Joseph K Johnson, Partner



John Paul Thompson, Partner



Joseph K. Johnson

1686 Machen LN * Gilmer, TX * 75644 * (254) 394-0835 * joe.johnson7@outlook.com

EDUCATION

U.S. Army Specialized Training:

- SharePoint Server 2003
- Microsoft Office SharePoint Server 2007
- SharePoint Server 2010
- Windows Server 2000/2003/2008
- Primary Leadership Development Course (PLDC)
- Achieved rank of Staff Sergeant (E-6) in 4 years
- Served as an Active Duty Army NCO for 5 years

Certifications: A+, Network +, and Security +

Devry University: Bachelors in Technical Management with emphasis in Network Communications, Austin, TX

QUALIFICATIONS

- Active Duty Military: Army 2002 – 2009 with 13th ESC and 4th CMMC
- Active U.S. Government security clearance
- 20 years of Information Technology experience
- 16 years of SharePoint experience
- Well-rounded in the Information Technology field

Installation, maintenance and information assurance:

- Windows Server 2003/2012/2016
- Windows 2000/XP/7/8/10
- Active Directory
- Exchange 2003/2010
- SharePoint Server 2003/2007/2010/2013/2016/online
- Project Server 2010/online
- SQL Server 2005/2005/2008/2012/2014/2016
- Routing/Switching/VOIP
- VMware
- PowerShell Scripting / SharePoint PowerShell
- Azure DevOps 2019
- Windows Server Update Services (WSUS) server

Customizing and developing:

- Master pages
- CSS
- HTML
- JQuery
- JavaScript
- Visual Studio
- Microsoft TFS 2017
- CRM 2011
- SharePoint Online/2013/2016
- Microsoft Power BI

EXPERIENCE

SENIOR SHAREPOINT ADMINISTRATOR

AUGUST 2012 – PRESENT

Veteran's Affairs, Financial Services Center (FSC), Austin, TX

- Currently migrating SharePoint 2013 to both SharePoint Online and SharePoint 2016 on Premise.
- Managing Server with VMWare and Microsoft Azure
- Previously successfully migrated to SharePoint 2013 environment and consolidated multiple SharePoint 2010 environments into the current architecture.
- Managing three Production, three User Test/Staging environments, and three Development environments of SharePoint Server Farms all utilizing SharePoint 2013.
- Managed Project Server for four years.
- Currently Managing Project Online
- Administrator of Microsoft Team Foundation Server (TFS) and Azure DevOps 2019.
- Daily monitoring, troubleshooting and fixing errors for Windows, SQL Server, and SharePoint Server.
- Teaching and educating FSC SharePoint Site Owners, Content Managers, and end-users.
- Conduct weekly update meetings for executive level Management.
- Design fail-over and load balancing architecture for each SharePoint farm based on needed availability and performance metrics.
- Work with SharePoint developers to create governance standards as well as Process and Procedures standards for the FSC.

Joseph K. Johnson

- Create and maintain daily/weekly backup scripts.
- Worked with management and contracting office for much needed infrastructure upgrades to support the SharePoint Architecture and management of required accessibility features (Section 508 Compliance).
- Safe storage of confidential information such as Personal Identifying Information (PII) and Personal Health Information (PHI).

Achievements:

- Successfully deployed the first SharePoint environment to ever be used at the FSC.
- Created the initial Governance, Standards, Policy and Procedures documentation based on the needs of the FSC.
- Successfully migrated remaining MOSS 2007 and SharePoint Server 2010 environments to SharePoint 2013

SHAREPOINT SERVER ADMINISTRATOR / DEVELOPER

AUGUST 2009 – JULY 2012

III CORPS MSE G6, FT HOOD, TX

- Creating and Managing Servers using VMware Management tools.
- Reallocating resources and creating data stores for connected VMs.
- Responsible for managing five separate SharePoint Server farms.
- Three of the instances of SharePoint are solely front-end development. The other two instances of SharePoint require Administration and Development.
- Trained users on the operation of SharePoint.
- Take user requirements and create customized workflows, tools and page layouts.
- Worked various exercises for III Corps Headquarters, 1st Cavalry Division, and the 13th Sustainment Command as the SharePoint subject matter expert on Fort Hood. Fort Hood is an installation with 60,000 Army personnel stationed onsite.

Achievements:

- Recently received acknowledgment from the Army's "RED TEAM" for being the only SharePoint farm that they have not been able to hack.

LEAD SERVER ADMINISTRATOR/WEB DESIGN

SEPTEMBER 2007 – MAY 2009

13TH SUSTAINMENT COMMAND EXPEDITIONARY (SCE) - FT HOOD, TX

- Assigned as the Platoon Sergeant and Section Non-Commissioned Officer in Charge (NCOIC) in charge of the health and welfare of 65 soldiers and four squad leaders.
- Management of a team of six soldiers that are responsible for multiple servers that provide client services for over 500 personnel.
- These services include the installation and management of Exchange 2003, SharePoint 2003 & 2007 to include the installation and maintenance of the Microsoft Office SharePoint Server (MOSS), Active directory, Adobe Breeze, VMware and Ventrilo servers.
- The 13th SCE satellite maintenance, operation, and repair point of contact. Personally responsible for daily and weekly backups.

Achievements:

- Created a new Microsoft SharePoint 2007 web-portal for the 13th SCE.
- Redesigned the entire 13th SCE website. www.hood.army.mil/13sce
- Trained supervisors and team members on server administration to include installation, operation, maintenance, and repair of server equipment.
- Installed and managed servers in support of a training exercise in Fort Hood, TX and Fort Lee, VA. The services provided include: Active Directory, Exchange 2003, SharePoint Portal Server (SPS) 2003, Microsoft Office SharePoint Server 2007, Cisco Call Manager, VOIP installation, Ventrilo server, SQL server 2005, and Cisco switch configuration management.

Joseph K. Johnson

SERVER ADMINISTRATOR

AUGUST 2006 – AUGUST 2007

13TH SUSTAINMENT COMMAND EXPEDITIONARY (SCE) - BALAD, IRAQ

- Responsibilities included the management of twelve employees that provided technical support for critical Windows Server 2003 and XP systems that processed daily logistical requests for both Iraq and Afghanistan.
- Responsible for a team that conducted troubleshooting network hardware to include switches, VOIP phones and firewalls with network analyzing equipment.
- Responsible for maintaining a Windows Server Update Service server that provided updates for remote locations throughout Iraq and Afghanistan.
- Facilitated meetings with executives to keep them informed on major task status and plan new projects.
- Part of a two-man team that developed and administered the 13th SCE SharePoint Portal.
- In charge of teams that rewired four buildings which greatly improved the network infrastructure.

Achievements

- During this tour, I was awarded the Meritorious Service Medal for outstanding leadership and setting new standards of operation army wide.
- Deployed 12 soldiers to Operation Iraqi Freedom 06-08 and returned them all home safely.
- Created a new innovative Army-wide standard for updating Army supply systems, which resulted in saving thousands of U.S. soldiers' lives by minimizing convoys to distant Operating Bases to merely update computers. Revolutionized the way the U.S. Army conducted computer updates to remote locations, saving millions of dollars for the army and innumerable man hours.
- Tested and evaluated new backup software and new versions of data processing applications to ensure their functions would not interfere with the daily operations of the specialized Army Supply Systems. This included testing common Windows updates that could cause failure in these Supply Systems if loaded. The backup software was eventually used to maximize the load/reload time of mission critical systems.
- Developed a Standard Operating Procedures handbook and Microsoft SharePoint Portal to allow users to teach themselves how to perform simple tasks on their computers through step by step instructions located in a knowledge base environment, which saved valuable man hours.

SERVER ADMINISTRATOR

JANUARY 2005 – AUGUST 2006

4TH CORE MATERIEL MANAGEMENT CENTER (4TH CMMC) - FT HOOD, TX

- Managed, trained and prepared eight personnel for a scheduled deployment to Iraq.
- Directly responsible for every aspect of their well-being and readiness in combat operations.
- During a 30-day deployment for Hurricane Katrina/Rita Relief effort, set up four separate satellite communications networks and aided subordinate units with the installation of satellite communications.
- Responsible for managing client systems security by identifying and reporting security issues to the Fort Hood Directorate of Information Management (DOIM) Information Assurance office. This was accomplished through virus scans and vulnerability reporting software.

Achievements:

- Earned an Army Commendation Medal for this relief effort based on the success of this humanitarian mission.
- Volunteered and successfully trained users on information assurance and operational security quarterly for the 13th SCE.

SERVER ADMINISTRATOR

JANUARY 2004 – DECEMBER 2004

4TH CORPS MATERIEL MANAGEMENT CENTER (4TH CMMC) - BALAD, IRAQ

- Deployed to Iraq and participated on a six-man team to create an IT section for my deployed unit during Operation Iraqi Freedom II.
- Monitored, designed, and evaluated deployment of Windows XP, Windows Server 2003, Exchange 2003, SharePoint Server 2003 and SQL Server 2000. Directly responsible for all buildings Combat Service Support (CSS) Automated Information System Interface (CAISI) wireless networks and all (CSS) Satellite Communication systems.

Achievements:

- Successfully kept an average of 97% of all automation equipment functional for the duration of the deployment, which included reloading 300 systems.

Joseph K. Johnson

- Participated on a 20-man team to build the network infrastructure on LSA Anaconda (AKA Balad Air Base). Established protocols and standards for a network that supported a command of 30,000 personnel. Instituted the entire network communication system for the post, which is still in use today.
- Awarded an Army Commendation Medal for my efforts.

SERVER ADMINISTRATOR

JANUARY 2003 – DECEMBER 2003

4TH CORPS MATERIEL MANAGEMENT CENTER (4TH CMMC) - FT HOOD, TX

- Part of an eight-man team responsible for the safety, security, operation and maintenance of the HP UNIX server. This server acted as the main link for the Army supply chain, which processed supply requests for five southwestern Army installations and supported the everyday function of 150,000 soldiers.
- Responsible for conducting daily and weekly backups which eased the tension of disaster recovery solutions.
- Directly responsible for repairing corrupted reports and processing supply requests critical for deploying units.

Achievements:

- In charge of Army 4th CMMC's SharePoint Server.
- Responsible for the branding of the then new SharePoint Portal.
- Responsible for learning and teaching fellow soldiers the operations of SharePoint 2003.
- Worked as the SharePoint Portal Administrator responsible for maintaining and securing permissions and operations of the 4th CMMC's SharePoint sites and structure.
- Implemented and administered the Army 4th CMMC's first SharePoint Server.
- Awarded Certificate of Achievement for streamlining the deployment of Windows XP and Windows 2000 for Army Field Training Exercises.

COMPUTER REPAIRMAN

AUGUST 1999 – DECEMBER 2002

SELF EMPLOYED – MOLINE, IL

- Self-employed computer repair business.
- Performed advanced IT troubleshooting, diagnosis and repair of computers.
- Re-installed operating systems and software.
- Removed viruses, created backups, performed data restoration and data transfer processes.

John Paul Thompson II

Gilmer, TX 75644

Cell: 903-315-6231

jp@clanthompson.net

Houston, TX

May 2015 – June 2016

- Managed support and installation issues for 1,000+ clients and ensured problem resolution from start to finish.
- Successfully retained several high-value clients through conflict resolution with vendors and deployment/support staff.
- Responsible for Tier 3 account management for deploying, integrating, and supporting commercial grade MFP and print solutions as well as accompanying software management systems.
- Engineered network solutions for customers to reduce overhead of project implementation by up to 20% of market cost.

Carrizo Oil and Gas

Senior Systems Engineer/Facilities Coordinator

Houston, TX

August 2010 – April 2015

- Negotiated a \$500,000 print management contract saving over \$100,000/ year.
- Managed copier/printer/fax fleet across four states and five locations.
- Managed High-Rise fire safety and training among 200+ corporate staff.
- Configured and supported smart phones and tablets (Blackberry, Apple, and Android).
- Performed and managed daily, weekly, monthly, and quarterly tape backups and file restores.
- Supported, repaired and configured all desktops, field laptops, and printers for 400+ users using Windows XP, 7, 8, 8.1, Windows Server 2008, Windows Remote Desktop, MS Active Directory, MS Exchange, Office 365, iOS, and Android
- Designed and implemented a complete network infrastructure upgrade from 10MB to 1GB for the entire central office.
- Assisted with setting up and configuring a remote disaster recovery network.

Additional previous positions held include *Help Desk Analyst – Petrobras, Senior Systems Engineer – Avana, and Help Desk Engineer – Cardtronics*

Technical Certifications and Education

- CompTIA A+
- MCTS: Windows Server 2008 Active Directory Configuration (MCTS)
- MCTS: Windows Server 2008 Network Infrastructure Configuration (MCTS)
- MCTS: Windows Server 2008 Application Infrastructure Configuration (MCTS)
- Toshiba Certified for voice mail and phone systems
- FEMA Certifications (ICS 100) plus others for Fire Fighting
- Volunteer Fire Fighter – Structural Fires, Incident Command, Air Pac, and CPR certificates

Education

Northwestern Oklahoma State University – Computer Science Studies

John Paul Thompson II

Gilmer, TX 75644

Cell: 903-315-6231

jp@clanthompson.net

Qualifications

- IT Engineer experienced and certified in Telephony/Voicemail configuration, installation, and support
- An indispensable ability to identify and resolve hardware and software issues
- Determination to resolve any issue, no matter how big or small, with speed and integrity
- IT professional possessing extensive experience in both remote and onsite support with timely resolutions
- Agile and versatile technician with wide-ranging experience in varied environments, from government offices to the oil field
- Highly experienced Systems Engineer with almost two decades of customer service and Information Technology Support

Skills

- Network:** VOIP, VPN, ethernet, Ubiquity wireless routers and access points, managed switches, network design, implementation, and support
- Software:** Windows XP, 7, 8, 8.1, and Windows 10, Mac OS, iOS, Linux, Android, Windows Server, VMware, Oracle VM VirtualBox, Microsoft Office, Office 365, SharePoint, QuickBooks, Sage Accounting, MS Active Directory, MS Exchange, Remedy Ticketing System, ConnectWise, Symantec Backup Exec, VPN clients, Wireshark, FTP server/clients, Windows Remote Desktop
- Hardware:** Sharp, Ricoh, HP copiers/printers; HP and Dell PCs and servers; Cisco, Toshiba, and Avaya telephone systems; SIP and VOIP telephony protocols; Microsoft, Apple, and Android tablets; Blackberry, Apple, Android, and Microsoft smart phones; Audio/Visual Equipment; Cisco routers; firewall appliances; NAS

Professional Experience

Complete Business Systems
Longview, TX

Network/ Systems Administrator
July 2017 - Current

- Provide quality service and personal attention to every client on every call. My only goal is to help every client succeed to the best of their ability and to do so with integrity.
- Responsible for managing support and installation issues for contract clients and ensuring problem resolution from start to finish.
- Responsible for design, planning, documentation, and implementation of networks, IT projects, and upgrades, all within budget and customer constraints.
- Perform site surveys and client/vendor interviews, and write proposals for hardware and contract IT services.
- Client list includes governments; utilities; legal, financial, and ISP offices; churches; private schools; production facilities; including some clients with multiple sites.
- Successfully maintained network stability, even with critical server failures to allow for normal day to day operations.

HIGHER INTEGRATED SOLUTIONS

Information Technology

Systems Support and Services Agreement

This Information Technology Systems Support and Services Agreement ("Agreement") is made and entered into by the parties hereto on the _____ day of _____, 2019 (the "Effective Date"), by and between _____ located at _____ ("Customer") and Higher Integrated Solutions (H.I.S.). P.O. Box 1252 Gilmer, TX 75644

Article I

BACKGROUND INFORMATION

- 1.1: H.I.S. is in the business of providing Information Technology Systems Support and Services ("IT Services") and has experience in the industry.
- 1.2 Customer wishes to engage H.I.S., on an exclusive basis, to provide a wide range of IT Services set forth herein.
- 1.3 NOW THEREFORE, in consideration of the covenants set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree to the following:

ARTICLE II

SCOPE OF SERVICES

- 2.1 Engagement of H.I.S. Customer hereby engages the services of H.I.S. for the purpose of providing general IT Services as specified in Exhibit "A".
- 2.2 Site Drawing. Upon execution of this agreement, H.I.S. shall create and establish a non-scale site drawing that reasonably depicts Customer's facilities and the location of covered systems and/or system components within said facilities. Customer agrees to provide H.I.S. access to all areas of Customer facilities for the purpose of documenting Customer facilities and systems and/or system components covered under this agreement. H.I.S. agrees to update the site drawing as required to reasonably depict changes in Customer facilities and/or covered systems or system components. H.I.S. will use the site drawing internally only for reference in fulfilling its

obligations under this agreement and pursuant to Article V herein. Upon request of Customer, H.I.S. shall make available site drawing and any related network documentation to Customer.

- 2.3 Method of Service Delivery. H.I.S. shall choose the method of service delivery that best accommodates, and minimizes expenses for, both parties. Customer agrees to allow H.I.S. to deploy remote service capabilities on all Customer systems and system components covered under this agreement. H.I.S. will, at its discretion, determine whether remote service or on-site service is the most expedient and prudent method for providing service to Customer on a per service call basis.
- 2.4 Requests for Service. H.I.S. shall provide Customer with a primary business telephone number and cell phone numbers and email addresses of H.I.S. service technicians to facilitate Customer contact with H.I.S. H.I.S. may offer a web-based customer portal at some future date to facilitate Customer contact with H.I.S. Customer shall be responsible for contacting H.I.S. when reactive IT Services are required. When included in Customer's selected Systems Support Plan, H.I.S. shall initiate contact with Customer in the event system alerts are received by H.I.S. service technicians for Customer systems covered by H.I.S. PROACTIVE monitoring.
- 2.5 Time of Service. H.I.S. shall provide IT Services during normal business hours. Normal business hours are Monday through Friday, between 8:00 am and 5:00 pm Central Time Zone, excluding company holidays. H.I.S. shall provide after-hour IT Services via a on-call phone number.
- 2.6 Incurring Expenses. H.I.S. shall not incur expenses on behalf of Customer without Customer's approval and authorized signature affixed to a H.I.S. sales order. This section applies to hardware and software products and other tangible items used in the provision of IT Services by H.I.S. to Customer. This section does not apply to intellectual services provided in response to Customer's call for service. H.I.S. will not incur tangible or intellectual expenses on behalf of Customer prior to full disclosure to, and agreement by, Customer.
- 2.7 Product Brands. H.I.S. will consult with Customer, and obtain Customer's approval, on the brand of products purchased by H.I.S. on behalf of Customer pursuant to this agreement. This section shall not apply to products purchased by and for H.I.S. and its technicians providing IT Services under this agreement.

ARTICLE III

COMPENSATION FOR SERVICES

- 3.0 Service Fee. In consideration of the services to be performed by H.I.S. hereunder, Customer shall pay to H.I.S. a fee equal to the amount provided in Exhibit "B" based on the Support Plan and number of PCs and/or Servers selected by Customer, plus applicable tax, and as indicated by Customer's initials. The Service fee shall be invoiced monthly to Customer by H.I.S.; payable net fifteen (15) days. H.I.S. reserves the right to increase the service fee and/or hourly rates up to 10% annually. Any other adjustments to the Service fee shall be made only in writing and signed by both parties.

- 3.1 **Remittance of Payment.** To ensure timely credit of Customer's account with H.I.S., Customer shall remit payments to H.I.S.' mailing address:
Higher Integrated Solutions
P.O. Box 1252
Gilmer, TX 75644.
- 3.2 **Payment upon Termination.** In the event that this Agreement is terminated by either party prior to completion of any work in progress by H.I.S., Customer shall compensate H.I.S. for such work completed as of the date of termination. In the event that H.I.S. has incurred authorized expenses for tangible products ordered and not delivered, Customer agrees to pay such expenses to H.I.S. and H.I.S. agrees to deliver said tangible products to Customer upon receipt of payment from Customer.

ARTICLE IV

VENDOR PUBLICITY

- 4.1 **Marketing.** H.I.S. reserves the right to, in a non-defamatory context, reference its business relationship with Customer in any of its marketing and advertising, including the H.I.S. website. H.I.S. grants Customer the right to, in a non-defamatory context, reference its business relationship with H.I.S. in any of its marketing and advertising, including Customer's website.
- 4.2 **Limited Trademark License.** The parties hereby give each other a non-exclusive license to utilize the trademark of the other party, in a form reasonably acceptable to the trademark owner, for the purposes set forth in Section 4.1 herein.

ARTICLE V

CONFIDENTIALITY COVENANTS

- 5.1 **Confidentiality.** The parties acknowledge and agree that during the course of the relationship contemplated that they are likely to come into contact and gain knowledge and access to information and materials that the other party deems to be confidential, proprietary or of strategic importance. The parties each agree that they shall maintain the strictest confidentiality of all such materials that they receive concerning the other party hereto. They shall not disclose such confidential information to any other party, shall not use such confidential information for their own purposes, and they shall protect such confidential information from disclosure using the same standard of care they use to protect their own confidential information.
- 5.2 **Disclosure Limitations.** The parties agree that confidential information shall be limited to disclosure within the organization of the recipient to those top management personnel and other staff with a bona fide need to know such information as a necessary part of their contribution to the performance under this Agreement.

- 5.3 Confidential Information. For purposes of this Agreement, confidential information shall include any and all information that is of a proprietary, confidential or trade secret nature, of strategic importance, or is otherwise considered to be or marked as confidential or proprietary by the releasing party. Confidential information will include items such as business plans, marketing plans and strategies, formulas, processes, data, software source codes, financial information, customer lists, and all other information deemed confidential by the parties. Confidential information shall not include items that are generally available to the public, generally known in the industry, exist in the public domain, is learned from an outside source independent from the relationship established by this Agreement or was known prior to the entering of this Agreement.
- 5.4 Confidentiality and Disclosure of Patient Information. Healthcare Clients Only: H.I.S. does not expect to have access to confidential individually identifiable health information ("IIHI"), as that term is used in the Health Insurance Portability and Accountability Act ("HIPAA") in connection with the provision of its services to Customer. In the event such information is exposed to H.I.S. employees, H.I.S. will treat all such information in compliance with all applicable federal and state laws.

ARTICLE VI

TERM AND TERMINATION

- 6.1 Term. This Agreement shall commence on the effective date hereof and shall remain in effect until termination as provided in Sections 6.3 or 6.4.
- 6.2 Renewal. This agreement shall renew annually without further action by either party and continue in full force and effect until termination as provided in Sections 6.3 or 6.4.
- 6.3 Termination with Notice. This Agreement may be terminated by either party, with or without cause, by giving thirty (30) days written notice of such termination to the other party. This agreement may not be terminated by Customer within the first twenty-four (24) months after the Effective Date except as outlined in 6.4. After the initial twenty-four (24) month period, no early termination charges will be assessed. This contract is considered yearly after the initial twenty-four (24) month period for two years. After the 2 optional years H.I.S. reserves the right to increase service charges.
- 6.4 Termination by Breach or Default. Either party may terminate this Agreement immediately upon written notice to the other in the event that either party substantially breaches, defaults or fails to perform under any of the obligations contained in this Agreement.
- 6.5 Termination Obligations. Upon the effective date of any termination of this Agreement, all legal obligation, rights and duties arising out of this Agreement shall terminate except that: (I) Customer shall remain obligated to pay any balance due to H.I.S. for services provided hereunder; and (II) the Confidentiality Restrictions and Independent Contractor provisions of

this Agreement shall continue to apply and shall survive the termination of this Agreement as ongoing covenants between the parties.

ARTICLE VII

MISCELLANEOUS PROVISIONS

7.1 Notices. Any notification or written communication required by or contemplated under the terms of this Agreement shall be in writing and shall be deemed to be delivered if transmitted via Email at the Email address listed below, except for any notice of termination of this Agreement which shall be in writing and sent by United States Mail, Certified Mail, Return Receipt Requested and shall be deemed to have been delivered ten (10) business days after the date of mailing. Addresses and Email addresses of the parties for such notices shall be:

If to Higher Integrated Solutions: or If to Upshur County :

Higher Integrated Solutions
P.O. Box 1252
Gilmer, TX 75644

- 7.2 Assignment. Customer has engaged H.I.S. to perform services under this Agreement. This Agreement nor any right, interest, duty or obligation hereunder may be assigned, transferred or delegated by either party without the express written consent of the other party.
- 7.3 Independent Contractor Status. H.I.S. performs this Agreement as an independent contractor, not as an employee of Customer. Nothing in this Agreement is intended to construe the existence of a partnership, joint venture, or agency relationship between Customer and H.I.S.
- 7.4 Indemnity. Each party ("Indemnifying Party") shall indemnify and hold the other party ("Indemnified Party") harmless against any third party claim, including costs and reasonable attorney's fees, in which the Indemnified Party is named as a result of the grossly negligent or intentional acts or failure to act by the Indemnifying Party, its employees or agents, while performing its obligations hereunder, which result in death, personal injury, or tangible property damage. This indemnification obligation is contingent upon the Indemnified Party providing the Indemnifying Party with prompt written notice of such claim, information, all reasonable assistance in the defense of such action, and sole authority to defend or settle such claim. The terms of this section shall survive termination of this Agreement
- 7.5 Warranties and Representations. Each party warrants that it has the right and power to enter into this Agreement and an authorized representative has executed this Agreement H.I.S.

warrants that IT Services will be performed in a professional and workmanlike manner in accordance with recognized industry standards. To the extent IT Services provided by H.I.S. are advisory; no specific result is assured or guaranteed. H.I.S. expressly disclaims all other representations or warranties, whether express, implied, or statutory (by any territory or jurisdiction) to the extent permitted by law, and further H.I.S. expressly excludes any warranty of non-infringement, title, fitness for a particular purpose, or merchantability to the extent permitted by law.

- 7.6 **Limitation of Liability.** Except for the indemnification provided in this section, the maximum liability of H.I.S. for any action arising under this agreement, regardless of the form of action and whether in tort or contract, shall be limited to the amount of service fees paid by client for the services from which the claim arose. In no event shall H.I.S. be liable for indirect, special, incidental, or consequential damages of any kind, including without limitation, lost data or lost profits, however arising.
- 7.7 **Waiver.** No modification to this Agreement nor any failure or delay in enforcing any term, exercising any option, or requiring performance shall be binding or construed as a waiver unless agreed to in writing and signed by both parties.
- 7.8 **Force Majeure.** Except for Customer's obligation to pay H.I.S., neither party shall be liable for any failure to perform its obligations under this Agreement if prevented from doing so by a cause or causes beyond its control, including without limitation, acts of God or public enemy, failure of suppliers to perform, fire, floods, storms, earthquakes, riots, strikes, war or restraints of government.
- 7.9 **Arbitration.** Except as specifically provided in this Agreement, the parties agree that any dispute or controversy arising out of, relating to or in connection with the interpretation, validity, construction, performance, breach or termination of this Agreement shall be submitted to binding arbitration to be held in Upshur County, Texas in accordance with the rules of the American Arbitration Association. The decision of the arbitrator shall be final, conclusive and binding on the parties to the arbitration. Judgment may be entered on the arbitrator's decision in any court of competent jurisdiction. The parties shall each bear their own attorney fees with respect to such Arbitration but shall share equally the other costs and expenses of arbitration.
- 7.10 **Venue.** In interpreting the terms of this Agreement, the parties agree that the laws of the State of Texas shall be applicable. All suits permitted to be brought in any court shall be in Upshur County, Texas.
- 7.11 **Entire Agreement.** This Agreement contains the entire agreement and understanding of the parties with respect to the subject matter hereof and supersedes and replaces all prior discussions, agreements, proposals, understandings, whether orally or in writing, between the parties related to the subject matter of this Agreement. This Agreement may be changed, modified or amended only by an amendment that is duly executed by authorized representatives of the parties. If any provisions hereof are deemed to be illegal or unenforceable by a court of competent jurisdiction, the effectiveness of the remainder of the Agreement shall not be affected and this Agreement shall be enforceable without reference to

the unenforceable provisions. No party's waiver of any breach or accommodation to the other party shall be deemed to be a waiver of any subsequent breach

IN WITNESS WHEREOF, the parties or their duly authorized representatives enter into and execute this Agreement as of the Effective Date: _____

Higher Integrated Solutions
P.O. Box 1252
Gilmer, TX 75644

By: _____

Print Name: Name: _____

Title: Title: _____

Upshur County

By: _____

Print Name: _____

Title: _____

Exhibit "A"

List of SERVICES

H.I.S. IT Services include the following:

Hardware sales:

Personal Computers

Laptops

Servers

Printers

Routers - Wired and Wireless

Switches

Firewalls

Installation and configuration:

Personal Computers

Laptops

Servers

Printers

Routers

Switches

Firewalls

Office Networks

Network cabling

Miscellaneous Services:

Help Desk and Remote Support

Computer Tune-up and Performance Improvement

Data Backup and Recovery

Email Hosting, Setup and Troubleshooting

Microsoft Windows Operating System Installation and Troubleshooting

Office Application Software Installation and Configuration

Virus & Spyware Removal

System Crashes and Performance Diagnostics
Custom Services Available by Quote

Exhibit "B"

IT Services Plan

Custom Services Available by Quote:

Maintain network infrastructure at current location (any incurred costs for equipment and/or parts are customer responsibility)

Manage customer network infrastructure vendors

Maintain, at current, 250 devices (233 PCs, 17 servers, 43 Network devices)

Proactive remote systems monitoring service

Monthly health status updates on covered PCs at the request of management

Includes remote and onsite network infrastructure support as needed (holidays and weekends on call basis)

No additional labor charges unless agreed to outside of the scope of normal duties under a separate project contract

H.I.S. Applications server is owned and operated by H.I.S. independently to facilitate management of customer's network


IT Services Plan Selection

Managed IT Services Plan

_____16500.00_____ Total Monthly Price

_____ Customer initials

Managed peripherals include but are not limited to managed switches, non UniFi wireless access points, routers, firewalls, and phones.

FILED
TERRI ROSS
COUNTY CLERK
2019 SEP 16 AM 10:49
UPSHUR COUNTY, TX.
BY 
DEPUTY