

Blue Technologies

Smart Solutions

COMMITMENT TO EXCELLENCE - EVERY DAY

Date: 11/7/2023

Managed IT Services Renewal



More Than an IT Provider,
We Are Your Trusted
Technology Partner

PREPARED FOR:

Odis Rogers
Chief of Police
City of Olmsted Falls

26100 Bagley Rd
Olmsted Falls Ohio 44138

PREPARED BY:

Michael Buckner
Technical Account Manager
Blue Technologies

5885 Grant Avenue
Cleveland, OH 44105



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Toledo: 6475 Wheatstone Court | Maumee, OH 43537 | (419) 504.4800

OFFICIAL DOCUMENT MANAGEMENT
AND DOCUMENT HARDWARE PROVIDER OF



Dear Chief,

On behalf of Blue Technology Smart Solutions, I would like to personally thank you for the opportunity to present this agreement to deliver managed network solutions and services.

Our Company has been in the Technology business for over 25 years. We are known for our Commitment to Excellence, providing high quality technical services to clients throughout the state of Ohio, the U.S & Internationally.

Blue Technology Smart Solutions will incorporate your preferences into a custom service. It is our goal to unload as much technical responsibility from our clients as possible so they can focus on the main aspects of running their business.

We have enclosed the details of the agreement with this engagement letter. The terms and provisions of this agreement are negotiable and can be adjusted if we have not met your expectations and addressed your concerns.

We look forward to providing your company with exceptional service and are committed to your continued satisfaction.

Thank you,

Michael Buckner
Technical Account Manager
Blue Technology Smart Solutions



Blue Technologies & BTSS: Who We Are

Blue Technologies, Inc. is a privately held S corporation, incorporated in the State of Ohio on July 5, 1995. Despite tremendous growth, we remain with zero debt. Our corporate offices are located at 5885 Grant Avenue, Cleveland, OH 44105, with branch offices located in North Canton, Columbus, Youngstown, Mansfield, and Toledo.

Blue Technologies, Inc. focuses on Print Technology, Enterprise Content Management, Managed and Professional Services. *Blue Technology Smart Solutions* is the IT division of Blue that provides professional IT services to businesses with IT-related needs. We are here to help businesses maintain a high-quality IT infrastructure or applications/software program crucial to the management of their business. Blue Technology Smart Solutions shall offer IT services that fit client preferences with the end goal of improving the quality of their business.

BTSS offers multiple enterprise level solutions, including cybersecurity, managed services, and server and storage solutions.

Ever since our founding, Blue Technologies, Inc. has dominated its market area in growth in revenue, service, and financial stability. Paul Hanna founded Blue Technologies on July 5, 1995, armed with years of industry experience and a dedicated owner/management team.

Blue Technologies entered the office technology industry with the day one mission of being a customer focused organization dedicated to providing industry-leading products backed by world-class service.

Our team consists of professionals who have had years of experience in the Tech business. They are all hard-working individuals who take advantage of their potentials. They know what they can do, and they utilize their skills in every way possible. We make sure that we only hire employees who can provide high quality IT services commensurate to our clients' preferences and specific requests. Our team works to improve the quality of your business and is committed to addressing your IT needs.

“A satisfied customer is not loyal...
Only a completely satisfied customer is loyal.”



EXECUTIVE SUMMARY

The BTSS strategy is focused on improving network operation, security, providing quick responsive Helpdesk, and recommending technology roadmaps as your trusted technology advisor. This is a comprehensive solution to fully meet the expectations of The City of Olmsted Falls. By incorporating our BlueProtect suite of services and bringing the network environment up to industry best practices and standards, you will see a great improvement in your overall IT environment, wireless dependability, and business efficiencies.

Goals:

1. To provide high quality professional services
2. To provide exceptional IT Service
3. To service at a fair & reasonable price
4. To establish a long-term partnership with our clients
5. To provide a safe & secure network environment for your employees and your vendors.

Blue Technology Smart Solutions shall provide various IT services to match your needs and expectations.

1. Technical Support
2. Computer Repair and Upgrades
3. Network Maintenance
4. IT Consulting
5. Onsite Training
6. Emergency Data Recovery
7. Virus Protection and Firewall
8. Virtual CIO & CISO Services
9. Advanced Cybersecurity



Services and Pricing

BlueProtect Workstation

The BlueProtect Desktop team supports numerous commonly used desktop software products, many of which are listed below. The Service Desk provides extended support for desktops, laptops, thin clients, and printers, tablets, smart phones, and local networks.

Help Desk

The Service Desk is available for support during the hours of 8:00 AM to 6:00 PM EST, Monday through Friday (24/7 & Extended Hours available for additional costs). Requests for support can be made via a dedicated 800 number, web portal or e-mail. All support requests are entered into a single ticketing system. If the Service Desk is not able to immediately correct the problem, the ticket will be escalated to the next level of support, or an engineer as needed.

High Priority Problems

- Email or application crashed or not functioning properly
- Printing issues
- Database connectivity issues
- File and folder access problems
- General hardware failures
- Computer performance problems
- Virus and malware infections
- Network connectivity failures

Administrative Tasks

- Troubleshooting
- Single user account and group creation
- Mailbox and distribution list creation
- Password resets and unlocking of domain accounts
- File/folder permission changes
- Microsoft Outlook profile set-ups
- Mobile device email setup and configurations, and email, contact and calendar synchronization
- File and Folder Restores

See Appendix A for Service Level Agreement (SLA) Details



BlueProtect Server

With BlueProtect Server, we monitor your server(s) and network devices 24 hours a day, 7 days a week. Once a problem is detected, the Network Operations Center (NOC) will initiate remediation. If the problem cannot be resolved, an engineer will be dispatched onsite to resolve the issue. During the onboarding process, we will define who will be notified, when they will be notified and how they will be notified of these events.

- Hardware & software audits
- Remote Server Access for IT Staff
- Patch whitelisting service
- Multi-vendor antivirus management
- Remote restart of services by NOC as needed
- Full remote problem resolution by NOC
- Patch deployment by NOC
- Proactive or on-demand server restart
- Global policy troubleshooting
- System performance analysis & troubleshooting
- MS Exchange health check & defragmentation
- MS Service Pack installation

Infrastructure Support

- All switches, firewalls, routers, and wireless access points, if compatible, are covered in this service plan.
- Activities include:
 - ✓ All configuration
 - ✓ Firmware management
 - ✓ Back-up monitoring
 - ✓ On-site support as needed is included.



Application Support

- The Service Desk provides best effort troubleshooting and assistance for most standard business applications like Microsoft Office, QuickBooks, Adobe, etc.
- We use our Knowledgebase software application to store important information to assist in our best effort support of these various Line of Business and proprietary applications.
- Our Knowledge Base contains an extensive repository of knowledge articles for Level 1 and Level 2 support for numerous third-party applications.
- Although the Service Desk does not provide end-user training, technicians will assist users with simple application questions such as how to print from a specific application or how to add a signature block to an email.

Project Requests & Professional Services

- Project Requests are created for anything that is not included as part of this Managed IT Services Agreement Scope of Work.
- New computer set-ups and configurations.
- New network printer set-ups requiring configuration of the printer and end-user workstations.
- New user set-ups involving multiple application installations.
- 5 or more workstation upgrades will be scoped as a project.

**Excessive data transfer may constitute additional project cost.*

On-Site Support (Dispatch as needed)

For systems covered by BlueProtect Server and BlueProtect Workstation, we will provide on-site support services to problems that may occur. This support is for existing configurations and technology and is not to implement, install, or configure new technology. New technology installation or configuration is available and will be escalated to your Account Manager to help create a scope of work document and project quote.

Reporting and Service Management

Real Time Online Reports

You will have access to the following reports:

- Open and closed service requests, with descriptions
- Inventory of Assets covered by your service plan
- Engineering hours used during the month
- Invoices
- Project and Project Status reports

** Reports that require manual creation are only available upon request at least 10 working days in advance*



Vendor Liaison

BTSS will act as a vendor liaison with other technology vendors that do business with you to assist with communication and troubleshooting in the areas of:

- Line of Business Applications
- Copiers and Printers
- Telecom
- Network Administration
- Licensing

Business Reviews

BTSS will conduct regular reviews with your designated Technical Account Manager.

The reviews are planned to discuss the following information:

- Open service requests
- Inventory of Assets covered by your service plan
- Engineering hours used during the month
- Project and Project Status reports
- Identify major problems and resolutions that occurred during the quarter
- Identify trends related to IT that may impact your business
- Changes with your business and industry
- Technology Roadmap, Budgeting, Planning, etc.

Suitability of Existing Environment

Minimum Standard Necessary for Services

Blue Technologies Smart Solutions LLC. assumes any equipment or devices remaining on the customers network environment, unless otherwise advised by Blue Technologies Smart Solutions Smart Solutions LLC., is in good working order for the purposes intended. Existing equipment or devices that remain part of the Customers production IT network environment and does not have the Blue Protect RMM agent, Blue Technologies Smart Solutions LLC. will not support those devices under The Blue Technologies Smart Solutions LLC. support agreement. Therefore, it is stipulated that Customer is responsible for the functionality and performance of existing non-supported equipment in the production environment. Any equipment or device that resides on the Customers network, not under Blue Protect that causes network performance issues or cybersecurity breach that impact individual users or the entire network environment, could result in additional charges to remediate the situation.

Should there be any other deficiencies in this environment identified, service provider will notify Client with determination & deficiencies:

System Alterations:

Customer agrees that all equipment and network devices being supported by Blue Technologies Smart Solutions LLC. to deliver the Service, without notification to Blue Technologies Smart Solutions, Inc. to provide advisory direction as the Managed Service Partner, will not add, disturb, alter, or remove any portion of equipment or software necessary to deliver said Service.



Pricing

Hourly Rate – Additional projects & professional services

- \$187.50 Per Hour - Managed Services Customer Rate

Monthly Services Included (Standard 36-month term):

- ✓ BlueProtect - Workstation & Helpdesk: (\$47.50 x48) = \$2,280
- ✓ BlueProtect - Server: (\$175 x5) = \$875
- ✓ BlueDefend - MDR: (\$12 x48) = \$576
- ✓ BlueDefend - Security Awareness Training: (\$3.25 x75) = \$243.75
- ✓ BlueDefend - Email Protection: (\$3.25 x45) = \$146.25

Backup Service:

- ✓ BlueProtect Cloud Back Up & Storage: \$75 x1 = \$75

Total Monthly Cost: All Locations and Administration Office/HQ

- **\$4,196**

Taxes: *The price in this agreement does not include sales tax. You will be responsible for payment of all applicable federal, state, and local taxes and assessments. No tax exemption will be recognized unless a valid exemption certificate is provided.*

**Pricing may change as changes to your environment occur.*

**Pricing is based on a 36-month agreement (Jan 2024 – Jan 2027)*



Agreement Acceptance

Attention: By accepting this Agreement to enter into a managed services agreement with Blue Technologies Smart Solutions, onboarding, implementation, and support services will not begin until an “MSA: Master Service Agreement” has been executed. The MSA will be sent upon full execution of this agreement.

City of Olmsted Falls

Blue Technologies Smart Solutions

Name

Title

Date

Name

Title

Date

Agreement Expiration

The agreement is valid for 30 days from November 31, 2023. Post 30 days, the pricing for this solution will need to be re-evaluated and an updated quote will be provided upon request. Master Services Agreement and Terms of Service must be completed for this agreement to be valid.

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APPENDIX A

Service Level Commitment

	Priority Level	*First Response	Resolution Plan	Resolution	Timeframe**
1	Emergency	1 Hour	4 Hours	Based on Issue	Business Hours or 24/7
2	Critical	2 Hours	8 Hours	Based on Issue	Business Hours or 24/7
3	Medium	3 Hours	24 Hours	Based on Issue	Business Hours
4	Low	4 Hours	48 Hours	Based on Issue	Business Hours

*Live Helpdesk Agent Response. Auto generated email is not part of response time commitment.

**Based on agreement terms that includes 24/7 helpdesk.

Protection from Ransomware

In the event that we are unable to protect you from a ransomware attack and your organization must pay the ransom, SentinelOne Endpoint Protection Platform (EPP) customers covered by the SentinelOne Ransomware Warranty will be reimbursed:



\$1,000 per compromised endpoint
\$1,000,000 maximum per company

Visit us at sentinelone.com and learn more about #dontpaytheransom

