



City of Dacula, GA

# **IT in a Box Work Order**

*Under the Master Services Agreement dated:*



## Table of Contents

Overview of Work Order .....	3
Summary of Scope of Services & Fees .....	3
Deliverables & Services.....	5
Exclusions .....	7
Client Responsibilities.....	7
Assumptions .....	7
Invoicing .....	9
Addendum A – Service Desk Priorities.....	10
Addendum B – Maintenance Windows .....	12



## Overview of Work Order

This Work Order is part of, and incorporated into, the Master Services Agreement between City of Dacula, GA and VC3, Inc. and is subject to the terms and conditions of the agreement and any definitions contained in the Agreement. If any provision of this Work Order conflicts with the Agreement, the terms and conditions of the Agreement shall control.

## Summary of Scope of Services & Fees

VC3 will provide the following services listed in Tables A and B. Recurring services, if included, shall be provided for 36 Months, starting from the date of the first recurring invoice (Effective Services Start Date), unless terminated in accordance with the terms of this work order or the Master Services Agreement.

*(See tables on next page)*



Table A: Services & Fees

Description	Units	Unit Price	Monthly Fee	One-Time Fee	Annual Fee
ITnB-Gold-002 <i>IT in a Box Gold coverage for 2 PCs and 0 Servers providing Cybersecurity &amp; Computer Maintenance, 24x7 Helpdesk (onsite &amp; remote), Data Backup &amp; Disaster Recovery for 2 PCs, Records/Document Management, Email, Microsoft Office, Policy &amp; Compliance, Website, and Vendor Management &amp; Procurement.</i>	1.00	\$555.40	\$555.40	\$0.00	\$0.00
<b>Total Services Monthly:</b>		<b>\$555.40</b>			

Notes:

- Prices shown above are valid for 30 days from date of work order.

Table B: Summary of Fees

One-Time Fees*	Monthly Fees	Annual Fees
\$555.40	\$555.40	\$0.00

\* One-Time fees may include implementation if required.



# Deliverables & Services

## IT in a Box

Included Devices: 'Included Devices' will be defined as applicable devices associated with the unit quantities stated in Table A.

VC3 will provide the following functions and services as part of this Work Order:

### A. IT in a Box

#### 1. Cybersecurity and Computer Maintenance

We help guard your municipality against cyberattacks, viruses, ransomware, and data breaches by keeping your computers patched, protected, and healthy – 24/7. Our management includes always-on monitoring and alerting for issues, enterprise-class antivirus protection, automated computer maintenance, ongoing software patching to keep you secure, and regular training to keep you and your staff on guard and alert. Included with IT in a Box Gold, Silver, and Bronze coverages.

#### 2. 24x7 Helpdesk

Every day of the week, our U.S.-based helpdesk team supports you in the office, working from home, or while you're on the road. No entry-level or junior tech support. You speak to experienced senior engineers with years of municipal experience who help you address any IT issue ASAP – either remotely or onsite. Onsite and remote support included with IT in a Box Gold coverage. Remote support included with IT in a Box Silver coverage.

#### 3. Data Backup and Disaster Recovery

Server failure? Flooding? A tornado? Ransomware? No problem – your data is safe. We provide onsite data backup for quick recovery, and unlimited offsite data backup for worst-case scenario recovery after a major incident like a natural disaster. You also ensure the success of your data backups with our real-time monitoring to quickly address data backup issues and quarterly testing to verify your disaster recovery. Included with IT in a Box Gold coverage.

#### 4. Records / Document Management and Email

IT in a Box protects your records, documents, and email. We'll apply your records retention schedules to your documents so that you can reliably archive, retain, access and



delete information – and we even help you process Open Records Request. Plus, we provide you Microsoft Office 365 for your desktops. Included with IT in a Box Gold coverage.

#### 5. Video Archiving

Does your police department rely heavily on squad car and body camera video recordings? With IT in a Box's fixed monthly cost, towns and cities no longer need to buy additional expensive storage for video. That's right! As your squad car and body camera video recordings continue to grow at a rapid pace, your storage costs do not change. Included with IT in a Box Gold coverage.

#### 6. Policy and Compliance

To protect against cyberattacks and assist with audits, we help you adopt policies and best practices that educate your staff and make sure your technology helps you comply with state law. In addition to staff training, we shore up any compliance gaps by securing, documenting, regularly testing, and proactively managing all your technology. We will also help you create policies around software, application, vendor, network, wireless, physical, user, and remote access. Included with IT in a Box Gold coverage.

#### 7. Website

We provide you a modern, custom-designed website that looks good and delivers the information your citizens need. Have as many website pages as you want including pages for town/city hall, public safety, parks and recreation, news, and events. Our website also features the ability to offer online payments and offers a user-friendly backend system so that you can add and update website information yourself. Or if you want, submit your website updates to us and we will post them for you. Included with IT in a Box Gold coverage.

#### 8. Vendor Management and Procurement

Do you get frustrated wasting time on software support calls where you're not sure if you're resolving the problem? Our experienced staff steps in to take care of this dirty work. From resolving issues to even purchasing new computers for you, we will work with technology vendors directly so that you don't lose hours and days on the phone. Included with IT in a Box Gold and Silver coverages.



## B. Endpoint Detection and Response

1. Automated rapid response to advanced threats.
2. Behavioral AI to detect fileless attacks.
3. Roll back feature allows rapid recovery of infected endpoints.
4. OS firewall control to allow automatic termination of suspicious connections.
5. 24x7 Security Operations Center Monitoring.
6. Device network quarantine to prevent lateral movement.
7. Escalation and notification to VC3 of detected security incidents.

## Exclusions

Items other than those included above are expressly excluded from the Services provided within this Work Order. The following exclusions and clarifications are intended to clarify the scope of services for this work order:

- A. When client requests services by VC3 not explicitly included in this agreement, they are agreeing to invoicing of said services per the terms outlined in the Master Services Agreement. For all services which incur additional hourly fees, VC3 will notify the client that these services are outside the scope of this work order and will receive approval from client prior to rendering these additional services.
- B. Cybersecurity event or incident response activities or remediation efforts exceeding eight (8) hours of technician, engineer or project management time.

## Client Responsibilities

- A. Client will provide a primary point of contact for VC3 to work with on all services provided in this Work Order.
- B. Third party tool licensing may be required for additional cost.

## Assumptions

- A. The Work Order will not become effective unless and until it is agreed upon and signed by the Client and VC3.
- B. If VC3 is providing or managing Client 's Microsoft Licenses, then Client agrees to the Microsoft terms and conditions as stated in the Microsoft Customer Agreement found here: <https://www.microsoft.com/licensing/docs/customeragreement>







# Invoicing

VC3 will invoice Client per Table C. VC3 will invoice the Client a pro-rated monthly fee based on any partial month of service plus the first full month of service on the effective services start date. All subsequent service months will be invoiced at the start of the month in which services are to be rendered. Services activated after the first of month may be invoiced on a pro rata basis the following month. Any taxes related to services purchased or licensed pursuant to this Work Order shall be paid by Client or Client shall present an exemption certificate acceptable to the taxing authorities. Applicable taxes and freight charges shall be billed as a separate item on the invoice.

Unit rates will increase 3.00% annually on the anniversary of the Effective Services Start Date.

The terms of this work order will automatically renew for an additional term of equivalent length to the current active term unless notice of termination is provided to VC3 no fewer than 90 calendar days prior to expiration of the current active term.

**Table C**

Milestone Billing	Milestone Description / Date	Invoice Amount
One-Time Fees	Invoiced at signing of the Work Order.	\$555.40
Monthly Fee (36 Months)	Invoicing to begin when recurring services begin.	\$555.40
Annual Fee (36 Months)	Invoiced at signing of the Work Order.	\$0.00

*\*Refer to Table B for implementation fee and monthly fee amounts.*

**VC3, Inc**

**City of Dacula, GA**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



# Addendum A – Service Desk Priorities

Incidents and Service Requests are triaged and prioritized to effectively resolve the most important issues in a timely manner. VC3 utilizes the following priorities, criteria and response metrics:

## A. Priority 1:

- System/device/service down causing work to cease and critical impact to the organization or a whole department; no workaround available; Client is in danger of or is experiencing a financial loss or the ability to make strategic business decisions is impaired; begin resolution activities immediately.
- **24x7 Support:** Priority 1 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

## B. Priority 2:

- System/device/service down causing work to cease and potential business impact for an individual user; no workaround available.
- Level of service degraded causing impact to the organization or a whole department; no workaround available.
- **24x7 Support:** Priority 2 incidents will be addressed on a 24 hours a day, 7 days a week basis including holidays.

## C. Priority 3:

- Level of service degraded causing impact to an individual user; no work around available.
- Operational impact to the organization or a whole department though work continues as a result of implementing a workaround or use of other system/device/service.
- A request to enable or configure a system/device/service within 2 business days.
- Incidents related to Backup system failures.
- **Business Hours Support:** Priority 3 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

## D. Priority 4:

- Operational impact to the organization, department or user exists though work continues as a result of implementing a workaround or use of another system/device/service.
- A request to enable or configure a system/device/service within 5 business days.
- **Business Hours Support:** Priority 4 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.

## E. Priority 5:

- Operational impact to the organization, department or user is minimal or is mitigated by a reliable workaround.
- A request to enable or configure a system/device/service beyond 5 business days from the date of the request.
- Requests that have longer lead times to implement than possible within 5 business days.
- **Business Hours Support:** Priority 5 incidents will be addressed during normal business hours Monday-Friday, 8:00am to 5:00pm excluding holidays.



Call Priority	Initial Client Contact Guidelines	Initial Client Contact Percentages
1	30 Min	95%
2	60 Min	95%
3	4 business hours	95%
4	8 business hours	95%
5	8 Business Hours	95%



## Addendum B – Maintenance Windows

All work performed within VC3's Hosting Infrastructure is a form of maintenance. Such work may or may not result in a disruption of service depending on the scope of the activity.

1. **Scheduled Maintenance:** All planned work performed on VC3's Hosting Infrastructure by VC3 engineers or staff is defined as "Scheduled Maintenance".  
During Scheduled Maintenance, some or all of VC3's Hosting Infrastructure may be out of service and therefore may not be accessible to users. Regularly Scheduled Maintenance will occur on Mondays between 2 AM and 5 AM. A 15-minute downtime is expected during this window. If Client has a business need to avoid said outage, they must provide their request via the VC3 Service Desk ten business days in advance.
  - a. **Notification:** If VC3 decides to perform Scheduled Maintenance beyond the standard 15-minute downtime, Client will be notified via email ten business days before the Scheduled Maintenance window.
2. **Emergency Maintenance:** All work performed in response to a disruption or a threat to the availability of a component of VC3's Hosting Infrastructure within the control of VC3 is defined as "Emergency Maintenance".  
Emergency Maintenance will be conducted based upon the timeframe that the emergency exists. Normal business hours will see an immediate response. For issues that occur during non-business hours, the impact of the event will be evaluated as soon as possible, and appropriate measures taken to return the system to normal availability.
  - a. **Notification:** Client will be notified via email should Emergency Maintenance be necessary.
3. The VC3 Hosting Infrastructure includes is not limited to the following areas: E-mail hosting, server hosting, website hosting, Content Management System, Hosted Applications, Internet Service Provider, Hosted Voice, and custom application hosting.