CITY OF MADISON HEIGHTS

STATEMENT OF WORK FOR MANAGED SERVICES

April 2, 2026

Submitted By: Joe Old, Account Executive
jold@dewpoint.com

300 S Washington Square #200
Lansing, MI 48933
P (517) 258.2750
Dewpoint.com

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Dewpoint

EXECUTIVE SUMMARY

Organizations evaluating a change in managed services providers often emphasize the importance of experienced onsite resources who can operate independently, quickly understand the environment, and build trusted relationships with staff. Effective day-to-day support depends not only on technical capability, but also on personnel who become familiar with the systems, processes, and people they support.

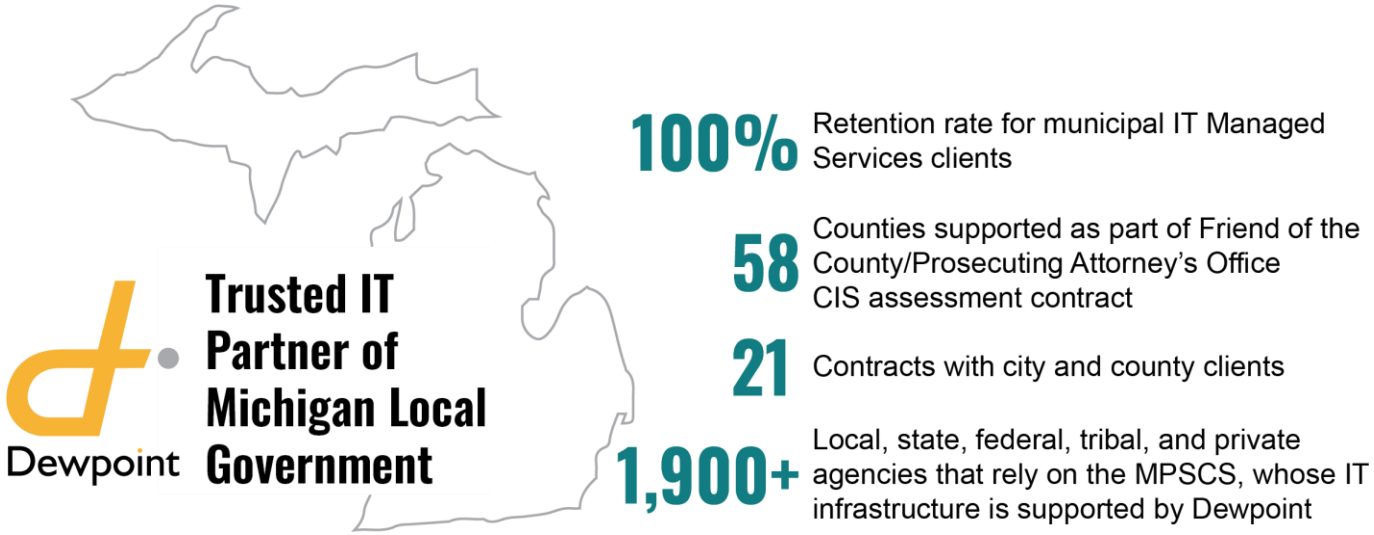
The proposed service model provides a consistent onsite presence Monday through Friday to assist with daily operations and work directly with staff. Rather than relying on a single individual, the onsite role is supported by a small team of experienced engineers who rotate through the engagement. Each team member develops familiarity with the organization's systems, business processes, and staff, creating continuity of service and shared institutional knowledge.

Strong managed services also rely on a responsive support organization. When issues arise, staff need timely access to knowledgeable technicians and confidence that problems will be addressed without unnecessary delay.

Dewpoint's managed services are structured to provide that responsiveness. Service requests are handled by experienced technical personnel and coordinated through a structured service management process that maintains visibility into system health and operational performance.

With more than 25 years of experience delivering IT services to state and local government, Dewpoint understands the standards, organizational structures, and compliance requirements that shape public-sector operations, including CJIS and FOIA. Our team has direct experience supporting police, fire, and emergency response agencies and provides extensive support for CJIS-compliant environments. All personnel assigned to this engagement hold active CJIS background checks, renewed annually to support sensitive public safety workloads.

Figure 01 – Proven Experience Support Michigan Municipalities

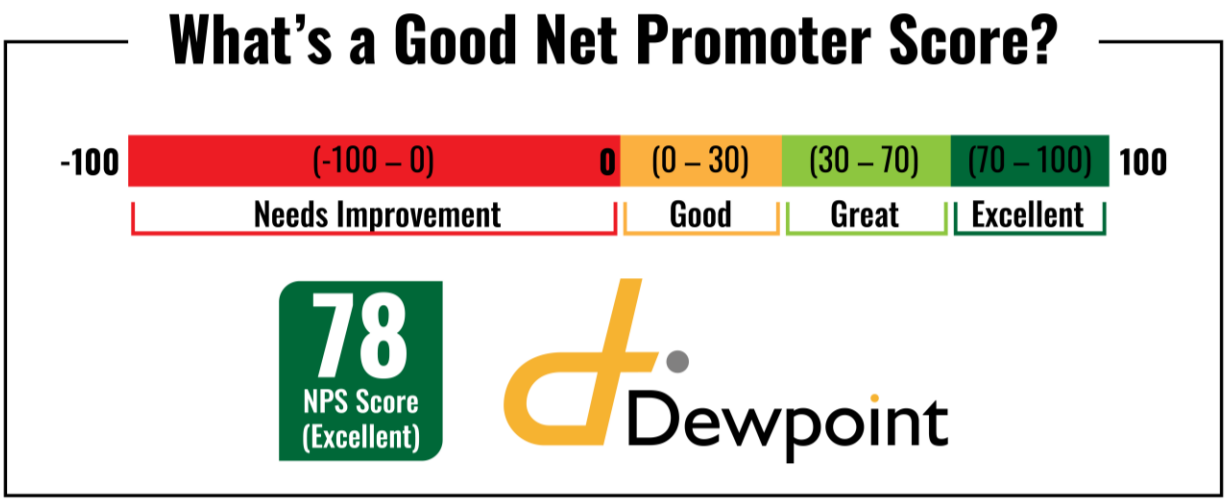


Dewpoint provides IT services to cities such as Grand Rapids, Lansing, Ypsilanti, Benton Harbor, Eaton Rapids, Brighton, Hudsonville, Wyoming, and Charlotte, along with Caledonia Township and counties including Ottawa, Kent, Monroe, Washtenaw, and Oakland. We also maintain long-standing partnerships with the State of Michigan across agencies such as DTMB, Treasury, Health and Human Services, and Licensing and Regulatory Affairs.

Dewpoint was competitively awarded multiple statewide contracts by the MMSA for IT Managed Services, Cybersecurity Assessments, and Program and Project Management. We also hold the statewide CIS Assessment Contract that serves County Friend of the Court and Prosecuting Attorney's Offices across Michigan. This contract supports counties in assessing their security posture to ensure controls were in place to safeguard Title IV-D child support data. Together, these competitively bid contract vehicles demonstrate the trust placed in Dewpoint to support consistent, high-quality IT and security services for public-sector organizations.

Nothing demonstrates our commitment to our customers better than our 78 Net Promoter Score (NPS). (NPS) measures customer loyalty by asking how likely they are to recommend a company, product, or service to others, with a score ranging from -100 to 100 (Figure 02).

Figure 02 – Net Promoter Scale Demonstrates Likeliness to Recommend



What Does This Mean?

Our NPS of 78 is more than just a number, it is a reflection of the trust and satisfaction our customers have in us. An NPS this high indicates that the vast majority of our customers are not just satisfied, but enthusiastic about recommending us to others.

Why It Matters

In the IT industry, where trust and reliability are everything, a high NPS is a key indicator of our success in meeting and exceeding customer expectations. It shows that our customers recognize and appreciate the personal touch we bring to every interaction, from custom solutions to responsive support.

SUMMARY OF SERVICES

This Statement of Work (SOW) outlines Dewpoint's IT Managed Services, including the deliverables, requirements, responsibilities, compensation, and service timing needed to support City of Madison Heights's infrastructure environment. The Managed Services offering is organized into the following key categories, each detailed in Appendix A – Detailed Description of Services.

Category	High-Level Services
Service Desk Support	• Phone, email, and portal access • Remote takeover support • IT service management • Microsoft application support • File management and access
Onsite Support	• One (1) Resource Monday – Friday (8:00 – 4:30) • Filled by three (3) rotating individuals
PC Support	• PC support • Break-fix support • Warranty service • Patch management
Microsoft 365 Services	• Onboarding/offboarding users • Subscription administration
Network Services	• Operations and engineering support • Configuration backup and restore using current solution • Network administration • DNS management • IP address management • IP traffic management • Wireless network management • Network device monitoring basic up/down
Server Support Services	• Server operating system administration • Server patch management • Server antivirus services • Server network configuration • Server capacity management • Storage support

Category	High-Level Services
	• Active directory support • Cloud backup support

Security Services	• Firewall management
	• Security operations
	  ○ Threat management
	  ○ M365 and email Protection
	  ○ Centrally managed antivirus support
	  ○ Incident investigation

Business Reviews	• Four (4) business reviews throughout the fiscal year with two (2) presented to Information Technology Advisory Committee

DURATION OF AGREEMENT

The duration of this agreement is July 1, 2026, through June 30, 2029. The transition period is targeted to begin on a mutually agreed upon date, with the ongoing services commencing after transition. Dewpoint has 30-day payment terms.

PRICING

Dewpoint presents this price for the above-managed services based on the scope of services and the volumes and assumptions listed below.

Where recurring services are initiated through acceptance of this proposal, the term for those services will begin day 1 of the month and year in which the service is live and made available for City of Madison Heights use and extend through to the term of service herein in accordance with the timeline set forth therein.

Base Managed Services (Transition Fee Included)

Timeframe	Monthly Cost	Annual Rate
Year 1	$25,738.00	$308,856.00
Year 2	$26,472.00	$317,664.00
Year 3	$27,227.00	$326,724.00

Team experienced with maintaining CJIS compliant environments, 100 percent client retention among municipal clients, deeply experienced solutions architect team with multinational experience down to local government experience

Volume Changes

The above pricing reflects the baseline volumes below. Since changes in the environment may cause the resource units to fluctuate, Dewpoint will handle changes as follows:

The City of Madison Heights will be charged for the baseline resource units if the actual units fall within the banded high and low range.

If the volume exceeds or falls below the 90-day average percentage, Dewpoint and the City of Madison Heights will agree on the rate change based on volume adjustments.

Baseline Volumes

Banding for Base Services

Description	Baseline	90 Day Min Band	90 Day Max Band
Users	256	247	265
Desktops/Laptops	147	152	142
Managed Switches	19	17	19
Access Points	26		
Firewalls	2	2	2
Servers Physical	4	4	4
Servers Virtual	16	16	16
HP Micro Server	1	1	1

Monthly Charges Over Base Services

Description	Quantity	Price	Monthly Total
Active Directory - Azure Microsoft Intune (GCC) Annual Paid Monthly	233	$6.56	$1,528.48
Two Factor Authentication - Duo (monthly)	256	$3.00	$768.00
Security Awareness Training - KnowBe4 (monthly)	207	$4.00	$820.00
Office 365 G1 (GCC) Annual Paid Monthly	130	$9.93	$1,290.90
Office 365 G3 (GCC) Annual Paid Monthly	103	$22.83	$2,351.49
Cloud Backup Storage *	11	$6.99	$76.89
Antivirus CrowdStrike	169	$5.62	$1,011.60

*Cloud Backup Storage sizes to be validated during transition. Current description is unavailable.

Hours of Support

- Monday to Friday 8:00am to 4:30pm

After-Hour Support (Evenings, Weekends, Holidays)

- $250.00 per call-out, which includes up to the first two (2) hours.
- Additional time beyond the initial two hours is billed at $115.00 per hour, in quarter-hour increments.

ASSUMPTIONS

The Dewpoint price is based on the following assumptions:

- If the contract is terminated by Madison Heights prior to the end of the term, a transition fee of $3,200 per remaining contract year will be assessed. For purposes of calculating this fee, any remaining partial contract year will be rounded to the nearest whole year, with six (6) months or more rounded up and less than six (6) months rounded down.
- City of Madison Heights designates a primary point of contact to act as an on-site resource at each location.
- The contract will not start until a signed SOW is received by Dewpoint.
- Service is provided as a Managed Service leveraging a shared resource team (not dedicated or named individuals).
- City of Madison Heights will maintain currency in licensing and maintenance contracts for operating systems, hardware, and application software.
- Dewpoint utility collectors and support tools may be deployed on premises in City of Madison Heights's IT environment.
- For hardware not under maintenance that is no longer functioning, Dewpoint will put in a request with City of Madison Heights to have new hardware procured.
- Change network contracts and/or maintain a letter of agency with carriers for Dewpoint to perform as City of Madison Heights agent.
- Backup solution will be evaluated during transition to determine if changes are required.
- City of Madison Heights is responsible for purchasing all PCs and hardware.
- End user security training will be a separate project.
- Vulnerability management is not in the current scope.
- Vulnerability remediation will be treated as a project post scan, if required.
- This SOW will be governed by the terms and conditions of the Master Service Agreement (MSA) to be signed between Dewpoint and City of Madison Heights.
-

SIGNATURES

City of Madison Heights

Signature

Printed Name

Title

Date

Signature

Printed Name

Title

Date

Dewpoint LLC

Signature

Printed Name

Title

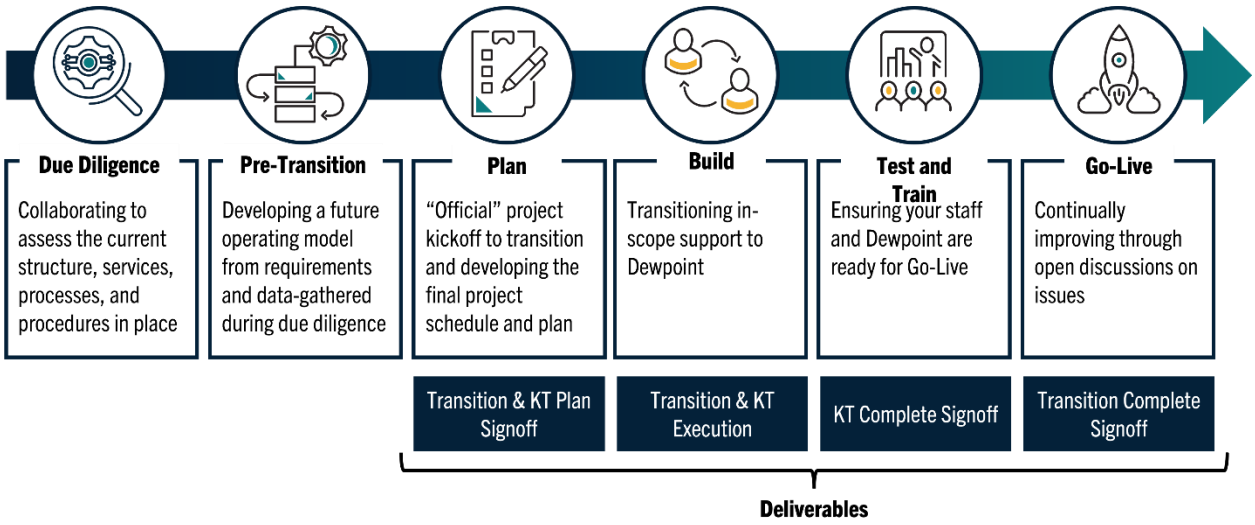
Date

APPENDIX A – DETAILED DESCRIPTION OF SERVICES

Transition

We know a seamless transition is important; thus, Dewpoint uses a tested, repeatable six-step methodology to ensure the smooth transitioning of services. We built this approach from experience transitioning customers as well as project management best practices. At the core of our methodology is understanding your current processes (through knowledge transfer) and making sure your team is comfortable with any changes as a result of the transition. Our phased methodology is illustrated in Figure 03 below. A critical element is maintaining clear and open communication with you throughout the process.

Figure 03 - Proven Transition Methodology to Ensure Success



Dewpoint's philosophy during all phases of the transition is to ensure success with as little disruption as possible by:

- Respecting City of Madison Heights business cycles.
- Help manage your third-party contracts.
- Establish a single point of contact (SPOC) to coordinate resources, plans, and handovers of business operations.
- Support business operations during implementation.

Dewpoint assigns a project manager to oversee the transition and knowledge transfer to completion. Our experienced project managers use applicable Project Management guidelines to deliver projects on time, within budget, and meeting project goals and objectives. The project manager will strive to build relationships with your team. The table below shows high-level tasks and approximate transition and knowledge transfer timelines.

High-Level Transition and Knowledge Transfer Tasks

1 to 14 Calendar Days	15 to 55 Calendar Days	56 to 60 Calendar Days
• Perform due diligence validation on the environment (list to be provided) • Onboarding & tool development • Access transfer & record analysis/documentation • Initiate City of Madison Heights Halo Portal • Confirm licensing & maintenance agreements. • Conduct knowledge transfer from the current provider	• Deploy server, network, and end-user management tools. • Hold process integration workshops on workflows for requests and incidents. • Inventory current hardware and endpoints and identify any immediate needs. • Update knowledge base with the server, storage, backup, switches, firewall, and mail-filtering documents	• Perform testing & training. • Go Live
<<< Ongoing Communication & Feedback >>>		

Managed Services Support

Service Desk Support

Our Service Desk will be your SPOC for services. Your users can access our Service Desk via online portal, phone, or email. City of Madison Heights staff can utilize the portal to initiate, track, or cancel a ticket.

Hours of Support

Dewpoint will support City of Madison Heights Monday through Friday, 8:00 a.m. to 4:30 p.m. Severity 1 incidents receive 24x7 support.

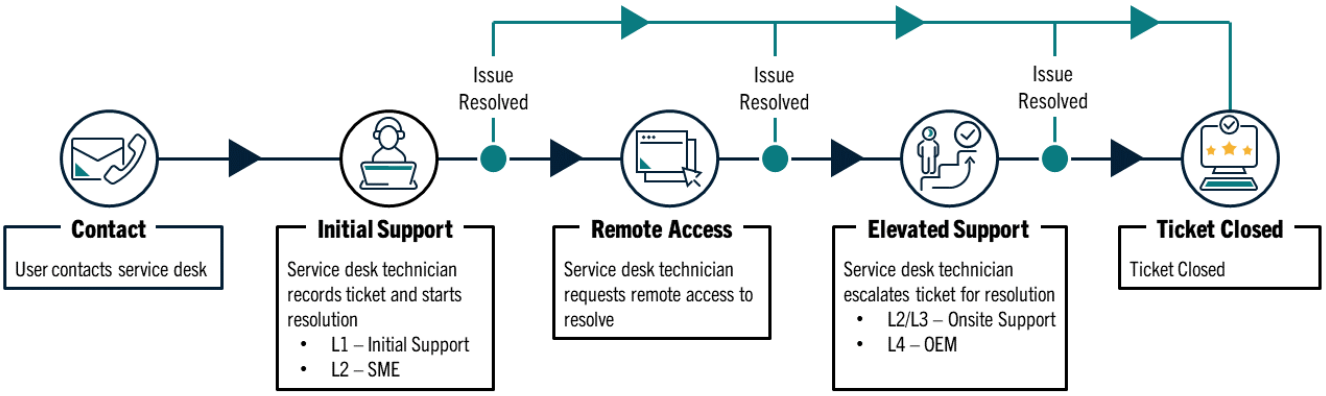
Monday through Friday support hours excluding City of Madison Heights-defined holidays.

Support Process

Upon receiving a ticket, our staff will contact your user and validate the ticket information. Our technician will create an event log containing a time-stamped record of activities leading to the ticket's resolution.

Our goal is to resolve user issues on the first call. Issues that cannot be resolved on the first call are escalated as required. Illustrated in Figure 04 below, ticket resolution can take place at any level of support, while complex resolution efforts may progress through all support levels.

Figure 04 - End User Support Model



Support level definitions include:

- **Level 1 Support** - The initial support level responsible for basic end-user issues.
- **Level 2/3 Support** - More in-depth technical support utilizing experienced subject matter experts knowledgeable on a product or service. The ticket will be escalated for incidents or requests unable to be resolved remotely.
- **Level 4 Support** - Original Equipment Manufacturer (OEM) or vendor support.

To ensure your satisfaction with our service desk, we provide a Customer Satisfaction Survey at the end of every support call or visit, allowing your end users to rate the experience. Our management team reviews any less-than-satisfactory rating in conjunction with the technician to determine what we could do better. We work to improve our service based on your feedback continuously.

The standard capabilities within Service Desk Support include:

Service Desk Support	High-Level Task
Phone, Email, and Portal Access	Dewpoint's Service Desk support includes phone, email, and portal access. Dewpoint will provide a number for City of Madison Heights to call the Service Desk and a web portal through which to submit a service ticket.
Remote Takeover Tool	For software-related issues or requests, Dewpoint will leverage our remote capabilities to resolve the issue prior to dispatching a technician to the end user's desk. To provide this service, Dewpoint requires all devices to be accessible through the network to enable remote management, and Dewpoint will have administrative rights to the devices.
IT Service Management	Dewpoint's ITSM process incorporates the Information Technology Infrastructure Library (ITIL) based service management functions, including a Service Catalog, Incident

Service Desk Support	High-Level Task
	Management, Problem Management, Change Management, and Knowledge Base.
File Management and Access	Dewpoint will manage and maintain the health, replication, and availability of primary and secondary Active Directory domain controllers in the City of Madison Heights environment and integration with their Microsoft cloud identity environment. The service desk will also support all access to file shares, OneDrive, SharePoint, Teams, printers, and other group membership-controlled services.
Microsoft Application Support	Dewpoint's service desk will support incidents through remote access or by telephone for Microsoft productivity software and currently supported operating systems.

Onsite Support

Dewpoint will provide one (1) onsite resource Monday through Friday from 8:00 a.m. to 4:30 p.m. This individual will be an experienced professional with the technical expertise and interpersonal skills necessary to effectively support Madison Heights staff.

To ensure continuity of service and redundancy in institutional knowledge, this onsite role will be supported by three rotating Dewpoint team members. This approach ensures consistent coverage while allowing multiple team members to maintain familiarity with Madison Heights systems, processes, and staff.

PC Support

The in-scope pc support tasks are described below.

Category	High-Level Task
PC Refresh	PC Refresh, which entails existing user data and settings transfer to a new computer, is solutioned as requested. Charges are outlined in the pricing section.
Break-Fix Support	Dewpoint will provide technical diagnosis and repair of defective equipment for in-scope devices. Problems can be identified either through system tools or by the end user. A City of Madison Heights user experiencing an equipment problem contacts the Dewpoint service desk or creates an incident in the portal. The service agent works to identify the hardware problems by asking troubleshooting questions of the user. The hardware repair services include diagnostics for in-scope devices to resolve hardware-related failures, issues, and coordination with any third parties or OEMs for warranty repairs. Dewpoint will utilize City of Madison Heights's current personal

Category	High-Level Task
	computer (PC) warranties and hardware support. City of Madison Heights will own and supply all spares to support the service.
Warranty Service	Dewpoint will work with City of Madison Heights to identify third parties to perform warranty service on in-scope devices. OEM warranty service offerings differ by the manufacturer but generally include parts free of charge if warranty service is performed within the terms set forth by the manufacturer. After City of Madison Heights provides warranty status information about the in-scope equipment, Dewpoint will take full responsibility for OEM warranty management for all eligible units and notify City of Madison Heights when warranties are expiring.
Software Support	Dewpoint's software problem resolution covers incidents through remote access or by telephone for Commercial Off-The-Shelf (COTS) software, licensed operating systems and specific City of Madison Heights core applications.
Image Management	Image management is the methodology for the deployment of desktops using a combination of processes including COTS programs and automation utilities. This service provides desktop operating system (OS), software packages, patches, and upgrades automatically with little or no user intervention.
Patch Management	Dewpoint will deploy patch management software to City of Madison Heights's workstations to facilitate system discovery, identification of the required updates, and the deployment of relevant patches, hotfixes, and security updates on Windows Operating Systems.

Microsoft 365 Services

Microsoft 365 Service	High-Level Task
Onboarding/Offboarding Users	Dewpoint will onboard and offboard users via a request submitted by approved City of Madison Heights staff members. Dewpoint will perform process integration workshops to understand City of Madison Heights's current onboarding/offboarding process and identify which users can submit these requests during the transition. Once the process integration workshop is complete, Dewpoint will build a workflow (service catalog) for onboarding and offboarding users in Halo to streamline the process, including user/account creation/deletion and PC configuration and deployment.
Subscription Administration	Subscription administration includes planning and coordinating service installation, modification or removal,

	identity and access management, daily operations, troubleshooting, and maintaining City of Madison Heights's Microsoft 365 subscription.

Network Services

Dewpoint's Managed Services will proactively monitor and manage the distributed computing environment. The standard capabilities within Network Support include:

Network Service	High-Level Task
Operations and Engineering Support	Perform management support for in-scope network devices and coordinate with 3rd party providers (as needed).
Configuration Backup and Restore	Manage backup and recovery of in-scope network device configurations, including retaining detailed device configurations for rapid retrieval when a failure occurs. This will be performed using City of Madison Heights's current solution.
Network Administration	Includes processing connectivity requests, end-user moves, adds, changes, or deletes (MACDs), and identifying, testing, and applying recommended security updates and hotfixes.
Domain Name System (DNS) Management	Covers domain hosting, DNS management, and administration services. (It does not cover domain or IP address registration.)
IP Address Management	Includes general IP address management services focusing on the methodologies and processes governing IP address allocation and management.
IP Traffic Management	Covers efficient routing and traffic flow optimization across the network infrastructure.
Wireless Network Management	Administers your environment's wireless local area network (WLAN) products, including troubleshooting and break-fix support for all in-scope devices and processing system MACDs.
Network Device Monitoring	Basic up/down monitoring and managing your organization's switches, wireless APs, and firewalls.

Device firmware is maintained on a periodic basis, excluding end-of-life devices, and will be updated in response to any disclosed vulnerabilities. Firmware updates due to zero-day vulnerabilities are limited to two events per year. Additional updates will be billed on a time and materials basis.

Server Support Services

Dewpoint's Server Support Service encompasses server support for public, private, and hybrid cloud as well as on-premises physical and virtual workloads and operates in conjunction with the Service Desk. The resources integrate the local and remote delivery models (typically administration, configuration, or incident-related issues where additional expertise is needed) to support City of Madison Heights's servers. Our use of automated server monitoring tools reduces downtime and increases the efficiency of monitored in-scope systems and Dewpoint's leveraged technicians. Server hardware and operating systems must be at a level that is supported by the vendor. In the event that a server is end-of-life, a project to upgrade or migrate to a supported state will be required before transitioning the server to standard managed services.

The standard capabilities within Server Support Services include:

Server Support Service	High-Level Task
Server Operating System Administration	Plan and coordinate the monitoring, maintenance, troubleshooting, testing, and daily operations of the City of Madison Heights Server hardware and operating system.
Server Patch Management	Identify, test, package, and deploy required security updates, patches, and other updates associated with the supported server operating system using Dewpoint's patch management tool suite.
Server Antivirus Services	Perform essential security functions for in-scope server operating system based on City of Madison Heights's standards and respond to security incidents and alerts using Dewpoint's Endpoint Detection and Response (EDR) tool suite.
Server Network Configuration	Validate that systems are configured for appropriate network connectivity. This includes minor adjustments and reconfigurations as required by the enabling infrastructure and the ongoing maintenance of network configurations.
Server Capacity Management	Ensure capacity for all server resources exists and matches the business's current and future agreed needs.
Storage Support	Perform the day-to-day management of City of Madison Heights's storage environment. This includes storage administration, patch management, storage security maintenance, storage network configuration, problem resolution, and troubleshooting.
Active Directory Support	Manage and maintain the health, replication, and availability of the Active Directory domain controllers in City of Madison Heights's environment. All-access to file shares, printers, and other group membership-controlled services are in scope and will be service desk ticket-based.
Backup Support	Maintain City of Madison Heights's current backup and replication solution for on-premises and Azure servers, as applicable. Support includes monitoring and re-initiation of failed backups, simple file-

Server Support Service	High-Level Task
	level restores, troubleshooting of failed backups, backup configuration for new systems, monitoring backup status, and troubleshooting backup errors. During the transition, the backup architecture will be validated.

Security Services

Dewpoint's Security Services administers external and internal facing firewalls, Application/URL filtering, Intrusion Prevention System (IPS)/Intrusion Detection System (IDS), Next-Generation Antivirus (NGAV), and M365 Exchange Online Protection (EOP). The standard capabilities for Security Services include:

Firewall Management

Dewpoint will provide the following firewall management functions according to the capability of the firewall device:

Firewall Service	High-Level Task
Configuration Backup and Restore	Dewpoint stores regular backups of configurations and policies/rule base. If a recovery is needed, Dewpoint remotely rebuilds the firewall based on the last configuration backup.
Rule Administration	Change requests for adding/modifying/deleting firewall rule bases are handled under this service section.
Application/URL Filtering Management	Adding/modifying/deleting application services that are protected by the Application/URL filter. This capability also covers policy changes on the Application/URL filtering platform.
IPS/IDS Management	Adding/modifying/deleting IPS/IDS services that are configured on the firewall. This capability also covers IPS/IDS policy changes.

Security Operations

Our Security Operations (SecOps) team performs day-to-day operational security functions, including the following:

Security Operations Service	High-Level Task
Threat Management	The SecOps team monitors recent or updated threat information related to devices/technologies for the in-scope environment. Should a new threat be identified, the team analyzes the potential impact and risk to the organization and issues guidance to the relevant parties on appropriate measures to remove or reduce this risk.

Security Operations Service	High-Level Task
Centrally Managed Malware Protection/Antivirus Support	All workstations and servers within scope are centrally managed in the CrowdStrike Falcon portal. The SecOps team maintains that environment and responds to any triggered alerts.
M365 and Email Protection EOP	Dewpoint utilizes the Microsoft 365 environment for many business functions. Dewpoint uses the inherent security capability offered by M365, including e-mail protection capabilities like spam filters, quarantining of suspicious e-mails, and advanced setup features such as setting up and maintaining DKIM and SPF records.
Incident Investigation	The SecOps team engages in technical incident investigations for those services Dewpoint delivers to City of Madison Heights as part of the contract. • Single events resulting from actions performed by City of Madison Heights, such as clicking on a phishing e-mail, entering credentials into a malicious site, or investigating a potential malware incident, will be investigated and triaged by the Dewpoint SecOps team. • When engaged in such investigations, the team follows a defined process to ensure that all relevant details are documented and available for post-incident reviews. • The base investigation and containment services provided by Dewpoint SecOps for this type of event is a cumulative four (4) hours total per calendar year. Upon exhausting the base four (4) hours of effort, additional time consumed by investigation, containment, and remediation will be handled as special projects and will be billed accordingly. • Security events that impact multiple City of Madison Heights users, devices, or services will be handled as special projects.

Should an event require the services of a Forensic Analyst, Dewpoint will provide City of Madison Heights with a list of potential specialist providers. The Dewpoint SecOps team does NOT provide specialist Forensic Analysis services. Dewpoint strongly recommends that City of Madison Heights ensure that they have adequate Cyber Liability insurance coverage to help protect their business.

We understand operational security is vital to City of Madison Heights's systems. If City of Madison Heights performs penetration testing or vulnerability assessment activities and

remediation is required, Dewpoint will work with City of Madison Heights to determine if the remediation is included in the scope of services or requires a separate project scope of work.

Business Reviews

Dewpoint will conduct four (4) business reviews during the fiscal year, including two (2) that will be presented to the Information Technology Advisory Committee.

Supplemental Service Requests

Supplemental Service Requests (SSR) are defined as services not included in this SOW, which will require a separate SOW. The SSR process is utilized to define scope, requirements, and effort. Upon receiving an SSR, Dewpoint will create an approach, timeline, and budget to present to City of Madison Heights for review and approval.

Hours Of Support

The table below lists Dewpoint's standard hours of support:

Service	Hours of Support
Service Desk	8:00 am to 4:30 pm EST Monday through Friday*

*The support excludes City of Madison Heights's defined holidays.

Business hours above exclude the following holidays:

- New Year's Eve
- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

Tools

The following tools support the above scope of services.

ITIL Category	Tools
Service Operations	
• Service Desk • Incident Management • Device Management • Remote Operations Mgt. • Performance Monitoring • Antivirus	• Halo ITSM • Endpoint Central • LogicMonitor • CrowdStrike
Service Design	
• Self Service Portal • Service Level Management	• Halo ITSM
Continuous Service	
• Performance Reporting	• Halo ITSM • Endpoint Central

*Note: Dewpoint retains the option to change tools during the life of the contract.

Reporting

Standard monthly reports (listed below) will be reviewed and provided to City of Madison Heights.

Domain	Report Name	Description	Frequency
Service Desk	Incident management report	Incidents resolved in the previous month. Average response time of resolved incidents	Monthly
	Total tickets opened	Number of incidents and service requests received in the previous month	Monthly
	Total ticket count by type	Number of incidents and service requests received in the previous month by submission method	Monthly
	Priority 1 Incident report	Detailed breakdown of Priority 1 incidents	Monthly

Baseline Metrics

Incident Urgency Rating

"Incident Urgency Rating" means the rapidity of the resolution required based on City of Madison Heights's business needs. The table below describes the urgency standard, definition, and some supporting examples specifically applicable to City of Madison Heights.

Urgency Standard	Definition	Examples (non-exhaustive)
1 – Critical Urgency	An incident which must be responded to within one (1) hour.	• City of Madison Heights is unable to support a service or application the business has deemed as critical services. • Key systems - application is unavailable, loss of connectivity to M365.
2 – High Urgency	An incident which must be responded to within two (2) hours.	• A significant impairment to a broad base City of Madison Heights business. • System or application is unavailable, idling several people or groups of people.

Urgency Standard	Definition	Examples (non-exhaustive)
		• For example – loss of local network connectivity for a group of users.
3 – Medium Urgency	An incident which must be responded to within four (4) hours.	• An impairment to a small part of City of Madison Heights's business, such as a COTS application or system with a small user base; a request for a new service offering.
4 – Low Urgency	An incident which must be addressed within 16 business hours.	• An impairment of little significance. • An incident affecting a single authorized user with a workaround available. • Example - end user IMAC.

Severity Level

"Severity Level" means the intersection of the Incident Urgency Rating and the Incident Impact Rating for the applicable incident in the table below. The intersection determines the placement of the incident into a group that the Service Provider addresses incidents in a sequenced, prioritized fashion.

From time to time, City of Madison Heights should review incident severity levels with the business departments to determine if an incident should be modified (either higher or level) due to a change in urgency or impact of the incident. If a change is required that affects a vendor's SLA response time, the vendor must also agree with the change in level.

Impact	**1. Critical Impact (External)**	**Severity Level 3 – Medium Priority**	**Severity Level 2 –High or Major Priority**	**Severity Level 1– Critical Priority**	**Severity Level 1 – Critical Priority**
	2. High or Major Impact (Internal)	**Severity Level 3 – Medium Priority**	**Severity Level 2 – High or Major Priority**	**Severity Level 2 – High or Major Priority**	**Severity Level 1 – Critical Priority**
	3. Medium Impact (Several Users)	**Severity Level 3 – Medium Priority**	**Severity Level 3 – Medium Priority**	**Severity Level 2 – High Priority**	**Severity Level 2 – High Priority**
	4. Low Impact (1 User)	**Severity Level 4 – Low Priority**	**Severity Level 4 – Low Priority**	**Severity Level 3 – Medium Priority**	**Severity Level 3 – Medium Priority**
		4. Low Urgency (Minor)	**3. Medium Urgency (Normal)**	**2. High Urgency (Significant)**	**1. Critical Urgency (Outage)**
		Urgency			

Dewpoint will commit to the following Service Levels to support City of Madison Heights.

Priority	Response Time Target	Example
1 – Severe Service Loss	1 hour 24x7x365	• Mission-critical production system(s) / service(s) are completely down. • No workaround exists. • Unable to support a critical service or application affecting external users
2 – Major Service Loss	2 business hours 8:00 am to 5:00 pm	• Significant impairment to business or a group of users • Loss of local network connectivity or business services for a group of users • A workaround is required but readily available
3 – Partial Service Loss	4 business hours 8:00 am to 5:00 pm	• Impairment to a small part of business • Impairment to an application or system with a small user base • Request for new service offering
4 – General Usage	8 business hours 8:00 am to 5:00 pm	• Incident affecting a single user with an available workaround with no work stoppage. • Request for something new, but nothing is broken. • Distribution list / AD Group add / removal, etc.

Note: Dewpoint will use commercially reasonable efforts to support hardware infrastructure, software, and configurations that are not covered under maintenance agreements. If the root cause analysis establishes that the failure was due to hardware infrastructure and Software products that are not covered under maintenance agreements, such support shall not be subject to the Service Levels. Furthermore, City of Madison Heights will have a sufficient amount of spare hardware available to maintain SLAs.

Locations

City of Madison Heights – Municipal Locations

Facility Name	Department / Function	Street Address
City Hall	Administration, City Clerk, Finance, IT, Purchasing	300 W 13 Mile Rd Madison Heights, MI 48071
Police Department	Police Services, Records, Dispatch	280 W 13 Mile Rd Madison Heights, MI 48071
Fire Department	Fire & Emergency Services	31313 Brush St Madison Heights, MI 48071

Facility Name	Department / Function	Street Address
Department of Public Services (DPS)	Public Works, Water, Streets, Facilities	801 Ajax Dr Madison Heights, MI 48071
43rd District Court	Judicial Services	200 W 13 Mile Rd Madison Heights, MI 48071
Public Library	Library Services	27736 John R Rd Madison Heights, MI 48071
Active Adult Center (50+)	Senior & Recreation Programs	300 W 13 Mile Rd Madison Heights, MI 48071

Dewpoint will have network and physical access to the current location to conduct ongoing support for the environment.

APPENDIX B – RATE CARD

Time and Material Rates

For services outside this SOW, the time and material (not to exceed) rates will be used. These rates will be adjusted yearly by 3% to account for increases in labor rates and inflation. If after-hours support (defined as work performed after hours of coverage listed below), the after-hours rate may be charged. The rates below do not include travel expenses (if required).

Role	Rate
Agile Consultant - Career	$145.50
Application Administrator - Career	$92.00
Application Administrator - Intermediate	$73.50
Application Administrator - Senior	$111.50
Application Architect - Senior	$167.00
Application Developer - Career	$119.00
Application Developer - Intermediate	$109.50
Application Developer - Senior	$142.50
Application Solution Architect - Career	$139.50
Application Solution Architect - Senior	$150.00
Business Analyst - Career	$115.50
Business Analyst - Senior	$121.00
Computer Systems Architect - Intermediate	$152.00
Database Administrator - Career	$125.50
Database Architect - Career	$148.50
Delivery Executive	$183.00
Delivery Manager - Entry	$107.50
Delivery Manager - Intermediate	$140.00
Desktop Administrator - Advanced	$78.00
Desktop Administrator - Career	$74.00
Desktop Administrator - Intermediate	$66.50
Organizational Change Management - Career	$129.50
Program Manager - Career	$148.00

Role	Rate
Program Manager - Intermediate	$116.50
Program Manager - Senior	$156.50
Project Manager - Career	$119.50
Project Manager - Intermediate	$116.00
Project Manager - Senior	$136.50
Security Analyst - Career	$128.50
Security Analyst - Intermediate	$82.00
Security Architect - Senior	$153.50
Security Architect - Senior	$153.50
Solutions Architect - Career	$159.00
Solutions Architect - Senior	$176.00
System Engineer - Career	$118.50
System Engineer - Intermediate	$96.00
System Engineer - Senior	$145.50
Technical Architect - Senior	$154.00
Technical Delivery Lead - Career	$143.50
Technical Delivery Lead - Senior	$157.50
Video Coordinator - Career	$74.50
Video Coordinator - Intermediate	$63.50
Work Force Coordinator - Intermediate	$78.00
Work Force Coordinator Team Lead - Career	$121.00