

RESOLUTION NO. R24-78

A RESOLUTION OF THE CITY COUNCIL APPROVING AND ACCEPTING
QUOTE FROM MORRISON-MAIERLE SYSTEMS TECHNOLOGY
CONSULTANTS FOR MANAGED NETWORK SERVICES.

BE IT RESOLVED by the City Council of the City of Laurel, Montana,

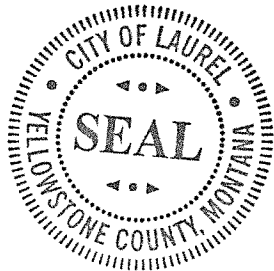
Section 1: Approval. The Contract with Morrison-Maierle Systems Technology Consultants, for Managed Network Services (hereinafter “Managed Network Services Quote”), a copy attached hereto and incorporated herein, is hereby approved.

Section 2: Execution. The Mayor is hereby given authority to approve and accept the Managed Network Services Quote on behalf of the City.


Introduced at a regular meeting of the City Council on the 27th day of August, 2024, by Council Member Mackay.

PASSED and APPROVED by the City Council of the City of Laurel the 27th day of August, 2024.

APPROVED by the Mayor the 27th day of August, 2024.




CITY OF LAUREL


Dave Waggoner, Mayor

ATTEST:


Kelly Strecker, Clerk-Treasurer

APPROVED AS TO FORM:


Michele L. Braukmann, Civil City Attorney

We have prepared a quote for you

OMNI Managed Services Renewal

Quote # 004924
Version 2

Prepared for:

City of Laurel

Kelly Strecker
kstrecker@laurel.mt.gov

Monday, August 05, 2024

City of Laurel
Kelly Strecker
PO Box 10
Billings, MT 59044
kstrecker@laurel.mt.gov

Dear Kelly,

Morrison-Maierle Systems Technology Consultants (Systems) is pleased to submit the following proposal for Managed Network Services for City of Laurel.

Systems has provided information technology solutions to the market since 1982. We specialize in educating you in the options available to ease your business concerns in the 21st century. Our professional scope ranges from architecture, design and support of networks, to engineering and implementation of local and wide area network solutions.

By managing all of your technical and third party software solutions, you will enjoy a more productive and business focused environment giving way to greater retention of staff.

Thank you for taking the time to discover the Morrison-Maierle Systems Technology Consultants difference, and we look forward to working with you.



Thad McGrail
Sales and Marketing Manager
Billings - Systems

Managed Services

This Managed Service Agreement is made this date, by and between City of Laurel (Client), and **Morrison-Maierle Systems Technology Consultants (Systems)**.

Systems Difference in IT Maintenance

Continuous Monitoring of Network

Systems will provide remote 24/7/365 monitoring of the health and performance of workstations and/or servers to detect and then rectify IT issues before they become critical. City of Laurel can choose to be notified of significant events. Monitoring includes but is not limited to:

- Backup monitoring
- RAID status
- Anti-Spyware software and management
- Server / Desktop performance monitoring
- Anti-Malware software and management
- Operating system updates
- Third party software updates (Java, Adobe, etc.)
- Scheduled preventative maintenance
- License and asset management (server)
- Availability monitoring
- Internet security application

Hardware Prerequisites

- Workstations and servers must be running **Windows 10 Pro or better**. Older workstations or operating systems **will not** be covered under this agreement but can be supported on a time and material basis.
- City of Laurel must have a high-speed internet connection.

Omni Fully Managed Monitored Items

Systems "OMNI" services to be included in ongoing support agreement for City of Laurel

Administration and Conditions

Ongoing:

- Anti-Virus status
- Backup status
- Helpdesk ticketing open/close
- Network security summary
- Patching status
- Server performance status
- Server warranty status
- Services availability status
- Status of devices under management
- Third party license coordination

- Unlimited helpdesk support
- Unlimited remote support
- vCIO functions
- Vulnerable application status

Monthly:

- Scheduled reports

As needed:

- Document software and hardware changes
- IT budget support / planning
- Presence at board meetings
- Project management for all technology related projects

Workstations

Ongoing:

- Advanced performance monitoring
- Alert client to dangerous conditions
- Hard drive running out of disk space
- Hard drive showing sign of failure
- Memory running low
- Network cards report unusual collision activity

Weekly:

- Patching management of Microsoft critical and security updates
- Managed Anti-Virus / definition updates / scheduled scans

Monthly:

- Scheduled preventative maintenance

As needed:

- Reboot PC

Backup / Disaster Recovery

Ongoing:

- NOC monitor backup status
- Data restore as needed with NO ADDITIONAL COST
- Unlimited data with no data overages

Weekly:

- Manually verify backup status

Quarterly:

- Random file test restore for backup integrity

As needed:

- Remediation of failed backups

Servers

Ongoing:

- 30-day retention
- Active directory management
- Advanced performance monitoring
- Alert client to dangerous conditions
- Backup / Disaster recovery
- Controllers losing interrupts
- DNS / DHCP management and maintenance
- Hard drive running out of disk space
- Hard drive showing sign of failure
- Key application maintenance
- License & Asset management
- Memory running low
- Monitor backup status
- Monitor hard drive free space on server
- Network cards report unusual collision activity
- Virtual host management and maintenance

Weekly:

- Managed Anti-Virus / definition updates / scheduled scans
- Manually verify backup status

Monthly:

- Scheduled preventative maintenance
- Managed patch/Microsoft critical and security updates

Quarterly:

- Test restores

As needed:

- Data restore
- Reboot servers
- Remediation of failed backups

Network / Security

Ongoing:

- Coordinate support for other enterprise software with third-party vendors
- Firewall management and maintenance
- General management
- Installation and configuration of updates and maintenance/security releases
- Manage e-mail security
- Manage internet security
- Phone specific - time outside of basic 2-hour troubleshooting will be billed at the the current discounted rate
- Router management and maintenance
- Security / access management
- Switch monitoring
- Troubleshooting and problem resolution
- Vendor third party support
- Video camera system - time outside of basic 2-hour troubleshooting will be billed at the current discounted rate
- Wi-Fi management

Quarterly:

- Network health review

As needed:

- Performance monitoring / capacity planning
- Routine renewal and replacement of existing systems

OMNI Service Level Agreement (SLA)

Support Tiers

The following details and describes our Support Tier level:

Priority	Definitions	User Impact
Critical	Major system(s) down; no work-around exists. Business stopped.	All
High	Major system(s) down; work-around exists. Business interrupted.	More than one end user
Medium	Workstation issues; work-around exists. End user workflow interrupted	Usually a single user
Low	Workstation issues; work-around exists. End user inconvenienced	Usually a single user

Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Priority	Response Time	Resolution Time
Critical	1 hour	Best Effort
High	2 hours	More than one end user
Medium	4 hours	Usually a single user
Low	6 hours	Usually a single user

In the service desk, all tickets are recorded and assigned a priority level. Within the agreement, the service provider will specify the response times and remediation times for each priority level.

The following table describes the steps of ticket progression as well as how the time is measured.

For example: when a new ticket is submitted, the clock starts running and continues to run while the work is in progress. However, if an analyst is waiting for input or delivery from the customer or a third party, the clock will be paused. It is only when the ticket is completed and closed that the clock is stopped.

Progress Setup	Definitions	User Impact
New	New ticket; no action taken	Clock running
In Progress	Ticket open; actions taken	Clock running
Waiting Customer	Ticket open; waiting for customer input/response	Clock paused
Waiting Third Party	Ticket open; waiting for vendor input/response	Clock paused
Resolved/Closed	Ticket resolved/closed	Clock stopped

Support Options

In the unlikely event City of Laurel has a problem with a workstation or a server, and Systems has not already attempted to notify you, City of Laurel should contact Systems. Phone support using our Help Desk is the clients' first and best contact option. If the issue cannot be resolved with phone and remote support, an engineer will be dispatched to the site. Most Help Desk requests can be answered and resolved remotely. All incidents, whether called in or reported via the ticket system, will be submitted as tickets and available for tracking all the way from first report to final resolution.

Systems will respond to City of Laurel service tickets in accordance with this agreement as outlined above, and with best effort after hours or on holidays. Service tickets may be opened by any employee, contact person, or by email to our Help Desk (helpdesk@getsystems.net), Help Desk Client Portal (helpdesk.getsystems.net) or by phone (866.401.4846). Each call made to the Systems' Help Desk will be assigned a service ticket number for tracking. Our escalation process is detailed in this agreement and specific to the client. **NOTE: Calls or emails directly sent or made to technicians will NOT be held to the standards of this agreement or any other response times expressed or implied.**

Items excluded and billed outside of this agreement

- Costs of hardware and software purchased in the context of this proposal and ongoing updates and upgrades

- Software licensing and support costs
- Third-party service/maintenance costs
- Projects outside standard maintenance and management of existing systems
- Formal technical training

Assumptions

- City of Laurel will maintain support agreements with all third-party vendors
- City of Laurel will supply clean and safe office space and work space for Systems technicians
- Systems will be consulted in all IT related discussions and decisions including planning, purchasing and budgeting
- Systems staff will be added to all third-party vendor authorized support contact. Software, Hardware, ISP, Phone, Security Systems, etc...

Firewall as a Service, (FWaaS)

Morrison-Maierle Systems' (Systems) Firewall as a Service (FWaaS) provides businesses with a layer of network security that complements existing antivirus software while strengthening your network security.

This service will improve network security by establishing a barrier between your internal network and the internet.

- Every FWaaS appliance comes with the SonicWall solution which combines the hardware, licensing and all the services needed for comprehensive network protection from a wide range of network threats—including viruses, spyware, worms, Trojans, and keyloggers. Each device includes Capture Advanced Threat Protection, which revolutionizes detection and sandboxing with a multi-engine approach, to stopping unknown and zero-day attacks at the gateway with automated remediation.
- Systems' FWaaS helps protect against hardware obsolescence as well. This service allows for replacement of the firewall appliance at end of life, or if necessary, to ensure our clients have up to date protection.
- As part of this agreement, Systems will fully maintain and manage the appliance, keeping the firmware and virus definitions up to date.
- **FWaaS requires a 24 month commitment outside of our Managed Services Agreement (MSA). Should the client decide to cancel this MSA, the client will be responsible for buying out the remainder of the 24 month commitment.**

Cyberaware End User Security Testing and Training

End User Security Testing and Training provides employees with a monthly 2-minute IT training video keeping security at the forefront. Also included are monthly phishing simulations effectively testing employee security awareness and susceptibility to social engineering tactics.

Key Features:

Template Library:

- Predesigned Templates
- Customizable Templates

Website Cloning:

- Webpage cloning for flexible test scenarios configuration
- Completion message and webpage redirection
- Comprehensive and robust reporting to address security issues

Benefits:

- **Increased Security** – Quantifiable and measurable results to identify and track improvement
- **Visibility** – Monthly comprehensive reporting to understand and address security weaknesses
- **Demonstrated Responsibility** – Visible proof of steps taken to address current threats such as social engineering
- **Improved Training Retention** – Real experience simulations and training to help employees understand and become more security conscious
- **Reduced Training Cost** – Pinpointing susceptible employees (via Repeat Failures Report) for additional training without the cost and burden to other employees

Managed Email Security

Quickly filters and sanitizes email-borne threats from every email before delivery to your mail server. This technology utilizes virus scanning, spam scoring, real-time intent analysis, URL link protection, reputation checks, and various other techniques. We provide you with the best possible level of protection for your business. Our global 24/7 threat operations center continuously monitors the internet for new threats across all attack vectors feeding this intelligence into Essential's filtering technology.

Key Features:

Inbound Email Security:

- **Advanced Threat Protection** - Combines behavioral, heuristic, and sandboxing technologies to protect against instantaneous and targeted attacks. Email attachments are automatically scanned detonating suspicious attachments in a sandbox environment to observe behavior
- **Anti-Phishing Protection** - Integrates anti-fraud intelligence, domain name validation, along with behavioral and heuristic detection to combat phishing attacks and sender spoofing (i.e., spammers spoofing valid email addresses)
- **Malware Protection** - Leverages the cloud for dynamic, real-time threat analysis, attachment sandboxing, and URL protection to prevent email users from being affected
- **Link Protection** – Automatically rewrites URLs containing malicious code that can be invisibly downloaded to trigger a widespread attack. The rewrite allows Email Essentials to sandbox the request at click time blocking the malicious links.

Service Descriptions

Support and Escalation

After Hours Support: 406-237-1281

Systems will respond to Client's Trouble Tickets in accordance with client SLA, and with best effort after hours or on holidays. Trouble Tickets must be opened by Client's designated I.T. Contact Person, by email to our Help Desk (helpdesk@getsystems.net), Help Desk Client portal (helpdesk.getsystems.net) or by phone (866.401.4846) to our Help Desk. Each call made to the *Systems*' help desk will be assigned a Trouble Ticket number for tracking. Our escalation process is detailed in the client SLA. **NOTE:** Calls or emails directly sent or made to technicians will NOT be held to the standards of the client SLA or any other response times expressed or implied.

Service outside Normal Working Hours

Emergency services performed outside of the hours of 8:00 am – 5:00 pm Monday through Friday, excluding holidays,

and previously scheduled services shall be addressed as best effort and will not be subject to SLA response times. Client shall be provided with contact information for after-hours support and will typically require leaving a message and waiting for a call back.

Holiday Emergency support

Support requests on holidays, defined as New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the Day after Thanksgiving, Christmas and Christmas Eve will be charged at the current discounted rate and shall be addressed as best effort and will not be subject to SLA response times. Client shall be provided with contact information for Holiday support and will typically require leaving a message and waiting for a call back.

Service outside 50 mile radius

Travel to out-of-town locations, defined as more than 50 miles one way from the closest *Systems* office, will be billed for travel at the rate of \$1.00 per mile each way. Distance will be calculated from the closest *Systems* office.

Assumptions

3rd party database software to be managed by others. If *Systems* works with 3rd party support on behalf of the Client, the current discounted hourly rate will be billed.

3rd party support will be included under OMNI Managed Service Agreements if an updated service agreement is in place for the 3rd party vendor. (Support for 3rd party inclusion is subject to *Systems* discretion and exclusions will be added as amendment(s) as needed).

Termination of the Agreement

This agreement may be terminated by either party with a 30 day written notice.

Disclaimer of Data Storage Location

Any and all client information stored by *Systems* and maintained with data centers inside the United States of America.

Quote Expiration

This proposal may be withdrawn if not accepted within 90 days from the *Systems* signature date

Monthly Services following Onboarding (if applicable)

Description	Recurring	Qty	Ext. Recurring
Virtual Private Network Licenses Existing Service up from 15 seats from last agreement 10 at city office 1 at water plant Removing 10 at LPD as they have netmotion now		11	
Vulnerability Scan with Remediation of events Existing Service no changes		1	
Fully Managed Workstation Up from 43 from last agreement		50	
Fully Managed Server VM Same count from last agreement Laserfiche LPD- Netmotion		2	
Fully Managed Server Physical Host Laurel- DC LPD- Server		2	
Managed Backup All four Servers and Lyndy PC		1	
Duo Multi-factor Service Duo Seats for PD same number of seats from last agreement		25	

Monthly Services following Onboarding (if applicable)

Description	Recurring	Qty	Ext. Recurring
FWaaS Listed below are the NEW or EXISTING devices: TZ300's Sewer, Water, 911, Fire, City office, Shop Systems will be upgrading these to NEW TZ 370 series devices with advanced security license as the TZ300 series is end of life. This as a service agreement will require a 24-month commitment if ordering or upgrading a firewall. Should the client cancel the MSA they will still be responsible for the remaining lease term of the firewall(s). Expense for this item varies based on the type of appliance. Premium Plus Email Security Included Cloud to Cloud Backup for services such as MS 0365 Up from 81 on last agreement		6	
		83	
Social Engineering End User Testing Down form last agreement which had 81 seats		71	
Monthly Subtotal:			\$4,732.00

Onboarding – New Services Installation

Description	Price	Qty	Ext. Price
Onboarding for upgrading 6 firewalls Upgrading all 6 firewalls to NEW TZ370 series	\$135.00	12	\$1,620.00
Subtotal:			\$1,620.00

OMNI Managed Services Renewal



Prepared by:
Billings - Systems
 Thad McGrail
 406.237.1211
 tmcgrail@getsystems.net

Prepared for:
City of Laurel
 PO Box 10
 Billings, MT 59044
 Kelly Strecker
 (406) 628-7431
 kstrecker@laurel.mt.gov

Quote Information:
Quote #: 004924
 Version: 2
 Delivery Date: 08/05/2024
 Expiration Date: 08/30/2024

Quote Summary

Description	Amount
Onboarding – New Services Installation	\$1,620.00
Total:	\$1,620.00

Monthly Expenses Summary

Description	Amount
Monthly Services following Onboarding (if applicable)	\$4,732.00
Monthly Total:	\$4,732.00

Labor hours spent on the network, PCs or servers other than covered maintenance tasks (updates for Microsoft, Adobe, Java, Antivirus, etc.) are considered billable. Maintenance classified as a project, as well as, any parts required (i.e. software or hardware) to either keep the network working or upgraded are not covered. Adding devices not present and covered at the signing of this agreement or the replacement of existing devices unless otherwise noted will be billed at the current managed services rate.


Upon receiving this commitment, Systems agrees to schedule staff and negotiate a suitable start date to begin the implementation of our services. Termination of this agreement can be made by either party with a 30 day written notice. This Agreement is effective for a 12 month period following on-boarding (if applicable). At that time, if no renewal is negotiated, your account will be automatically adjusted to reflect new user counts and pricing with an automatic increase of 6% after user count adjustments. Following the 12 month period, or in instances of significant change, either party can seek to negotiate a potential rate adjustment.


In agreeing to partner with Systems, the Client acknowledges that project scope, deliverables, continuous management and the methodology outlined in this proposal are satisfactory; and agrees to accept ongoing support costs as specified herein. The terms and conditions of this Agreement are confidential between the parties and shall not be disclosed to anyone else unless necessary to effectuate its terms.

By entering my initials below, I am confirming I am in fact the signor and authorizing party. I have read and agree to the services, equipment, and supplies provided in this Quote. My initials are to serve as my signature in accordance with the Date, Time, and IP Address stamps digitally documented below.

Billings - Systems

City of Laurel

Signature: 
Name: Thad McGrail
Title: Sales and Marketing Manager
Date: 08/05/2024

Signature: 
Name: Kelly Strecker
Date: 8/27/24