TABLE OF CONTENTS

EXECUTIVE SUMMARY ...........................................................................................................3
    Cloudscale365’S Commitment to our Clients .................................................................3
    We Understand Your Business ......................................................................................3
    Maximum Uptime ............................................................................................................3
    What You Can Expect From Us As Your Managed Service Provider .........................3
    How We Implement Managed Services in Your Business .............................................4
    How We Detect, Prevent & Resolve Issues .................................................................5

VIRTUAL CIO SUPPORT ......................................................................................................6
    Strategic Development & Management ........................................................................6
    Vendor Management .....................................................................................................6
    Virtual CIO Support Plan Options .................................................................................7

COMPUTER, NETWORK & SERVER SUPPORT OVERVIEW ..............................................8
    Performance ..................................................................................................................8
    Support Coverage ..........................................................................................................8
    Monitoring and Security ...............................................................................................9
    User & Device Support ................................................................................................9
    PC, MAC, Network & Server Support Plan Options ......................................................10
    MSP Requirements .......................................................................................................11
    Term Discounts .............................................................................................................. Error! Bookmark not defined.

SOLUTION APPROVAL ........................................................................................................12

PAYMENT METHOD .............................................................................................................13

Monitoring Alert Notification Selection ............................................................................13
EXECUTIVE SUMMARY

As a respected and trusted Managed Services Provider, we appreciate your consideration of our firm to service and support your IT infrastructure.

Our technicians, architects and engineers are highly knowledgeable and are in-touch with the latest industry innovations in computers, servers, networks and cloud computing technologies. We strive for superior quality and your complete satisfaction with every aspect of our service.

Cloudscale365’s Commitment to our Clients
As your trusted managed service provider, our goal is to provide you with the highest standards of technology knowledge and support to give you a competitive edge in the marketplace. Our mission is to help ensure that your technology infrastructure is performing and secure so you can focus on running your business.

We Understand Your Business
Our team has analyzed your infrastructure and is confident we understand your business requirements and the technical skills and expertise needed to manage it. We are prepared to unite with your organization to deliver a technology platform from which you can grow and succeed.

Maximum Uptime
Our goal and promise to you is quite simple: to do all we can to ensure your business enjoys maximum uptime.

What You Can Expect From Us As Your Managed Service Provider

- **90 Day “No Questions Asked” Satisfaction Guarantee:** If you’re not satisfied anytime in the first 90 days, you may cancel and pay only for service up to the cancellation date.
- First quality service & every level of support for your entire IT infrastructure—from basic questions to complex issues—including implementation, user training, integration, remote and onsite service, asset management and more.
- Experienced certified technicians, architects and engineers, to improve the security and performance of your environment.
- A team of experienced individuals, familiar with your systems, processes and that offers advice to help you leverage technology and achieve your organizations objectives.
- System administration, including provisioning, configuring, monitoring, managing, reporting and supporting your infrastructure at the level you choose.
- Flexible support options that enable you to choose the plan that aligns with your business requirements.
- Detailed Service Level Agreements that define expectations.
How We Implement Managed Services in Your Business

Our team follows a proven process to onboard new clients that helps ensure they experience a smooth and efficient welcome into our care.

- Assignment of Project Manager, Virtual CIO, Lead Engineer
- Analysis and Inventory of Your Network
- Install Monitoring & Management Software
- Install Checkpoint Software
- Install Backup Software
- Security Audit & Remediation
- Network Documentation
- User Support Training
- Engineer Cross-Training
- Report Initial Findings to Improve Performance, Security & Reliability
How We Detect, Prevent & Resolve Issues

Issue Detected OR Issue Reported by Customer

Help Desk Receives Alert to Problem

Troubleshooting and Attempted Remote Resolution of Issue

Issue Resolved OR Issue Not Resolved

Ticket Closed OR Onsite Tech Appointment

Issue Not Resolved OR Issue Resolved

Service Level Escalated OR Ticket Closed

Issue Resolved

Ticket Closed
VIRTUAL CIO SUPPORT

Virtual Chief Information Officers help guide success and maintain a competitive advantage for your company with strategic advice on leveraging technology for cost savings, efficiency improvements and revenue growth. With an assigned Virtual CIO who knows your business and technology needs, you’ll experience the benefits of a CIO at a fraction of the cost of a full-time employee.

Strategic Development & Management
- Creation and maintenance of annually updated technology plan, including recommendations for hardware, software and cloud services. Consults on ERP and line of business application selection and implementation.
- Regular meetings review network issues and give insight into opportunities for improving security, performance and employee productivity.
- Advanced and Premium clients benefit from management of technology projects we are engaged to deliver, including supervising subcontractors & employees and providing status reports.
- Premium clients also benefit from:
  - Budget and forecasting guidance for effective allocation of your technology investments.
  - Analysis of your technology security compared with industry best practices, and recommendations to mitigate risk.
  - A basic disaster recovery plan designed to protect you in event of data loss. Expanded plan available on a billable basis.
  - Assistance with creating IT-related sections of company policies and manuals.
  - Virtual CIO availability for up to 2 hours per quarter to participate in board, client or IT strategy meetings

Vendor Management
- Coordinate with providers to resolve host related email & website issues
- Advanced and Premium clients benefit from systematic tracking and reporting on internal software usage licenses to ensure compliance
- Advanced and Premium clients benefit from negotiate, coordinate and identify purchasing power opportunities with telecom, internet, copier, printer and hardware & software vendors
- Premium clients benefit from coordination responsibility with all hardware and software vendors.
# Virtual CIO Support Plan Options

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>BASIC</th>
<th>ADVANCED</th>
<th>PREMIUM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STRATEGY DEVELOPMENT &amp; MANAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assigned Virtual CIO</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Virtual CIO Meetings</td>
<td>Quarterly</td>
<td>Bi-Monthly</td>
<td>Monthly</td>
</tr>
<tr>
<td>Create &amp; Maintain Technology Plan</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Hardware &amp; Software Lifecycle Management Plan</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Technology Project Management</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Budgeting &amp; Forecasting</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Security &amp; Risk Analysis</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Create &amp; Maintain Disaster Recovery Plan</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Employee Manual Technical Elements</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Quarterly On-site Visit</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td><strong>VENDOR MANAGEMENT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinate/Support Web &amp; Email Hosting</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>License Compliance Tracking &amp; Reporting</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Contract Negotiation Support with Telecom, Internet, Hardware, Software and Imaging Vendors</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Interface Hardware &amp; Software Vendors</td>
<td></td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>
COMPUTER, NETWORK & SERVER SUPPORT OVERVIEW

Performance
- Maximum Uptime Promise ensures our goals and interests are aligned with yours. We are motivated to prevent every issue we can, resolve those that appear as quickly as possible and implement solutions that last the test of time.
- Mission critical computers, networks and servers are monitored 24/7/365 on all plans with alerts destined to the client for resolution or escalation as desired.
- Defined Service Level Agreements provide for emergency remote and onsite response for mission critical computers, networks & servers. Emergency defined as incident preventing normal business operations.
- Activity report provided by your Virtual CIO includes service activity and ticket status.

Support Coverage
- Cloudscale365 offers some of the brightest & most talented engineers all over the US.
- Our team strives to provide the highest quality, most professional support available and engineers solutions that give our clients peace of mind that their infrastructure is secure, stable and performing as designed.
- Offering flexible coverage options for your PCs, Macs, mobile devices, servers and networking gear.
- Offering services ranging from defensive and preventative support that strives to prevent issues but doesn’t include services to resolve those that occur to true, 24/7/365 support.
- All services offered to all clients 24/7, however those not covered are considered billable.

Cloudscale365 offers flexible monitoring, security and support coverage options for all of our client’s users and the desktops, laptops, smart devices and servers they use. Our service offering is flexible by design for all our client which gives them the ability to select and pay for only the services they need and desire. The services mentioned in the following sections are included during the timeframe specified in the Support Coverage section of the proposal.
Monitoring and Security

- We monitor all network elements as requested that leverage SNMP to ensure peak performance and help stop potential threats and viruses.
- Monitoring of events, services and applications that could adversely impact server security, stability and performance; employ industry-leading tools to identify and solve problems.
- Work with vendors to mission critical applications to resolve issues should that be desired.
- Provide and monitor antivirus, anti-spyware, anti-malware and anti-adware solutions for each covered server, as well as spam/virus filtration protection solution for inbound emails.
- Proactive network audit to identify vulnerabilities and monitoring of VPN and WAN connectivity to help ensure network availability and security.
- Monitor sources of security, performance and stability patches Microsoft Exchange and test effectiveness before deployment. SQL Server patching, as requested by our clients.
- Monitoring of client owned backup to ensure success. Cloudscale365 recommends the client review backup contents on a regular basis to ensure complete and test to ensure successful recovery is possible.
- Award Winning Checkpoint AntiVirus solution installed on each covered PC, Mac and Server without cost. Antivirus software operation is monitored to identify and install updates and ensure proper function.
- Microsoft OS & Office patch management, including risk-avoidance testing for incompatibility where possible included as part of PC and Server plans.
- Network support includes backup of all network elements and available nightly image backup of all protected computers & servers is available, however client is responsible for the device to store the backups and device connectivity to the network during the backup window.
- Creation and enforcement of user desktop policies, including prohibiting installation of unwanted programs is available and encouraged.
- Maintain asset inventory and warranty information of all PC, Mac and Server devices where our management agent is installed.
- Routine performance optimization for computers, network and servers to optimize performance.

User & Device Support

- Comprehensive, flexible support options to cover the PCs, Macs, Mobile Devices and Servers in use by your users. We are available 24 hours a day, 7 days a week and 365 days a year. Timing of included support dependent on Support Coverage criteria in plan selected.
- Online tracking of trouble ticket status and real-time communication with engineers via phone, email, online chat and video conferencing as desired.
- Remote monitoring, management & support software – client identified issues and those detected by our monitoring system and proactively resolved are resolved remotely over 90% of the time.
- Full assistance for Industry Standard Software and support of hardware & operating system-related issues with your line of business & proprietary software are included in both PC and Server plans.
- Control of device, user and application connectivity to your network, local and remote, including user creation, password resets and deactivation included as part of Server support.
- Configuration, maintenance of routers, switches, wireless access points, printers, scanners and copiers network elements and replacing defective devices included as part of Network support.
- Projects, including coverage of non-industry standard software, physical moves or replacement of hardware and software outside of those failing as determined by Cloudscale365 are not included in any plan.
# PC, MAC, Network & Server Support Plan Options

## PERFORMANCE & RESPONSE TIME SLA

<table>
<thead>
<tr>
<th>MAXIMUM UPTIME PROMISE</th>
<th>DEFENSE</th>
<th>REMOTE</th>
<th>ONSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC/Mac/Network/Server Health &amp; Performance Monthly Report</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Emergency Response SLA for Mission Critical Systems</td>
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<td>1</td>
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<tr>
<td>Remote Support 7a-11p</td>
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<tr>
<td>On-site Support 7a-6p</td>
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<td></td>
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</tr>
<tr>
<td>On-site &amp; Remote Emergency Support 6p-7a, Weekends &amp; Holidays</td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor Static VPN &amp; WAN Connectivity</td>
<td>24/7</td>
<td>24/7</td>
<td>24/7</td>
</tr>
<tr>
<td>Monitor VoIP Reliability</td>
<td>24/7</td>
<td>24/7</td>
<td>24/7</td>
</tr>
<tr>
<td>Backup Managed Network Element Configuration Files</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Audit &amp; RemEDIATE Network Vulnerabilities</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Manage Network &amp; VPN Access</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Monitor &amp; Maintain Wireless Access Points</td>
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<td>✓</td>
<td></td>
</tr>
<tr>
<td>Monitor Security &amp; Performance</td>
<td>24/7</td>
<td>24/7</td>
<td>24/7</td>
</tr>
<tr>
<td>Anti-virus &amp; Software Security Patch Alerts</td>
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<td>24/7</td>
<td>24/7</td>
</tr>
<tr>
<td>Webroot AntiVirus Software Included and Monitored</td>
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<td>24/7</td>
<td>24/7</td>
</tr>
<tr>
<td>Proprietary Performance Optimization Routine</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Microsoft Operating System &amp; Office Patch Management</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Asset &amp; Warranty Service Contract Management</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Available On-site Image Based Backup for Mission Critical Servers, PCs or Macs</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Server</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monitor/Remove Spyware, Adware, Viruses</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Microsoft SQL Server &amp; Exchange Patch Management</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Client Owned Backup Monitoring &amp; Administration</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Online Trouble Ticket Management</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Remote Monitoring, Management &amp; Support Software</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Support Hardware &amp; Network Issues Relating to Line of Business &amp; Proprietary Software</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Removal of Spyware, Adware, Malware, Virus</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Support Industry Standard Software Suite</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Support Printer, Scanner, Copier Connectivity</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Manage File Share Permissions &amp; Application User Security</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Smartphone &amp; Tablet Integration &amp; Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Replace Defective Devices &amp; Components</td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
MSP Requirements

The following requirements are designed to help minimize surprises or misunderstandings between Cloudscale365 and our clients.

- PCs & Macs in the same location must be covered by the same plan to avoid confusion about support coverage. No PCs or Macs in use at a location that has a plan can be without a plan. 100% or 0% coverage in each location is required.
- To simplify understanding of coverage, Cloudscale365 recommends all devices and users be on the same plan, but it is not “required” other than the following policies.
- An emergency is considered to occur when a mission critical system is down, preventing normal business operation.
- To be considered Mission Critical, an Image Based local or offsite backup solution must be installed and functioning using a system approved and electronically monitored by Cloudscale365.
- An operational offsite backup solution is required for all servers housing mission critical data.
- For any server to be covered, any server operating as Domain Controller or Email Server must be on a plan. We do not require all servers have coverage or the same coverage.
- A Virtual CIO plan is required for all clients electing PC/Mac and Server coverage.
- Cloud Based Servers, whether PaaS or SaaS are considered servers. As “onsite” support is not possible, 24/7 remote coverage is available.

Monthly Services Pricing

<table>
<thead>
<tr>
<th>Per User Pricing - Recurring</th>
<th># of Users</th>
<th>Price Per User</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Azure Information Protection Plan 1</td>
<td>21</td>
<td>$2</td>
<td>$42</td>
</tr>
<tr>
<td>Microsoft 365 Business Basic</td>
<td>12</td>
<td>$5</td>
<td>$60</td>
</tr>
<tr>
<td>Microsoft 365 Business Standard</td>
<td>9</td>
<td>$12.50</td>
<td>$112.50</td>
</tr>
<tr>
<td>Cloudfinder - Office 365 Backup</td>
<td>32</td>
<td>$3</td>
<td>$96</td>
</tr>
<tr>
<td>Advanced Workstation Management Plan</td>
<td>18</td>
<td>$77.25</td>
<td>$1390.50</td>
</tr>
<tr>
<td>Server Management Plan</td>
<td>4</td>
<td>$103</td>
<td>$412</td>
</tr>
<tr>
<td>Datto Cloud Continuity</td>
<td>15</td>
<td>$15</td>
<td>$225</td>
</tr>
<tr>
<td>Public IP Address</td>
<td>2</td>
<td>$103</td>
<td>$206</td>
</tr>
<tr>
<td>Sophos Central Mobile Control Standard</td>
<td>11</td>
<td>$2.06</td>
<td>$22.66</td>
</tr>
<tr>
<td>RepliBit Basic Image Backup Server Bundle</td>
<td>2</td>
<td>$204.97</td>
<td>$409.94</td>
</tr>
</tbody>
</table>

Total Monthly Cost for Above User Count $2976.60
IN WITNESS WHEREOF, the parties have hereunto approved the terms of this proposal on this 4th day of June, 2021.

Town of Elsmere AUTHORIZED APPROVER:
Signature: [signature]
Printed Name: John Smith
Date: 06/30/21

Town of Elsmere Contact Information
Official Billing Address
Town of Elsmere
11 Poplar Avenue
Wilmington DE 19805

IT Liaison
The assigned Liaison will be Diana Reed
Phone (Business Hours): (302) 998-2215 x 106
Phone (After Hours): (302) 377-4885
Email: diana.reed@townofelsmere.com

*Contract is governed by Terms & Conditions posted on www.cloudscale365.com/terms
PAYMENT METHOD

Cloudscale365 offers three convenient methods of payment, ACH, Credit Card and Check. Payment method can be changed anytime.

Client Contact for Billing (including invoice delivery):

PRIMARY CONTACT FOR BILLING
Name: Valarie Strzempa
Email: vstrzempa@townofelsmere.com
Cell Phone: 

SECONDARY CONTACT FOR BILLING (optional)
Name: Steven Martin
Email: smartin@townofelsmere.com
Cell Phone: 

Authorized Approvers of IT Expenses, Including Billable Support:

Name: John Giles
Email: jgiles@townofelsmere.com

Name: Diana Reed
Email: diana.reed@townofelsmere.com

Monitoring Alert Notification Selection

For monitoring purposes, Normal business hours are defined as 7 AM – 6 PM Monday through Friday, excluding holidays. Remote support “after-hours” are 6 PM – 7AM Monday through Friday, plus 24-hours on Saturdays, Sundays, and Holidays.

Client Contact for Alerts:

PRIMARY CONTACT FOR ALERTS
Name: Diana Reed
Cell Phone: (302) 377-4885
Cell Phone Carrier: Sprint/T-Mobile
Email: diana.reed@townofelsmere.com

SECONDARY CONTACT FOR ALERTS
Name: Melissa Faedtke
Cell Phone: 
Cell Phone Carrier: 
Email: mfaedtke@townofelsmere.com