

SCHEDULE A / STATEMENT OF WORK SERVICES, SUPPORT AND FEES

Description of Services

Cyber Security Experts proposes to provide managed Information Technology Services and Support to The City of Brigantine Beach, NJ, which will include but is not limited to: proactive technology management, network administration, technology consulting and reactive support services.

The Services will include:

Proactive Technology Management	Network Administration
Centralized Services • 24/7 Monitoring & Alerting • Log Collection / Log Analysis • Endpoint Antivirus / Threat Protection • Patch Management • Firewall Management • Desktop Optimization • Preventative Maintenance • Local / Remote Backup	Dedicated Network Administrator • Our Best Practices • Scheduled Site Visits • Performance Reporting • Asset Management • Vendor Management • Technology documentation
Technology Consulting	Reactive Support Services
Dedicated Virtual CIO (vCIO) • Budget Planning • Technology Reviews • Procurement Services • Business / Technology Impact Analysis • Business Process Review	Customer Support Team • Unlimited Remote Support • Unlimited Onsite Support • "How to" Questions • Customer Portal

Cyber Security Experts will use a benchmark of:

3 City of Brigantine sites/locations:

- **Municipal Location, which includes:**
 - **Municipal Users**
 - **Police Department**
 - **Fire Department**
- **CER Building**
- **Public Works Building**

4 Servers

75 Workstations

1 Microsoft Azure GCC Tenant

150 Users + Microsoft 365 Exchange E1 for GCC Mailboxes

Payment Schedule

- One-time onboarding fee of **\$4,380** payable at agreement commencement.
- Monthly payment schedule of **\$8,760 / month**.
- Invoices for managed IT service agreements are due on the first, payable no later than the 15th of the month of service.

Support Rates

- Onsite Technician support is billed at **\$125 / hour**, with a 2 hour minimum.
- Onsite Tier 2 support is billed at **\$175 / hour**, with a 2 hour minimum.
- After-hours reactive on-site support is billed at **\$175 / hour**, with a 2-hour minimum.
- Projects outside of this agreement shall be quoted on a per-project basis.

Additional Notes

- New Jersey Sales Tax of 7% will be billed on applicable products and services.

The Monthly Services and Support Agreement provides the following:

Centralized Security Services

- **Tools Included:**
 - Cyber Security Experts Support Agent software deployed to supported workstation and server systems.
 - Antivirus / threat protection software deployed to supported workstation and server systems.
 - Firewall management.
 - Local and remote image-level backups provided for and managed on supported server systems. Remote off-site backup (1TB included).
- **Automated Processes:**
 - Hardware / software health monitoring for supported devices and systems.
 - 24/7 monitoring of critical systems and devices
 - Alerting for critical and important events
 - Automated remediation of issues where applicable, manual resolution for all others
 - Desktop optimization and cleanup routines on supported workstations.
 - Log collection and analysis.
 - Windows Operating System patches for supported workstation and server systems.
 - Application maintenance and patching for recognized industry standard third-party applications.
- **Supported Devices and Systems:**
 - Windows Desktops / Windows Laptops
 - Windows / UNIX / Linux Servers
 - Apple Mac Desktops / Apple Mac Laptops / Apple Servers (MacOS 11+)
 - Tablets and Tablet PCs
 - Storage-Array Networks / NAS systems
 - Routers / Firewalls
 - Wireless access points and wireless site links
 - Network Switches / Hubs
 - Mobile Devices
 - Includes support for Android and Apple iOS-based mobile devices. Company-Owned, Personally-Enabled (COPE) are fully supported. Bring-Your-Own-Device (BYOD) supported as best-effort.

Network Administration

- **A Dedicated Network Administrator (NA) will be assigned to your account.** The Network Administrator's responsibility is to ensure the standardization, documentation, and overall smooth operation of your technology infrastructure. Successful implementation of this role will result in increased security, stability, and reliability of your business technology.
 - During the Onboarding process, Network Administration visits will be scheduled out for the entire year.
- **All initial assessments and labor to bring systems in line with our "Best Practices" during the Onboarding process is included.**
 - Our Best Practices represent the setup, configuration, and continuing operation of your network with the goals of:
 - Standardization across our entire client base
 - Minimizing, mitigating, or removing technical risk
 - Generating predictable technology results
- **Technical support and maintenance for supported Line-Of-Business applications is included.** This includes updates, patches, and version upgrades as supplied by your application vendor.
 - Line-of-Business software applications must have an active vendor support agreement.
 - Supported Line-Of-Business applications are listed in the "Line-Of-Business Applications" section at the end of this document.
- **Asset Management is included.** Device inventory, warranty statuses and expiration dates of hardware and software maintenance agreements are tracked and reviewed with your vCIO.
- **Health and Performance Reporting is included.** We will provide a monthly Health Summary Report that lists the overall health and performance of your technology infrastructure.
- **Documentation of your network and technology systems is included.** We create and maintain an institutionalized set of documentation that provides detailed information about the setup, configuration, and operation of the technology systems and processes in your business.

Technology Consulting / Virtual Chief Information Officer (vCIO)

A Dedicated Virtual CIO (vCIO) will be assigned to your account. This role provides business insight and strategy and is intended to direct your organization and provide recommendations to leverage technology as a competitive advantage. This includes:

- **Quarterly Technology Reviews with your vCIO.** Technology Reviews provide a high-level insight into issues such as performance, risk, accessibility, and cost, as they relate to your organization.
- **Budget planning review with your vCIO.** Management / reporting of technology capital and recurring operating costs.
- **Project planning and labor is included.** This includes all discovery / research, vendor discussions, calls, meetings, as well as assistance in determining project specifications, and creating project quotes.
- All other time spent with your vCIO for consulting and strategic planning is included.

Reactive Support

Unlimited phone / email / web / remote / onsite support for your employees

- Includes unlimited remote support.
- Includes unlimited onsite support.
- Includes “How-to” questions.
- Includes Move / Add / Change (MAC) requests.

Third-Party Application Technical Support

- **Standard Applications:** Support for standard desktop systems and applications included (Microsoft Windows, Microsoft Office, Adobe Acrobat / Reader, Intuit QuickBooks, Salesforce.com, and many others.)
- **Line-Of-Business Applications:** Support for Line-Of-Business applications listed in the “Line-of-Business Applications” section of this document.
- **Vendor Support Management:** Our Support Team will work with your third-party software vendor(s) to resolve issues on behalf of your users.

Hours of Support

Customer Support Team hours are 8am - 5pm, Monday – Friday, excluding Federal holidays. Critical or Important issues (P1 or P2) that arise outside of these hours are covered by a rotating on-call technician. Normal and low priority issues (P3 and P4) are processed on the next business day.

Submitting Service Requests

Our Support Team can be reached via phone, email, web portal, or from an icon on each computer’s desktop.

Please see the supporting document entitled “*Submitting a Service Request*” for an overview of the best and most effective way to receive support.

Customer Portal Access

The Customer Portal provides real-time tracking and visibility into service requests as they move through our system. Customer Portal access will be set up for your management and administrative teams during Onboarding. Portal access can also be granted to other selected users in your organization to track individual support requests, process pending orders, for billing inquiries, or reporting purposes.

Professional Services

Move / Add / Change Requests:

- **Move:** Moving computer systems from one physical location to another, including office moves, construction rearrangements, user relocations, etc.
- **Add:** Adding new equipment to the network, including workstations, printers, or other network equipment.
- **Change:** Changing of existing configurations due to events such as new users, data transfers, or migration to a new computer or operating system.

Technology projects Included with this proposal

- **Consolidate 4x Windows Servers.** Remove legacy Windows 2008 servers from network. Migrate network services to the two newer Windows Server 2019 servers. Provide recommendations for on-premise and cloud systems.
- **Install Palo Alto Firewalls.** Install and configure Palo Alto firewalls at 3 locations (Municipal Building, CER Building, Public Works)
- **Assist with migration to Edmunds Cloud.** Provide project management as well as technical implementation services relating to Edmunds Govtech cloud migration.

The Monthly Services and Support Agreement DOES NOT provide the following:

Other Hardware / Software not defined above

- Hardware and software not identified during the initial Onboarding Discovery process is not covered under your managed services agreement. With consent from both parties, the MSA can be amended to include fees for any additional hardware or software.

Other Vendor-Supported Equipment

Support for hardware that is provided and supported through other vendors is not covered in this agreement, however Cyber Security Experts will support these devices on a best-effort basis. (This includes copy machines, hardware provided by your Internet provider, solar or other environmental hardware, office automation systems, programmable logic controllers, and all other technology hardware that is provided, maintained, and supported through another vendor.)

- In the event of support issues with vendor-supplied hardware, we will coordinate support with the vendor(s) directly and make all reasonable efforts to resolve the issue with them on your behalf.
- Onsite labor for issues with vendor-supported equipment is billed at our standard hourly rate.

Hardware Support for Out-Of-Warranty Systems

Hardware support or repairs for Out-Of-Warranty technology systems or equipment is not included in your managed services agreement. Support and repairs for these devices is billed at our standard hourly rates.

Project Services

Projects are defined as any new endeavors that are expected to take longer than 4 man-hours or involve 2 or more delivery areas.

Other Terms and Conditions

Onsite / Remote Support

Your managed services agreement includes unlimited remote and onsite support. Our Service Management Team shall make the individual determination of when to escalate an issue from remote support to onsite support based on an issue's severity and impact to the business. Your vCIO is ultimately accountable for these decisions and will ensure that support is delivered in a way that is consistent with your business goals and needs.

Priority of Support Issues

- Critical (P1) – Entire company is affected, or impact to business operations is severe.
- Important (P2) – Departments or large group of users are affected, or impact to business operations is high.
- Normal (P3) – Individual or small group of users affected. Business is degraded, but there is a reasonable workaround.
- Low (P4) – Individual affected. More of an inconvenience than a stoppage.

Line-Of-Business Applications

All Line-of-Business software applications must have an active vendor support agreement. In the event of technical issues with line-of-business applications, we will coordinate support with the vendor(s) directly and make all reasonable efforts to resolve the issue with them on your behalf.

Exclusive Warranty

The exclusive warranty of Cyber Security Experts relating to this agreement is that the work shall be performed in a good and workmanlike manner and any products provided by Cyber Security Experts shall be free of material defects for a period of thirty (30) days after delivery. In the event this warranty is breached, the sole obligation of Cyber Security Experts, and the exclusive remedy of customer, shall be to have all reasonable adjustments, repairs and replacements necessary to correct any such defect made at the sole cost and expense of Cyber Security Experts, subject to the limitation specified in the previous section. Cyber Security Experts makes no other express or implied warranties concerning any services or any other items provided under this agreement. Cyber Security Experts hereby disclaims any implied warranty of merchantability, warranty for fitness for a particular purpose, or any other warranties not otherwise specifically set forth herein.

IN WITNESS WHEREOF, the undersigned have caused their duly authorized representatives to execute **Schedule A / Statement of Work** effective as of the Effective Date of the Managed Information Technology Services and Support Agreement.

Cyber Security Experts, Inc.

City of Brigantine Beach, NJ

By:

By:

Name: Justin Tinel

Name:

Title: President

Title:

Date: _____

Date: _____