Submitted By:

Tim Gawlik, Technical Account Manager

210-369-0357

tgawlik@comsoltx.com

Effective Date:

01/01/2024

Version:

Contract #:

000583

NetWatch Service Agreement

City of Laredo

NetWatch Services Agreement Overview

This Agreement, entered into by and between Computer Solutions and City of Laredo (Customer), details the NetWatch Managed Services to be provided by Computer Solutions. This Agreement is structured as follows:

- Monthly Services: A description of monthly managed services (pricing, devices, users, etc.) included under this Agreement
- Summary of Selected Payment Options: A summary of the total agreement pricing, with signatory page accepting this Agreement.
- Terms and Conditions: All terms applying to this Agreement.
- Appendix A: Service Catalog: A detailed description of the services included under this Agreement.
- Appendix B: Supported Assets, Sites and 3rd party Applications: A list of assets, sites, and if applicable 3rd party supported applications that will be supported by this Agreement.
- Appendix C: Maintenance Windows/Backup and Restore Assets: A list of agreed-upon maintenance windows and backup/restore assets if in scope.
- Appendix D: Points of Contact: Customer's points-of-contact for reference.
- Appendix E: Priority Level: A reference describing how NetWatch will evaluate and remediate support tickets.
- Appendix F: Support Methods: The methods Customer may use to contact NetWatch for support tickets.
- Appendix G: Computer Solutions Observed Holidays: Computer Solutions Observed Holidays for reference purposes.
- Appendix H (Optional): Environment Recommendations: A list of recommendations requiring remediation for the proper support of this Agreement.
- Appendix I: Change of Asset/Service Form: An example form used for any change in assets or services managed under this agreement.

NetWatch Monthly Service M-F 7AM-7PM

Description		Recurring	Qty	Ext. Recurring
NWCAPMM	**Cisco Call Processor Monitoring and Management** Computer Solutions NetWatch - Server/Host Management - Optional - (Per Server) 1 Year of ESX Host Monitoring, Management, Troubleshooting, Critical Patching Support Services	$270.00	12	$3,240.00
NWVGWMM	**Voice Gateway Router Monitoring and Management** Supported Devices:	$115.00	23	$2,645.00
NWTPAMM	**Cisco Third Party Voice Application Management** Supported Applications:	$295.00	1	$295.00
			Recurring Subtotal:	**$6,180.00**

City Of Laredo Jan 2024 - Dec 2024

Prepared by:	Prepared for:	Quote Information:
Computer Solutions Texas	**City of Laredo**	**Quote #: 000583**
Tim Gawlik	1110 Houston Street	Version: 1
210-369-0357	Laredo, TX 78040	Delivery Date: 02/22/2024
tgawlik@comsoltx.com	Mario Ruiz	Expiration Date: 02/08/2024
	(956) 727-6521	
	mruiz@ci.laredo.tx.us	

Recurring Expenses Summary

Description	Amount
NetWatch Monthly Service M-F 7AM-7PM	$6,180.00
Recurring Total:	**$6,180.00**

Payment Options

Description	Payments	Interval	Amount
Contract Term			
12 Month	**12**	**Monthly**	**$6,180.00**

Summary of Selected Payment Options

Description	Amount
Contract Term: 12 Month	
Selected Recurring Payment	$6,180.00
Total of Recurring Payments	**$74,160.00**

This Agreement will automatically renew for one (1) year. At renewal, Computer Solutions will automatically increase the monthly fee by 10% for the services stated herein in addition to any changes in billable device, service, or user counts for 1 Year Agreements. Computer Solutions reserves the right to increase the monthly fee 10% if customer is notified in writing at a minimum of 30 days prior to contract renewal for 1 Year Agreements. Multi-year contracts will auto-escalate at a 6% increase annually. To terminate or change this Agreement, Customer must provide 60 days written notice prior to the renewal date to Computer Solutions. If rate increases are not accepted, Customer or Computer Solutions can terminate the agreement.

This Agreement will take effect 01/01/2024, the "Effective Date." By signing below, Customer accepts this Agreement in its

entirety and recognizes its finality. Customer accepts all service conditions and acknowledges the incorporation of this Agreement into the Master Services Agreement between Customer and Computer Solutions.

Computer Solutions Texas		City of Laredo	
Signature:		Signature:	
Name:	Tim Gawlik	Name:	Mario Ruiz
Title:	Technical Account Manager	Date:	
Date:			

Signature:			
Name:			
Title:			
Date:			

Terms and Conditions

1. NetWatch Services:

NetWatch services may be purchased as a combination of Standard Packages and Supplementary Services.

1.1 **Standard Packages:** NetWatch Standard Packages include:

1.1.1 **NetWatch IT** (Inclusive of the following sub-services)
- NetWatch Datacenter
    - NetWatch Datacenter – Server Core
    - NetWatch Datacenter – Server Role and Application Management
    - NetWatch Datacenter - Line of Business Application Administration and Vendor Management (five LOB applications included in NetWatch IT)
    - NetWatch Datacenter - HyperVisor
    - NetWatch Datacenter - Storage
    - NetWatch Datacenter – Backup and Restore
- NetWatch End User
- NetWatch Endpoint Security
- NetWatch Network - Core
- NetWatch Network - Perimeter Security
- NetWatch Unified Communications (Cisco UC or 8x8)

1.2 **Supplementary Services:** NetWatch Supplementary Services include: 24/7 On-Call Response, Onsite Scheduled Support, and NetWatch SIEM Monitoring.

1.3 **Service Catalog**: Service descriptions for all Standard Packages and Supplementary Services are stated within Appendix A: Service Catalog.

1.4 **Purchased Services**: Services purchased in this Agreement are reflected in the Service Summary

1.5 **Addendums**: This Agreement constitutes the standard NetWatch Services Agreement. Any modifications will be communicated through addendums to this document.

2. Devices, Users, and Sites:

Customer assets, users, and sites are categorized as follows:

2.1 **Supported Devices, Sites, and Users**: Customer devices, users, and sites supported by this Agreement are defined herein as "Supported Assets" under Appendix B: Supported Assets. Supported Assets are classified as follows:

2.1.1 **Commercial Grade Assets**: All Supported Assets are considered Commercial Grade Assets unless specified otherwise in this agreement. Such assets are represented as those provided by major commercial product manufacturers such as Cisco Systems, HP, Dell, IBM, EMC, Barracuda, and other products that Computer Solutions represents and sells.

2.1.2 **End-of-Sale or End-of-Life Assets**: For all Supported Assets that are designated as End-of-Sale or End-of-Life by the manufacturer, Computer Solutions will provide Best Effort support to the extent authorized by this Agreement. Computer Solutions reserves the right to terminate support of a Supported Asset if the asset poses a risk to Computer Solutions' delivery of services under this Agreement. Computer Solutions will notify Customer before taking such actions and will work with Customer to develop alternative solutions, if necessary.

2.2 **Unsupported Assets**: Customer assets, sites, and users that are not defined as a Supported Asset under this Agreement, are defined as Unsupported Assets. Examples of Unsupported Assets include consumer grade devices, surveillance cameras, credit card machines, cash registers, and other atypical IT devices. For all Unsupported Assets, Computer Solutions will provide Best Effort services limited to: (1) verifying connectivity to Customer's supported network; (2) verifying the asset has power; and (3) the capabilities of the asset to detect connectivity. At the discretion of Computer Solutions' technicians and/or engineers, remediation beyond the measures stated above can be provided on a time and materials basis. Computer Solutions does not guarantee that the outcome of the Best Effort work will resolve the issue, nor does it assume any level of priority or service level expectations.

3. Service Delivery:

All service requests or scheduled maintenance outages require a support ticket assigned by NetWatch before services can be scheduled or performed. Support tickets may be created using the methods described in the Support Methods Appendix. Direct emails or phone calls to NetWatch for new issues without an assigned support ticket will be routed to NetWatch support staff for assistance in opening a ticket.

3.1 **Alerting**: To facilitate monitoring and alerting of Customer's Supported Assets, Computer Solutions will install remote monitoring tools within Customer's network environment. Alerts will be issued and addressed according to the service level objectives established within the Priority Level Appendix. Alerts received after standard business hours, as defined by this Agreement, will be assessed the following business day unless the

supplementary service 24/7 On-Call Response has been purchased.

3.2 **Priority Level**: Upon receipt of a support ticket, NetWatch will assign a Priority Level according to the guidelines established within the Priority Level Appendix. The established Priority Level will determine the method and response times for remediation.

3.3 **Remote Remediation**: All support tickets will be assessed by NetWatch with initial resolution performed remotely. A NetWatch technician will be dispatched onsite to resolve issues as necessary, according to issue priority and impact to Customer's business operations. If Customer requests on-site support when remote remediation is feasible, time and materials charges will apply at current published rates and the requested on-site visit is subject to scheduling and availability.

3.4 **New Asset Setup**: Workstations purchased from Computer Solutions will be made operational and installed at Customer location (within 50-mile radius of Computer Solutions) for a fixed fee of one-hour current Preferred Operations Technician labor rate per workstation. Workstations purchased from Computer Solutions that are to be installed outside of a 50-mile radius will incur travel and expense charges in addition to the one-hour fee. Workstations that are not purchased from Computer Solutions can be installed by Computer Solutions on an hourly basis (minimum three hours at current Preferred Operations Technician labor rate) and will include travel and expense if beyond a 50-mile radius. Bulk end user deployments (typically more than 5) will be scoped as a project, with deployment labor and project management charged as either time and materials or fixed fee.

3.5 **Physical Asset Moves:** If Netwatch IT is purchased, Computer Solutions will assist Customer with individual workstation relocations at no charge within the same physical office as part of a standard service request. If more than five concurrent moves are requested, a minimum of three business days' notice is required for scheduling, and labor will be billed at preferred Time and Materials rates.

3.6 **Monthly Onsite Support**: If onsite scheduled support is selected, support will be scheduled for a minimum of four (4) hour increments. Unused hours may not be carried over to the next month.

3.7 **Travel**: Travel during standard business hours for Computer Solutions' technicians and/or engineers is included to and from Customer's site within a 50-mile radius of Computer Solutions' main office. If travel is required outside a 50-mile radius, or outside standard business hours, travel time and mileage will apply. The after-hours charge for travel time and mileage will also apply if the 24x7 On-Call support option is selected. Mileage rates are based on current IRS calculations and travel time is calculated in 15-minute increments.

3.8 **Service Hours**

    3.8.1 **Service Hours**: Computer Solutions' service hours are defined as Standard Business Hours, After-Hours, and Holidays. Unless taking actions to respond to or remediate Priority I issues with the purchase of 24x7 support, the hours below shall prevail.

    3.8.2 **Standard Business Hours**: Hours between 7:00 a.m. and 7:00 p.m. CST, Monday through Friday excluding Computer Solutions' published holidays as stated in Appendix F: Computer Solutions Observed Holidays

    3.8.3 **After-Hours**: Hours between 7:00 p.m. and 7:00 a.m. CST, Monday through Friday, weekends, and exclude Computer Solutions' published holidays. Services performed during these hours will be subject to rates one-and-a-half times (1.5x) Computer Solutions' current time and materials rate and must be scheduled for a minimum of two (2) hours. These rates do not apply when Computer Solutions requests the option to perform services during After-Hours for convenience.

    3.8.4 **Holidays**: Computer Solutions observes the holidays detailed within Observed Holidays Appendix. Services performed during these holidays will be subject to rates two times (2x) the current rate and must be scheduled for a minimum of four (4) hours. These rates do not apply when Computer Solutions requests the option to perform services during these observed holidays for convenience purposes.

3.9 **24/7 On-Call Support**: If 24/7 on-call support is purchased, Computer Solutions will respond to and remediate Priority 1 tickets 24 hours a day, 7 days a week.

3.10 **Rate and Service Changes**: Computer Solutions reserves the right to enact rate and services changes as necessary for the continued support of Customer's environment. Such changes may occur monthly or quarterly. Such changes shall only apply when the quantity of Supported Assets or Supported Users or NetWatch Services has been modified during the previous month or quarter. For the NetWatch IT package, user counts are typically performed on a quarterly basis, but Computer Solutions reserves the right to modify monthly. Any other rate or service changes shall occur at renewal.

3.11 **Service Exclusions**: Any Computer Solutions' services not specifically stated herein are excluded from this Agreement. It is not the intent of Computer Solutions to: 1) provide major release upgrades (full number change) beyond patches or hot fixes; 2) provide minor release upgrades unless they repair known business or technical functions, 3) repair Customer assets that are considered to be serviceable solely by manufacturer authorized sources; 4) develop, modify, or design software or applications such as Contact Center scripting; 5) provide detailed design and planning consultation services; or 6) use any part of this Agreement for services not defined in this Agreement.

    3.11.1 **Computer Solutions' Professional Services**: Computer Solutions' Professional Engineering Services are independent of this Agreement and are not subject to the terms and conditions or service level objectives herein.

4. Computer Solutions' Responsibilities:

Computer Solutions shall observe the following responsibilities.

4.1 **Communication**: Computer Solutions will communicate service interruptions resulting in scheduled changes, changes in policies or procedures, and any updates that affect service delivery.

4.2 **Customer Business Reviews**: If applicable, Computer Solutions will provide Customer with routine account reviews at intervals requested by Customer or Computer Solutions, with an anticipated frequency of one (1) to four (4) times per year. This review is an opportunity to discuss satisfaction levels and determine areas of opportunity.

4.3 **Operations**: Computer Solutions will adhere to Customer's policies and procedures such as change control windows, change control documentation, security requirements, event documentation practices, and all other protocols defined by Customer. These policies will be established and agreed to prior to the commencement of this Agreement.

4.4 **Web Based Portal**: Computer Solutions maintains an online portal allowing Customer to place and track incidents and service requests.

4.5 **Warranty Support**: Computer Solutions will facilitate coordination with warranty service providers in the repair or replacement of in-warranty supported assets. Computer Solutions may facilitate with warranty service providers for non-supported assets at agreed upon Time and Materials rates at Computer Solutions' discretion.

4.6 **Security Remediation**: Computer Solutions will not be held liable for security breaches or damage caused by viruses, malware, spyware, ransomware, and other similar disruptions. Computer Solutions will provide Best Effort services at Time and Materials rates to remediate such issues.

4.7 **Patching Remediation**: Computer Solutions will automatically approve Microsoft Operating System and 3 rd party (i.e., Adobe Flash, Java) supporting client software plug-in patching and updates that are deemed critical by the manufacturer, with a target of 90% installation base for connected systems. If systems require manual patching due to application or other dependencies, Computer Solutions will patch on an ad-hoc basis no more than quarterly or at the request of customer at applicable Time and Materials rates. Other patches will be reviewed and approved for deployment on an as-needed basis. Computer Solutions will not be held liable for problems, incidents, or damages caused by Microsoft patching or 3rd party patching to applications, hardware, devices, or other types in use by Customer.

5. Customer Responsibilities:

For the duration of this Agreement, Customer is obligated to meet certain responsibilities as described herein. Should Customer fail to adhere to said responsibilities thereby impacting Computer Solutions' ability to provide services under this Agreement, Computer Solutions is not responsible for service delays or failures.

5.1 **Access**: Customer will: (1) provide Computer Solutions with remote access to Customer's network, (2) grant access to physical sites including restricted areas, and (3) provide Computer Solutions with login credentials as required to provide the services stated herein.

5.2 **Data Backup**: Customer will take necessary precautions to secure and backup sensitive data prior to the start of services. In the event that data loss occurs, Computer Solutions will not be held liable. Data loss includes but is not limited to corrupt, encrypted, inaccurate, lost, and damaged data or unrecoverable media errors. If tape or other physical media backup systems are used, Computer Solutions is not responsible for the changing or rotation of Customer's backup media.

5.3 **Escalation**: Customer will provide Computer Solutions with Customer's escalation procedure as well as names and multiple methods of contact for Customer personnel including office, cell phone numbers, and email addresses to be used in the event that Computer Solutions requires support or escalation beyond the capabilities of Customer's primary Point of Contact.

5.4 **Hardware and Software**: Customer will provide all hardware, maintenance agreements, software, and licenses required to support this Agreement. Customer may request that Computer Solutions procure software and licensing for an additional fee. Customer will set aside funds, and not unreasonably withhold approval for, the procurement, installation, and upgrade of Customer's environment as recommended by Computer Solutions to maintain the sustainability of the environment. Computer Solutions is not responsible for Office 365 or other application licensing delays due to lack of spare licenses or problems in license procurement.

5.5 **Material Charges**: Expenses that result from Customer's need to purchase equipment or materials are Customer's responsibility. As necessary, Computer Solutions will obtain quotes or provide an estimate for Customer's approval prior to purchase.

5.6 **Point of Contact**: Customer will establish business and technical Points of Contact to whom Computer Solutions may address all correspondence regarding this Agreement and associated Computer Solutions' services. The technical Point of Contact must be familiar with all aspects of Customer's information technology environment. The business and technical Point of Contact will: (1) have the authority to act on behalf of Customer for all matters related to this Agreement; (2) assist Computer Solutions in the scheduling of services; and (3) assist Computer Solutions in evaluating issues and executing diagnostic tests or other procedures as needed for problem resolution.

5.7 **Service Changes**: Customer may request changes to this Agreement by sending written notice to the Computer Solutions' Account Management team thirty (30) days prior to the desired start date of said changes. This notice must state the requested change(s), the desired start date, and any other relevant technical information regarding said change(s). Such changes shall only apply when the quantity of Supported Assets has been modified during the previous month, or when Services are added or removed. Any changes will require an amendment to this Agreement and must be mutually agreed to in writing by Customer and Computer Solutions.

5.8 **Environment Changes**: Customer will notify and consult with Computer Solutions prior to initiating changes to Customer's IT environment or implementing 3rd party vendor changes. Computer Solutions will review the proposed changes and inform Customer if said changes will impact Computer Solutions' ability to support Customer under this Agreement and whether they may interfere with Customer's business operations. Should Computer Solutions determine that said changes will impact Computer Solutions' services and Customer opts to perform said changes through any means, Computer Solutions will not be held liable for any services failures or disruptions. If Computer Solutions' labor is required to correct said disruptions, Customer will be

charged Standard time and materials hourly rates associated with remediation

       5.8.1 **Change of Asset**: Customer must submit a Change of Asset Form to notify Computer Solutions of the addition or removal of a Supported Asset

5.9 **3rd Party Vendors**: Customer will provide 3rd party vendor contacts, contract terms, and a Letter of Agency or Authority as needed if the 3rd party service or product may impact Computer Solutions' ability to support this Agreement. Computer Solutions will not be held responsible for the performance of 3rd party vendors or associated products. However, Computer Solutions will provide Best Effort services to address and resolve issues caused by such vendors or products

5.10 **3rd Party Application Vendor Support**: For those customers purchasing 3rd party Application Vendor Support through NetWatch Datacenter – Line of Business Application Administration and Vendor Management, support includes operational support for services delivered by third party applications vendors (maximum of 5 included if NetWatch IT is selected) and is limited to facilitating basic access and functions. Computer Solutions will assist in the coordination of support calls required to restore functionality for the supported applications stated herein. These services are limited to the applications listed in applicable addendums and does not include contract negotiation or billing resolution. Customer will carry active maintenance agreements for any 3rd party applications included in this Agreement. Applications without vendor provided maintenance agreements will not be covered and any support will be charged at Computer Solutions' current time and materials hourly rates. It is not the intent for Computer Solutions to perform 3rd Party Line of Business Application upgrades or maintenance. Computer Solutions will facilitate vendor access to perform these functions and provide infrastructure

support around network, operating system, and storage.

5.11 **Maintenance Agreements**: Customer will carry active maintenance agreements for all Supported Assets unless a sparing strategy exists to provide standby devices to maintain a reasonable level of availability and supportability. Customer will carry active maintenance agreements for any 3rd party applications included in this Agreement, otherwise, support will be limited to basic network, operating system, and storage troubleshooting.

5.12 **Letter of Authority**: Support of this Agreement may require a Letter of Authority granting Computer Solutions permission to act on behalf of Customer, as necessary. This letter must be provided to Computer Solutions as necessary for the support of this Agreement. Failure to provide Computer Solutions with this letter may result in significant service delays

5.13 **Recommended Changes**: Customer agrees to implement any recommended changes stated within the Environment Recommendations Appendix according to the timelines specified therein. Customer understands that Computer Solutions reserves the right to increase the monthly fee or terminate the agreement if such changes are not implemented in a timely and agreed upon manner.

6. Payment:

Payment terms shall be in accordance with the terms of the Master Services Agreement (MSA) between Customer and Computer Solutions.

7. Preferred Pricing:

Customers engaged in a NetWatch Agreement are eligible for Preferred Billing Rates for Computer Solutions' Professional Engineering Services. Computer Solutions' Preferred Billing Rates may change on an annual basis.

8. Taxes:

Pricing does not reflect applicable taxes but taxes will be reflected on invoices and are the responsibility of Client.

9. Term:

This Agreement will extend for a term of one (1) year from the date service is activated.

9.1 **Renewal**: This Agreement will automatically renew for one (1) year. At renewal, Computer Solutions will automatically increase the monthly fee by 10% for the services stated herein in addition to any changes in billable device, service, or user counts for 1 Year Agreements. Computer Solutions reserves the right to increase the monthly fee 10% if customer is notified in writing at a minimum of 30 days prior to contract renewal for 1 Year Agreements. Multi-year contracts will auto-escalate at a 6% increase annually. To terminate or change this Agreement, Customer must provide 60 days written notice prior to the renewal date to Computer Solutions. If rate increases are not accepted, Customer or Computer Solutions can terminate the agreement.

9.2 **Agreement Termination**: If Customer decides to terminate the agreement prior to the end of the agreement's term, all monthly fees for the remainder of the contract term would be due upon termination. If Customer decides to terminate the agreement at the end of the term with 60 days' notice, there will be no termination fee. In the event of an Agreement Termination or if Customer does not renew at the end of the term, Computer Solutions will, at customer's request, assist the Customer in transitioning support either to internal staff or to another provider, and these transition charges will be billed on a Time and Materials basis.

10. Master Services Agreement:

By signing this NetWatch Service Agreement, Customer accepts its incorporation into the Master Services Agreement between Customer and Computer Solutions.

11. Confidentiality:

This NetWatch Service Agreement contains privileged information that is critical to the success of Computer Solutions. Customer agrees to maintain the confidentiality of this document at all times.

12. Finality:

This NetWatch Service Agreement is final, and no other written or verbal agreements are binding.

13. Validity:

The terms and pricing of this NetWatch Service Agreement are valid for thirty (30) days from the date of delivery of this NetWatch Service Agreement.

Appendix A: Service Catalog

NetWatch IT:

1. NetWatch IT is inclusive of all standard NetWatch packages; supplementary services or products are available for an additional charge.
   a. Standard NetWatch Packages:
      - NetWatch Datacenter
        - NetWatch Datacenter – Server Core
        - NetWatch Datacenter – Server Role and Application Management
        - NetWatch Datacenter - Line of Business Application Administration and Vendor Management (five LOB applications included in NetWatch IT)
        - NetWatch Datacenter – HyperVisor
        - NetWatch Datacenter – Storage
        - NetWatch Datacenter – Backup and Restore
      - NetWatch End User
      - NetWatch Endpoint Security
      - NetWatch Network – Core
      - NetWatch Network - Perimeter Security
      - NetWatch Unified Communications (Cisco UC or 8x8)

NetWatch Datacenter - Server Core:

Windows Server infrastructure administration

The following breakdown applies to Microsoft Windows Physical and Virtual servers which are listed as devices under management in the NetWatch contract. Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

1. Microsoft Windows Server Administration (Physical and Virtual)
   a. Automated Installation of Microsoft-deemed critical patches, hot-fixes, and other required updates based on Client's maintenance windows as defined in **Appendix C.**
      i. Automatic patching targeted installation baseline of 90 percent
      ii. Manual patching required due to application dependencies or other factors will be on a T&M basis and will be performed no more than quarterly.
   b. Operating System troubleshooting for perceived performance issues or automated alerts
      i. Server-side network connectivity and performance troubleshooting. If datacenter networking components are not managed by Computer Solutions, additional T&M charges will apply for network-side troubleshooting.
      ii. Review of event logs as applicable for alert resolution and troubleshooting.
      iii. Automated alerting and remediation of critical issues, such as low disk space and service stops. Client can request monitoring of critical business application services and event log entries if noted in Appendix C at Time and Materials rates.
   c. File sharing permission management
      i. Includes moves/adds/changes for a file server role. If client requests significant folder or share restructuring, additional T&M charges may apply.
   d. Active Directory (AD) monitoring and troubleshooting
      i. Troubleshooting and remediation of AD features such as replication including SYSVOL, NTFRS, DFS
      ii. Flexible Single Operations Master (FSMO) role placement as applicable
      iii. Active Directory user management (user moves/adds/changes/terminations) is a Supplementary Service for an additional charge unless NetWatch IT is selected
   e. Windows Server Infrastructure Role monitoring and management
      i. Internal Domain Name System (DNS)
         1. Moves/adds/changes
         2. Name resolution troubleshooting

      ii. DHCP
         1. DHCP Scope moves/adds/changes including IPAM if configured (major DHCP restructuring or migration may incur additional charges)
      iii. NPS/RADIUS
         1. NPS/RADIUS moves/adds/changes in support of wireless, VPN or other remote authentication services
      iv. Group Policy Objects (GPO)
         1. Moves/adds/changes for existing GPO's
         2. Troubleshooting of GPO enforcement and replication
         3. Major GPO restructuring or implementation may incur additional charges
2. Vendor support case management (requires authorization from Client to utilize an active support contract)
3. Accommodation of vendor access for 3rd party software applications and devices
    a. Customer is required to have support contract with 3rd party
    b. Computer Solutions will provide 3rd party vendor access to their application/server/device during NetWatch Business hours for the vendor to apply updates and/or changes. Requests for after-hours access and shadowing may incur additional charges.
    c. When 3rd party contract is not active and/or 3rd party vendor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges.
4. NetWatch Endpoint Security package for Windows servers is included

NetWatch Datacenter - Server Role and Application Management:

Windows Server infrastructure Role and Application administration

The following breakdown applies to Microsoft Windows infrastructure roles and applications which are listed as supplementary items under management in the NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

1. Microsoft Active Directory Administration
    a. Microsoft Active Directory user and group account management
      i. Onboarding/offboarding and moves/adds/changes of user and group objects based on Customer-supplied policies and/or procedures
      ii. Organizational Unit (OU) moves/adds/changes
         1. Major OU restructuring may incur additional charges
      iii. Password and account lockout resets
      iv. Service account creation and management as required by 3rd party vendors, suppliers, and devices
    b. Accommodation of basic LDAP access for 3rd party software/devices
2. Microsoft Exchange On-Premise Administration
    a. Microsoft Exchange user and group management
      i. Onboarding/offboarding and moves/adds/changes of Exchange mailboxes and distribution groups based on Customer-supplied policies and/or procedures
      ii. Moves, adds, and changes to service account mailboxes as required by 3rd party vendors, suppliers, and devices
    b. Outlook Web App and ActiveSync monitoring and troubleshooting
    c. Installation of Exchange hot-fixes, rollups and other required minor updates for active bug fixes based on Client's maintenance windows as defined in **Appendix C**
    d. Accommodation of basic access for 3rd party software/devices including SMTP relay setup, POP/IMAP, service mailboxes, etc.
    e. Mailbox and database.
    f. Troubleshooting and remediation of automated critical event alerts
    g. Microsoft support case management (requires authorization to use Client's support case or Client will be charged support case cost)
3. Microsoft Exchange Online (Office 365) Administration
    a. Microsoft Exchange user and group management
      i. Onboarding/offboarding and moves/adds/changes of cloud mailboxes and distribution groups based on Customer-

supplied policies and/or procedures.
   ii. Moves, adds, and changes to service account mailboxes as required by 3rd party vendors, suppliers, and devices
   b. Office 365 Outlook Web App and ActiveSync monitoring and troubleshooting
   c. Azure Active Directory Sync (Azure AD Sync) service monitoring and troubleshooting
   d. Accommodation of basic access for 3rd party software/devices including SMTP relay setup, POP/IMAP, service mailboxes, etc.
   e. Microsoft support case management (requires authorization to use Client's support case or Client will be charged support case cost)

NetWatch Datacenter - Line of Business Application Administration and Vendor Management:

Microsoft Windows or Cloud-Based Line of Business (LOB) Application Administration and Vendor Management

The following breakdown applies to Third Party Line of Business applications and Vendors which are listed as supplementary items under management in the NetWatch contract. Customer must provide any relevant contract and contact information prior to Computer Solutions' engaging with third party vendors.

1. Line of Business Application Administration
   a. Customer is required to have support contract with 3rd party. When 3rd party contract is not active and/or 3rd party vendor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges.
      i. Note: Customer must supply all application support documentation and knowledge transfer to Computer Solutions prior to engagement start. If documentation does not exist, Computer Solutions can assist with procedure development for an additional charge.
   b. LOB user account management
      i. Basic account management such as Onboarding/offboarding and moves/adds/changes of user account access based on Customer-supplied policies and/or procedures
      ii. Password and account lockout resets if applicable
      iii. Moves/adds/changes of active LOB accounts
   c. Vendor support case management (requires authorization from Client to utilize an active support contract)
      i. For LOB application updates and patches, Computer Solutions will provide 3rd party vendor access to their application during NetWatch Business hours for the vendor to apply required updates and/or changes. Requests for after-hours access and shadowing may incur additional charges.
   d. If LOB application is cloud-based, Computer Solutions will verify and troubleshoot connectivity from established business locations and open support cases with the provider to address issues based on Client's agreed upon SLA with provider.
2. Vendor Management
   a. Support Case Management
      i. Ticket creation and follow through to resolution for external vendors, such as Internet Service Providers (ISP's) and printer/copier companies
      ii. Customer must provide a Letter of Authorization to vendor and maintain an active support agreement

NetWatch Datacenter - HyperVisor:

VMWare or Hyper-V administration

The following breakdown applies to VMWare or Microsoft Hyper-V virtualization hosts which are listed as devices under management in the NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

1. Hyper-Visor Monitoring and Management
   a. Note: Customer is required to have support contract with Hypervisor vendor. When vendor support contract is not active and/or vendor is not responsive for customer, NetWatch Engineers will provide best effort for assistance which may incur Time and

Materials (T&M) charges.
   b. Hyper-visor event monitoring, alerting and remediation (minimum up/down alerting for hosts that do not support SNMP)
   c. Installation of hot-fixes, patches and other required minor updates for active bug fixes based on Client's maintenance windows as defined in **Appendix C**
   d. Configuration of Hyper-Visors to facilitate access to supported network and storage infrastructure
   e. Vendor facilitation of warranty replacement of hardware where applicable
   f. Vendor support case management (requires authorization from Client to utilize an active support contract)

NetWatch Datacenter - Storage:

Storage Area Network (SAN) administration[1]

The following breakdown applies to supported major manufacturer SAN arrays which are listed as devices under management in the NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

1. SAN Monitoring and Management
   a. Note: Customer is required to have support contract with SAN manufacturer. When support contract is not active and/or manufacturer is not responsive for customer, NetWatch Engineers will provide best effort for assistance which may incur Time and Materials (T&M) charges.
   b. SAN event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
      i. Includes SAN Vendor support case management (requires authorization from Client to utilize an active support contract)
   c. Installation of hot-fixes, patches and other required minor updates for active bug fixes based on Client's maintenance windows as defined in **Appendix C**
   d. Datastore moves/adds/changes
   e. Vendor facilitation of warranty replacement of hardware where applicable
   f. Vendor support case management (requires authorization from Client to utilize an active support contract)

[1] SAN-specific networking devices, such as iSCSI or Fibre Channel switches, can be managed for a separate charge.

NetWatch Datacenter - Backup and Restore:

Backup and Disaster Recovery (BDR) Management and Administration

The following breakdown applies to Backup and Disaster Recovery managed services of supported BDR appliances or applications which are listed as under management in the NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

1. Backup/Restore Appliance or Application Management and Administration
   a. Backup verification of in-scope servers, files, and local or cloud-based application data as defined in **Appendix C**
   b. File/folder restores as necessary based on client request.
   c. Full server restores as necessary based on client request or damaged operating system.
      i. Full server restores assume backup technology supports bare-metal recovery.
   d. Troubleshooting and remediation of alert-based backup failures or errors.

         i. Includes vendor support case management (requires authorization from Client to utilize an active support contract)

   e. Scheduled test restores as defined in **Appendix C**

      i. Disaster Recovery testing and DR Runbook development is not included but can be performed as a standalone project. Labor during an actual Disaster Recovery event as initiated or agreed to by Client, including failing back after an event, will be performed on a Time and Materials basis.

NetWatch End User:

<u>End user management and Service Desk support for employees on company-owned assets</u> [1]

The following activities apply to all users under management in the NetWatch contract.

1. NetWatch Service Desk access for direct end user support on Microsoft-based Desktops, Laptops, Tablets, and Mac's. This includes general business application connectivity troubleshooting for Android and/or IOS-based mobile devices. [2]
2. Accommodation and troubleshooting of connectivity to company resources
   a. Internal network resources, such as mapped drives, wireless networks, multi-function network devices [3]
   b. External connectivity to internal resources via VPN (direct Remote Desktop access is not supported due to security concerns)
   c. Application connectivity, such as Microsoft Exchange or Office 365
3. Automated Installation of Microsoft-deemed critical patches, hot-fixes, and other required updates based on Client's maintenance windows as defined in **Appendix C**
4. Automated Installation of common third-party application updates (i.e. Java, flash) based on Client's maintenance windows as defined in **Appendix C**
   a. Automatic patching targeted installation baseline target of 90 percent
5. Operating System troubleshooting for perceived performance issues or via automated alerts
   a. Review of event logs as applicable for alert resolution and troubleshooting.
   b. Automated alerting and remediation of critical issues, such as low disk space and service stops.
6. Vendor facilitation of warranty replacement of hardware where applicable
7. NetWatch Endpoint Security package included

   [1] NetWatch End User is only available as a sub-service of NetWatch IT.
   [2] Apple workstation operating system supported is limited to best effort. Linux OS is not supported.
   [3] Printer or MFP device support is limited to network connectivity.

NetWatch Endpoint Security:

<u>Multi-layered, managed security of Microsoft-based endpoint devices such as Desktops, Laptops and Tablets.</u>[1]

The following activities apply to all endpoint devices under management in the NetWatch contract.

1. Access to industry leading Remote Monitoring and Management (RMM) utility
   a. Ability to remote console control workstations and servers if requested
   b. RMM agent provides pro-active remediation of common issues (drive space cleanup, service monitoring and restarts, etc.)
2. Cloud-based Internet Content Filtering via Cisco Umbrella
   a. Automated blocking of access to sites and IP addresses known to harbor malware, spyware, viruses, etc.
   b. Filtering rules to permit or block access to specific URLs and categories.
3. Multi-layered Anti-virus, Malware and Spyware Protection and Notification
4. Automated Installation of critical Microsoft patches, hot-fixes, and other required updates based on Client's maintenance windows as defined in **Appendix C**
   a. Automatic patching targeted installation baseline target of 90 percent
5. Automated Installation of common third-party application updates (i.e. Java, flash) based on Client's maintenance windows as defined in **Appendix C**
   a. Automatic patching targeted installation baseline target of 90 percent
6. Any remediation is limited to agent installation and performance troubleshooting. Additional remediation can be requested and will be charged at preferred Time and Materials rates.

   [1] If purchased as a separate package from NetWatch IT, any remediation is limited to agent installation and performance troubleshooting. Additional remediation can be requested and will be charged at preferred Time and Materials rates.

NetWatch Network - Core:

Core Network Monitoring and Management

The following breakdown applies to supported core/internal network components which are listed as devices under management in NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- During scheduled maintenance windows based on any combination of the above

1. Core network device event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
   a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
2. Core network device moves/adds/changes
   a. VLANs – Maintain existing VLANS. Creation and deployment of new VLANS will be evaluated separately, and could incur T & M charges. .
   b. Routing – Maintain current routing protocols and routes. Creation and deployment of new routing protocols or routes will be evaluated separately and could incur T & M charges.
   c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket.
   d. Internal network access policy device/software configuration on infrastructure devices
3. Network device IOS configuration backup (for Cisco IOS only). 1 year of retention.
4. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
   a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions.
   b. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request.
   c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window.
5. Periodic review of device event logs for:
   a. WAN and LAN devices
   b. Routers
   c. Switches
6. Automatic monitoring of port density, usage, and interface statistics
7. Review and verify circuit information, address, and LCON information on the interface and RMM
8. Perform bandwidth reports and analyze results as applicable
9. Monitoring and management of supported on-premise and cloud-based Wireless Access Controllers and their associated Access Points
   a. Best Effort support for Autonomous Wireless Access Points

NetWatch Network - Perimeter Security:

Network Perimeter Security Monitoring and Management

The following breakdown applies to supported perimeter/Internet-facing edge network components which are listed as devices under management in NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue

- During scheduled maintenance windows based on any combination of the above

1. Perimeter network device event monitoring, alerting and remediation (minimum up/down alerting for devices that do not support SNMP)
   a. Includes Vendor support case management (requires authorization from Client to utilize an active support contract)
2. IDS/IPS Management
   a. Automatic blocking of high and critical events
   b. Manual blocking of other events when required, such as through external security notices or customer requests
   c. Identification of impacted endpoints (remediation limited to devices under management)
   d. Routine verification of IDS/IPS signature updates
3. Perimeter network device moves/adds/changes
   a. Firewall access rules – maintaining existing access rules. Creation and deployment of new rules will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket..
   b. Edge router configuration – maintaining existing configurations. Creation of new interfaces, ACL's or other new implementations will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket.
   c. Uplink optimization maintaining existing configurations. Creation of new interfaces or adding other technology will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket.
   d. VPN modifications – maintaining existing configurations. Creation of new VPN's an/or coordination with 3rd party vendors will be evaluated separately and will entail time & materials charges either as a separate project or as a billable ticket.
4. Network device IOS configuration backup (for Cisco IOS only)
5. Installation of minor version updates for network devices (requires an active manufacturer support and maintenance contract)
   a. Includes minor version updates for supported network operating systems if requested by customer or deemed required by Computer Solutions.
   b. Major network device operating system version updates require project-based planning and professional services. Quotes provided upon request.
   c. Installation of "Critical" network device patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions' analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window.
6. Periodic review of device event logs for:
   a. Perimeter firewalls
   b. Perimeter Routers
7. Automatic monitoring of port density, usage, and interface statistics
8. Review and verify circuit information, address, and LCON information on the interface and RMM
9. Perform bandwidth reports and analyze results as applicable

NetWatch Unified Communication (Cisco UC):

Voice infrastructure administration[1]

The following breakdown applies to Cisco Unified Communications Server(s) and Device(s) (referred to herein as UC Infrastructure) which are listed as devices under management in NetWatch contract.

Computer Solutions will perform the periodic review and/or maintenance outlined below during the following times:

- During scheduled monthly Health Checks
- As needed based on notifications received via our monitoring tools
- As needed during Computer Solutions' identification of a known Critical issue
- As needed during customer notification of an issue
- Routine review of IOS for known vulnerability and bugs
- During scheduled maintenance windows based on any combination of the above

1. Device event monitoring, alerting, and remediation.
2. Installation of minor version updates for UC Infrastructure
   a. Includes minor version updates for UC versions (i.e. 12.5 SU1 to 12.5 SU2) if requested by customer or deemed required by Computer Solutions
   b. Major version updates (i.e. 12.5 to 14) require project-based planning and professional services. Quotes provided upon request.

    c. Installation of "Critical" supported UC infrastructure patches, hot-fixes, and other required updates as deemed necessary based on Computer Solutions' analysis of internal monitoring and/or manufacturer support recommendations for bug or security fixes. Installations may not be immediate and may require customer acceptance of planned maintenance window.

3. Accommodation of vendor access for 3rd party software and devices
    a. Customer is required to have support contract with 3rd party
    b. Computer Solutions will provide 3rd party vendor access to their application/server/device during NetWatch Business hours for them to apply updates and/or changes that do not impact current UC Infrastructure system architecture. Requests for after-hours access and shadowing may incur additional charges.
    c. When 3rd party contract is not active and/or 3rd party vendor is not responsive for customer, NetWatch Engineer will provide best effort to accommodate customer request for assistance which may incur Time and Materials (T&M) charges.
4. Backup of critical system files for data recovery[1]
    a. Backup services will be completed using a Customer provided backup solution or method. If customer does not have a backup solution NetWatch can provide a backup solution for a fee.
    b. Includes backup of UC Infrastructure Data and Configurations
    c. Includes backup of ISR/VG configs
    d. During periodic reviews Engineer will validate that backups are deemed as successful by UC system history logs. Additional services are available from Computer solutions for Disaster Recovery (DR) Runbook and failover testing if required by customer for compliance or internal purposes. DR services quoted upon request.
5. Periodic review of system and event logs on UC Infrastructure
6. Periodic review to validate the number of registered ATAs, telephones, and attached devices[1]

Note: For Hypervisor Administration of non voice-specific servers, refer to NetWatch Datacenter - Server Core which is an optional service with a separate fee schedule.

[1] Services limited to supported Cisco operating systems and devices.

NetWatch Supplementary Services:

The following NetWatch Supplementary Services are available at an additional charge outside of NetWatch IT and all other standard offerings.

1. 24/7 On-Call Response
    a. After-hours on-call technician response and remediation for all Priority 1 incidents included in monthly cost. Priority 2 and 3 incidents or service requests will be worked the next business day. If client requests escalation of a lower priority incident, then Computer Solutions will either agree to reclassify as Priority 1 or will respond to the lower priority level incidents after hours, which will incur after hours time and materials charges.
2. Onsite Scheduled Support
    a. An engineer will arrive onsite for X hours each month on a predetermined scheduled basis.
    b. Visits will follow the agreed upon schedule and will be scheduled at a minimum of four (4) hours per visit up to a maximum of eight (8) hours.
    c. Support is limited to items within the scope of the NetWatch agreement.
3. NetWatch SIEM Monitoring
    a. Computer Solutions' NetWatch Network - SIEM Monitoring is to provide support of the Third Party SIEM solution purchased by the Customer.
        i. 24x7x365 the third party SIEM vendor's Security Operations Center threat analysts triage every alert and escalate valid threats when detected, including recommendations during a response process.
        ii. All network traffic prior to Internet egress is sent to the Third Party SOC via core network port mirroring/spanning for malicious activity monitoring.
        iii. Security Information and Event Management (SIEM) allows any device supporting syslog to send data to the SIEM; in addition, a lightweight agent can be deployed to all Windows endpoints, including laptops and desktops, for deeper analysis and correlation. This allows the SIEM visibility into potential isolated, end user threats.
        iv. Free Public and Private Communities (Cisco TALOS, FS-ISAC, etc.) can be joined for threat sharing, with industry-specific communities available for additional fees.
        v. If remediation assistance is required, Computer Solutions' engineers can be engaged on a Time and Materials basis (premiere response).
        vi. NetWatch Network – SIEM Monitoring will evaluate the escalated issues from the third party SIEM vendor and determine if they merit the opening of a security incident or not. If the issue is evaluated as a security incident, then Computer Solutions' protocols for security incidents will be initiated and all work from that point on will be billed as time and materials. If the issue is not deemed to be a security incident, but minor remediation work is needed that can be performed under the managed

services agreement, then that remediation will be performed by NetWatch. The occurrence of the issue will be communicated to the customer, as well as the determination of whether or not a security incident is declared, and if not, the Customer will be informed of what remediation steps will be taken by the NetWatch team.

Appendix B: Supported Assets and Sites

NetWatch IT Package:

Where NetWatch IT is selected in the Service Summary, supported assets are considered as:
- All commercial and consumer grade technology devices where Computer Solutions has proficient knowledge and competencies necessary to execute the support of such assets.
- Technology assets that maintain a current support contract through the manufacturer.

All Other NetWatch Packages:

Where any NetWatch package, excluding NetWatch IT, is selected in the Service Summary, supported assets are considered as the following:

Supported Assets:

Call Processor Monitoring and Management
CUCM_Airport_SUB-172.18.171.3
CUCM_Bridge_SUB-172.18.53.33
CUCM_CHALL_Annex_PUB-192.168.126.3
CUCM_CHALL_Annex_SUB-172.18.1.3
CUCM_CHallDowntown_SUB-172.18.32.4
CUCM_Comm_Dev_SUB-172.18.220.3
CUCM_Telecom_SUB-172.18.26.2
CUXN_Annex_Primary-172.18.1.5
CUXN_Secondary-172.18.26.3
UCCX IST SolidWaste-Help Desk - 172.18.1.4
UCCX_PUB-172.18.53.32
UCCX_SUB-172.18.50.32

Voice Gateways
VG - Voice Cube City Hall - 172.18.32.10
VG - Voice Cube City Hall Annex - 172.18.1.10
VG2621 - CL2621_NWRC-172.18.149.5
VG2801 - CL2801_SRST_LBV - 172.18.6.1
VG2801 - Haynes - 172.18.16.5
VG2801 - Parking SRST - 172.18.5.200
VG2821 - Traffic-Safety - 172.18.9.5
VG2901 - Bridge1_SRST - 172.18.50.2
VG2901 - Bridge2_SRST - 172.18.51.2
VG2901 - Bridge3_SRST - 172.18.52.2

VG2901 - Bridge4_SRST - 172.18.53.2
VG2901 - MuniHousing_SRST - 172.18.173.2
VG2911 - Bruni_SRST - 172.18.3.3
VG2911 - Eden - 10.250.250.54
VG2911 - MCourt_SRST - 172.18.4.1
VG2911 - Parks_SRST - 172.18.175.2
VG2911 - South- 172.17.2.158
VG3845 - Public Library -172.17.0.5
VG4300 - SolidWaste - 172.18.170.2
VG4321 - Airport - 172.18.171.10
VG4321 - Fasken - 172.17.3.61
VG4431 - TELECOM_IPFLEX - 172.18.26.10
VG_Animal Care Services - 172.18.23.10
3rd Party Voice Application
Informacast_Paging-172.18.171.6

Supported 3rd Party Applications

3rd Party Applications	
Vendor Name	Application Name
Informacast	Informacast_Paging-172.18.171.6

Supported Sites:

		Sites
Site Name	Address	City
City of Laredo Main	1110 Houston Street	Laredo

Appendix C: Maintenance Windows/Backup and Restore Assets

Maintenance Windows

There are no standing maintenance windows. Any after hours maintenance will be performed when agreed upon by NetWatch and City of Laredo.

Appendix D: Points of Contact

Points Of Contacts			
Contact Name	Email	Office Phone	Mobile
Mario Ruiz	mruiz@ci.laredo.tx.us	956-727-6521	956-740-3970

Appendix E: Priority Level

Priority 1

When NetWatch receives a service request or automated incident notification, NetWatch will determine the Priority Level as defined below. This priority level determines how NetWatch will respond to the issue. Once a priority level is defined, NetWatch will take the appropriate actions to address and resolve the issue(s).

Priority 1			
Service Hours	**Response**	**Escalation**	**Best Effort/Target Resolution**
Business Hours	1 Hour	2 Hours	4 Hours
After Hours	4 Hours	6 Hours	8 Hours

Priority 1 issues significantly impact critical business operations. These issues can effectively immobilize the business and cause severe disruption to an organization. Examples include:
- Outage or issue affecting the entire enterprise
- Outage or issue affecting multiple locations and impacting critical business functions
- Outage or issue affecting a critical user, group, location, or device.

In the event of a Priority 1 issue, several issues may arise as a result of complications from the Priority 1 issue. These subsequent issues will require separate service tickets and will be assigned an appropriate priority level.

NetWatch will commit resource(s) to work 24 hours a day until the issue is resolved or Customer agrees to lower the Priority level due to other circumstances. Customer will dedicate personnel as required by Computer Solutions during this timeframe to assist in resolution. Computer Solutions may modify the Priority of the service request due to lack of client resources available, third party interference or influence, or if the affected end user is unavailable to troubleshoot. All services will be scheduled in concert with Customer as necessary.

Priority 2

Priority 2			
Service Hours	**Response**	**Escalation**	**Best Effort/Target Resolution**
Business Hours	4 Hours	8 Hours	8 Hours

Priority 2 issues impact business operations, but not to the extent of a Priority 1 issue. Examples include:
- Outage or issue affecting a large workgroup or work function
- Outage or issue affecting a single location besides corporate headquarters
- Outage or issue where workarounds are costly or detrimental to productivity

For all Priority 2 issues, NetWatch will commit a resource(s) to work during standard business hours until the issue is resolved. Customer will dedicate personnel as required by Computer Solutions during this timeframe to assist in resolution. Computer Solutions may modify the Priority of the service request due to lack of client resources available, third party interference or influence, or if the affected end user is unavailable to troubleshoot.

Priority 3

Priority 3			
Service Hours	**Response**	**Escalation**	**Best Effort/Target Resolution**
Business Hours	1 Day	2 Days	3 Days

Priority 3 issues affect a single user or small workgroup and pose no major threat to the critical operations of the business environment. Examples include:

- Issues affecting normal job functions for a single user

- Minor workgroup outages where a workaround can be implemented, or remediation can be delayed

- Outages that are inconvenient but do not affect productivity

Priority 3 issues are not considered urgent and can be addressed remotely without interrupting business operations. These issues will be addressed during standard business hours.

Note: Initially, issues will be addressed remotely as onsite support can delay resolution. At Customer's request, Priority 2 and 3 issues can be escalated (Fast Tracked) to a higher priority to expedite remediation. Computer Solutions reserves the right to bill the escalated request as a time and materials engagement at current Preferred rates with prior notification and approval from Customer.

Performance target for response and best effort is at an 80% success rate, with escalation to upper management in 2 hours for Priority 1 issues.

Appendix F: Support Methods

Customer may make a request using three methods: email, phone, and the online portal. Once a request is received, the Computer Solutions Support Operations Center will assign a priority level and ticket number to the issue and open a case.

Email	servicerequest@comsoltx.com
Phone	Local: 210-369-0397 Toll Free: 1-800-326-4304
Online Portal	https://comsoltx.deskdirector.com/portal/v2/login

Appendix G: Computer Solutions' Observed Holidays

The following are Computer Solutions' Observed Holidays.

- Memorial Day

- Fourth of July

- Labor Day

- Thanksgiving Day and the day after

- Christmas Eve and Christmas Day

- New Year's Day

Ammendment - DIR

Contract will be procured through DIR. Please refernce DIR-CPO-5034

Appendix I: Change of Asset/Service Form Example

Change of Asset Form

City of Laredo	Mario Ruiz	Tim Gawlik
Company Name	**Contact Name**	**Account Manager**
	814 Arion Parkway Suite 101 San Antonio, TX 78216	02/22/2024
Service Request Number	**Location of Addition**	**Date Submitted**
		01/01/0001
Change Description		**Date New Billing Rate Starts**

Comments

Computer Solutions Texas	City of Laredo
Signature: _____	Signature: _____
Name: Tim Gawlik	Name: _____
Title: Technical Account Manager	Date: _____
Date: _____	