



**MANAGED IT SUPPORT AND MONITORING
STATEMENT OF WORK**

Presented To:

City of Holyoke

536 Dwight Street
Room 15 - City Hall
Holyoke, MA 01040-0000

Presented By

**WHALLEY COMPUTER ASSOCIATES
ONE WHALLEY WAY
SOUTHWICK, MA 01077**

July 1st 2020



1. CONTACT INFORMATION

Whalley Computer Associates	Contact	Phone	Email Address
Account Executive	Mike Nofall		mjn@wca.com
Inside Support Specialist	Support	888-569-0123	support@wca.com
Service Coordinator	Patricia Bulger	508-634-1114	pib@wca.com
Manager of Managed Services	Kevin Russell	413-569-4382	kdr@wca.com

CLIENT	
Company Name	City of Holyoke
Address	536 Dwight Street Room 15 - City Hall Holyoke, MA 01040-0000
Contact	Alex Morse
Phone	(413) 322-5510
Email	morsea@holyoke.org
Preferred Delivery Start Date	July 1 st 2020



2. EXECUTIVE SUMMARY

We want to thank you very much for this opportunity. We look forward to working with you and are excited at the opportunity to earn your business as well as looking forward to building a long relationship. WCA wants to instill a level of confidence for you, if there is any question you have, please do not hesitate to contact us. We have one of the largest service organizations in the region behind us consisting of over 140 computer professionals.

Below is a description of the services we are proposing. If you have any questions about any of the information below, please do not hesitate to contact us. We will be more than happy to accommodate and customize this proposal until it meets your needs.

About Managed Services

Managed Services has been a widely accepted *best practice* amongst larger corporations and in recent years, with the advancements in technology, small and medium sized business have been able to take advantage of the many cost-effective benefits. It helps them deliver an assured service level to their end-user community while controlling costs. These services are typically provided by a *Managed Service Provider* (MSP). An MSP has the staff and technology it can leverage across multiple customer accounts. The customer benefits since the MSP has a broader and deeper pool of IT talent than the customer would typically be able to cost justify on its own. The MSP benefits by being able to utilize these talented resources more efficiently and by leveraging specialized network management tools.

This best practice has become a more cost-effective option for medium-sized businesses. These businesses today have similar technology requirements to that of larger corporations. As such, the medium-sized business can benefit from access to this broad pool of IT talent and specialized technology tools.

As you read through this proposal, we encourage you to make notations for questions you may have. We want to ensure that every detail is covered and that can only happen with open communication. Thank you for the opportunity.



WCA's Approach

WCA's approach to providing managed services to CITY OF HOLYOKE consists of several elements.

- Unlimited Remote Support M-F 7am-7pm for All Employees
- 24/7 Remote Monitoring and Alerting for All Monitored Systems
- 24/7 Emergency Remote Support for All Employees
- Cybersecurity Threat Detection and Alerting for All Monitored Systems
- Industry Leading Threat Detection (AV) for All Monitored Systems
- Infrastructure Mapping and Reporting Services
- Microsoft/MAC Patching of all Covered Systems
- Third Party Software Patching of all Covered Systems
- Backup and Disaster Recovery Support And Monitoring
- Onsite Engineer Five days a week at the Police Department
- Onsite engineer One Day a Week at other City Departments
- Emergency Response Team
- Special Project Staffing

WCA can provide these services to CITY OF HOLYOKE at a lower cost than that of hiring a full-time IT person while providing a service level agreement that ensures CITY OF HOLYOKE' satisfaction. We will provide the skill sets required for day-to-day operations and for unanticipated system failures.

Benefits to CITY OF HOLYOKE will include reduced management overhead, fixed fee budgeting for IT support, and reduced HR costs associated with maintaining an internal IT staff. In addition, WCA's executive team will serve as CITY OF HOLYOKE' strategic advisor and will assist in the planning and execution of all IT-related projects and needs.

Our goal is to build a relationship where acting as partners we together improve your network efficiency while minimizing the time spent manually maintaining the environment. The result is a more balanced schedule for the IT staff to concentrate on the goals of the company while relying on WCA to monitor the daily needs and work with CITY OF HOLYOKE to further reduce downtime.



3. STRUCTURE OF SUPPORT PLAN

WCA's support plan includes the following:

- Unlimited Remote Support M-F 7am-7pm
- 24/7 Remote Monitoring and Alerting
- 24/7 Emergency Remote Support
- Industry Leading AV for All Monitored Systems
- Microsoft patching of all covered Workstations and Servers
- Third party patching of all covered Workstations and Servers
- Emergency Response Team
- Special Project Staffing

3.1 Remote Network Monitoring

Device	Quantity
Total Supported users	275
Windows Servers/Virtual Hosts	Included
Windows Workstations (Win 7 and newer)	Included
Infrastructure Equipment (Router, Firewall, Switches)	Included

Client software will be installed on all servers and workstations and monitoring will be configured for each infrastructure device covered under this agreement. This agreement is based on the total number of supported users. A supported user is considered any user who uses a CITY OF HOLYOKE monitored device. WCA will monitor user counts and may adjust monthly rate based on overall user count.

Thresholds will be pre-configured to proactively monitor and log performance and other statistics. In the event of a critical alert, notification alerts will be sent to all recipients that CITY OF HOLYOKE identifies as well as the WCA help desk and our 24x7 on-call network consultant.

There are three levels of notification associated with our monitoring:

1. **Alert:** This level of notification is sent when the lowest threshold of severity has been reached. For example, if a Hard Drive were to reach 80% capacity no notification would be sent out to the notification list unless end user interaction is required.
2. **Warning:** This level of notification is sent when the second threshold of severity has been reached. To use the same example if a Hard Drive were to reach 85% capacity. This notification may go to some additional members of the team as it is of higher priority to resolve.
3. **Failure:** This level of notification is sent when the highest level of severity has been reached or exceeded. An example would be a critical server or service failure. For these instances additional personnel may be contacted via email but we also make a phone call to confirm receipt.



3.2 Emergency Response Team

WCA will provide an Emergency Response Team that will react to network outages 24 hours a day, 7 days a week. WCA has a tried and tested methodology of providing this level of support that includes an escalation process. WCA will also have secured remote access to CITY OF HOLYOKE' systems so that diagnosis and problem resolution can be initiated as quickly as possible. These services and WCA's response time for these services are guaranteed as part of our Service Level Agreement defined in section 4.2 below.

Benefits Included

- 1 Hour response time for all user-initiated issues during business hours
- 1 Hour response time for afterhours user initiated emergency issues
- 1 Hour response time for afterhours critical emergency alerts
- Next Business Day response for all noncritical alerts
- Next Business Day response for all noncritical afterhours user-initiated issues
- 4 Hour onsite response to all critical issues after initial remote triage (Labor billed outside of Contract at T&M Rates)
- 48 Hour (Best Effort) onsite response to all noncritical issues after initial remote triage (Labor billed outside of Contract at T&M Rates)

T&M rates Outside of Contract	
Tier I/II – Emergency Response (7x24) Remote Technician Rate	Included
Tier II – Onsite Response Technician Dispatch Rate	\$150/ Hr
– Emergency Response (7x24) Onsite Technician Dispatch Rate	\$270/ Hr



3.3 Special Project Staffing

In the event CITY OF HOLYOKE requires additional technical services during the term of this contract, WCA can provide these services. This includes projects such as disaster recovery planning, business continuity planning or project-related system or application upgrades. A special project may also include major upgrades and enhancements to the network, or addition of new technology.

For example, if CITY OF HOLYOKE moves their offices this summer this would be considered a 'special project' whereby WCA can provide staffing at reduced rates to assist with this relocation. Special project staffing will be provided to CITY OF HOLYOKE on a weekly or daily rate basis as defined in Section 5 below.

4. TERMS AND CONDITIONS

4.1 Master Services Agreement

All terms and conditions of this proposal and all other services provided are governed by WCA's Master Services Agreement. CITY OF HOLYOKE will have a signed Master Services Agreement on file with WCA.

4.2 Service Level Agreement

WCA will respond to specific service requests based upon the issue's severity and urgency. These service levels are defined as:

- Business Hours: 07:00AM – 07:00PM Eastern Standard Time (EST), Monday thru Friday.
- Telephone Support: Our Service Desk can be contacted by dialing (888) 569-0123 and is available from 07:00AM – 07:00PM EST (Monday thru Friday)
- E-mail Support: Provided through support@wca.com and available from 07:00AM – 07:00PM EST (Monday thru Friday).
- Emergency Support: After hours, weekend and holiday service is available through telephone and on-site support. On-site support will be provided as Time & Materials per rates noted above.
- All onsite work performed outside of normal business hours will be billed at the standard overtime rate of 1.5 times the contracted hourly rate.
- Labor is only billed for actual working hours. Lunch and other time not spent working on client related issues are not considered billable time.



4.3 Cancellation/Change Policy

CITY OF HOLYOKE understands that WCA reserves and schedules technical resources to make available for the successful implementation of this support plan. CITY OF HOLYOKE agrees to provide WCA a 30-day advanced notice to terminate this agreement.

4.4 Limitations of Support Plan

WCA is committed to providing these services on a best effort basis. However, WCA is not responsible for unanticipated failures of network components beyond our control. This includes, and is not limited to, failures of telecommunication lines, degradation of ISP service, unanticipated hardware failures or other extraordinary events.

Section 3 defines the services WCA proposes to provide for the ongoing maintenance and support of the existing IT network in its current state. CITY OF HOLYOKE staff will be responsible for tape management of daily backup rotations. Additional fees may be required for special projects or enhancement to the current technology environment.

5. PROFESSIONAL FEES

The pricing provided below reflects the costs for the initiative as described in this document. Expenses will be billed at the actual amount incurred. This proposal is valid for a period of 15 days unless extended in writing by WCA.

Description	Fees
Installation Fee (one time) Includes all setup, installation of agents	\$2,500.00 Waived
Monthly Support Fee	\$30,162.00
Total First Month Payment	\$30,162.00

- All prices and fees quoted in this proposal are subject to MA State taxes unless exempt.
- Invoicing for services occur at the first business day of each month and are billed for the previous month's services
- CITY OF HOLYOKE will be invoiced monthly for the term of the contract.



6. CLIENT ACCEPTANCE

I have read this Statement of Work in its entirety and agree to its scope, as well as the WCA approach. I understand that the pricing listed is a final proposal. I authorize WCA to deliver consulting services and to invoice CITY OF HOLYOKE for these services as established in this Statement of Work. I have the authority to authorize these services and payment and will provide payment to WCA to support this request within 30 days of invoicing. I acknowledge that no further written agreement between WCA and CITY OF HOLYOKE will be required before services commence and CITY OF HOLYOKE issues a purchase order or pays for the services.

I hereby accept WCA proposal and authorize WCA to proceed with the proposed effort.

For: **CITY OF HOLYOKE**
By: *[Signature]*
Title: *Mayor*
Date: *1-25-21*

Description	Fees
Installation Fee (one time) Includes all setup, installation of agents	\$2,500.00 WAIVED
Monthly Support Fee	\$30,162.00
Monthly Reoccurring total	\$30,162.00

Included Services	Fees
Remote monitoring and alerting for up 275 Users	Included
Unlimited 5x8 remote phone support. M-F 7am-7pm	Included
Onsite engineer(s) for 6 total days a week Monday -Friday	Included
Managed Threat detection and Antivirus Software	Included

- All prices and fees quoted in this proposal are subject to MA State Sales taxes unless exempt.
- Invoicing for services occur at the first business day of each month and are billed for the previous months services
- CITY OF HOLYOKE will be invoiced monthly for the term of the contract.



Customer Non-Compete Agreement

I understand that Whalley Computer Associates (WCA) can only provide quality service to CITY OF HOLYOKE if they can hire and maintain high quality technicians.

I agree that CITY OF HOLYOKE will not hire any WCA Technician as long as WCA is a service provider at CITY OF HOLYOKE. Should CITY OF HOLYOKE come to an agreement with both the technician and WCA for an employment opportunity, CITY OF HOLYOKE agrees to pay WCA a "finder's fee" in an amount equal to six (6) months of the technicians' salary. Additionally, CITY OF HOLYOKE will not hire any WCA technician for a minimum of twenty-four (24) months after WCA and CITY OF HOLYOKE' relationship has terminated or the "finder's fee" will be required to be paid.

I have read and agree to the conditions above.

A handwritten signature in cursive script, appearing to read 'J. M. L. W.', is written above a horizontal line.

Authorized Signature

CITY OF HOLYOKE

A handwritten date '1-25-21' is written above a horizontal line.

Date