



UPSTREAM Communications

AND



This is a joint venture from Upstream Communications and Surge Technologies capabilities statement for City of Barrow for any need to know knowledge requirements for intended Information Technology services.

- Certifications or Based on Experience
 - MCSA: Windows Server
 - MCSE: Server Infrastructure
- CompTIA A+, Network+, Security+
- Design Cutting-Edge Microsoft IT Solutions
- Install and Configure Windows Servers/PCs
- Network Design and Administration Training
- IT Project Management and Collaboration
- Explore Hot IT Trends in Enterprise Mobility, Cloud Computing & Information Security
 - Gained Skill and Credentials to Pursue Jobs in Cyber Security and Network Management
 - Information Security Tools and Techniques
 - Design, Build & Manage Secure IT Networks
 - Cyber Security Policy and Risk Management
 - IT Service and Process Management
- Network Support and Resolution using Automate and Connect wise tools
- End User, Mid Layer, and Top-level support abilities on all facets of Microsoft Systems, Cisco

Managed Workstation

24/7 Remote Monitoring and Management. Includes Windows and third party patch management as well as process monitoring for bad or blacklisted processes.

Includes numerous health and status monitors with automatic repair and correction of issues and automated ticket submission to the help desk for any items requiring manual intervention.

Security Stack with ZeroTrust Platform and advanced malware detection and control with automatic quarantine of malicious or suspicious files and programs. Managed 24/7 with immediate help desk notification for any detected event

Managed Workstation with Security and Backup and Disaster Recovery to Local storage device.

Managed Server with Security and Backup and Disaster Recovery to Local storage device.

24/7 Remote Monitoring and Management. Includes Windows and third party patch management as well as process monitoring for bad or blacklisted processes.

Includes numerous health and status monitors with automatic repair and correction of issues and automated ticket submission to the help desk for any items requiring manual intervention.

Security Stack with ZeroTrust Platform and advanced malware detection and control with automatic quarantine of malicious or suspicious files and programs. Managed 24/7 with immediate help desk notification for any detected event

Managed network firewall.

Includes SonicWall, Meraki, BranchSDO CDX, Cisco and Watchguard

Monthly firmware and security software updates, network RMM monitoring, annual configuration review and geo-fencing when required

This is a 1 year contract. Addition of endpoints will increase the monthly cost and will be adjusted as such. Additional requests, hardware installation, general IT support and special projects are billed at the hourly rate of \$115/hr. This contract begins on Jan 1,

~~2023 and will end on Dec 31, 2023.~~

The Total amount of the 1 year contract is: \$23,040

Switches, Meraki, Sophos and SonicWALL firewalls as well as all models of printers.

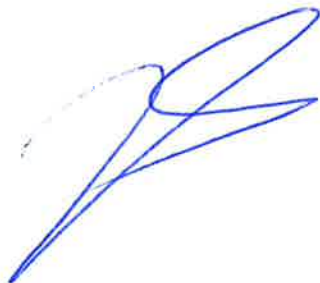
- System Security using Sentinel One and Threat locker zero trust software
- Data Disaster recovery – Using Acronis Backup solution both cloud based and local – allows for Limited downtime in the event of a major outage or system down situation
- HIPAA Compliance and policy creation to enable organizations a more streamlined process
- CIO and Helpdesk Staffing if necessary
- Cloud Services, Office 365, Microsoft Azure, VOiP phone Systems
- Training and Consulting for end users and upper management

Contact Name:

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Thank you for the opportunity,

A handwritten signature in blue ink, consisting of several overlapping loops and a long, sweeping tail that extends downwards and to the left.