

NETWORK SERVICE AGREEMENT

This network service agreement is established to provide professional networking, hardware, and software expertise for the City of Mangum. This agreement is made between the City of Mangum and ProDent Inc. on the 7th of June, 2022 for the service term beginning on the 1st of July, 2022 and ending on the 30th of June, 2023.

1. Duties of the Network Administrator for the City of Mangum Oklahoma:

ProDent Inc. will serve as the network administrator, network analyst and network engineer and is responsible for the maintenance of computer hardware and software that comprises the computer network for the City of Mangum Oklahoma. This includes deploying, configuring, maintaining, and monitoring active network equipment. The network administrator will concentrate on the overall integrity of the network, server deployment, security, and ensuring that the network connectivity throughout the City of Mangum's LAN/WAN infrastructure is on par with technical considerations. The network administrator is responsible for making sure that the computer hardware and network infrastructure for the City of Mangum is properly maintained. ProDent will be deeply involved in the procurement of new hardware, rolling out new software installs, maintaining the disk images for new computer installs, maintaining the standards for server installations and applications, and monitoring the performance of the network, checking for security breaches, poor data management practices. Network administrators are in charge of making sure that connectivity works for all users in their organization, and for making sure that data security for connections to the internet is properly handled. The network administrator will be responsible for the offsite back-up of all of City of Mangum's files that are not backed up by other hardware providers.

The Network administrator provides phone support, on-site support to resolve issues that interfere with the operation of the computer and its network. The network administrator will commonly include activities and tasks such as network address assignment, assignment of routing protocols and routing table configuration as well as configuration of authentication and authorization - directory services. It includes maintenance of network facilities in individual machines, such as drivers and settings of personal computers as well as printers and such. It also includes maintenance of certain network servers: file servers, VPN gateways, intrusion detection systems, etc. The Network administrator is also technically involved in the maintenance and administration of servers, desktop computers, printers, routers, switches, firewalls, software deployment, security updates and patches. The Network administrator will replace failed hardware, handle warranty matters and reinstall existing hardware. In addition, he provides "clear language" records of his network activities and is prepared to attend city meetings to present and explain any activities or concerns regarding the city's computer network.

2. Procedures for the procurement of new and/or replacement hardware and software:

It is the responsibility of the City of Mangum to purchase and procure all software and hardware required for the service, installation, and operation of the City's computer network in

a timely manner. Any procurement of software or hardware for the City of Mangum by ProDent Inc. will be subject to a 25% markup.

3. Agreement:

ProDent Inc. is a corporation contracted by the City of Mangum, Oklahoma for the purpose of computer network administration as described in paragraph 1. The contractor is responsible for providing their own healthcare insurance with exception provided by law. The City of Mangum shall make no demand upon the contractor other than those duties agreed to under the terms and conditions of this agreement. Neither party may make changes or alterations to this contract with mutual agreement of the signature parties. Changes must be made in writing and listed as an appendix to this original. The City Manager is the point of contact for the City of Mangum. Mr. Ray Heiskell is the point of contact for ProDent Inc. The City of Mangum will provide written permission and software for ProDent to access City computers remotely in order to expedite repairs. The contractor is bound by the rules of confidentiality in regards to all information on the network regarding the City of Mangum. In addition, the City of Mangum will submit t the contractor the City’s policy letter on professional and personal use of the city’s computers and network by city employees. Violations of this policy will be reported to the City Manager or his/her designee. It is the responsibility of the City of Mangum to maintain all copies of software, manuals, and hardware purchased by the city and will be centrally located for ease of access by ProDent. Due the sensibility and value of said software it will be kept in a secure location accessible the Network Administrator, should an expectation of absence be in excess of 48 hours, Monday through Friday.

4. Terms of Payment:

Annual Service Charge: \$38,008

To be paid by monthly invoices. *The anticipated rise in insurance cost to cover your network liability is \$2,400.00*

5. Terms and condition of relief:

Either party may terminate their agreement should the terms and conditions be violated. Should the City of Mangum decide to terminate this agreement it must address the reason for termination in writing from the City Manager with his/her signature. Should ProDent wish to terminate this agreement, 30 days’ notice must be given to the City Manager in writing. Upon receiving the termination of services in writing by either party's any and all hardware, software or intellectual property relating to the City of Mangum's computer network will be turned over to and signed for by the City Manager.

[SIGNATURES ON FOLLOWING PAGE]

Executed this 7th day of June 2022, by:

CITY OF MANGUM

MAYOR

Executed and accepted this 7th day of June 2022, by:

SERVICE PROVIDER

RAY HEISKELL, PRODENT, INC.

Witnessed this 7th day of June, 2022, by:

NOTARY

CITY CLERK