



**“We Don’t Just Take Care  
Of Your Technology Needs.  
We Take Care Of You.”**



We have prepared a quote for you

**IT Services Agreement**

Quote # 003679  
Version 2

Prepared for:

**City of Madison Heights**

Corey Haines  
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## CompleteCare Monthly Services 1 Year

Description	Recurring	Qty	Ext. Recurring
<b>CompleteCare IT Services</b> The \$24,970/month is all inclusive of the following: <ul style="list-style-type: none"> <li>• \$24,970/month               <ul style="list-style-type: none"> <li>○ 2 Fulltime onsite technicians at the City of Madison Heights                   <ul style="list-style-type: none"> <li>• These are Level 2 to Level 2.5 Technicians</li> </ul> </li> <li>○ 1 IT Vendor Leadership                   <ul style="list-style-type: none"> <li>• This will be the IT Director dedicated to the City for additional support at the Clinton Township location</li> </ul> </li> <li>○ Plus the Enertron personnel onsite at the Enertron Clinton Township location in the Network Operation Center (NOC). This staff consists of Project Engineers, Network Engineers, technical support, administrators, etc., and will go on site when needed.                   <ul style="list-style-type: none"> <li>• We will also use this staff to back fill if the original onsite technicians are sick/on vacation.</li> </ul> </li> </ul> </li> <li>• In addition to having two full time Desktop Support Technicians onsite at the City, the following below is also included in the monthly price:               <ul style="list-style-type: none"> <li>○ 147 Computers</li> <li>○ 46 Servers</li> <li>○ 40 Servers backed up onsite and offsite in Cloud Premium                   <ul style="list-style-type: none"> <li>▪ *Note that backup per server is included up to 1 TB offsite per server. Anything over 1 TB per server is charged at \$0.37/GB over per month.</li> </ul> </li> <li>○ 193 Devices for Webroot Anti-Virus</li> <li>○ 147 Users for AppRiver Email Threat Protection (this is the Spam Email Filters)</li> <li>○ 147 Users for WebTitan Webfiltering</li> <li>○ 193 Remote Monitoring and Management (RMM) agents for the devices (This is now called Automate and formally known as LabTech)</li> <li>○ 1 Domain for Dark Web Monitoring (madison-heights.org)</li> </ul> </li> <li>• All travel charges are included in the price</li> <li>• Afterhours Emergency Support Included</li> </ul>	\$24,970.00	1	\$24,970.00

Recurring Subtotal: **\$24,970.00**

## CompleteCare Monthly Services 2 Years

Description	Recurring	Qty	Ext. Recurring
<b>CompleteCare IT Services</b> The \$24,289/month is all inclusive of the following: <ul style="list-style-type: none"> <li>\$24,289/month               <ul style="list-style-type: none"> <li>2 Fulltime onsite technicians at the City of Madison Heights                   <ul style="list-style-type: none"> <li>These are Level 2 to Level 2.5 Technicians</li> </ul> </li> <li>1 IT Vendor Leadership                   <ul style="list-style-type: none"> <li>This will be the IT Director dedicated to the City for additional support at the Clinton Township location</li> </ul> </li> <li>Plus the Enertron personnel onsite at the Enertron Clinton Township location in the Network Operation Center (NOC). This staff consists of Project Engineers, Network Engineers, technical support, administrators, etc., and will go on site when needed.                   <ul style="list-style-type: none"> <li>We will also use this staff to back fill if the original onsite technicians are sick/on vacation.</li> </ul> </li> </ul> </li> <li>In addition to having two full time Desktop Support Technicians onsite at the City, the following below is also included in the monthly price:               <ul style="list-style-type: none"> <li>147 Computers</li> <li>46 Servers</li> <li>40 Servers backed up onsite and offsite in Cloud Premium                   <ul style="list-style-type: none"> <li>*Note that backup per server is included up to 1 TB offsite per server. Anything over 1 TB per server is charged at \$0.37/GB over per month.</li> </ul> </li> <li>193 Devices for Webroot Anti-Virus</li> <li>147 Users for AppRiver Email Threat Protection (this is the Spam Email Filters)</li> <li>147 Users for WebTitan Webfiltering</li> <li>193 Remote Monitoring and Management (RMM) agents for the devices (This is now called Automate and formally known as LabTech)</li> <li>1 Domain for Dark Web Monitoring (madison-heights.org)</li> </ul> </li> <li>All travel charges are included in the price</li> <li>Afterhours Emergency Support Included</li> </ul>	\$24,289.00	1	\$24,289.00

Recurring Subtotal: **\$24,289.00**

## CompleteCare Monthly Services 3 Years

Description	Recurring	Qty	Ext. Recurring
<b>CompleteCare IT Services</b> The \$22,700/month is all inclusive of the following: <ul style="list-style-type: none"> <li>\$22,700/month               <ul style="list-style-type: none"> <li>2 Fulltime onsite technicians at the City of Madison Heights                   <ul style="list-style-type: none"> <li>These are Level 2 to Level 2.5 Technicians</li> </ul> </li> <li>1 IT Vendor Leadership                   <ul style="list-style-type: none"> <li>This will be the IT Director dedicated to the City for additional support at the Clinton Township location</li> </ul> </li> <li>Plus the Enertron personnel onsite at the Enertron Clinton Township location in the Network Operation Center (NOC). This staff consists of Project Engineers, Network Engineers, technical support, administrators, etc., and will go on site when needed.                   <ul style="list-style-type: none"> <li>We will also use this staff to back fill if the original onsite technicians are sick/on vacation.</li> </ul> </li> </ul> </li> <li>In addition to having two full time Desktop Support Technicians onsite at the City, the following below is also included in the monthly price:               <ul style="list-style-type: none"> <li>147 Computers</li> <li>46 Servers</li> <li>40 Servers backed up onsite and offsite in Cloud Premium                   <ul style="list-style-type: none"> <li>*Note that backup per server is included up to 1 TB offsite per server. Anything over 1 TB per server is charged at \$0.37/GB over per month.</li> </ul> </li> <li>193 Devices for Webroot Anti-Virus</li> <li>147 Users for AppRiver Email Threat Protection (this is the Spam Email Filters)</li> <li>147 Users for WebTitan Webfiltering</li> <li>193 Remote Monitoring and Management (RMM) agents for the devices (This is now called Automate and formally known as LabTech)</li> <li>1 Domain for Dark Web Monitoring (madison-heights.org)</li> </ul> </li> <li>All travel charges are included in the price</li> <li>Afterhours Emergency Support Included</li> </ul>	\$22,700.00	1	\$22,700.00

Recurring Subtotal: **\$22,700.00**

## IT Services Agreement

### Prepared by:

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### Prepared for:

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300 West 13 Mile Road  
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### Quote Information:

**Quote #: 003679**  
Version: 2  
Delivery Date: 03/09/2023  
Expiration Date: 04/15/2023

## Recurring Expenses Summary

Description	Amount
CompleteCare Monthly Services 1 Year	\$24,970.00
CompleteCare Monthly Services 2 Years	\$24,289.00
CompleteCare Monthly Services 3 Years	\$22,700.00

**Recurring Total: \$71,959.00**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature

Date