

To: Ms. Patrice Tanner, City Administrator, City of Chipley
From: Scott Scurlock, Owner, CLS technology, LLC
Subject: City of Chipley - Enterprise IT Renewal Agreement for Support of Established Network
Date: 7/1/2025

Ms. Tanner – On behalf of our team and our families, I would like to say thank you for allowing us to partner with you and the City of Chipley over the past 13 years! We hope our services and insight into the technology industry has proven beneficial and equally valuable for you and your business. Over the past several years CLS technology has not increased our service agreement labor rates with the City despite exponential growth in IT systems, services, & rapidly changing requirements and new projects well beyond the original scope of the existing established network that have all continued to be managed and serviced by CLS technology for years.

Our previous official agreement concluded on 9/31/2018 and has been automatically renewed annually. Since then, the City of Chipley's Information Technology needs and dependency on IT have continued to grow at a rapid pace across all City departments in the years we have been working with your company and continues to grow! Our goal is to continue to partner with the City of Chipley and help your business grow technologically while continuing to provide the City of Chipley with all its technology support needs over the next year and beyond.

We too have grown over the past year and have expanded our line card of product and service offerings at our disposal to help your business. We are authorized partners and resellers for most technology hardware or software platforms. We sell, support, install, and maintain computers, servers, networks, cameras, telephone systems, security systems, most any software, copiers (desktop or fleet), and much, much more! As we continue to expand our offerings, we hope to continue to improve our breadth of service capabilities for our clients like the City of Chipley.

With that, we are pleased to provide an enterprise renewal agreement for IT tech services & support. We think you quickly will see that the cost of our services will continue to be significantly less than an IT staff of even one person. The diversity of expertise in all areas of the profession (very difficult to find in one person), no sick leave, no vacation, no benefits, and best of all, no departure after skill levels are increased or knowledge transfer to worry about makes this an ***extremely*** cost effective option. More so, our offerings give your business access to an entire IT department at its full disposal for less than you can hire just one full-time tech!

As always, at CLS technology, we believe there is ***absolutely*** no substitute for quality...**PERIOD!** CLS technology prides itself on providing you with the absolute highest quality possible for all of your Information Technology service and support needs. We believe each of our customers make us who we are. That's why we do everything in our power to ensure ***your*** success and satisfaction. In fact, we back all of our work with a ***100% satisfaction guarantee!***

Enterprise IT Support Agreement Details:

Running a business and do not want to have to worry with trying to come up with an appropriate hourly bucket to meet your company's IT needs? Want a ***fixed*** low-cost agreement that includes ***ALL*** your IT needs? That is where our Enterprise IT Support Agreement comes in! Our Enterprise IT Support Agreement is the most economical way to ensure your computers are running and working without you having to worry about them or *worry about your budget!*

Enterprise IT Support Agreement Covered Services:

- **Desktop Support & Maintenance:**
 - **Remote Help Desk**
 - CLS technology offers a remote Help Desk portal and can provide your management team with detailed problem resolution for documentation / tracking purposes on tickets entered into the system.
 - **Unlimited hardware support and unlimited support tickets.**
 - There is ***NO limit*** on the number of calls/tickets under this agreement.
 - **On-site IT Support**
 - When an issue cannot be resolved remotely a technician will be dispatched to address your issue on-site at your location. While this agreement does not have a set number of hours for on-site support, on-site support will be provided to cover all the services listed in this agreement for issues within reason.
 - **Continual preventative maintenance on every computer.**
 - We will service each device covered under this agreement periodically to ensure that all is up to date and performing to your satisfaction. This includes, but is not limited to: Operating system updates, driver updates, anti-virus updates, and system optimization.

○ **Firewall / Network Support & Maintenance:**

- **Install and maintain your network's perimeter network security appliance.**
 - We will install a *network security appliance (NSA/firewall) to ensure your business assets are protected. We will maintain and update this appliance to ensure you stay protected. (*Hardware NOT included)
- **Maintain & configure your subscriptions for content filtering, virus protection, & SPAM filtering on your firewall.**
 - If you have a security appliance with existing content filtering or subscription services, we will maintain, configure, and update those services and configurations for you.
- **VPN and remote connectivity**
 - If you have a NSA / VPN firewall, we will set you up with remote connectivity for key personnel as well as site-to-site VPN tunnels for businesses.
- **Network**
 - We will maintain and support your entire network: Switches, Access Points, Routers, CSU/DSU's, Firewalls, Fiber, and Point-to-Point, etc.
 - We will also work as a liaison for you between the business and your ISP to ensure you are getting what you need for your connection to the rest of the world.

○ **Server Support & Maintenance:**

- **Administer, Support, & Maintain Servers**
 - We will maintain your existing servers* and ensure they are configured properly and maintained to meet all your business's needs. (*Servers (or software) not owned by the City of Chipley or servers that are covered under a different 3rd party support agreement are **not** covered under this agreement.)
 - The types of servers generally covered are as follows: All Windows OS Servers, Anti-Virus Servers, Email Servers, Windows Domain Controllers, and Windows File Servers.
- **Active Directory Account & Email Administration**
 - We will maintain your Windows Active Directory domain (users, groups, & computers) as well as manage your Exchange email environment.
 - We will handle your add/modify/remove requests as well as password management.
- **Ensure your critical business systems are running and peak performance and stay that way.**
 - We will help configure all your servers to ensure they are configured with the proper software, firmware, and hardware to make sure you get the most out of your investments.
- **Ensure your servers are backed up and verified to prevent data loss and ensure business continuity.**
 - We will schedule on-site backups and make sure they are verified for any server covered under this agreement (*Backup software NOT included).
 - We will also store a copy of the backup at an offsite location* to help with your disaster recovery efforts. (*Offsite storage is offered at an additional cost and is based on the required amount of storage needed.)

○ **ADDITIONAL SERVICES (*NOT covered under agreement):**

- *****REQUIRED RECURRING PURCHASE*** Managed Security Suite**
 - As part of our efforts to ensure your business data is protected as much as we can possibly can, we have found that in order to effectively provide endpoint security, only a truly managed security suite that is properly layered can effectively combat the ever rising number of cyber threats today. Because of that fact and that you depend on us to protect your data, this is the one service outside of this agreement we will require all our customers to have on all their endpoints.
 - The price of this product varies based on several variables and will be calculated at the time of the signing of this agreement.
 - Features of this service include but are not limited to: Managed Anti-Virus Platform, Web Security & Content Filtering Services, Industry-compliant Proactive Operating System & 3rd Party Security Patch Management, System Monitoring, Device Discovery, Automated Client Deployment, and Compliance Management Reporting (*these services may change at any time).
- ***On-site IT Support**
 - **ADDITIONAL** on-site support for extended projects will be billed at the hourly rate set below in the "Additional Details" section of this agreement.

○ **ADDITIONAL SERVICES (*NOT covered under agreement) (cont.):**

- ***Secure Exchange Email Hosting**
 - *If you need a professional email collaboration platform, but don't have the infrastructure to support it, look no further. CLS technology is an authorized Microsoft Hosting Partner. We can host a professional business email address (i.e. john.doe@mybusiness.com) for a low, fixed monthly fee.*
 - *Our secure hosted email includes secure email encryption to prevent data loss of sensitive information as well as message archiving to ensure copies and logs for compliance requirements are met.*
 - *Exchange Email Hosting will require a separate agreement and implementation fees.*
- ***Security Cameras**
 - *CLS technology can design, install, & maintain your business a camera system that will help keep a watchful eye over your business and assets whether you are on-site or out of the office!*
 - *Camera System Installations will require a separate job proposal.*
- ***Security Analysis & Security Risk Assessment**
 - *CLS technology partners with industry specialists to provide a total solution to perform your required periodic Security Analysis and Security Risk Assessment.*
 - *We will help deliver advanced tools necessary to perform your audit, document corrective actions, track compliance, and generate reports.*
 - **A separate quote from CLS technology is required for audits to specify the scope and requirements of the project.*
- ***UCaaS VoIP / Telephony Support**
 - *CLS technology offers a feature rich UCaaS VoIP platform and can design, implement, and support a state-of-the-art VoIP telephony unified communications platform to enhance your business's communications!*
 - *CLS's UCaaS platform is a subscription-based service that will completely replace your existing phone system and monthly bill. A separate addendum to this agreement is required & can be added at any time.*
 - *If you wish to keep your current PBX, CLS technology can usually support your existing telephone system at a fraction of the cost of what you may be paying now.*
- **MUCH, MUCH MORE!!!**

Additional Details:

All parts required for service/repair will be either warranty replacements or cost for replacement parts will be approved prior to ordering of parts with a purchase order. Approved purchases will be invoiced in addition to maintenance agreement.

Any additions to existing network infrastructure, hardware, and/or software beyond the set requirements listed above after the agreement's start date could be considered outside the scope of this agreement. Any billable hours will be billed at a minimum rate of \$50/hr., but no more than \$75/hr. Such additions will go through a separate approval and invoicing process. However, this agreement can be amended to include additional infrastructure, hardware, and/or software as long as both parties agree to the amendments.

CLS technology will need to perform an initial setup and inventory of all equipment to be covered and maintained. Remote access and network credentials will be established for all covered equipment during the setup process. The initial setup typically turns into an initial round of maintenance and can take a few weeks depending on the scope of the environment to ensure all equipment is properly configured for remote support. The initial setup cost for the Remote IT Support Agreement is *****\$WAIVED*****.

Billing rate for the Remote IT Support Agreement is **\$17,500.00** per year, **\$4,485.00** per quarter, or **\$1,495.00** per month. This amount may be paid monthly, quarterly, or in full. This agreement is for 1 year and may be extended indefinitely as long as both parties agree. Future renewals may automatically include a pricing adjustment not to exceed 10% without prior approval from the City of Chipley. If the City of Chipley wishes to cancel the agreement at the end of the term, 45 days notice must be given prior to the termination date of the agreement.

Amounts not paid within 30 days of the invoice are subject to a minimum monthly finance charge of 1.5% per month on the balance or \$35 per month, whichever is greater.

I agree to proceed with the above agreement beginning 7/1/2025 ending 6/30/2026.

Date: 7/1/2025

Michael Scott Scurlock
Owner, CLS technology, LLC

The City of Chipley agrees to the terms set in this agreement and would like to be billed _____ (Please write: **Monthly**, **Quarterly**, or **Yearly**). * Payment schedule selected will be invoiced at least one month in advance.

Date: _____

Authorized Representative (**SIGNED** Name and Title)
City of Chipley

Authorized Representative (**PRINTED** Name and Title)
City of Chipley