

IT SERVICES

CONTRACT

NEXUS IT

Cost	Original Bid (Elevate)	New Bid (Pinnacle)	Possible Bid (Elevate)
Monthly	\$2,829.82	\$4,214.00	\$3,886.00

	NEX-CORE	NEX-ELEVATE	NEX-PINNACLE
NETWORK & INFRASTRUCTURE			
Managed Microsoft Updates and Patching	✓	✓	✓
Managed Anti-Virus	✓	✓	✓
Hardware and Software Audits and Inventory	✓	✓	✓
Performance & Preventative Maintenance Reports	✓	✓	✓
Workstation Cleanups	✓	✓	✓
Virus and Malware Monitoring	✓	✓	✓
Desktop Optimization	✓	✓	✓
24 x 7 Monitoring and Management Tool	✓	✓	✓
Computer and Server Health Reports	✗	✓	✓
END USER HELP DESK			
Helpdesk Incidents - Remote Support (8 AM – 5 PM)	✗	✓	✓
Helpdesk Incidents - Onsite Support (8 AM – 5 PM)	✗	✓	✓
Average Response Time < 1 hour	✗	✓	✓
Cloud Platform Management	✗	✓	✓
CHANGE MANAGEMENT			
Workstation Setup and Installation**	✗	✗	✓
Vendor Management and Line of Business Software Support	✗	✗	✓
User Management (Add, Remove, Change, rename etc)	✗	✗	✓
STRATEGIC IT LEADERSHIP			
Dedicated Account Manager	✗	✗	✓
Client Success Manager	✗	✗	✓

IT NOW

- \$2,666 per month
- \$2,402 one-time fee

QUESTIONS