

The Town Of Elsmere

May 26, 2021

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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

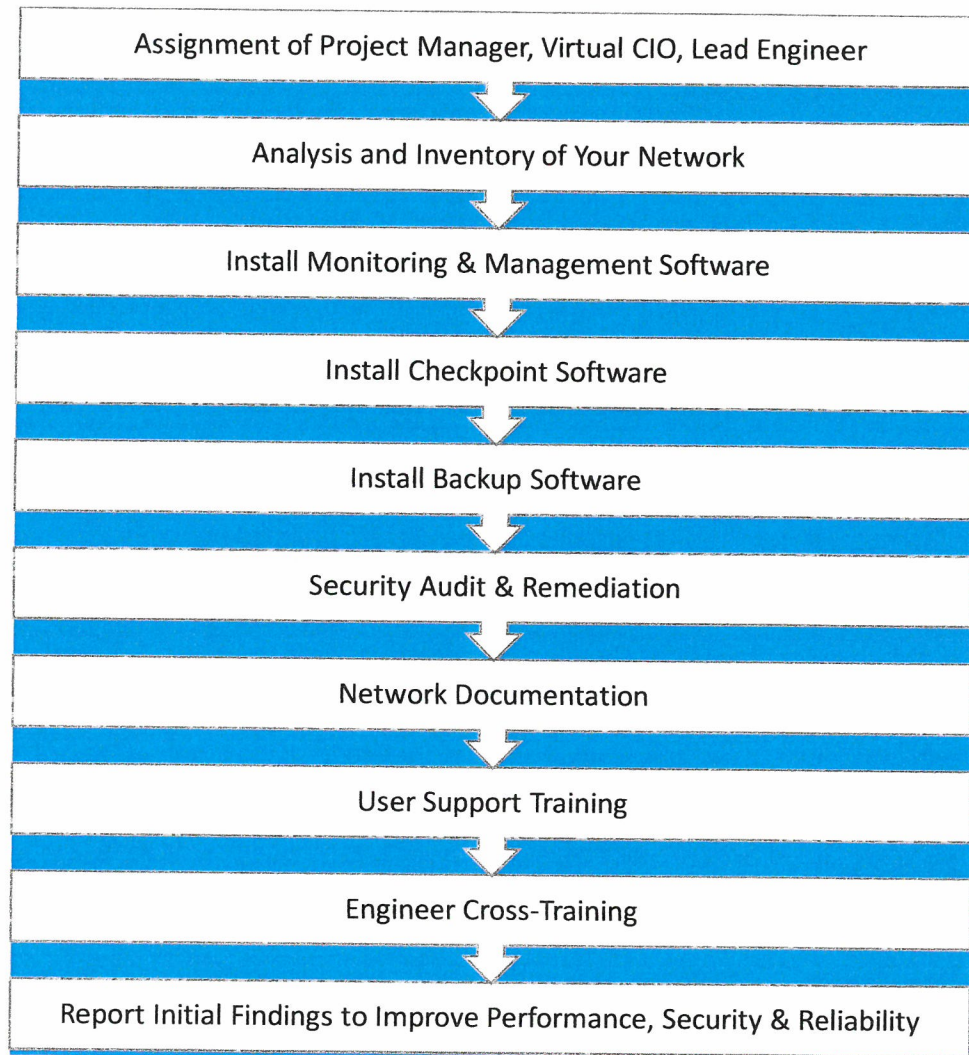
Our goal and promise to you is quite simple: to do all we can to ensure your business enjoys maximum uptime.

What You Can Expect From Us As Your Managed Service Provider

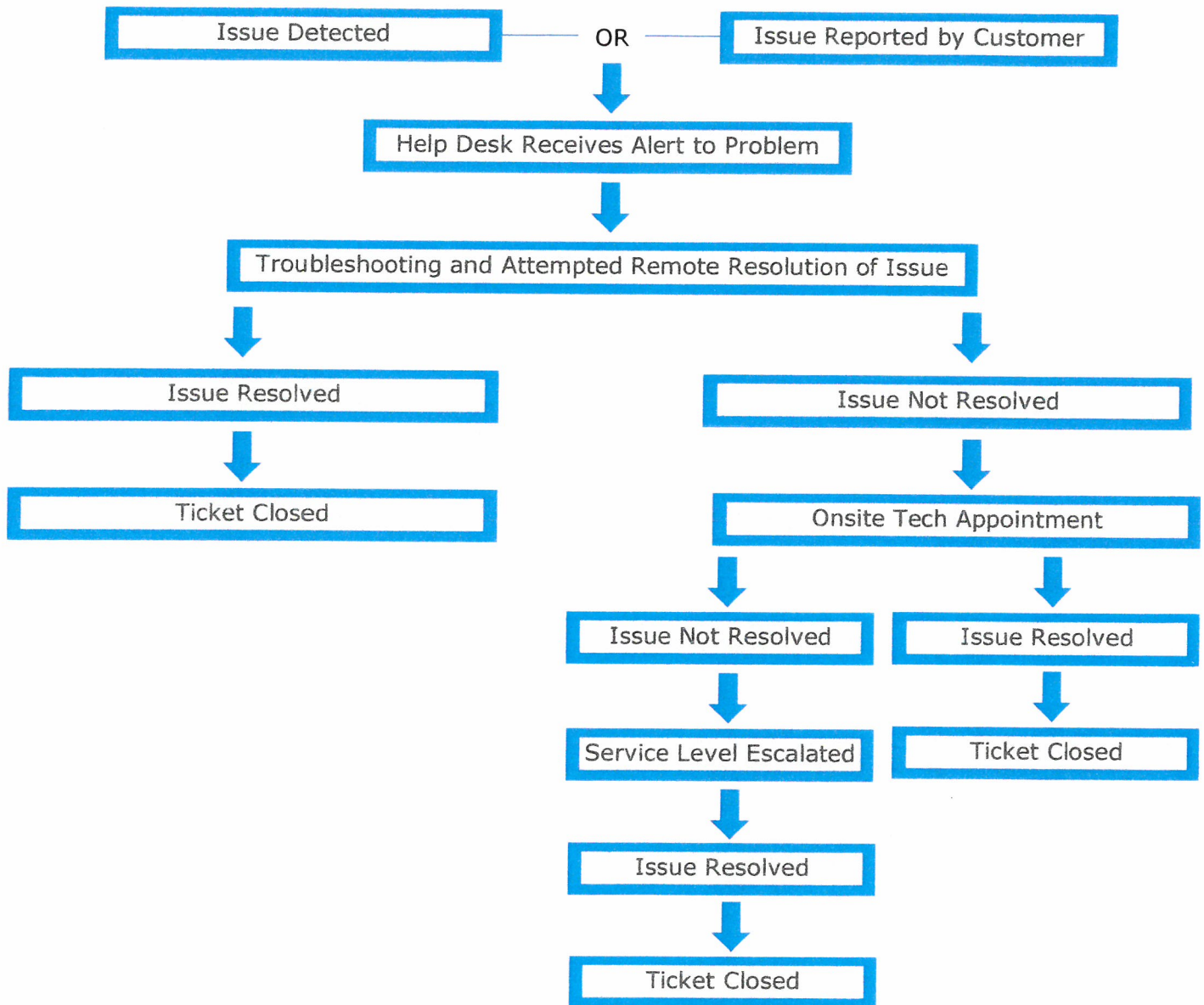
- **90 Day "No Questions Asked" Satisfaction Guarantee:** If you're not satisfied anytime in the first 90 days, you may cancel and pay only for service up to the cancellation date.
- First quality service & every level of support for your entire IT infrastructure—from basic questions to complex issues—including 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.



How We Detect, Prevent & Resolve Issues



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

SERVICE	PLAN LEVELS		
	BASIC	ADVANCED	PREMIUM
STRATEGY DEVELOPMENT & MANAGEMENT			
Assigned Virtual CIO	✓	✓	✓
Virtual CIO Meetings	Quarterly	Bi-Monthly	Monthly
Create & Maintain Technology Plan	✓	✓	✓
Hardware & Software Lifecycle Management Plan	✓	✓	✓
Technology Project Management		✓	✓
Budgeting & Forecasting			✓
Security & Risk Analysis			✓
Create & Maintain Disaster Recovery Plan			✓
Employee Manual Technical Elements			✓
Quarterly On-site Visit			✓
VENDOR MANAGEMENT			
Coordinate/Support Web & Email Hosting	✓	✓	✓
License Compliance Tracking & Reporting		✓	✓
Contract Negotiation Support with Telecom, Internet, Hardware, Software and Imaging Vendors		✓	✓
Interface Hardware & Software Vendors			✓

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

		DEFENSE	REMOTE	ONSITE
PERFORMANCE & RESPONSE TIME SLA				
MAXIMUM UPTIME PROMISE			✓	✓
PC/Mac/Network/Server Health & Performance Monthly Report		✓	✓	
Emergency Response SLA for Mission Critical Systems		4	1	2
Remote Support 7a-11p			✓	
On-site Support 7a-6p				✓
On-site & Remote Emergency Support 6p-7a, Weekends & Holidays				
Network	Monitor Static VPN & WAN Connectivity	24/7	24/7	24/7
	Monitor VoIP Reliability	24/7	24/7	24/7
	Backup Managed Network Element Configuration Files	✓	✓	
	Audit & Remediate Network Vulnerabilities		✓	
	Manage Network & VPN Access		✓	
PC, Mac & Server	Monitor & Maintain Wireless Access Points		✓	
	Monitor Security & Performance	24/7	24/7	24/7
	Anti-virus & Software Security Patch Alerts	24/7	24/7	24/7
	Webroot AntiVirus Software Included and Monitored	24/7	24/7	24/7
	Proprietary Performance Optimization Routine	✓	✓	
Server	Microsoft Operating System & Office Patch Management	✓	✓	
	Asset & Warranty Service Contract Management	✓	✓	
	Available On-site Image Based Backup for Mission Critical Servers, PCs or Macs	✓	✓	✓
	Monitor/Remove Spyware, Adware, Viruses		✓	✓
	Microsoft SQL Server & Exchange Patch Management	✓	✓	
PC, Mac & Server	Client Owned Backup Monitoring & Administration	✓	✓	
	Online Trouble Ticket Management	✓	✓	
	Remote Monitoring, Management & Support Software	✓	✓	
	Support Hardware & Network Issues Relating to Line of Business & Proprietary Software		✓	✓
	Removal of Spyware, Adware, Malware, Virus		✓	✓
PC, Mac & Server	Support Industry Standard Software Suite		✓	
	Support Printer, Scanner, Copier Connectivity		✓	✓
	Manage File Share Permissions & Application User Security		✓	
	Smartphone & Tablet Integration & Support		✓	
Replace Defective Devices & Components				✓

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

Per User Pricing - Recurring	# of Users	Price Per User	Total
Azure Information Protection Plan 1	21	\$2	\$42
Microsoft 365 Business Basic	12	\$5	\$60
Microsoft 365 Business Standard	9	\$12.50	\$112.50
Cloudfinder - Office 365 Backup	32	\$3	\$96
Advanced Workstation Management Plan	18	\$77.25	\$1390.50
Server Management Plan	4	\$103	\$412
Datto Cloud Continuity	15	\$15	\$225
Public IP Address	2	\$103	\$206
Sophos Central Mobile Control Standard	11	\$2.06	\$22.66
Replibit Basic Image Backup Server Bundle	2	\$204.97	\$409.94
Total Monthly Cost for Above User Count			\$2976.60

SOLUTION APPROVAL

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: 

Printed Name: John S. Clark Jr.

Date: 06-03-21

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: jjgiles@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