



Managed Services Agreement

April 18, 2023 Agreement #: 220977922

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1 Prepared For

City of Nome

Wade "Gray" Harrison

P.O. Box 281

(907) 443-6621

Nome, AK

wharrison@nomealaska.org

99762

2 Terms of Agreement

This Agreement City of Nome, herein after referred to as Client, and GCSIT is effective upon the date signed, shall remain in force for a period equal to the term selected in section 3.2.

1. This Agreement may be terminated by GCSIT upon ninety (90) days written notice to Client.
2. This Agreement may be terminated by Client upon ninety (90) days written notice if GCSIT:
 - a. Fails to fulfill in any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days of receipt of such written notice.
 - b. Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days of receipt of such written notice.
 - c. Terminates or suspends its business operations unless it is succeeded by a permitted assignee under this Agreement.
 - d. If either party terminates this Agreement, GCSIT will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay GCSIT the actual costs of rendering such assistance.

3 Fees and Payment Schedule

3.1 Recurring Monthly Fee

Term	Managed Services	Security Services (See Appendix B)	Total
July 1, 2023 - 2025	\$7,436	\$3,227	\$10,663
July 1, 2025 - 2026	\$7,800	\$4,000	\$11,800

Fees will be invoiced to Client monthly and will become due and payable at the first of each month for the ensuing month. Services will be suspended if payment is not received within 30 days following date due.

- All fees are nonrefundable and will cover service fees from GCSIT.
- Should environment details in Appendix A change within +/- 10%. GCSIT will work with Client to determine a mutually agreeable monthly cost relative to the change.
- GCSIT will do its best to provide clear, timely and accurate invoices. However, GCSIT encourages Client to examine every invoice received. If you feel an invoice is in error, please notify GCSIT in writing before the due date.
- All Project Work that is not part of this agreement will be invoiced separately and is subject to a pre-approval process by the client.
- Service performed outside normal working hours (excluding planned maintenance), 5:00 PM – 8:00 AM are considered emergency service hours and will be subject to additional fees as detailed in GCSIT Rate schedule.
- Customer shall be responsible for time and travel costs based on applicable GCSIT rates if Customer requests for onsite service results in no problems identified or reproduced. (travel time costs are not included under the terms of this agreement and will be billed separately).

Refer to Appendix A for services covered by the monthly fee under the terms of this agreement. It is also understood that all services requested by Client that fall outside of the terms of this Agreement will be considered projects, and will be quoted and billed as separate, individual services.

4 Service Scope

Maintenance and Administration, Remote Helpdesk, and Vendor Management, will be provided to the Client by Service Provider between the normal business hours of 8:00 AM – 5:00 PM Alaskan Time, Monday through Friday, excluding GCSIT observed holidays.

GCSIT will provide manned telephone support and monitored email support from the working hours of 8:00AM and 5:00PM Alaskan Time, Monday through Friday, excluding Holidays.

This Agreement covers the following services:

4.1 Maintenance and Administration

- a. GCSIT will provide monitoring of Client environment elements as detailed in Appendix A, which outlines coverage envelope details with per-device granularity.
- b. GCSIT maintains proactive service descriptions for each of the items outlined in coverage envelope detailed in Appendix A. These service descriptions are organized by asset class and can be provided to customer upon request.
- c. GCSIT will work with Client to outline the sanctioned window scheduling rules of engagement and change management process expectations.
- d. GCSIT will work with Client to capture documentation specific to the Client Environment as detailed in Appendix A. Documentation will be stored in a shared online accessible resource with access given to both Client and GCSIT Managed Support Resources for reference. GCSIT and Client are responsible for change management related to documentation.
- e. GCSIT patching and procedures will consist of both a manual and scripted process, which is determined by the GCSIT Managed Service Team and the tools available. Any onsite patching will be coordinated by GCSIT as needed.

4.2 Remote Helpdesk

GCSIT will provide manned telephone support and monitored email support per the coverage envelope details listed in "Appendix A" of this document. Hours of operation for helpdesk are 8:00AM to 5:00PM Alaskan Time, Monday through Friday, excluding Holidays.

4.3 Vendor Management

GCSIT will manage and direct all Information Technology Vendors designated as a Supported Asset or Application defined in "Appendix A" in support of Client GCSIT Managed Services Support Environment. GCSIT will track work order requests and update Client based on work performed by GCSIT and its Third-Party Vendors. GCSIT will manage Vendors through remote means between the hours of 8:00AM and 5:00PM Alaskan Time, Monday through Friday, excluding Holidays.

Client Internal Staff will have primary responsibility for coordination and first response on alerts and notification to appropriate vendor(s) and/or third-party resource(s) to assist GCSIT in the event cross-platform collaboration is needed.

4.4 Reporting

GCSIT will provide regular, proactive reporting specific to the asset classes in the coverage envelope outlined in "Appendix A" of this document. Reporting will consist of the tasks and metrics that are outlined in the services descriptions that GCSIT maintains per asset class and will be provided by the assigned CSM.

4.5 Customer Success Manager (CSM)

GCSIT will provide a CSM to work with Client to ensure optimal delivery of all services provided. GCSIT's CSMs provide our clients with a key contact to oversee and coordinate all scheduled activities, Stewardship calls, project management, tracking, reporting, documentation, invoicing, reoccurring tickets, issue resolution and change management.

4.6 Annual Environment Assessment

An Annual Environment Assessment will compare the existing systems defined in Appendix A against current best practices, current and upcoming system versions, and management and executive leadership initiatives. This effort will also review the operations efficiency factors observed and discussed in the previous assessments.

4.7 Continuous Improvement Support

Continuous Improvement Support will take on improvement projects to follow vendor best practices and recommendations for the architecture and workloads of the systems defined in Appendix A. Services will be completed within the organization's change management framework. The list of projects will grow out of ongoing managed services and Assessments.

Regularly scheduled meetings will be held to determine items for continuous improvement, business objectives and review relevant metrics.

4.8 Virtual IT Director

As an additional added benefit to the City of Nome, GCSIT will provide and employ a remote Virtual IT Director to act on behalf of the City of Nome in an IT Leadership role. The virtual IT Director will assist the City of Nome with Technology decisions, strategy, and future planning.

Virtual IT Director will spend up to 15 hours per week and will attend one (1) City Council meeting quarterly on a pre-determined and pre-scheduled basis as needed. City of Nome would be responsible for any needed travel.

4.9 Cybersecurity Managed Services

The overall goal of this scope of work is to provide Customer with access to technical cybersecurity expertise and services in support of the monitoring, and ongoing maintenance of the network security infrastructure securing the internet edge of the network. Sollievo IT will provide services to the Customer to perform network security monitoring and reporting as well as keep the specified systems current with applicable software, operating system, and firmware updates.

City of Nome is required to designate and assign a dedicated POC (Point of Contact) to act as onsite smart hands for GCSIT support as needed, and to advocate on behalf of City of Nome.

5 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.1 Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- a. Telephone support: 8:00 A.M. to 5:00 P.M. Alaskan Time Monday – Friday, excluding Holidays.
- b. Calls received out of office hours will be answered by specialized availability team. That team will contact the next available technical resource for Critical(P1) and High(P2) troubleshooting, password resets and resolutions. Best effort will be made to contact Client and work to resolve the request based upon the determined priority.
- c. Email support: Monitored 8:00 A.M. to 5:00 P.M. Alaskan Time Monday – Friday, excluding Holidays.
- d. Emails received outside of office hours will be collected, however no action will be guaranteed until the next working day.

5.2 Trouble Reporting Procedures

- a. Problem Notification will be made by client to GCSIT Support Desk
- b. All support requests must route through GCSIT Support Desk at: support@gcsit.com
- c. Emergency Support Line: 877-213-4670
- d. Problem Verification and Determination of Priority level will be determined by GCSIT.

5.3 Service Level Agreements

Priority	Description	Response Time	Communication w/ POC
Priority 1	Critical	2 hours	Every 4 hours
Priority 2	High	4 hours	Daily
Priority 3	Standard	8 hours	Every 3 days
Priority 4	Scheduled or Low	3 days	Weekly
Priority 5	Project	2 days	Bi-monthly

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval in which the customer will be contacted by either the technician assigned to the ticket, or by the assigned department's manager to initiate support activities. Every effort will be made to immediately respond to and resolve all Priority One calls.

5.4 Priority Descriptions:

Priority 1: Critical

Response Time: 2 hours

Communication: Every 4 hours

A problem or issue impacting the entire user base, significant number of users, or critical issue affecting a single user which would have a significant, negative impact to the company. These critical issues include any work stopping events affecting critical business processes or time-sensitive deadlines.

Priority 2: High

Response Time: 4 hours

Communication: Daily

Non-critical but significant issue affecting a single user; or an issue that is degrading the performance or reliability of supported services; however, the services are still operational. Support issues that could escalate to Critical if not addressed quickly.

Priority 3: Standard

Response Time: 8 hours

Communication: Every 3 days

Routine support requests that impact a single user or non-critical software or hardware error.

Priority 4: Scheduled or Low

Response Time: 3 Business Days

Communication: Weekly

Scheduled: Work that has been scheduled in advance with the customer.

Low: A minor service issue or general inquiry.

Priority 5: Project

Response Time: 2 Business Days (Management Initiated)

Communication: Bi-monthly

A long term project or service request with no specific expectations on response time.

6 Excluded Services

- a. Any equipment, hardware, parts, and software not specifically listed in Appendix A is out of scope. Any additional labor associated with an incident or outage caused by equipment or systems not listed in Appendix A will be invoiced separately from the agreement.
- b. All equipment, hardware, parts, and software not covered by any vendor or manufacturer warranties or support agreement.
- c. The costs to acquire, configure, and install new or replacement hardware or parts, or any associated delivery or shipping charges of any kind.
- d. The costs to acquire, configure, and install new or replacement software or to license renew or upgrade software of any kind.
- e. The cost of any 3rd party vendor or manufacturer support or incident fees of any kind
- f. All service and repairs made necessary by the alteration or modification of equipment, other than that authorized by GCSIT and identified in Covered Equipment in Appendix A including alterations, software installations, or modifications of equipment made by Client's employees or anyone other than GCSIT.
- g. Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
- h. Cybersecurity incident response

7 Limitation of Liability

THE FOLLOWING IS A DISCLAIMER OF WARRANTIES, LIMITATION OF LIABILITY AND LIMITATION OF ACTIONS.

GCSIT agrees, fully permitted by law, to indemnify and hold harmless Client, its officers, directors, and employees against all damages, liabilities or costs, including reasonable attorneys' fees, defense costs, and regulatory fines or fees incurred for breaching HIPPA or PCI data, to the extent caused by GCSIT's negligent performance of professional services under this Agreement and that of its sub consultants or anyone for whom the consultant is legally liable.

Client agrees, fully permitted by law, to indemnify and hold harmless GCSIT, its officers, directors, employees and sub consultants against all damages, liabilities or costs, including reasonable attorneys' fees, defense costs, to the extent caused by client's negligent acts or omissions in connection with this Agreements and the acts of omissions of Client's contractors, subcontractors, consultants, or anyone for whom Client is legally liable.

Neither Client nor GCSIT shall be obligated to indemnify the other party for the other party's own negligence. Under no circumstances with GCSIT's cumulative liability to Client exceed a sum equal to the limit of GCSIT's Certificate of Insurance. If GCSIT and Client cannot agree within a 60-day period whether a party has been negligent, both parties agree to enter binding arbitration with a mutually agreed upon third party.

8 Replacement Equipment Coverage

As a benefit to City of Nome, when the City of Nome purchases new and/or replacement hardware and/or software, which is specified, configured, and purchased through GCSIT for one-to-one equipment replacement of items in Appendix A, (old device to be retired), GCSIT will provide configuration, domain integration, and installation for assets in the following classes as part of the managed services contract:

Hardware Coverage

- Desktops (*1x1 replacements only, limited to 20 devices yearly*)
- Phone Handsets
- Network Switches (*1x1 replacements only, limited to 2 devices annually*)

Software Coverage:

- PC applications
- One Major VMware vSphere Version Upgrade is included (8.0 when stable)
- No Windows Server Upgrades are included

Additionally, the one for one replacement of hardware or software assets is limited/restricted to the same vendor and/or class of device for those assets called out in Appendix A. Replacement Equipment Coverage and does not apply to any other vendors replacement equipment, unless specified and approved by GCSIT Subject Matter Experts. In the event of a vendor equipment change, a GCSIT Services Approval to Proceed (SAP) or Statement of Work (SOW) will be required and must be approved by City of Nome prior to any configuration, integration, and/or deployment.

9 Warranties; Returns; Disclaimer

If you are unhappy with work performed for any reason, please inform GCSIT within five (5) business days and GCSIT will make all reasonable efforts to fix the problem without further charges. GCSIT's work shall be deemed accepted in full if GCSIT is not informed within five (5) business days of performance of the work. During the process of providing services, you may purchase from GCSIT various technology equipment, software, and other peripherals (collectively *Equipment*). All Equipment, except opened software and equipment specifically described as non-returnable, can be returned to GCSIT for a period of ten (10) days for a full refund, minus any applicable shipping fees. All returned items must be in "like new" condition and include the original packaging. GCSIT DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PURPOSE.

10 Non-Solicitation of Employees

Neither party shall hire or solicit any employee of the other party until twelve (12) months have elapsed from the date GCSIT and any partner company last performed services under this AGREEMENT. Notwithstanding anything to the contrary in this AGREEMENT, neither party shall be prohibited from (i) engaging in any general solicitations (including, without limitation, through the use of employment agencies) and hiring any employee of the other party who may respond to such solicitations, so long as solicitation is indirect, general in nature and does not specifically target any of the other party's employees, or (ii) hiring any employees of the other party who seek employment at their own initiative.

11 Confidentiality of Shared Information

Each Party shall hold in trust for the other party and shall not disclose to any non-party to the Agreement, any confidential information of the other party. Confidential Information is information which relates to either party's research, development, trade secrets, or business affairs, but does not include information which is generally known or easily ascertainable by nonparties of ordinary skill in computer design, programming, networking, information technology, or the specific business interests of either party.

12 Miscellaneous

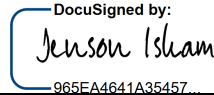
This Agreement shall be governed by the laws of the State of AK, including any records request per the Freedom of Information Act. It constitutes the entire Agreement between Client and GCSIT for monitoring/maintenance/service of all equipment listed in "Appendix A." Its terms and conditions shall prevail should there be any variance with the terms and conditions of any order submitted by Client.

GCSIT is not responsible for failure to render services due to circumstances beyond its control including, but not limited to, acts of God.

13 Acceptance of Service Agreement

This Service Agreement covers only those solutions listed in "Appendix A." GCSIT must deem any equipment/services Client may want to add to this Agreement after the effective date acceptable.

IN WITNESS WHEREOF, the parties hereto have caused this Service Agreement to be signed by their duly authorized representatives as of the date set forth below. Accepted by:

City of Nome	GCSIT
	
Signature	Signature
Wade "Gray" Harrison	Jenson Isham
Name	Name
	5/17/2023
Date	Date

City of Nome

Primary Contact:	
Wade "Gray" Harrison	
(907) 443-6621	wharrison@nomealaska.org

Billing Address:
City of Nome
P.O. Box 281
Nome, AK 99762

Appendix A – Environment Details

GCSIT maintains proactive service descriptions for each of the items outlined in coverage envelope detailed below. These service descriptions are organized by asset class and can be provided to customer upon request.

City of Nome Assets

Managed Backup

Make/Model	Description	IP Address	Service Tag/Serial #	Class/Type
Dell PowerEdge R7515	Veeam Server (Newton)	[REDACTED]	[REDACTED]	Backup
Dell OptiPlex 5050	Secondary Backup Server (CN-ADM-03)	[REDACTED]	[REDACTED]	Backup
Dell EqualLogic PS4100E	Backup Storage (EQL1-CityHall)	[REDACTED]	[REDACTED]	Backup

Wireless LAN

Make/Model	Description	IP Address	Service Tag/Serial #	Class/Type
Cisco AIR-CT5508-K9	City5508WLC	[REDACTED]	[REDACTED]	Wireless: Controller

Managed Route/Switch

Make/Model	Description	IP Address	Service Tag/Serial #	Class/Type
Cisco WS-C3850-12S-S	CS1-NOME-CITYHALL	[REDACTED]	[REDACTED]	L3 switch
Cisco WS-C3850-48PF-S	CS1-NOME-CITYHALL	[REDACTED]	[REDACTED]	L3 switch
Cisco WS-C3750X-48PF-S	CS2-NOME-CITYHALL	[REDACTED]	[REDACTED]	L3 switch
Cisco WS-C3650-24PD	cs3-nome-cityhall	[REDACTED]	[REDACTED]	L3 switch
Cisco WS-C3650-24PD	cs1-njus-harbor	[REDACTED]	[REDACTED]	L3 switch

Cisco WS-C3650-48PD	cs1-nome-RFBLDG			L3 switch
Cisco WS-C3650-48PD	cs1-nome-RFBLDG			L3 switch
Cisco WS-C3750X-12S-S	CS5-NJUS-PowerHouse			L3 switch Internet distribution
Cisco WS-C3650-24PD	cs1-njus-dpw			L3 switch
Cisco WS-C3560CX-12PC-S	FIREHALL-3560-1			L3 switch
Cisco WS-C3560CX-8PC-S	CS1-NJUS-OSJ			L3 switch
Cisco C9300L-48PF-4X	CS1-NPD-SECURITY			L3 switch
Cisco WS-C3650-48PD	CS4-PD-Nome			L3 switch
Cisco WS-C3650-48PD	CS4-PD-Nome			L3 switch
Cisco Cisco ISR4431/K9	ISR2-NJUS-PowerHouse			Edge router to FastWyre
Cisco C9200L-24P-4X-E	cs1-nome-RecCenter			L3 switch
Cisco C9300L-48PF-4X	CS1-NJUS-PowerHouse			L3 switch call controller connections

Managed VMware vSphere

Make/Model	Description	IP Address	Service Tag/Serial #	Class/Type
Dell PowerEdge R740	VMWare Vsphere ESXi Host			VMWare vSphere
Dell PowerEdge R740	VMWare Vsphere ESXi Host			VMWare vSphere
Dell Compellent SCv3020	NomePD / VMWare environment storage			Small Scale SAN
DellEMC Unisphere for SC series	Unisphere Central for SC Series			SAN Management software
Cisco C9500-16P	PD-NOME / VMWare environment iSCSI switch			Switch: E/W Datacenter

Cisco C9500-16P	PD-NOME / VMWare environment iSCSI switch			Switch: E/W Datacenter
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Managed Desktop

Make / Model	Desktop Name	S/T or Serial Number	Class/Type
Dell Latitude 5410			Desktop Support
Dell Optiplex 5050			Desktop Support
Dell Optiplex 3060			Desktop Support
Dell Optiplex 3060			Desktop Support
Dell Optiplex 7060			Desktop Support
Dell Latitude 5410			Desktop Support
Dell Optiplex 3060			Desktop Support
Dell Latitude 5410			Desktop Support
Dell Optiplex 5050			Desktop Support
Dell Optiplex 5050			Desktop Support
Dell Optiplex3060			Desktop Support
Dell OptiPlex 5080			Desktop Support
Dell Optiplex 3060			Desktop Support
Dell OptiPlex 3080			Desktop Support
Dell Optiplex3060			Desktop Support
Dell Optiplex3060			Desktop Support
Dell Optiplex 3060			Desktop Support
Dell Optiplex 3060			Desktop Support
Dell Latitude 7480			Desktop Support
Dell Latitude 5420			Desktop Support
Dell Optiplex 3080			Desktop Support
Dell Optiplex 5050			Desktop Support
Dell Latitude 5420			Desktop Support
Dell Latitude 5420			Desktop Support
Dell Optiplex 3070			Desktop Support
Dell Optiplex 5050			Desktop Support

Dell Optiplex 5050				Desktop Support
Dell OptiPlex 7080				Desktop Support
Dell Optiplex 5050				Desktop Support
Dell Optiplex3050				Desktop Support
Dell Optiplex3050				Desktop Support
Dell Optiplex3050				Desktop Support
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Dell Optiplex 3070				Desktop Support
Dell Latitude 7410				Desktop Support
Dell Optiplex 3070				Desktop Support
Dell Optiplex 3082				Desktop Support
Dell Optiplex 3082				Desktop Support
Dell Latitude 5420				Desktop Support
Dell Latitude 5424 Rugged				Desktop Support
Dell Latitude 5430 Rugged				Desktop Support
Dell Latitude 5430 Rugged				Desktop Support
Dell OptiPlex 7090 UFF				Desktop Support
Dell Latitude 7220 Rugged				Desktop Support
Dell Latitude 7220 Rugged				Desktop Support
Dell Optiplex3060				Desktop Support
Dell Optiplex3060				Desktop Support
Dell Latitude 5430 Rugged				Desktop Support
Dell Ltitude 5410				Desktop Support
Dell Precision 3640				Desktop Support
Dell Latitude 5420				Desktop Support

Dell Optiplex 9020				Desktop Support
Dell Optiplex 3081				Desktop Support
Dell Optiplex 5050				Desktop Support
Dell Optiplex 9020				Desktop Support
Dell Optiplex 9020				Desktop Support
Not Supported PCs				
Dell Optiplex3060				Not Supported
Dell Optiplex3060				Not Supported
Dell Vostro 3460				Not Supported
Dell Latitude 5591				Not Supported
Dell Optiplex GX260				Not Supported

Managed Unified Communications Phone System

Make/Model	Description	IP Address	Service Tag/Serial #	Class/Type
Cisco BE6M-M5-K9	ESXi 1 UCX Host			UCS server
Cisco BE6M-M5-K9	ESXi 2 UCX Host			UCS server
Cisco ISR4451-X-v/K9	NEW-isr1-njus-powerhouse (PSTN gateway router)			Voice gateway for BE6K/SRST
Cisco ISR4451-X-V/K9	cr1-pd-nome (ISR/CME router, 911 services)			Voice gateway for BE6K/SRST
CUCM-PUB	Call Manager Publisher		N/A	Guest VM
CUCM-SUB	Call Manager Subscriber		N/A	Guest VM
Unity-PUB	Unity Publisher		N/A	Guest VM
Unity-SUB	Unity Subscriber		N/A	Guest VM
Paging	Paging Server - Call Recording Port		N/A	Guest VM
CER-Pub	Emergency Responder		N/A	Guest VM
CER-Sub	Emergency Responder		N/A	Guest VM

Managed Unified Communications IP Handsets

Make/Model	Description	Quantity	Class/Type
Cisco 8851	Cisco IP phone 8851 NJUS/CoN	56	Handset + Sidecar
Cisco 9971	Cisco IP Phone 9971 NJUS/CoN	1	Handset + Sidecar
Cisco 7811	Cisco IP Phone 7811 NJUS/CoN	6	Handset + Sidecar
Analog fax lines	Analog fax lines for equipment	6	Fax Line

Managed Power Elements

Make/Model	Description	Service Tag/Serial #	Class/Type
Symmetra RM 6000	Symmetra UPS@ 10.199.10.9 supporting PD ESXi and network devices		UPS
Symmetra RM 6000	Symmetra UPS@ 10.199.10.10 supporting PD ESXi and network devices		UPS
Smart-UPS 3000 XL	UPS1 @ 10.199.1.6 City Hall 2nd floor server cabinet		UPS
Smart-UPS RT 6000 RM XL	UPS2 @ 10.199.1.10 Nome City Hall First Floor Comm room		UPS
Smart-UPS X 3000	UPS1RFBldg @ 10.199.1. Nome Richard Foster Bldg Server room 2nd floor		UPS
TBD	Port UPS Device	TBD	UPS

Guest Virtual Machines

Make/Model	Description	IP Address	Service Tag/Serial #	Class/Type
MS Windows 2016 64Bit	DC01 (DC, DNS, DHCP)		N/A	Guest VM
MS Windows 2016 64Bit	Chinook (DC, DNS, DHCP)		N/A	Guest VM
MS Windows 2016 64Bit	FilePrint (FilePrint server)		N/A	Guest VM
MS Windows 2016 64Bit	Coho (FilePrint server)		N/A	Guest VM
MS Windows 2016 64Bit	Sockeye (SQL, Crimestar application)		N/A	Guest VM

MS Windows 2016 64Bit	Anvil (SQL, Caselle application)		N/A	Guest VM
MS Windows 2016 64Bit	Osborn (Exchange, IIS)		N/A	Guest VM
MS Windows 2016 64Bit	Pike (Management)		N/A	Guest VM
MS Windows 2016 64Bit	McLain (PastPerfect)		N/A	Guest VM
MS Windows 2016 64Bit	ChumCert (Certification Server)		N/A	Guest VM
MS Windows 2016 64Bit	Mars (Mars application)		N/A	Guest VM
SUSE Linux Enterprise	vCenter server appliance version 6.7		N/A	Guest VM
CentOS	Dell StorageTools		N/A	Guest VM
CentOS	Graylog		N/A	Guest VM
CentOS	CentOS-tools		N/A	Guest VM
Cisco FMC - Linux	Cisco Firepower Management Center for VMWare		N/A	Guest VA
ISE-PIC	Cisco Identity Services Engine		N/A	Guest VA

Applications Supported by GCSIT

Application Name/Description	Location
Microsoft AD - Directory Services/ LDAP/ DNS/DHCP	DC01, Chinook
Microsoft File and Print services	Coho, FilePrint
Microsoft SQL 2016 SP3 or higher	Anvil, Sockeye
Microsoft Exchange 2016 Cumulative Update 23 or higher	Osborn
Unisphere/Dell Storage Manager	Pike
VMware vCenter 7.0 or higher	VMWare vCenter Server Appliance
Sophos	Workstations, Servers
N-Central Agent	Workstations, Servers
Windows 10 version 22H2 or higher (after Jun 13, 2023)	Workstations
Microsoft Office 2019 or higher	Workstations, Servers
Windows Server 2016 or higher	Servers
Cisco Firepower Management Center	Cisco FMC VM

Veeam Backup and Replication 11 or higher	Newton
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Applications Updated by GCSIT

Application Name/Description	Location
Adobe Acrobat Standard updates	All City Licensed Copies
Adobe Reader updates	(All workstations/servers with N-Central Agent)
Crimestar	Sockeye, PD Desktops and Rugged Tablets/laptops
Caselle (COWS)	Anvil, and variety of desktops
Mars (Filemaker Server)	Workstations, Server
Past Perfect	McLain
Java updates	(All workstations/servers with N-Central Agent)
Mozilla FireFox	(All workstations/servers with N-Central Agent)
Google Chrome	(All workstations/servers with N-Central Agent)

Applications Not Supported by GCSIT (Supported by Third Party)

Application Name/Description	Location
Caselle	Anvil and variety of desktops
Mars (Filemaker Server) and Mirror Sync	Workstations, Server
PD Camera system	Server in Comm Rack
APSIN	Dispatch Computers
Past Perfect	McLain
Eventide	Device in server cabinet

Managed Firewall – Firepower

Make/Model	Description	IP Address	Service Tag/Serial #	Class/Type
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Security: NGFW Appliance
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Security: NGFW Appliance
[REDACTED]	[REDACTED]	[REDACTED]		Security: NGFW Appliance Management

				Identity Services Engine
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Appendix B – Cyber Security Details

Task	Description
Weekly	<ul style="list-style-type: none"> • Monitor and report on vulnerability announcements that are applicable to the City of Nome environment including Firepower Management Center virtual machine, Firepower Services Module virtual machine, Two Cisco Firepower 1120 firewalls, VMware ESXi, vSphere vCenter Appliance, Microsoft Windows, Microsoft Exchange, Microsoft Office, Adobe Reader, Adobe Acrobat, Oracle Java, Google Chrome, and Mozilla Firefox. • Monitoring for new operating system, firmware, software, and definition updates for the Firepower Management Center, Firepower Services Module, and Firepower Firewalls. • Install software updates for the operating system, firmware, software, and definitions for the Firepower Management Center and Firepower Firewalls. <ul style="list-style-type: none"> ○ All service affecting updates will be installed outside of business hours and pre-scheduled with the Customer and Partner and are included in this scope. • Review Firepower Summary Dashboard reports for indicators of compromise, malware alerts, and intrusion detection events Monday through Friday. • Provide a maximum of two hours per month on collection of and correspondence regarding additional supporting information to identify the risk and threat level of suspicious events, as well as identification of any evidence protection needs. This information will be escalated to the Project manager and IT team. If the Project Manager and IT Team are unavailable, Sollievo IT will escalate to Customer. • Review the Graylog Security Dashboard and analyze data presented in the following graphs: <ul style="list-style-type: none"> ○ AD Failed Logins ○ Overall Log Volume ○ Timeline of Failed Logins • Review the Cacti network graphs and analyze the data presented in the following graphs:

	<ul style="list-style-type: none"> ○ Firepower Outside Interface Traffic (FP1-CityofNome – Traffic – outside) ○ Traffic destined for Inside of the Internet Router (CS5 - NJUS – PowerHouse – Traffic – Gi1/0/1) • Triage Firepower System real-time alerts for a maximum of 1 hour per month. • Draft and deliver a weekly security report to the project manager by Wednesday evening each week that covers the findings from the activities above for the prior week.
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Out of Scope for Security Services	Security Services Description
Any services that are not in this Security SOW are considered Out-of-Scope and additional charges will apply.	<p>Out-of-Scope security services is defined, but not limited to the following:</p> <ul style="list-style-type: none"> • Work that exceeds 20 hours in a calendar month is considered out of scope. • Responding to or troubleshooting internet outages. • Administration or troubleshooting of the Graylog software and server operating system. • Tuning of existing Graylog queries to account for changes in the environment. • Administration or troubleshooting of the Cacti software and server operating system. • Administration or troubleshooting of Windows or VMware systems. • Administration or troubleshooting of Network devices not specified above. • Any issues that necessitate service requests with Cisco TAC are out of scope. • Requests for data mining or custom queries. • Any work requested by Customer to be performed during off-hours is considered premium/overtime, unless specifically provided within this SOW. • Additional site visits required by implementation personnel because of changes in Customer requirements or other site readiness issues. • Incident Response Services are out of scope for this agreement.

Appendix C – Standard Rates

These are the standard rates that GCSIT will charge for any agreed upon project work with client.

13.1 Standard Rates

Role	Hourly Rate	After Hours Rate
Design and Architecture	\$250	\$375
Sr. Engineer	\$200	\$300

13.2 Standard Rates

Role	Rate
Services Travel	\$125/hr
Per Diem Rural Daily Rate	\$145/day