



Professional Services Agreement Information Technology Services

THIS AGREEMENT is made and entered into this 7th day of November, 2017 by and between CITY OF BISBEE, hereinafter referred to as the "City", and **Executech** hereinafter referred to as the "Consultant".

I. SCOPE OF SERVICES

Subject to the terms and conditions set forth in this agreement, Consultant shall provide all material, labor and transportation as described in Exhibit "A" Scope of Services.

II. COMPENSATION AND METHOD OF PAYMENT

In consideration for the performance of the services described in Attachment "A" the City shall pay the Consultant **\$3,952.00** per month.

The City will pay the Consultant following the submission of invoice(s) for the services and material rendered. No payment shall be issued prior to receipt of material or service and correct invoicing. Each invoice must bear written certification by an authorized City representative confirming the services and material for which payment is requested have been performed and received. The City agrees to pay all properly documented invoices, for accepted work and material within thirty (30) days of receipt.

All notices, invoices and payment shall be made in writing and may be given by personal delivery, mail or e-mail.

The designated recipients for such notices, invoices and payments are as follows:

Consultant: **Executech**
Eric Montague, President
1314 West 11400 South, Suite 200
South Jordan, UT 84095

City: City of Bisbee
Ashlee Coronado, City Clerk
118 Arizona St., Bisbee, AZ 85603
acoronado@bisbeeaz.gov
520-432-6012

III. DURATION AND RENEWAL

The Consultant shall not commence any billable work or provide any material or services under this Agreement until November 8, 2017, which shall be the commencement date of this Agreement. The term of this Agreement is one year from the commencement date. Thereafter, this Agreement shall automatically renew for one-year terms unless either party notifies the other, in writing, at least thirty (30) days in advance of the termination date, of its intent not to renew.

IV. TERMINATION

A. The City may cancel this Agreement without penalty or further obligation pursuant to A.R.S. § 38-511 if any person significantly involved in initiating, negotiating, securing, drafting or creating the Agreement on behalf of the City is or becomes, at any time while the Agreement or any extension of the Agreement is in effect any employee of, or Consultant to any other party to this Agreement with respect to the subject matter of the Agreement. Such

cancellation shall be effective when written notice from the City is received by the parties to this Agreement, unless the notice specifies a later time.

- B. This Agreement may also be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving the thirty (30) days written notice to the Consultant. The City at its convenience, by written notice, may terminate this Agreement, in whole or in part. If this Agreement is terminated, the City shall be liable only for payment under the payment provisions of this Agreement for services rendered and accepted material received by the City before the effective date of termination.
- C. The City reserves the right to cancel the whole or any part of this Agreement due to failure of the Consultant to carry out any term, promise or condition of the Agreement. The City will issue a written ten (10) day notice of default to the Consultant for acting or failing to act any of the following, in the opinion of the City:
 - 1. Consultant provides personnel who do not meet the requirements of the Agreement;
 - 2. Consultant fails to adequately perform the stipulations, conditions, or services/specifications required in the Agreement;
 - 3. Consultant attempts to impose on the City personnel, materials, products, or workmanship that is not of an acceptable quality;
 - 4. Consultant fails to furnish the required service and/or product within the time stipulated in the Agreement;
 - 5. Consultant fails to make progress in the performance of the requirements of the Agreement and/or gives the City a positive indication that consultant will not or cannot perform to the requirements of the Agreement.

V. ENFORCEMENT, LAWS AND ORDINANCES

This agreement shall be enforced under the laws of the State of Arizona. Consultant must comply with all applicable federal, state, and local laws, ordinances, and regulations. Consultant shall ensure payment of all taxes, licenses, permits, and other expenses of any nature associated with the provision of services herein. Consultant shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Consultant.

VI. INDEPENDENT CONSULTANT

It is clearly understood that each party shall act in its individual capacity and not as an agent, employee, partner, joint ventures, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other party for any purpose whatsoever.

The Consultant is advised that taxes or social security payments shall not be withheld from a City payment issued hereunder and that Consultant should make arrangements to directly pay such expenses, if any. The City will not provide any insurance coverage to the Consultant including Workmen's Compensation coverage.

VII. MODIFICATIONS

This Agreement may only be modified by a written amendment signed by the City and the Consultant.

VIII. WAIVER

The failure of either party of this Agreement to take affirmative action with respect to any conduct of the other which is in violation of the terms of this Agreement shall not be construed as a waiver

thereof, or of any future breach or subsequent wrongful conduct.

IX. INDEMNIFICATION

To the fullest extent permitted by law, Consultant agrees to indemnify, and hold harmless the City of Bisbee, a body politic and corporate of the State of Arizona, its board members, officers, employees, agents and other officials from all claims, damages, losses, and expenses, including but not limited to attorney's fees, reasonable court costs, or other alternative dispute resolution costs arising out of, resulting from, or otherwise but for the performance or furnishing of work or services under this Agreement, provided that any such claim, damage, loss, or expense is attributable to bodily injury, sickness, disease, death, or personal injury, or property damage, including the loss of use or diminution in value resulting there from; but only to the extent caused in whole or in part by the actual or alleged negligent acts, errors, or omissions of Consultant, or anyone for whose acts Consultant may be liable. The City of Bisbee reserves the right, but not the obligation, to participate in defense without relieving Consultant of any obligation hereunder.

The amount and type of insurance required shall not in any way be construed as limiting the scope of the indemnification set forth above.

X. INSURANCE

Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

The insurance requirements herein are minimum requirements for this Contract and in no way, limit the indemnity covenants contained in this Contract. The City in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, his agents, representatives, employees or subcontractors and Contractor is free to purchase additional insurance as may be determined necessary.

A. **MINIMUM SCOPE AND LIMITS OF INSURANCE:** Contractor shall provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a "following form" basis.

1. Commercial General Liability – Occurrence Form

Policy shall include bodily injury, property damage and broad form contractual liability coverage.

General Aggregate	\$1,000,000
Products - Completed Operations Aggregate	\$ 500,000
Personal and Advertising Injury	\$ 500,000
Blanket Contractual Liability – Written & Oral	\$ 500,000
Each Occurrence	\$ 500,000

- a. The policy shall be endorsed to include the following additional insured language: "The City of Bisbee, its departments, agencies, boards, officers, officials, agents and employees shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

2. Worker's Compensation and Employers' Liability

Workers' Compensation	Statutory
Employers' Liability	
Each Accident	\$500,000
Disease - Each Employee	\$500,000
Disease - Policy Limit	\$500,000

- a. This requirement shall not apply when a contractor or subcontractor is exempt under A.R.S. 23-901, **AND** when such contractor or subcontractor executes the appropriate sole proprietor waiver form. (Note: this requirement is deemed waived based on the Contractor's warrant that Contractor is a single-member LLC with no employees and treated as a sole proprietorship for insurance purposes).

3. Professional Liability (Errors and Omissions Liability)

The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Services of this contract.

Each Claim	\$ 500,000
Annual Aggregate	\$1,000,000

- a. In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this contract is completed.
- b. The policy shall cover professional misconduct of lack of ordinary skill for those positions defined in the Scope of Work of this contract.
- c. The policy shall be endorsed to include the following additional insured language: "The City of Bisbee, its departments, agencies, boards, officers, officials, agents and employees shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, involving automobiles owned, leased, hired or borrowed by the Contractor".

B. ADDITIONAL INSURANCE REQUIREMENTS: The policies shall include, or be endorsed to include, the following provisions:

- 1. On insurance policies where the City of Bisbee is named as an additional insured, the City of Bisbee shall be an additional insured to the full limits of liability purchased by the Contractor even if those limits of liability are in excess of those required by this Contract. Contractor shall provide the City with certificates naming it as an additional insured.
- 2. The Contractor's insurance coverage shall be primary insurance and non-contributory with respect to all other available sources.
- 3. Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.

C. NOTICE OF CANCELLATION: With the exception of (10) day notice of cancellation for non-payment of premium, any changes material to compliance with this contract in the insurance policies above shall require (30) days written notice to the City of Bisbee. Such notice shall be sent directly to the Bisbee City Clerk, 118 Arizona Street, Bisbee, Arizona 85603.

- D. **ACCEPTABILITY OF INSURANCE:** Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Arizona and with an "AM.

Best" rating of not less than A- VII. The City in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

- E. **VERIFICATION OF COVERAGE:** Contractor shall furnish the City with certificates of insurance (ACORD form or equivalent approved by the City) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by the City before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this Contract shall be sent directly to the Bisbee City Public Works Department, Bisbee, Arizona 85603. **The City project/contract number and project description shall be noted on the certificate of insurance.** The City reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time.

- F. **SUBCONTRACTORS:** Contractors' certificate(s) shall include all subcontractors as additional insured's under its policies or Contractor shall furnish to the City separate certificates and endorsements for each subcontractor. All coverage's for subcontractors shall be subject to the minimum requirements identified above.

- G. **APPROVAL:** Any modification or variation from the insurance requirements in this Agreement shall be made by the Contracting Agency in consultation with the Risk Management Department, whose decision shall be final. Such action will not require a formal Agreement amendment, but may be made by administrative action.

XI. MISCELLANEOUS PROVISIONS

- A. No assignment of this Agreement or sub-agreement shall be made by the Consultant with any other party for furnishing any of the services herein contracted for without the advance written approval of the Public Works Department. All sub-consultants shall comply with Federal and State laws and regulations which are applicable to the services covered by the sub-agreement and shall include all the terms and conditions set forth herein which shall apply with equal force to the sub-agreement , as if the sub-consultant were the Consultant referred to herein. The Consultant is responsible for Agreement performance whether or not sub-consultants are used.

- B. The Consultant shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that no information contained in its records or obtained from the City or from others in carrying out its functions under the Agreement shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Agreement. Persons requesting such information must be referred to the City.

- C. All services, information, computer program elements, reports, and other deliverables which may have a potential patent or copyright value and which are created under this Agreement shall be the property of the City and shall not be used by the Consultant or any other person except with the prior written permission of the City.

- D. This Agreement is subject to the provisions of A.R.S. § 38-511.
- E. The Consultant shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101-12213) and applicable Federal regulations under the Act.

XII. LEGAL ARIZONA WORKES ACT COMPLIANCE

Consultant hereby warrants that it will at all times during the term of this Agreement comply with all federal immigration laws applicable to Consultant's employment of its employees, and with the requirements of A.R.S. § 23-214(A) (together the "State and Federal Immigration Laws"). The Consultant shall further ensure that each sub-consultant who performs any work for the Consultant under this Agreement likewise complies with the State and Federal Immigration Laws.

The City shall have the right at any time to inspect the books and records of the Consultant and any sub-consultant in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of the Consultant's or any sub-consultant's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, shall be deemed to be a material breach of this Agreement subjecting the Consultant to penalties up to and including suspension or termination of this Agreement. If the breach is by a sub-consultant, and the sub-agreement is suspended or terminated as a result, the Consultant shall be required to take such steps as may be necessary to either self-perform the services that would have been provided under the sub-agreement or retain a replacement sub-consultant, (subject to City approval if MWBE preferences apply) as soon as possible so as not to delay project completion.

The Consultant shall advise each sub-consultant of the City's rights, and the sub-consultant's obligations, under this Section by including a provision in each sub-agreement substantially in the following form:

"The sub-consultant hereby warrants that it will at all times during the term of this Agreement comply with all federal laws applicable to the sub-consultant's employee and the requirements of A.R.S. § 23-214(A). The sub-consultant further agrees that the City may inspect the sub-consultant's books and records to insure that the sub-consultant is in compliance with these requirements. Any breach of this paragraph by the sub-consultant will be deemed to be a material breach of this Agreement subjecting the sub-consultant to penalties up to and including suspension or termination of this Agreement."

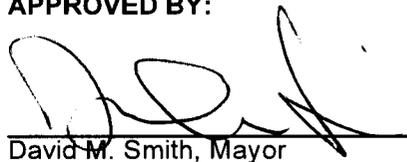
Any additional costs attributable directly or indirectly to remedial action under this Section shall be responsibility of the Consultant. In the event that remedial action under this Section results in delay to one or more tasks on the critical path of the Consultant's approved construction or critical milestones schedule, such period of delay shall be deemed excusable delay for which the Consultant shall be entitled to an extension of time, but not costs.

This Agreement represents the entire agreement between the CITY and the CONSULTANT relating to this requirement and shall prevail over any and all previous verbal and written agreements.

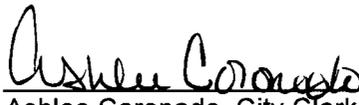
CONSULTANT:


Eric Montague, President Date 11-16-17

APPROVED BY:

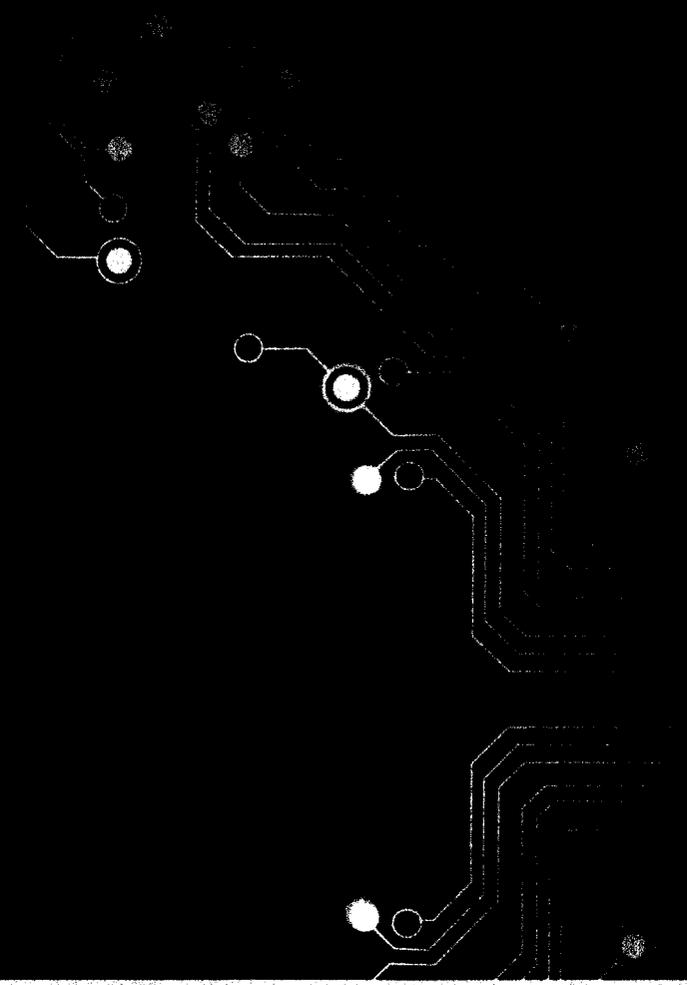

David M. Smith, Mayor Date

ATTEST:


Ashlee Coronado, City Clerk Date 11-13-17

APPROVED AS TO FORM:


Britt Hanson, City Attorney Date 11 08 17

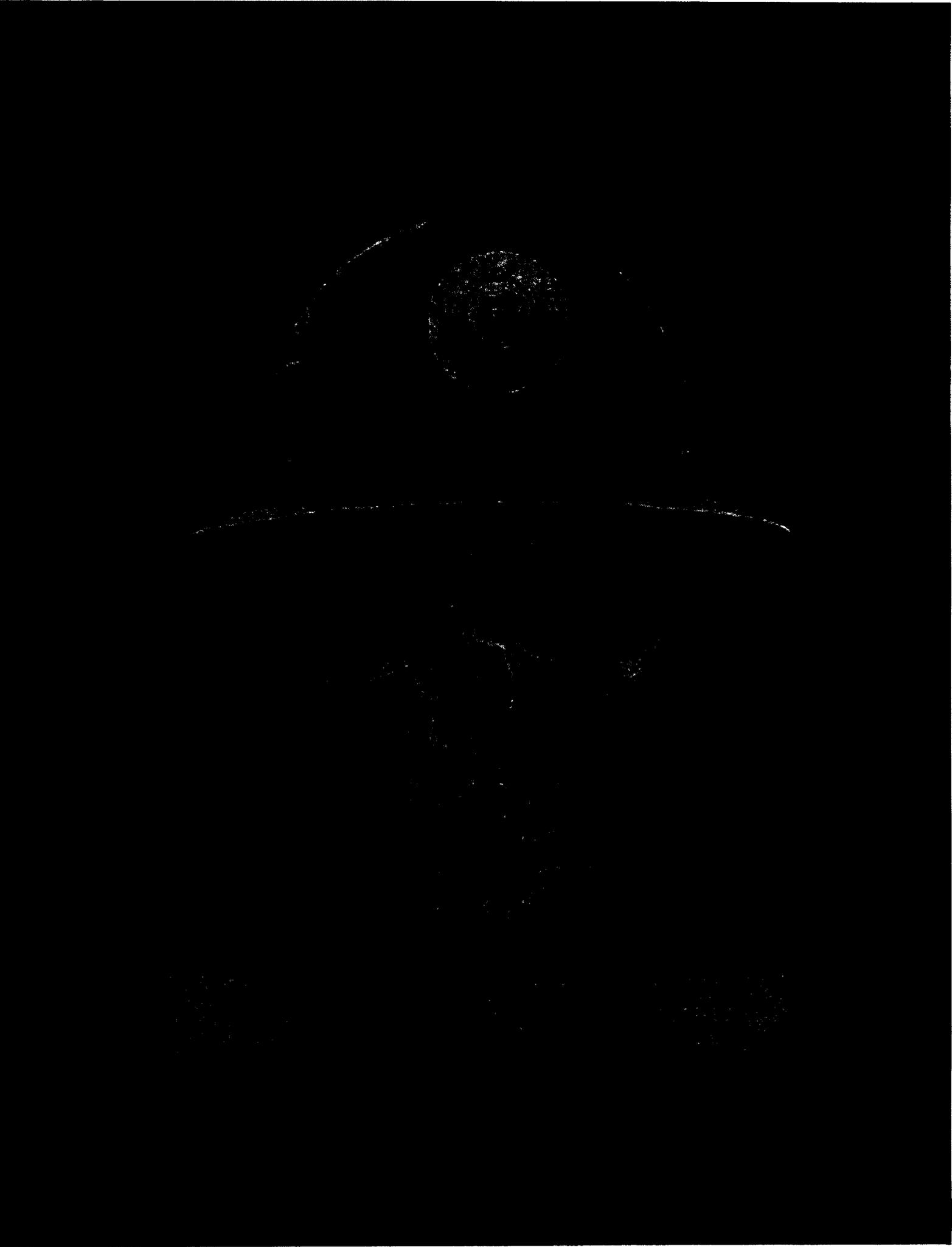
A stylized, white circuit board pattern is visible on the right side of the page, featuring various lines, nodes, and circular components against a black background.

tech

"Notice of Solicitation Uniform Instructions for Proposals City of Bisbee - Information Technology Services"

Response presented by Executech, 1314 West 11400 South Suite 200, South Jordan, UT 84095







Company Overview

Executech Utah, Inc. was founded in 1999 in Salt Lake City, Utah, by Eric C. Montague. We are an *Inc. 5000 Company*, a *Best of State* winner in IT Services in Utah, and named by our governor as "one of the best places to work in Utah". Eric C. Montague serves as the President and is the sole owner of the company. We have 98 employees. In terms of business volume, Executech grossed more than thirteen million dollars in 2016.

Our Approach

The Executech Way

We are an elite IT department, providing services from helpdesk to Chief Technical Officer (CTO), tailored to each client's needs and budget. We focus on understanding clients' objectives, strategies, and needs. We help clients establish economical IT systems and practices to facilitate their objectives. We challenge you to contact our references. You will find we are who we say we are.

Well-designed and managed IT systems leverage an organization's operations and its employees' abilities while enabling consistent performance. Executech's Technical Consultants are business savvy, friendly, service oriented and IT proficient: ***Each consultant is a Tier 3 technician, adept with servers, firewalls, switches, databases, PCs, Macs, phones, devices, etc., and available 24/7/365.***

Our Philosophy and our Strengths

The four main focuses on your network should be stability, security, operability and quick problem resolution. **The most efficient manner to achieve this is a preventative maintenance approach combined with 24/7/365 availability to the city.** A well-maintained network protects your operation, saves money, and reduces employee frustration. This is Executech's specialty.

We will assign a specific IT Consultant to your office that will perform regularly scheduled maintenance, to prevent, and as needed, solve problems. You will have your Consultant's mobile number and you may call day or night. The first call you make will be to the person who can solve your problem. Your Consultant will become familiar with your organization and will be able to provide best-practice recommendations to help you customize technologies relevant to your needs and within your budget. We will advise on and/or manage your network, servers, computers, email, phones, vendor relations, etc. Your consultant is the point-person for an *IT Department*, with deep technical skills and breadth of knowledge obtained by managing over a thousand networks. If desired, we will provide a ticketing system for the management of all requests. We have over 40 municipal clients outside of Utah. For all of these we provide two free computers that are meant to be on a shelf in a storage room ready to go whenever something dies. We will visit your location quarterly to ensure everything is in good shape.

We will also install Executech's *Digital Armor free of charge*, which monitors and reports on the performance of your servers, switches, routers, Internet, etc. This immediately notifies us and/or you of any potential problems so we can address those problems immediately.

Our service is month to month, no long term financial contract required. This is a key difference between us and our competition, we will earn and keep your business without a contract. We do require an agreement that you will not solicit an Executech employee to work for you upon inception of the engagement.

Support Team

Your assigned technician will be at least a 5-year IT veteran. Each technician is a member of one of our technician teams. We have 10 teams. Each team has a 10+ year IT veteran that runs the team. All 10 teams are overseen by Christopher Nokes, the CTO of Executech. Chris has a BS in Information Systems, is a Microsoft Certified Professional, and has Network+ and A+ Certifications. Chris has been in IT for 21 years. Eric Montague oversees Chris Nokes and is a 25-year veteran in the IT industry with Microsoft, Cisco, and A+ certifications.





Services Provided

Executech provides the following services (with those highlighted in yellow that are included in our Cost Proposal): Outsourced IT Labor, Hosted Exchange, E-Mail, Backup, Office 365, Hardware, File Sharing, VoIP Phone Service, Anti-Virus, Executech's Digital Armor Monitoring Service, Network Cabling, Custom Programming, Website Creation, Web Hosting, and Managed Print Services.

Work Plan

On page 1 we have described the methodology and approach of Executech. We will be available to you 24/7/365 at no premium for afterhours support. We will dedicate 8 hours every week to Bisbee. The assigned technician will be immediately dedicated to you for any needs that arise. Your technician will touch in daily for any tickets that are requested and perform daily maintenance work. We guarantee a turnaround time of no more than two hours for such requests, but this is quite rare. Immediate response is our goal. Billing for any support needs will be billed as follows. Billing occurs in 15-minute increments. Phone support is free for the first 5 minutes. After 5 minutes, phone support is billed in 15-minute increments. Remote support, via the Executech Remote Support agent or automated remote desktop use, is billed in 15-minute increments. We will work on a quarterly basis to manage hours to stay within the allotted hours of 104 hours per quarter. Logs will be assessed quarterly and any time beyond this will be billed at \$115 per Hour. Any time under the allotted amount of time will be carried over or credited. This is a month to month agreement, if for any reason after a month or two we can perform the work for less than 8 hours per week, your bill will decrease accordingly. Our cost estimation covers everything required in the RFP and our company meets all insurance requirements in the proposed acceptance contract.

Your system will be monitored by our system, Digital Armor. Your assigned technician will receive all notices when allowed thresholds are surpassed. We will recommend thresholds and you can also instruct what you would like thresholds to be that fit your business practices. Additionally, members of city management can be part of the notification system. Upon receipt of an issue from Digital Armor, your assigned technician will immediately address and resolve the situation.

Executech is quite unique in its ability to perform services to the City. There is no other IT firm in the Intermountain West with more experience with Caselle and municipal organizations than Executech. We are not only the largest in the Intermountain West, we are the most experienced. Yet, we provide our services at an economical rate. See included letters of recommendation in addition to references. We run the network for over 80 municipalities. We also provide supplemental support to Spillman Technologies, a product you use. The city is not currently being maintained in a manner that is compliant with Red Flags. Red Flags compliance is mandated by the Federal Government as a code of policies that all municipal organizations are required to follow. Included at the end of this document is a suggested security schedule to follow. We will work with you to what extent you want to implement.

Eric Montague will perform a network assessment at no charge to the city during the first month of service to plan the most effective manner to run the network and recommend any needed upgrades or changes. Eric has already begun to search for solutions for better internet at some of the locations during our onsite visit that are struggling. Immediate needs noticed in our visit are: PD needs a new 48 Port Switch, ~\$900 should be budgeted. The library needs a battery backup on their switch, ~\$200 should be budgeted. Queen Mine has a bad UPS on their system, ~\$340 should be budgeted. There is not a compliant and reliable backup system throughout all city locations. This should be of paramount importance to the city to implement, ~\$2500 should be budgeted per year.

References

Lake Stevens Sewer District
Tonya Christoffersen, Executive Director
1106 Vernon Rd Suite A.
Lake Stevens, WA 98258
(425) 334-8588
tchristoffersen@lkstevenssewer.org

Lindon City, Utah
Adam Cowie, City Administrator
100 N. State Street
Lindon, UT 84042
(801) 785-5043
acowie@lindoncity.org



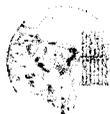


Lyle Layton
 New Castle, CO
 970-984-2311
lyle@newcastlecolorado.org

Mike Wilkinson
 Spillman Technologies
 801-902-1337
mwilkins@spillman.com

Suggested Security Schedule

Area	Control
User Administration	New user access and changes to existing user access are approved by management via documented requests to IT personnel.
	Terminated user access is removed upon notification from management via documented request to IT personnel.
	User access is reviewed quarterly by IT Personnel and management.
Security Configuration	Password parameters are set to the following: Minimum of 8 complex characters Lockout after 5 bad attempts History of last 10 passwords not allowed Password Expiration after 100 days Screensaver lockout after computer has been idle for 15 minutes
	Network has existing firewall. All rules have been documented and have a business justification. Rules are reviewed every 6 months.
Data Retention	Management maintains a backup log to evidence review and completion of nightly backups.
	Daily backups are sent offsite via online data transfer to online or offsite backup provider.
	All data is replicated and mirrored in real time to a dedicated backup server.
	The server room is equipped with a door lock and inventory of authorized keys. Only authorized employees have access to the server room.
Physical Security	Adequate cooling systems exists for servers and network equipment in the server room.
	Each server is equipped with a battery which operates in the event of a power outage. Building power generators exist and operate in the event of a power outage.
	Adequate fire suppression system exists.





Estimate

Date	Estimate #
9/1/2017	1052207

1314 West 11400 South
 Suite 200
 South Jordan, Utah 84095

Name / Address
City - Bisbee, AZ 118 Arizona St Bisbee, AZ 85603

**Visit our website to learn
 more about us and read
 customer testimonials**

www.executech.com

Description	Qty	Rate	Total
<p>Monthly Maintenance Agreement between City of Bisbee, AZ and Executech.</p> <p>Agreement provides for 8 hours per week.</p> <p>A technician will be immediately dispatched on any needs that arise outside of the scheduled visit.</p> <p>Billing for any support needs that arise outside of the scheduled visit will be handled as follows: All on site visits will be billed a minimum of one hour. After the initial hour, billing occurs in 15 minute increments. Phone support is free for the first 5 minutes. After 5 minutes, phone support is billed in fifteen minute increments. Remote support, via the Executech Remote Support agent or automated remote desktop use, is billed in fifteen minute increments.</p> <p>The agreement allows for a total of 104 hours per quarter. Logs will be assessed quarterly and any time beyond this will be billed at \$115 per hour. Any time under the allotted amount of time will be carried over or credited.</p>	1	3,637.00	3,637.00
<p>Executech Armor Monitoring for Servers and Network ***No Charge***</p>	1	0.00	0.00
<p>Dell KACE Node License per Managed Computer per Month - For Automated Maintenance of Computers</p>	70	4.50	315.00
<p>Screen Connect Licenses for the ability of remotely supporting users ***No Charge***</p>	70	0.00	0.00

Subtotal	\$3,952.00
Sales Tax (6.85%)	\$0.00
Total	\$3,952.00

Prices are good for 30 days from the date of the quotation.



Resumes to Retention

111 SE Everett Mall Way • C100 • Everett, WA 98208
(425) 774-3338 • Fax (425) 744-1555 • www.wvs.org

September 30th, 2016

Executech
10813 South Riverfront Parkway, Suite 410
South Jordan, UT 84095

Dear Eric,

I wanted to take a moment to share how pleased we are with Executech's services this past year.

After years of working with a substandard IT support provider, we had several network and data security issues that needed to be addressed immediately to get us back to industry standards. Planning on how to address the issues was offered prompt attention and within 6 months we achieved our goal of being in compliance with industry best practices!

Going with Executech for our IT support is one of the best decisions we've ever made! At first we thought it was all good to be true. We are incredibly impressed with the level of personalized and friendly customer service we've received. Executech has been extremely responsive to issues we have experienced and as a result has increased our agencies efficiency. Not a week goes by without staff praising Executech and Bert Baker, our IT Consultant.

Your scope of expertise has been an invaluable asset to our agency!

Warmest Regards,

Shelby Satko
Agency Liaison
Washington Vocational Services



GPS[®] CAPITAL MARKETS, Inc.

August 6, 2012

To Whom It May Concern:

GPS Capital Markets, Inc., is a global corporate foreign exchange brokerage firm, headquartered in the Salt Lake Valley. Executech has been our IT partner of choice for over 8 years and we have been fortunate to have Eric Montague as our relationship manager. Eric is an extremely talented individual in whom we have great personal and professional trust.

Throughout the years, partnering with Executech has proven to be one of the best decisions we have made both in terms of receiving a quality output and a strong ROI. They help us deliver world class service at a responsible price.

In order to replicate the services we receive from Executech, we would have to staff and manage a multi-person IT department that would be cost prohibitive. We have utilized the unique talents of many of their technicians for a variety of tasks, and have had those resources available to us in a timely fashion without having to interface with multiple vendors.

We highly recommend Eric Montague and Executech, and encourage you to utilize their expertise.

Please feel free to contact me directly if I can be of further assistance in your decision making process.

Sincerely,

Al Manbeian
Managing Partner

CASELLE®

April 6, 2011

RE: Partnership with Executech

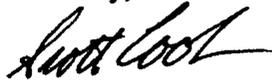
Dear Client:

Caselle's business is helping local governments and special service districts with productivity and efficiency through integrated government accounting software solutions. Over 1,200 municipalities, counties, and service districts in 30 states have effectively and successfully implemented our software solutions.

We have a trusted relationship with Executech of Utah for providing installation of Caselle products to our clients across the nation. Executech offers additional IT services to help clients achieve a state of readiness for installation of Caselle. We also recommend Executech as a great resource for remote and onsite IT services for our local government and special service district clients.

Executech performs a valuable and necessary service in our behalf that allows Caselle to concentrate our attention on core development and support responsibilities. Executech has earned our trust as well as our highest recommendation.

Sincerely,



Scott Cook

Caselle

V.P. Operations

tel: (801) 850-5000

email: support@caselle.com

PETERSON PARTNERS

August 28, 2015

To whom it may concern,

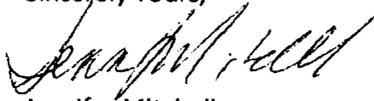
We are pleased to offer a letter of recommendation for Executech. When we retained Executech to maintain our network, we had numerous technology challenges. Our most pressing problems were centered on poor service from our previous provider and email problems. We made the move to Executech and within days of making the change, we were extremely relieved and our problems had a path to solution.

The technicians at Executech are very personable and professional. We had very poor service from our previous provider. The service received by Executech has been stellar and a drastic improvement in comparison.

For the first time in some time, we feel confident in our technology and the provider supporting us.

Executech's creativity, responsiveness and desire to meet customer expectations make them an ideal IT services firm for any company seeking to solve technology challenges. I would be more than happy to provide more details if needed. Please feel free to email me at jmitchell@petersonpartners.com.

Sincerely Yours,



Jennifer Mitchell



1106 Vernon Road • Suite A • Lake Stevens, WA 98258

(425) 334-8588 • Fax (425) 335-5947

Web Address: lkstevenssewer.org

November 13, 2013

Dear Eric:

I want to take a moment to share with you how the past year has been here for us at Lake Stevens Sewer District. When we first spoke to you I almost felt it was 'too easy and seamless' to believe when we started talking about the transition of IT services. However I can assure you that the transition has literally been almost perfect.

No one wants to make a huge change; they fear the time will be too much, too overwhelming and be a cluster of stumbles one after the other. I want to thank Executech and the team of professionals you have as none of our fears came to fruition.

Having our personal rep to call or email has been a fantastic addition to services not often available with our other IT provider. I don't encourage it, but I do know that Edwin (our Rep) has called or emailed me after his regular working hours. I simply want to say that the off-site support is everything you said it would be when we first met; your teams of professionals are so wonderful to work with and I am more than happy to provide a reference to anyone who is considering your services. I can easily say Yes! without a doubt.

Sincerely,

Tonya Christoffersen
Manager of Administration
Lake Stevens Sewer District

Lindon City
100 North State Street
Lindon, UT 84042-1808



TEL 801-785-7687
FAX 801-785-7645
www.lindoncity.org

October 8, 2012

Re: Letter of Recommendation for Executech

To Whom It May Concern:

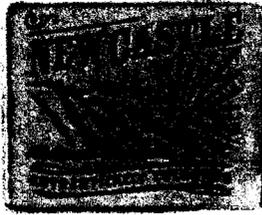
I am pleased to provide this letter of recommendation for Executech, Utah's Premier IT Services Provider. Lindon City has had a great experience with Executech's friendly, capable staff. We struggled to obtain fairytale IT services in the past, but found Executech to be nothing less than IT knights in shining armor! We thought their sales pitch for services sounded too good to be true, but have found them to be a valuable, qualified group of experts with fair and reasonable pricing for all of our IT needs. We highly recommend their services to help any organization rise out of technological dark ages.

If you have any questions about Executech, or the services they've provided to Lindon City, please feel free to contact me at 801-785-7687 or by email at acowie@lindoncity.org.

Sincerely,

A handwritten signature in black ink that reads "Adam M. Cowie". The signature is written in a cursive style with a prominent "A" and "C".

Adam M. Cowie
Lindon City Planning & Development Director



TOWN OF NEW CASTLE

P.O. Box 90
450 W. Main Street
New Castle, CO 81647

ADMINISTRATION DEPARTMENT

PHONE: 970-984-2311
FAX: 970-984-2716
www.newcastlecolorado.org

November 14, 2013

Executech
10813 South Riverfront Parkway, Suite 410
South Jordan, UT 84095

Eric,

We want to let you know how pleased we are with the IT services we are getting from Executech.

We were using a local outsourced IT firm for our IT needs and were hoping that with Executech we would experience quicker response time and greater depth of support – we definitely are getting both. It seems counterintuitive that the response time would be quicker and problem resolution faster with an out-of-state company, but that is exactly what we have experienced.

The frustration with our IT support has gone way down, as have both labor and total costs. After James and Shawn redid our network and set up the server more efficiently things work and don't break down continually like they did before Executech took over. The hosted Exchange email system we are on now is a great upgrade from what we had before in terms of reliability and features, and we have confidence in the data backup system you set up too. James has a great grasp of our needs, and really takes care of us collectively and individually. He is reviewing other systems as well, and is helping us increase efficiencies and reduce costs in those areas too. We couldn't be happier.

We appreciate your efforts, and would happily recommend you to future clients.

Sincerely,

Handwritten signature of Thomas M. Baker in black ink.

Thomas M. Baker
Town Administrator

Handwritten signature of Lyle L. Layton in black ink.

Lyle L. Layton
Finance Director/Treasurer



3/14/2012

To Whom It May Concern,

I am writing on behalf of SonicWALL®, as the Territory Account Manager for Utah, Colorado, and New Mexico to affirm that Executech has the expertise to manage and maintain SonicWALL® brand firewalls. Executech has been selling, maintaining and managing SonicWALL® firewalls for 10 years. Under the leadership of Eric Montague, Executech maintains a Silver Medallion status with SonicWALL®. Eric Montague is a Certified SonicWALL Systems Administrator (CSSA), passing the most recent 5.8 firmware test in January 2012. In addition to Eric's certification, his entire team of engineers has been trained on SonicWALL® firewalls by the regional SonicWALL® Systems Engineer, Paul Zindell. I am confident in my recommendation of Executech for the purposes of this bid. They continually demonstrate diligence and expertise with our entire product line.

Sincerely,

A handwritten signature in black ink, appearing to read "Liz Greenwell", is written over a faint, circular stamp.

Liz Greenwell

Territory Account Manager - CO, UT, NM
SonicWALL, Inc.
T: +1.720.663.0696 F: +1.720.420.7994

SonicWALL, Inc.
2001 Logic Drive
San Jose, CA 95124

T +1 408.745.9600
F +1 408.745.9300

www.sonicwall.com



To Whom It May Concern,

Our company, Spillman Technologies, was faced with the daunting task of an Active Directory migration. The goal of our IT department was to move the existing relevant data from our Active Directory infrastructure which had been carried through upgrade-to-upgrade over the course of approximately 10 years to a "greenfield infrastructure". The age of the existing infrastructure left a lot of 'bad' and 'garbage' data that even Microsoft technicians were suggesting a clean install. Our IT department had never performed such a large migration, nor did we have the intimate knowledge of Active Directory to be able to plan such a project.

We enlisted the assistance of the technicians at Executech to help us plan and implement our migration. The IT professionals at Executech proved themselves very knowledgeable in our planning phases, addressed our concerns, and gave us the confidence to move forward with the project. During implementation Executech went out of their way to assist in the migration over the weekend and to be on-hand during the first few business days after the migration.

Because of Executech's knowledge and expertise, our migration to our new Active Directory infrastructure was a positive experience for Spillman's IT staff and went smoothly for the remainder of Spillman's employees.

If your firm is in the need of some IT assistance I would definitely recommend you take advantage of the talented staff at Executech. If you have any questions regarding Spillman's experience with Executech please feel free to contact me at mwilkinson@spillman.com.

Sincerely,

A handwritten signature in black ink, appearing to read "M.F. Wilkinson", with a stylized flourish at the end.

Michael F. Wilkinson

IT Director

Spillman Technologies, Inc.