Renewals

Description	Qty
We will order your renewals the month in which they come due, an invoice will follow. Payment is not due until you have received an invoice from Ontech. *Note: prices are subject to change due to vendor price increases. You will be notified if this would affect your quoted items.*	

Managed Services - Advanced Bundle

Description	Recurring	Qty	Ext. Recurring
Ontech Managed Services Renewal: **Current Term:** 2 Year **Current Spend:** $1640 a month **Renewal Term:** 2 Year **Renewal Spend:** $1770 a month			
Advanced Bundle	$1,525.00	1	$1,525.00
Network Documentation Portal		1	
Change Management Tool		1	
Elite Server Care		3	
Desktop Care		43	
DNS Protection		43	
Security Awareness Training		33	
Fortify for Endpoint Protection - Control		45	
Identity Monitoring		1	
Ontech Managed Service Add On Ontech Managed Service Add On	$245.00	1	$245.00

Managed Services - Advanced Bundle

Description	Recurring	Qty	Ext. Recurring
Network Device Care		4	

- Asset Inventory: Automatically creates an inventory of all your networks and devices. It ensures your documentation is kept up to date, in real time
- Automated Proactive Awareness: Begins monitoring the network with 50+ preconfigured alerts to help you gain visibility into your networks
- See All Your Connections in Real Time: Shows how your entire network is connected, all the way down to the endpoints like printers and servers
- Configuration Management: Is capable of automatically backing your device configurations every time a change is detected. Note: Automatic backup only works with accurate credentials for your network devices.
- Environment: Server
- Devices: Cisco CBS350-48-4x (Server Room), SonicWall-TZ370@192.168.1.2, HPE-SWU-SW1-24, MeterShop-CBS250-24

Mobile Device Management		7	

- Passcode & encryption enforcement
- Device restriction settings
- Remote locate, lock & wipe
- Compliance reporting
- BYOD privacy settings
- Jailbreak and root detection

If choosing a contract option, I understand the services I am approving on this proposal is a contract between our business entity and Ontech Systems, Inc. for Managed Services only. These services differ from hourly time and materials charges. The terms available for Managed Services are month to month, 1 year, or 2 year.

If choosing a commitment option, your business will be *committed to the minimum monthly spend amount quoted, this will be your minimum commitment*. If additions are needed, they can be added to active contract. All Managed Services products purchased through Ontech must be on the same term length. Cancellation prior to the termination date will result in full payment of contracted Managed Services through the last day of contract.

Contract starts when agents are installed and "live and active", not accepted proposal date, and these dates will be reflected on your invoice. **Agreement terms will auto renew unless a 60-day notice is provided by end client.** The monthly fees do not include set up or cancellation service fees to install or uninstall the Managed Services agents(s).

Managed Services - Advanced Bundle

Description	Recurring	Qty	Ext. Recurring
Devices:			

Elite Server Care: [FILE2020, SQL2019]

Desktop Care: [DESKTOP-DVEOHMF, DESKTOP-TF19KBT, HP-Jane, LAPTOP-25C70TNV, LAPTOP-KAGCECGK, Mitel, SWU-191230-1, SWU-191230-2, SWU-191230-3, SWU-191230-4, SWU-200211-2, SWU-200423, SWU-200521, SWU-ENG-REMOTE-PC, SWU-ENG-REMOTE2, SWU-FIELD-LT, SWU-FO3, SWU-JOE190924, SWU-Josh, SWU-PC01, SWU-PC02, SWU-PC03, SWU-PC04, SWU-PC05, SWU-PC06, SWU-PC07, SWU-PC08, SWU-PC09, SWU-PC10, SWU-PC11, SWU-PC12, SWU-REMOTE-LT01, SWU02-6MV3VQI, SWU03-HOSC42B, SWU04-7K44G4P, SWU181008-1, SWU181009-1, SWU181009-2, SWU181009-3, SWU181010-1, SWU190320, SWUENG814, Tamara-Home]

Monthly Subtotal: $1,770.00
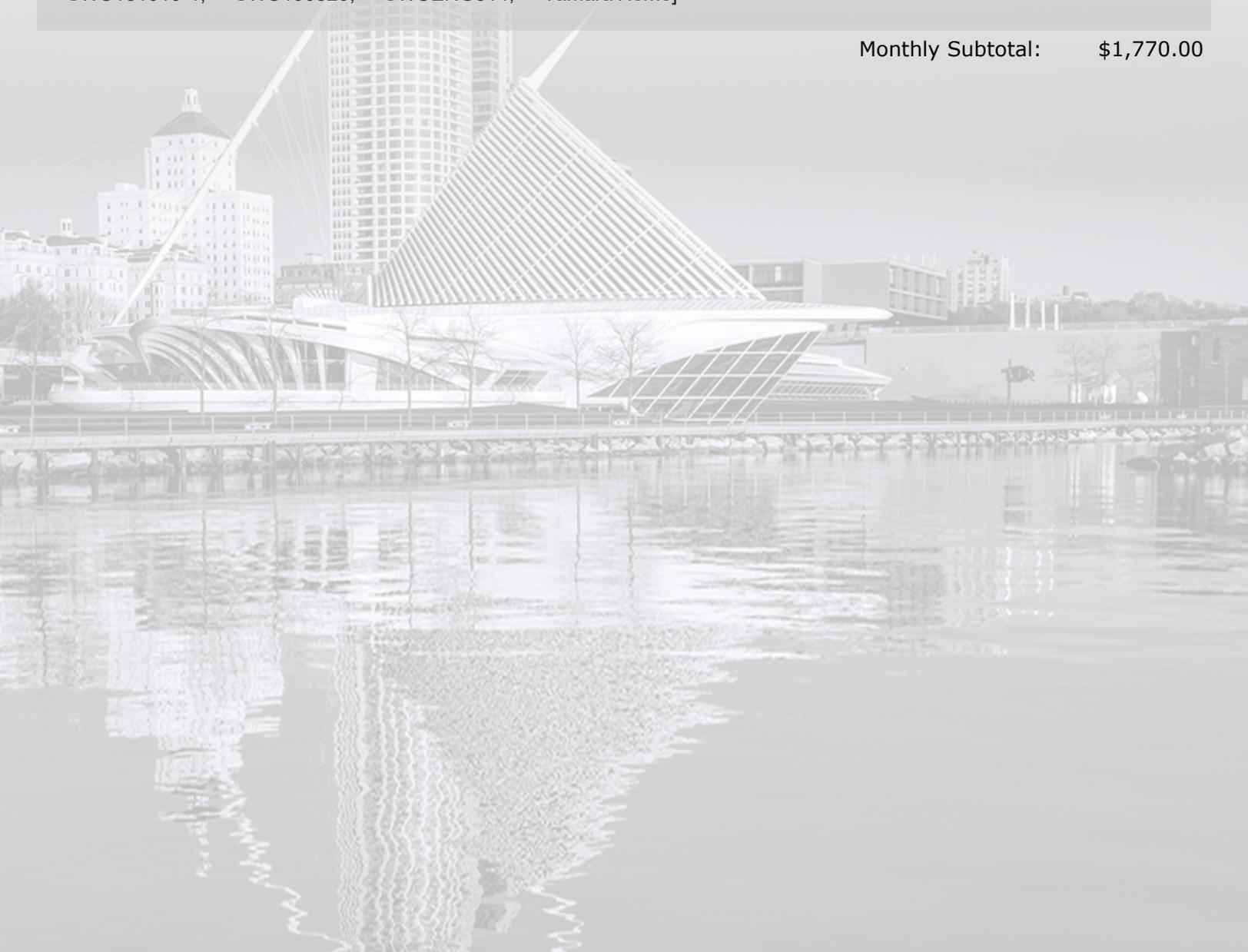
RMM Renewal - Advanced Bundle w/ MDM - Due 5/31/24

Quote Information:	Prepared for:	Prepared by:
Quote #: 014455	**City of Sheboygan Water Utility**	**Ontech Systems Inc.**
Version: 1	72 Park Ave	Sam DuKatz
Delivery Date:	Sheboygan, WI 53081	(262) 522-8560
04/09/2024	Tamara Scheuren	sam@ontech.com
Expiration Date:	(920) 459-3800	
06/29/2024	tamarascheuren@sheboyganwater.org	

Monthly Expenses Summary

Description	Amount
Managed Services - Advanced Bundle	$1,770.00
	Monthly Total: $1,770.00

Payment Options

Description	Payments	Interval	Amount
Managed Service Commitments			
24 Month	**24**	**Monthly**	**$1,770.00**

Summary of Selected Payment Options

Description	Amount
Managed Service Commitments: 24 Month	
Selected Recurring Payment	$1,770.00
Total of Recurring Payments	**$42,480.00**

For full quote view with product descriptions, warranty information and disclaimers, please review PDF.

Quote is valid for 45 days. Prices are subject to change due to price increases. You will be notified if this would affect your quoted items.

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

Note: Please do not pay from quote, invoice to follow.

Ontech Systems Inc.

Signature:

Name: Sam DuKatz

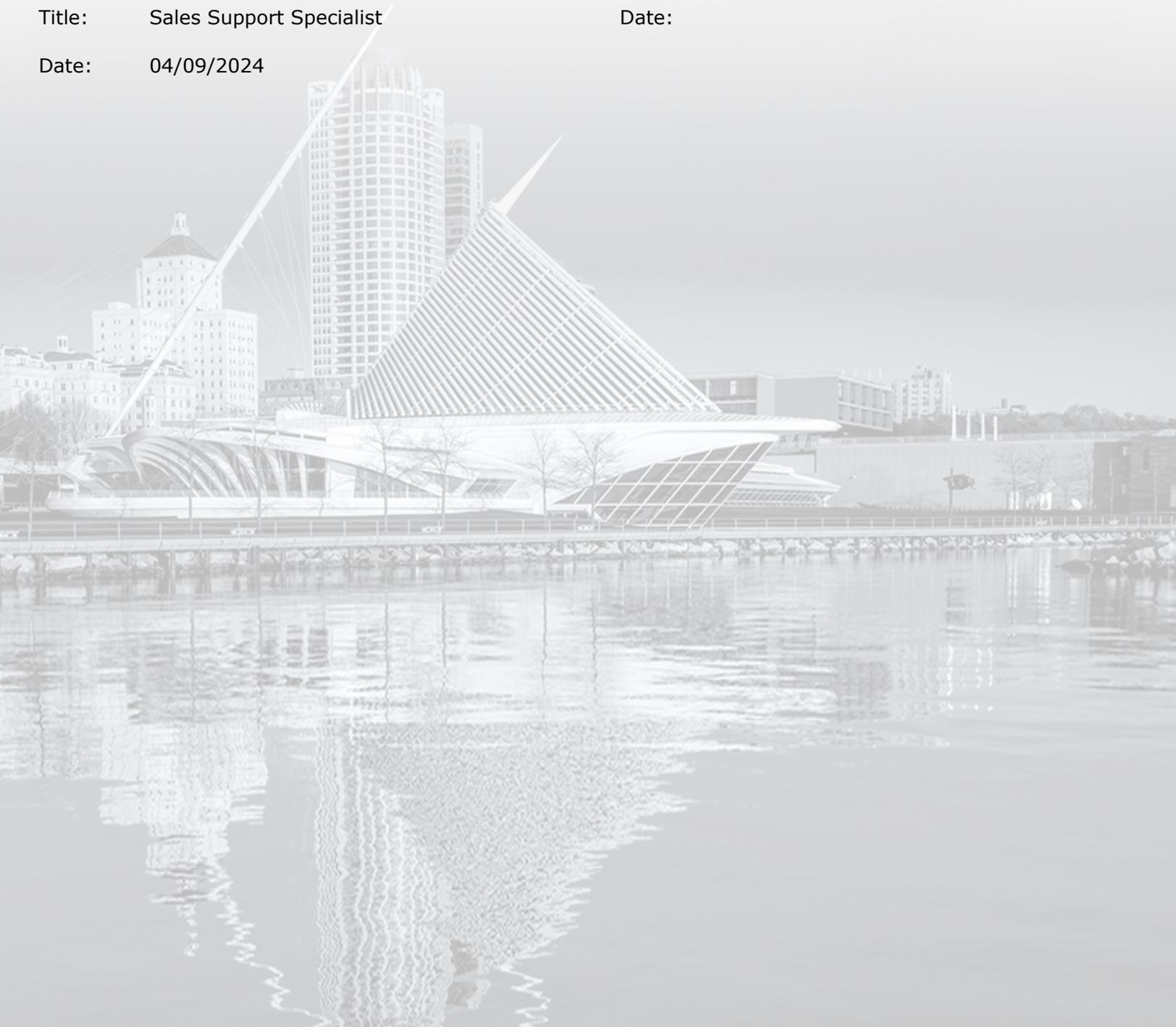Title: Sales Support Specialist

Date: 04/09/2024

City of Sheboygan Water Utility

Signature:

Name: Tamara Scheuren

Date:

Advanced Bundle – Scope of Services

- Portals
    - Ticketing portal
    - Documentation portal
    - Billing portal
- Workstation/Laptop/Desktop Management
    - 24x7x365 NOC monitoring and alerting
    - Signature-based antivirus license
    - SOC-managed Next-Gen Antivirus platform (EDR)
    - DNS management license
    - Remote access license – Customer and Ontech use
    - Phishing simulator & email training tool license
    - Windows Patch Management: Devices assessed daily for available patches for feature and security updates. Windows patches will automatically install during the next patch and reboot time defined for customer site. Windows build updates are pushed quarterly.
    - Weekly scheduled tasks (OS dependent)
        - Log cleanup
        - Temp file cleanup/deletion
    - Smart hardware monitoring for hard drive health checks
- Server Management
    - 24x7x365 NOC monitoring and alerting
        - Ontech NOC target service levels (remote connection required)
            - Server down tickets: 15-30 minutes to begin work
            - Critical impact alert tickets: 1-2 hours to begin work
            - Update critical impact tickets: every 3-4 hours
    - Signature-based antivirus license
    - SOC-managed Next-Gen Antivirus platform (EDR)
    - Remote access license – Customer and Ontech use
    - Windows Patch Management: Devices assessed daily for available patches for feature updates and security updates. Windows patches will automatically install during the next patch and reboot time defined for customer site. Devices not assessed in over 7 days log a ticket for review and potential action.
    - Hypervisor or physical server hardware health monitoring
    - Weekly scheduled tasks (OS dependent)
        - Temp file cleanup/deletion
    - Issue-based troubleshooting tickets
        - General performance, Exchange, VMware/Hyper-V, SQL, Active Directory, Remote Desktop Services, Group Policy, Windows Server and Service Errors. A full Scope of Services can be provided upon request for specific inclusions/exclusions.
- Security Services
    - Monitoring customer email domain/user accounts on the dark web for exposed passwords
    - Alerts for privileged escalation on workstations and servers
    - End-user web filtering and reporting via DNS management agent
    - Ontech Security Awareness Training Global Management - one phishing campaign per month, one training campaign per quarter curated and deployed by Ontech security desk
    - 24x7x365 SOC monitoring and alerting services across servers and workstation devices
        - AI-Powered: Continuously monitor and map each running process for malicious behaviors
        - Threat Detection: Rapidly recognizes thousands of viruses and malware attack variants, including crypto mining attacks. Providing a root cause of these malicious behaviors by quickly identifying and diagnosing corrupt source processes and system settings.
        - Response & Remediation: When malicious behavior is detected, SOC will attempt to rollback files to previous safe versions through tracking changes in the devices and restoring to an acceptable risk state
- Subscription & License Management of active services with Ontech