



CITY OF HIGHLAND

FINANCE/PERSONNEL SUBCOMMITTEE AGENDA

Special Meeting
January 7, 2025 at 10:30 AM
City Hall Upright Conference Room
27215 Base Line, Highland CA 92346

SUBCOMMITTEE MEMBERS

Larry McCallon, Member
District 5

John P. Timmer, Member
District 4

STAFF

Carlos Zamano, City Manager
Lawrence Mainez, Community Development Director
Leticia Nava-Cruz, Director of Administrative Services/City Treasurer
Lissette Nock, Deputy City Clerk
Michelle Gomez, Assistant Director of Administrative Services
Octavio Duran Jr., Public Works Director/City Engineer

MISSION STATEMENT

Highland is dedicated to the betterment of the individual, the family, the neighborhood and the community. The City Council and the staff of Highland are dedicated to providing the quality of public facilities and services that its citizens are willing to fund and will do so as efficiently as possible.

In compliance with the Americans with Disabilities Act (ADA), if you need special assistance, please contact the City Clerk's office at (909) 864-6861, ext. 226, prior to the meeting for any requests for reasonable accommodations, including interpreters.

Any disclosable public records related to an open session item provided to the majority of the Subcommittee after posting of this agenda are available for public inspection at Highland City Hall, 27215 Base Line, Highland, during normal business hours and available online at www.cityofhighland.org.

FINANCE/PERSONNEL SUBCOMMITTEE
January 7, 2025 - 10:30 a.m.

CALL TO ORDER

PUBLIC COMMENT

Submission of Public Comments for ITEMS ON THIS AGENDA ONLY: For those wishing to make public comments by email, please submit your comments by email to be read aloud at the meeting. Email comments must be submitted by 9:30 a.m. on January 7, 2025, to publiccomment@cityofhighland.org. If you are submitting a public comment pertaining to an item on the January 7, 2025 agenda, please identify the agenda item number in the subject line. Members of the public will be permitted to make public comments in person.

BUSINESS ITEMS

1. Minutes - November 12, 2024 Meeting
RECOMMENDATION: Approve the Minutes as submitted.
2. Resolution No. 2025-____, Establishing Employee Salaries
RECOMMENDATION: That the Subcommittee:
 - 1) Reclassify the position of Administrative Services Manager to Information Technology Technician (IT);
 - 2) Retain position of Deputy City Clerk;
 - 3) Approve Resolution No. 2025-____, establishing employee salaries; and
 - 4) The City Attorney finalizing the All Covered Managed Service Provider Information Technology (IT) contract and authorizing the City Manager to execute the contract when final. Attached is the proposed contract - not final.

ADJOURN

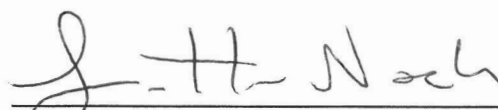
I, Lissette Nock, Deputy City Clerk, of the City of Highland, California, certify that I caused to be posted this Agenda on or before the 2nd day of January, 2025, by 5:30 p.m. on our website at www.cityofhighland.org and in the following designated areas:

Highland Branch Library
7863 Central Avenue

Fire Station No. 1
26974 Base Line

City Hall
27215 Base Line

Date: January 2, 2025



Lissette Nock
Deputy City Clerk



STAFF REPORT

TO THE FINANCE/PERSONNEL SUBCOMMITTEE

DATE: January 7, 2025

FROM: Lissette Nock, Deputy City Clerk

SUBJECT: Minutes - November 12, 2024

RECOMMENDATION: Approve the minutes as submitted.

CALL TO ORDER

The Finance/Personnel Subcommittee special meeting was called to order at 4:45 p.m. in the Upright Conference Room, 27215 Base Line, Highland, California.

ROLL CALL

Present: McCallon, Timmer
Absent: None

PUBLIC COMMENT

None

BUSINESS ITEMS

1. Minutes - September 3, 2024 Meeting
Approved the Minutes as submitted.
2. 2023/2024 Annual Comprehensive Financial Report (ACFR), Single Audit Report on Federal Award Programs, Independent Auditor's Report on Internal Controls, Audit Conclusion Letter, and Gann Limit (Appropriations Limit) Letter
The Subcommittee reviewed and approved the item be brought forward to City Council and recommended they receive and file the Annual Comprehensive Financial Report (ACFR), the Single Audit Report on Federal Award Programs, Independent Auditor's Report on Internal Controls, Audit Conclusion Letter, and Gann Limit (Appropriations Limit) Letter.
3. Annual AB 1600 Development Impact Fee Report for Fiscal Year 2023/2024
The Subcommittee reviewed and approved the item be brought forward to City Council to receive and file the AB 1600 Development Impact Fee Annual Report for Fiscal Year 2023/2024.
4. Annual Developer In-Lieu Fee Report for Fiscal Year 2023/2024
The Subcommittee reviewed and approved the item be brought forward to City Council to receive and file the Developer In-Lieu Fee Annual Report for Fiscal Year 2023/2024.
5. Resolution No. 2024- , Establishing Employee Salaries
The Subcommittee:
 - 1) Reviewed and approved the items be brought forward to City Council to approve a 5% salary increase beginning January 1, 2025, for the Assistant Public Works Director; and
 - 2) Approved Resolution No. 2024-____, establishing employee salaries.

6. Budget Adjustments for Emergency Preparedness and Response Efforts as a Result of the Line Fire for Fiscal Year 2024/2025

The Subcommittee:

- 1) Approved a budget adjustment in the amount of \$99,999 from the General Fund reserves (Fund Balance 001-2100) to be expended from 001.1450.4260 for immediate emergency preparedness and response efforts;
- 2) Authorized the City Manager to approve contracts and purchase orders up to the Finance Subcommittee's authority limits for items related to emergency preparedness and response efforts;
- 3) Recommended City Council approve an additional budget adjustment in the amount of \$200,001 from the General Fund reserves, Economic Uncertainty Fund balance (001-2550), to be expended from 001.1450.4260. This adjustment will bring the total budget for emergency preparedness and response efforts to \$300,000 for Fiscal Year 2024/2025; and
- 4) Recommended City Council authorize the City Manager to approve contracts and purchase orders up to the total budgeted amount of \$300,000 for emergency preparedness and response efforts.

ADJOURN

There being no further business, the meeting was adjourned at 5:32 p.m.

Submitted by:

Approved by:

Lisette Nock, Deputy City Clerk

Subcommittee Member



STAFF REPORT

TO THE FINANCE PERSONNEL SUBCOMMITTEE

DATE: January 7, 2025

FROM: Carlos Zamano, City Manager *CZ*

PREPARED BY: Tish Nava-Cruz, Director of Administrative Services/City Treasurer *LNC*

SUBJECT: Resolution No. 2025- ____ establishing employee salaries.

RECOMMENDATION: That the Finance Subcommittee review and approve the items below to be brought forward to City Council:

1. Reclassify the position of Administrative Services Manager to Information Technology Technician; &
2. Retain position of Deputy City Clerk: &
3. Resolution No 2025- ____ a Resolution of the City Council of the City of Highland, California, establishing employee salaries; &
4. The City Attorney finalizing the All Covered Managed Service Provider Information Technology (IT) contract and authorizing the City Manager to execute the contract when final. Attached is the proposed contract-not final.

FISCAL IMPACT: The total fiscal impact of this request is actually a savings of \$1,709 annually.

PUBLIC NOTICE: The agenda for this item was posted at the three required locations per Resolution 2011-047 and on the City's website.

BACKGROUND: Prior to 2020, the City's Information Technology (IT) position was classified as an Administrative Analyst. Following the resignation of the staff member in that role, the position was reclassified as Administrative Services Manager through Resolution 2020-053. In August 2022, the employee in this position requested to go part-time for personal reasons. At that time the City entered into a contract with All Covered, a managed service IT provider for backup support. In August 2024 the Administrative Services Manager resigned. A comprehensive review of IT services and the Building Services department revealed it would be more advantageous to rely on All Covered for all critical IT functions. These include backup management, cybersecurity and network management, procurement and renewals, Office 365 management, help desk support, project support, and a VPN project implementation.

The new proposed contract cost with All Covered is \$99,264 annually, an increase of \$37,464 from the current budgeted amount of \$61,800. Additionally, staff are proposing reclassification of the part-time position of Administrative Services Manager to a full-time Information Technology Technician to better align with the current responsibilities and needs of the City. This position would handle specific tasks, such as managing internet and phone issues, hardware requests, and liaising with All Covered.

Regarding the Deputy City Clerk position established in August 2022 through Resolution 2022-050, it was initially intended to be temporary and revert back to an Administrative Assistant III role once the City

Clerk position was filled. However, staff recommends retaining the Deputy City Clerk position at its current salary range due to the ongoing need for backup support to the City Clerk.

Staff recommends continuing with All Covered for IT services at the revised annual cost of \$99,264, authorizing reclassification of the Administrative Services Manager position to Information Technology Technician, and retaining the Deputy City Clerk position to ensure operational continuity.

Attachments:

1. Summary of reorganization
2. Information Technology Technician Job Description
3. Proposed Resolution No. 2025-_____
4. All Covered (draft) contract

Attachment 1 Summary of Reorganization

Building Services Department

Summary

Administrative Services Manager (Part Time):		Administrative Services Manager (part-time)	(82,954)
Salary	64,900	Information Technology Technician (full-time)	106,856
Benefits	18,054	IT Contract with All Covered (regular)	(61,800)
	<u>82,954</u>	IT Contract with All Covered (enhanced)	99,264
		Storage & Firewall Savings (now provided by All Covered)	(34,275)
Information Technology Technician (Full Time):		AT&T (savings realized during comprehensive review)	(28,800)
Salary	73,080	Net Increase (Decrease)	<u>(1,709)</u>
Benefits	33,776		
	<u>106,856</u>		

The recommendation above changes the position of part time Administrative Services Manager to full time Information Technology Technician. This also makes upgrades to the All Covered IT contract and eliminates some services that are no longer needed as a result of the enhanced IT contract.

City Clerk Department

Summary

Deputy City Clerk:		Administrative Assistant III	(150,544)
Salary	109,296	Deputy City Clerk	150,544
Benefits	41,248	Net Increase (Decrease)	<u>-</u>
	<u>150,544</u>		
Deputy City Clerk:			
Salary	109,296		
Benefits	41,248		
	<u>150,544</u>		

The recommendation retains the Deputy City Clerk-no change since we budgeted for this.

Total Net Increase (Decrease)	<u>(1,709)</u>
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CITY OF HIGHLAND

Information Technology Technician

JOB SUMMARY

The Information Technology Technician configures, installs, maintains, and repairs the hardware, operating system, software and associated peripheral equipment associated with workstations, mobile devices, printers and VoIP telephone equipment; works on projects supporting technology implementations; assesses user training needs and trains users in effective use of applications as appropriate; makes recommendations regarding hardware and software acquisitions; provides audio/visual support for meetings and special events; and performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Administrative Services.

TYPICAL DUTIES - Typical duties may include, but are not limited to, the following:

- Oversees all aspects of the City's information systems including; all city computer workstations, the city's phone system & voicemail, city cell phones, city satellite phones, and city tablets & laptop computers.
- Responds to, evaluates, and resolves requests for support from end users experiencing issues with hardware, software, networking, VoIP or other computer related technologies.
- Perform helpdesk functions, including answering phone calls, creating tickets, onsite and remote desktop support, and follow-up on outstanding requests.
- Act as the city's liaison with managed service provider for network server, email server, data server, backups etc.
- Diagnose and documents issues, perform remedial actions to correct, recommend solutions, and/or contact appropriate resource for additional assistance.
- Install and configure end user workstations including operating system, applications, hardware, and peripheral components such as monitors, keyboards, printers and VoIP phones.
- Installs, maintains, and troubleshoots issues with printers, copiers, and scanners, addressing both hardware and software issues and communicates with managed service provider for repairs.
- Maintains and documents hardware and software inventory.
- Answers questions on the use of hardware and software applications; trains users on security, software and hardware usages and basic computer navigation via instruction and documentation.

- Participates in testing and evaluating hardware and software products; researches vendors; prepares and tracks paperwork related to the purchase of hardware and software.
- Oversee the equipment and maintenance of the equipment for the Emergency Operations Center (EOC).
- Under general supervision, assist with development of operations procedures.
- Organize and maintain various IT files, hardware, and software inventories.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of Information Systems as it relates to a municipality.
- Windows operating systems in a technical support environment.
- Working knowledge of the Microsoft Office Suite / Office 365.
- Working knowledge of mobile devices.
- Familiarity with basic IT concepts.
- Principles of information systems configurations especially related to workstations and networks.
- Principles and practices used in the operations and maintenance of workstation hardware and related software systems.
- Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
- Troubleshooting, configuration, and installation techniques.
- General principles of office automation.
- Business letter writing and record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively interacting with the public, vendors, and City staff.

Ability to:

- Communicate clearly and easily with users of varying levels of technical expertise; ask questions and get information in order to diagnose computer problems and discern the level of support needed when a problem is presented.
- Read, interpret, and apply a variety of technical information (e.g. technical manual documentation).
- Install, configure, and troubleshoot software and business application systems.
- Train staff in software applications and hardware usage.
- Work with and maintain confidential and sensitive information.
- Prepare clear and concise reports, correspondence, and other written materials.
- Interpret, explain, and ensure compliance with City policies and procedures.

- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Understand and carry out oral and written instructions.

Experience and Training:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Two (2) years of responsible experience performing technical support on personal computers and peripheral equipment, including software administration in a multi-user environment.
- Knowledge of network protocols a plus
- A+ Certification and/or Network+ Certification a plus

License or Certificate:

May require valid California driver's license depending on assigned duties

RESOLUTION NO. 2025-

**A RESOLUTION OF THE CITY COUNCIL
OF THE CITY OF HIGHLAND, CALIFORNIA,
ESTABLISHING EMPLOYEE SALARIES**

WHEREAS, the City Council of the City of Highland has determined it is necessary for the efficient operation and management of the City that salary ranges be established for employees; and

WHEREAS, the City Council recognizes that it competes in a market place to obtain qualified personnel to perform and provide municipal service, and that compensation and conditions of employment must be sufficiently attractive to recruit and retain qualified employees.

NOW THEREFORE, BE IT RESOLVED that the City Council of the City of Highland does hereby resolve to:

1. Add the salary range for the following position effective February 1, 2025.

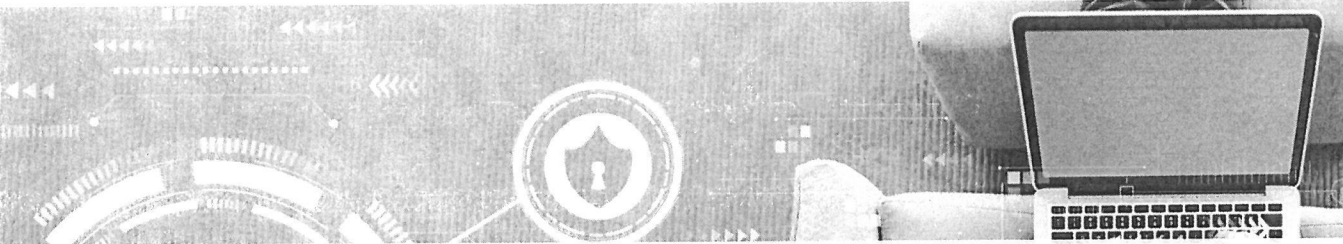
<u>Position Title</u>	<u>Minimum Monthly</u>	<u>Maximum Monthly</u>
Information Technology Technician	\$5,010	\$6,090
Deputy City Clerk	\$7,495	\$9,108

PASSED, APPROVED AND ADOPTED this 28th day of January 2025.

Penny Lilburn, Mayor

Attest:

Alondra Muñoz, City Clerk

A background image showing a person's hands on a laptop keyboard. Overlaid on the image are various digital graphics, including a circular progress indicator, a shield icon, and a mail icon, suggesting IT services and security.

All Covered Managed IT Services & Support Proposal

PROPOSAL FOR:
City of Highland

PRESENTED BY:
Ed Mikulski
Customer Success Manager
emikulski@allcovered.com

12/03/2024
PROPOSAL REF: SF00022075

Konica Minolta Business Solutions U.S.A., Inc.

*Proposal and terms subject to credit approval. Pricing valid for 15 days from the date of Proposal.
Confidential - not to be distributed to third parties.*

(v.07.2024)

Executive Summary

All Covered, a division of Konica Minolta Business Solutions U.S.A., Inc., is a Managed IT Service provider delivering world-class IT services to organizations of all sizes, ensuring digital ecosystems, and the workforce that relies on them, are always on, always available, and can be accessed from anywhere.

Our Approach

About Us

Founded in 1997, All Covered's expansive portfolio of services and solutions, along with technical expertise, delivers the right Managed IT Service Plan to optimize businesses productivity. Whether your IT infrastructure is on-premises, hybrid or cloud-based, our approach is holistic. Our customers work with our technical experts and customer success managers to define, deploy and manage an optimized digital IT ecosystem that meets your business needs. For a full list of offerings, visit www.allcovered.com/it-services.

We are consistently ranked nationally among Top IT Managed Service Providers (www.allcovered.com/about/awards) and maintain partnerships with many vendors such as Microsoft, Apple, ServiceNow, HPE, Dell, Cisco, Fortinet, and many others.

All Covered Engagement Plan

Experience has shown that systematic and automated management of digital infrastructure substantially reduces the frequency and severity of common problems that jeopardize the stability, security, and performance of an organization's IT ecosystem.

All Covered delivers a suite of services for proactive maintenance, early-detection, prevention of the most common business outages. Additionally, the All Covered portfolio has a variety of supplemental and advanced services to enhance your foundational care, that can include but is not limited to:

Proactive Management and Support

Our proven methodology for proactive management, which includes services like security endpoint detection and response, patch management, data retention and recovery, and IT governance, will ensure the IT ecosystem runs smoothly, and often prevents many problems before they occur or affect computer or network performance.

Monitoring and Remediation

24/7 proactive monitoring on-premises or cloud environments are critical to high up-time and reduces lost productivity hours. Applicable services are delivered by our Network Operations Center ("NOC") and Security Operations Center ("SOC").

End-user Support (Supported Users)

All Covered's Service Desk addresses day-to-day end-user challenges and requests. Secure remote engagement tools are leveraged to troubleshoot issues and reduce friction for users while receiving support more easily. "Supported User(s)" are the end users authorized by and identified by Client to access and use the All Covered Services included in the Schedule of Services below.

Onboarding Process

The transition to All Covered services will be coordinated during an introductory kick-off meeting where a detailed plan will be developed with Client based on the services included in your agreement.

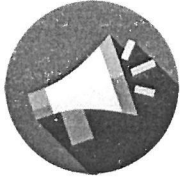
Ongoing Support

The All Covered Customer Success Team will manage your account and associated services.

This team will be introduced during the transition process and ensure from the beginning of the partnership and throughout that there is clear communication and exceptional delivery of your services.

Service Definitions

All Covered administers services according to our Statements of Services. Detailed descriptions of each service can be found in the link below:



Statements of Services

<https://services.allcovered.com>

The definitions and details contained within these Statements of Services represent a portion of All Covered's Service Catalog. The information contained in each Statement of Service is comprehensive and contains details about all Service Elements within our Managed IT Services. Not all Service Element information in each Statement of Service applies to every client environment. Statements of Services may change over time, as processes and technologies evolve, and the links to each will be updated as that occurs. Clients will be notified if a change is planned to a Service Element that is part of their contracted services.



Customer & System Requirements

https://services.allcovered.com/ACC_Requirements

Services Not Included

Services not defined in this agreement are Out of Scope, such as, but not limited to, the following:

- New computer or peripheral setup or installation¹
- Hardware repair¹
- Hardware and software installation or upgrades², not performed as part of troubleshooting
- Replacement or remediation of network cabling or onsite environmental issues
- Account administration beyond Microsoft Active Directory (AD) or Entra ID
- Programming and Line of Business application support
- Home or private network troubleshooting
- Audio/visual device support
- Custom reporting

These services may be available as separately billed projects or via remote billable services.

¹Unless Device Lifecycle Services is included in Schedule of Services. Out of warranty hardware repair is billable for both parts and labor. ²Unless Managed Mac is included in Schedule of Services, which includes patch management.

Schedule of Services

Effective Date: January 15, 2025

Support and Management for the following:

- Locations: 6

27215 Baseline Street Highland, CA 92346, City of Highland Corp Yard – 7935 Central Avenue Highland, CA 92346
City of Highland Police Station- 26985 Base Line Highland, CA 92346
City of Highland Fire Station #1- 26974 Base Line Highland, CA 92346
City of Highland Fire Station #2- 29507 Base Line Highland, CA 92346
City of Highland Fire Station #3- 7649 Sterling Avenue Highland, CA 92346

- Supported Users: 53

Supported Users must be identified by phone number and email during onboarding ("Contact Data"). After onboarding, Client is responsible for providing updates to contact data, including any deletions or retractions of use rights of a Supported User, or replacement of a Supported User with another Supported User. Contact Data must be maintained to properly route and identify Supported Users to help desk agents.

Unified Management for the following environment:

Computers: 62, including:

- Asset Discovery
- Cisco Umbrella Off-Net
Statement of Service: services.allcovered.com/umbrella
- Patching for Workstations
Statement of Service: services.allcovered.com/patchingforworkstations
- Third-Party Patching for Workstations
Statement of Service: services.allcovered.com/3rdpartypatchingforworkstations

Users: 53, including:

- Managed Security Awareness Training
- Email Defense users: 61
Statement of Service: services.allcovered.com/emailprotection

Server Management

Statement of Service: services.allcovered.com/servermgmt

Client Owned Servers:

- Physical, hosting virtual servers: 4
- Virtual Servers: 3

- Database, add-on service: 2

Network Device Management

Statement of Service: services.allcovered.com/networkdevicemgmt

Client Owned Network Devices:

- Advanced: 2

See Appendix A for a list of all entitled servers, network devices, and storage devices

Clients are responsible for maintaining active support agreements with third-party vendors on all managed devices. If at any point it is identified that a device is not covered under an active support agreement, whether due to lapsed coverage or the device is designated End of Support (EOS) by the vendor, any support by All Covered will be provided on a best effort basis and subject to time and materials charges.

Remote Support (Help Desk), for End Users

Statement of Service: services.allcovered.com/remotesupport

53 Users

- Included in Monthly Fee during Standard Hours
- \$230 per hour outside Standard Hours
 - Standard Hours for Remote Support are Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time Zone, excluding public holidays.
 - See www.allcovered.com/holidays for a list of public holidays observed by All Covered.
 - Billed in 15 minute increments

See Statement of Service for list of basic incident/request support categories included with Remote Support.

A Supported User is entitled to contact the help desk. A Supported User is not entitled to contact the help desk on behalf of a non-supported user.

Dispatch Services

If onsite resources are available in geographic region requested the rates are as follows:

- \$175 per hour during Standard Hours
- \$230 per hour outside Standard Hours
 - Standard Hours for Dispatch Services are Monday through Friday, 8:00 a.m. to 5:00 p.m. local time zone, excluding public holidays.
 - Billed in 15 minute increments, 2-hour minimum, plus round trip travel time apply.
 - Labor rates for project work may differ from these rates based on the nature of the work.

All Covered Managed Endpoint Detection & Response (MEDR)

Statement of Service: <https://services.allcovered.com/medr>

- MEDR coverage: 71 workstations or servers ("Endpoints").

- All Endpoints must have general IT support coverage, including management of security updates ("Endpoint Support Coverage"). Endpoint Support Coverage may be provided either by Client internal staff, All Covered, or another Managed Service Provider.
- Client is responsible for submitting a service request to All Covered to update MEDR coverage whenever Client identifies unprotected Endpoints.
- MEDR is provided in accordance with and subject to the following service-specific on-line terms:
 - SentinelOne End User Agreement (see www.allcovered.com/terms).

All Covered Security

- Managed Vulnerability Scan Service for up to 20 External or Internal IP addresses
Statement of Service: services.allcovered.com/MVS

Third-Party Licenses

Microsoft Seat-based Licensing

- Microsoft 365 E3 (no Teams) - Users: 60
- All Covered will provision and maintain Microsoft subscription based on client requests.

Unless otherwise stated, licensing is based on a 1 year subscription.

Licensor Pass-Through Provision: By signing this Schedule of Services, Client hereby agrees that the Microsoft licenses provided hereunder shall be subject to the Microsoft Customer Agreement, a copy of which is posted for review at www.allcovered.com/terms for Microsoft Customer Agreement. Any such Microsoft licenses shall be between Client and the licensor of such Microsoft license. All Covered and/or Konica Minolta Business Solutions U.S.A., Inc are not a party, third party, or third-party beneficiary to any Microsoft license between Client and such licensor.

All Covered Backup

Statement of Service: services.allcovered.com/m365mbu

- All Covered M365 Managed Backup - Exchange Only with Infinite Retention - Users: 60
- M365 Managed Backup is provided in accordance with and subject to the following service-specific on-line terms:
 - Unless otherwise stated, licensing is based on a 1 year subscription
 - M365 Managed Back Up Terms & Conditions (see www.allcovered.com/terms).

Statement of Service: services.allcovered.com/backupforservers

The following Backup solution is based on the assumption that the client has at least 100mb of bandwidth

- All Covered Backup for Servers - Hybrid: 5, with all cloud storage included

- Purchase of 18TB Axcient Device (2U Rack) with 14 concurrent recovery spin ups: 1
- Additional fees will apply for Business Continuity beyond 30 days.
- Client is responsible for all shipping fees for Backup devices.
- Additional fees may apply for major data restores.

See www.allcovered.com/terms for additional terms of use for All Covered Server Backup.

If contract is terminated all data is removed from storage

Included Services

- Customer Success Team
- Secure Client Portal
- Procurement Services
- Assistance with hardware & software purchasing
- Leasing and Finance Programs available

All Covered Managed IT Services does not include security incident response management or digital forensics services. Except where expressly included in an applicable All Covered security service offering, work effort in support of security incident response will be handled on a best effort basis and may be subject to additional charges. Note that such charges may be reimbursable under Client's third-party cyber insurance policy.

Total Estimated Monthly Fee of: \$10,330*

* Fixed Fee of: \$8,302

* Estimated Fee for Microsoft Seat-Based Licensing of: \$2,028

The Total Monthly Fee listed above is based on the information provided by Client at time of signature. Devices that are missing, unidentified, or misidentified may result in a change to the Monthly Fee.

Total One-Time Setup Fee of: \$2,687

Total One-Time MEDR Security Project Fee of: \$1,708

Purchase of All Covered Backup for Servers devices: 1, for a total one-time fee of \$10,950

- All prices are exclusive of any applicable sales or use taxes, and shipping costs.
- Fee assumes that Client equipment is under manufacturer warranty or maintenance contract.

• Additional charges may apply for the recovery of devices from virus infections if Client fails to follow All Covered's reasonable security recommendations.

Additional Fee Details:

- Monthly support fee for each additional user: \$56
- Monthly support fee for each additional Windows Computer: \$8

- Monthly support fee for each additional Email Defense user: \$2.68
 - Monthly support fee to increase Managed Vulnerability Scan to up to 50 IP addresses: \$107
 - Monthly support fee for each additional Managed Security Awareness Training user: \$4.00
 - Monthly support fee for each additional Managed Endpoint Detection & Response endpoint: \$16.00
 - Monthly support fee for each additional M365 Managed Backup - Exchange Only user: \$5.50
 - Monthly support fee for additional servers to be protected with Server Backup - Hybrid: \$96
- Infrastructure overage rates will be billed on the appropriate variation based on device manufacturer and model within the following ranges:

- The support fee for additions may change if the supported environment changes significantly.
- Remote work beyond scope of this Schedule: \$175 per hour between 8 a.m. and 5 p.m., local time, Mon-Fri; \$230 outside of these hours & on public holidays.

Onboarding Fee of: \$352

The All Covered onboarding process includes setting up the services listed in the Schedule of Services above and are subject to the Terms and Conditions of Service set forth below. The requirements and expectations of Customer for the onboarding process are located in the Statement of Services for each service.

TERMS AND CONDITIONS OF SERVICE

1. Term and Termination: (a) The initial term of this Schedule of Services ("Schedule") shall commence on the Effective Date and terminate after one (1) year ("Initial Term"). This Schedule shall automatically renew for successive terms of one (1) year (each a "Renewal Term") unless either party gives notice of its intent not to renew at least thirty (30) days prior to the expiration of the then-current term. (b) If the Schedule is terminated prior to the end of the Initial Term, or any Renewal Term, due to Client's non-payment of fees or cancellation of services for any reason other than for cause, Client agrees to pay a lump sum termination fee equal to the monthly fee multiplied by the number of months remaining for the term. (c) Either party may terminate this Schedule for cause if the other party fails to cure a material breach of any obligation set forth herein within thirty (30) days of written notice of such breach. Termination is not an exclusive remedy and the exercise by either party of such remedy shall be without prejudice to any other available legal or equitable remedies. Sections 3(b) (Warranty Disclaimer), 4 (Liquidated Damages), 5 (Limitation of Liability), 6 (Confidential and Proprietary Information) and 7-13 (general terms) shall survive any expiration or termination of this Schedule.

2. Fees and Payment: (a) Client agrees to pay all fees specified in this Schedule. Payment terms are net 30 days from date of invoice. All Covered may invoice in advance for any recurring service. Client shall be responsible for all applicable sales taxes, however designated, arising from the services. (b) If Client believes that an invoice contains an erroneous charge, Client shall (i) pay the undisputed portion of the charge when due and (ii) notify All Covered in writing of the disputed charge no later than ten (10) days after the invoice date. Any amounts not timely disputed in accordance with the preceding sentence shall be deemed to be undisputed and payable when due. With respect to any charges that are disputed in a timely manner, the parties will use commercially reasonable efforts to resolve the dispute within ten (10) days of All Covered's receipt of notice. If the charge remains disputed in good faith after such ten (10) day period, either party may file for arbitration as provided in Section 10. (c) All Covered may suspend services if Client has failed to pay any undisputed invoice within fifteen (15) days of the due date. Undisputed invoices not paid by the due date may be subject to a monthly service charge which is the lesser of one and one-half percent (1½%) per month or the highest rate allowed by law. (d) All Covered reserves the right to (i) equitably adjust the fees if the supported environment materially changes, such as changes to the number of end users, workstations, servers, supported network elements, warranty or hardware maintenance coverage, or if the level of support required by Client changes; and (ii) increase its fees upon expiration of the Initial Term or any Renewal Term. All Covered shall provide at least thirty (30) days prior notice of any fee increases or changes to terms. All Covered may also charge Client for the time utilized in the development of quotes for hardware or software not ultimately purchased through All Covered at the then-current hourly rate for contracted clients.

3. Limited Warranty: (a) All Covered warrants for a period of thirty (30) days following delivery (the "Warranty Period") that all services shall be performed in a professional manner in accordance with generally applicable industry standards. All Covered's liability (and Client's exclusive remedy) for any warranty claim shall be for All Covered to re-perform any deficient services or, if All Covered is unable to remedy such deficiency within thirty (30) days, to void the invoice for the deficient services. All Covered shall have no obligation with respect to a warranty claim (i) if notified of such claim after the Warranty Period or (ii) if the claim is the result of third-party hardware or software failures, or the actions of Client or a third party. (b) THIS SECTION 3 IS A LIMITED WARRANTY, AND SETS FORTH THE ONLY WARRANTIES MADE BY ALL COVERED. ALL COVERED MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. ALL SOFTWARE AND HARDWARE PROVIDED OR INSTALLED BY ALL COVERED HEREUNDER ARE SUBJECT EXCLUSIVELY TO THE RESPECTIVE MANUFACTURER'S WARRANTY.

4. COMPENSATION FOR HIRING OTHER PARTY'S EMPLOYEES: During the term of this Schedule and for twelve (12) months thereafter, if either party hires (whether as an employee, independent contractor or otherwise) any employee of the other party (or ex-employee within six (6) months of such employee's termination of employment) who was directly involved in the provision of Services hereunder, the hiring party shall pay to the other party as reasonable compensation for the loss of the employee the sum of Fifty Thousand Dollars (\$50,000).

5. LIMITATION OF LIABILITY: (A) NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR INTERRUPTION OF SERVICES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, OR LOSS OR INCREASED EXPENSE OF USE), WHETHER IN AN ACTION IN CONTRACT, WARRANTY, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), OR STRICT LIABILITY, EVEN IF THE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES. (B) ALL COVERED SHALL NOT BE RESPONSIBLE FOR (I) PROBLEMS THAT OCCUR AS A RESULT OF THE USE OF ANY THIRD-PARTY SOFTWARE OR HARDWARE; OR (II) NETWORK OUTAGES, MALWARE ATTACKS, OR UNAUTHORIZED ACCESS TO NETWORK OR DATA RESULTING FROM CLIENT'S FAILURE TO FOLLOW ALL COVERED'S REASONABLE WRITTEN RECOMMENDATIONS. (C) EXCEPT FOR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, ALL COVERED'S TOTAL AGGREGATE LIABILITY TO CLIENT ARISING OUT OF THIS SCHEDULE, REGARDLESS OF THE LEGAL THEORY UPON WHICH SUCH LIABILITY MAY BE BASED, SHALL NOT EXCEED THE TOTAL PAYMENTS MADE BY CLIENT TO ALL COVERED FOR THE SERVICES IN QUESTION IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE FIRST OCCURRENCE OF THE EVENT GIVING RISE TO SUCH LIABILITY.

6. Confidential and Proprietary Information: (a) Each party agrees that all know-how, business, technical and financial information it obtains (as a "Receiving Party") from the disclosing party (as a "Disclosing Party") constitute the confidential property of the Disclosing Party ("Confidential Information"), provided that it is identified as confidential at the time of disclosure or should be reasonably known by the Receiving Party to be Confidential Information due to the nature of the information disclosed and the circumstances surrounding the disclosure. Except as may be necessary to perform its obligations under this Schedule, the Receiving Party will hold in confidence and not use or disclose any of the Disclosing Party's Confidential Information. The Receiving Party's nondisclosure obligation shall not apply to information that: (i) was known to it prior to receipt of the Confidential Information; (ii) is publicly available; (iii) is rightfully obtained by the Receiving Party from a third party; (iv) is independently developed by employees of the Receiving Party; or (v) is required to be disclosed pursuant to a regulation, law or court order. (b) Any templates, schematics, processes or technical documentation provided by All Covered shall be deemed Confidential Information and proprietary information of All Covered without any marking or further designation. Client may use such information solely for its own internal business purposes. All Covered shall retain all rights to the aforementioned, which shall be returned to All Covered upon termination of the applicable Schedule. (c) All Covered shall maintain the confidentiality of protected health information in its possession or under its control in accordance with the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act.

7. Third-Party Pass-Through Provisions: (i) All Covered may pass through to Client any fee increases or other terms mandated by third-party licensors whose products or services are directly licensed to Client by All Covered. Such increases or terms may be effective immediately. (ii) If Client terminates a third-party software license subscription or moves to a different service provider before the end of the license term, Client shall still be obligated to pay all license fees to All Covered through the end of the license term. (iii) Where service fees are based in part on Client's usage of a product or service, the usage is measured by the third-party licensor and used by All Covered to generate Client's monthly invoice. The invoice amount may therefore change from month to month based on Client's usage. Microsoft Azure costs are incurred as soon as Azure resources are allocated and will be billed to Client at that time, including Azure resources in place during project to migrate Client to or implement the Azure solution. (iv) All applicable service level agreements ("SLA") provided by the third-party licensor will be passed-through to Client. In some cases there may be a delay between the time when an SLA credit is earned and when the credit is fully processed. (v) Microsoft may release new services or products directly to Client or advertise the availability of such services or products prior to making them available to All Covered for resale to Client. All Covered shall not be responsible for any disruption to Client's business operations arising out of any delays in the release of such services or products.

8. Independent Contractor: All Covered and Client shall at all times be independent contractors. There is no relationship of partnership, joint venture, employment, franchise or agency created hereby between the parties. Neither party shall have the power to bind the other or incur obligations on the other party's behalf without the other party's prior written consent.

9. Assignment: This Schedule may not be assigned by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed; provided, however, that All Covered may retain qualified third-party subcontractors to provide some of the services set forth in the Schedule without Client's prior consent. No consent shall be required where an assignment is made (i) pursuant to a merger or change of control or (ii) to an assignee of all or substantially all of the party's assets. Any purported assignment in violation of this section shall be void.

10. Disputes; Governing Law; Arbitration; Attorney's Fees: New Jersey law, without regard to its conflict of laws principles, shall govern and enforce this Schedule. Any legal action between the parties arising out of or related to this Schedule shall be adjudicated by binding arbitration by JAMS, Inc. in Bergen County, New Jersey in accordance with its Expedited Arbitration Procedures. The parties agree that any failure of either party to fund or participate in such arbitration shall constitute a default of that party, and a default judgment may be entered by the arbitrator for the relief sought and later reduced to a judgment entered on the docket of a court of competent jurisdiction for execution and collection. The prevailing party in any such action shall be entitled to an award of reasonable attorney's fees and costs in addition to any other award or recovery to which such party may be entitled. Except for enforcement of payment obligations hereunder, no legal action, regardless of form, may be brought by either party against the other more than one (1) year after the cause of action has arisen.

11. Complete Understanding; Modification: This Schedule, as well as any applicable terms of service posted at www.allcovered.com/terms, shall constitute the full and complete understanding and agreement between Client and All Covered and supersedes all prior or contemporaneous negotiations, discussions or agreements, whether written or oral, between the parties regarding the subject matter contained herein. Any waiver, modification or amendment of any provision of this Schedule shall be effective only if in writing and signed by both parties.

12. Waiver and Severability: Waiver or failure by either party to exercise in any respect any right or obligation provided for in this Schedule shall not be deemed a waiver of any further right or obligation hereunder. If any provision of this Schedule is found by a court of competent jurisdiction to be unenforceable for any reason, the remainder of the Schedule shall continue in full force and effect.

13. Force Majeure: Neither party shall be liable to the other for any delay or failure to perform any obligation under this Schedule, except for a failure to pay fees, if the delay or failure is due to unforeseen events which are beyond the reasonable control of such party, such as strikes, blockade, war, terrorism, riots, natural disasters, power outages, and/or refusal of license by the government, insofar as such an event prevents or delays the affected party from fulfilling its obligations and such party is not able to prevent or remove the force majeure at reasonable cost.

14. Notices: Any notice or communication required or permitted to be given under this Schedule shall be in writing and addressed to All Covered, Attn. Legal Counsel, 1051 E. Hillsdale Blvd., Suite 510, Foster City, CA 94404 and shall be deemed given: (i) upon receipt if by personal delivery; (ii) by electronic mail to primary point of contact; or (iii) upon receipt if sent by certified U.S. mail (return receipt requested); or (iv) one day after it is sent if by next day delivery by a major commercial delivery service.

15. Counterparts: This Schedule may be executed in any number of counterparts and each fully executed counterpart shall be deemed an original. The parties agree (a) that facsimile or electronic signature shall be accepted as original signatures; and (b) that the Schedule, or any document created pursuant to the Schedule, may be maintained in an electronic document storage and retrieval system, a copy of which shall be considered an original. In any legal proceeding relating to the Schedule, the parties waive their right to raise any defense based on the execution of the Schedule in counterparts or the delivery of such executed counterparts by copy, facsimile, or electronic delivery.

By executing this Schedule of Services, Client agrees to purchase the services designated above subject to the preceding Terms and Conditions of Service.

Client: City of Highland

(v.07.2024)

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Signature:

Name:

Title:

Date:

All Covered, a division of Konica Minolta Business Solutions U.S.A., Inc.

Signature:

Name:

Title:

Date:

Appendix A

The list of all entitled device for Remote Monitoring and Management are as follows:

Server Management Service:

- DC01 - Virtual Servers - Windows Server 2019 (All Versions) * Database Management not included
- DC02 - Virtual Servers - Windows Server 2019 (All Versions) * Database Management not included
- DM01 - Physical, not hosting virtual servers - Windows Server 2019 (All Versions) * Database Management for Microsoft SQL
- FS01 - Virtual Servers - Windows Server 2019 (All Versions) * Database Management not included
- HV03 - Physical, hosting virtual servers - Windows Server 2019 (All Versions) * Database Management not included
- HV1 - Physical, hosting virtual servers - Windows Server 2019 (All Versions) * Database Management not included
- HV2 - Physical, hosting virtual servers - Windows Server 2019 (All Versions) * Database Management not included
- HV3 - Physical, hosting virtual servers - Windows Server 2019 (All Versions) * Database Management not included

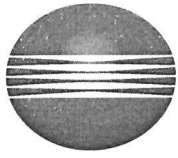
- APP01 - Virtual Servers - Windows Server 2019 (All Versions) * Database Management for Microsoft SQL

Network Device Management Service:

- FW01-1 - Firewall - Watchguard - WatchGuard Firewalls (All Models)
- FW01-2 - Firewall - Watchguard - WatchGuard Firewalls (All Models)

(v.07.2024)

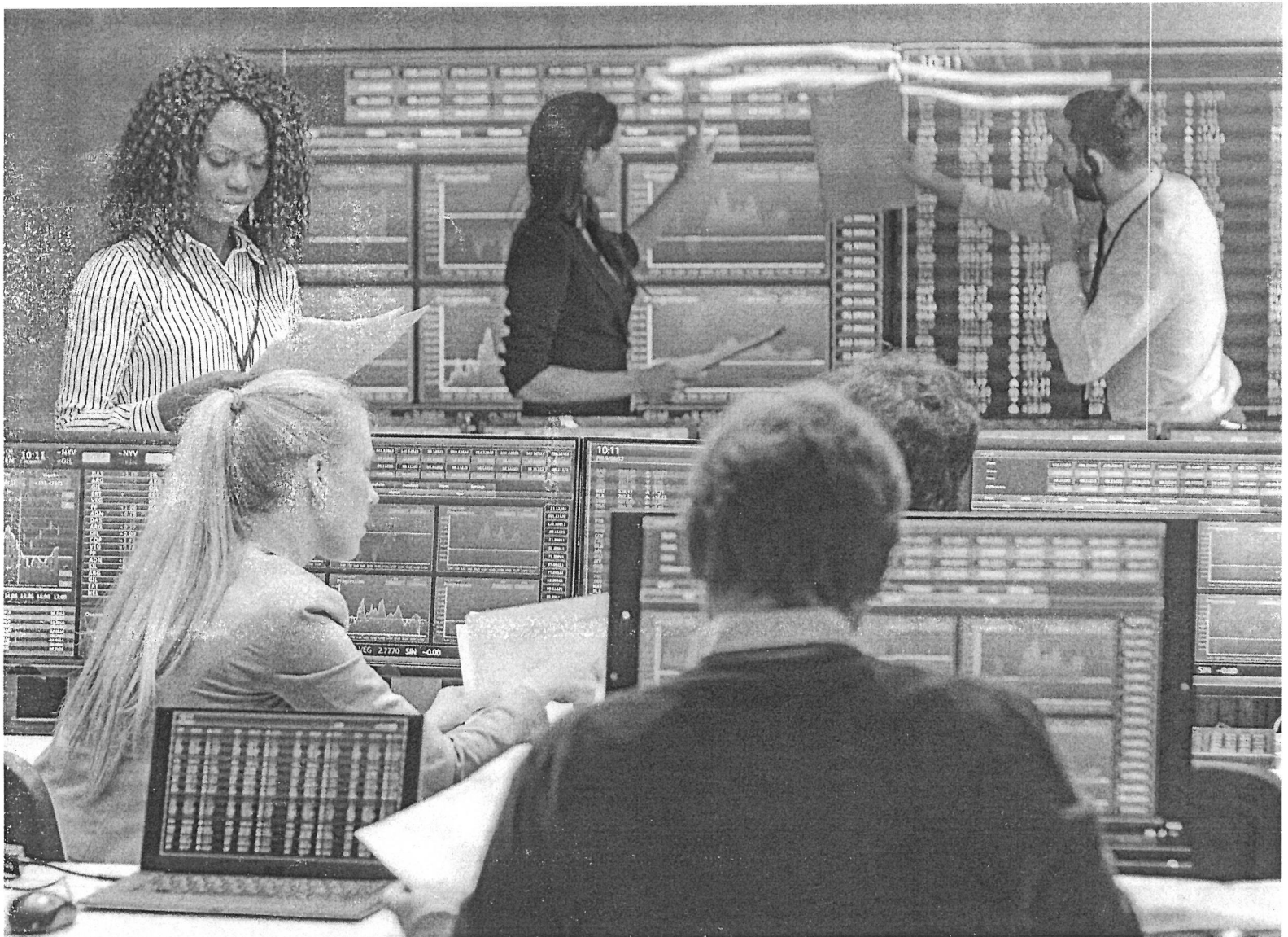
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KONICA MINOLTA

MANAGED ENDPOINT DETECTION & RESPONSE

RETHINK CYBERSECURITY SOLUTIONS



PROTECT ENDPOINTS AGAINST MODERN ATTACKS AND EXPLOITATION

With the frequency of cybercrime and ransomware attacks continuing to rise, IT security for businesses of all sizes has never been more important. Modern cybersecurity threats are rendering traditional endpoint antivirus solutions ineffective, easily circumventing them by concealing themselves from detection. This risk increases as more and more employees work off-site as part of hybrid work structures, causing many of the on-premises focused solutions to fall short.

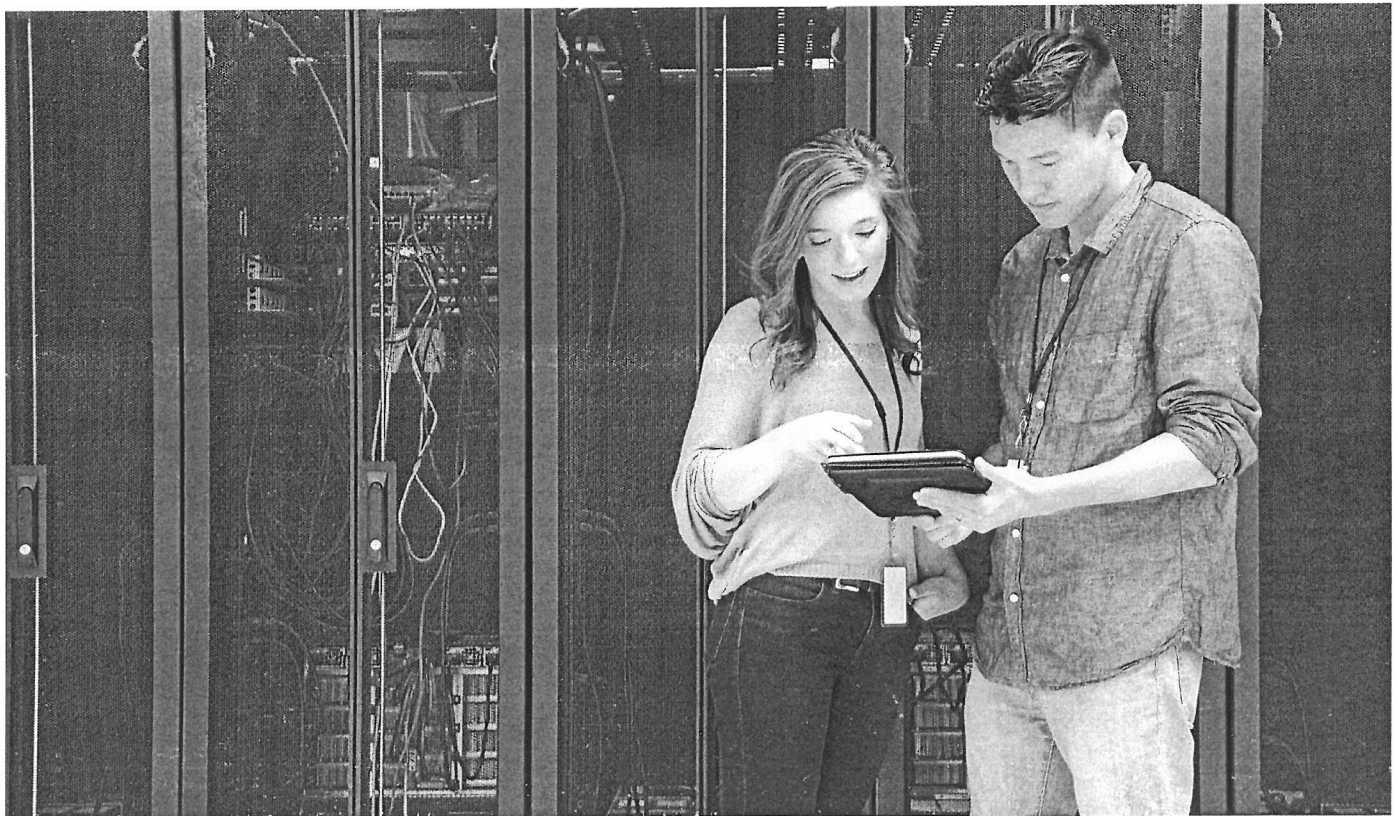
Konica Minolta's Managed Endpoint Detection & Response (MEDR) service, powered by SentinelOne, is designed to protect supported endpoints, and respond to neutralize possible threats before they can compromise your operations. Doing much more than your standard behavior-based antiviruses and unmanaged endpoint detection services, MEDR is a fully managed security service that gives you the most effective protection against modern threats.

NEXT GENERATION CYBERSECURITY PROTECTION

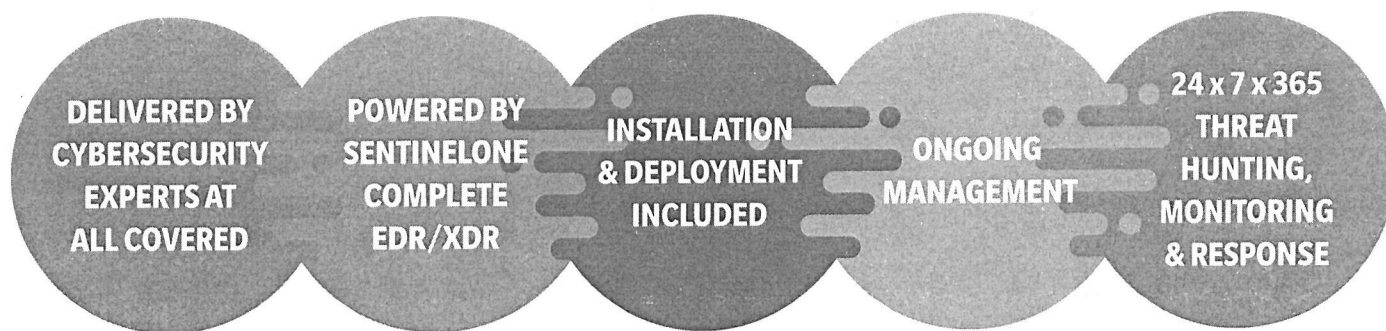
Through the implementation, management and monitoring of next-generation endpoint protection, the cloud-based MEDR service will protect your organizations' endpoints regardless of where your workforce is, even when not connected to a network.

This service is delivered by a team of dedicated Cybersecurity experts that manage every aspect of the service including:

- EDR Solution Deployment
- Deployment Gap Visibility
- Policy Configuration, Tuning, and Exceptions
- Proactive Threat Hunting
- 24x7x365 Monitoring and Response
- Reporting
- Incident Response Assistance



COMPONENTS OF THE MEDR SERVICE



A FOUNDATION FOR YOUR CYBERSECURITY TECHNOLOGY STACK

The MEDR service is fully managed, giving your business the backing of a team of security experts that use real world experience to continuously improve our platform and procedures.

We understand that the closer a control is to the threat target, the more effective that control can be, and manage our MEDR platform and Security Operations Center accordingly. You'll benefit from higher visibility, an enhanced peace of mind, and be able to measure behavioral anomalies, threats found, and time to quarantine/remove malicious behavior.

START YOUR TRANSFORMATION

To find out how the MEDR service can directly benefit your organization, contact sales@allcovered.com today.

