



# City of Highland

John P. Timmer, Member  
District 4

Larry McCallon, Member  
District 5

## **Finance/Personnel Subcommittee Meeting Agenda**

January 13, 2026 at 11:00 AM  
City Hall Upright Conference Room  
27215 Base Line, Highland, CA 92346

### **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.*

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In compliance with the Brown Act, any writings or documents provided to a majority of the legislative body regarding any item on this agenda, that are not exempt from disclosure under the California Public Records Act, will be made available for public inspection at City Hall, 27215 Base Line Highland, CA 92346, during normal business hours. Such documents will also be made available on the City's website at [www.highlandca.gov](http://www.highlandca.gov).

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, at least 72 hours prior to the meeting for any requests for reasonable accommodations, including interpreters.

Levine Act: Pursuant to Government Code Section 84308, any party to a City proceeding must disclose on the record any campaign contributions made to a member of the City Council (or commission) in excess of \$500 in the past 12 months. This disclosure requirement includes contributions by the party's agent and aggregated contributions from persons or entities related to the party. Please make the disclosure as soon as possible, but no later than the beginning of the proceeding.

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## **Call to Order**

### **Roll Call**

### **Public Comment**

Limited to items on this agenda only. To address the Finance/Personnel Subcommittee, please complete a speaker form located at the entrance prior to the beginning of the meeting. For those wishing to make public comments by email, please submit your comments by 10:00 a.m. on January 13, 2026, to [publiccomment@highlandca.gov](mailto:publiccomment@highlandca.gov). Please identify the agenda item number in the subject line. Emailed comments will be distributed to the Subcommittee and retained as part of the public record; however, submissions will not be read out loud during the meeting.

### **Business Items**

1. Minutes - December 9, 2025 Finance/Personnel Subcommittee Special Meeting

Approve the Minutes as submitted.

2. Resolution No. 2026-\_\_\_\_\_ Establishing Information Technology Manager Salary

That the Finance/Personnel Subcommittee review and approve the following items for consideration by the City Council:

1. Resolution No. 2026-\_\_\_\_\_, a Resolution of the City Council of the City of Highland, California, establishing employee salaries and adding the classification of Information Technology Manager; and

2. Authorization for the City Attorney to finalize the All Covered Managed Service Provider Information Technology (IT) contract and for the City Manager to execute the contract upon finalization.

### **Adjourn**

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### **Certification**

I, Alondra Muñoz, City Clerk, or my designee, hereby certify that the foregoing agenda was posted on our website at [www.highlandca.gov](http://www.highlandca.gov) and in the following designated areas: Highland Branch Library (7863 Central Avenue), Fire Station No. 1 (26974 Base Line), and City Hall (27215 Base Line) at least twenty-four (24) hours prior to the meeting per Government Code Section 54956.



# Staff Report

## to the Finance/Personnel Subcommittee

Agenda  
Item  
No.1.

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**Date:** January 13, 2026  
**From:** Carlos Zamano, City Manager  
**Reviewed By:** Alondra Muñoz, City Clerk  
**Prepared By:** Lissette Nock, Deputy City Clerk  
**Subject:** Minutes - December 9, 2025 Finance/Personnel Subcommittee Special Meeting

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**Recommendation:**

Approve the Minutes as submitted.

**Fiscal Impact:**

None.

**Public Notice:**

The agenda for this item was posted at the three locations per Resolution No. 2011-047 and on the City's website.

**Background:**

The Finance/Personnel Subcommittee is required to maintain an official record of its proceedings. Minutes serve as the permanent record of actions taken by the Finance/Personnel Subcommittee and provide transparency to the public regarding the business conducted at each meeting. In accordance with standard practice, the draft minutes from the December 9, 2025 Finance/Personnel Subcommittee meeting have been prepared and are submitted for the Finance/Personnel Subcommittee's review and approval.

**Attachments:**

1. Minutes - December 9, 2025 Finance/Personnel Subcommittee Special Meeting

**Call to Order**

The Finance/Personnel Subcommittee special meeting was called to order at 5:15 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 - November 12, 2025 Finance/Personnel Subcommittee Meeting  
Approved the Minutes as submitted.
2. Mid-year Budget Adjustments for Fiscal Year 2025/2026  
Reviewed and approved the 2025/2026 Mid-year Budget Adjustment for Expenditures.
3. Review and Recommendation Regarding City Council Monthly Compensation Adjustment  
Recommended item be brought forward to City Council for consideration of an Ordinance amendment.

**Adjourn**

There being no further business, Member McCallon adjourned the meeting at 5:35 p.m.

Submitted By:

Approved By:

\_\_\_\_\_  
Lisette Nock  
Deputy City Clerk

\_\_\_\_\_  
Subcommittee Member



# Staff Report

## to the Finance/Personnel Subcommittee

Agenda  
Item  
No.2.

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**Date:** January 13, 2026  
**From:** Carlos Zamano, City Manager  
**Reviewed By:** Tish Nava-Cruz, Director of Administrative Services/City Treasurer  
**Prepared By:** Tish Nava-Cruz, Director of Administrative Services/City Treasurer  
**Subject:** Resolution No. 2026- \_\_\_\_ Establishing Information Technology Manager Salary

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### Recommendation:

That the Finance/Personnel Subcommittee review and approve the following items for consideration by the City Council:

1. Resolution No. 2026-\_\_\_\_, a Resolution of the City Council of the City of Highland, California, establishing employee salaries and adding the classification of Information Technology Manager; and
2. Authorization for the City Attorney to finalize the All Covered Managed Service Provider Information Technology (IT) contract and for the City Manager to execute the contract upon finalization.

### Fiscal Impact:

Proposed position change to begin in April 2026 for a fiscal impact of \$3,563 for FY 25/26 and a fiscal impact of \$14,252 for FY 26/27. If approved, a budget adjustment will be requested as part of the year-end budget adjustments.

### Public Notice:

The agenda for this item was posted at the three locations per Resolution No. 2011-047 and on the City's website.

### Background:

Prior to 2020, the City's Information Technology (IT) function was classified under the Administrative Analyst position. Following the resignation of the employee in that role, the position was reclassified as Administrative Services Manager through Resolution 2020-053. In August 2022, the employee occupying the Administrative Services Manager position requested a reduction to part-time status for personal reasons. To ensure continuity of IT operations, the City entered into a contract with All Covered, a managed IT service provider, to provide supplemental backup support.

In August 2024, the Administrative Services Manager resigned. At that time, staff conducted a comprehensive review of the City's IT needs and Building Services operations. Based on that review, staff determined it would be advantageous to rely on All Covered for a broader range of critical IT services, including backup management, cybersecurity and network management,

procurement and renewals, Microsoft Office 365 administration, help desk support, project assistance, and VPN implementation.

Staff proposed reclassifying the part-time Administrative Services Manager position to a full-time Information Technology Technician position to better align with the City's operational needs. The IT Technician position focuses on day-to-day operational tasks such as managing internet and phone system issues, coordinating hardware requests, and serving as the primary liaison with All Covered.

After approximately one year of operating under this structure, staff has determined that the City's in-house IT role has evolved beyond the scope of a technician position. The position now performs a significant level of technical oversight, system coordination, vendor management, and strategic decision-making. These responsibilities are more appropriately aligned with a managerial classification.

Based on this assessment, staff worked with All Covered to revise the contract by removing certain services that can be more effectively handled in-house. This adjustment allows the City to better balance responsibilities between internal staff and the contracted provider, avoid duplication of services, and ensure the City is not placed at an operational disadvantage. The current agreement with All Covered is \$97,645 annually with a proposed decrease to \$70,308 annually for a total cost savings of \$27,337.

Adding the position of Information Technology Manager also acknowledges the requirement for the position to be on-call outside of normal business hours. The managerial classification allows for administrative leave in lieu of overtime, providing operational flexibility while reducing overtime costs.

This revised combination of an in-house Information Technology Manager and a streamlined managed services contract is the most effective and fiscally responsible approach to meeting the City's current and long-term IT needs.

**Attachments:**

1. Summary of Reorganization
2. Information Technology Manager Job Description
3. Proposed Resolution 2026-
4. All Covered (draft) Contract Amendment

Attachment 1  
Summary of Reorganization

# Attachment 1 Summary of Reorganization

## Building Services Department

		<u>Summary</u>	
Information Technology Technician (Full Time):		Information Technology Technician (Full Time):	(95,456)
Salary	63,132	Information Technology Manager (Full Time):	137,045
Benefits	<u>32,324</u>	IT Contract with All Covered (regular)	(97,645)
	95,456	IT Contract with All Covered (reduced)	70,308
Information Technology Manager (Full Time):		Net Increase (Decrease)	14,252
Salary	97,608	Per Month	<u>1,188</u>
Benefits	<u>39,437</u>	Position Change Effective April 1, 2026 FY 25/26	3,563
	137,045		

The recommendation above changes the position of Information Technology Technician to Information Technology Manager. This also removes the helpdesk function of the All Covered IT contract that are no longer needed as a result of finding a good combination of the Managed Service Provider Contract and in house support.

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Attachment 2  
Information Technology Manager Job Description

## CITY OF HIGHLAND



### INFORMATION TECHNOLOGY MANAGER

#### **JOB SUMMARY**

The Information Technology Manager 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 and Assistant Director of Administrative Services.

**TYPICAL JOB DUTIES:** – The following are example tasks that may be performed. Incumbents may not perform all of these tasks or may perform similar related tasks not listed here.

- Oversee 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.
- Plan, design, develop, implement, and maintain the City's, wireless, wide, and local area networks and infrastructure.
- Act as an expert systems administrator for physical and virtual servers on the City's network.
- Evaluate and implement current and emerging technology appropriate to enhance reliability and extend the capabilities of the City's environment.
- Monitor network operations to identify traffic flow, latency, and capacity issues; develop, recommend, plan, and implement new technologies and services to satisfy capacity and performance requirements.
- Lead or participate in the evaluation and selection of hardware and software applicable to City network needs; coordinate the installation and maintenance of servers, clients, circuits, and data communications equipment; configure routers, switches, concentrator, firewalls, and other network devices.
- Monitor network security and performance including adding applications, users, and devices; identify unauthorized access and potential security risks; recommend and participate in projects to enhance network security.

- Perform DBMS backup/recovery/tuning and monitor data integrity; develop and maintain system security and firewall requirements based on City standards and department needs.
- Investigate, configure, and maintain complex physical technology including, but not limited to, wireless, wide, and local area networks, servers, workstations, and printers; develop and implement backup and disaster recovery for physical and virtualized systems.
- Investigate, configure, and maintain complex virtual technology including, but not limited to, virtual private networks, virtual local area networks, virtual servers, and virtual workstations.
- Investigate, configure, and migrate physical servers to virtual environments, virtual servers to physical environments, and develop distributed backup/failover/migration plans for business continuity in a disaster.
- Investigate and implement Domain to Domain connections including authentication, use, and restriction of access to systems across Domains, and appropriate firewall, and auditing/tracking technologies.
- Investigate, recommend, and configure wireless technology with new and existing networks.
- Document configurations and potential security issues and solutions in integrating wireless access to networks.
- Perform technical writing in the development and production of system documentation, instruction, and procedural manuals.
- Interact with managers, staff, vendors, and consultants regarding the City's computer resources and services
- Attend and participate in professional group meetings; stay current on essential knowledge and practices by obtaining necessary training, and subsequently providing the latest training and assistance to staff on use of applications as appropriate
- Provide user support and training for computer, network, e-mail, security, database, and web systems and hardware.
- Prepare various reports of server and system use and maintain a detailed inventory and records of repairs.
- Plan, prioritize and schedule work and tasks for project team members.
- Assist in performing technical tasks including installing, trouble-shooting, testing, repairing, servicing, and customizing computers, telephones, audio visual systems, voicemail, pagers, mobile devices, and supporting software and services.
- Assist in providing computer users with equipment, software programs, and application procedures.
- 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.
- Participate in administering contracts for assigned program areas; monitor programs for compliance with applicable regulations.

Performs other duties as assigned

## **QUALIFICATIONS**

### Knowledge of:

- Operational characteristics of computer systems.
- Operation, design, configuration, services, and troubleshooting of wireless, wide, and local area network systems.
- Client-server networking, hardware, and software.
- Server administration utilities, troubleshooting tools, scripting, and communication protocols.
- Industry standard computer, server, printer, communications, security, anti-virus, anti-spam, anti-spyware, database, and collaboration hardware and software products.
- Methods and techniques of developing technical manuals, instructional materials, and teaching students.
- Principles and practices of network security, threat assessment, intrusion prevention, intrusion detection, intrusion containment, and forensic security investigation.
- Principles and practices of project management.
- Methods, techniques, and tools for evaluating network performance, capacity, and topology.
- Operations and characteristics of a breadth of computer systems, applications, hardware, software, switches, routers, firewalls, concentrators, printers, sniffers, protocol analyzers, and peripheral equipment.
- Enterprise backup systems software and technologies; including physical and virtual system backup, restoration, and disaster recovery.
- Fiber optic, wireless, and copper cable based networking technology and tools.
- Video streaming technology and formats.
- Pertinent Federal, State, and local laws, codes, and regulations.
- Principles of customer service.
- Occupational hazards and standard safety practices.

### Ability to:

- Plan, evaluate, develop, implement, and manage MAN/WAN/LAN and wireless network systems.
- Deploy physical and virtual servers and software systems based on physical or virtual servers.
- Troubleshoot and resolve Domain, server, workstation, wireless, and network operational problems.
- Evaluate network topology, traffic flow, latency, and interconnection and apply technical principles and concepts to develop solutions to current problems or recommend enhancements.
- Evaluate, test, implement, and support network systems.
- Analyze and take steps to protect the network from intrusion or damage.
- Investigate anomalous network issues and mitigate impacts from intrusions, spyware/virus activity.
- Analyze and resolve technical problems using logical and methodical processes.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of City goals.

- Research, analyze, and evaluate new technology and methods of utilizing existing technology more efficiently or cost effectively.
- Research and prepare disaster recovery plans including tape systems and alternate hardware/software solutions.
- Establish and maintain effective working relationships with City staff, vendors, and members of the public.
- Organize, direct, and review the work of assigned staff or teammates.
- Write clearly and effectively.
- Communicate ideas and issues to management, peers, and staff.
- Document systems and processes.
- Work independently in the absence of supervision.
- Evaluate and prioritize tasks under deadlines.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

**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

**Special Requirements:**

None.

**License or Certificate:**

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

**ENVIRONMENTAL CONDITIONS**

Work is generally performed in a temperature-controlled office environment subject to typical office noise.

**Salary Range:** \$8,134 - \$9,889 per month

**Work Schedule:** 4/10 Work Schedule

**Cafeteria Plan:** \$1,600 per month toward health/dental/vision insurance premiums

**Vacation/Sick Leave:** 80 Hours of accrued vacation within first year; 8 hours per month of sick leave with a maximum of 1,250 Hours

Administrative Leave: 120 hours a year

Holidays: 9 Hours of Floating Holiday per year; 12 paid City Holidays

Retirement:

Retirement benefits are provided through the California Public Employees' Retirement System (CalPERS); 2% @ 55 for (classic) CalPERS members, with the City paying the member contribution; 2% @ 62 for (new) CalPERS members, with the employee paying the member contribution. The distinction between "classic" and "new" is pursuant to State pension reform legislation (PEPRA).

The passing of a pre-placement physical will be performed as a condition of employment. A DMV background check and fingerprinting will also be performed.

Required application can be obtained at the City of Highland, 27215 Base Line, Highland, CA, 92346, (909) 864-6861, or at [www.cityofhighland.org](http://www.cityofhighland.org).

AN EQUAL OPPORTUNITY EMPLOYER

Attachment 3  
Proposed Resolution 2026-\_\_\_\_\_

**RESOLUTION NO. 2026-**

**A RESOLUTION OF THE CITY COUNCIL  
OF THE CITY OF HIGHLAND, CALIFORNIA,  
ESTABLISHING THE INFORMATION TECHNOLOGY MANAGER SALARY**

**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.

**WHEREAS**, except as expressly set forth in the resolution, all other employee salaries are remaining the same.

**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 April 1, 2026.

<u>Position Title</u>	<u>Minimum Monthly</u>	<u>Maximum Monthly</u>
Information Technology Manager	\$8,134	\$9,889

**PASSED, APPROVED AND ADOPTED** this 14th day of April 2026.

\_\_\_\_\_  
Penny Lilburn, Mayor

Attest:

\_\_\_\_\_  
Alondra Muñoz, City Clerk

Attachment 4  
All Covered (Draft) Contract Amendment

AMENDMENT TO SERVICE AGREEMENT

FOR GOOD AND VALUABLE CONSIDERATION, the receipt and sufficiency of which are hereby acknowledged, All Covered and City of Highland (“Client”) agree to amend their All Covered Managed IT Services & Support Proposal dated February 5, 2025 (“Service Agreement”), as set forth below.

1. Effective Date. The Effective Date of this Amendment is January 1, 2026.

2. Revised Schedule of Services. The Schedule of Services, as set forth in the Service Agreement, shall be deleted in its entirety and replaced by the following Revised Schedule of Services:

(a) **Supported Locations**. All Covered will provide Support and Management for the following Client locations:

- 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; and
- City of Highland Fire Station #3-7649 Sterling Avenue Highland, CA 92346.

(b) **Unified Management**. All Covered will provide the following support services:

- Computers: 76, including:
  - Asset Discovery
  - Cisco Umbrella Off-Net  
Statement of Service: [services.allcovered.com/umbrella](https://services.allcovered.com/umbrella)
  - Patching for Workstations  
Statement of Service: [services.allcovered.com/patchingforworkstations](https://services.allcovered.com/patchingforworkstations)
  - Third-Party Patching for Workstations  
Statement of Service: [services.allcovered.com/3rdpartypatchingforworkstations](https://services.allcovered.com/3rdpartypatchingforworkstations)
- Users: 53, including:
  - Managed Security Awareness Training  
Statement of Service: [services.allcovered.com/msat](https://services.allcovered.com/msat)
  - • Email Encryption users: 66  
Statement of Service: [services.allcovered.com/emailprotection](https://services.allcovered.com/emailprotection)
- Server Management  
Statement of Service: [services.allcovered.com/servermgmt](https://services.allcovered.com/servermgmt)
  - Client Owned Servers:
    - Physical, not hosting virtual servers: 4
    - Virtual Servers: 3
    - Database, add-on service: 2
- Network Device Management  
Statement of Service: [services.allcovered.com/networkdevicemgmt](https://services.allcovered.com/networkdevicemgmt)
  - Client Owned Network Devices:
    - Ping-Only: 1
    - 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.*

(c) **Help Desk and Remote Support.** All Covered will provide Help Desk and Remote Support Services at the following rates for 53 Client users:

- \$175 per hour 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](http://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.*

(d) **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.

(e) **All Covered Managed Endpoint Detection & Response (MEDR).** All Covered will provide the following MEDR Services:

[Statement of Service: https://services.allcovered.com/medr](https://services.allcovered.com/medr)

- MEDR coverage: 85 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](http://www.allcovered.com/terms)).

*Endpoint Protection coverage will be provided by the All Covered Managed Endpoint Detection & Response ("MEDR") service. This does not resolve the security risks that the Customer must address outside of Endpoint Protection.*

(f) **All Covered Backup.** All Covered will provide the following Backup Services:

Statement of Service: [services.allcovered.com/backupforservers](http://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

- Client to provide 18TB Axcient Device: 1
- Additional fees will apply for Business Continuity beyond 30 days.
- Additional fees may apply for major data restores.

See [www.allcovered.com/terms](http://www.allcovered.com/terms) for additional terms of use for All Covered Server Backup.

If contract is terminated all data is removed from storage

(g) **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.*

3. Revised Service Fees.

Current Monthly Recurring Fee . . . . .	\$7,790
Net Monthly Decrease . . . . .	\$1,931
Total Revised Monthly Fee . . . . .	\$5,859

- 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: \$6
- Monthly support fee for each additional Windows Computer: \$13
- Monthly support fee for each additional Email Encryption user: \$3.21
- 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 additional servers to be protected with Server Backup - Hybrid: \$99

**The following Overage Rates apply to Additional Infrastructure.** Each additional device will also require a setup fee equal to the overage rate:

- Monthly support fee for each additional NUC or Ping-Only device: \$35
- Monthly support fee for each additional Network Device (Basic): \$50
- Monthly support fee for each additional Network Device (Advanced): \$90
- Monthly support fee for each additional Server: \$120

- Monthly support fee for each additional Database: \$200
- Monthly support fee for each additional Storage device: \$200
- Monthly support fee for each additional Synthetic Management: \$35
- The support fee for additions may change if the supported environment changes significantly.

4. Other Terms. Except as modified herein, all terms and conditions of the Service Agreement shall remain unchanged and in full force and effect.

AGREED AND ACCEPTED by an authorized representative of each party.

ALL COVERED

CITY OF HIGHLAND

By: \_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: Director of Administrative Services/City Treasurer

Date: \_\_\_\_\_

Date: \_\_\_\_\_

In Process

**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, not hosting virtual servers - Windows Server 2019 (All Versions) \* Database Management not included
- HV1 - Physical, not hosting virtual servers - Windows Server 2019 (All Versions) \* Database Management not included
- HV2 - Physical, not hosting virtual servers - Windows Server 2019 (All Versions) \* Database Management not included
- HV3 - Physical, not 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)
- 192.168.254.24 - Other - Other - Other \*other - other

In Process