



PO BOX 7071
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Town of Dundee Scope of Work – Managed IT Services Agreement 1-Year Term

Let me start off by thanking the Town of Dundee and its leadership team for giving IT Dynamic the opportunity to provide this Scope of Work Agreement. This agreement outlines the scope of work for the Managed IT Services to be provided, developing a working relationship that will enable the leadership team and the city to reach its productivity goals. Our services will include but are not limited to proactive monitoring, management, and support of your IT systems, ensuring continuous uptime, optimized performance, and robust security. The goal is to provide a seamless, fully managed IT experience that functions as an extension of your team. Working to align with the goals and objectives of the Town's needs.

Full Managed IT Services

Managed Services Delivery Areas:

- Strategic IT Partnership and Mgmt.
- Remote & Onsite Technical Support
- Emergency After Hours Support
- Infrastructure Management
- Endpoint Management
- Technical Alignment Processes
- Proactive Systems Monitoring
- Proactive Systems Management
- Cloud Services Management
- Cybersecurity Services
- Collaboration & Productivity Tools Management
- IT Documentation

Endpoint Count:	38
Endpoint Price:	\$126.00
Monthly Cost:	\$4788.00



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