

Quote # JS005067 v.1 for Erie County Land Bank



Renewal - TechWorx Monitoring &
Security Services

Prepared by:
Janelle Shollenberger
Thursday, March 14, 2024

Services

| Description | Recurring | Qty | Ext. Recurring |
|--|-----------|-----|----------------|
| <p>TechWorx Care Managed Workstation</p> <ul style="list-style-type: none"> ○ Technical Support is available Monday-Friday 7:00am - 6:00pm, and Saturday 8:00am - 12:00pm on-call, excluding holidays ○ Support is available for Microsoft Windows and Office products, as well as support of 3rd party software* as long as client maintains a service/support contract with the software vendor, TechWorx is added as a delegated admin/authorized contact, and software is kept up to the most recent version. ○ Remote support is available for devices and servers with the TechWorx software agent installed <ul style="list-style-type: none"> ● Error & Event Log Monitoring, 24 x 7 Monitoring & Alerting, Drive Space Monitoring, Hardware & Software Inventory ● Automated Windows Updates & Windows Patch Management ● Access to online ticketing system ● Remote Access Software ● Website filtering DNS Layer Security & Content Control software (will be deployed once tested and evaluated for networks/software compatibility) ● Monthly executive summary (network health report) ● Technology planning and budgeting ● Includes training on provided services: Ex: Microsoft Teams, Barracuda Email Security, Cybersecurity, etc. | \$26.25 | 2 | \$52.50 |
| <p>Malwarebytes Endpoint Detection and Response for Workstation (Recommended Upgrade)</p> <ul style="list-style-type: none"> ● Malwarebytes EDR prevents, detects, and responds to ransomware, malware, trojans, rootkits, backdoors, viruses, brute force attacks, and "zero-day" unknown threats so you can avoid business disruption and financial loss. | \$7.00 | 2 | \$14.00 |
| <p>Microsoft 365 Business Standard [Email + Office]</p> <ul style="list-style-type: none"> ● Includes TechWorx services of new user setup, license management, portal management, email routing management, Active Directory integration & troubleshooting, Office errors, support of SharePoint & One Drive and troubleshooting for Microsoft 365 included products. | \$21.99 | 2 | \$43.98 |

Services

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|---|-----------|-----|----------------|
| <p>Multi-Factor Authentication</p> <ul style="list-style-type: none"> • Includes TechWorx setup, implementation, and management of Multi-Factor Authentication for users within the organization on their computer or smartphone • Optional Single Sign-On (SSO) capabilities that allow for only having to enter one set of credentials to access applications, increasing productivity and security • TechWorx will not be held liable for data breach due to software malfunctions or user error • Includes troubleshooting and remediation for MFA solution | \$1.00 | 2 | \$2.00 |
| <p>Barracuda Email Security Complete [Essentials + Cloud Archiving + Cloud Backup + Encryption]</p> <ul style="list-style-type: none"> • Includes TechWorx services of whitelisting, blocking, and troubleshooting delivery issues. | \$6.50 | 2 | \$13.00 |
| <p>SonicWALL Firewall-as-a-Service</p> <ul style="list-style-type: none"> • Includes current firewall Appliance + licensing of Essentials Security Service Subscription, and NSM which provides service providers with a powerful and intuitive solution to centrally manage, generate analytic reports on firewall, email security, and secure remote access solutions. <p>Includes TechWorx Services: all firmware updates, configuration settings backup, and adjustments as needed for your business to keep you safe and in compliance.</p> <p>24 month commitment required, if additional licenses are added on, commitment is extended to 24 months from add-on date.</p> <p>ESSENTIAL PROTECTION: Essential Protection Service Suite (EPSS) includes - Capture Advanced Threat Protection, Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, Application Firewall Service, Content Filtering Services, Comprehensive Anti-Spam and 24x7 Support with firmware, and NSM Advanced Management with 7-day SDR based reporting + full 365 days of reporting, and 30 days of analytics.</p> | \$120.00 | 1 | \$120.00 |

Services

| Description | Recurring | Qty | Ext. Recurring |
|--|-----------|-----|----------------|
| <p>Managed Network Backup</p> <ul style="list-style-type: none"> Includes TechWorx Data Backup Monitoring & Remediation plan, which includes weekday monitoring of data backups to ensure complete, error free backups during regular business days, excluding weekends/holidays. Backups will be verified by utilizing software that confirm the latest scheduled backup job was successful. Also includes troubleshooting & remediation of failed backup jobs. TechWorx is not liable for backup jobs that fail as a result of hardware failure or power outage. For Microsoft SharePoint/OneDrive Data | \$0.01 | 1 | \$0.01 |
| <p>The "per user" price of adding staff can be estimated at \$63.00 per person, per month for a Managed Workstation, EDR, Office 365, and Barracuda as those are all priced per user.</p> <p>The firewall is the only item that will always remain Qty 1.</p> | | | |

Recurring Subtotal: **\$245.49**



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Prepared by:

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Quote Information:

Quote #: JS005067
Version: 1
Delivery Date: 03/14/2024
Expiration Date: 04/11/2024

Recurring Expenses Summary

| Description | Amount |
|----------------------------|-----------------|
| Services | \$245.49 |
| Recurring Subtotal: | \$245.49 |
| Estimated Tax: | \$14.73 |
| Recurring Total: | \$260.22 |

Note: State and federal taxes if applicable, are not included; If your firm is tax exempt, you must attach a copy of your tax exemption certificate to this agreement.

Standard terms:

Unlimited Remote Support and/or Monitoring Only contracts are a two-year commitment and contracts automatically renew every year thereafter, unless a new contract is written or client gives thirty (30) days written notice of cancelation. Monitoring Only agreements can be upgraded to Unlimited Remote Support agreements at any time. It is possible to have more users than devices or more devices than users, number of users will be confirmed and billed monthly. Software and hardware subscription service contracts, e.g. Office 365, firewall, antivirus, offsite backup, etc., are a minimum two-year commitment and are mandated by the manufacturer and will automatically renew every year unless a new contract is written, or unless different terms are stated and agreed upon within the above contact.

Returns: Upon confirmation that the manufacturer will return the unwanted hardware, in the original packaging, there will be a minimum restocking fee of 15% and a credit will be added to your account when the manufacturer credits TechWorx. Returns not in the original packaging will not be accepted.

Hardware will be invoiced upon arrival to TechWorx

Shipping is not included and will be invoiced upon arrival

TechWorx, LLC (Erie, PA)

Erie County Land Bank

Signature: _____
Name: Janelle Shollenberger
Title: Sales/Account Manager
Date: 03/14/2024

Signature: _____
Name: Christie Mahany
Date: _____

Service Level Agreement and Hourly Rate

Service Level Agreement

TechWorxCare Monitoring Only Remote Support SLA during business hours:

- Ticket Acknowledgement 2 hours
- Resolution Plan 8 hours
- Solution/Resolved 48 hours

Hourly Rate

Reduced rate for telephone, remote, on-site work & projects of \$90/hr (regular rate is \$125/hr)

Examples of projects include but are not limited to: New equipment setup/installation, hardware upgrades, software installations or upgrades, audit/investigation support, etc.

*Support of 3rd party software includes troubleshooting connectivity to the network as well as assisting the vendor with access to the program/network when necessary, however support of the functions inside the software/program will still need to be provided by the software vendor.

Terms & Conditions

TechWorx Master Service Agreement

Approval of this quote acts as acknowledgement and acceptance of TechWorx Terms & Conditions, current and future amendments can be found at: <https://www.techworx.io/terms-of-service>

If a Master Service Agreement executed by and between TechWorx and Customer exists for any Services, by signing and executing this Quote, the Customer acknowledges and agrees that the terms of the Existing Agreement will be amended and replaced by the TechWorx Terms and Conditions.