

City of Norcross

*65 Lawrenceville Street
Norcross, GA 30071*



Meeting Agenda

Monday, August 15, 2022

6:30 PM

2nd Floor Conference Room

Special Called Meeting

Mayor Craig Newton

Mayor Pro Tem Matt Myers

Councilmember Andrew Hixson

Councilmember Josh Bare

Councilmember Bruce Gaynor

Councilmember Dr. Arlene Beckles

A. Call to Order by Mayor Craig Newton
PLEASE TURN OFF ALL CELL PHONES AND ELECTRONIC DEVICES

B. Roll Call (recorded)

C. Comments by Citizens

PH. Public Hearings

PH. [22-6514](#) Proposed Fiscal 2023 Budget Discussion

Provide staff direction as to desired changes in budgeted appropriations so that the final budget documents presented for adoption August 15 will reflect the priorities of the Mayor and Council.

[Agenda Report 8.15.22 proposed FY23 budgets](#)

[Resolution to Adopt the FY2022-2023 Budget](#)

[2023 Budgets as proposed 080122](#)

[Expenditure detail by character and department](#)

E. Items for Discussion

1. [22-6542](#) Replacement MSP Provider (Rocket IT)

[Agenda Item - New MSP](#)

[SureLock - SOW](#)

[INV-152700](#)

[Managed Service Provider Scoring](#)

F. Adjourn to Executive Session Legal, Personnel, and Real Estate

G. Signed by _____ Mayor Craig Newton

H. Attest _____ Monique Lang, City Clerk



City of Norcross

Legislation Details (With Details)

65 Lawrenceville Street
Norcross, GA 30071

770-448-2122

770-242-0824

File#:	22-6514	Version:	
Type:	Agenda Item	Status:	Agenda Ready
File Created:	7/13/2022	In Control:	Special Called Meeting
On Agenda:	8/15/2022 6:30 PM	Status:	Scheduled
Title:	Proposed Fiscal 2023 Budget Discussion		

Sponsors:

Code Sections:

Attachments:

1. [Agenda Report 8.15.22 proposed FY23 budgets](#)
2. [Resolution to Adopt the FY2022-2023 Budget](#)
3. [2023 Budgets as revised 080122](#)
4. [Expenditure detail by character and department](#)

History:		
07/18/22	Special Called Meeting	THIS MATTER WAS REFERRED TO
08/01/22	Mayor and Council	THIS MATTER WAS REFERRED TO

Title

Proposed Fiscal 2023 Budget Discussion

Drafter

Eric Johnson/ Paul Hanebuth

Motion

A motion to Approve/Deny the FY2022-2023 Budget as presented by the attached Resolution.



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **MATT MYERS** • COUNCILMEMBER **ANDREW HIXSON** • COUNCILMEMBER **JOSH BARE**
COUNCILMEMBER **BRUCE GAYNOR** • COUNCILMEMBER **ARLENE BECKLES** • CITY MANAGER **ERIC JOHNSON** • CITY CLERK **MONIQUE LANG**

Agenda Report

To: Mayor and Council

From: Paul Hanebuth, Finance Director

Meeting Date: August 15, 2022 – Special Called Meeting

Item No.: 22-6514

Title: Proposed Fiscal Year 2023 budgets

CC: Eric Johnson

Recommendation: Approve the fiscal 2023 budgets for the General, Enterprise, Special Revenue, and Capital funds.

Background: City staff has completed a comprehensive analysis of the existing budget structure as well as conducting trend analysis, historical analysis, and interviews with budget managers. From this three-month process, staff has developed recommendations for structural changes to the budget while producing estimated revenues and expenditures for the coming year. The final draft of the budget incorporates directives from the Council to reduce revenues commensurate with a 0.5 mill reduction in the millage rate, include a 3% merit raise for city employees, and balance the budget after making those changes.

Financial Impact: The budget plan represents how the strategic priorities of the governing body are implemented on a daily, monthly, and annual basis. While the budget is a living document that must be managed and monitored continually, the initial budget for each year is a financial description of the city's goals and priorities for the coming year. The decisions of the mayor and council will determine, for example, what proportion of city taxes and other revenues will be dedicated to capital investment, expansion (or contraction) of services provided, and the relative competitiveness of compensation packages offered by the city to prospective employees and vendors.

Consistent with Comprehensive Plan? Yes, Consistent with Goal 6: Further the City's Tradition of Strong Leadership and High Level of Quality Services. Budget documents encapsulate the city's financial plan to prioritize and fund all of the goals enumerated in the comprehensive plan.

Next Steps:**Attachments:**

1. Agenda Report 8.15.22 proposed FY23 budgets
2. Resolution to Adopt the FY2022-2023 Budget
3. 2023 Budgets as proposed 080122
4. Expenditure detail by character and department

Update:



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **MATT MYERS** • COUNCILMEMBER **ANDREW HIXSON** • COUNCILMEMBER **JOSH BARE**
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CITY OF NORCROSS
Resolution to Adopt
2022-2023 Operating Budget, Capital Improvement, Enterprise
and Special Revenue Funds Budgets August 15, 2022

WHEREAS, the City Manager and Finance Director have prepared and submitted to the Mayor and Council General Operating, Capital Improvement, Enterprise, and Special Revenue Funds Budgets for the fiscal year 2022-2023, and

WHEREAS, the Mayor and Council have studied and revised the proposed General Operating, Capital Improvement, Enterprise and Special Revenue Funds Budgets, it is considered in the best interest of the citizens of the City of Norcross to adopt the attached budget document.

THEREFORE, BE IT RESOLVED by the Mayor and Council that the General Operating, Capital Improvement, Enterprise, and Special Revenue Fund Budgets attached hereto and made a part hereof for the year 2023 are approved.

This day, the 15th of August 2022.

Chief Executive Officer

Attest : Monique Lang, City Clerk

Attachment: Resolution to Adopt the FY2022-2023 Budget (22-6514 : Proposed Fiscal 2023 Budget Discussion)

General Fund

	2021 actual	2022 adopted	2022 amended	2023 proposed
REVENUES				
Taxes	10,736,051	11,172,276	11,255,500	11,849,500
Licenses and Permits	623,545	562,250	817,900	809,800
Fines, fees, and forfeitures	1,219,616	1,321,900	1,476,300	1,417,200
Charges for services	75,805	115,990	99,100	80,100
Intergovernmental	3,088,275	674,307	476,800	624,300
Interest	10,920	9,600	3,700	5,100
Other	146,906	141,062	441,000	218,500
Total Revenues	15,901,118	13,997,385	14,570,300	15,004,500
EXPENDITURES				
General Government	2,901,130	4,703,495	3,733,600	4,516,800
Judicial	395,341	574,550	488,500	549,300
Public Safety	6,313,873	6,243,059	6,756,200	6,980,100
Public Works	2,147,960	2,414,787	2,446,300	2,087,400
Culture and Recreation	804,951	875,242	1,000,800	1,472,200
Housing and Development	915,137	1,269,689	1,060,000	1,227,400
Total Expenditures	13,478,392	16,080,822	15,485,400	16,833,200
Excess (deficiency)	2,422,726	(2,083,437)	(915,100)	(1,828,700)
Other financing sources (uses)				
Transfers in	538,840	923,065	1,235,200	1,828,700
Transfers out	-		(2,320,100)	-
Designated Fund Balance		500,000		
Sale of capital assets	41,767			
Total other financing	580,607	1,423,065	(1,084,900)	1,828,700
Net change in fund balance	3,003,333	(660,372)	(2,000,000)	-
Fund balance beginning	8,269,453	11,272,786	11,272,786	9,272,786
Fund balance ending	11,272,786	10,612,414	9,272,786	9,272,786

General Fund

D.1.c

	2021 actual	2022 adopted	2022 amended	2023 proposed
REVENUES				
Taxes	10,736,051	11,172,276	11,255,500	11,849,500
Licenses and Permits	623,545	562,250	817,900	809,800
Fines, fees, and forfeitures	1,219,616	1,321,900	1,476,300	1,417,200
Charges for services	75,805	115,990	99,100	80,100
Intergovernmental	3,088,275	674,307	476,800	624,300
Interest	10,920	9,600	3,700	5,100
Other	146,906	141,062	441,000	218,500
Total Revenues	15,901,118	13,997,385	14,570,300	15,004,500
EXPENDITURES				
NPAC	-	1,500	1,500	1,600
Non-departmental	-	637,095	57,000	495,600
City Clerk	214,162	252,155	239,600	221,400
Mayor & Council	499,992	814,338	493,300	671,600
City Manager	282,037	892,885	597,700	922,600
Administrative Services	641,887	577,785	618,100	605,400
Information Technologies	1,073,773	1,289,381	1,443,600	1,301,200
Human Resources	189,279	238,356	282,800	297,400
Municipal Court	395,341	574,550	488,500	549,300
Police Department	5,640,911	5,522,499	6,015,300	6,281,000
Public Works	2,147,960	2,414,787	2,446,300	2,087,400
Cultural Administration	261,230	186,275	176,900	381,400
Parks Administration	543,721	688,967	823,900	1,090,800
Community Development	742,242	858,693	746,100	901,400
Economic Development	172,895	410,996	313,900	326,000
E911 Communications	672,962	720,560	740,900	699,100
Total Expenditures	13,478,392	16,080,822	15,485,400	16,833,200
Excess (deficiency)	2,422,726	(2,083,437)	(915,100)	(1,828,700)
Other financing sources (uses)				
Transfers in	538,840	923,065	1,235,200	1,828,700
Transfers out	-	-	(2,320,100)	-
Designated Fund Balance	-	500,000	-	-
Sale of capital assets	41,767	-	-	-
Total other financing	580,607	1,423,065	(1,084,900)	1,828,700
Net change in fund balance	3,003,333	(660,372)	(2,000,000)	-
Fund balance beginning	8,269,453	11,272,786	11,272,786	9,272,786
Fund balance ending	11,272,786	10,612,414	9,272,786	9,272,786

Attachment: 2023 Budgets as revised 080122 (22-6514 : Proposed Fiscal 2023 Budget Discussion)

Enterprise Funds

Electric Fund	2021 actual	2022 adopted	2022 amended	2023 proposed
Operating Revenues				
Charges for sales and services	13,824,737	14,068,958	13,052,400	13,492,100
Other	34,798	30,000	61,200	35,900
Total operating revenues	13,859,535	14,098,958	13,113,600	13,528,000
Operating Expenses				
Cost of sales and services	10,735,384	9,313,700	9,361,900	9,313,700
Personal Services	1,391,071	1,551,679	1,390,600	1,462,800
Depreciation	249,511	-	275,000	275,000
Total operating expenses	12,375,966	10,865,379	11,027,500	11,051,500
Operating Income (loss) before other financing sources/uses	1,483,569	3,233,579	2,086,100	2,476,500
Other financing sources (uses)				
Capital Outlay		(708,786)		(265,000)
Transfers in (out)	(538,840)	(1,053,700)	(802,700)	(1,053,700)
Gain (loss) on investment	11,155	250,000	(1,061,400)	-
Total other financing	(527,685)	(1,512,486)	(1,864,100)	(1,318,700)
Change in net position	955,884	1,721,093	222,000	1,157,800
Beginning net position	26,138,297	27,094,181	27,094,181	27,316,181
Ending net position	27,094,181	28,815,274	27,316,181	28,473,981

Enterprise Funds

Stormwater Fund	2021 actual	2022 adopted	2022 amended	2023 proposed
Operating Revenues				
Charges for sales and services	823,045	1,130,000	1,102,600	1,042,300
Miscellaneous		1,146,071		
Total operating revenues	1,118,146	2,276,071	1,102,600	1,042,300
Operating Expenses				
Cost of sales and services	314,408	302,127	204,700	187,900
Personal Services	306,551	539,045	357,500	551,400
Depreciation	38,427	40,000	40,000	40,000
Total operating expenses	659,386	881,172	602,200	779,300
Operating Income (loss)	458,760	1,394,899	500,400	263,000
Other financing sources (uses)				
Capital Outlay		(1,354,871)	(1,200,000)	(407,000)
Transfers in (out)				
Beginning net position	2,616,855	3,075,615	3,075,615	2,376,015
Ending net position	3,075,615	3,115,643	2,376,015	2,232,015
Solid Waste Fund	2021 actual	2022 adopted	2022 amended	2023 proposed
Operating Revenues				
Charges for sales and services	3,602,693	3,206,388	3,494,400	4,830,200
Other	301			
Total operating revenues	3,602,994	3,206,388	3,494,400	4,830,200
Operating Expenses				
Costs of sales and services	3,627,124	2,869,428	3,860,600	4,800,100
Personal services	73,281	129,798	124,000	130,400
Depreciation	2,388	2,500	2,500	2,500
Total operating expenses	3,702,793	3,001,726	3,987,100	4,933,000
Operating income (loss)	(99,800)	204,662	(492,700)	(102,800)
Beginning net position	1,031,099	923,051	923,051	430,351
Ending net position	923,051	1,127,713	430,351	327,551

Attachment: 2023 Budgets as revised 080122 (22-6514 : Proposed Fiscal 2023 Budget Discussion)

Special Revenue Funds

	Confiscated Assets			American Rescue Plan Act			Hotel/Motel Tax		
	2021 actual	2022 amended	2023 proposed	2021 actual	2022 amended	2023 proposed	2021 actual	2022 amended	2023 proposed
REVENUES									
Taxes							736,699	1,020,700	880,200
Fines, fees, and forfeitures	5,229,472	3,032,800	3,073,100						
Intergovernmental					4,200,000	1,996,100			
Assigned Fund Balance									324,000
Interest	118	300	200						
Total revenues	5,229,590	3,033,100	3,073,300	0	4,200,000	1,996,100	736,699	1,020,700	1,204,200
EXPENDITURES									
General Government									
Public Safety	1,952,030	81,900	675,400		0	0			
Housing and Development					1,200,000		530,978	583,300	503,000
Capital Outlay		404,208	412,300		3,000,000	1,996,100			
Total expenditures	1,952,030	486,108	1,087,700	0	4,200,000	1,996,100	530,978	583,300	503,000
Excess (deficiency) of revenues over (under) expenditures	3,277,560	2,546,992	1,985,600		0	0	205,721	437,400	701,200
Transfers in (out)	(5,000)	0	0	0	0	0	(437,400)	(701,200)	
Excess (deficiency) of revenues over (under) expenditures after transfers	3,272,560	2,546,992	1,985,600		0	0	205,721	0	(0)
Fund balance beginning	21,535	3,294,095	5,841,087		0	0	418,389	624,110	624,110
Fund balance ending	3,294,095	5,841,087	7,826,687		0	0	624,110	624,110	300,110

Attachment: 2023 Budgets as revised 080122 (22-6514 : Proposed Fiscal 2023 Budget Discussion)

Special Revenue Funds (NM)

D.1.c

	Federal Seized Drug			Technology Surcharges			Rental Motor Vehicle Excise Tax		
	2021 actual	2022 amended	2023 proposed	2021 actual	2022 amended	2023 proposed	2021 actual	2022 amended	2023 proposed
REVENUES									
Taxes							155,506	107,200	118,600
Fines, fees, and forfeitures	3,244			71,060	71,000	73,800			
Intergovernmental									
Assigned Fund Balance		7,764	40,264	1,158	33,600		94,713		164,400
Interest	1								
Total revenues	3,245	7,764	40,264	72,218	104,600	73,800	250,219	107,200	283,000
EXPENDITURES									
General Government				72,218	104,600	73,800			
Public Safety	500	40,264	40,264						
Housing and Development							250,219		
Capital Outlay								67,000	283,000
Total expenditures	500	40,264	40,264	72,218	104,600	73,800	250,219	67,000	283,000
Excess (deficiency) of revenues over (under) expenditures	2,745	(32,500)	0	0	0	0	0	40,200	0
Other financing sources									
Sale of property		32,500							
Transfers in (out)	5,000								
Total other	5,000	32,500	0	0	0	0	0	0	0
Excess (deficiency) of revenues over (under) expenditures after transfers	7,745	0	0	0	0	0	0	40,200	0
Fund balance beginning	19	7,764	40,264	160,348	159,190	125,590	537,001	442,288	442,288
Fund balance ending	7,764	0	0	159,190	125,590	125,590	442,288	482,488	277,888

Attachment: 2023 Budgets as revised 080122 (22-6514 : Proposed Fiscal 2023 Budget Discussion)

Capital Funds

	2017 SPLOST			2017 REVENUE BONDS			CAPITAL PROJECTS FUND		
	2021 actual	2022 amended	2023 proposed	2021 actual	2022 amended	2023 proposed	2021 actual	2022 amended	2023 proposed
REVENUES									
Taxes									
Fines, fees, and forfeitures									
Intergovernmental	3,231,555	3,367,000	3,367,000	43,999					160,000
Interest	159	100	100	1,500		200	0	14	14
Total revenues	3,231,714	3,367,100	3,367,100	45,499	0	200	0	14	160,014
EXPENDITURES									
Capital Outlay	546,038			2,236,750					
Beaver Ruin Greenway		900,000			1,301,000				
JD Park Design		40,000							
County-managed F-1234		100,000							
LWP Sod Replacement							84,700		
Library Landscaping							77,000		
Public Works Equipment							101,300		
Document Digitization							83,900		
Pergola Swings		68,000							
Ped. RR crossing const.		140,600							
Facility Upgrades									
Buford/JCB intersection		489,580							
Cochran Dr. connection		40,000							
Vehicles							56,000		78,100
LCI/Comp Plan									275,000
Tree inventory									16,800
Culture/Rec projects									246,400
Public Works projects									65,000
Housing/Dev projects									87,500
Digital Sign									25,600
Debt Service	1,562,916	1,562,400	1,562,400						
Total expenditures	2,108,954	3,340,580	1,562,400	2,236,750	1,301,000	0	0	402,900	794,400
Excess (deficiency) of revenues over (under) expenditures	1,122,760	26,520	1,804,700	(2,191,251)	(1,301,000)	200	0	(402,886)	(634,386)
Transfers in (out)	(950,406)		1,089,652	950,406		(1,089,652)		1,320,100	(101,500)
Excess (deficiency) of revenues over (under) expenditures after transfers	172,354	26,520	2,894,352	(1,240,845)	(1,301,000)	(1,089,452)	0	917,214	(735,886)
Fund balance beginning	2,179,521	2,351,875	2,351,875	3,631,297	2,390,452	1,089,452	0	0	917,214
Fund balance ending	2,351,875	2,378,395	5,246,227	2,390,452	1,089,452	0	0	917,214	181,328

Capital Funds (NM)

	2009 SPLOST			2014 SPLOST		
	2021 actual	2022 amended	2023 proposed	2021 actual	2022 amended	2023 proposed
REVENUES						
Taxes						
Fines, fees, and forfeitures						
Interest	1	14	0	77	16	16
Total revenues	1	14	0	77	16	16
EXPENDITURES						
Capital Outlay				28,900		
Facility Upgrades					215,700	
LMIG 20-21 match		10,550			200,000	
RR crossing design					40,600	
Buford/JCB intersection					510,420	
Ped. RR crossing const.					259,400	
Total expenditures	0	10,550	0	28,900	1,226,120	0
Excess (deficiency) of revenues over (under) expenditures	1	(10,536)	0	(28,823)	(1,226,104)	16
Transfers in (out)	0	0	0	0	0	0
Excess (deficiency) of revenues over (under) expenditures after transfers	1	(10,536)	0	(28,823)	(1,226,104)	16
Fund balance beginning	10,535	10,536	0	1,744,507	1,715,684	489,580
Fund balance ending	10,536	0	0	1,715,684	489,580	489,596

2014 SPLOST ending fund balance restricted to Admin Facilities

Attachment: 2023 Budgets as revised 080122 (22-6514 : Proposed Fiscal 2023 Budget Discussion)

Expenses by Fund, Department, and Character

Fund	Dept.	Character	2021 actual	2022 original	2022 amended	2023 draft
<u>General</u>						
	<i>Admin Services</i>					
		Contracted Services	142,092	167,453	210,300	99,500
		Personnel	438,394	397,432	404,700	502,400
		Supplies	8,183	12,900	3,100	3,500
	<i>City Clerk</i>					
		Contracted Services	27,391	39,388	30,400	18,300
		Personnel	169,045	191,967	190,600	199,200
		Supplies	6,443	20,800	18,600	3,900
	<i>City Manager</i>					
		Contracted Services	262,683	557,250	267,300	671,600
		Personnel	311,662	325,285	327,900	248,400
		Supplies	617	10,350	2,400	2,600
	<i>Community Development</i>					
		Contracted Services	383,643	388,545	237,000	255,100
		Personnel	304,088	461,398	505,300	641,700
		Supplies	3,102	8,750	3,800	4,600
	<i>Cultural Administration</i>					
		Contracted Services	32,798	53,118	10,600	70,800
		Personnel	90,959	83,901	112,500	248,100
		Supplies	70,618	49,256	53,800	62,500
	<i>E911 Communications</i>					
		Contracted Services	139,629	133,499	150,000	74,000
		Personnel	529,342	582,795	589,200	617,200
		Supplies	3,274	4,266	1,700	7,900
	<i>Economic Development</i>					
		Contracted Services	36,035	237,419	100,400	109,300
		Personnel	121,778	172,877	213,400	216,300
		Supplies	321	700	100	400
	<i>Human Resources</i>					
		Contracted Services	72,006	77,588	84,600	43,600
		Personnel	114,882	156,518	195,700	243,600
		Supplies	1,983	4,250	2,500	10,200
	<i>Information Technologies</i>					
		Contracted Services	813,097	978,891	1,059,800	897,300
		Personnel	174,416	208,990	291,100	308,200
		Supplies	85,688	101,500	92,700	95,700
	<i>Mayor & Council</i>					
		Contracted Services	395,385	556,400	367,600	398,000
		Other	-	136,371	-	150,000
		Personnel	103,545	118,067	123,700	123,300
		Supplies	847	3,500	2,000	300
	<i>Municipal Court</i>					
		Contracted Services	144,774	156,602	148,600	153,900
		Personnel	241,603	410,548	325,900	385,100
		Supplies	5,396	7,400	14,000	10,300
	<i>Non-departmental</i>					
		Contracted Services	-	400,000	57,000	357,900
		Personnel	-	237,095	-	137,700
	<i>NPAC</i>					
		Contracted Services	-	1,300	1,300	1,400
		Supplies	-	200	200	200
	<i>Parks Administration</i>					
		Capital Outlay	5,000	-	3,000	-
		Contracted Services	276,139	333,021	461,100	605,500
		Personnel	255,612	340,846	338,900	423,000
		Supplies	28,086	15,100	20,900	62,300
	<i>Police</i>					
		Capital Outlay	391,081	-	36,200	-
		Contracted Services	327,071	378,945	472,000	243,900
		Personnel	4,437,595	4,862,354	5,208,400	5,700,100
		Supplies	376,948	281,200	298,700	337,000

Attachment: Expenditure detail by character and department (22-6514 : Proposed Fiscal 2023 Budget Discussion)

Expenses by Fund, Department, and Character

<i>Public Works</i>				
Capital Outlay	-	131,800	270,000	171,000
Contracted Services	1,119,685	1,186,224	1,196,100	741,400
Personnel	569,583	657,287	670,400	768,700
Supplies	390,175	439,476	309,800	406,300
TOTAL GENERAL FUND	13,412,693	16,080,822	15,485,300	16,833,200
<u>Confiscated Assets</u>				
<i>Police</i>				
Capital Outlay	89,836	309,008	404,400	355,800
Contracted Services	1,172	1,690,992	119,600	362,700
Personnel	-	-	-	262,700
Supplies	61,761	-	275,100	106,500
TOTAL CONFISCATED ASSETS	152,768	2,000,000	799,100	1,087,700
<u>Federal Seized</u>				
<i>Police</i>				
Supplies	-	-	8,800	40,264
TOTAL FEDERAL SEIZED	-	-	8,800	40,264
<u>Technology Surcharges</u>				
<i>Information Technologies</i>				
Contracted Services	29,627	40,000	27,400	-
Supplies	42,591	40,000	77,200	73,800
TOTAL TECHNOLOGY SURCHARGES	72,218	80,000	104,600	73,800
<u>American Rescue Plan Act</u>				
<i>Public Works (Storm Water)</i>				
Capital Outlay			3,000,000	1,996,100
<i>Housing and Development</i>				
Contracted Services			1,200,000	
TOTAL ARPA	-	-	4,200,000	1,996,100
<u>Rental Motor Vehicle Tax</u>				
<i>Housing and Development</i>				
Contracted Services	15,962	-	-	-
<i>Public Safety</i>				
Capital Outlay	234,257	-	67,000	283,000
TOTAL RENTAL VEHICLE	250,219	-	67,000	283,000
<u>Storm Water</u>				
Capital Outlay		1,354,871	1,200,000	407,000
Contracted Services	238,021	286,977	172,800	130,500
Personnel	262,917	454,002	443,500	582,000
Supplies	46,765	36,150	32,400	29,700
TOTAL STORM WATER	547,703	2,132,000	1,848,700	1,149,200
<u>Electric</u>				
Capital Outlay		708,786		265,000
Contracted Services	1,160,047	1,005,642	1,074,500	1,061,300
Other	538,840	801,665	802,700	1,053,700
Personnel	1,122,757	1,315,387	1,304,600	1,213,100
Supplies	9,757,042	10,517,478	8,405,000	8,503,700
TOTAL ELECTRIC	12,578,686	14,348,958	11,586,800	12,096,800
<u>Solid Waste</u>				
Contracted Services	3,627,124	3,076,590	3,860,600	4,800,000
Personnel	73,255	129,798	124,000	130,900
TOTAL SOLID WASTE	3,700,379	3,206,388	3,984,600	4,930,900



City of Norcross

Legislation Details (With Details)

65 Lawrenceville Street
Norcross, GA 30071

770-448-2122

770-242-0824

File#:	22-6542	Version:	
Type:	Agenda Item	Status:	Agenda Ready
File Created:	7/19/2022	In Control:	Special Called Meeting
On Agenda:	8/15/2022 6:30 PM	Status:	Submitted
Title:	Replacement of MSP Provider (Rocket IT)		

Sponsors:

Code Sections:

Attachments:

1. [Agenda Report Template - Replace MSP Provider \(Rocket IT\)](#)
2. [SureLock - SOW](#)
3. [INV-152700](#)
4. [Managed Service Provider Scoring](#)

Title
Replacement of MSP Provider (Rocket IT)

Drafter
Dr. James Trent

Motion
A motion to approve/deny the attached agreement between SureLock Technologies and the City of Norcross allowing SureLock Technologies to become the cities new Managed Service Provider.



MAYOR **CRAIG NEWTON** • MAYOR PRO TEM **MATT MYERS** • COUNCILMEMBER **ANDREW HIXSON** • COUNCILMEMBER **JOSH BARE**
COUNCILMEMBER **BRUCE GAYNOR** • COUNCILMEMBER **ARLENE BECKLES** • CITY MANAGER **ERIC JOHNSON** • CITY CLERK **MONIQUE LANG**

Agenda Report

To: Mayor and Council

From: IT Director Dr. James Trent

Meeting Date: August 15, 2022 – Special Called Meeting

Item No.: 22-6542

Title: Replace MSP Provider (Rocket IT)

CC: Eric Johnson

Recommendation

Mayor and Council to approve the agreement between SureLock Technologies and the City of Norcross allowing SLT to become our new MSP

Background

The current Managed Service Provider (MSP) Rocket IT informed the IT Department in a letter dated 4/21/2022 of their intention to terminate services effective 8/25/2022. Moving forward the IT Department created an RFP with a close date of 6/20/2022. A review committee was established that was comprised of the Chief of Police (Bill Grogan), the Court Administrator (Maurice Shephard), and the IT Director (Dr. James Trent). The attached documentation identified SureLock Technologies as the recommended replacement for Rocket IT.

Rocket IT served as the MSP since early 2018. RocketIT's role at that time was to provide full support for the infrastructure along with the local IT staff.

Financial Impact

Using the current MSP expenditure as a guideline, we included the new vendor pricing in this upcoming budget cycle for FY23. Rocket IT was \$109,000 per year with limited service while SureLock Technologies comes in at \$71,000 per year with enhanced service offerings. One of those enhanced offerings is full access to a NOC (Network Operation Center) team. This will afford the City of Norcross to have constant 24-hour surveillance from a team environment. Rocket IT only had very limited staff and was not always available within the four-hour window presented in their SOW.

Consistent with Comprehensive Plan?

The installation of a new Managed Service Provider (MSP) is consistent with the Comprehensive Plan in that the IT Department is continually updating the infrastructure while simultaneously strengthening the security posture

Next Steps

1. Once the agreement has been approved by Mayor and Council, the IT Department will move forward with onboarding SureLock Technologies. A part of the onboarding process will include knowledge transfer sessions lead by Rocket IT.

Attachments

SureLock Technologies SOW

Invoice

Rubric Scoring Feedback

Update

STATEMENT OF WORK:

DATE	ACCOUNT MANAGER	PHONE
June 21, 2022	Bob Kopesky	678-712-5346
PROJECT TYPE OR TITLE	REFERENCE ID:	
Network Operations Center (NOC) & Managed Services		
CUSTOMER NAME	City of Norcross	
CUSTOMER ADDRESS	CITY	STATE
65 Lawrenceville St. NW	Norcross	GA
ZIP CODE	CONTACT NAME	CONTACT PHONE
30071	James Trent	770-448-2122
TITLE		
Director of IT		

PROJECT OVERVIEW AND HISTORY:

Surelock Technology will support and manage the City of Norcross' NOC providing responsive smart hands to related issues. Additionally, Surelock will provide remote monitoring and management of desired systems and services.

PROJECT SCOPE:

- 10 Hours a Month of onsite support and maintenance for technology devices.
- Provide NOC services detailed on page 5.
- Remediate all issues found in Gap Analysis.
- Remotely monitor and manage desired customer endpoints.
- Maintain records of work performed
- Certificate for Insurance is on File

DELIVERABLES:

- Managed Service Agreement (MSA)

ASSUMPTIONS AND TERMS:

To maintain clarity of scope, responsibilities, and expectations, SURELOCK TECHNOLOGY assumes the following:

- SURELOCK TECHNOLOGY will provide a named SURELOCK TECHNOLOGY Lead Tech.
- Customer will provide internal and external access to the site (any delay will result in more time required for the project which could result in a change order).
- OTHER ASSUMPTIONS:
 - Surelock requires access to customer environment.
 - The engineer(s) should be provided any network credentials.
 - NOC services detailed on page 5; Surelock Technology will provide Tier 1/Tier 2 support remotely with Tier 3/Tier 4 support onsite
 - Standard business hours of operation Monday thru Friday 8:00am – 5:00pm

CHANGE MANAGEMENT PROCEDURES:

Change Procedure: Additions or modifications to this Statement of Work must be presented in writing and may result in an adjustment of service fees associated with this SOW. SURELOCK TECHNOLOGY will provide a written estimated cost for Customer approval before such costs are incurred.

NONSOLICITATION AGREEMENT:

The parties each acknowledge that they are both involved in a highly strategic and competitive business. The parties further acknowledge that the hiring party would gain substantial benefit and that the non-hiring party would be deprived of such benefit, if one party were to directly hire personnel employed by the other. Therefore, except as otherwise provided by law, neither party shall, without the prior written consent of the other, solicit the employment of any personnel who performed work by reason of this Agreement or the work described hereunder, during the term of this Agreement and for a period of one (1) year following the termination or expiration of this Agreement. The parties agree that the damages resulting from breach of this provision are uncertain and that it would be impracticable or extremely difficult to ascertain the actual amount of the damages. Therefore, in the event either party violates this provision, the breaching party shall immediately pay to the non-breaching party an amount equal to US \$25,000 for non-exempt employees and US \$75,000 for exempt employees, as liquidated damages and the non-breaching party shall have the option to terminate this Agreement without further notice or liability. The amount of the liquidated damages reflected herein is not intended as a penalty and is reasonably calculated by the parties based upon the projected costs the non-breaching party would incur to identify, recruit, hire, and train suitable replacements for such personnel. If any court of competent jurisdiction determines that any part of this provision or Agreement is invalid, the remainder of this provision or Agreement will continue in full force and effect. The offending part will be interpreted to whatever extent possible to give effect to its stated intent.

PRICING:

Description	Quantity	Each	Extended
Please see pricing in the proposal document.			
Total			

APPROVALS:

Customer authorizes Surelock Technology to perform the work specified herein at the rate indicated in the pricing section of this document.

Surelock Technology agrees to perform the work specified herein.

_____ SIGNATURE _____ DATE _____ PRINTED NAME _____ PRINTED TITLE _____ CUSTOMER PO #	_____ SIGNATURE _____ DATE _____ PRINTED NAME _____ PRINTED TITLE _____ PS REFERENCE #
---	--

CUSTOMER ACCEPTANCE:

CUSTOMER accepts the work performed by Surelock Technology as complete and satisfactory.

SIGNATURE

DATE

PRINTED NAME

PRINTED TITLE

CHANGE REQUEST FORM

Region:		Date:	
Requested By:		Request #:	
Change Initiation			
Affected Office:			
Office Contact:			
Description of Change:			
Justification for Change:			
Describe Impact:			
Initiated By:		Date:	
Analysis			
Scope Impact:			
Resource Impact:			
Schedule Impact:			
Budget Impact:			
Assessment Notes:	or Reference Attached Documents		
Resolution Notes:	or Reference Attached Documents		
Analyzed By:		Date:	
Review & Approval			
SURELOCK TECHNOLOGY Project Manager			
Assessment:			
Recommend:	Approval: ☐ Disapproval: ☐ Require Further Information: ☐		
SURELOCK TECHNOLOGY Signature:		Date:	
Client Project Manager			
Assessment:			
Recommend:	Approval: ☐ Disapproval: ☐ Require Further Information: ☐		
Client Signature:		Date:	

Attachment: SureLock - SOW (22-6542 : Replacement MSP Provider (Rocket IT))

SURELOCK TECHNOLOGY Remote Network Operations Center (NOC) Service Support

MSOW Agreement Date

THIS MASTER STATEMENT OF WORK AGREEMENT ("Agreement") is made ,2022, ("Effective Date") between SURELOCK TECHNOLOGY and (Customer).

Master Statement of Work (MSOW)

SURELOCK TECHNOLOGY Service Provider Service Desk Description

The SURELOCK TECHNOLOGY Service Provider Service Desk (SD) provides a single point of contact for technical support of Unified Communications, Route / Switch, Carrier Services and Security OEM equipment. SURELOCK TECHNOLOGY Service Provider ensures these services meet the reliability and quality demands of its clients by leveraging highly skilled personnel, ITIL aligned processes and its' technology platforms. The SD provides a multi-channel single point of contact for IT support and assistance for our clients and their customer end users. All service delivery is managed and logged in our Incident Management System (IMS) SERV360.

SURELOCK TECHNOLOGY Service Provider Service Desk Plans

SD Plans are based on the quantity of devices under management by their type and by the Add On services options selected. The SD base NOC plan includes simple change support that can scale up as volume demands in a given month when volume exceeds base utilization.

Billing is done based upon what is in inventory on the first business day of the month being billed. Anything in inventory at that time will be billed. Any new devices that get added mid during a month and go under active support will be billed retroactively in the following period.

NOC Contract Term is Month to Month and there is no NOC Onboarding Fee. There is a one-time SERV360 Initial Setup and Onboarding Management Fee per Customer.

SD Service Description Summary

The SD provides Network Operations Center (NOC) and Service Desk coverage as a base entitlement for all devices under management. This entitlement includes Event Management, Incident / Problem Management, Carrier Management, Simple Change Management, and Up / Down notifications as applicable to the device. There are additional services available as an Add On to the base NOC support plan options which include; Software Release Management and automated Changes depending upon the OEM under management. The Software Release Management offer is bundled with NOC for WAP Controller and Devices only. The SD can scale up change support beyond the base entitlement through blocks of hours ensuring that your team and clients have a consistent service delivery experience.

Network Operations Center Solution Components

Event Management

The purpose of Event Management is to manage and isolate network events and faults that occur in the customer's network and monitored applications. An event can be defined as a change of state to any monitored element that causes an error event and subsequently generates an alarm in the system. The lifecycle of the event starts with Event detection, Assignment of the incident to an engineer in the

appropriate queue, analysis of the cause, and taking action steps to resolve the problem. The SURELOCK TECHNOLOGY Service Provider NOC provides 24x7x365 remote monitoring and management of applications, voice, data, security, and video networks in a multi-vendor environment using either the SERV360 platform provided by SURELOCK TECHNOLOGY Service Provider or a customer provided Remote Monitoring and Management Tool (RMM). The network elements or devices that are supported by SURELOCK TECHNOLOGY Service Provider will need to have a maintenance contract in place with the OEM for either part replacement or technical support as needed. The monitored elements will also need to have its installed software, service packs and (or) patches at the release levels that are deemed appropriate by the OEM for technical support. SURELOCK TECHNOLOGY Service Provider NOC Engineer will reach out to the OEM for support on behalf of the customer using appropriate account details and contact information. In this regard, customer would have to provide a Letter of Authorization to SURELOCK TECHNOLOGY Service Provider to engage the OEM's Technical Support staff.

Assumptions:

- For Serv360 to monitor and poll events, Serv360 gateway needs to be installed on client's network and devices would be onboarded using device discovery feature. Traps would be polled by the Serv360 gateway and converted into Events in Serv360. For all unique events matching monitoring policy conditions, auto tickets would be generated.
- In case, client/customer provides us a remote monitoring and management tool, email notifications should be sent to a managed mailbox, which would be integrated with Serv360 for auto ticket creation using parsing logic built on alert notification templates
- For client/customer provided remote monitoring tool, client would be responsible for configuring the rules on RMM to send the notifications to managed mailbox. SURELOCK TECHNOLOGY Service Provider would be responsible for converting these email notifications to auto tickets in Serv360 by building parsing logic using notification templates
 - Administrative tasks such as device onboarding, creating/assigning policies and RMM configuration changes to be done by the client and SURELOCK TECHNOLOGY Service Provider would not be responsible for administrative/configuration tasks on the RMM tool
- No prorate charges/adjustments would be done for any devices onboarded/off boarded during the monthly billing cycle

The Event Management team will work in conjunction with the customer's engineering support staff to deliver this service. Event Management response is categorized into the following activities:

Up/Down Notification Service Option

The SD also offers a baseline event management option that provides Customers notifications of events which occur in the supported network environment. This offer does not include NOC remediation of issues. This option provides real time email-based notices of alarms that are generated by supported devices. The specific policies around these notifications are structured as per Event Severity Definitions and Event Management Workflow sections of this document. The Serv360 Gateway is required on the end client network to provide this service for all managed devices with the exception of Firewalls that are configured for monitoring via our AWS hosted Serv360 probe. The Up/Down service requires a separate subscription to Serv360 RMM for each supported device.

Incident Assignment and Problem Analysis

Incidents are created for monitored element events detected by the RMM tool and then worked by the Engineer, or tickets are assigned to the queue and then worked by the staffed engineering team. The alarm events are analyzed, and action steps are taken to resolve the incidents. If the incident requires escalation to the next level engineer or needs intervention from an onsite resource, the incident is placed in the appropriate service state.

Problem Management

A problem is defined as an underlying cause to one or more incidents. The purpose of problem management is to manage the lifecycle of all problems from problem identification through investigation, documentation, and eventual resolution. The core function of Problem Management is to find the root cause of the problem and thereby minimize the adverse impact of incidents to clients and to proactively prevent the recurrence of incidents. The SD performs periodic maintenance health-checks on key system components. They analyze system capacity and licensing levels at defined intervals and provide recommendations. SURELOCK TECHNOLOGY Service Provider provides 24x7 availability and threshold monitoring of managed elements. Application faults, threshold violations are detected, and tickets are assigned according to severity level. If any of the Applications fail to respond, the problem is assigned a severity level and reported to the appropriate technical contact within the Event Monitoring team.

Carrier Management

The SURELOCK TECHNOLOGY Service Provider Carrier Management service offering includes fault isolation, trouble referral, cooperative testing, incident management and resolution related to Local Exchange Companies (LEC's), Inter-Exchange Carriers (IXC's), and vendors of network interface equipment, whose circuits terminate in the client's PBX, switches, routers and other network devices. The Customer is required to provide a signed Letter of Authorization (LOA) that authorizes SURELOCK TECHNOLOGY Service Provider to act on their behalf and contact the designated Service Provider for outages or faults on their network. The Customer is required to provide inventory documentation of their network, type of circuits installed, and circuit ids, as well as written notice of any changes performed on their network, facilities, vendor, or equipment to ensure proper trouble resolution. The Customer is also required to provide contact information of the carrier, LEC and designated Service Provider POC, where applicable, for their account.

SURELOCK TECHNOLOGY Service Provider will open a Service Request (SR) with the Service Provider and monitor the progress on the case. The SURELOCK TECHNOLOGY Service Provider Engineer will provide periodic updates to the Customer and other vendors involved in the troubleshooting effort, and keep all parties notified of the progress on the ticket. If the need arises to have all parties join a conference call to troubleshoot the problem, SURELOCK TECHNOLOGY Service Provider Engineer will join the bridge and provide an update to the Customer after the call. If a change request is scheduled outside of business hours to perform a maintenance activity to resolve the problem, SURELOCK TECHNOLOGY Service Provider Engineer will track the progress on the activity and provide an update to the Customer. Once the service is restored, the SURELOCK TECHNOLOGY Service Provider Engineer will notify the Customer of the status and will request the Service Provider to have the case remain open for another 24 hours. SURELOCK TECHNOLOGY Service Provider will monitor the circuit and change the ticket status to *Resolved* and have the Service Provider close out the ticket if there are no errors on the circuit, and related network element performs optimally during this period.

Change Management

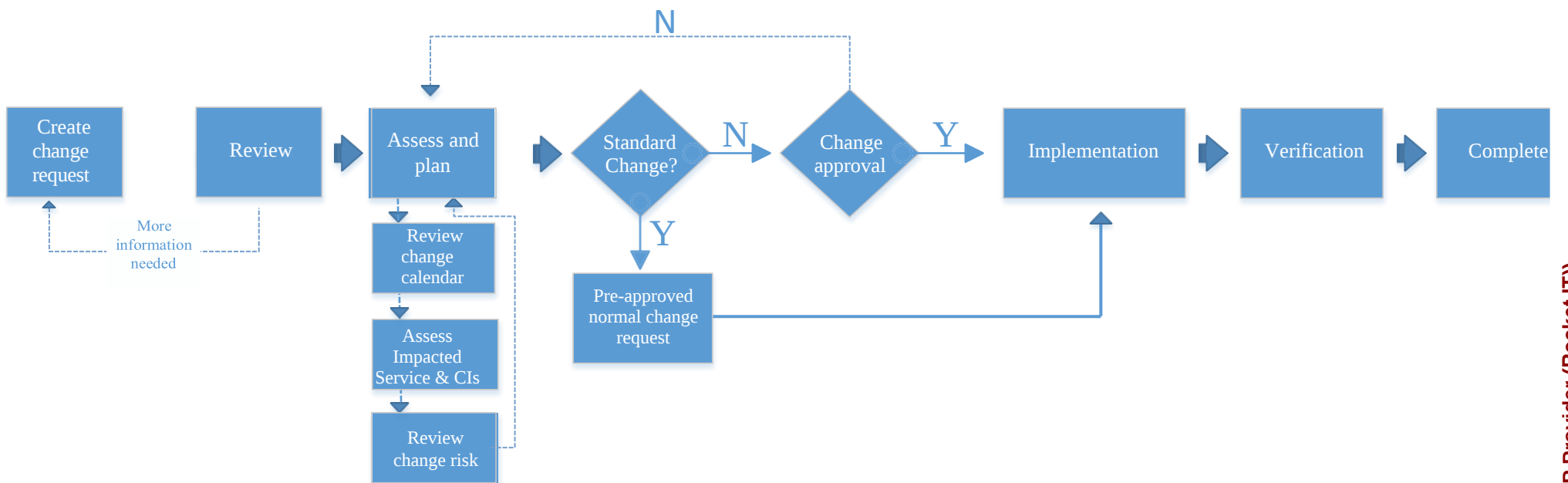
SURELOCK TECHNOLOGY Service Provider provides simple change management for all managed elements covered under this service description. Simple change management provides the routine changes required to improve performance or enable an additional feature for a managed element. In scope change activity includes changing or adding an IP address, static route, port configuration, Active Directory account management, Group Policy management, DHCP/DNS management, Windows services management, changes to existing file share or other routine change to a single device. (See Appendix for additional simple changes). The customer is responsible for testing and approval of all element configuration changes when required. All change requests are submitted electronically by the customer to the SURELOCK TECHNOLOGY Service Provider NOC. When a change request is received from an authorized change requestor, SURELOCK TECHNOLOGY Service Provider will verify that all required information and approvals to successfully complete the change are included with the change request. If there is required information that is missing, SURELOCK TECHNOLOGY Service Provider will request the missing information from the change requestor. Upon acceptance of a change request, SURELOCK TECHNOLOGY Service Provider will classify the change as either a simple change or complex change. SURELOCK TECHNOLOGY Service Provider will record and track the workflow for all change

management tasks in SERV360 and provide the Customer with necessary access to view workflow status from the portal.

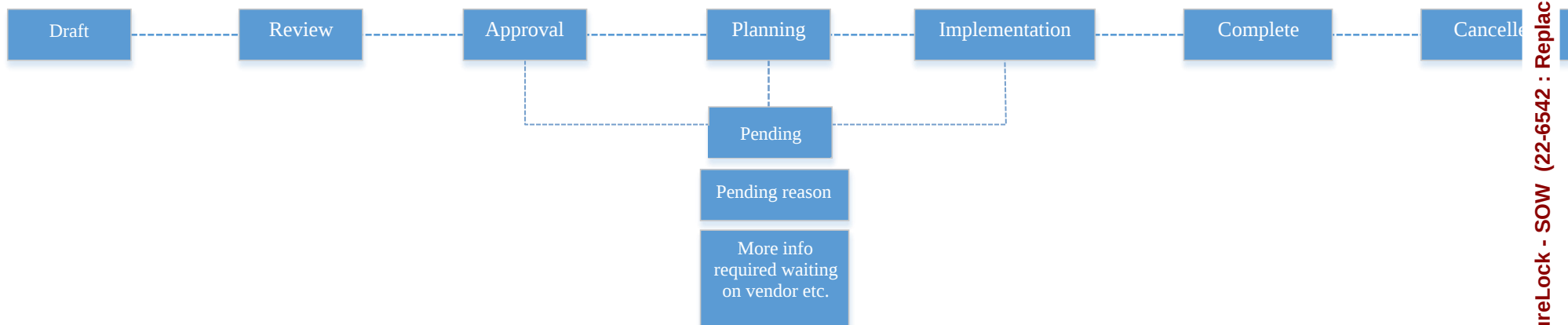
Note: All change requests must be directly related to devices under management. As an example, SURELOCK TECHNOLOGY Service Provider will not support Office365 change requests that are not for a specific end user who uses a supported workstation. SURELOCK TECHNOLOGY Service Provider will not administer account level changes for Office365, all change requests must be tied to the named user of a supported workstation.

- Simple change management provides the routine changes required to improve performance or enable an additional feature for a managed element. In scope change activity includes user requests or MACD operations. Simple change requests are executed upon mutually agreed upon timeframes between SURELOCK TECHNOLOGY Service Provider and the customer. For simple change requests, SURELOCK TECHNOLOGY Service Provider will schedule and execute the change, update the relevant configuration inventory information, and contact the customer via e-mail to give notice of successful completion. A Change request that requires submitting a detailed summary of the work to be performed before a CAB (Change Advisory Board) who would review the scope of work and grant approval to have a change control window scheduled to perform the work is an example of a complex change request. These types of requests are not covered under Simple change Management. A list of supported simple changes is included in this document as an appendix. *Two (2) simple changes per managed element per month are included with this standard NOC change management. Additional simple changes can be purchased.*
- Complex change management is an optional service that is priced separately based on the complexity of the proposed change. Complex change management includes projects such as site moves, bulk upgrades, replacements, or reconfiguration, hardware upgrades, new hardware installation (not including warranty replacement), software application deployment, and other complex changes requiring consulting support or project management. For complex change requests, SURELOCK TECHNOLOGY Service Provider will determine the time and effort required to complete the change and submit a statement of work and estimate of charges to the customer. Upon customer acceptance of the statement of work, SURELOCK TECHNOLOGY Service Provider will schedule the change and provide the customer with a start date and estimated completion date. At the change request start date, SURELOCK TECHNOLOGY Service Provider will execute the change, update the relevant configuration inventory information, and contact the customer via e-mail to give notice of successful completion.
- Change management workflow is as follows:

Change Management Workflow



Change Status Values



Software Release Management Components

SURELOCK TECHNOLOGY Service Provider scope of support and assumptions:

- SURELOCK TECHNOLOGY Service Provider will review the maintenance and security patch releases or firmware updates, or service packs provided by the different vendors and recommend to the customer the patches or firmware updates or service packs that should be applied on a quarterly basis, or when any critical updates are released by a vendor
- When the customer approves a patch, SURELOCK TECHNOLOGY Service Provider will coordinate with the customer and OEM to obtain the recommended patches or firmware updates and service packs that the customer is eligible to receive in compliance with the customer's Vendor support agreement if required
- Customer will need to have an appropriate vendor support agreement in place with the OEM for obtaining patch and firmware files and technical support as needed
- SURELOCK TECHNOLOGY Service Provider Software Release Management function will cover all applicable patches and service packs that are applicable to the resident version of software on the target element

Out of scope activities:

- Software upgrades and BIOS updates are not covered and are considered as out-of-scope for the purposes of this engagement
- These activities involve a wider scope of work and will need to be handled as a project and will need to have a change order in place for the tasks to be completed
- SURELOCK TECHNOLOGY Service Provider will not be responsible for major release upgrades beyond the resident software release version. The customer will also have to ensure that the resident version of software on the element is supported by the OEM

SURELOCK TECHNOLOGY Service Provider Scope of Support on Patch management:

SURELOCK TECHNOLOGY Service Provider provided patch automation tool:

- SURELOCK TECHNOLOGY Service Provider provides workstation and server patch automation as per the pricing model for automation services.
 - Administrative/configuration management of the patch management would be managed by SURELOCK TECHNOLOGY Service Provider
- Firewall patching would be done manually
- SURELOCK TECHNOLOGY Service Provider engineers to coordinate with clients to schedule the patch upgrades and provide pre and post updates on patching status

Client provided patch automation tool:

- SURELOCK TECHNOLOGY Service Provider engineers to provide workstation patch compliance status on a monthly basis by exporting data from client provided RMM tool
- Provide recommendations on failed workstation patches
- Follow up with client POC's to regularly escalate on failed workstation patches and provide action plan

Assumptions:

- SURELOCK TECHNOLOGY Service Provider engineers would utilize the client provided RMM tool to generate reports and provide recommendations to client with the help of data available in the RMM

Out of Scope activities:

- Administrative tasks such as device onboarding, creating/assigning policies and RMM configuration changes to be done by the client and SURELOCK TECHNOLOGY Service Provider would not be responsible for administrative/configuration tasks for client provided RMM tool

Customer and End Client Responsibilities

SURELOCK TECHNOLOGY Service Provider will use all commercially reasonable efforts to expeditiously restore a managed device to service and will provide periodic status updates. If additional information is required for troubleshooting, SURELOCK TECHNOLOGY Service Provider will reach out to the customer's engineering team or end client (based upon mutually agreement with Customer and SURELOCK TECHNOLOGY Service Provider) for clarification. If the problem is isolated to an application, SURELOCK TECHNOLOGY Service Provider will coordinate with the customer's engineering team and restart the application or reboot the device upon approval. If the restart or reboot process does not resolve the problem, SURELOCK TECHNOLOGY Service Provider will refer the application problem to the customer and end-client. If a problem is isolated to a non Managed device, SURELOCK TECHNOLOGY Service Provider will refer the problem to the customer and provide all information gathered during the isolation process in an effort to aid the customer in restoring service. SURELOCK TECHNOLOGY Service Provider will escalate problem tickets on a standard schedule based on the ticket severity code and Service level objectives. The ticket severity code determines the service level objective enforced during the problem management process.

The customer is responsible for the following actions as necessary for SURELOCK TECHNOLOGY SERVICE PROVIDER to perform its responsibilities as indicated in this service description:

- Provide management of LAN/WAN devices, workstations, servers, applications, cable plant (wire, cable, wall plates, patch panels, etc.), and any other devices not managed by SURELOCK TECHNOLOGY SERVICE PROVIDER.
- Provide all software licenses for installed OS and applications.
- Define, test, and approve all policies and procedures for routine server administration tasks provided in this service description.
- Provide virus mitigation and root cause analysis in the event of a successful virus attack.
- Provide an end-user helpdesk function to serve as a single point of contact for all end-user support and administration requests.
- Provide onsite software media kits of all software installed on the server.
- Provide data archive systems and software required to back-up the installed OS, applications, and data.
- Provide SURELOCK TECHNOLOGY Service Provider with partner, contact, escalation, and managed device information, as often as needed, in a format specified by SURELOCK TECHNOLOGY Service Provider.
- Provide management channel connectivity between SURELOCK TECHNOLOGY Service Provider management systems and the network or networks to be managed. The management channel may be an IPsec VPN tunnel. SURELOCK TECHNOLOGY Service Provider will provide the recommendations for the management channel(s) during the SURELOCK TECHNOLOGY Service Provider OnBoarding process.
- Provide a clear communication path between SURELOCK TECHNOLOGY Service Provider management systems and all managed devices for the following protocols: ICMP, SNMP, SYSLOG, HTTP, SHTTP, SSH, Telnet, Windows Terminal Server, monitored service ports and any future protocols that may be necessary and mutually agreed upon
- Install and configure the workstation and server WMI and SNMP agent and MIBs required for the delivery of services described in this service description.
- Permit SURELOCK TECHNOLOGY Service Provider to access managed devices remotely using Telnet, HTTP, SHTTP, SSH, Windows Terminal Server and any other access protocol that would be agreed upon between SURELOCK TECHNOLOGY Service Provider and the partner.

- Provide administrator accounts, usernames, and passwords.
- Provide SURELOCK TECHNOLOGY Service Provider with WMI and SNMP read access to all managed devices.
- Optionally provide dedicated equipment and telephone circuits for out-of-band management at locations where on-site contact is available.
- If required, provide Letters of Agency for telecommunications carriers that SURELOCK TECHNOLOGY Service Provider may have to contact to repair a problem with the management channel.
- Provide onsite technical personnel as needed for hardware problem isolation.
- Provide all data communications and long-distance fees for dial backup connections.
- Provide Internet connectivity to users requiring access to SURELOCK TECHNOLOGY Service Provider NOC.
- Provide hardware and software maintenance coverage for all managed devices.
- Ensure that initial network and server technical design is adequate to support the intended business requirement.
- Inform SURELOCK TECHNOLOGY Service Provider in advance of any changes that may affect network or device connectivity/availability.

Physical Security Policy

SURELOCK TECHNOLOGY Service Provider follows industry standard guidelines for IT equipment and server room access by providing access through a fingerprint reader. Signage is visible at the entrance to server rooms and access is restricted to authorized personnel only. Server rooms are monitored by CCTV cameras 24x7 and have redundant power sources in the event of a power outage. An up-to-date inventory of devices in the equipment and server room, including device information, model type and serial number is maintained by the IT team

Disaster Recovery Policy

SURELOCK TECHNOLOGY Service Provider has a defined Business Continuity Plan (BCP) in the event of an emergency situation. The recovery plan covers all essential and critical infrastructure elements, systems and networks, in accordance with key business activities. The DR policy is periodically tested in a simulated environment to ensure that it can be implemented in emergency situations and that the management and staff understand how it is to be executed. All staff are made aware of the disaster recovery plan and their own respective roles. The disaster recovery plan is kept up to date to take into account changing circumstances. The strategy chosen is for a fully redundant IT Infrastructure facility at an alternate site. The strategy entails the maintenance of a fully redundant recovery site which acts as a Failover Site between the live production location and the backup site.

SERV360 Platform

Serv360 is an Integrated IT Service Management Portal that is used by SURELOCK TECHNOLOGY Service Provider to deliver services covered by this service description. In addition to the RMM capabilities necessary to manage network devices, Serv360 provides a full-suite ITIL service management for Incidents and Tasks. A configurable reporting dashboard with customizable analytics capability provides a comprehensive overview of SLA metrics and management visibility to work performed. Serv360 provides an End User Portal for submission and review of work requests and serves as an alternative way for service requests to be raised instead of calling the SSD hotline.

Supported OEMs by Technology

Unified Communications: Avaya, Cisco, Microsoft, and Nortel

Routing & Switching: Cisco, HPE, Juniper and Extreme Networks

Security: Cisco, Palo Alto, Juniper, Fortinet, Dell, SonicWall, Checkpoint, F5, Blue Coat, WatchGuard and McAfee

Wireless: Cisco Meraki, Aerohive, Aruba and Ruckus

Storage: 3PAR

OS: Microsoft, RedHat, SUSE

Hypervisors: Hyper-V, VMWare

Servers: HPE, DELL,
Databases: MS-SQL, Oracle (Monitoring only)

SURELOCK TECHNOLOGY Service Provider may also support additional OEM products so long as SMTP alarming is capable on these devices and Serv360 may be used to conduct network discovery for inclusion of these devices in the platform. SURELOCK TECHNOLOGY Service Provider reserves the right to decline to support OEMs not included in this service description.

SERVICE LEVELS: Event and Incident Management

SURELOCK TECHNOLOGY Service Provider provides a set of service level agreements to ensure the management and resolution of incidents which are reported by phone or e-mail. Below are the SLAs and Event Management definitions as defined and provided by SURELOCK TECHNOLOGY Service Provider under this Service Description.

An Event is one of the following:

- System/device fault alarms
- Fault/performance/capacity threshold breaches
- Contextual information

Event Severity Level Definitions

- Severity 1: Critical – Defined as an incident impacting a supported product where the system is totally out of service with no acceptable work around resulting in a loss of service to one or more sites.
- Severity 2: Major – Defined as an incident impacting a supported product where the system is operating with severely reduced functionality causing significant impact to business operations at one or more sites.
- Severity 3: Minor – Defined as an incident impacting a supported product where the system is operating with reduced functionality, however with acceptable workaround limiting impact on business operations.
- Severity 4: Informational – Defined as requests for general feature information, events with non-service impacting details or other non-incident related service requests.
- SURELOCK TECHNOLOGY Service Provider considers that any utilization of device resource like CPU, RAM, Virtual Memory and Disk Space, above 90% is critical, utilization above 80% up to 90% would be Major, 75% up to 80% is Minor/Warning and below 75% is Informational.

Event Management Workflow

An email notification will be sent after the initial Event has been detected, and incident created, and the alert has been validated as accurate. When possible, Serv360 will use alert suppression to eliminate multiple Event notifications.

The initial action plan will vary by device type and severity and can include information such as: system/device support levels, configuration change detection logs, configuration information, software and hardware information, relevant knowledgebase data, validation tests, and system logs.

Level 1 Critical and **Level 2 Major** events will be handled by a SURELOCK TECHNOLOGY Service Provider Engineer. All these events will be auto converted into Incidents with a wait time of 1 Minute.

Level 3 Minor/Warning events will be handled by the engineer, if the alarm persists and an Incident is created after a wait period of 15 Minutes.

Level 4 Informational events will be acknowledged and archived into history. No Incidents will be created for these types of events and no work would be performed by the engineers.

Recommended actions will include information from the initial action plan and may also include additional SURELOCK TECHNOLOGY Service Provider and/or manufacturer content specific to the issue or how to resolve the issue.

Service Level Objectives

Response Time:

SURELOCK TECHNOLOGY Service Provider will respond and advise to designated contacts upon the below schedule whenever an incident is generated as part of the NOC service offer.

Service Level Objectives Continued

- Severity 1 Incidents: SURELOCK TECHNOLOGY Service Provider will respond with Incident details within 15 Mins of the event
- Severity 2 Incidents: SURELOCK TECHNOLOGY Service Provider will respond with Incident details within 30 Mins of the event
- Severity 3 Incidents: SURELOCK TECHNOLOGY Service Provider will respond with Incident details within 8 Hours of the event
- Severity 4 Incidents: Response time service levels do not apply

Escalations:

SURELOCK TECHNOLOGY Service Provider will respond and advise to designated contacts upon the below schedule whenever an incident is not resolved on initial review by SURELOCK TECHNOLOGY Service Provider engineers.

- Severity 1 Incidents:
 - SURELOCK TECHNOLOGY Service Provider will escalate internally to next level SSD engineers within 30 mins
 - SURELOCK TECHNOLOGY Service Provider will escalate to client contacts and SSD management within 4 hours if the incident is not resolved
 - SURELOCK TECHNOLOGY Service Provider will send notifications to designated contacts every hour if the incident remains unresolved > 4 hours
- Severity 2 Incidents:
 - SURELOCK TECHNOLOGY Service Provider will escalate internally to next level SSD engineers within 1 hour
 - SURELOCK TECHNOLOGY Service Provider will escalate to client contacts and SSD management within 6 hours if the incident is not resolved
 - SURELOCK TECHNOLOGY Service Provider will send notifications to designated contacts every 3 hours if the incident remains unresolved > 6 hours
- Severity 3 Incidents:
 - SURELOCK TECHNOLOGY Service Provider will escalate internally to next level SSD engineers within 8 hours
 - SURELOCK TECHNOLOGY Service Provider will escalate to client contacts and SSD management within 24 hours if the incident is not resolved
 - SURELOCK TECHNOLOGY Service Provider will send notifications to designated contacts every 24 hours if the incident remains unresolved > 24 hours
- Severity 4 Incidents: Not applicable

Service Level Exclusions

At all times the Service Level Objectives (SLOs) in force between SURELOCK TECHNOLOGY Service Provider and our Customers are subject to the following exclusions:

- No SLO will be in breach by SURELOCK TECHNOLOGY SERVICE PROVIDER due to the extent the SLO is not met because of any act or omission on the part of the customer, its contractors or

vendors, or any other entity over which the customer exercises control or has the right to exercise control, other than acts or omissions of SURELOCK TECHNOLOGY Service Provider approved 3rd Party Network or 3rd Party Maintenance providers. That resulted from customer's equipment and/or 3rd Party equipment not within the primary control of SURELOCK TECHNOLOGY Service Provider.

- No SLO will be in breach by SURELOCK TECHNOLOGY SERVICE PROVIDER to the extent the SLO is not met because of a Force Majeure event.
- No SLO will be in breach to the extent the SLO is not met because of scheduled maintenance by customer or entities under customer's direction or control.
- No SLO will be in breach to the extent the SLO is not met because of scheduled maintenance by SURELOCK TECHNOLOGY Service Provider.
- No SLO will be in breach to the extent the SLO is not met because of the amount of time delays due to customer.

Service Level Exclusions Continued

- No SLO will be in breach if customer is
 - Not current on all outstanding invoices
 - In breach of the Master Services Agreement terms
 - The failure of the Internet has contributed to the situation
 - The Customer's or the End Client's internal network, hardware, software, or personnel have contributed to the situation.

Appendix: Supported Simple Change Activities by SURELOCK TECHNOLOGY Service Provider Service Desk (SSD)

Level 1 Support Services: the services performed under this agreement include issue logging, troubleshooting, email and phone-based issue resolution of problems reported in: telecommunications equipment and software, networking equipment and software, security equipment and software, and miscellaneous activities.

1. List of Standard Level 1 Telecommunications Requests:
 - 1.1. Triage all service impacting incidents as First point of Contact
 - 1.2. Check the status of server backups and perform backups of configuration data
 - 1.3. Perform system reboots as recommended by OEM and Customer Maintenance Windows
 - 1.4. Perform Station Moves, Station Adds, Station Disconnects
 - 1.5. Perform password resets on stations, voice mail and system logins
 - 1.6. Add VDNs, Vectors, Hunt groups
 - 1.7. Changes to coverage paths, bridging, call-forwarding, bridged appearance and other features
 - 1.8. Adding and changing SIP stations
 - 1.9. Changes on agents' skills and assigning new hunt groups
 - 1.10. Adding new profiles for system administrators
2. List of Standard Level 1 Networking Requests:
 - 2.1. Configure, verify, and basic troubleshoot VLANs
 - 2.2. Configure, verify, and basic troubleshoot inter switch connectivity
 - 2.3. Configure, verify, and basic troubleshoot static routing
 - 2.4. Configure, verify, and basic troubleshoot RIP
 - 2.5. Troubleshoot user connectivity issues involving DNS
 - 2.6. Configure, verify, and troubleshoot basic HSRP
 - 2.7. Configure and verify NTP
 - 2.8. Configure and verify SNMP, IP SLA, Logging, LLDP

3. List of Standard Level 1 Security Requests:
 - 3.1. Configure and verify Port Security
 - 3.2. Configure basic features (User, VLAN, SSH/Telnet, HTTPs)
 - 3.3. Monitor and work on Firebox connectivity issues & escalate on outages
 - 3.4. Configure Access Lists - Standard, Extended and Named
 - 3.5. Configure SNMP, Syslog and NTP settings
 - 3.6. Create, update Firewall policies and rules
 - 3.7. Troubleshoot identity and access management
 - 3.8. Verify clientless connection
 - 3.9. Verify Any Connect connection
 - 3.10. Verify and configure IPsec, site-to-site VPN, and SSL VPN
 - 3.11. Implement object groups
 - 3.12. Perform health checks on the firewalls
 - 3.13. Perform Firmware upgrades

4. List of Standard Level 1 Office365 Requests:
 - 4.1. Adding new users and provisioning licenses
 - 4.2. Adding users to distribution groups
 - 4.3. Installing office applications for Pro plus (One per change request)
 - 4.4. Office365 portal password reset for users
 - 4.5. Perform Health Checks of the SIEs (Service Interrupting Events)
 - 4.6. Resolving issues related to Online Meetings Ex: Resetting conference pin
 - 4.7. Resolving Skype for Business Online Sign in issues Ex: password reset and re-launching application
 - 4.8. Setting up mail or apps on mobile devices, including smartphones and tablets
 - 4.9. Setup Skype for Business Online contacts and federation
 - 4.10. Unlocking accounts and resetting passwords
 - 4.11. User rights or permission issues accessing or sharing a OneDrive or SharePoint file

5. List of Standard Level 1 Workstation Requests:
 - 5.1. Troubleshooting Workstation resource utilization and operating system performance issues
 - 5.2. Troubleshoot issues related to Internet connectivity and computer network issues
 - 5.3. Troubleshoot domain related issues
 - 5.4. Troubleshoot Antivirus and Endpoint protection clients on the Workstation
 - 5.5. Update Virus definitions on the Workstations
 - 5.6. Interface with third party support and equipment vendors for tracking the procurement or replacements

6. List of Standard Level 1 Wireless Requests:
 - 6.1. Configure guest access in APs/Controller to Non-employees
 - 6.2. Configure ACLs to allow internet/network access
 - 6.3. Configure and test wireless access for end user devices
 - 6.4. Configure wireless software on end user devices
 - 6.5. Monitor wireless RF frequency
 - 6.6. Monitor wireless APs and Controller through management station
 - 6.7. Configure Users in AD/LDAP server for wireless access
 - 6.8. Generate wireless statistics reports
 - 6.9. Configure DHCP IP reservation in AP/Controller
 - 6.10. Aruba ClearPass Monitoring
 - 6.10.1. Monitor and report Server resources and application response issues
 - 6.10.2. Real-time monitoring of network access and connectivity
 - 6.10.3. Monitor and report access violations
 - 6.11. Aruba ClearPass Management:
 - 6.11.1. Manage policy creation and real time enforcement of user level or device level policies
 - 6.11.2. Setup guest access and manage enforcements

- 6.11.3. Manage access privileges and thereby reduce risk
- 6.11.4. Manage BYOD and Corporate Device access and connectivity
- 6.12. Aruba AirWave Monitoring
 - 6.12.1. Monitor Wireless or wired network and troubleshoot connectivity issues
 - 6.12.2. Monitor clients or devices and troubleshoot any behavioral issues
 - 6.12.3. Monitor and analyze networks for usage and quality of service
 - 6.12.4. Troubleshoot quality and usage issues using Visual RF heat mapping
- 6.13. Aruba Airwave Management
 - 6.13.1. Manage Controller-less or Controller based Wireless networks from multiple vendors
 - 6.13.2. Optimize performance of wired or wireless network components
 - 6.13.3. Using AppRF, VisualRF control usage of network resources by apps and devices
- 7. List of Standard Storage Requests:
 - 7.1. Maintain proper backup schedule
 - 7.2. Restore and recover data as requested
 - 7.3. Facilitate off-site storage of data
 - 7.4. Monitor current storage environment for usage, performance, availability and reporting
 - 7.5. Forecast storage growth based on current capacity
 - 7.6. Storage provisioning
 - 7.7. LUN Management, Masking, Zoning, Performance and Volume Management
 - 7.8. Resolve storage shortages
 - 7.9. Alert and resolve any storage server performance issues
 - 7.9.1. I/O inefficiencies due to many small writes and reads
 - 7.9.2. Disk latency
 - 7.9.3. High Traffic networks
 - 7.9.4. Workload imbalance among storage tiers
 - 7.9.5. Server Performance
- 8. List of Standard Windows and Linux Server Requests:
 - 8.1. Creating/updating group policies on active directory
 - 8.2. Configuration changes of DNS and perform DNS testing
 - 8.3. Creating Virtual Machines and Templates
 - 8.4. Taking snapshots of Virtual Machines as and when required
 - 8.5. Configuration changes for Print server and file servers
 - 8.6. Configuration of DHCP services, Migrating scopes, implementation of standard settings
 - 8.7. Verifying CPU, Core, RAM, Data Store usage
 - 8.8. Root Access and Local user creation in Linux systems
- 9. List of Standard Collaboration Requests:
 - 9.1. Adding new Cisco Spark Endpoints
 - 9.2. Restart/Reset Cisco Spark Endpoints
 - 9.3. Create a new user account for Cisco Webex Room Kit
 - 9.4. Modify/Delete user accounts Cisco Webex Room Kit
 - 9.5. Provisioning of product specific configurations from CUCM
 - 9.6. Reset the video conferencing device
 - 9.7. Backup configurations
 - 9.8. Create VLANs & assigning IP information to the interface
 - 9.9. Adding routes or ACLs as per the requirement
 - 9.10. Maintaining Policies & Nat statements
 - 9.11. Whitelisting or Blacklisting webpages in Cisco Firepower Management Center

SURELOCK TECHNOLOGY SKUs

Part #	SKU	Short Description	Long Description
SEIS-IMPTEE-1500	5633960	Serv360 Implementation Fee	Serv360 Initial Setup and Onboarding Management Fee - One Time Charge per Customer
SEIS-RMM-ALLDEVICES	5687191	S360 RMM Monthly Cost for SNMP Devices	Serv360 Service Management Remote Monitoring Tool Monthly Licensing Cost per SNMP device. All SNMP Devices Monitored Billed in Total.
SEIS-PATCH-WS	5824556	Serv360 MS WS Patching per Unit per Mth	Seismic Patching Services for Microsoft Operating System Workstations - Monthly Price Per Unit
SEIS-PATCH-SERV	5824557	Serv360 MS Srv Patching per Unit per Mth	Seismic Patching Services for Microsoft Operating System Servers - Monthly Price Per Unit
SEIS-PATCH-ONB	5824558	Serv360 Patching Sys Onboarding Fee	Seismic Patching Services Onboarding Fee for End Clients with Fewer than 10 Workstations or 5 Servers
SEIS-UPDOWN-FW	5898572	Serv360 Monitoring Up/Down Firewalls	Seismic Up / Down Monitoring and Notification Services. Monthly Cost Per Firewall. Requires Serv360 RMM to activate service.
SEIS-UPDOWN-OTHER	5898573	Serv360 Monitoring Up/Down Net Device	Seismic Up / Down Monitoring and Notification Services. Monthly Cost Per Network Attached Devices - Non-Firewalls. Requires Serv360 RMM to activate service.
SEIS-NOC-VMW	5600087	Serv360 NOC Monthly Cost per VMWare Host VM	Seismic Network Operations Center Monthly Services Cost per VMWare Host or VM. Each VM Instance Supported Is Billed Separately.
SEIS-SRM-VMW	5600098	Serv360 NOC Monthly Cost per VMWare Host VM	Seismic Software Release Management Monthly Services Cost per VMWare Host or VM. Each VM Instance Supported Is Billed Separately.
SEIS-NOC-Server	5600088	Serv360 NOC Monthly Cost per Server	Seismic Network Operations Center Monthly Services Cost per Server. Each Server Supported Is Billed Separately.
SEIS-SRM-Server	5600099	Serv360 NOC Monthly Cost per Server	Seismic Software Release Management Monthly Services Cost per Server. Each Server Supported Is Billed Separately.
SEIS-NOC-Workstation	5600089	Serv360 NOC Monthly Cost per Workstation	Seismic Network Operations Center Monthly Services Cost per Workstation. Each Workstation Supported Is Billed Separately.
SEIS-SRM-Workstation	5600100	Serv360 NOC Monthly Cost per Workstation	Seismic Software Release Management Monthly Services Cost per Workstation. Each Workstation Supported Is Billed Separately.
SEIS-NOC-PBX	5600090	Serv360 NOC Monthly Cost per PBX	Seismic Network Operations Center Monthly Services Cost per Unified Communications PBX Server. Each UCC Server Supported Is Billed Separately.
SEIS-SRM-PBX	5600101	Serv360 NOC Monthly Cost per PBX	Seismic Software Release Management Monthly Services Cost per Unified Communications PBX Server. Each UCC Server Supported Is Billed Separately.
SEIS-NOC-Switch	5600091	Serv360 NOC Monthly Cost per Switch	Seismic Network Operations Center Monthly Services Cost per Switch. Each Switch Supported Is Billed Separately.
SEIS-SRM-Switch	5600102	Serv360 NOC Monthly Cost per Switch	Seismic Software Release Management Monthly Services Cost per Switch. Each Switch Supported Is Billed Separately.
SEIS-NOC-FW	5600092	Serv360 NOC Monthly Cost per Firewall	Seismic Network Operations Center Monthly Services Cost per Firewall. Each Firewall Supported Is Billed Separately.
SEIS-SRM-FW	5600103	Serv360 NOC Monthly Cost per Firewall	Seismic Software Release Management Monthly Services Cost per Firewall. Each Firewall Supported Is Billed Separately.

Attachment: SureLock - SOW (22-6542 : Replacement MSP Provider (Rocket IT))

SEIS-NOC-Router	5600093	Serv360 NOC Monthly Cost per Router	Seismic Network Operations Center Monthly Services Cost per Router. Each Router Supported Is Billed Separately.
SEIS-SRM-Router	5600104	Serv360 NOC Monthly Cost per Router	Seismic Software Release Management Monthly Services Cost per Router. Each Router Supported Is Billed Separately.
SEIS-NOC-WAP	5600094	Serv360NOC Monthly Cost/Wifi AP Tier1	Seismic Network Operations Center & Software Release Management Monthly Services Cost per WiFi Access Point.Tier1 quantity 1 - 5,000. Each WAP Supported Is Billed Separately Based on the Billable Tier for Total WAPs supported per Customer.
SEIS-NOC-WAP2	5682812	Serv360NOC Monthly Cost/Wifi AP Tier2	Seismic Network Operations Center & Software Release Management Monthly Services Cost per WiFi Access Point.Tier2 quantity 5,001 - 10,000. Each WAP Supported Is Billed Separately Based on the Billable Tier for Total WAPs supported per Customer.
SEIS-NOC-WAP3	5682813	Serv360NOC Monthly Cost/Wifi AP Tier3	Seismic Network Operations Center & Software Release Management Monthly Services Cost per WiFi Access Point. Tier3 quantity 10,001 - 15,000. Each WAP Supported Is Billed Separately Based on the Billable Tier for Total WAPs supported per Customer.
SEIS-NOC-WAP4	5682814	Serv360NOC Monthly Cost/Wifi AP Tier4	Seismic Network Operations Center & Software Release Management Monthly Services Cost per WiFi Access Point. Tier4 quantity 15001+. Each WAP Supported Is Billed Separately Based on the Billable Tier for Total WAPs supported per Customer.
SEIS-NOC-WAPController	5600095	Serv360 NOC Monthly Cost per WAP Controller	Seismic Network Operations Center & Software Release Management Monthly Services Cost per Wi-Fi Controller. Each Controller Supported Is Billed Separately.
SEIS-NOC-SAN_NAS	5600096	Serv360 NOC Monthly Cost per SAN NAS	Seismic Network Operations Center Monthly Services Cost per Network Attached Storage Device. Each SAN NAS Device Supported Is Billed Separately.
SEIS-SRM-SAN_NAS	5600107	Serv360 NOC Monthly Cost per SAN NAS	Seismic Software Release Management Monthly Services Cost per Network Attached Storage Device. Each SAN NAS Device Supported Is Billed Separately.
SEIS-NOC-Collab	5898575	Serv360 NOC Monthly Cost per Collab Unit	Seismic Network Operations Center Monthly Services Cost per Collaboration device. Each Unit Supported Is Billed Separately.
SEIS-SRM-Collab	5898576	Serv360 SRM Monthly Cost per Collab Unit	Seismic Software Release Management Monthly Services Cost per Collaboration device. Each Unit Supported Is Billed Separately.
SEIS-NOC-UPS	5600097	Serv360 NOC Monthly Cost per UPS	Seismic Network Operations Center Monthly Services Cost per Uninterruptible Power Supply. Each UPS Supported Is Billed Separately.
SEIS-SIMPCHG-10	5600108	Serv360 NOC Simple Changes Bundle of 10	Seismic Managed Services Customers Bundle Offer for Changes Over the Base Entitlement Per Month - 10 Simple Changes - 12 month duration
SEIS-SIMPCHG-25	5600109	Serv360 NOC Simple Changes Bundle of 25	Seismic Managed Services Customers Bundle Offer for Changes Over the Base Entitlement Per Month - 25 Simple Changes - 12 month duration
SEIS-SIMPCHG-50	5600110	Serv360 NOC Simple Changes Bundle of 50	Seismic Managed Services Customers Bundle Offer for Changes Over the Base Entitlement Per Month - 50 Simple Changes - 12 months duration

SURELOCK TECHNOLOGY SKU quantities and Customer pricing are on separate SURELOCK TECHNOLOGY quote(s) to Customer.

Customer: _____

Accepted By: _____

Name: _____

Title: _____

Date: _____



Invoice

INV-152700

SURELOCK TECHNOLOGY

Tax ID : 84-3741691
 320 S PERRY STREET
 LAWRENCEVILLE
 30046
 U.S.A
 7709278985

Balance Due
\$71,724.00

Bill To
City of Norcross
 65 Lawrenceville Street
 Norcross
 30071 Georgia
 U.S.A

Invoice Date : 07/20/22

Terms : Due on Receipt

Due Date : 07/20/22

P.O.# : James Trent

Date	Item & Description	Qty	Rate	Amount
1	Annual Payment	1.00	71,724.00	71,724.00
	Manage and monitor 24/7 Servers/Switches/and firewall • Remote Management as needed for Desktop and Laptop users. (estimated 150) • Provide Antivirus Solution for Laptops and Desktops • Provide 10 hours of onsite support monthly			
Sub Total				71,724.00
Total				\$71,724.00
Balance Due				\$71,724.00

Notes

Thank you for your business

Terms & Conditions

PLEASE NOTE OUR NEW ADDRESS FOR BILLING - 320 S. Perry Street Lawrenceville, GA 30046

Thank you!

Attachment: INV-152700 (22-6542 : Replacement MSP Provider (Rocket IT))

Application Reviewer Bill Grogan

Applicant	Application Package	Remote Support (24 X 7)	Priority Levels (1-4) Easily Explained	Monthly / Yearly Price easily identified	How many Support hours documented?	Change Management Workflow	Total Score	Additional Notes
SureLock Technologies	4	5	5	4	5	5	28	72k annual, M-F 8-5 for standard support needs tier 1/2 remotely, 3/4 on site.
VC3	3	5	4	5	1	3	20	276k annual, Columbia SC, says hours are 7-6pM-F but further down it says support is 8-5p. I didn't see # of on site support hours or even if they provide that. Svcs provided says "Table A-C" but there is no Table C.
TPx	1	1	1	3	1	3	10	77k one time, 79k year but for backup service only so even though 24/7 support provided, it's not what we need.
TeamLogicIT	4	5	5	4	3	4	25	Local support, 30 hours per month I think... \$191,400k per year
ByteIT	4	5	5	1	1	3	19	Ohio – don't see any local support. Unknown annual/month because only gave per unit monthly. Est. at least \$200k annual based on per unit cost. No on site hours included - \$120 per hour.

Directions: Please read each applications package carefully. Using the rubric to compile your scores, rank each application using the score associated (1 to 5). One (1) being the least and Five (5) being the best score). Add up your total scores. Please make additional notes if needed to help justify your scoring.

Application Reviewer Maurice Shepherd

Applicant	Application Package	Remote Support (24 X 7)	Priority Levels (1-4) Easily Explained	Monthly / Yearly Price easily identified	How many Support hours documented?	Change Management Workflow	Total Score	Additional Notes
SureLock Technologies	4	4	4	4	4	4	24	Local (Lawrenceville); 10 hrs. onsite support; Reasonable Cost
VC3	2	2	2	1	2	3	12	High Fees
TPx	1	3	2	2	1	2	11	Not Located in GA
BytelT	3	2	3	2	3	2	15	Not a local vendor; Detailed Contract
TeamLogic IT	2	2	3	2	2	2	13	Vague Contract
	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.		
	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.		

Directions: Please read each applications package carefully. Using the rubric to compile your scores, rank each application using the score associated (1 to 5). One (1) being the least and Five (5) being the best score). Add up your total scores. Please make additional notes if needed to help justify your scoring.

Application Reviewer Dr. James Trent

Applicant	Application Package	Remote Support (24 X 7)	Priority Levels (1-4) Easily Explained	Monthly / Yearly Price easily identified	How many Support hours documented?	Change Management Workflow	Total Score	Additional Notes
SureLock Technologies	5	5	5	5	5	4	29	Vendor proposal matches the RFP and also provides documented 24X7 support, since cost is a factor, the cost of this vendor seems to be in line with industry standard. Change Mgt Workflow is documented but can be a bit convoluted.
VC3	5	3	5	5	2	2	22	The remote support is not easily identified, the cost compared to other vendors is triple the price, the change management process is not easily identified.
TPx	4	Choose an item.	Choose an item.	5	Choose an item.	4	13	The vendor has a detailed backup plan but not a MSP plan. There were not priority levels identified, nor was there any remote support or support hours easily identified
BytelT	5	4	4	1	1	4	19	Remote support and Priority levels have to be searched for throughout the proposal. The cost was not easily identified. There was a cost of \$149/object. There was no general cost of how support would be broken down. They have a solid change management workflow
TeamLogic IT	5	2	Choose an item.	2	Choose an item.	Choose an item.	9	The vendor's proposal lacks easily identified hours or cost for services. There was no priority

								level given in the proposal, there was not change management documented in the proposal	E.1.d
	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.			
	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.	Choose an item.			

Directions: Please read each applications package carefully. Using the rubric to compile your scores, rank each application using the score associated (1 to 5). One (1) being the least and Five (5) being the best score). Add up your total scores. Please make additional notes if needed to help justify your scoring.