

**RESOLUTION NO. 2022-92**

**RESOLUTION AUTHORIZING THE VILLAGE OF CALEDONIA TO ENTER INTO A MANAGED SERVICES CONTRACT WITH ONTECH SYSTEMS FOR INFORMATION TECHNOLOGY SERVICES**

**WHEREAS**, in April of 2022 the Village of Caledonia had contracted with Ontech Systems for IT services on a time and material basis at a rate of \$150/hour, while both parties gained a better understanding of the technology needs within the Village; and

**WHEREAS**, after the review of existing Information Technology systems within the Village of Caledonia both parties are confident that the proposed Managed Services contract will meet the current and ongoing technology needs within the Village; and

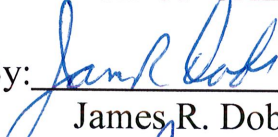
**WHEREAS**, Village staff recommends the Village contract with Ontech Systems for Information Technology services with a two year service term;

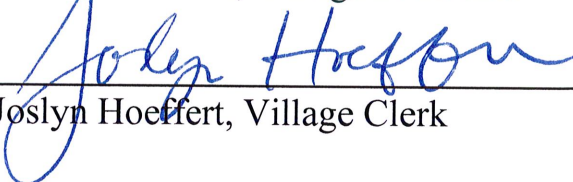
**NOW, THEREFORE, BE IT RESOLVED** by the Caledonia Village Board that a contract between the Village of Caledonia and Ontech Systems related to Information Technology Managed Services at the monthly rate of \$4,057, as described in Exhibit A, which is attached hereto and incorporated herein subject to final review by Village Attorney and Village Administrator; and

**NOW, THEREFORE, BE IT FURTHER RESOLVED** by the Caledonia Village Board that the Village President and Village Clerk are authorized to execute any contracts or other documents necessary to implement this resolution.

Adopted by the Village Board of the Village of Caledonia, Racine County, Wisconsin, this 4 day of September 2022.

VILLAGE OF CALEDONIA

By:   
James R. Dobbs, Village President

Attest:   
Joslyn Hoeffert, Village Clerk



N85W16186 Appleton Ave  
Suite A  
Menomonee Falls, Wisconsin 53051  
www.ontech.com  
(262) 522-8560

## Managed Services - Advanced Bundle

Description	Recurring	Qty	Ext. Recurring
<b>Ontech Advanced Managed Services Bundle- 2 Yr Pricing</b>	<b>\$4,057.00</b>	<b>1</b>	<b>\$4,057.00</b>
<b>Network Documentation Portal</b>		2	
<b>Change Management Tool</b>		1	
<b>Network Care</b>		11	
<b>Virtual Host Care</b>		3	
<b>Elite Server Care</b>		11	
<b>Desktop Care</b>		90	
<b>Webroot SAT</b>		107	
<b>Webroot DNS</b>		90	
<b>Dark Web Domain Monitoring</b>		1	
<b>Fortify for Endpoint</b>		101	

### Advanced Bundle Scope of Services

#### *Features Included in Network Documentation Portal;*

- Encrypted Documentation Portal for storing all network information. Network Documentation Portal is available through a web browser as well as mobile app.
  - Centrally store all passwords
    - Control who has access to each password
    - Automatically create strong passwords
  - Store important "how to" and procedural information
    - Standard Operating Procedures
    - PC Setup Checklists
    - New Hire/Termination Documents
    - Contracts & Service Providers
  - Contacts and Locations
    - Dynamically link network devices to people and locations

#### *Features Included in Liongard;*

- Change Management Automation
- Alerts & Metric Value Tracking
- Ticketing System Integration for Change Tracking

#### *Features Included in Network Care;*

- Automated Inventory of Network Devices and Classification: Have a profile for every device on a network at your fingertips



## Managed Services - Advanced Bundle

Description	Recurring	Qty	Ext.	Recurring
<ul style="list-style-type: none"><li>• Network Diagram &amp; Connectivity Methods: Instantly know how everything on your network is connected</li><li>• IP Address Management: Get an automatic list of all the IP addresses currently in use and which device is using it</li><li>• Alerts &amp; Notifications: Stay on top of important network events with both preconfigured and customizable alerting</li><li>• Service Monitoring: Inventory and monitor the services running on nearly any device on the network</li><li>• Context Aware Data: Get relevant and actionable information tailored to each device type</li><li>• Rich Statistics: Understand and improve the stability of a network with usage and health stats</li><li>• Live &amp; Historic Data: View network performance as it happens with a 60-second polling, or dive into detailed logs</li><li>• Netflow Data &amp; Analytics: Gain real-time visibility into network traffic with analytics and reporting</li></ul>				

### *Features Included in Virtual Host Care;*

- Real time server hardware health monitoring
- Health Checks for configurations, including vCPU, memory, and network setup
- Review error logs using vSphere and vCenter
- Reconfigure VM's & host data stores
- Lights out management: when a server is down, steps to reboot it automatically will be taken

### *Features Included with Ontech Elite Server Care;*

- 24x7 Monitoring & Alerting on Servers
- Webroot Anti-Virus License
- Windows Patches and Updates
- Enterprise Remote Access Program for your and our use (MFA Enablement Required for use)
- Driver & Firmware Updates for Servers
- Server Cluster Health Checks and Remediation
- Assign issue based Troubleshooting including;
  - Exchange
  - VM Ware
  - Hyper-V
  - Remote Desktop Services
  - Server Performance Issues
  - Group Policy Failures
  - Windows Server and Service Errors

### **Ontech and our NOC Target Service Levels**

- Server Down Tickets: 15-30 minutes to begin work
- Critical Impact Alert Tickets: 1-2 Hours to begin work
  - Update Critical Impact Tickets: every 3-4 Hours

### *Features Included in Desktop Care;*

- 24x7 monitoring and alerting of hardware components
- Backup Alerts to our NOC and internal team
- Webroot Antivirus
- Windows Security patches
- 3<sup>rd</sup> party patches like Adobe, Java, etc.



## Managed Services - Advanced Bundle

Description	Recurring	Qty	Ext. Recurring
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- Enterprise Remote Access Program for your and our use (MFA Enablement Required for use)
- Auto attempts to remove malware
- Weekly Temp File and Cookie Clean up

### *Features Included in Webroot Security Awareness Training;*

- Fully featured phishing simulator
- Engaging and interactive training courses
- Trackable, customizable training campaigns
- Campaign and contact management
- Reporting Center

### *Features included in Webroot DNS Protection*

- Webroot DNS Features
  - Secure and reliable internet connectivity
  - No on-site hardware install
  - IPv4, IPv6, HTTP, and HTTPS filtering
  - 80 distinct web categories
  - Roaming and mobile user protection
  - Wifi and guest network protection
  - Policy control by user, group, or IP Address
  - On-Demand reporting
  - Maintain regulatory compliance by restricting browsing
- Advanced Web Browsing Protection Benefits
  - Admins are able to maintain full network visibility with complete insight into the connection requests being made and by whom allows better informed access policies
  - Admins are able to reduce infections due to the ability to prevent users browsing to malicious and suspicious internet locations, resulting in less cost of remediation
  - Admins are able to implement and enforce granular access policies to take control of productivity, HR & compliance requirements, and more with customizable policy controls by individual, groups, or IP Address

### *Features Included in Dark Web Domain Monitoring*

- Domain monitoring for password and other credential leaks from hacked or exposed websites

### *Features Included in Fortify For Endpoint Protection*

- Complete SOC Services: Implement advanced operations without the need for in-house security expertise. The complete Continuum Fortify SOC analyzes quarantined applications and files, reducing false positives and ensuring comprehensive protection. We take care of the labor challenges while you focus on growing your business.
- Threat Detection: Rapidly recognizes many thousands of virus and malware attack variants including cryptomining attacks as well as the root causes of these malicious behaviors by quickly identifying and diagnosing corrupt source processes and system settings.
- Response & Remediation: When malicious behavior is detected, Continuum Fortify For Endpoint Security will quickly rollback files to previous safe versions through tracking changes in the devices and restoring it to an acceptable risk state.
- Next Generation Endpoint Security: Fortify For Endpoint Security utilizes the patented SentinelOne platform, for its unique malware detection and remediation technology. This solution incorporates the industry's most innovative prevention, providing visibility into the root causes and origins of the threat, reversing the malicious operations and



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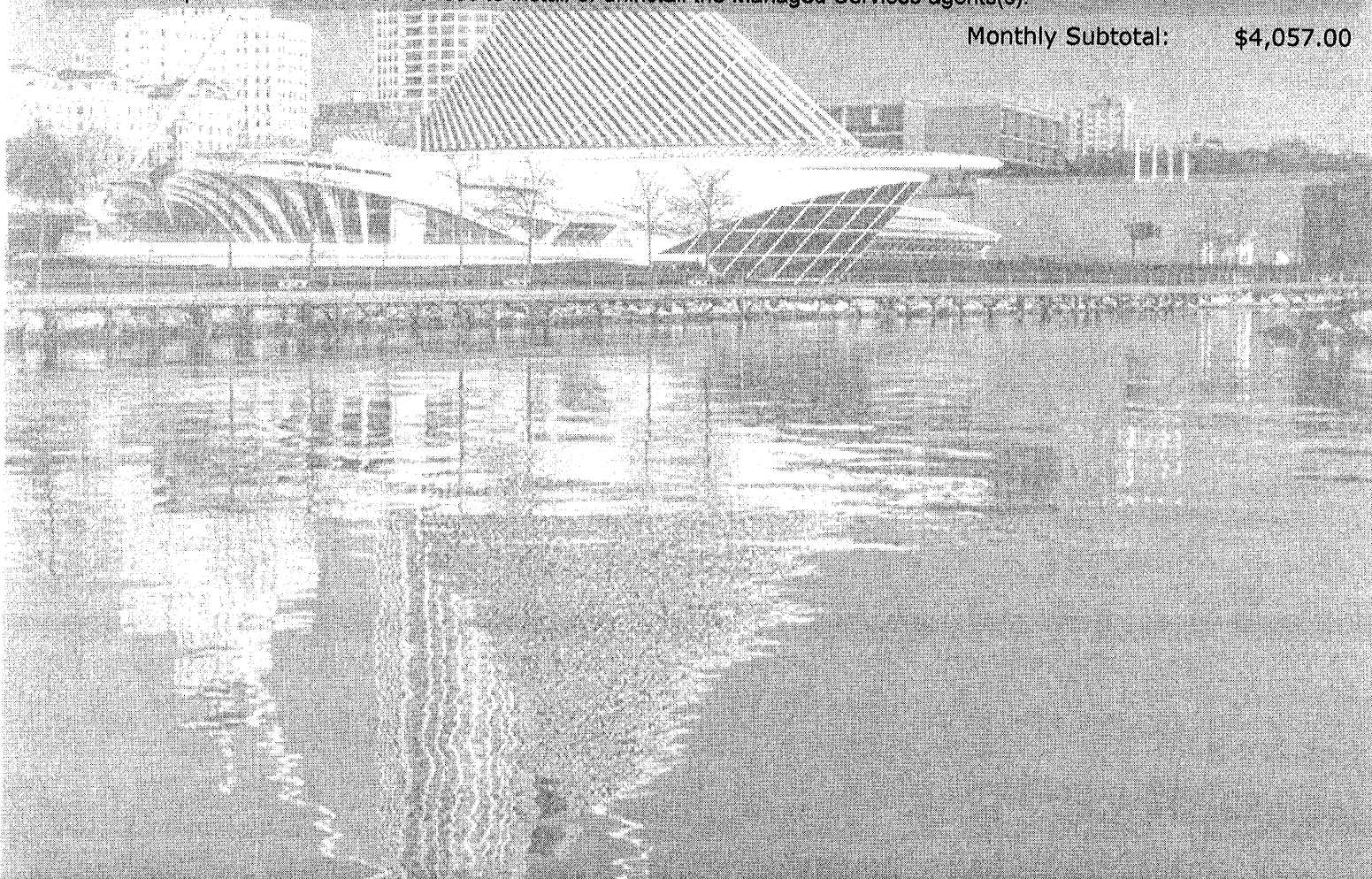
remediating them at an agile speed, when needed.

If choosing a contract option, I understand the services I am approving on this proposal is a contract between our business entity and Ontech Systems, Inc. for Managed Services only. These services differ from hourly time and materials charges. The terms available for Managed Services are month to month, 1 year, or 2 year.

If choosing a commitment option, your business will be *committed to the minimum monthly spend amount quoted, this will be your minimum commitment*. If additions are needed, they can be added to active contract. All Managed Services products purchased through Ontech must be on the same term length. Cancellation prior to the termination date will result in full payment of contracted Managed Services through the last day of contract.

Contract starts when agents are installed and "live and active", not accepted proposal date, and these dates will be reflected on your invoice. **Agreement terms will auto renew unless a 60-day notice is provided by end client.** The monthly fees do not include set up or cancellation service fees to install or uninstall the Managed Services agents(s).

Monthly Subtotal: \$4,057.00





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RiskWatch - Annual

Description	Recurring	Qty	Ext. Recurring
<b>Risk Watch (Azure Active Directory Premium P2)</b> 1 Year Subscription	\$108.00	1	\$108.00

- Leaked Credentials – Monitors for leaks of users valid credentials
- Azure AD Threat Intelligence – Identifies user activity that is unusual for the given user or is consistent with known attack patterns
- Sign In From Anonymous IP Address – Monitors for sign in's from anonymous/hidden IP address
- Atypical Travel – Monitors the timeline of sign in's originating from geographically distant or atypical locations
- Malware Linked IP Address – Identifies sign in's from IP addresses infected with malware
- Unfamiliar Sign In Properties – Considers past sign in history to look for anomalous sign in's
- Admin Unconfirmed User Compromised – Indicates an admin has selected confirm user compromised in the risky users UI or using risky Users API
- Malicious IP Address – Identifies sign in's from malicious IP Addresses
- Suspicious Inbox Manipulation Rules – Detection by Microsoft cloud app security
- Triggers alerts when suspicious rules that delete or move messages or folders are set on user

Annual Subtotal: \$108.00

Services

Description	Price	Qty	Ext. Price
<b>Service - Fixed Fee</b>	\$3,000.00	1	\$3,000.00

Subtotal: \$3,000.00



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## Managed Services

### Quote Information:

**Quote #: TS010880**

Version: 1

Delivery Date: 05/18/2022

Expiration Date: 07/10/2022

### Prepared for:

**Village of Caledonia**

5043 Chester Lane

Racine, WI 53402

Kathy Kasper

(262) 835-4451

KKasper@caledonia-wi.gov

### Prepared by:

**Ontech Systems Inc.**

Taylor Schmidt

(262) 522-8560

taylor@ontech.com

## Quote Summary

Description	Amount
Services	\$3,000.00
<b>Total:</b>	<b>\$3,000.00</b>

## Annual Expenses Summary

Description	Amount
RiskWatch - Annual	\$108.00
<b>Annual Total:</b>	<b>\$108.00</b>

## Monthly Expenses Summary

Description	Amount
Managed Services - Advanced Bundle	\$4,057.00
<b>Monthly Total:</b>	<b>\$4,057.00</b>

## Payment Options

Description	Payments	Interval	Amount
Managed Service Commitments			
<b>2 Year Managed Service</b>	<b>24</b>	<b>Monthly</b>	<b>\$4,057.00</b>



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## Summary of Selected Payment Options

Description	Amount
<b>Managed Service Commitments: 2 Year Managed Service</b>	
Selected Recurring Payment	\$4,057.00
<b>Total of Recurring Payments</b>	<b>\$97,368.00</b>

You have committed to a 2 year agreement. Quantities cannot be reduced during this period. Cancellation prior to the termination date will result in full payment of contracted Managed Services through the last day of contract.

For full quote view with product descriptions, warranty information and disclaimers, please review PDF.

Note: Quote is valid for 15 days.

Taxes, shipping, handling and other fees may apply.  
 We reserve the right to cancel orders arising from pricing or other errors.

Note: Please do not pay from quote, invoice to follow.

Ontech Systems Inc.

Village of Caledonia

Signature:

Signature:

Name: Taylor Schmidt

Name: Kathy Kasper

Title: Account Manager

Date:

Date: 05/18/2022