

Conway Township

Regular Meeting

August 15, 2023

7:00 pm

AGENDA

Call to Order and Pledge of Allegiance

Roll Call

Consent Agenda Approval

1. Approve 7/12/2023 Workshop Meeting Minutes
2. Approve 7/18/2023 Meeting Minutes
3. Account Reconciliations
4. Disbursements/Payroll Report/Budget Report
5. Hall Rental Report
6. Zoning Administrator Report
7. July Server Threat Event Report

Call to the Public Regarding Agenda Items Only

Additions to and /or approval of Board Meeting Agenda

Communications

8. Planning Commission Ex-Officio Report
9. Fowlerville Fire Authority Report (Adoption of IFC)

Unfinished Business

10. Floor Polishing
11. Managed IT Service
12. Door Repairs
13. Wind Ordinance Engagement Letter

New Business

14. New Planner
15. AED for Hall
16. Obligation of ARPA Funds
17. Recreation Board Additional Meeting

Board Member Discussion

Call to the Public Regarding Any Item or Issue

Adjournment

CONWAY TOWNSHIP POLICY No. 7

PUBLIC COMMENT AND CONDUCT POLICY

Conway Township Board recognizes its obligation to obtain and the benefits to be received from public comments on matters pending before the Board. To provide an orderly and efficient manner to obtain public comment and to provide the public with an opportunity to participate in public meetings, the Conway Township Board hereby adopts the following policy for public comment and conduct at public meetings:

1. Public comment is restricted to only those times designated for public comment on the agenda, unless permitted otherwise by the chairperson or a majority of the Board. All persons addressing the Board shall comment only after being recognized by the chairperson conducting the meeting.
2. No individual speaker shall be permitted to speak more than 3 minutes regardless of topic and no time may be transferred or assigned by others to the speaker as to extend the 3-minute time limit. At the discretion of the chairperson, a speaker may be allowed to comment further than the three-minute limit. Alternatively, the chairperson may direct the speaker to submit further comment to the Board in writing at a later date.
3. When recognized by the chairperson to speak, the individual recognized shall approach and speak from the podium or location designated by the chairperson and shall not deviate from the location. When the speaker is advised by the chairperson to stop speaking when time has expired, the speaker shall cease speaking and be seated.
4. Prior to addressing the Board, each speaker shall first state for the record the speaker's name and address, the subject on which the speaker will speak, and state whether the speaker represents an organization or other person, and identify such organization or person. All remarks shall be addressed to the Board as a whole and not to any member thereof specifically or any other member of the public. Public comment is not intended to require Board members or Township staff to provide any answer to the speaker. Discussions between speakers and members of the audience will not be permitted.
5. Only one speaker will be acknowledged at a time. In the event that a group of more than three persons supporting or opposing the same position desires to be heard, in the interest of time, a spokesperson may be designated to express the group's concern and the spokesperson may be allotted up to 10 minutes to speak.
6. Public comments must be presented in a respectful manner and participants shall conduct themselves in an orderly and civil manner. Comments or language of a lewd, insulting, or provocative nature shall not be permitted. No person shall disrupt the Board and/or partake in behavior that becomes hostile, argumentative or threatens the public or an individual's safety, or is disruptive to the meeting. No person shall utilize any profane or obscene speech or gesture.
7. Violation of any provision of this policy shall be deemed a breach of the peace and such person will be asked to leave. If the person being asked to leave does not voluntarily leave or cease the behavior, the person may be ejected, and law enforcement may be called to remove the person.
8. Any person shall have the right to tape record, videotape or broadcast the proceedings of the Township Board, but shall not utilize the electric outlets of the Township without prior permission of the Township Clerk. Any tape recording, video camera or other camera utilized by any such person, shall be kept at least ten feet from all members of the Board and shall not be placed behind them.

This policy may be adopted for use by other boards, commissions, and committees of the Township. This policy or a summary of it may be placed on the back of the meeting agenda or made available with the meeting agenda.

Unapproved Minutes
Of the July 12, 2023
Conway Township
Policy Review Workshop
7:00 pm

Policy Review Workshop

Supervisor W Grubb called the meeting to order at 3:00 p.m. with the pledge of allegiance to the American flag.

Roll call: Supervisor William Grubb, Treasurer Debra Grubb, Trustee George Pushies, Trustee Crampton-Atherton

Absent: Clerk Elizabeth Whitt

Motion to approve the agenda, made by Pushies, supported by Crampton- Atherton. Motion approved.

Call to the public: none

Review township policies for clarifications, addition and corrections.

Call to the public: 2 attendees spoke regarding first call to the public and a thank you for the prep work.

Motion to adjourn the meeting at 5:26 pm, made by D Grubb, supported by Pushies, motion approved.

Gabi Bresett, Township Deputy Clerk

Unapproved Minutes
Of the July 18, 2023
Conway Township
Regular Board Meeting
7:00 pm

REGULAR MEETING

Supervisor W Grubb called the meeting to order at 7:00 p.m. with the pledge of allegiance to the American flag.

Roll call: Clerk Elizabeth Whitt, Supervisor William Grubb, Treasurer Debra Grubb, Trustee George Pushies, Trustee Amy Crampton-Atherton.

Motion to approve the Consent Agenda, made by D Grubb, supported by Whitt. Motion approved.

Call to the public: none

Motion to approve the Board Meeting Agenda as presented. Motion by D Grubb, supported by Crampton-Atherton. Motion Approved.

Motion to accept the Michigan Stone and Surface Care, LLC bid to wax the floors, made by Crampton-Atherton, supported by Pushies. Roll call vote: unanimous yes. Motion approved.

Motion for the board to direct the Planning Commission to have a working draft for wind ordinance within 3 months, made by Pushies, supported by Crampton-Atherton. Motion approved.

Motion we allocate \$2000 to the Fowlerville Senior Center, made by W Grubb, supported by Whitt. Roll call vote: Unanimous yes. Motion approved.

Move we contract with BS&A accounting software using ARPA funds and use ARPA funds for as long as possible for annual fees, motion made by Whitt, supported by D Grubb. Roll call vote: Whitt W Grubb, D Grubb and Crampton-Atherton – yes, Pushies – no. Motion approved.

Motion to accept Joe Raica Excavating, Inc for Detention Pond bid for \$14000 and excavating, landscape bid for \$6000, made by Crampton-Atherton, supported by W Grubb. Roll call vote: Unanimous yes. Motion approved.

Motion to use ARPA fund for Detention Pond and Landscape bids, made by Whitt, supported by D Grubb. Motion approved.

Motion to stay with Applied Innovation for IT services, made by Whitt, supported by D Grubb. Motion withdrawn; decision postponed to August Meeting.

Motion to put Kayla Poissant to \$200 per meeting, minus Taxes, made by Pushies, not supported, motion died.

Motion to contact Michael Homier from Foster Swift for wind ordinance engagement letter, made by Pushies, supported by Crampton-Atherton. Motion approved.

Motion to adjourn the meeting at 9:16 pm, made by D Grubb, supported by Pushies, motion approved.

Elizabeth Whitt, Township Clerk

Gabi Bresett, Township Deputy Clerk

1:58 PM

08/01/23

Conway Township - Cemetery Fund #150
Reconciliation Summary
003.000 · BofAA - Cemetery, Period Ending 07/31/2023

	<u>Jul 31, 23</u>	
Beginning Balance		92,511.07
Cleared Transactions		
Checks and Payments - 3 items	-5,366.50	
Deposits and Credits - 3 items	<u>1,323.15</u>	
Total Cleared Transactions	<u>-4,043.35</u>	
Cleared Balance		<u>88,467.72</u>
Uncleared Transactions		
Deposits and Credits - 1 item	<u>0.00</u>	
Total Uncleared Transactions	<u>0.00</u>	
Register Balance as of 07/31/2023		<u>88,467.72</u>
Ending Balance		88,467.72

2:25 PM

08/02/23

Conway Township Reconciliation Summary

000-002 · BofAA - Dog License, Period Ending 07/31/2023

	<u>Jul 31, 23</u>	
Beginning Balance		367.83
Cleared Transactions		
Deposits and Credits - 4 items	<u>165.16</u>	
Total Cleared Transactions	<u>165.16</u>	
Cleared Balance		<u>532.99</u>
Register Balance as of 07/31/2023		532.99
Ending Balance		532.99

Conway Township
Reconciliation Summary
016.000 · BofAA - General Fund, Period Ending 07/31/2023

	Jul 31, 23
Beginning Balance	385,859.64
Cleared Transactions	
Checks and Payments - 22 items	-63,332.16
Deposits and Credits - 8 items	102,372.66
Total Cleared Transactions	39,040.50
Cleared Balance	424,900.14
Uncleared Transactions	
Checks and Payments - 9 items	-33,673.06
Deposits and Credits - 1 item	45.18
Total Uncleared Transactions	-33,627.88
Register Balance as of 07/31/2023	391,272.26
New Transactions	
Checks and Payments - 5 items	-18,909.54
Total New Transactions	-18,909.54
Ending Balance	372,362.72

11:30 AM

08/02/23

Conway Township - Road Fund #201
Reconciliation Summary
005.000 · BofAA - Road Fund, Period Ending 07/31/2023

	<u>Jul 31, 23</u>
Beginning Balance	171,250.34
Cleared Transactions	
Checks and Payments - 2 items	-72,541.00
Deposits and Credits - 2 items	63,940.16
	<u> </u>
Total Cleared Transactions	-8,600.84
Cleared Balance	<u>162,649.50</u>
Register Balance as of 07/31/2023	162,649.50
Ending Balance	162,649.50

10:33 AM

08/08/23

Conway Township - Road Fund #201
Reconciliation Summary
005.001 · Road Savings, Period Ending 07/31/2023

	<u>Jul 31, 23</u>	
Beginning Balance		119,402.28
Cleared Transactions		
Deposits and Credits - 2 items	<u>63,941.19</u>	
Total Cleared Transactions	<u>63,941.19</u>	
Cleared Balance		<u>183,343.47</u>
Register Balance as of 07/31/2023		183,343.47
Ending Balance		183,343.47

Conway Township
Reconciliation Summary
001.000 · BofAA - Tax Checking, Period Ending 07/31/2023

	Jul 31, 23
Beginning Balance	103,263.95
Cleared Transactions	
Checks and Payments - 7 items	-150,733.60
Deposits and Credits - 11 items	167,160.24
Total Cleared Transactions	16,426.64
Cleared Balance	119,690.59
Uncleared Transactions	
Checks and Payments - 3 items	-18,255.97
Total Uncleared Transactions	-18,255.97
Register Balance as of 07/31/2023	101,434.62
New Transactions	
Deposits and Credits - 2 items	11,976.02
Total New Transactions	11,976.02
Ending Balance	113,410.64

Conway Township Trust & Agency Fund #701
Reconciliation Summary
 001.000 · BofAA Trust & Agency Ckg, Period Ending 07/31/2023

	Jul 31, 23
Beginning Balance	9,696.21
Cleared Transactions	
Checks and Payments - 3 items	-1,050.00
Deposits and Credits - 1 item	3.52
Total Cleared Transactions	-1,046.48
Cleared Balance	8,649.73
Uncleared Transactions	
Deposits and Credits - 1 item	0.00
Total Uncleared Transactions	0.00
Register Balance as of 07/31/2023	8,649.73
New Transactions	
Checks and Payments - 1 item	-350.00
Total New Transactions	-350.00
Ending Balance	8,299.73

11:32 AM

08/01/23

Conway Township Reconciliation Summary

002.000 · Chase - Building Fund, Period Ending 07/31/2023

	<u>Jul 31, 23</u>
Beginning Balance	133,243.52
Cleared Transactions	
Deposits and Credits - 1 item	<u>1.12</u>
Total Cleared Transactions	<u>1.12</u>
Cleared Balance	<u>133,244.64</u>
Register Balance as of 07/31/2023	133,244.64
Ending Balance	133,244.64

1:52 PM

08/01/23

Conway Township Reconciliation Summary

008.001 · Flagstar Contingent CD, Period Ending 07/31/2023

	<u>Jul 31, 23</u>
Beginning Balance	196,187.93
Cleared Balance	196,187.93
Register Balance as of 07/31/2023	196,187.93
Ending Balance	196,187.93

1:44 PM

08/01/23

Conway Township Reconciliation Summary

003.000 · Huntington - Cont Acct #2, Period Ending 07/31/2023

	<u>Jul 31, 23</u>
Beginning Balance	236,484.39
Cleared Transactions	
Checks and Payments - 1 item	-5.00
Deposits and Credits - 1 item	60.25
Total Cleared Transactions	<u>55.25</u>
Cleared Balance	<u>236,539.64</u>
Register Balance as of 07/31/2023	236,539.64
Ending Balance	236,539.64

1:49 PM

08/01/23

ARPA Fund #464
Reconciliation Summary

000.101 · Independent Bank ARPA Funds, Period Ending 07/31/2023

	<u>Jul 31, 23</u>
Beginning Balance	343,555.27
Cleared Balance	343,555.27
Register Balance as of 07/31/2023	343,555.27
Ending Balance	343,555.27

10:59 AM

08/08/23

Conway Township
Reconciliation Summary
009.000 · MSUFCU CD, Period Ending 07/31/2023

	<u>Jul 31, 23</u>
Beginning Balance	241,857.16
Cleared Transactions	
Deposits and Credits - 1 item	<u>1,009.60</u>
Total Cleared Transactions	<u>1,009.60</u>
Cleared Balance	<u>242,866.76</u>
Register Balance as of 07/31/2023	242,866.76
Ending Balance	242,866.76

Conway Township Check Detail July 6 through August 7, 2023

Type	Num	Date	Name	Account	Paid Amount	Original Amount
Check	ach	07/18/2023	mers	016.000 · BofAA - General Fund		-1,430.01
				204.000 · Payroll Liabilities	-1,430.01	1,430.01
TOTAL					-1,430.01	1,430.01
Check	ACH	07/28/2023	American Express	016.000 · BofAA - General Fund		-13,847.40
				265.920 · Utilities	-60.11	60.11
				215.969 · Seminars & Workshops	-1,324.52	1,324.52
				265.146 · Equipment-Office	-3,848.94	3,848.94
				253.969 · Seminars & Workshops	-797.00	797.00
				265.859 · Internet & Phones	-566.53	566.53
				266.103 · Attorney	-6,986.70	6,986.70
				102.801 · Mmbrshps, Sft. Lic. & Dues	-38.97	38.97
				102.726 · Supplies	-224.63	224.63
TOTAL					-13,847.40	13,847.40
Check	ACH	08/02/2023	DTE Energy	016.000 · BofAA - General Fund		-245.01
				265.920 · Utilities	-245.01	245.01
TOTAL					-245.01	245.01
Check	12333	07/25/2023	Knock 'Em Out Pest Control	016.000 · BofAA - General Fund		-150.00
				265.935 · Building Maintenance	-150.00	150.00
TOTAL					-150.00	150.00
Check	12334	07/25/2023	Foster Swift	016.000 · BofAA - General Fund		-2,868.30
				266.103 · Attorney	-2,868.30	2,868.30
TOTAL					-2,868.30	2,868.30
Check	12335	07/25/2023	BS & A Software	016.000 · BofAA - General Fund		-781.00
				102.801 · Mmbrshps, Sft. Lic. & Dues	-781.00	781.00
TOTAL					-781.00	781.00

Conway Township Check Detail July 6 through August 7, 2023

Type	Num	Date	Name	Account	Paid Amount	Original Amount
Check	12336	07/25/2023	Great Lakes Outdoor Solutions	016.000 · BofAA - General Fund		-250.05
				265.801 · Lawn Mowing	-250.05	250.05
TOTAL					-250.05	250.05
Check	12337	07/25/2023	Decker Agency	016.000 · BofAA - General Fund		-55.00
				954.000 · Insurance & Bond	-55.00	55.00
TOTAL					-55.00	55.00
Check	12338	07/25/2023	Fowlerville Community Schools	016.000 · BofAA - General Fund		-25,128.41
				738.100 · Parks & Recreation Contribution	-25,128.41	25,128.41
TOTAL					-25,128.41	25,128.41
Check	12339	07/25/2023	H & H Publication	016.000 · BofAA - General Fund		-692.50
				102.900 · Printing & Publishing	-692.50	692.50
TOTAL					-692.50	692.50
Check	12340	07/25/2023	Brande Nogafsky	016.000 · BofAA - General Fund		-152.35
				102.970 · Mileage	-152.35	152.35
TOTAL					-152.35	152.35
Check	12341	08/07/2023	Susan Egbert	016.000 · BofAA - General Fund		-17.10
				102.970 · Mileage	-17.10	17.10
TOTAL					-17.10	17.10
Check	12342	08/07/2023	Post Master	016.000 · BofAA - General Fund		-310.00
				102.910 · Postage	-310.00	310.00
TOTAL					-310.00	310.00

Conway Township
Check Detail
July 6 through August 7, 2023

Type	Num	Date	Name	Account	Paid Amount	Original Amount
Check	12343	08/07/2023	R.I. Thomas Property Maintenance	016.000 · BofAA - General Fund		-420.00
				265.935 · Building Maintenance	-420.00	420.00
TOTAL					-420.00	420.00

Conway Township Journal August 18, 2023

Trans #	Type	Date	Num	Memo	Account	Debit	Credit					
13172	General Jo...	08/18/202	correct aj	Unallocated:Receptionist salary	102.702 · Office Assistant Salary	765.00						
				Fica ER	102.704 · Payroll Taxes	1,063.39						
				Med ER	102.704 · Payroll Taxes	248.65						
				Invoice	102.710 · Payroll Billing	201.16						
				Township Board:Salaries Wages	103.702 · Salaries Wages	784.00						
				Township Board:FOIA COORDINATOR	103.706 · FOIA COORDINATOR	200.00						
				Supervisor's Office:Salaries	171.702 · Salaries	2,026.75						
				Federal PRT Liability	210 · Federal PRT Liability	3,503.46						
				Clerk's Office:Salaries & Wages	215.702 · Salaries & Wages	2,309.34						
				Clerk's Office:Deputies Wages	215.703 · Deputies Wages	1,405.00						
				Michigan Withholding Liability	218 · Michigan Withholding Liability	671.66						
				Board of Review:Salaries & Wages	247.702 · Salaries & Wages	180.00						
				Treasurer's Office:Salaries & Wages	253.702 · Salaries & Wages	2,172.91						
				Treasurer's Office:Deputies Salaries	253.703 · Deputies Salaries	855.00						
				Assessor:Salaries	257.702 · Salaries	4,583.33						
				Building & Grounds:Hall Monitor Salary	265.702 · Hall Monitor Salary	225.00						
				Public Safety:Fire Authority Rep	301.700 · Fire Authority Rep	90.00						
				Planning & Zoning:Salaries	721.702 · Salaries	1,555.00						
				Direct Deposits	016.000 · BofAA - General Fund		13,079.67					
				Invoice	016.000 · BofAA - General Fund		201.16					
				Payroll Taxes	016.000 · BofAA - General Fund		4,175.12					
				Payroll Liabilities	204.000 · Payroll Liabilities		1,208.58					
				Fed Wh	210 · Federal PRT Liability		879.38					
				Fica ER	210 · Federal PRT Liability		1,063.39					
				Fica Wh	210 · Federal PRT Liability		1,063.39					
				Med ER	210 · Federal PRT Liability		248.65					
				Med Wh	210 · Federal PRT Liability		248.65					
				Michigan Withholding Liability	218 · Michigan Withholding Liability		671.66					
										22,839.65	22,839.65	
				13173	Check	08/18/202				016.000 · BofAA - General Fund		1,208.58
										204.000 · Payroll Liabilities		1,208.58
										1,208.58	1,208.58	
				TOTAL						24,048.23	24,048.23	

Conway Township Profit & Loss Budget vs. Actual April 2023 through March 2024

	Apr '23 - Mar 24	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
101.404 · School Tax Collection Fee	0.00	0.00	0.00	0.0%
366.350 · Trans in - Daisy Lane Fund	0.00	0.00	0.00	0.0%
366.450 · Trans in - Trust & Agency	0.00	0.00	0.00	0.0%
402.000 · Taxes - General	0.00	120,000.00	-120,000.00	0.0%
403.000 · Taxes - Admin fees	684.42	43,000.00	-42,315.58	1.6%
409.000 · Taxes - SET fee	0.00	700.00	-700.00	0.0%
411.000 · Dog licenses	10.50	40.00	-29.50	26.3%
450.000 · Fees, Licenses & Permits	1,887.25	10,000.00	-8,112.75	18.9%
455.000 · Research Fees	0.00	200.00	-200.00	0.0%
560.000 · Metro Act Fee	4,650.72	0.00	4,650.72	100.0%
573.000 · LCSA PPT Reimbursement	0.00	4,800.00	-4,800.00	0.0%
574.000 · State Revenue Sharing	62,976.00	393,975.00	-330,999.00	16.0%
664.000 · Interest & Dividends	2,572.84	3,200.00	-627.16	80.4%
667.000 · Rent	1,050.00	2,500.00	-1,450.00	42.0%
671.000 · Misc. Revenues	0.00	0.00	0.00	0.0%
675.000 · American Rescue Plan Funds	0.00	0.00	0.00	0.0%
678.000 · Grant Reimbursement	1,500.00	0.00	0.00	0.0%
680.000 · Election Reimburse	0.00	0.00	0.00	0.0%
699.701 · Transfer In - Trust & Agency	0.00	0.00	0.00	0.0%
700.701 · Escrow Revenues	0.00	0.00	0.00	0.0%
Total Income	75,331.73	578,415.00	-503,083.27	13.0%
Gross Profit	75,331.73	578,415.00	-503,083.27	13.0%
Expense				
102.000 · Unallocated				
102.702 · Office Assistant Salary	4,081.32	11,000.00	-6,918.68	37.1%
102.704 · Payroll Taxes	6,576.09	15,000.00	-8,423.91	43.8%
102.710 · Payroll Billing	995.13	2,500.00	-1,504.87	39.8%
102.725 · Workwear	83.72	2,500.00	-2,416.28	3.3%
102.726 · Supplies	1,438.33	2,000.00	-561.67	71.9%
102.801 · Mmbrshps, Sft. Lic. & Dues	6,855.85	8,000.00	-1,144.15	85.7%
102.805 · Appropriation Senior Center	0.00	2,000.00	-2,000.00	0.0%
102.900 · Printing & Publishing	2,837.00	7,500.00	-4,663.00	37.8%
102.910 · Postage	2,513.31	6,000.00	-3,486.69	41.9%
102.970 · Mileage	953.11	3,000.00	-2,046.89	31.8%
102.971 · Miscellaneous	0.00	0.00	0.00	0.0%
102.000 · Unallocated - Other	0.00	0.00	0.00	0.0%
Total 102.000 · Unallocated	26,333.86	59,500.00	-33,166.14	44.3%

Conway Township Profit & Loss Budget vs. Actual April 2023 through March 2024

	Apr '23 - Mar 24	Budget	\$ Over Budget	% of Budget
103.000 · Township Board				
103.702 · Salaries Wages	4,025.00	3,500.00	525.00	115.0%
103.706 · FOIA COORDINATOR	900.00	1,000.00	-100.00	90.0%
103.969 · Seminars and Workshops	0.00	500.00	-500.00	0.0%
Total 103.000 · Township Board	4,925.00	5,000.00	-75.00	98.5%
171.000 · Supervisor's Office				
171.702 · Salaries	10,133.75	24,321.00	-14,187.25	41.7%
171.969 · Seminars & Workshops	1,413.50	2,000.00	-586.50	70.7%
Total 171.000 · Supervisor's Office	11,547.25	26,321.00	-14,773.75	43.9%
200.203 · Due To Road Fund	0.00	0.00	0.00	0.0%
215.000 · Clerk's Office				
215.702 · Salaries & Wages	11,546.70	27,712.00	-16,165.30	41.7%
215.703 · Deputies Wages	7,825.00	20,000.00	-12,175.00	39.1%
215.969 · Seminars & Workshops	2,312.75	6,500.00	-4,187.25	35.6%
215.000 · Clerk's Office - Other	0.00	0.00	0.00	0.0%
Total 215.000 · Clerk's Office	21,684.45	54,212.00	-32,527.55	40.0%
247.000 · Board of Review				
247.702 · Salaries & Wages	1,260.00	2,000.00	-740.00	63.0%
247.969 · Seminars & Workshops	0.00	0.00	0.00	0.0%
Total 247.000 · Board of Review	1,260.00	2,000.00	-740.00	63.0%
253.000 · Treasurer's Office				
253.702 · Salaries & Wages	10,864.55	25,609.00	-14,744.45	42.4%
253.703 · Deputies Salaries	3,330.00	12,480.00	-9,150.00	26.7%
253.832 · Charge Back	-76.53	200.00	-276.53	-38.3%
253.969 · Seminars & Workshops	1,999.90	3,000.00	-1,000.10	66.7%
253.975 · Bank Service Charge	20.00	150.00	-130.00	13.3%
Total 253.000 · Treasurer's Office	16,137.92	41,439.00	-25,301.08	38.9%
257.000 · Assessor				
257.701 · Assessor Services	0.00	100.00	-100.00	0.0%
257.702 · Salaries	17,576.65	38,400.00	-20,823.35	45.8%
257.969 · Seminars & Workshops	0.00	1,500.00	-1,500.00	0.0%
Total 257.000 · Assessor	17,576.65	40,000.00	-22,423.35	43.9%

Conway Township Profit & Loss Budget vs. Actual April 2023 through March 2024

	Apr '23 - Mar 24	Budget	\$ Over Budget	% of Budget
262.000 · Elections				
262.702 · Salaries & Wages	1,324.50	7,500.00	-6,175.50	17.7%
262.726 · Supplies	27.02	2,500.00	-2,472.98	1.1%
262.900 · Printing & Publishing	0.00	250.00	-250.00	0.0%
262.930 · Equipment/Maintenance	0.00	10,000.00	-10,000.00	0.0%
Total 262.000 · Elections	1,351.52	20,250.00	-18,898.48	6.7%
265.000 · Building & Grounds				
265.146 · Equipment-Office	14,667.37	10,000.00	4,667.37	146.7%
265.702 · Hall Monitor Salary	600.00	1,500.00	-900.00	40.0%
265.801 · Lawn Mowing	833.50	3,500.00	-2,666.50	23.8%
265.802 · Landscaping	0.00	0.00	0.00	0.0%
265.805 · Snow Removal	0.00	4,500.00	-4,500.00	0.0%
265.859 · Internet & Phones	2,235.38	12,000.00	-9,764.62	18.6%
265.920 · Utilities	1,243.51	5,500.00	-4,256.49	22.6%
265.930 · Equipment Maintenance	570.00	0.00	570.00	100.0%
265.935 · Building Maintenance	2,556.75	18,000.00	-15,443.25	14.2%
265.950 · ARPA Fund Expenses	0.00	0.00	0.00	0.0%
265.970 · Parking Lot	0.00	5,000.00	-5,000.00	0.0%
265.971 · Capital Improvement	0.00	10,000.00	-10,000.00	0.0%
265.000 · Building & Grounds - Other	0.00	0.00	0.00	0.0%
Total 265.000 · Building & Grounds	22,706.51	70,000.00	-47,293.49	32.4%
266.000 · Professional Fees				
266.103 · Attorney	30,874.65	60,000.00	-29,125.35	51.5%
266.721 · Planning Commission	0.00	37,200.00	-37,200.00	0.0%
266.955 · Auditor	0.00	10,500.00	-10,500.00	0.0%
266.960 · Engineer	0.00	1,800.00	-1,800.00	0.0%
266.000 · Professional Fees - Other	5,820.05			
Total 266.000 · Professional Fees	36,694.70	109,500.00	-72,805.30	33.5%
275.000 · Drains At Large	0.00	50,000.00	-50,000.00	0.0%
276.000 · Cemetery				
276.702 · Salaries	0.00	0.00	0.00	0.0%
276.801 · Lawn Mowing	0.00	0.00	0.00	0.0%
Total 276.000 · Cemetery	0.00	0.00	0.00	0.0%
301.000 · Public Safety				
301.700 · Fire Authority Rep	630.00	1,000.00	-370.00	63.0%
301.701 · Police Ordinance Enforcement	0.00	10,000.00	-10,000.00	0.0%
301.702 · Contribution Police Salaries	0.00	0.00	0.00	0.0%
Total 301.000 · Public Safety	630.00	11,000.00	-10,370.00	5.7%

Conway Township Profit & Loss Budget vs. Actual April 2023 through March 2024

	Apr '23 - Mar 24	Budget	\$ Over Budget	% of Budget
526.000 · Sanitary Landfill				
526.960 · Spring Cleanup	1,874.00	5,000.00	-3,126.00	37.5%
Total 526.000 · Sanitary Landfill	1,874.00	5,000.00	-3,126.00	37.5%
66900 · Reconciliation Discrepancies	0.00	0.00	0.00	0.0%
721.000 · Planning & Zoning				
721.702 · Salaries	10,305.00	20,000.00	-9,695.00	51.5%
721.969 · Seminars & Workshop	0.00	500.00	-500.00	0.0%
Total 721.000 · Planning & Zoning	10,305.00	20,500.00	-10,195.00	50.3%
738.000 · Recreation Association				
738.100 · Parks & Recreation Contribution	36,903.22	35,000.00	1,903.22	105.4%
738.702 · Salaries	360.00	900.00	-540.00	40.0%
738.000 · Recreation Association - Other	0.00	0.00	0.00	0.0%
Total 738.000 · Recreation Association	37,263.22	35,900.00	1,363.22	103.8%
954.000 · Insurance & Bond	55.00	11,500.00	-11,445.00	0.5%
960.000 · Delinquent Personal Prop Taxes	-7,818.46			
980.000 · Transfers Out - Cemetery	0.00	30,000.00	-30,000.00	0.0%
Total Expense	202,526.62	592,122.00	-389,595.38	34.2%
Net Ordinary Income	-127,194.89	-13,707.00	-113,487.89	928.0%
Other Income/Expense				
Other Income				
Interest Income	19.16	0.00	19.16	100.0%
501.000 · Federal Grant Income	0.00	0.00	0.00	0.0%
Total Other Income	19.16	0.00	19.16	100.0%
Net Other Income	19.16	0.00	19.16	100.0%
Net Income	-127,175.73	-13,707.00	-113,468.73	927.8%

Conway Township Rental Report

July, 2023

Hall rental details:

Rental fee: \$150 for residents of Conway Township, \$300 for non-residents, funerals 1/2 of rental fee.

We currently have 4 different hall attendants/monitors.

Canceled

None

Rescheduled

None

Completed

- 07-9-23 Emily Blackstone, Graduation
- 07-23-23 Nicole Yarbrough, Bridal shower
- 07-30-23 Jamie Hertzler, Family Reunion

Future hall rentals

- 08-26-2023 Cindy Hoskins, Family Reunion



8015 Fowlerville Road - PO Box 1157 - Fowlerville, Michigan 48836

P: 517-223-0358 F: 517-223-053

From: Gary Klein - Conway Township Zoning Administrator

To: Conway Township Board of Trustees

Subject: Zoning Administrator Report

Period: **July** 2023

Name	Location	Permit#	ID #	Details
Helwig	7556 Nicholson	021-023	28-100-003	House addition
Berwer	7158 Stow	Waiver 014-023	29-300-018	Reroof

Date Threat Event

July 1,2023

141.98.11.207	Lithuania	38
54.193.54.44	United States	14
83.97.73.89	Germany	3

July 2,2023

141.98.11.207	Lithuania	86
83.97.73.89	Germany	4
95.214.55.244	Poland	3

July 3,2023

141.98.11.207	Lithuania	16
83.97.73.89	Germany	3
101.0.42.18	India	2

July 4,2023

141.98.11.207	Lithuania	5
83.97.73.89	Germany	1

July 5,2023

141.98.11.207	Lithuania	31
109.205.213.30	Azerbaijan	14
83.97.73.89	Germany	5

July 6,2023

141.98.11.207	Lithuania	70
95.214.55.244	Poland	3
124.152.76.251	China	1

July 7,2023

141.98.11.207	Lithuania	30
213.109.202.66	France	5

July 8,2023

141.98.11.207	Lithuania	4
109.205.213.30	Azerbaijan	3
95.214.55.244	Poland	3
213.109.202.66	France	2

July 9,2023

141.98.11.207	Lithuania	42
120.85.186.204	China	2
213.109.202.66	France	1

	203.115.85.69	India	1
July 10,2023			
	5.39.220.78	Netherlands	12
	213.109.202.66	France	3
	95.214.55.244	Poland	3
	141.98.11.207	Lithuania	2
	120.86.253.176	China	1
July 11,2023			
	5.39.220.78	Netherlands	12
	213.109.202.66	France	3
	95.214.55.244	Poland	3
	141.98.11.207	Lithuania	2
	120.86.253.176	China	1
July 12,2023			
	141.98.11.207	Lithuania	35
	213.109.202.66	France	3
July 13,2023			
	141.98.11.207	Lithuania	34
	95.214.55.244	Poland	3
	103.40.197.183	India	2
	213.109.202.66	France	1
July 14,2023			
	141.98.11.207	Lithuania	18
	213.109.202.66	France	3
	104.192.1.166	United States	1
	194.59.31.131	United States	1
July 15,2023			
	141.98.11.207	Lithuania	26
	213.109.202.66	France	4
	110.43.84.21	China	2
July 16,2023			
	141.98.11.207	Lithuania	45
	213.109.202.66	France	3
	122.96.31.142	China	1
July 17,2023			
	141.98.11.207	Lithuania	77
	213.109.202.66	France	2

July 18,2023

92.118.39.40	Netherlands	47
213.109.202.66	France	1
103.174.243.48	India	1
52.96.226.162	United States	1
95.214.27.39	Netherlands	1

July 19,2023

92.118.39.40	Netherlands	8
213.109.202.66	France	3
117.210.185.214	India	2
134.122.63.192	United States	1

July 20,2023

141.98.11.207	Lithuania	39
92.118.39.40	Netherlands	11
213.109.202.66	France	3
120.85.119.219	China	2

July 21,2023

92.118.39.40	Netherlands	14
141.98.11.207	Lithuania	7
213.109.202.66	France	3

July 22,2023

92.118.39.40	Netherlands	39
141.98.11.207	Lithuania	8
213.109.202.66	France	3
185.65.135.181	Sweden	2

July 23,2023

92.118.39.40	Netherlands	51
141.98.11.207	Lithuania	32
213.109.202.66	France	3
95.214.55.244	Poland	3

July 24,2023

92.118.39.40	Netherlands	14
5.39.220.78	Netherlands	12
141.98.11.207	Lithuania	11

July 25,2023

92.118.39.40	Netherlands	8
141.98.11.207	Lithuania	7
213.109.202.66	France	3

95.214.55.244	Poland	3
120.232.252.13	China	1
194.113.236.177	Russian Federation	1

July 26,2023

92.118.39.40	Netherlands	6
213.109.202.66	France	3
95.214.55.244	Poland	3
143.244.50.173	United States	1
144.126.202.105	United Kingdom	1

July 27,2023

92.118.39.40	Netherlands	42
141.98.11.60	Lithuania	4
213.109.202.66	France	2
110.43.84.21	China	1
91.206.244.14	Poland	1
45.88.109.88	Germany	1

July 28,2023

92.118.39.40	Netherlands	46
141.98.11.60	Lithuania	42
213.109.202.66	France	3
84.17.46.198	Netherlands	1

July 29,2023

83.97.73.87	Germany	3
95.214.55.244	Poland	3
194.36.177.52	Germany	3
92.118.39.40	Netherlands	2

July 30,2023

92.118.39.40	Netherlands	42
141.98.11.60	Lithuania	24
83.97.73.87	Germany	2
45.128.232.83	Netherlands	1

July 31,2023

92.118.39.40	Netherlands	18
141.98.11.60	Lithuania	13
83.97.73.87	Germany	3
95.214.55.244	Poland	3
194.147.140.202	Mongolia	2
45.63.64.62	United States	1
45.128.232.83	Netherlands	1



We have prepared a proposal for you

**Fully Managed IT
Services**

Proposal #CP087548 V4

Prepared Exclusively for:

Conway Township

Master Services Agreement

This Master Services Agreement (“**Agreement**”) is made and effective as of the date of signature hereto (“**Effective Date**”) by and between **Lowery Corporation d/b/a Applied Innovation**, a Michigan corporation located at **5555 Glenwood Hills Pkwy SE, Grand Rapids MI 49512** (hereinafter “**Service Provider**”) and **Conway Township** of PO Box 1157, Fowlerville, MI 48836 (hereinafter “**Client**”).

1. Scope of Agreement

1.1 This Agreement serves as a Master Services Agreement and applies to purchases of services (“**Services**”), as well as licenses for software, hardware, support and maintenance services, and/or subscription services (collectively, “**Service Package**”) from Service Provider to Client.

1.2 No Products or Services will be provided under this Master Services Agreement alone but will instead be delivered via and governed by Statements of Work that contain terms relating to this Agreement, and when executed by both parties will be considered incorporated in this Master Services Agreement.

1.3 Multiple Statements of Work may be incorporated under this Master Services Agreement.

1.4 Should there be any conflict between the terms of any Statement of Work and those of this Master Services Agreement, the terms of the Statement of Work will prevail.

2. Definitions

2.1 “**Confidential Information**” means any information furnished or disclosed, in whatever form or medium, by one party (“**Disclosing Party**”) to the other party (“**Receiving Party**”) relating to the business of the Disclosing Party, and includes, without limitation, contract terms, financial information, business procedures, processes, techniques, methods, ideas, discoveries, inventions, developments, records, product designs, source codes, product planning, trade secrets, customer lists, material samples, and the terms of this Agreement, all of which is deemed confidential and proprietary. “**Confidential Information**” shall not mean any information that, as reasonably documented by the Receiving Party:

is known to the Receiving Party at the time of disclosure by the Disclosing Party;

is developed independently by the Receiving Party;

is within, or later falls within, the public domain without breach of this Agreement by the Receiving Party;

is publicly disclosed with written approval of the Disclosing Party; or

becomes lawfully known or available to the Receiving Party without restriction from a source having the lawful right to disclose the information without breach of this Agreement by the Receiving Party.

Provided, however, the Receiving Party shall have the burden of proof as to prior knowledge and absence of breach. Further, Confidential Information does not include “protected health information” as this term is defined in 45 C.F.R. §160.103 (“**PHI**”), the confidentiality of which is governed by a Business Associate Agreement between the parties.

Confidential Information disclosed on a restricted basis pursuant to a judicial or other lawful government order shall remain Confidential Information as between the parties and shall only be disclosed under terms which provide for continued protection of the information, and, where possible, the Disclosing Party shall be promptly notified, and, if permitted, a party to the negotiation of the terms for such protection. Notwithstanding any provision herein to the contrary, this Agreement shall not be construed to limit the Receiving Party's obligation and ability to comply with any judicial or other lawful government order to disclose Confidential Information on a restricted basis

Initials: _____

2.2 **"Intellectual Property" or "Intellectual Property Rights" (collectively "IP")** means any and all (a) original works of authorship, copyrights, inventions (whether or not reduced to practice or patentable), patents, utility models, industrial designs, trademarks and service marks, trade secrets, confidential commercial information, and all other proprietary rights in information, technology, know-how, and creations that exist or hereafter come into existence under any law anywhere in the world; (b) registrations, certificates, and applications for any of the foregoing; (c) copies and tangible embodiments of any of the foregoing in whatever form or medium; and (d) remedies for past, present, and future infringements, misappropriations, or other violations of any of the foregoing.

2.3 **"Holidays"** means New Year's Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.

2.4 **"IT Service Fees"** means those amounts described and set forth in Statements of Work approved by Client

2.5 **"Laws"** means any statute, regulation, ordinance, rule, order, decree or governmental requirement enacted, promulgated or imposed by any governmental authority at any level (e.g., municipal, county, province, state or national), as may be amended or enacted from time to time

2.6 **"Service Package"** means all services and products used by Service Provider to provide service to the Client.

2.7 **"Subcontractor"** means one or more subcontractor that Service Provider uses to perform any of the Service Provider's obligations under this Agreement or to whom Service Provider has subcontracted, delegated or assigned the performance of any activities, functions or services in connection with the Service Provider's performance hereunder.

2.8 **"Common Software"** includes Adobe Flash, Adobe Reader, Adobe Shockwave, Apple iTunes, Google Chrome, Oracle Java, PDF Creator, 7-Zip, Mozilla Firefox, Notepad++, VLC Media Player, and Zoom. Line of business applications not included

3. Terms of the Agreement

3.1 **Term:** This Agreement will begin on the Effective Date and will continue until each Statement of Work expires or is terminated. This Agreement and any Statement of Work may be terminated by the Client upon ninety (90) days written notice if the Service Provider:

- Fails to fulfill in any material respect its obligations under this Master Services Agreement and/or any Statement of Work and does not cure such failure within sixty (60) days of receipt of such written notice.
- Breaches any material term or condition of this Master Services Agreement and/or any Statement of Work and fails to remedy such breach within sixty (60) days of receipt of such written notice
- Terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement

3.2 **Termination by Service Provider:** This Master Services Agreement and/or any Statement of Work may be terminated by the Service Provider upon sixty (60) days written notice to the Client.

3.3 **Termination Due to Work or System Environment:** Service Provider retains the right to terminate this Agreement if the Client's environment is determined to be hostile or if Client's technology cannot be supported utilizing industry best practices or mainstream support offered by manufacturers and Client is unwilling to proceed with resolving the deficiency.

3.4 **Use of Service Package Following Termination:** Upon the termination of this Agreement, Service Provider shall cease the provision of all IT Services, and Client shall cease, to the extent practicable, all use of the Service Package provided by the Service Provider, including any related documentation or software. Within ten (10) business days of termination, each party shall return to the other party any and all property of the other party.

Initials: _____

3.5 Transfer of Services: If either party terminates this Agreement, the Service Provider will assist Client in the orderly termination of Services, including timely transfer of the Services to another designated provider. Client agrees to pay Service Provider the actual costs of rendering such assistance.

3.6 Liability for Termination: Neither party shall be liable to the other party, or any third party, for any compensation, reimbursement, losses, expenses, costs or damages arising from or related to, directly or indirectly, the termination of this Agreement, except for the payment of the IT Services Fees (including any applicable Automatic Fee Increases; Fee Increases Upon Notice; or taxes) and any payment for hardware or software rentals, subscriptions, or one-time costs procured by Provider on behalf of the Client.

3.7 Software Licenses: Provider shall acquire and retain ownership of any software licenses or usage rights necessary for delivery of the Service Package. Client may be provided access to some portion of the Service Package software and agrees to be bound by all software license agreements related to such. For all Microsoft software products provided to the Client by the Provider, Client agrees to the terms of the software use found at <http://www.microsoft.com/en-us/servicesagreement>.

3.8 Remote Access: Client acknowledges that in order to provide support services, Service Provider must have remote access into the Client's network. Client grants permission to Service Provider to maintain remote access to the network during the term of this agreement.

3.9 Service Provider Equipment: Service Provider may use equipment owned by the Service Provider at the Client site. Such equipment shall be treated with the same care as equipment owned by the Client. Client shall be responsible for the cost of the repair or replacement to the extent it causes damage or loss of such equipment.

3.10 Fees and Payment Schedule: Fees will be invoiced to Client monthly for Managed Services. Invoices for any equipment or software purchases will be issued separately from the Managed Services Invoice. If payment is not received on or before any invoice due date, interest shall accrue at the rate of one and one-half percent (1.5%) per month from the date due until paid in full.

3.11 Assignment: Client may not assign their rights and obligations under this Agreement without the prior written consent of Service Provider. Service Provider may assign its rights and obligations hereunder to any person or entity that succeeds to all or substantially all of Service Provider's business.

3.12 Independent Contractor: The relationship of the parties established by this Agreement is that of independent contractors. Nothing in this Agreement shall be construed to create any agency or employment relationship between the parties or any of their employees. Neither Party shall have any right, power or authority to assume, create or incur any expense, liability or obligation, express or implied, on behalf of the other.

3.13 Taxes: It is understood that any Federal, State or Local Taxes applicable shall be added to each invoice for services, products or materials rendered under this Agreement. Client shall pay any such taxes unless a valid exemption certificate is furnished to Service Provider for the state of use

3.14 Non-Solicitation: Client acknowledges that Service Provider has made a substantial investment in its employees that provide services to Client under this Agreement and that such employees are subject to Service Provider's control and supervision. During the Initial Term and all subsequent Renewal Terms of this Agreement and for a period of one (1) year following any termination or expiration hereof, Client shall not, directly or indirectly, solicit, hire, contract with, or encourage any employee, consultant, contractor, or agent of Service Provider, or otherwise cause such employee, consultant, contractor, or agent to leave Service Provider's employment. Violation of this provision shall result in Client paying Service Provider one (1) year's compensation (including salary, commission, bonuses, benefits, and incentive pay) of the individual engaged, plus attorneys' fees and costs required to collect said amount. This provision includes previous employees that have ceased employment with the Service Provider for a period of less than twelve (12) months.

3.15 Confidentiality: Service Provider and its agents will not use or disclose Client information, except as necessary to or consistent with providing Services, and will protect against unauthorized use.

Initials: _____

4. Representations and Warranties

4.1 **Limited Professional Services Warranty:** Service Provider warrants that any IT Services provided will be performed in a professional and workmanlike manner consistent with the prevailing standards of the industry.

4.2 **Warranty:** Service Provider makes no warranty, expressed or implied, that:

- Service will be uninterrupted
- Service will be error free
- Service will not result in inadvertent loss of data
- Software installed will be fully compatible with Client systems and hardware

4.3 **Limitation of Liability:** Service Provider and its suppliers and licensors shall not be liable for any consequential, special or indirect damages of any sort, even if Service Provider has been advised or should have known of the possibility of such damages, including, without limitation, (a) any damages for lost profits, (b) any damages resulting from loss of use or loss of data or (c) any fines or penalties imposed by a regulatory organizations. Under no circumstance shall Service Provider be liable for any amount in excess of the IT Services fees paid by Client for the IT Services during a six month period. In no event shall Service Provider be liable to Client for any action or remedy beyond those described in this agreement.

5. Notices

All notices required to be given pursuant to this Agreement shall be deemed given when actually delivered if delivered in person, or three (3) days after being deposited with the U.S. Postal Service, certified mail, postage prepaid, and addressed to the receiving party as indicated below, or if receipt is acknowledged by a non-automated response by the addressee provided below via electronic mail:

If to Service Provider, addressed to:

Chris Nuiver
Applied Innovation Technology Manager
5555 Glenwood Hills Parkway, SE
Grand Rapids, MI 49512
Email: cnuiver@netsmartai.com

with a copy to:

Applied Innovation Product & Platform Team
5555 Glenwood Hills Parkway, SE
Grand Rapids, MI 49512
Email: orders@netsmartai.com

If to **Client**, addressed to:

Elizabeth Whitt
PO Box 1157
Fowlerville, MI 48836
clerk@conwaymi.gov

with a copy to:

[name, title] _____

Initials: _____

[address] _____

[city, state, zip] _____

Email: [address] _____

6. Indemnity and Insurance

6.1 Indemnity. Except as set forth in Section 6.2, Customer shall be solely responsible for, and shall indemnify, defend, and hold Provider free and harmless from all damages, liabilities, charges, and expenses (including reasonable attorneys' fees and costs) from all claims, lawsuits, or other proceedings arising out of or relating to (i) Customer's use of the IT Services or Service Package in a manner not permitted by this Agreement, (ii) the acts or omissions of Customer, its employees, and agents and all persons or entities who have access through Customer to the IT Services and Service Package, or (iii) relating to Customer's infringement of any right resulting in any way from the use of the IT Services or Service Package with other software not licensed to Customer by or not approved by Provider.

6.2 Indemnity for Infringement. Provider shall defend or settle, at its own expense, any claim made against Customer that the IT Services or Service Package, in whole or in part, infringes any United States patent, published patent application, copyright, trade secret, or other proprietary right, and Provider shall indemnify and hold harmless Customer against any final judgment, including an award of attorneys' fees, that may be awarded by a court against Customer as a result of the foregoing; provided, however, Customer shall adhere to the Notice Procedure set forth in Section

6.3. Provider shall have sole control of the defense of such claims and all related settlement negotiations. Notwithstanding the foregoing, Provider shall have no liability to Customer or any affiliated person or entity of Customer for any claim of infringement that is based upon any combination of the IT Services or Service Package with software not authorized by Provider if such claim would have been avoided but for such combination; or any unauthorized use of the IT Services or Service Package by Customer or any affiliated person or entity of Customer under this Agreement.

9.4 Notice Procedure. All indemnification obligations under this Section 9 shall be subject to the following requirements: (a) the indemnified party shall provide the indemnifying party with prompt written notice within thirty (30) days of the date the indemnified party first knows or should know of the claim; (b) the indemnified party shall permit the indemnifying party to assume and control the defense of any action upon the indemnifying party's written acknowledgment of the obligation to indemnify (unless, in the opinion of counsel of the indemnified party, such assumption would result in a material conflict of interest); and (c) the indemnifying party shall not enter into any settlement or compromise of any claim without the indemnified party's prior written consent, which shall not be unreasonably withheld. The indemnified party may, at its own expense, participate in its own defense of any claim. If the indemnified party assumes its own defense, the indemnifying party is not liable for attorney's fees and costs incurred by the indemnified party.

6.5 Insurance. Provider will maintain for the duration of the term of this Agreement and at Provider's sole expense, (a) Comprehensive General Liability Insurance in an amount not less than \$1,000,000 per occurrence for bodily injury or property damage; (b) Worker's Compensation and disease insurance in an amount not less than that prescribed by statutory limits; (c) Data Breach Insurance in an amount not less than \$1,000,000 per occurrence; and (d) Umbrella liability in an amount not less than \$1,000,000. Upon request, Provider will furnish to Customer certificates of insurance or other satisfactory documentation evidencing that all of the insurance required hereunder is in force.

7. Miscellaneous

7.1 Compliance with Laws: Each party shall comply with all applicable state, federal and local laws, and
Initials: _____

executive orders and regulations in the performance of its obligations under this Agreement.

7.2 Headings: The headings are for convenience only and shall not be deemed to affect in any way the language of the provisions to which they refer.

7.3 Form: Where the context so admits, words and expressions appearing in the singular in this Agreement may be interpreted in the plural, and vice versa

7.4 Integration: This Agreement, including all exhibits attached hereto or referred to herein constitutes the entire agreement between the parties and supersedes all prior agreements and understandings between them, whether written or oral, relating to the subject matter of this Agreement.

7.5 Modification or Amendment: Except as set forth in Section 3, no modification to, amendment of, or other change in this Agreement shall be binding on either party unless it is in writing and signed by both parties

7.6 Waiver: No waiver of any provision of this Agreement shall be effective unless made in writing and signed by the waiving party, nor shall any such waiver, if made, constitute a waiver of any subsequent breach of the same or of any other provision of this Agreement.

7.7 Force Majeure: Neither party shall be liable to the other by reason of any failure of performance hereunder (except obligations to pay) if such failure arises out of causes beyond such party's reasonable control, despite the reasonable efforts, and without the fault or negligence of such party. A party experiencing such an event shall give as prompt notice as possible under the circumstances.

7.8 Fees and Expenses: If either party institutes an action to enforce this Agreement or any of its terms, the prevailing party shall in addition to any award also be entitled to recover all of its costs, expenses and reasonable attorneys' fees.

7.9 Counterparts: This Agreement may be executed in multiple counterparts, each of which shall be deemed to be an original, and all such counterparts shall constitute but one instrument.

7.10 Authority to Contract. Each party represents that it has the full power and authority to enter into this Agreement and to convey the rights herein conveyed.

7.11 Severability. If any provision of this Agreement is determined in any proceeding binding upon the parties hereto to be invalid or unenforceable, that provision shall be deemed severed from the Agreement, and the remaining provisions of the Agreement shall continue in full force and effect.

7.12 No Third Party Beneficiaries: This Agreement is intended for the benefit of the parties hereto and their respective permitted successors and assigns, and is not for the benefit of, nor may any provision hereof be enforced by , any other person.

7.13 Jurisdiction and Venue: The parties submit to personal jurisdiction of the state or federal courts of Michigan, and except as set forth in Section 7.15, said state and federal courts for the State of Michigan shall be the only appropriate jurisdiction and venue, therefore

7.14 Governing Law: This Agreement shall be construed in accordance with and governed by the substantive laws of the State of Michigan.

7.15 Arbitration: Except for the right of either party to move for a Temporary Restraining Order, Preliminary Injunction, or other equitable relief to preserve the status quo or prevent irreparable harm pending the selection and confirmation of the arbitrator, any and all disputes, controversies, or claims arising out of or relating to this Agreement or a breach thereof shall be submitted to and finally resolved by arbitration under the Commercial Rules of the American Arbitration Association (AAA) then in effect. All arbitration shall occur in Kent County Michigan. There shall be one arbitrator, and such arbitrator shall be chosen by mutual agreement of the parties or in accordance with AAA rules. The findings of the arbitrator shall be final and binding on the parties and may be entered in any court of competent jurisdiction for enforcement. In addition to any award, legal fees shall be awarded

Initials: _____

to the prevailing party in the arbitration.

Acceptance of Master Service Agreement

This Master Services Agreement and all associated Statements of Work associated with it constitutes the entire agreement between Client and Service Provider and supersedes all prior agreements, negotiations or understandings.

IN WITNESS WHEREOF, the parties hereto have caused this Master Services Agreement to be signed by their duly authorized representatives as of the date set forth below.

Initials: _____

Statement of Work

This STATEMENT OF WORK ("SOW") supplements the Master Services Agreement (the "Agreement") as of the Effective Date defined in the signature block below by and between Applied innovation ("Service Provider or Provider") and PO Box 1157 , Fowlerville, MI 48836 ("Client") as defined in the signature block below. This SOW consists of the terms below, the signature page, and any unique attachments to this SOW, which are all incorporated into the Agreement by this reference and are made a part of the Agreement by all intents and purposes.

Capitalized terms used herein, unless otherwise defined, will have the meanings given to them in the Agreement.

1. **Service Description**

The Service is designed to provide Information Technology (IT) support services. The Service is built upon the successful installation and configuration of technologies that Service Provider's Service Team, Network Operations Center (NOC) Team, and Security Operations Center (SOC) Team utilize to monitor and maintain critical technology systems

2. **Deliverables Description**

2.1 **Service Delivery:**

Service Provider will deliver the Service pursuant to the terms of this SOW. This SOW will serve to describe the on-going Services in detail

2.2 **Support Hours:**

Service Desk for Client's IT Network will be provided through remote means by Service Provider to Client between the hours of 7am and 6pm Monday through Friday, excluding holidays. Access to the Service Desk by authorized personnel is made by opening a service request via email to tech.help@appliedinnovation.com, by calling Service Provider at 844-344-6450, or through the Service Provider's web portal. Network Monitoring Services will be provided 24/7/365. All services qualifying under these conditions and those that do not are detailed in Exhibit B of this SOW.

2.3 **Support Tickets:**

All Support Tickets begin with the Service Desk Triage Team. The Triage team will action the ticket or escalate to technicians as deemed necessary. Each Client issue will be assigned a Support Ticket number for tracking.

2.4 **Onsite Service:**

Technicians will be dispatched to the Client location as deemed necessary by the Service Provider. A representative of the Client organization must be present for the technician to enter the facility. No work will be performed without a Client representative onsite. If a client does not show up for a scheduled on-site visit, a \$150 fee will be charged.

2.5 **After Hours Service:**

Service Provider recognizes that some work will need to be performed outside regular business hours. Any work deemed necessary by Service Provider outside of regular business hours will be scheduled between 6:00pm and 11:00pm Monday through Friday. Any request for work outside these hours will incur a service charge. After hours service requests must be made at least seven (7) days prior to work. Any project work requested to be completed outside regular business hours will incur additional fees.

Initials: _____

2.6 Hardware/Software Licensing and Support:

Service Provider shall provide support of hardware provided that it has available manufacturer mainstream support and all software is genuine, currently licensed and vendor-supported. Should any hardware or software fail to meet these provisions, they will be excluded from this Service Agreement. Should 3rd Party Vendor Support Charges be required to resolve any issues, these will be passed on to the Client.

2.7 New Equipment Configuration and Deployment:

All new equipment will be pre-configured at Service Provider's offices before arriving at the client site. In the event the client desires to purchase equipment from another source, Service Provider must be informed of such desire, approve the specifications of the equipment, and open a project for equipment configuration. The equipment needs to be shipped to the Service Provider for configuration.

2.8 Virus Recovery for Protected Systems:

Attempted recovery from virus infection is covered under the terms of this Agreement. This Service is limited to those systems protected with a Service Provider installed agent. Any infection declared as a security incident and requiring the invocation of an Incident Response Plan is not covered by this agreement and will be referred to the Client's Cyber Security Insurance carrier.

2.9 Ransomware and Phishing

Service Provider is not responsible for recovery from Ransomware or Phishing responded to by Client. Any Client action that results in infections, loss of data, or loss of funds is excluded from coverage. Any actions required of Service Provider in such cases will be billable at an hourly rate. Any action declared as a security incident and requiring the invocation of an Incident Response Plan is not covered by this agreement and will be referred to the Client's Cyber Security Insurance carrier.

2.10 Monitoring Services

Service Provider will provide ongoing monitoring and security services of all critical devices. Should a problem be discovered during monitoring, Service Provider shall make every attempt to rectify the condition or notify Client.

2.11 After Hours Emergency Service

Emergency Service will be provided outside normal weekday business hours of 7:00 am to 6:00 pm for events that stop the business from operating or impact a significant number of users (Priority 1 situation). Emergency Service is provided via an on-call technician.

3. On-Boarding

Service Provider will On-Board the Client to receive Services utilizing a scheduled, 3 phase approach. Service Provider will provide services on a best-effort basis until Client's infrastructure is properly provisioned (Phase 1) and all of Client's resources are trained to request and receive services (Phase 2). Once this is accomplished, an official Go-Live date will be agreed upon by Service Provider and Client (Phase 3), after which Service Provider will deliver services in accordance to the terms of this agreement.

The On-Boarding process will vary in terms of the required actions within, and the duration of each of its phases, based upon multiple factors; including size of Client environment, amount of work needed to upgrade the environment to meet our minimum standard of Service Compliance, etc., and is initiated upon Client's signature of the Master Services Agreement and this SOW

3.1 On-Boarding Phase 1: Provisioning

Initials: _____

- On-Boarding Project Manager conducts kick-off call with Client and schedules On-Boarding activities
- Service Team visits Client facility for Network Assessment - Contract will be adjusted based on findings to determine the monthly invoice amount
- Service Team initiates Services provisioning including monitoring, patching and updating technologies
- Service Team initiates any and all necessary infrastructure upgrades and modifications prior to Phase 2
- All required Client provisioning information is gathered, and Service Team begins knowledge transfer to Service Desk & NOC Teams
- Client is set up in Service Provider's incident management, monitoring, unified communications and accounting systems. All automated alerting, ticket creation, communication and response functions are tested and verified Provisioning Phase is complete once all required activities and results have been signed off on by Project Manager

3.2 On Boarding Phase 2: Service Introduction

- Client and their staff are provided documents on how to engage Service Provider for support, open tickets, and the incident management process, from incident management documentation, prioritization, assignment, escalation and remediation.
- Service Provider's NOC, Service Desk and Services teams are trained on Client's infrastructure, staff, vendors, Line of Business Applications, and support system configurations
- Service Introduction Phase is complete once all required activities and results have been signed off on by Project Manager

3.3 On-Boarding Phase 3: Go-Live

- Client and Service Provider agree upon a Go-Live date - the date that service is delivered as described in this SOW
- Service Desk, NOC and Services Team go live
- Agreement billing will begin as soon as agents are installed and Service Desk is ready to take calls or when the first service call is placed, whichever occurs first.

4. Minimum Service Compliance Standards

4.1 Costs required to bring Client's environment to Minimum Service Compliance Standards are not included in this SOW and will be quoted and billed separately

4.2 In order for Client's existing environment to qualify for Service Provider Services, the following requirements must be met:

- All servers and computers have all the latest Microsoft or Apple Service Packs and critical updates installed and must not be in an end-of-life state
- All server and computer software must be genuine, licensed and vendor supported
- The environment must be able to support Service Provider's monitoring agent and end point security applications which must be installed on all computing devices within the environment. Client must not install

Initials: _____

additional end point security or anti-virus products nor remove Service Provider installed applications.

- The environment must have a currently licensed, vendor supported business continuity solution
- The environment must have a currently licensed, vendor supported hardware firewall between the internal network and the Internet
- Any wireless data traffic in the environment must be secured with a minimum of 128bit data encryption with Private network for internal use, Guest network for non-employee access, and IoT (Internet of Things) network for any non-domain devices or devices that cannot utilize the Service Providers' monitoring agent and End Point Protection.
- There must be a stable Internet connection with sufficient bandwidth for the business applications, number of devices, and number of users
- Cyber Security Insurance is highly recommended but not required. Any policy changes must be reported to Service Provider promptly. Client must provide Insurance company approved Incident Response Plan to Service Provider, if applicable.

5. Included Services

5.1 Issue Tracking and Documentation

- Ticketing system to track all service issues
- Documentation of site, network, and IT systems
- Client portal to create and monitor service tickets

5.2 Service Desk

- Service technicians available from 7:00 am to 6:00 pm Eastern time Monday through Friday (excluding holidays)
- On-call emergency service response from 6:00 pm to 7:00 am Eastern time Monday through Friday, Weekends, and Holidays
- User account management - new account creation and password resets
- Common software troubleshooting and installation

5.3 Computer performance troubleshooting and optimization

- Virus, malware, and spyware removal
- Connectivity and printing challenges investigation and remediation

5.4 Vendor management - Support liaison

- Direct contact with vendor to enable support of business applications (vendor fees may apply)
- Direct contact with utility companies and Internet Service Provider (ISP) to determine issues and schedule repairs

5.5 Network Operations Center (NOC) Services

Initials: _____

- 24/7/365 Network monitoring and alerting
- Patch management for Operating System (OS) and common software (Adobe Flash, Adobe Reader, Adobe Shockwave, Apple iTunes, Google Chrome, Oracle Java, PDF Creator, 7-Zip, Mozilla Firefox, Notepad++, VLC Media Player, and Zoom. Line of business applications not included)
- Backup monitoring and failed job remediation
- End point security application updates and monitoring

5.6 Escalation and On-Site Service(when determined necessary by Service Provider)

- Escalation to more experienced technicians and technical consults as needed
- On-Site service as necessary after remote troubleshooting

5.7 Network performance investigation and tuning

- Server performance investigation and tuning
- Network Firewall, Wireless Access Points, and Switch configuration and tuning

5.8 vCIO Services

- Creation of Business Technology Road map (BTR)
- Regularly scheduled Technology Planning Sessions (TPS)
- Asset Lifecycle management and replacement planning
- Business data continuity planning and review
- IT Policy development consultation
- New IT product specification consultation
- New IT product acquisition consultation

5.9 Project Management

- Directive of ongoing structural changes
- Management of new product installation and configuration

* Support for equipment and users working outside the corporate network will be limited to a "best efforts" service level due to the inability to access network components including wireless access points and firewalls.

6. Excluded Services

6.1 Parts, equipment, software, or vendor fees

- Parts, equipment, or software not supported by vendor warranty or available support
- The cost of any parts, equipment, shipping charges of any kind, or installation of new equipment

Initials: _____

- The cost of any software licensing, renewal fees, or upgrade fees of any kind
- Vendor, manufacturer, or developer support or incident fees of any kind
- Costs to bring Client's environment up to minimum standards as required for Service Compliance
- Failure due to acts of God, building modifications, power failures, or other adverse environmental conditions or factors.
- Service or repair made necessary by the alteration or modification of equipment or software other than by authorized service provider. This includes equipment modifications, software installations, or software alterations by Client's employees or anyone other than the Provider.
- Maintenance of software application packages, whether acquired from Provider or another source unless specified in Exhibit A.
- Programming (modification of software code) and program (software) maintenance
- Web hosting or any web site modifications
- Training Services of any kind not specifically included in this SOW
- Microsoft Office 365 Migration Services unless specified in Exhibit A
- Data restoration of files, folder, or complete systems from any system not provided by Service Provider
- Compliancy audits or completion of any regulatory requirements or reports unless specified in Exhibit A
- Anything else not specified in the inclusions

6.2 Travel Costs

Travel expenses for locations more than 2 hours from a Service Provider office location or those not included in this SOW. Airfare, hotel and car rental will be billed at cost, and per diem expenses will conform to USGA standards at <http://www.gsa.gov/perdiem>

7. Services and Fee Schedule

Fees for the Service are detailed in Exhibit A and will be due on the 1st of each month. Services will begin on a mutually agreed upon date. The first invoice will include a prorated charge from the start date of the on-boarding project to the end of the month.

Payment will be collected via Electronic Funds Transfer (EFT). Services will be suspended if payment is not received within 15 days following date due. Additional Services may be added by Client signing a Service Provider SOW outlining additional services

8. Terms of Service

8.1 The term of the Service will be thirty-six (36) months beginning the first full month of service following the date of signature. An automatic fee increase of five percent (5%) shall be applied every twelve (12) months. After the initial term or any subsequent period, this agreement shall automatically renew for a subsequent period of twelve (12) months unless notification sent in writing by either party is received 60 days before the end of term.

8.2 While unlikely, Service Provider reserves the right to modify the Services Fee with forty five (45) days' notice. Upon such notice, Client may terminate the agreement without penalty by providing thirty (30) days notice. Service

Initials: _____

Provider may pass through any increase as a result of increases from third parties to Provider.

8.3 Client is responsible to audit any change in user or device count. Service Provider fees will be increased to reflect the addition of devices or users. Device count will be based on number of monitoring agents installed. **All devices on the client network must have a monitoring agent.**

9. Termination

9.1 This Agreement may be terminated by the Client upon ninety (90) days written notice if the Provider:

- Fails to fulfill in any material respect its obligations under this Agreement and does not cure such failure within sixty (60) days of receipt of such written notice.
- Breaches any material term or condition of this Agreement and fails to remedy such breach within sixty (60) days of receipt of such written notice
- Terminates or suspends its business operations, unless it is succeeded by a permitted assignee

9.2 This Agreement may be terminated by Service Provider upon sixty (60) days written notice to Client. In the event of termination, Client remains responsible for any remaining payments on hardware that is rented and any open balances due to Service Provider. If either party terminates this Agreement, Service Provider will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay Service Provider the actual costs of rendering such assistance including any open balance on the agreement being terminated

11. Assignment

- Service Provider may assign its rights and obligations hereunder to any person or entity that succeeds to all or substantially all of Provider's business.
- Client may not assign their rights and obligations under this Agreement without the prior written consent of Provider

This SOW is effective only upon execution by Service Provider and Client. All terms of the Master Services Agreement are included with this service. Each party hereto warrants and represents that this SOW, the Agreement constitute the legal, valid and binding obligation of such party as of the SOW Effective Date

Applied Innovation - Southfield Office

Conway Township

Signature: 

Signature: _____

Name: Chuck Pitsch

Name: Elizabeth Whitt

Title: Product Manager

Title: _____

Date: 05/12/2023

Date: _____


Proposal valid until midnight of the expiration date. We reserve the right to cancel orders arising from pricing or other errors.


Initials: _____

Main: 844-344-6450
Email: cpitsch@appliedinnovation.com
Web: www.appliedinnovation.com





Initials: _____

 Exhibit A

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
NetSmart Plus	\$2,038.96	\$0.00	1	\$2,038.96	\$0.00
Site Management - per physical location - Documentation and general site management			1		
vCIO Services - business IT planning and consulting			1		
Vendor Management - coordination of services provided by other technology partners			1		
Server Management - 24/7 monitoring, anti-virus, and system alerting			1		
Firewall Management - includes all system and firewall rules changes			1		
Rental Meraki MX67 Network Security/Firewall Appliance - 5 Port - 10/100/1000Base-T Gigabit Ethernet - USB - 5 x RJ-45 - Manageable - Desktop, Wall Mountable			1		
					
Meraki Advanced Security - MX67 Cloud Managed Switch - License and Support			1		
Switch Management - includes port management and configuration as needed			2		
Wireless AP Management - includes configuration changes as needed			2		
User Support - Service Desk support for all user technology questions, password manager, and self serve password reset service			20		
Devices - End point Protection (advanced anti-virus, anti-malware), patch management, and system monitoring			14		

Initials: _____

 Exhibit A

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
Rental Meraki MR36 802.11ax (WiFi 6) 1.70 Gbit/s Wireless Access Point - 2.40 GHz, 5 GHz - MIMO Technology - 1 x Network (RJ-45) - Gigabit Ethernet - Desktop, Ceiling Mountable, Wall Mountable, Rail-mountable 			2		
Rental Meraki MR Enterprise Cloud Controller License - Meraki MR Series Access Point - Subscription License 1 Access Point			2		
Agent Based Business Continuity as a Service - Monthly - 1 agent license - max local storage 2TB - 1 year cloud retention - 1 year contract-Agent-level encryption.	\$185.00	\$0.00	1	\$185.00	\$0.00
NCE Microsoft 365 Business Basic Annual Paid Monthly	\$6.00	\$0.00	7	\$42.00	\$0.00
NCE Microsoft 365 Business Standard Annual Paid Monthly	\$12.50	\$0.00	15	\$187.50	\$0.00
Enhanced Security Bundle: Security Awareness Training and Dark Web Monitoring	\$170.00	\$0.00	1	\$170.00	\$0.00
Security Awareness training, online training and phishing tests			14		
Dark Web Monitoring - per domain			1		
Configure and install 2 access points	\$0.00	\$220.00	1	\$0.00	\$220.00
Monthly Subtotal:					\$2,623.46
Subtotal:					\$220.00

Initials: _____

Exhibit B

Description		Qty																
<table border="1"> <thead> <tr> <th>Contract Additions</th> <th>Description</th> <th>Price Increase</th> </tr> </thead> <tbody> <tr> <td>Additional User</td> <td>Any increase in user count will result in a fee increase for service, plus any per user subscription charges.</td> <td>\$60.00 per month per user</td> </tr> <tr> <td>Additional Device</td> <td>Any increase in device count will result in an automatic price increase.</td> <td>\$35.00 per month per device</td> </tr> </tbody> </table>			Contract Additions	Description	Price Increase	Additional User	Any increase in user count will result in a fee increase for service, plus any per user subscription charges.	\$60.00 per month per user	Additional Device	Any increase in device count will result in an automatic price increase.	\$35.00 per month per device							
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<p>*Labor rates listed above are current rates as of this proposal date and are subject to increase in the future without notice.</p> <p>*Additional products and/or services added will be included as an addendum to this Agreement.</p>																		

Proposal Summary

Description	Amount
Exhibit A	\$220.00
Total:	\$220.00

Initials: _____

Monthly Expenses Summary

Description	Amount
Exhibit A	\$2,623.46
Monthly Total:	\$2,623.46

Initials: _____



BetterWorld Technology



TOP
IT SERVICES
COMPANY

Clutch

UNITED STATES
2023

BetterWorld Technology
Your Managed IT Partner
(866) 567-2273
www.betterworldtechnology.com

Table of Contents

About BetterWorld Technology	3
Our Values	3
Commitment to Diversity	3
Company Background Information	4
Our Customers	4
Our Team	5
Our Certifications & Technology Partners	7
Customized BetterWorld Solution	9
IT Managed Services & IT Operations	9
Microsoft Management	11
Cyber Security & Compliance Services	14
Security Awareness Training Services	15
Requested Vendor Information	17
Security and Support Protocols	18
Solution Options	19
Solution Pricing	20
Onboarding	21
Deliverables	22
Awards and Recognition	23
Additional Requested Documentation	24

You Outsource.
We Manage and Deliver.



About BetterWorld Technology

BetterWorld Technology, for the past nineteen years, is a founding and certified B Corporation delivering impact oriented managed IT solutions. BetterWorld focuses on your business technology needs, while serving people and the planet. From local, regional and national nonprofits, to growing startups and Fortune 500 organizations, BetterWorld's custom IT solutions support organizations of every size.

Our Values

Everyone at BetterWorld Technology is committed to providing our customers with a SPIRITED experience.



Commitment to Diversity

BetterWorld Technology was founded in 2002 as a nationwide IT and telecommunications service provider focused on environmental and social impact as well as diversity. With this ethos baked into our company from day one, our team, products and mission have evolved but never wavered from our founding principles and DNA. As a founding and still-certified Benefit Corporation, that expanding framework has served us well as we have grown, keeping our feet on the ground in all areas of impact and how better to serve our customers, society and the planet.

On a daily basis we are inspired by our incredible customer's, many of whom are aligned with the same mission and vision. Over the years we have served iconic changemakers from Patagonia, Clif Bar, The Ella Baker Center for Human Rights, PFLAG, Goodwill, EasterSeals, Salvation Army and hundreds of other organizations giving back on a daily basis.

As we enter our 21st year of service, our commitment to making it a better world has never been stronger and we are prouder than ever to be BetterWorld Technology.

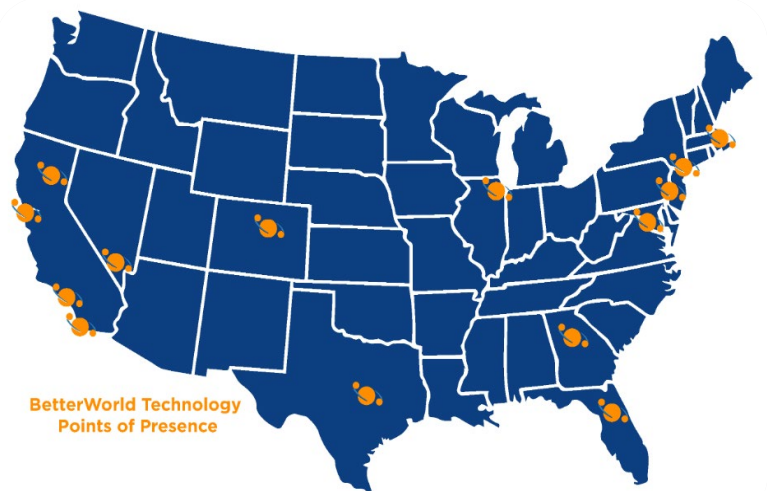


Company Background Information

- Legal name of Company: BetterWorld Technology, LLC
- Number of years in business: +20 years - Founded in 2002
- Website: www.betterworldtechnology.com
- Tax ID: EIN 27-0044246
- Corporate Headquarters
 - 11921 Freedom Drive, Suite 550, Reston, VA 20190



- Points of Presence
 - Atlanta, GA
 - Austin, TX
 - Boston, MA
 - Chicago, IL
 - Denver, CO
 - Los Angeles, CA
 - Las Vegas, NV
 - New York, NY
 - Orlando, FL
 - Philadelphia, PA
 - San Francisco, CA
 - Sarasota, FL



Our Customers

- Current Customer Count
 - Over 300 Customers
 - Servicing 41 States
- Industries
 - Non-Governmental Organizations
 - Associations & Non-Profits
 - Social Justice Organizations
 - Benefit Corporations (BCorps)
 - Health Care & Mental Health Organizations
 - Law Firms & Legal Services
 - Hospitality / Catering
 - Aerospace Manufacturing
 - Financial Services



Our Team

United by a passion for service and excellence, BetterWorld Technology is committed to your success. With 50 team members, we bring together diverse industry experience, top talent, and deep IT expertise as one dynamic team.

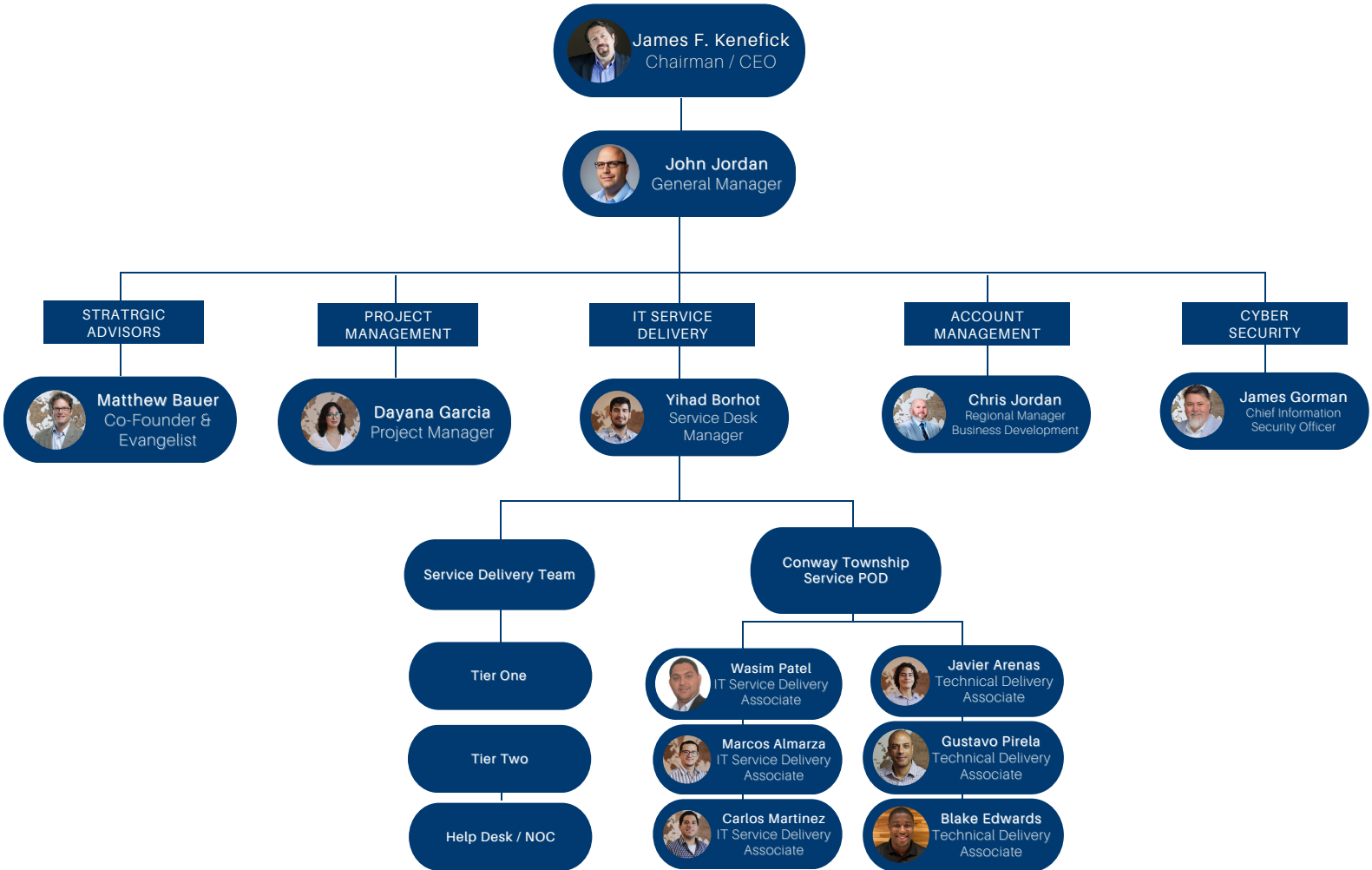
Lead by CEO, James F. Kenefick, BetterWorld Technology has experienced strong growth for two decades, while remaining a privately held company. James has been an integral part of YPO (Young Presidents' Organization), the Entrepreneurs' Organization (EO) International Board of Directors, and the Washington, D.C. International Board Committee. The spectrum of industry experience in our senior leadership committee ranges from 20 years to 40.





BetterWorld Technology

ORGANIZATIONAL CHART





Our Certifications & Technology Partners

Certifications Overview

- Over 24 Distinct Certification Types
- 120 Hours of Monthly Training

Microsoft

- Microsoft Certified Database Administrator
- Associate: Database Fundamentals
- Microsoft Certified Professional
- Microsoft Certified Solutions Associate Office 365
- Microsoft Certified Solutions Associate Windows Server 2012
- Microsoft Certified Solutions Expert Messaging
- Microsoft Office Specialist Office Outlook 2003 – 2013



Citrix

- CCA For Citrix XenApp 6
- CCA XenApp 5

VMware

- VMware Certified Associate
- VMware Certified Professional
- VCA Data Center Virtualization



Cisco

- Cisco Certified Internetwork Expert
- Cisco Certified Network Associate - Routing & Switching
- Cisco Certified Network Associate - Security CCNP
- Cisco Certified Network Professional

Help Desk Institute Certification (HDI)

- HDI Certified Support Center Manager
- HDI Certified Support Center Team Lead
- HDI Certified Technical Support Professional

CompTIA

- CompTIA A+ Certified IT Technician
- CompTIA Network+ Certified
- CompTIA Security+ Certified



ITIL

- ITIL Foundation Certification IT Service Management



Customized BetterWorld Solution

IT Managed Services & IT Operations

Help Desk Services

Our highly skilled technicians can be contacted via phone, chat or email support and are ready to help answer any of your technology questions and provide fast, professional support for a variety of software applications.

- Professional support offered up to 24/7/365 from Level 1 up to Level 3
- Unlimited phone, chat or email support to work with your team
- Microsoft and Apple (MAC) desktop operating systems
- Microsoft 365 (Office) and leading third-party applications
- Google Workspace Applications and Collaboration Tools
- Email applications and Web browsers
- Hardware and network troubleshooting
- Printer installation and support
- Mobile phones and tablets
- User administration
- Desktop performance problems
- Virus and malware remediation



BetterWorld's solution is fully customized to your needs. Our technicians have 24+ different types of certifications depending on your needs and configuration.

Support and Maintenance

- Monday - Friday 8am -6pm Help Desk / IT Support (extended hours available)
- On-Call, weekend, and 24/7/365 upgrade options available
- Bilingual service available

Remote Monitoring and Management

Our RMM solution ensures that issues are detected and resolved before they become a major problem. This can eliminate extended downtime, which can help reduce surprises and avoid system failure. RMM provides enterprise-level automation and monitoring that handles all day-to-day IT maintenance needs – allowing you to focus on your essential business priorities. Our RMM solution keeps a watchful eye on overall IT operations and provides desktop support and remediation all day and all night, so you never have to worry about the stability of your network. Our RMM Automates patch management across Windows, Mac, Linux, and third-party applications allowing you to rest assured that your vulnerabilities are mitigated. Single pane of glass to show the state of the whole desktop environment.

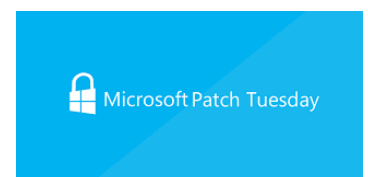
BetterWorld proposes that we install our Remote Monitoring and Management on all servers, laptops and local desktops. Our RMM is a small profile agent along with Webroot Antivirus that secures the desktop, connects it to our NOC and monitors all the aspects of the local machine. We can push this out to Windows and Mac devices.

In addition to the features of the RMM solution, you will receive access to Remote Access tools which are included with the RMM solution.



Remote Monitoring and Management Deliverables:

- Installation of RMM agent on all servers
- Management of all server and desktop patches
- Management of all server and desktop troubleshooting and repair
- Real-time reporting and 24/7 NOC
- Hardware and software audits
- Preventive maintenance
- Automated scripting library
- New device setup via automated Script or after-hours manual setup
- Microsoft 365 /Google Workspace Management
- Antivirus Management including Webroot licenses
- Remote Access tool for BetterWorld & your staff
- ITGlue Documentation



Endpoint Protection

Various viruses, malware and other computer attackers are capable of impacting processing speeds, deleting crucial files and causing irreparable damage to computers. In network security, endpoint protection refers to a methodology of protecting the corporate network when accessed via remote or wireless devices. Each device with remote connecting to the network creates a potential entry point for security threats. When you protect your operating system with endpoint protection software, you close various possible security leaks.

Microsoft Management

BetterWorld Technology Microsoft management helps maintain the sustainable operation of your Microsoft solutions. The managed services cover user help desk, administration of the Microsoft ecosystem, Microsoft project support and more.

Recover for SaaS

Recover for SaaS is a cloud-to-cloud back-up solution offering software as a service (SaaS) data protection. SaaS providers typically protect the infrastructure but lack native back-up and flexible recovery capabilities for user data, relying on recycling bins and file version histories as recovery mechanisms. Those options are not true back-up functions and native restores can be cumbersome and time-consuming.

Recover for SaaS offers:

- Cloud-to-cloud back-up for SaaS applications including Office 365
- Automated back-ups from one (minimum) to up to six times daily.
- Complete Office 365 tenant protection for item-level restores or disaster recovery.

What is Backed up in Microsoft 365:

- Mailboxes (all types) / Calendar/ Tasks / Contacts
- SharePoint Site
- One Drive
- Teams



Key Features:

- Full cloud data protection / Daily automated backup
- Smart search for quick recovery/restore / configurable retention
- All data in transit and at rest are 25-bit TLS customer unique encrypted
- Unlimited cloud storage per user

Network Management & Network Security

BetterWorld Technology can monitor and manage your network and ensure that all the devices and network appliances operate with minimal technical issues. We have a team of network management professionals who can measure the utilization and performance of devices connected to the network.

BetterWorld proposes a robust and comprehensive network management system that includes industry-leading security operations solutions and staff.

Network Management & Security Deliverables:

- Management of all owned networking equipment
- 24/7 X 365 NOC services
- Network Scanning and Threat assessment tools
- Dark Web Monitoring of emails and credentials
- 24/7 server monitoring



Technology-Leadership-As-A-Service - vCIO

A vCIO is available as a remote asset for your business, bringing a focus and targeted knowledge to specific technology projects around your organization. With a vCIO at your side, you're no longer tied to a paradigm of choosing whether to upgrade a particular platform or to keep three others running at barely acceptable levels. Instead, leveraging a vCIO provides you with the space that you need to be strategic and focus on the innovative solutions that will catapult you ahead of the competition for years to come.

Technology-Leadership-As-A-Service Deliverables:

- Technology Thought Leadership
- Includes a project manager on your account for weekly meetings
- Includes access to ITGlue to see real time documentation on the account
- Includes network diagrams and standard documentation
- Quarterly onsite meetings with VCIO and team
- Creation of the Technology Strategic Plan in the first 90 days of engagement
- Technology Managed Services QBR with Team
- Vendor Management Support & Services included
- Ongoing technology leadership and strategic planning
- *Creation of the plan does not include any potential implementation cost



Cyber Security & Compliance Services

Cyber Security Solutions

Various viruses, malware and other computer attackers are capable of impacting processing speeds, deleting crucial files and causing irreparable damage to computers. In network security, endpoint protection refers to a methodology of protecting the corporate network when accessed via remote or wireless devices.

To help you protect your resources we deploy SentinelOne on all computers and servers. This provides real-time security monitoring 24/7 X 365 on all machines with the ability to contain threats in minutes.

Anti-Ransomware Security Deliverables:

- SentinelOne agent deployment on all machines
- Ransomware Protection Guaranteed
- 24/7 X 365 Threat Assessment and Response SOC services
- Quick recovery time on Windows-based machines
- Real-time reporting on network security
- 24/7 X 365 NOC services
- Dark Web Monitoring for compromised emails and credentials



Managed Cyber Security Deliverables:

The security landscape is ever-changing and attacks against your organizations are getting worse. You either keep up with the threats, or your organization could be next on a cybercriminal's list. BetterWorld Fortify services deliver the latest security technology to protect your end users, their assets and data from evolving threats—either on-premise or in the cloud.

- **Profile & Protect Risk Assessment and Scoring**
- **Microsoft 365 Integration Included**
- **Auvik Network Monitoring**

Security Awareness Training Services

End-User Training

End-user training is more effective and memorable when we tailor it to your own organization's specific needs, rather than generic lessons. For example, Google Docs instruction should include examples of actual templates that your users will be using for their documents.

BetterWorld Technology provides training, e-learning and webinars to all of our customers in addition to our documentation tool we share with our customers.

Security Awareness Training

Security awareness training is an education process that teaches employees about cybersecurity, IT best practices and even regulatory compliance. A comprehensive security awareness program for employees should train them on a variety of IT, security and other business-related topics. These may include how to avoid phishing and other types of social engineering cyber-attacks, spot potential malware behaviors, report possible security threats, follow company IT policies and best practices and adhere to any applicable data privacy and compliance regulations (GDPR, PCI DSS, HIPAA, etc.)

BetterWorld Technology partners with Webroot to provide best in breed security awareness training to all customers.

Courses Available:

- Understanding Cybersecurity
- Understanding Malware
- Understanding Phishing
- Working Safely and Securely
- Avoid Phishers, Hackers and Social Engineers
- Social Media Awareness / PCI DSS / Data Protection
- HIPAA Privacy and Security 101



Includes Quarterly Anti-Phishing Campaign & Testing

Doing Better Together

Community Involvement:

BetterWorld Technology is committed to making a positive impact in all of the communities we serve. Recently, we have been engaged with Year Up, a national nonprofit to develop a partnership that allows us to sponsor students in a workforce development program. For over 18 years, BetterWorld Technology has been giving back to the community that we serve through staff volunteerism, in-kind donations, and fundraising.

References:

All of our projects require a mutual nondisclosure agreement, and we are unable to disclose specific project details.

Reference 1: Association of Oil Pipeline

Andrew Black

President & Chief Executive Officer

ablack@aopl.org

703.489.7563

Solution Delivered: IT Managed Services for 15 FTE

Reference 2: Clark Brands, LLC

Stacey Yimet

Chief Executive Officer

syimet@clarkbrands.com

630.355.9278

Solution Delivered: IT Managed Services for 25 FTE

Reference 3: Mother McAuley High School

Lauren Dowden

Director of Technology

773.881.6577

ldowden@mothermcauley.org

Solution Delivered: IT Managed Services for 115 FTE and 1300 students

Requested Vendor Information

Value Proposition

- Customized solution designed specifically for Advanced Climate Solutions
- BetterWorld Technology is technology agnostic and solutions focused
- Each individual customer gets exactly what they need with no excess

Vendor Strength & Stability

- In business over 18 years
- Benefit Corporation for over 14 Years
- Young Presidents Organization (YPO) company for over 18 years
- Our vendor partners are multi-billion-dollar organizations

Quarterly Business Review Process

- Customers have the option for quarterly onsite reviews with their account team
- QBR's include a review the business, technology, and projects
 - Current State of the Account
 - Technical Review
 - Service Review
 - Project Review
 - Strategic Planning / Budgeting / Recommendations
- Reports can be customized based on needs

Issue & Ticket Process

- Contact support various ways, including chat, email and phone
- Tickets are broken down into several categories
 - High-Priority Problems: network issues, outages or unable to work
 - Administrative Tasks
 - Application Support
 - Projects
 - Urgent issues / Outages are always worked first, and we have detailed description of how cases are assigned/worked available in the Appendix
- Appendix attached with detailed SLA

Customer Feedback (Grievance) Process

- Customers have access to provide feedback on every interaction
- Customers have access to an account team with an escalation path to the CEO
- Most customers choose to have a weekly account team call

Security and Support Protocols

Employee Verification

- Background checks are performed on all employees
- A criminal records search and an SSN verification are performed

NDA

- All BetterWorld employees are required to sign a Non-Disclosure Agreement

Roles and Responsibilities

- All BetterWorld team members have a job description with detailed roles and responsibilities
- All roles are associated with Standard Operating Procedures (SOPs)

Security Policies

- All BetterWorld employees are required to review and follow all applicable information security policies.

Password Management

- A standard password policy is applied to and enforced for all users.
- Users have a minimum length with complexity
- Passwords expire every 90 days

Secure Password Vault

- The Secure Information Store allows secure transfer of credentials from customers to BetterWorld Technology staff.














Security Awareness Training

- A major part of BetterWorld's security program is user awareness and training to keep all employees up to date.

Access Control

- BetterWorld will provide all employees and other users access to information based upon the principle of least privilege.

Solution Options

Services	
Remote Device Management & Monitoring	
Microsoft 365 Management & Backup	
Mon - Fri IT Help Desk Services	
24/7/365 NOC	
Security Operations Center	
Onboarding/Offboarding Employee Support	
Password Manager	
Virtual CIO	
IT Asset Lifecycle Management	
SentinelOne Anti-Ransomware	
Dark Web Monitoring & Security Awareness Training	
BrightGauge KPI Reporting	
SmileBack CSAT Scoring	

Solution Pricing

Service	Charge	Billed By	Estimated Quantity	Monthly Recurring Charge
Managed IT Service: Help Desk 7AM-6PM	\$129.97	Per Device	14	\$1,819.58
Managed IT Service: Help Desk 7AM-11PM	\$159.97	Per Device	14	\$2,239.58
Network Management	\$697.99	Per Site	1	\$697.99
Firewall Management	\$299.97	Per Appliance	1	\$299.97
One Time Charges				
Implementation Fee	\$1,499.99	One Time	1	\$1,499.99

Services include:

1. RMM / Computer / Server Mgt & Patching for PCs and Macs
2. Monday- Friday Help Desk Service & 24/7 NOC Services
3. Onboarding and offboarding support, including device provisioning, user account management
4. Antivirus & Anti-Ransomware solutions
5. Managed SOC services
6. Microsoft 365 Management & Support
7. Microsoft 365 Backup
8. Password Manager
9. Security Awareness Training
10. Dark web monitoring
11. Anti-phishing campaigns
12. Weekly Onboarding Cadence Calls
13. Monthly Cadence Call post-onboarding
14. Customer Satisfaction (CSAT) Reporting
15. Single pane of glass KPI Reporting via BrightGauge Dashboard
16. IT Glue Documentation Portal
17. Project Management*
18. Virtual CIO services including IT Road-mapping, best practices, policies, and budgeting plans.*
19. On-site service available, billed in hourly increments, with a two-hour minimum per visit. Hourly rate is \$80/hour.

Notes:

Our pricing is based on device count, not users. All users will be supported.

*VCIO service does not include project costs. Additional VCIO and VCISO services available at additional costs.

**Projects can be included in regularly monthly billing depending on timeline and required third party pricing. Otherwise they are scoped and pricing is negotiated via a flat price. Not time and materials.

Pricing designed for 24-month term. Additional charges may apply if Meraki devices need to be supplies by BetterWorld.

Onboarding

A healthy onboard takes approximately 45 days. We say approximately because onboarding is a collaborative process. We work together to ensure that all the necessary documentation from our clients is collected and digested by our team. Our engineers work hard to ensure that service is fully operational as quickly as possible. The goal during onboarding is to minimize gaps in service to ensure that your employees barely notice the transition.

Transitions can cause uneasiness. We calm these concerns by offering your employees both user guides, as well as BetterWorld-led training sessions. We will ensure that your team understands the who, what, when, where, and how to get service.

Week 1

Your Kick Off Call
Introduction to your Service Delivery Manager
Remote Agents are deployed across your devices

Week 2

Transition Call with your existing MSP and POC/IT Team
POC/IT Team training
Weekly Cadence Call

Week 3

Staff Training: Service Methods and Opening Tickets
Weekly Cadence Call

Week 4

Help Desk- Go Live
Weekly Cadence Call
Begin termination of service with existing MSP

Week 5 and Beyond

Transition to Bi-Weekly/Monthly Cadence Call
Walk Through of KPI Dashboard and Reports
Review of Customer Satisfaction Scores
Ongoing support and strategic advising

Deliverables

Deliverables:

BetterWorld Technology will provide the following service deliverables on an ongoing basis with monthly reporting to document the process.

On-Demand Reporting

- Real time KPIs provided via BrightGuage
- Customer Satisfaction scoring via SmileBack
- Single pane of glass dashboards
- Asset warranty reporting and renewal planning

IT Service Desk Operations

- Monthly SLA Status Reports
- Monthly Ticket Status Reports
- Monthly Agent Health Status Reports
- Monthly Patch Management Report

Remote Monitoring & Management

- Ticket Updates and Resolutions (as required)
- Monthly Software and Hardware Inventory Reporting
- New User and Device Onboarding
- Monthly Performance Monitoring Reporting
- 24/7 X 365 Dark Web Monitoring

Managed Security Services

- Monthly Vulnerability Assessments
- Security Monitoring and Alerting
- Security Awareness Training



Awards and Recognition

BetterWorld Technology has an extensive track record as an industry leader. Visit [Clutch.co](https://www.clutch.co) to see what our clients have to say about their experience. BetterWorld is also recognized as a [Pioneer Top 250 MSP](#) for the third year running with CRN, cementing our standing in their Top 500 MSP rankings. We are also recognized by Real Leaders as a Top Impact company, echoing our mission as a Certified B Corp.



Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. JAMES KENEFICK		
	2 Business name/disregarded entity name, if different from above BETTERWORLD TELECOM, LLC		
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.		4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate		
	<input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.		
	5 Address (number, street, and apt. or suite no.) See instructions. 11921 FREEDOM DRIVE, SUITE 550		Requester's name and address (optional)
	6 City, state, and ZIP code RESTON, VIRGINIA, 20190		
7 List account number(s) here (optional)			

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number										
or										
Employer identification number										
2	7		-	0	0	4	4	2	4	6

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶ 06/05/2023
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.



BetterWorld Technology

You Outsource. We Manage and Deliver.

There are over 50,000 MSPs in the United States. Out of all those options, our clients choose BetterWorld Technology as their Trusted IT Partner because:

BetterWorld Technology has been in business for over 20 years.

We are a Founding & Certified B-Corp for over 14 years.

Our Service Model, Account Management and CSAT Standards.

Our Top Rating as an Industry Leader on Clutch.com.

Our Status as a Top 500 MSP by CRN at # 193.

Our team holds over 24 distinct certification types.

Each team member completes over 100 hours of annual training.

We are still owned by our Founder and Chief Executive Officer, serial tech entrepreneur, EO and YPO member, James F. Kenefick.





We speak human. And we speak computer.

Managed IT services

KW is pleased with the opportunity to partner with Conway Township to provide IT Managed Services. We are confident in our capabilities due to our prior successes and commitment to remaining on the leading edge of the latest technology and support for our clients

The purpose of this proposal is to present a proposal for a fully managed IT Services solution employing the entire suite of KW Corporation services. The solutions and pricing contained herein are deliberate and tailored to support your end users and devices but also emphasize on keeping your users, devices and data secure.

Reviewing your RFP Document your requirements for the bid fits into our Enhanced Services package. As you will see below we cover everything you need including all Microsoft Licensing which we deploy M365 Business Premium for the security features it provides access to. Backup for M365, Password managers for end users and security Awareness training to keep your users up to date. We will provide all users access to our Client portal where they will have access to Create, update, and monitor tickets , Knowledge base articles along with providing managers with tools and resources to plan our Quarterly business reviews.

Our plans provide unlimited Remote and Onsite support for the hours of 8AM-5PM M-F with After hours Support @ \$120.00/hr.

Your equipment needs stated rental/leasing of Meraki equipment that we feel has a high cost of ownership or RoI. We have quoted equipment that have standardized on and that you OWN. we cover it with a lifetime hardware guarantee as long as you have an active IT agreement with KW Corporation.

We charge based on how many Locations, Users and devices so figuring out the addition of devices and users is easy.

We are by far the most security conscious Managed service provider in Michigan, We approach securing our clients just as we would keep ourselves internally secure with a layered security solution that is monitored 24/7 by our Security Operations Center. Monitoring everything from End point devices to Brute force attacks against email.

KW Corporation will manage and monitor all devices focusing on Security and uptime. we will assist you with vCIO duties and help you with improving business technology processes.

Our proposal covers your needs by providing:

- Remote Support Hours 8 a.m. to 5 p.m. Monday through Friday excluding holidays. Service Desk ticketing system for up-to-date communication on service issues. Out of business hours Support @ 120.00 /hr
- Network Monitoring 24/7/365.
- Onsite support dispatched, as necessary.
- After hours service will be between 6 p.m. and 11 p.m billed at 180.00/hr
- After hours emergency services that impact operation provided via on call technician billed at 180.00/hr

- Hardware and software licensing and support.
- New equipment configuration and deployment.
- Virus recovery for system.
- Monitoring and remediation of critical devices.
- On-Boarding of services, and users are covered under the agreement
- New account creation and password management.
- Software troubleshooting and installation.
- Computer performance troubleshooting and optimization.
- Vendor Management.
- Virus, malware, and spyware removal.
- Connectivity and printing investigation and remediation.
- Patch Management.
- Backup monitoring and failure remediation.
- Network performance and maintenance.
- vCIO Services.
- Project Management provided @ 180.00 /hr
- Firewall management.
- Network security/firewall appliance – 5 port-10/100/1000Base-T Gigabit Ethernet-USB -5 x RJ-45-manageable-Desktop, Wall mountable
- Switch Management.
- Wireless IP Management.
- User support for twenty users.
- Endpoint protection for fourteen devices.
- Deployment of 2 new Access points to replace current solution
- Deployment of new Firewall appliance to replace current solution
- Agent based business continuity as a service monthly license. Local storage 2TB, 1 year contract -Agent level encryption covering 1 server, Local backup to Network attached Storage device as well as Cloud backup for offsite protection
- 22 NCE M365 Business Premium Licenses (replacing existing Business Standard and Basic)
- Enhanced Security Bundle: Security Awareness Training and Dark Web monitoring of account compromises
- Security Awareness training, online training, and phishing tests.
- Dark web monitoring of account compromises
- Emergency labor fees @ 180.00 / Hr
- Project labor rates @ 180.00 /hr
- Project Device setup rates covered under Project Labor rates

Thank you for your interest in doing business with KW, we look forward to a successful and lasting partnership.

Our Vision

KW Corporation is a business process consulting group and Managed IT department. We are your one stop shop for all your technology-based needs, which sets us apart from competitors. We handle everything from high level strategy to running cables. More than just an IT service, we closely partner with you to build a relationship and strive to have our goals aligned perfectly. Having a close relationship with our clients enables us to use our technical knowledge and connections to overcome almost any business obstacle. We are your IT Department.

Our motto is simple:

We simplify technology so you can achieve more.

Let us deal with the technical details, process automation, security, uptime, and reliability are at the core of what we provide. We help you get the most out of your existing processes and manage your entire technical infrastructure so that one call can support it all.



Our Core Values

CONSTANT COMMUNICATION

We will talk to you regardless of how difficult or embarrassing the situation is. When there's an issue you can expect to hear from us constantly until resolved. The more critical the issue, the more often we communicate.

SIMPLE HONESTY

People make mistakes. We're tech wizards, but we're still people. We will speak openly and honestly with you, even if we make a mistake or forget something. We know clients value the phrase 'I don't know, but I'll find out for you.'

EVERY ISSUE IS CRITICAL

When a user can't work or do what they're used to doing, it's critical. We strive to fix every issue in minutes if possible, hours at the most. Taking a long time to solve a problem or get workaround in place is unacceptable.

YOURS, NOT OURS

Every solution, all hardware, processes and data belong to you. When implementing a solution, a new piece of hardware or software, we keep in mind that we won't always be your IT provider. We will clearly document how to access your hardware and data so you can pass on administration to a new provider with as little friction as possible.

HOLISTIC SIMPLICITY

Phone systems, video surveillance, physical access control, HVAC, lighting, SCADA controls... It seems everything these days communicates with your computer or cell phone. We manage all these connected systems for you. We will coordinate with vendors, manage updates and verify security. You can depend on us just as you would an internal IT department.

CONSTANT DOCUMENTATION

Everything is documented. Your software, your hardware, your processes, your staff. This documentation helps us find resolutions quickly and connect the dots between your needs and our solutions. When an issue comes up, we don't just fix it; we study the root cause and figure out how to prevent it from happening again.

On average, our clients see a 70% reduction of support issues after just a few months. This increases your profitability by ensuring your staff is focused on their job. Our solution pays for itself with increased productivity and reduced business expenses.

Business Process Improvement

1.

INTEGRATE, AUTOMATE, SIMPLIFY

Your business is our passion. Would you like to squeeze the maximum efficiency out of your existing staff and business processes? We help you do this through the strategic use of technology. For example, eliminating duplicate data entry will improve efficiency, remove error-prone steps and speed up processing. We will help you find ways to integrate your systems, automate your processes and simplify the way your staff interacts with your systems.

Our clients see a drastic improvement in productivity within the first year. This translates directly to higher profits, better staff retention and faster service to your customers.

2.

END TO END SUPPORT

We live in a magical age where computer technology is everywhere. It's in your phones, cameras, thermostats, lights, doors, windows and even your power outlets. At KW Corporation we supply and support all of these components to ensure end to end visibility of your business technology. Technology is everywhere and your support team will be there too. This means you have one number to call for support and one company who is responsible. There is no finger pointing or delays waiting for someone else to fix it. It's our responsibility.

3.

BUSINESS SOFTWARE IMPROVEMENT

Is your software right for your needs? Does migrating to a new system seem daunting because of data exports, imports and configuration? Your new team of experts at KW Corporation will help you analyze, interview and explore the options. We will handle the technical aspects of any software migration and work directly with the vendors to ensure your needs are properly met.

4.

NEW TECHNOLOGY RESEARCH

As your technical experts, we constantly look for and research new technologies that impact your business. This will keep you ahead of your competition. Discover new ways to connect with your clients, communicate with your team and find new revenue sources. We pool knowledge from divergent industries to spark new ideas, new concepts and help forge your business into an industry leader.



Invaluable Support

Your use of technology never stops, neither does your IT team.



SUPPORT DESK

Your new support desk is here to support you the way you want them to be when you need us. By phone, email, or chat. Fast, friendly, support that will constantly put a smile on your face and get your staff back to their workday.



NETWORK OPERATIONS CENTER (NOC):

When something stops working or goes offline, our goal is to know about it before you do. Our NOC team watches every network device, every server, and even your internet connection for issues. When a problem is detected, your team of technical expert's springs into action to troubleshoot and resolve the problem quickly

The NOC is also responsible for maintaining security updates and software patches. Every vendor update is carefully reviewed before installation. If it causes performance or usability problems, we won't install it until the vendor fixes the update. Stop clicking update and crossing your fingers, we'll take care of it.



SECURITY OPERATIONS CENTER (SOC)

Your security team sees everything. Data in, data out, data in between. Hackers are everywhere (in some cases, literally in the wires). Security has moved beyond simple antivirus software. As your Security team, KW Corporation uses advanced security tools such as Security Information Event Management (SIEM). Persistent threat detection, machine learning, artificial intelligence and global threat databases

Ransomware infections are a matter of when not if they hit your business data. The key to stopping these terrible attacks is to catch it fast. Stop the spread and stop it from sending your data to the attackers. Combined with solid, tested backups, your security team will have you back up and running fast.

Included Benefits

INFRASTRUCTURE

Included with every infrastructure support plan



LIFETIME NETWORK HARDWARE

As long as you're a client, you'll never have to worry about replacing firewalls, switches, battery backups or access points. As they age, or new technology becomes available, we'll replace this hardware for you at no cost. This hardware and its configuration is owned by you, managed by us. No lock-ins or surprises.



ENDPOINT SECURITY

We provide advanced, multi-layer protection for your desktops, laptops and mobile devices. This provides active peace of mind about your computers, phones and tablets as you browse the web, use your programs and focus on serving your clients.

• **AI powered security software:** using advanced, artificial intelligence all activity on your computers will be monitored. This enterprise-grade software runs faster and catches unknown issues to provide maximum real-time protection.

• **Persistent threat detection:** how many times have we heard in the news about companies, large and small, discovering an intrusion months after it happened? That's because hackers are getting really smart. Our persistent threat detection software was developed and is actively monitored by ex-government cyber security agents. They know all the tricks and will actively monitor your systems to prevent your business from hitting the headlines.

• **Web filtering:** category and reputation-based website filtering protects you against phishing, malware and other nefarious attacks. In addition, our solution works regardless of the computer's location, ensuring your staff is protected in the office or out.

• **Remote access:** we live in a mobile world; secure access is required anywhere, anytime. Our secure remote access software gives your team access to their office system 24/7 from anywhere.



WEBSITE HOSTING & DOMAIN REGISTRATION

Your new web hosting solution was custom built for speed, security and search engine optimization. Your website is the public face of your business. Daily backups, consistent updates and a watchful eye will keep it available and looking the way you designed it. We stop hackers from defacing or using your website to launch attacks.

We also handle domain registration, making sure your company name is properly secured and renewed as needed. Two less things to worry about! We'll handle all of the technical and security details for you. Your web developer will love working with us. We make their job easy.

- Private domain registration
- SSL security certificates
- Daily backups
- 24/7 availability monitoring
- Daily security scans
- Daily security updates



HOSTED FIREWALL

Hackers are intimately familiar with traditional firewalls. They know exactly how they are designed and configured. They also know exactly how to bypass them. Stop buying expensive firewall hardware and constantly renewing the subscription.

Your new hosted firewall is managed and monitored by a team of security experts. You benefit from our multi-million dollar investment in firewall hardware, personnel and custom software layers. This includes automatic, always-on remote connectivity from any device.

PRODUCTIVITY



BASIC MULTI-FACTOR AUTHENTICATION (MFA/2FA)

Two Factor Authentication (2FA) or Multi Factor Authentication (MFA) greatly enhances security by requiring an additional login step. Typically this involves pushing a notification to the user's phone to ensure they are actually the ones trying to login. Basic only applies to Office 365.



ENTERPRISE PASSWORD MANAGEMENT

Eliminate the password books, sticky notes and other insecure password management techniques! Our password management solution allows your staff to safely and easily store login credentials. Effortlessly share logins with other users or groups. Easily use a different, complex password for every website without impacting your productivity.

Breached password detection & prevention:

when hackers steal information they sell it in large databases on the 'dark web'. By monitoring those databases we can detect known passwords and force users to change them before hackers can use them.



END-USER SECURITY TRAINING

With fun, brief monthly videos, your staff will be the most security knowledgeable people on the block! These videos are based on real life events and include a short, 3 question quiz. Ongoing security training is required to comply with most compliance frameworks.

Office 365

OFFICE 365 EMAIL & OFFICE DESKTOP SOFTWARE

We include Office 365 licenses which includes business email, advanced file sharing, personal file sync, Office desktop applications. Enhanced and Professional plans include Microsoft 365 Business licenses. This adds productivity applications like Teams and the office suite. It adds encrypted email capabilities in addition to Windows 10 Business licenses for advanced desktop security and configuration.

OFFICE 365 RISK WATCH

As the #1 target for hackers, monitoring for anomalies is critical. Your 24/7 security team will track login locations, devices and file activity. Each action is assigned a risk score. Activity determined as a high or critical risk will trigger an account lock down and phone call.

OFFICE 365 BACKUP

Microsoft does not protect your data and strongly recommends using a 3rd party backup solution. We include a solution to ensure your important data, such as email, contacts, calendars and files, are constantly backed up.

ADVANCED SPAM PROTECTION

Forget the 'junk mail' folder, our solution simply rejects spam and threatening emails. Highly configurable and out of sight, we fight the spam, viruses and scans for you.

ADVANCED PHISHING PROTECTION

Your new friendly artificial intelligence (we call him Guppy) lives in your inbox and learns your writing style. If any emails lands in an inbox with unusual threats, bad links or tries to impersonate someone, Guppy will move it to your junk mail folder and alert you. (Advanced and Professional plans only)

VoIP Phone System

Using the most advanced phone system in the world, your team will have the best communication and collaboration experience possible.

From desk phones to cell phones to desktop computers, this is a phone system that works the way you want it to on any device. All features are included for all clients at the same, fixed, per user price. No add-ons or surprises. Utilize the same functionality as corporations like American Express, Pepsi, Holiday Inn and Boeing.

- **Unlimited minutes:** we include calling to anywhere in the United States.
- **Includes advanced phone hardware:** with full color screens, real time presence information and automatic button labels (no more paper extension lists!)
- **Click to call:** dial a number directly from your email or a website by simply clicking on it
- **Mobile app:** remote dialing, call management and cell number cloaking
- **Advanced call center functionality:** from call queues and advanced routing to wall boards and advanced supervisor functionality.
- **Call recording:** automatic or on demand call recording is included.
- **Support:** Best of all your phone system is supported by KW Corporation

Infrastructure Location Support (Choose One)	Price	Qty	Subtotal
<input checked="" type="checkbox"/> Enhanced Physical Location Security, Monitoring & Management <ul style="list-style-type: none"> • 24/7 Monitoring of Network Devices • SIEM - Data Ingestion from Firewall, Office365, Google • Office 365 / Google Workplace Administration • Lifetime Network Hardware* • Domain Registration • Advanced Website Hosting • Network Device Configuration Management & Backup • KW SGN Site to Site Management • Vendor Management • 	\$150 /Month	1	\$150 /Month
<input type="checkbox"/> Professional Physical Location Security, Monitoring & Management Enhanced Physical Location Security, Monitoring & Management plus <ul style="list-style-type: none"> • Quarterly Network Vulnerability Scans & Reports • Location Vulnerabilty management • Compliance Vulnerability Scanning 	\$250 /Month	0	\$0 /Month
TOTAL PER MONTH			\$150

Workstation Support (Choose One)	Price	Qty	Subtotal
<input type="checkbox"/> Essentials Workstation Support <ul style="list-style-type: none"> • Operating System Patching • 3rd Party Software Patching • Advanced Multi-Layer Endpoint Detection & Response <ul style="list-style-type: none"> ◦ Persistent Threat Detection, Endpoint Detection and Response ◦ 7-Day SIEM (Security information and Event Management) ◦ 24/7 Security Monitoring - SoC team • Pro Active Monitoring / Maintenance / Remediation 	\$45 /month	0	\$0/month
<input checked="" type="checkbox"/> Enhanced Workstation Support Essentials Workstation Bundle plus: <ul style="list-style-type: none"> • Cloud Hosted Managed Firewall & VPN (SASE) • Secure DNS • SSL Inspection • Intrusion Prevention System (IPS) • Advanced Threat Protection (APS) • Data Loss Prevention (DLP) • Botnet & Malicious Website Protection 	\$65 /Month	14	\$910 /Month
<input type="checkbox"/> Premium Workstation Support Enhanced Workstation Bundle Plus: <ul style="list-style-type: none"> • 30-day SIEM • Daily full image Computer Backup <ul style="list-style-type: none"> ◦ up to 1tb - Desktop OS • Governance, Risk & Compliance Assessments <ul style="list-style-type: none"> ◦ HIPAA/PCI-DSS/NIST/FEDERAL/STATE 	\$85 /Month	0	\$0/Month
TOTAL PER MONTH			\$910

User Productivity Bundles	Price	Qty	Subtotal
<input type="checkbox"/> Essential User Productivity Bundle <ul style="list-style-type: none"> • Microsoft Business Premium • Enhanced User Portal • Office 365 Mailbox Monitoring • Unlimited Remote Helpdesk Support • Schedule Onsite Support (\$120.00/hr) 	\$50/month	7	\$350 /month
<input checked="" type="checkbox"/> Enhanced User Productivity Bundle <ul style="list-style-type: none"> • Essential Plan Plus: • Unlimited Remote Helpdesk Support • Scheduled Onsite Support (NBD) • User Cyber Security Awareness Training • User Productivity Software & Business Training • Password Manager - stores personal and shared passwords • Advanced Security Email Security • Office 365 Backup • Phishing Protection • Workstation Setup Included • Major projects not included • Quarterly Business Process Consulting 	\$70/Month	20	\$1,400 /Month
<input type="checkbox"/> Professional User Productivity Bundle <ul style="list-style-type: none"> • Enhance Plan Plus: • Unlimited Remote Helpdesk Support • Scheduled Onsite Support (Same Day) • Advanced Password Manager w/Dark Web Protection • Workstation setup include • Unlimited, ongoing Business Process Consulting 	\$85/month	0	\$0 /month
TOTAL PER MONTH			\$1,400

Server Infrastructure Support	Price	Qty	Subtotal
<input type="checkbox"/> Essential Server Support <ul style="list-style-type: none"> • Unlimited Remote Support • Scheduled Onsite Support (\$120/hr) • Daily Data Backup with Bi-Weekly Recovery Testing <ul style="list-style-type: none"> ◦ 2TB Data Allotment (can be pooled) • OS Server Patching • LoB Server Patching / Upgrades • 3rd Party Software Patching • Advanced Multi-Layer Endpoint Detection & Response <ul style="list-style-type: none"> ◦ Persistent Threat Detection, Endpoint Detection and Response ◦ 7-Day SIEM (Security information and Event Management) ◦ 24/7 Security Monitoring - SoC team • Pro Active Monitoring / Maintenance / Remediation 	\$185/month	1	\$185 /month
<input checked="" type="checkbox"/> Enhanced Server Support Essential Server Support plus: <ul style="list-style-type: none"> • Cloud Hosted Managed Firewall (SASE) • Secure DNS • SSL Inspection • Intrusion Prevention System (IPS) • Advanced Threat Protection (APS) • Data Loss Prevention (DLP) • Botnet & Malicious Website Protection 	\$210/month	1	\$210 /month
<input type="checkbox"/> Professional Server Support Enhanced Server Support Plus: <ul style="list-style-type: none"> • Unlimited Remote Support • Onsite Support (Same Day) • Governance, Risk & Compliance Assessments <ul style="list-style-type: none"> ◦ HIPAA/PCI-DSS/NIST/FEDERAL/STATE 	\$265/month	0	\$0 /month
TOTAL PER MONTH			\$210

VoIP	Price	Qty	Subtotal
<input type="checkbox"/> IT VOIP BASE LINE IT VoIP Telephone Service - Single Concurrent Call - Unlimited Nationwide Calling IT VoIP Telephone Service - Single Concurrent Call - Unlimited Nationwide Calling	\$35/month	1	\$35/month
<input type="checkbox"/> IT VOIP Add Line IT VoIP Telephone Service - Single Concurrent Call - Unlimited Nationwide Calling	\$25/month	5	\$125/month
<input type="checkbox"/> IT VOIP Caller ID Caller ID Service	\$2.85/month	1	\$2.85/month
<input type="checkbox"/> IT VoIP Fax	\$30/month	0	\$0/month
TOTAL PER MONTH			\$0

Hardware / Additional Services	Price	Qty	Subtotal
<input checked="" type="checkbox"/> Netgate pfSense Firewall Security Gateway Appliance Robust VPN Capabilities	\$450	1	\$450
<input checked="" type="checkbox"/> Ubiquiti 24 Port Switch 24 Port Switch, Hosted in KW Cloud controller	\$450	1	\$450
<input checked="" type="checkbox"/> Ubiquiti Access Point	\$179	2	\$358
Onboarding Installation of networking Equipment Onboarding of employees, and devices	\$2,000	1	\$2,000

Let's Work Together

This Agreement constitutes the entire Agreement between the parties with respect to the subject matter hereof, and as of the date this Agreement is executed by both Parties, shall supersede any previous agreements or understandings, written or oral, between the Parties. All modifications to the applicable Compensation arrangement shall be in writing and signed by both Parties and shall not supersede the terms of this Agreement.

*Lifetime network warranty applies to devices purchased after agreement



The terms of this agreement is for 12 months.

The Agreement shall commence on Not yet accepted.

The total monthly cost of the Proposal is \$2,670.00

Your upfront Hardware Cost is \$3,258.00

Cancellation Terms - This Agreement may be terminated immediately by both parties, at any time without cause, complying with a thirty (30) days prior written notice. Material and equipment furnished under this proposal shall remain the property of the seller unit final payment has been received.

 SIGNATURE Will Spence	 SIGNATURE Elizabeth Whitt
Will Spence IT OP MGR KW Corporation	Elizabeth Whitt Clerk Conway Township

WE LOOK FORWARD TO WORKING WITH YOU!



Conway Township : Request for Proposal IT Services

6-10-23

To: Conway Township Board

From: Z-Solutions LLC - Joshua Rockey (Technology Director/Owner)

Thank you for the opportunity to provide a proposal for IT services and MSP. We would be honored to help the City of Perry with all their technology needs, and we appreciate your time in reviewing our proposal. I started Z-Solutions over 21 years ago, and we have continued to provide excellent support throughout Michigan. We just started to get into the municipal market just recently after seeing a growing need for excellent tech support for municipalities that were lacking options, and expertise. I personally have a unique knowledge of working with government organizations based on the position I have held in my local government, which helps me see the needs of the taxpayers as well as the government that serves them. With that understanding it helps us to deliver the best possible service, to ensure the services that are offered, align and help promote a better working environment, and harness technology to ease that role. We are very familiar with BS&A, and work very well with their team. We approach IT services different then most, as we provide you with one assigned Help Desk technician, and one system engineer, other MSPs treat you like a number, we treat you like our top client, we want the technicians you talk to, to be familiar with your network, and with you personally, so you have the same person you talk to everytime, your comfortable calling, and your not just passed around to techs unfamiliar with who you are, and how your system is layed out. This is our "tech next store approach", we want to be on a first name basis with you, and all your employees. This is an important distinguishing and unique approach, that we have found over the last 20+ years an effective way to provide you with the very best support. I myself would be your system engineer assigned to Conway Township if we are chosen, and would also be happy to attend Board Meetings regularly as part of our contract to provide valuable insights with regards to technology as the Board sees needed to make important policy and implementation needs. We want to be your tech gurus, and happy to help the Township any way we can.

I appreciate your time, and allowing us the excellent opportunity to provide our services. We look forward to hopefully hearing back from you, and working with you in the near future.

Thank you
Joshua J Rockey

Scope of Work:

Z-Solutions proposes to provide Conway Township Managed Services described in detail below

- Remote and Phone 24/7/365 Support, Monitoring, Network Intrusion Detection, and Security for 20+ Users
- Monitoring and Proactive Support of all Equipment - Identifying problems and implementing fixes, ensures that catastrophic incidents do not occur, and security is not compromised.
- Provide ongoing implementation and deployment of an upgrade timeline of all machines, based on users needs, lifecycle of hardware, and future proofing.
- Provide expertise, knowledge, and recommendations to support, improve, utilize and implement new technology, as well as improve policies and procedures based on current and future changes in security and technology.
- Provide Backup as a Service - Utilizing onsite backup and cloud based backup, to ensure redundant backup services and secured backups. 6 Months of retention, with unlimited retention of FOIA sensitive documents and data. Backed up Daily with revision history (so document changes can be accounted for and restored to previous versions)
- Provide on-going risk assessments monthly, present findings to Township Board and authorized staff including
 - Backup and Disaster Recovery - Methods, Risk Assessments and Security Tests
 - Risk Assessments on Workstations
 - Risk Assessments and Cyber Security Tests Monthly on Equipment - Both internally and Externally.
- Help Desk Support - Of all machines currently in possession of Township, and any new machines added in future
- Loaners - We will provide loaner machines, when a machine fails, and parts are needed to be ordered, or catastrophic failure creates an issue with bringing a workstation back online. Z-Solutions will provide a loaner machine, and implement it for immediate use. Loaner can be used until part comes in, or new machine is purchased, ensuring limited downtime for employee.
- 24/7/365 Support - We will provide both help desk and system engineering support, with a 1 hour emergency response time, and average 5-10 minutes response to normal requests during normal business hours. 1 Hour Emergency time is reflecting necessity of Onsite Support.
- Major upgrades off peak times - Any network, server, or workstation upgrades will be done after Townships normal business hours, to ensure there is no gap in providing essential services to taxpayers, or hinder normal operation of the Township..
- Compliance Services and Security and Policy Services to ensure the City is up-to-date and adhering to and exceeding all current and future laws, standards, and practices, including Hipaa, PCI, CJIS, ISO, etc.
- Network Engineering - Design, Implementation, Future Proofing, and Security management and administrator provided. Provide Support, monitoring, implementation, and administration.

- Consulting - Consult to Township Board, and Personnel for purchasing, upgrading, and securing all IT related equipment, software, and network applications.
- Support at remote locations, in-home support for staff in case of Pandemic, or work from home rules are implemented.
- Office365 Administration - Creating users, managing Security, managing policies, and Engineering and utilizing best practices.
- End Point Security, Anti-Virus, Internet Security, and Firewall Protection for Individual Machines
- Provide Firewall Appliance - Network Cloud Management, Network Engineering, and Support
- 7 NCE Microsoft Business Basic Licenses
- 15 NCE Microsoft 365 Business Standard Licensing
- Dark Web Monitoring, Security Training, and Best Practices training, implementation and testing.
- Onsite Labor Rate (Emergency and Standard) \$65 an hour

Z-Solutions L.L.C.

Z-Solutions was started in 2002, as a cost effective technical support provider. Over the last 20 years, we grew Z-Solutions into a company that provides expert technical support at a cost effective approach. Being in business for 20+ years, and having our office located in Webberville for 16 years, shows we are reliable, stable, and our knowledge and expertise in the IT world is proven. We understand the unique needs of the City of Perry and want to help them give to the taxpayers the best possible service. We are located in Webberville, so we are very local, and it is an easy drive over if remote help is not effective, just 9.8 miles away.. We hold lots of certifications, A+, Network+, Cybersecurity, MSCE, Carbonite, and the list goes on. We are partnered with the following Internet Service Providers; Comcast, Wow, Frontier, Daystarr, and T-Mobile. We are also partnered with most of the manufacturers of software and hardware including, Microsoft, Dell, HP, Eset, Lenovo, Ubiquiti, Cisco etc.

If approved you would be assigned Spencer Crandall for help desk technician

- 4 Years working with Z-Solutions as a Level 1 and Level 2 Help Desk Technician
- Attending LCC for Cybersecurity
- Currently working on A+ and Network + Certifications

If approved your Network and Systems Engineer would be Joshua Rockey

- 25+ Years of Experience in IT, 20 Years as a Certified Microsoft Engineer
- A+, Network+, MSCE, Microsoft Certified Cloud Solutions Provider, Security+, Cisco, Ubiquiti, Carbonite, and a handful of others. Happy to provide the full list on request.
- Attends webinars and classes regularly to stay on top of the latest trends, security, and best practices.

We can easily provide background checks of employees, and the township would have full access to my entire team, but again we value our relationships with our clients, so our methodology is to provide you with an assigned help desk and system engineer, so they are experts on your equipment, your staff, and with your needs. When someone is out sick, or on vacation (I personally rarely take vacations), you will be assigned to another member of my team, and you will be notified of this change well in advance. Using this approach also compartmentalizes your system to limited employees, and unassigned staff does not have access to your equipment, this is to limit exposure and helps with Risk Assessments if fewer people have administrative access to your equipment. We are also a VOIP Phone provider, security camera installers, low voltage network cabling experts, Audio/visual experts and Website Designer and Hosting company, so we can help in other areas as the board sees fit. We want Conway Township to have the best technology possible, and the best possible solution if any issues arrive, and I truly believe Z-Solutions can offer all of that. I am also happy to attend any and all board meetings, to advise on any technology related concerns, questions, or enhancements the township may be looking at.

Services - Proposed Costs

Monthly Total Protection Plan -

- Unlimited Remote Help Desk 24/7/365
- Onsite and Cloud Backup Service
- Network Monitoring, Security, and Consulting
- System Engineer Support
- Loaner Program
- ESET Antivirus and Internet Security Suite - Desktops, Laptops, and Servers
- Office 365 Administration, and Server Administration and Support
- Computer Purchasing, upgrading support.
- Discounted Onsite Support (\$65 an Hour)
- Monthly Risk Assessments, and Security Reports
- Weekly Updates on All Machines, and Network Equipment
- Consulting Services
- Our Discount Price on all Hardware, Software, and IT Equipment
- Cloud Network Controller - Unifi
- Cloud Backup Service with Redundant Onsite - Full Encryption
- Also including all services in SOW above
- Staff Training, Testing, and Implementation Service

Monthly Total Protection Plan \$425

**Barracuda Complete Cloud Protection (Office 365 Backup, Security and Email Protection
\$6.5 per user, per month**

Office 365 Licensing

Microsoft 365 Business Standard NCE - \$15 per month per user

Microsoft 365 Business Basic NCE - \$7.20 per month per user

Monthly Services and Licensing See EST 2496

Initial Onboarding - Tune-up and Inventory all Equipment, Setup Remote and Monitoring Programs, Install Antivirus and Internet Security, Setup Onsite and Remote Backups, Update and Setup Firewall and Network Equipment.. Move Office 365 Tenancy. Setup documentation package, and provide all setup in documentation binder to client.

ONE Time Charge See EST 2497



For Further Questions, or if you would like me to do a verbal presentation.

Joshua J Rockey

Technology Director/Owner

josh@zstechs.com

1-517-861-6567



ESTIMATE

EST-02496

Z-Solutions LLC
116 W Grand River PO BOX 664
Webberville MI 48892
517-861-6567
www.zsolutiontechs.com

Estimate Date : 06/12/2023

Expiry Date : 07/22/2023

Reference# : MONTHLY Charges

Bill To
Conway Township

#	Item & Description	Qty	Rate	Amount
1	Microsoft Office 365 Business Standard (Monthly) License Fee	15.00	15.00	225.00
2	Microsoft Office 365 Business Basic (Monthly) License Fee	7.00	7.20	50.40
3	Barracuda Cloud Protection License (Monthly) License Fee	22.00	6.50	143.00
4	Business Total Protection Plan (Monthly) See Proposal of Services	1.00	425.00	425.00
			Sub Total	843.40
			Total	\$843.40

Notes

Looking forward for your business.



ESTIMATE

EST-02497

Z-Solutions LLC
116 W Grand River PO BOX 664
Webberville MI 48892
517-861-6567
www.zsolutiontechs.com

Estimate Date : 06/12/2023

Expiry Date : 07/29/2023

Reference# : ONE TIME Charges

Bill To
Conway Township

#	Item & Description	Qty	Rate	Amount
1	UDM PRO SE Firewall UNIFI Appliance and Network Security Appliance	1.00	499.00	499.00
2	UNIFI Access Point AC PRO LR	2.00	179.99	359.98
3	Installation and Configuration of Firewall Appliance and Access Points Initial Total Protection Plan Onboarding	10.50	65.00	682.50
			Sub Total	1,541.48
			Total	\$1,541.48

Notes

Looking forward for your business.

CIB Planning 2023 Fee Schedule

President	\$155.00
Vice President	\$142.00
Director	\$136.00
Planning Manager	\$132.00
Senior Planner	\$112.00
Project Planner III	\$93.00
Project Planner II	\$86.00
Project Planner I	\$78.00
Assistant Planner	\$70.00
Administrative	\$48.00

Professional Classification

Carmine P. Avantini, AICP, President
Justin Sprague, Vice President
Elena Moeller-Younger, Director of Marketing & Strategic Planning
Kelly McIntyre, Director of Planning
Hannah Smith, Project Planner III
Sandy Avantini, Business Manager

** Hourly rates are subject to increase of up to 5% on an annual basis January 1st, 2024.*

From: [Brande N](#)
To: [Elizabeth Whitt](#); [Bill Grubb](#); [Debra Grubb](#); [Trustee 1 - Conway Township](#); [Trustee 2 - Conway Township](#)
Subject: Re: Rec. Advisory Board
Date: Thursday, August 3, 2023 2:58:39 PM

This is how I responded to the email, just so you all know.

I have forwarded this email to the Conway township board to get permission to attend. Our board doesn't meet until the 15th at 7pm. I'm not sure I will be able give you an answer before Tuesday, as our board isn't allowed to make a decision outside of their board meetings. I'm only allowed to attend the 10 scheduled meetings, per our annual budget. I will keep you posted.

On Thu, Aug 3, 2023, 2:42 PM Brande N <nubzdanat@gmail.com> wrote:

Forwarding this email. To get permission to attend. This is an additional meeting to our scheduled 10 per year that I'm aloud to attend. I'm supposed to answer by Tuesday. Which doesn't give me time to ask at the board meeting. Wasn't sure how I was supposed to respond without permission for you all.

----- Forwarded message -----

From: **Lauri Daubenmeyer** <daubenmeyerl@fowlervilleschools.org>
Date: Thu, Aug 3, 2023, 1:04 PM
Subject: Rec. Advisory Board
To: Laura Eisele <leisele@handytownship.org>, Jason Atkinson <atkinson.jason@gmail.com>, April Hodge <hodgeapril304@ymail.com>, Brande Nogafsky <nubzdanat@gmail.com>, Craig Curtis <curtisraigd@yahoo.com>, Kathy Rajala <krajala@fowlerville.org>
Cc: Matthew Stuard <stuardm@fowlervilleschools.org>, Cheryl Dixon <dixonc@fowlervilleschools.org>

Good Morning,

Would you be available to attend a scheduled Finance Committee meeting here at the school district in Central Office at **7am on Friday, August 18th** for a conversation about how the Rec. Board operates? The Superintendent and committee of three Board members will be present as well as Cheryl and myself.

The topics are;

Review of the Recreation agreement.

Who has the authority to set the meeting date/time for the Advisory Board?

Who should set the agenda and run the Advisory meetings?

Should there be a chairperson?

How should we engage the Townships and Village in exploring a change to the mission statement to reflect emphasis on competitive sports and move toward a feeder program model?

Feel free to forward this to the appropriate party or parties at your municipality and let me know by Tuesday who can attend on the 18th. Feel free to contact Cheryl or myself if you have any questions or concerns. (Note however that Cheryl is out of office until Monday.)

Lauri

Lauri Daubenmeyer, CFO

Financial Director

Title IX Coordinator

District Insurance Coordinator (Property/Liability, Auto)

Recreation Program Oversight

Mail Operations

[Fowlerville Community Schools](#)

7677 W. Sharpe Road, Suite A

Fowlerville, MI 48836

517 223 6017