

## **WEST VALLEY TECHNICAL SERVICES**

Joint School District #365



**STATEMENT OF WORK  
(SOW) referenced by and to be incorporated  
with the Master Services Agreement (MSA) dated:**

9/1/2014

**1.1 Purpose.** To provide the expertise and support services that meet the information technology infrastructure needs of the Client

**1.2 Scope.** Infrastructure to be supported shall include:

**1.2.1 Hardware.** 8 virtual servers; approximately 700 physical Windows endpoint computers, IOS & Chrome mobile devices, wireless access points, and core cisco switches

**1.2.2 Software.** Windows client operating systems, Windows Server operating systems, Microsoft Office products, Apple iOS, ChromeOS; GSuite

**1.2.3 Period of Performance.** Duration of this task is from February 1<sup>st</sup>, 2021 to January 1<sup>st</sup>, 2022.

**1.2.4 Locations.**

-39678 State Hwy 78, Bruneau, ID 83604

-660 Boise Ave, Grand View, ID 83624

-Bruneau Elementary School, Bruneau, ID 83604

**1.2.5 Time and Place of Performance.** Services will be performed as appropriate at the Client's physical location(s) indicated above two days a week, and may be augmented by services rendered remotely at the discretion of WVTS.

**1.3 Key Personnel.**

**1.3.1** The Client shall identify a primary Point of Contact (POC) to coordinate the services of WVTS.

**1.3.2** WVTS shall identify key personnel at the beginning of the contract delivery window. NOTE: Key personnel may be removed from the project by written request of the POC. The POC will attach a copy of the request and determination to the project files.

**1.3.3 Points of Contact.** The contact information indicated below shall be used for daily operational use. Any other concerns should be resolved by the PARTIES indicated in the Master Services Agreement.

**Client Primary Point of Contact:**

Ryan Cantrell  
39678 State Hwy 78  
Bruneau, ID 83604  
(208) 834-2260  
rcantrell@sd365.us

**WVTS Representative:**

Josh Rishell  
7154 W. State St. Suite 250  
Boise, Idaho 83714  
(208) 261-1990  
josh@wvtechservices.com

**1.4 Client Furnished Items.** The Client agrees to provide a safe workspace, access to computer and infrastructure equipment, user account information as needed, and office supplies as required. Initial familiarization / orientation will be provided on site if needed.

**1.5 WVTS Furnished Items.** All tools necessary for the performance of tasks outlined in this SOW shall be provided or obtained by WVTS.

**1.6 Travel.** Travel expenses will be included in the monthly flat-rate retainer

**1.7 Deliverables and Reports.** WVTS may provide the following deliverables and reports as appropriate, to be delivered via email in PDF format monthly, and shall be the property of the Client:

- Weekly and quarterly maintenance of IT infrastructure including servers, network appliances, and resources such as printers where applicable
- Monitoring of Client's connection to the Internet and/or public website
- Network management, including backup administration, user and resource maintenance, and security monitoring
- Annual Network Security Audits
- Network infrastructure documentation (audited annually)
- Regular reports as required by the Client
- Web-based Helpdesk portal
- On-Demand end user support
- Technology consultation and implementation as needed
- Cloud backup status reports if applicable service is purchased
- WVTS shall bring problems or potential problems affecting performance to the attention of the POC as soon as possible. Verbal reports may be followed up with written reports when directed by the POC

**1.8 Inspection and Acceptance.** In the absence of other agreements negotiated with respect to time provided for Client review, deliverables will be inspected and WVTS notified of the POCs findings within 5 work days of normally scheduled review.

**1.9 Pricing.** Ad-Hoc contract IT services are billed at an hourly rate of \$75/hour. Cloud backup services will be included in this agreement at no additional charge. Any services requested outside the scope of this SOW will be billed on a case-by-case basis, and might require other resources that may increase the billed rate.

**2.0 Symmetric Payment Plan.** The Client has opted for a set monthly fee based on the estimated average amount of services required each month. The Client will be billed a flat rate \$4500/month with no overage fees, except for instances requiring additional hardware or software materials outside the scope of this agreement.



## Statement of Work

West Valley Technical Services

***In Witness Whereof***, the PARTIES hereto, having read this SOW in its entirety, do agree thereto in each and every particular.

*Joint School District #365*

*West Valley Technical Services*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Printed Name*

**Dan Kammeyer**

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Title*

\_\_\_\_\_  
*Date*

**Manager**

\_\_\_\_\_  
*Title*

**2-1-21**

\_\_\_\_\_  
*Date*