



TTS PROPOSAL – QUOTE #[53005]

Technology That Simply Works

Prepared For:
Homeless Services
Network

Prepared By:
Kevin Atkinson



Introduction

Established in 1999, i-Tech Support offers world-class technology to help organizations achieve more. We help our clients achieve more of their goals in less time by providing the technology, expertise, and solutions to solve IT challenges, innovate competitively, and build new pathways to success.

Founded with a vision of making enterprise-level technology accessible to organizations of every size, i-Tech is today a full-service technology firm supporting clients in every industry across the United States and select international locations. i-Tech currently has dedicated divisions to managed IT support, advanced technology, cybersecurity, network assessments, software, and consulting services, making us a unique partner to our clients. We are a recognized Cisco Certified Premier Partner, a Microsoft Silver Certified Partner, and an Acumatica Cloud ERP Gold Partner.

Because of our Total Technology Support approach, i-Tech is known for professionalism, business acumen, accountability, and technical expertise in the IT industry. Experience, certifications, and partnerships with industry-leading technologies have allowed us to serve our clients with white-glove care. In addition, our diverse team of business leaders, technology experts, and specialists combine skills, certifications, and experience to provide technology support, resolve IT challenges, minimize expenses, and help organizations innovate intelligently.

Coupling leading industry insights and unparalleled customer satisfaction, i-Tech leverages over 250 years of experience in the design, optimization, evolution, management, and security of business technology. By aligning goals with certified expertise, industry-leading brands, and strategic partners, i-Tech supports you with the technology to achieve more.

On behalf of the entire team at i-Tech, we thank you for this opportunity to provide you with our services

Sincerely,
Armando Huerta
Chief Executive Officer



Why i-Tech Support Services

I-Tech Support focuses our entire firm around talent and technology. Our people define us, stay at the forefront of technological developments, and are committed to exceeding client expectations.

KEY FACTS

- Serving all of Florida and Southeast since 1999.
- I-Tech employed domestic network operations centers.
- Supporting the systems and networks of 11,000+ computer users
- Named 2024 Business Partner of the Year: Lake Technical College
- Central Florida Fast 50 Business in 2024 Orlando Business Journal
- 19th largest Central Florida Technology Companies 2024 Book of List OBJ
- 2024 Golden 100 Top Privately Held Companies
- Acumatica Gold Certified Partner
- 2024 Inc. 5000 list of the Fast-Growing Companies in America

CORE VALUES



People First

Above all else, we're here for our clients. We strongly believe that we only succeed when you do, too.



Accountability

We're dedicated to our partnerships. We always strive to be a single point of accountability for all things IT.



Experience

We know IT, and we know business. We put our knowledge and expertise together to deliver real results.



Professionalism

We're courteous, timely, and reliable. To us, technology is just as important as solid professionalism.



Certification

We're always learning and staying on top of leading IT trends that can give our clients a competitive edge.



Our Leadership Team

We want to introduce you to our leadership team and to the key stakeholders responsible for a smooth transition and set this partnership up for success.



Armando Huerta, Chief Executive Officer

Armando is responsible for the organization's general vision, mission, and values. Armando's visionary leadership extends beyond traditional management; it fosters partnerships, achieves tangible outcomes, and nurtures continuous enhancement and creativity. Under his guidance, i-Tech remains at the forefront of IT innovation, empowering clients to thrive in a dynamic digital landscape.



Micah Trudell, Vice President of Operations

Micah Trudell serves as the Vice President of Operations at i-Tech Support, Inc., bringing over two decades of expertise in technology and leadership. His commitment to fostering robust employee and customer relationships underscores his dedication to excellence. With a proven strategic management and IT governance track record, Micah ensures that i-Tech delivers unparalleled value to our clients. His leadership drives client success and advances our company's mission to provide innovative technology solutions.



Aaron Puckett, Vice President of Growth

As the Vice President of Growth, Aaron leads a team of extremely talented, knowledgeable, and driven professionals who deliver value to clients across all industries. Our mission is to help our clients achieve their goals, overcome their IT and technology challenges, and defend against ever-evolving cyber and security threats with best-in-class solutions and support. His team owns adding, retaining, and growing client relationships.



Christina Vargas, Vice President of Administration

Christina wears multiple hats, overseeing daily administrative functions, accounting, marketing development, and human resources and assisting the operations and sales teams. She also works closely with the CEO of i-Tech on strategic planning and initiatives. The most rewarding part of her role is influencing positive change and growth.



Your Delivery Team

We want to introduce you to our leadership team and to the key stakeholders responsible for a smooth transition and setting this partnership up for success.



Technology Success Manager

Your dedicated client success manager is the liaison between your team and i-Tech's technical staff. They are your main point of contact and will meet consistently to review your technology roadmap and budget and proactively propose ideas/tools to empower your employees and drive your mission forward.



Help Desk Manager

Your help desk manager is responsible for the overall delivery of help desk support services provided to your organization. They can serve as an escalation point when needed and are always working with team members to grow skill sets, provide feedback and training, and ensure a positive client experience.



Cybersecurity Leader (if applicable)

This person is responsible for assessing and defining your organization's security posture to improve IT security controls and safeguard data assets. Working with your management team, they prioritize cyber threat concerns and recommend security needs to help protect your organization.



Professional Services Team

The professional services team steps in when a new technical solution is required to manage your business. This team comprises technical writers, project managers, and seasoned, highly certified IT consultants with years of experience. They drive internal processes and disciplines surrounding adopting new technologies to bring to you and maintain our existing technology stack.



Managed Services: Total Technology Support

As the preeminent provider of Managed IT services in the Southeast region of the United States, we know organizations require several components to ensure technology investments yield maximum competitive advantage.



People

I-Tech's employees serve as an extension of your team. With a dedicated team of experts with varying levels of expertise across many different IT solutions, we keep your team productive and efficient at their jobs. If you need additional services, consult your client success manager. If you need service now, contact your help desk support team. We can also provide a dedicated onsite resource if required.



End-User Support Services

I-Tech's end-user support services are delivered from our state-of-the-art Network Operations Center, staffed with 30+ technology technicians to serve your employees' support needs. No matter the question or challenge, our support team will help ensure your employees' technology tools yield maximum productivity.



Proactive & Infrastructure Support

I-Tech's team of dedicated IT administrators works to minimize infrastructure failures and downtime that impact business operations. Our team performs 24x7x365 network monitoring and management, provides warranty, maintenance, and license management, and performs regular network assessments to maximize your technology investments and assure smooth operations. For organizations subject to regulatory compliance, audit procedures and reporting become simple.



Strategy & Reporting

Client Success Managers team up with your dedicated technical team to provide ongoing oversight and planning services to assist in developing a strategic information technology roadmap and selecting solutions that best support your business objectives – today and in the future. Our Client Success Managers work with you to review business impact, ensure alignment, and develop budgets – a complete “no surprises” strategic technology plan to drive success.



Managed Services: Essential vCIO/CTO



Essential vCIO/CTO Services

In today's competitive and rapidly evolving business environment, having forward-thinking IT leadership is crucial. i-Tech Support's Virtual CIO/CTO services deliver the strategic expertise needed to turn technology into a powerful engine for growth, innovation, and operational efficiency. Our services provide high-level guidance, ensuring your IT infrastructure is a support function and a driver of business success.

Key benefits include:

- **Executive-Level IT Leadership at a Fraction of the Cost:** Gain access to seasoned technology leaders without the expense of a full-time hire. Our Virtual CIO/CTO services offer the same strategic oversight and expert decision-making as an in-house CTO but with flexible engagement that suits your budget and needs.
- **Quarterly Reporting for Continuous Improvement:** Every quarter, we deliver comprehensive reports that detail IT performance, security posture, and infrastructure health. This proactive approach ensures that any potential issues are addressed before they impact your operations, keeping your technology aligned with business objectives.
- **Customized Technology Roadmapping for Long-Term Success:** We work closely with your leadership team to develop a strategic technology roadmap that supports your business's long-term goals. From infrastructure upgrades to digital transformation and cybersecurity initiatives, our roadmap ensures your IT investments deliver maximum value.
- **Enhanced Security and Compliance:** As cyber threats grow, having a robust security strategy is non-negotiable. We provide expert advisory services that protect your business from risks while ensuring compliance with key industry regulations such as GDPR, HIPAA, and CMMC, reducing legal and financial exposure.
- **Optimized IT Spend and Vendor Management:** We help you streamline IT costs by ensuring you invest in solutions that align with your business strategy. Additionally, we manage your vendor relationships, ensuring you get the best value and performance from your technology partners.
- **Business Continuity and Disaster Recovery:** Ensure your business is prepared for the unexpected with robust disaster recovery and business continuity plans. We help you protect critical systems and data, minimizing downtime and accelerating recovery after disruptions.
- **Agile IT Leadership to Support Growth:** Whether you're navigating a digital transformation, scaling your operations, or modernizing outdated systems, our Virtual CIO/CTO services provide the agility needed to make informed, timely technology decisions that support growth.

With i-Tech Support's Virtual CIO/CTO services, you gain the leadership needed to leverage technology as a competitive advantage, all without the overhead of a full-time executive. We provide a forward-looking approach that ensures your business is ready to adapt, grow, and thrive in an ever-changing landscape.



Service Level Agreements

Below are our standard SLAs. SLAs are defined for business-hours response, 8:00 AM—5:00 PM EST. All tickets work as P3 until otherwise defined.

I-Tech Support regularly monitors these to ensure we are meeting these goals. Service level descriptions and measurements are available at <https://www.i-techsupport.com/rates/>.

Note: Incidents are assumed Priority 3 until they are triaged for urgency & impact.

Urgency Measurement	Overview
Low Urgency	One user or Small User Group ($\leq 20\%$ of company headcount) is affected
Medium Urgency	Entire Departments or Functions
High Urgency	Entire company and or clients affected

Impact Measurement	Overview
Low Impact	More of an irritation than a stoppage of work
Medium Impact	Business is degraded, but there is a reasonable workaround
High Impact	Critical – Major Business process is stopped

	High Urgency	Medium Urgency	Low Urgency
High Impact	Priority 1	Priority 2	Priority 2
Medium Impact	Priority 2	Priority 3	Priority 3
Low Impact	Priority 3	Priority 3	Priority 4



Response Times (SLAs)

Priority / Severity Level	Description	Assigned By	Resolution Plan By	Resolved within
Priority 1 Critical	A problem or issue impacting a significant group of users or any mission-critical issue affecting a single user. (e.g., network down, mission-critical systems inoperable, impacting deadlines, or causing financial impact to the business). Hourly communication until resolved.	12 Minutes	30 Minutes	4 Hours
Priority 2 Urgent	No critical business impact, yet a significant issue affecting a single user or an issue that is degrading the performance or reliability of the network; however, services are still operational. Also includes support issues that could escalate to P1-Critical if not addressed quickly. Communication twice daily.	12 Minutes	1 Hour	1 Business Day
Priority 3 Tier 1 Help Desk	DEFAULT PRIORITY LEVEL FOR ALL INBOUND TICKETS. There is no global business impact and no performance or reliability impact on general and routine help desk requests. Tickets in this priority are workstation-centric, with minimal server access required. Vendor management requests are deemed P-3. Communication upon resolution.	12 Minutes	2 Hours	3 Business Days
Priority 4 Scheduled Service	Routine support requests that impact a single user, non-critical software/hardware errors, or a future scheduled visit. Daily communication.	12 Minutes	Scheduled Within 4 Hours	1 Month
Priority 5 Monitor & maintain	Monitor and maintain (Proactive maintenance, information requests, non-critical NOC maintenance, and monitoring of a specific application of functionality over a period of time). Daily communication.		NO SLA	As Required



Scope of Services

Category	Services	Included
IT Expertise and Support	• 8x5 Domestic Help Desk Team	✓
	• Dedicated Support Team	✓
	• IT Consulting Services	✓
	• Afterhours Support	✓
	• Scheduled Onsite Maintenance and Support	✓
	• Online Support Portal	✓
Tools and Services	• Third-Party Software Support (LOB Apps)	✓
	• IT Vendor Support	✓
	• Online Support Portal and Real-time Ticket Tracking	✓
	• Remote Control and Advanced Diagnostics	✓
	• Password Management	✓
	• 24/7 Remote Management and Monitoring (RMM) Services for Network and Devices	✓
Proactive Infrastructure Support	• Warranties, Maintenance & License Management	✓
	• Total Assets Inventory Management and Software Auditing	✓
	• Cloud Hosted Telephony Support	✓
Unified Communication and Collaboration	• Move/Adds/Changes	✓
	• Telephony Management	✓
	• SIP/PRI Review & Support	✓
	• Microsoft and 3rd Party Patching	✓
Server/Work-Station Services	• Antivirus Management	✓
	• Proactive Monitoring and Account Administration	✓
	• Cloud Support and Administration	✓
	• Backup and Disaster Monitoring and Support (Microsoft 365/Google)	✓
		✓



Scope of Services Cont.

Category	Services	Included
Cyber Security	• 24/7 Managed Detection and Response for Endpoints	✓
	• Next Gen Anti-virus and Anti-malware	✓
	• Domain Name System (DNS) Security	✓
	• Mobile Device Management (MDM) Support	✓
	• Ransomware Isolation	✓
	• Microsoft Security Review	✓
	• Threat Hunting	✓
Advanced Cyber Security Options	• 24/7 Managed Detection and Response (MDR) for M365	✓
	• Risk Assessments-Compliance as a Service (CaaS)	Optional Add-on
	• Security Awareness Cybersecurity Training Management	✓
	• Incident Response Planning	✓
	• Penetration Testing	Optional Add-on
	• Vulnerability Assessment (quarterly)	✓
	• Business Email Compromise (BEC) protection / AI-Phishing Defense	✓
	• Multi-Factor Authentication Support	✓
	• Dark Web Monitoring	✓
	• Password Vault	Optional Add-on
	• Security Information and Event Management (SIEM)	Optional Add-on
	• Secure Access Service Edge (SASE)	Optional Add-on
IT Strategy & Reporting	• Operational Reports	✓
	• Automated IT Maintenance and Management	✓
	• New and Existing Tech Evaluation and Asset inventory	✓
	• Compliance Consulting	✓
	• Advanced IT Engineering Design	Optional Add-on
	• vCIO/CTO services	Optional Add-on



Pricing

We believe in a "no surprises" approach – so, when possible, all Additional Work will be quoted at cost of materials and current hourly rates for personnel. Technology Business reviews will then take place to account for any staff or technology changes. This will ensure the pricing remains fair to both parties.

Current: Monthly Recurring Summary

Description	Amount
Total Technology Support	\$3,025.00
Onsite Scheduled Coverage	included
Endpoint Protection	included
DNS Filter, AV, Advanced phishing attack prevention	included
Current Total:	\$ 3,025.00

Future: Monthly Recurring Summary

Description	Amount
Total Technology Support	\$3,025.00
ITDR for Microsoft Office 365 (Identity Threat Detection and Response), Huntress MDR, Huntress Curricula Security Awareness Training and Datto SaaS protection (MS365 backup). Note, \$8/device X72 devices.	\$576
New Total:	\$3,601.00



Items Billed at Time + Material

The following non-exhaustive list of services and products will be billed to the Client at the cost of materials plus the Additional Work Fee. Standard hourly rates, subject to periodic adjustments, can be found at <https://www.i-techsupport.com/rates/>. Any new project/installation/initial setup costs related to desktop/server/networking software/hardware not present at the time of this agreement, including, but not limited to:

New Hardware and Software Installations

- New server installations
- Major software version upgrades (2+ hours)
- Software deployments
- Printer, new software set-ups
- Network equipment installations and upgrades
- New backup and continuity device and/or off-site storage installation
- Network cables, fiber, and related issues
- All new hardware, software, and shipping charges

Out-of-Scope Device Management

- Installations and service of Audio/Visual equipment
- Printer Hardware or Software Support
- Phone System Support
- Residential Requests
- Mobile device vendor contract management and procurement
- Service and repair made necessary by the modification of equipment other than by i-Tech Support
- New programming and software maintenance requiring modification of software code

All support of devices without active Original Equipment Manufacturer (OEM) hardware and software support:

- Assets without minimum supported operating systems the list below is subject to change:
 - Windows 10 Professional
 - Windows Server 2016 and later
 - Microsoft Office 2016 and later
 - macOS 11 and above
- Hardware or software not covered by vendor/manufacture maintenance, warranty and/or support
- Line-of-business software without active support agreements
- Afterhours or Emergency Service requests (may be billed outside the scope of this Agreement at the pricing listed in Exhibit C)

Out-of-Scope Cybersecurity Services

- Policy writing

Additional Items

- Time required for remediation, discovery, or efforts related to data breaches directly impacting the client, its subsidiaries, or its own clientele
- Time required for information discovery resulting from client lawsuit, subpoena, legal hold, or other court and public proceedings
- Failure due to acts of God, building modifications, power failures or other factors



Appendix 1 – Total Technology Support – Services Defined

8x5 Remote Help Desk Support - Available 8x5, Provider will provide technical support for enabled Active Directory Users. In addition to password resets, drive mapping, and general network support – the help desk is extended to Microsoft Office Suite, Microsoft operating systems, Adobe, Remote Desktop, VMware View, and issues associated with the end-user's mobile devices.

Dedicated Support Team - A support team of consisting of your dedicated support POD (inclusive of tier 2 engineers and a lead engineer), Client Success Manager, and Help Desk (Service Delivery) Manager providing day-to-day support of ongoing issues, analysis of recurring issues, and proactive maintenance of technology as it relates to your business.

IT Consultative Services - Provide consultative services to support our client's infrastructure and IT processes via our Service Delivery Team. This includes being present or available, as needed, to support the Client's third-party audit requirements.

Online Support Portal - Provider maintains a support portal to open service requests, review account information, and provide status of ongoing initiatives.

Third-Party Software Support (LOB Apps) - In addition to Windows updates, Provider has built an extensive list of third-party applications that can be automatically updated using our RMM platform. Provider will provide any updates to these third-party applications as requested. Custom application updates can be developed for an additional cost and maintained on an ongoing basis.

IT Vendor Support - Provider acts as the single point of contact for resolution of technical issues related to network devices and software on behalf of the client. Provider will create a service ticket and follow up with those IT vendors until resolved.

Cisco/Ring Central/Microsoft Unified Communications Support - Services include setting up new users, voicemail password resets, end-user support, and software version updates deemed necessary by Provider.

Backup Monitoring - Provider will monitor supported backup solutions with any failed backups investigated and worked to resolution.

Endpoint Monitoring - Our systems remotely monitor critical components of your network to ensure optimal performance. Monitoring includes Microsoft Windows servers, Microsoft Windows workstations, VMware servers, connectivity to firewalls, routers, switches, and other network attached/addressable devices. This service provides 24x7 notification for monitored systems outside of defined thresholds.

Event Monitoring - Beyond normal hardware and resource monitoring, provider monitors the status of services and events related to critical issues and anomalies to proactively identify issues. Any issues will be investigated and worked to resolution.

Advanced Network Monitoring - Our systems remotely monitor the critical components of your network to ensure systems are operating at peak performance. We monitor all Microsoft Windows servers, Microsoft Windows workstations, VMware servers, connectivity to firewalls, routers, switches, and other network attached/addressable devices. This service provides 24x7 notification for monitored systems outside of preset thresholds. Additional configurations and tools are deployed to perimeter network devices to monitor data flow and bandwidth utilization for networking anomalies and trends of data usage.

Patch Management - Microsoft patches and cumulative updates are applied to covered Windows endpoints running a supported operating system monthly.



Appendix 1 – Total Technology Support – Services Defined (cont.)

Advanced Patch Management - Provider patches covered systems including Microsoft Exchange, Microsoft SQL, Firewall, Core Networking, and VMware. Patch schedules are defined in a cadence deemed best practice by provider to ensure coverage of critical alerts and response, when possible, to zero-day exploits.

Warranties, Maintenance & License Management – Upon completion of a full inventory, we shall manage the Client's known expiration dates on all manufacturer's warranties and/or maintenance agreements; as well as the expiration date(s) on subscription services such as anti-virus renewals. The Client will receive notification up to 90 days prior when renewal is required. Client is accountable for compliance with end user license agreements of vendors/manufacturers.

Offsite Data Backup - Provider includes an off-site backup of Windows Servers on the Network. This incremental, encrypted backup requires use of Client's bandwidth to transmit nightly. Client is responsible for providing adequate bandwidth. Included backups and retention will be based on the clients requirements and selection.

Proactive PC Replacement - New computer setups are covered under this agreement when purchased through provider for the replacement of existing machines or the addition of new users.

Disaster Recovery (DR) Test - Once Annually, provider will perform a full test of backup or disaster recovery solution to ensure data integrity of critical systems; failover is aligned to documented RPO/RTOs; validate testing for external vendor dependencies; and document success/failure criteria. To be conducted on a day agreed upon by Provider and Client. *If holiday hours are requested, additional costs may apply.*

Onsite Technical Support - Issues are worked remotely starting with our service delivery team. When onsite support is required, provider will dispatch necessary resources to resolve issues related to core infrastructure and/or covered end user computing devices. *Note – Onsite service is provided 8:00 AM – 5:00 PM local hours by provider.*

Operational Reports - Provider will generate monthly reports of environment health metrics and service data for review. Additional reporting features are available. If custom reporting is required, it can be developed for additional ongoing fees.

Automated IT Maintenance and Management - Best practices are applied as a part of ongoing maintenance efforts to realize security shortcomings and enforce ideal technical behavior and alignment. This allows providers to assess, audit, and protect client assets more effectively.

Business Reviews - Provider audits the environment on a regular basis to ensure that assets are appropriately managed through their lifecycle and planned for replacement in a fashion that aligns with business goals through budgeting and technology roadmap development.

Asset Inventory - An inventory of all monitored assets maintained by the provider.

Budget Planning Assistance - An annual budget will be provided yearly to outline ongoing expenses related to service, project, and hardware replacement requirements based on purchases made through provider system.

Trend Analysis - Provider categorizes tickets to understand key pain points for improvement related to hardware issues, support improvements, and end user training opportunities.

Anti-virus and Anti-malware - Provider will deploy endpoint protection software and provide monitoring of solution throughout its lifecycle.



Appendix 1 – Total Technology Support – Services Defined (cont.)

Threat Hunting - Proactive security search through networks, endpoints, and datasets to hunt malicious, suspicious, or risky files and/or activities and perform analysis and remediation as required.

Microsoft 365 Data Backup – Provider installs a cloud backup solution to perform backup of Microsoft 365 Accounts. Exchange Online data is backed up once daily to ensure secure offsite storage with a thirty-day retention period. Accounts in addition to supported users are billed outside of the Total Technology Support agreement.

Microsoft 365 Managed Detection & Response - Proactive security monitoring of Microsoft 365 for potential business email compromise and related threats with analysis and remediation as required.

Risk & Compliance Assessment (every 12-18 months) - Provider conducts a risk assessment annually to evaluate potential risks and vulnerabilities to the confidentiality, integrity, and availability of essential data assets consistent with NIST guidelines.

Multifactor Authentication - Provider will deploy and support multifactor authentication services for remote access internal and administrative systems as licensed through i-Tech Support.

End User Training / Social Awareness - Continuous testing and education is provided through provider phishing simulation platform to test end user security awareness. Additionally, ad-hoc training programs can be scheduled for delivery throughout the customer database. Phishing Campaigns will be adjusted quarterly as required.

Incident Response Planning - Provider evaluates client readiness to recover in the event of an incident through planning, tabletop testing, and business continuity evaluation and makes recommendations for improvement.

Vulnerability & Pen Testing - Optional internal and external penetration tests are performed against all client assets to unveil potential risks and threats to the organization. I-Tech Support will perform a optional internal and external scan with penetration testing of the LAN and WAN of the organization. A full report will be delivered and explained by a certified security expert.

Advanced Endpoint Protection - Provider supplies next generation endpoint protection software to facilitate host intrusion prevention system (HIPS), endpoint control, encryption, and auditing.

Device-level Encryption Enforcement – Encryption of data at rest is configured and maintained.

DNS-layer Cybersecurity - Endpoint Layer DNS Security is deployed to supply content filtering outside of corporate walls through DNS security.

Advanced Ransomware Prevention - Managed detection and response platforms to help provide real-time notification, remediation, and response to potential cyber event(s).

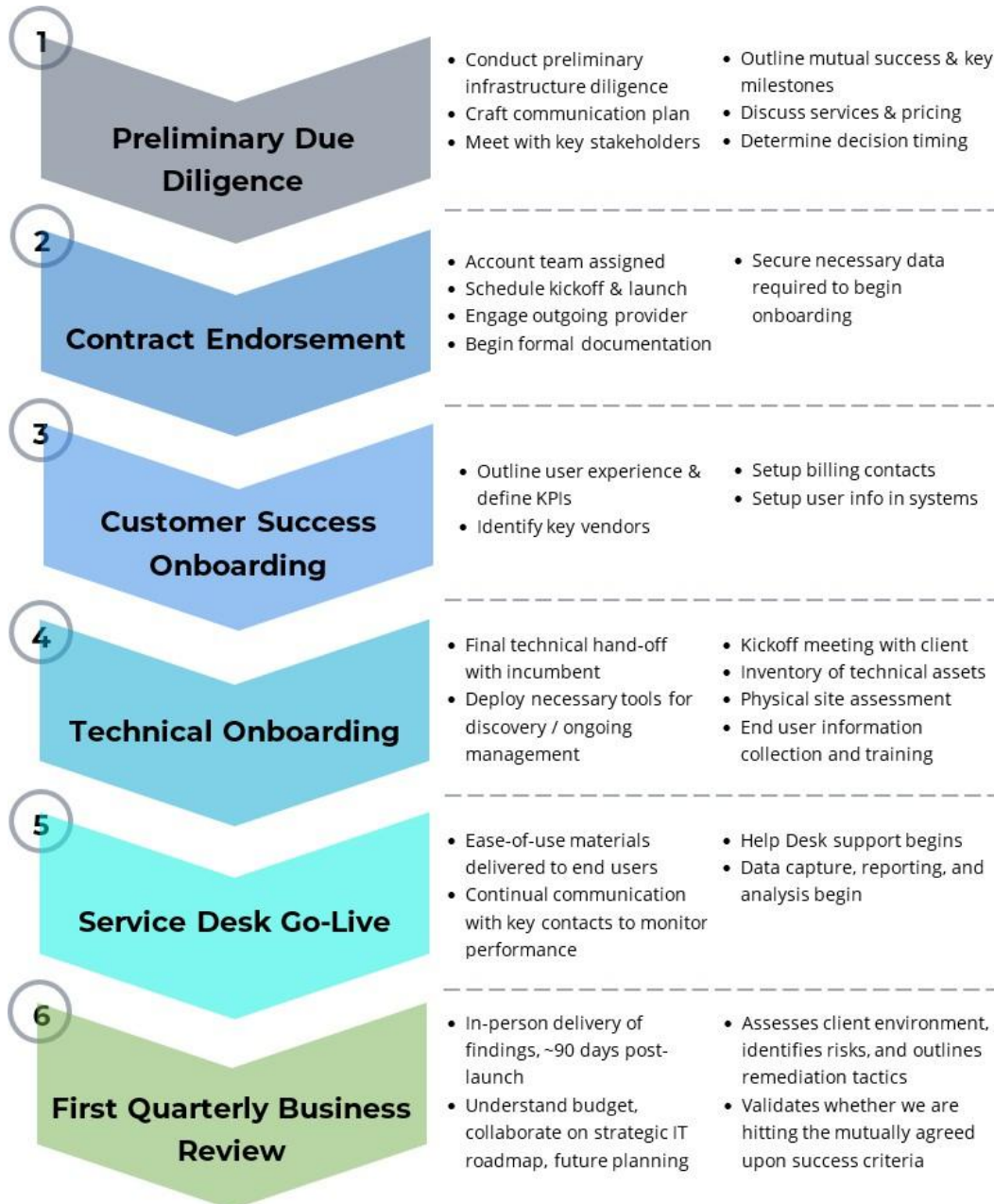
SOC-as-a-Service - Provider partners with MSSP Security Operations Center to provide managed detection and response for 24x7 coverage.

Security Information and Event Management (SIEM) - Provider deploys solution for single pane of glass view of all security events, syslogs, and other informational items to correlate action against threats, both inside and outside.



Appendix 2 – New Client Integration Overview

Overarching View of the Onboarding Process





Endorsement Page

This Agreement (which includes this Proposal, the Terms as defined below, and all Exhibits to the Terms) is entered into effective as of 11/26/2024 between I-Tech Support Services, Inc., a Florida corporation with a principal address of 2711 Rew Circle, Ocoee, FL 34761 ("**Provider**") and Homeless Services Network located at 142 E. Jackson Street Orlando, FL 32801 ("**Client**").

- A. Provider is engaged in the business of providing certain information technology (IT) services as described in the foregoing Proposal; and
- B. Client desires to retain Provider to provide such services, and Provider is willing to provide such services as described in and under the terms and conditions of this Agreement.

Therefore, in consideration of the mutual promises in this Agreement, plus other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. **Services; Compensation.** Client engages Provider to provide the Services described in the foregoing Proposal and all attachments, exhibits, and/or schedules, which are incorporated by reference as if fully restated in this Agreement. Subject to the terms and conditions of the Agreement, Provider agrees to provide the Services, and Client agrees to pay Provider the Fees and any other charges described in the Proposal or otherwise set forth in the Agreement. By signing below, Client accepts and agrees to be bound by the Proposal and all terms and conditions of the Agreement.
2. **Confidentiality.** The Proposal contains unpublished, confidential, and proprietary information of Provider. No disclosure, duplication, or use of any portions of the contents of these materials for any purpose may be made without the Provider's prior written consent.
3. **Terms and Conditions.** Provider is providing the Services and any Products (if applicable) subject to its Terms and Conditions of I-Tech Support Services, Inc., which were provided to Client and are stated at <https://www.i-techsupport.com/terms-and-conditions/> the "**Terms**"), including all LIMITATIONS OF LIABILITY AND LIMITATIONS OF WARRANTY stated in such Terms. The Terms are incorporated in this Agreement by reference as if fully restated in it and shall govern any matter arising out of or related to the Agreement, including the Proposal, any Services or Products provided by or through Provider, and/or any Scope of Work issued by Provider. Client has reviewed or had full opportunity to review the Terms and agrees to be legally bound by them. Client understands and agrees that the Terms may be updated from time to time, and by using, accessing, or accepting the Services or any Products, Client agrees to be bound by the Terms as updated. Capitalized but undefined terms used in this Agreement (including the Proposal) shall have the meaning given to them in the Terms.
4. **Term.** The term of the Agreement for Total Technology Support shall commence after the 30-day set-up period referenced in Section 1 of Exhibit A in the Terms and continue for a period of one (1) year (the "**Initial Term**"). At the end of the Initial Term, the Agreement will automatically renew for a successive period equal in length to the Initial Term (the "**Renewal Term**") unless either party provides written notice of non-renewal to the other party at least ninety (90) days prior to the expiration of the Initial Term. At the end of any Renewal Term or Additional Renewal Term, this Agreement will automatically renew for a successive period equal in length to the original Renewal Term (an "**Additional Renewal Term**" and together with the Renewal Term and the Initial Term, the "**Term**") unless either party provides written notice of non-renewal to the other party at least ninety (90) days prior to the expiration of the then-current Renewal Term, or Additional Renewal Term, as the case may be.
5. **Authority.** Client and the person signing this Agreement on Client's behalf represent and warrant that such person has the authority to bind the Client to these terms and conditions.

2711 Rew Circle,
Ocoee, FL, 34761
407.265.2000



i-tech

I-Tech Support Services, Inc.

Homeless Services Network

Signature: 

Name: Aaron Puckett

Date: 11 / 26 / 2024

Signature: *Aida L Peralta*

Name: Aida Peralta

Date: 11 / 27 / 2024

Title	Updated iTech Agreement with Advanced Cybersecurity
File name	ITechSupport_TTS_...t_-_Nov._2024.pdf
Document ID	e63591b9b2055e0b1ff5384d2961b372e70226a4
Audit trail date format	MM / DD / YYYY
Status	● Signed

Document History



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from aaron.puckett@i-techsupport.com
IP: 71.43.237.59



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11 / 27 / 2024

20:18:16 UTC

Viewed by Aida Peralta (aida.peralta@hsncfl.org)
IP: 172.2.218.173



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11 / 27 / 2024

20:18:52 UTC

Signed by Aida Peralta (aida.peralta@hsncfl.org)
IP: 172.2.218.173



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The document has been completed.