Data Request Numerical 7.

All services listed in the last section of the contract are provided in the monthly fee however here is the list again:

REMOTE MANAGEMENT	UNLIMITED REMOTE SUPPORT
REMOTE MONITORING	UNLIMITED ONSITE SUPPORT (HARDWARE MUST BE UNDER FACTORY WARRANTY)
VENDOR INTERVENTION	MICROSOFT SERVER AND WORKSTATION PATCH MANAGEMENT
ALIGNMENT STANDARDS AUDITS	3RD PARTY SOFTWARE PATCH MANAGEMENT
SECURITY	VCIO CONSULTING SERVICES
HARDWARE	BUSINESS CONTINUITY / CONTINUITY PLANNING
CORE INFRASTRUCTURE	MANAGED ANTI-VIRUS / MALWARE
SERVER INFRASTUCTURE	DNS PROTECT (WEB FILTERING)
SOFTWARE	CLOUD BACKUP SERVER (NO SPACE LIMITS)
BUSINESS CONTINUITY	CLOUD BACKUP WORKSTATIONS (AS REQUIRED)

As far as reports needed. We will assist (included in the monthly fee) with any reporting needed for the PSC or Division of Water that is directly related to IT/Security or any service listed in the contract. An example of this would include cybersecurity questionnaires related to cyber liability insurance.

The only scenario in which we see additional charges being considered is if there is a "add, move, or change" as detailed in the contract. For example, if southern water were to add 5 more administrative employees and need 5 additional pieces of hardware, that would constitute an "add" and would be quoted and discussed with southern water prior to the bill increasing. In general our hourly rate (which again would rarely if ever apply) is $175 per hour.