



October 31, 2024

PROPOSAL FOR

**MUHLENBERG COUNTY WATER DISTRICT 1**  
KENDRA NEWMAN

Prepared By:

**Josh Mooneyhan**

Technical Account Manager

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Quote Number: 190686



Managed Services



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Audio Visual



Business IT Services

## Lang to Marco

|   |  |   |  |
|---|--|---|--|
| Prepared by:  | Prepared for:  | Ship To:  | Quote Information:   |
| Marco - Bowling Green   | MUHLenberg COUNTY WATER DISTRICT 1   | MUHLenberg COUNTY WATER DISTRICT 1  | Quote #: 190686  |
| Josh Mooneyhan<br>800-892-8548 ext. 2064<br>josh.mooneyhan@marconet.com | 301 DEAN RD<br>Kendra Newman<br>270.338.1300<br>district1@muhlenbergwater.com<br>castbiz.net | 301 DEAN RD<br>GREENVILLE, KY 42345-1431<br>Kendra Newman<br>270.338.1300<br>district1@muhlenbergwater.com<br>castbiz.net | Version: 1<br>Date Issued: 10/31/2024<br>Expiration Date: 11/22/2024 |

## Implementation Overview

## ENGAGEMENT OVERVIEW - DESIRED GOALS AND OUTCOMES - CURRENT SITUATION

MUHLenberg COUNTY WATER DISTRICT 1 is a current managed service client on an acquisition contract, This proposal is to migrate to a fully managed Marco agreement with the following service:

- Coverage for up to 12 Knowledge Workers
- Unlimited End User Support
- Asset Management
- Dynamic Network Mapping
- Remote Monitoring
- Microsoft Patching
- 3rd Party Patching
  - Google Chrome
  - Microsoft Edge
  - Mozilla Firefox
  - Zoom
  - Adobe Reader DC
- Web Content Filtering
- Email Security that includes Archiving, Encryption, and Cloud to Cloud Backup for Microsoft 365 Users
- Email Spear-Phishing Protections w/A.I. Enhancements
- Enhanced Security Awareness Training & Simulated Phishing Tests
- Security Information & Event Management (SIEM) w/30 days storage
- Anti-Virus & Malware Protection, Endpoint Detection & Response (EDR)
- Multi-Factor Authentication

## CUSTOMER RESPONSIBILITIES

- Customer Must Have All Devices Domain-Joined
- Customer Must Have Active Directory for Centralized Management
- Customer Must Have a Managed Switch Connected to the Firewall with Two Available Ports
- Customer Must Have Azure AD P1 Microsoft 365 Licensing in Place for Integration if Electing DUO Multifactor Authentication
- If Not Completed Prior to Agreement Execution, Completion of a Formal Data Backup Sizing Project is Required for

- Any Marco Managed Backup Solution
- Customer to Complete Data Collection Packet (Provided by Marco Project Management), Which Includes:
  - List of Applications and Vendors
  - After Hour Contact List
  - Managed Services Tool Category Definition
- Customer to Provide List of Existing Credentials to Project Team
- Customer to Validate List of Covered Users (List Provided by Project Manager)
- Customer is Responsible for the Removal of Any Non-Managed Tools (e.g., Antivirus, Remote Management Tools, Etc.)
- Timely Responses to Requests from the Project Team
  - Note: Delays in Responses May Impact the Project Go-Live Date

#### 5. PROFILE ASSUMPTIONS, EXCLUSIONS, AND NOTES

Please list any Assumptions, Exclusions, and Important Notes for the purposes of this engagement:

- The quantity of users on this Schedule of Products defines the number of users contracted for the term of the agreement.
- Marco will audit the users quarterly to identify additional users and adjust the billing appropriately.



SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT  
AGREEMENT(S)

Amplify IT Package

| Description   | Recurring  | Qty | Ext. Recurring |
|---|------------|-----|----------------|
| Amplify IT Product Agreement applies - <a href="http://www.marconet.com/legal">www.marconet.com/legal</a>   |            |     |                |
| Amplify IT Base Bundle Includes Up To 10 Users And The Following Services:  | \$1,890.00 | 1   | \$1,890.00     |
| Standard Services for up to 10 Users Include:   |            |     |                |
| <ul style="list-style-type: none"><li>• Support Teams<ul style="list-style-type: none"><li>◦ Rapid Resolution (Initial Triage and Remediation)</li><li>◦ Helpdesk Team</li><li>◦ Escalation To Field Services For Issues That Cannot Be Remotely Resolved For Supported Technology</li><li>◦ Advanced Security Team</li></ul></li><li>• Strategic Reviews<ul style="list-style-type: none"><li>◦ Client Business Reviews</li><li>◦ Technology Road Mapping</li><li>◦ IT Hardware/Software Lifecycle Management &amp; Reporting</li></ul></li><li>• Monitoring<ul style="list-style-type: none"><li>◦ 24x7x365 Enhanced Network Management &amp; Monitoring</li><li>◦ 24x7x365 End-User Device Management &amp; Monitoring</li><li>◦ 24x7x365 Server Management &amp; Monitoring</li><li>◦ 24x7x365 Security Operations Center (SOC)<ul style="list-style-type: none"><li>▪ Threat Detection/Management/Intelligence + 30-Days Data SIEM Logging</li></ul></li></ul></li><li>• Patch Management<ul style="list-style-type: none"><li>◦ Microsoft Windows (Server + End User Devices) Patches &amp; Updates</li><li>◦ Third-Party Application Patching (Adobe Reader DC, Google Chrome, Mozilla Firefox, Microsoft Edge, Zoom)</li></ul></li><li>• Cyber Security Tools<ul style="list-style-type: none"><li>◦ Vulnerability Scanning on Network, Server, and End User Devices</li><li>◦ Enhanced Security Awareness Training &amp; Simulated Phishing Tests</li><li>◦ Endpoint Detection and Response (EDR)</li><li>◦ Web (Internet) Security to Protect Users from Clicking on Malicious Links</li><li>◦ Security Appliance for Network Scanning</li><li>◦ Email Security with Advanced Threat Protection, Encryption, Archiving, Cloud to Cloud Backup for Microsoft 365 Accounts</li><li>◦ Email Security Spear-Phishing Protection with Built-In Artificial Intelligence</li><li>◦ Multi-Factor Authentication</li></ul></li></ul> |            |     |                |
| Additional Knowledge Workers  | \$114.00   | 2   | \$228.00       |
| **Additional users will be billed at \$114 per user per month and will be adjusted quarterly as needed.**   |            |     |                |
| Supported Locations   |            |     |                |
| Primary Address:  |            | 1   |                |

Subtotal: \$2,118.00

800.847.3098

Simple.  
Secure.  
Better.



SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT  
AGREEMENT(S)

Security Appliance & Onboarding

| Description            | Qty |
|------------------------|-----|
| AmplifyIT - Onboarding |     |

Managed Backup

| Description  | Recurring | Qty | Ext. Recurring |
|--------------|-----------|-----|----------------|
| Barracuda    |           |     |                |
| Cloud Backup | \$250.00  | 1   | \$250.00       |

Subtotal: \$250.00

Discounts

| Description                | Recurring    | Qty | Ext. Recurring |
|----------------------------|--------------|-----|----------------|
| Recurring Product Discount | (\$1,344.00) | 1   | (\$1,344.00)   |

Subtotal: (\$1,344.00)



SCHEDULE A - SCHEDULE OF PRODUCTS TO PRODUCT  
AGREEMENT(S)

Quote Summary - Expenses

| Description        | Amount       |
|--------------------|--------------|
| Amplify IT Package | \$2,118.00   |
| Managed Backup     | \$250.00     |
| Discounts          | (\$1,344.00) |
| Total:             |              |
| \$1,024.00         |              |

Payment Options

| Description                  | Payments | Interval | Amount     |
|------------------------------|----------|----------|------------|
| Recurring Payments           |          |          |            |
| 36 Months - Monthly Payments | 36       | Monthly  | \$1,024.00 |

Summary of Selected Payment Options

| Description                                      | Amount     |
|--|------------|
| Recurring Payments: 36 Months - Monthly Payments |            |
| Selected Recurring Payment                       | \$1,024.00 |

## Approval

- Client represents that it has reviewed and agrees to be legally bound by this Schedule of Products.
- Client represents that it has reviewed and agrees to be legally bound by the Relationship Agreement, any Product Agreement(s) referred to herein, and applicable policy(ies) ("Terms and Conditions") which are located at [www.marconet.com/legal](http://www.marconet.com/legal) for the Products it is obtaining as identified in this Schedule of Products. If the parties have negotiated changes to the Terms and Conditions, the modified version(s) of an such Terms and Conditions, that have not expired or been terminated, shall control.
- Client agrees to use electronic signatures, electronic communications, and electronic records to transact business under the above documents.
- The pricing above does not include taxes. Taxes, fees and surcharges shall be paid by Client and will be shown on invoices to Client.

Marco Technologies, LLC

MUHLENBERG COUNTY WATER DISTRICT 1

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

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

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

Prepared for: Kendra Newman

Signature: Kendra NewmanSigned by: Kendra NewmanTitle: Office ManagerDate: 11-25-24

PO Number: \_\_\_\_\_

Email Address: district@muhlenbergwater.comcastbiz.net