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Breaux Bridge, LA 70517



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# IT Proposal

**Presented To:**

**City of Covington**

**Project Info:**

## **INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES**

Quote # BJ-005387 Version 4

Date: 05/31/2022



# Table of Contents

Philosophy .....	4
References .....	4
Cyber Security & Compliance .....	5
Leadership Team .....	6
Technical Team Assigned .....	7
Support Strategy & Methodology .....	8
Response Time .....	8
After Hours Support .....	9
Simplified Managed Care - Services Overview .....	9
Cyber SecurityCare .....	10
Scope of Services - Specifics .....	11
City-Wide Security Camera Program .....	13
Assumptions .....	13
Onboarding - Engagement Tasks .....	14
City Hall - Simplified IT - One-Time Costs .....	15
City Hall - Simplified IT - Recurring Costs .....	15
Police Department - Simplified IT - One-Time Costs .....	16
Police Department - Simplified IT - Recurring Costs .....	16
Fire Department - Simplified IT - One-Time Costs .....	17
Fire Department - Simplified IT - Recurring Costs .....	17
Public Works - Simplified IT - One-Time Costs .....	17
Public Works - Simplified IT - Recurring Costs .....	17
Trailhead - Simplified IT - One-Time Costs .....	17
Tailhead - Simplified IT - Recurring Costs .....	18
Simplified IT - Office 365 .....	18
Simplified IT - Managed Voice .....	18
Optional - Simplified IT - Upgrade to Platinum - Unlimited Onsite & Remote Support - Additional to Gold .....	19
Optional - Cyber SecurityCare+ .....	20
Optional - Simplified IT - Cyber SecurityCare+ .....	21
Discounts - One-Time Costs .....	21
Did you know? .....	22
Terms of Service .....	23
Service Level Agreement .....	23
Non-Disclosure & Confidentiality Agreement .....	25
Cloud Services General Information .....	27
Proposal Summary .....	28
Terms and Conditions .....	29



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Wednesday, May 25, 2022

City of Covington  
Stacey Sharp  
317 N Jefferson Ave  
Covington, 70433-2677

Dear City of Covington,

We at CBM Technology are thrilled to have the opportunity to respond to the Information Technology (IT) Support Services RFP.

We understand that City of Covington is looking for a responsive, reliable and complete IT partner who can be an extension of the city's ultimate objective in serving its citizens. The IT provider needs to have the experience and expertise to manage issues effectively while being proactive against cyber security threats and major breakdowns.

CBM Technology is a comprehensive IT service provider, specializing in enterprise consultations, integrated solutions, cloud services, web solutions, software development, and proactive services. For nearly 50 years, CBM Technology has been successful in providing innovative and reliable IT services in the Gulf South region. CBM maintains healthy and active partnerships with its clients, some spanning more than 30 years, by anticipating evolving integral client needs and maintaining cutting-edge industry expertise.

A major difference about CBM Technology is that WE CARE. We care about making sure that you are not compromised, in fact none of our clients have been hit with ransomware or any major compromises. We care about making sure that you have the most cost-effective solution that meets your long term strategies and budgets. We care about providing the best support possible to the city's employees so they can continue to provide the best services to their citizens.

Thank you for your time and consideration,

Blake Judice  
Director of Business Development  
blake@cbmtech.com  
DID: 337.706.0360

Computers for Business Management, LTD.  
DBA: CBM Technology  
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## Philosophy

CBM Technology's philosophy is simple, We Care. Our team culture revolves in being:

- Dependable
- Transparent
- Passionate
- Responsive
- Hyper-Focused on Your Productivity
- Innovative
- Continuously Improving
- Responsible
- Security Focused

## References

### St. Martin Parish Government

Sean Hundley  
Director of Finance  
337-394-2200  
shundley@stmartinparish.net

#### Services Provided:

- Managed IT Services
- Managed Backup & Disaster Recovery
- Managed Security Services
- Office 365

### Breaux Bridge Police Department

Terry Latiolais  
Assistant Chief  
337-332-2186  
tlatiolais@bbpolice.org

#### Services Provided:

- Managed IT Services
- Managed Backup & Disaster Recovery
- Managed Security Services
- Office 365

### Youngsville Police Department

Rickey Boudreaux  
Police Chief  
(337) 856-5931  
rickeyboudreaux@youngsvillepd.org

#### Services Provided:

- Managed IT Services
- Managed Backup & Disaster Recovery
- Managed Security Services
- Office 365

## Cyber Security & Compliance

**We don't believe in cutting corners when it comes to IT security.**

Companies that maintain client data cannot afford to get by with minimal security measures that no longer work against evolving threats. Cyber security threats are increasingly common, and have real costs in time, dollars, and reputation. CBM Technology can bring your organization's cyber security up to the high standards that larger-sized firms are held to. Our unique mix of services and hands-on approach to working with clients provides you with peace of mind that your business is secure, always.

- Utilize Defense in Depth Strategy to protect your network from top-down.
- Intrusion Prevention Systems to help identify and prevent fast-spreading threats
- Next Generation Endpoint Protection
- Review and Provide Recommendations for Enhanced Security Practices
- Meet Regulatory and Compliance Requirements



### SOC 2 TYPE 2 COMPLIANT

**CBM Technology is one of the few IT Solutions Providers who is SOC compliant in Louisiana.** SOC compliance proves that we have thorough, multi-layered security controls and processes in place to prioritize data protection. You can be assured that maintaining your confidential data is one of our highest priorities.

### Employee Security Background Checks

All CBM Technology technicians undergo security background checks for any felony charges before hiring. CBM Technology does not hire employees with felony charges.

## Leadership Team



### Chad Theriot - CEO

**Years in IT:** 35 Years

**Years with CBM:** 29 Years

**Education:** Computer Science @ ULL

**Experience:** Microsoft .NET Development, Speech Recognition Software, Agriculture Management Software, Process Improvement Consulting, Information Technology Consulting, SQL Development & Consulting.



### Tye Miller - COO

**Years in IT:** 30 Years

**Years with CBM:** 30 Years

**Education:** Industrial Electronics @ SLCC

**Experience:** Advanced WAN/LAN/Wireless Networking, Microsoft Solutions, Vendor Technologies, Physical Security, Structured Cabling, Cyber Security, SOC 2 Type 2 Compliance.



### Blake Judice - Director of Biz Dev

**Years in IT:** 22 Years

**Years with CBM:** 16 Years

**Education:** MIS @ ULL

**Experience:** Range of technologies including WAN/LAN/Wireless networking, Windows Servers, Microsoft Office 365 / Azure / SharePoint, Cyber Security, GLBA, NIST, SOC 2 Type 2 Compliance.



### Jean-Luc Ahlers - Director of Software Dev

**Years in IT:** 21 Years

**Years with CBM:** 15 Years

**Experience:** Microsoft .NET Development, Microsoft SharePoint, Microsoft Office 365, Microsoft Azure, JavaScript, jQuery, VB, Microsoft SQL Server, Business Process Improvement Consulting, Agile Development Methodology.



### Shawn Pitre - Service Manager

**Years in IT:** 24 Years

**Years with CBM:** 15 Years

**Experience:** WAN/LAN/Wireless Networking Architect, Various Line of Business Applications, Windows Servers Architect, Storage, Virtualization, Networking and Windows Server Consulting, Customer Service, Cyber Security.





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## Technical Team Assigned

### Jules Guidry - Client Success

**Years in IT:** 4 Years

**Years with CBM:** 4 Years

**Education:** Visual Arts Degree @ ULL

**Experience:** Cloud Technologies, Office 365, Cyber Security, Proactive Monitoring & Management

### John Gutekunst

**Years in IT:** 33 Years

**Years with CBM:** 8 Years

**Experience:** Windows Servers, Virtualization, Storage, WAN/LAN/WLAN Advanced Networking, Cyber Security, Line of Business Applications

### Josh Redd

**Years in IT:** 15 Years

**Years with CBM:** 8 Years

**Education:** MIS Degree @ ULL

**Experience:** Windows Servers, Virtualization, Storage, WAN/LAN/WLAN Advanced Networking, Cyber Security, Line of Business Applications

### Lucas Lejeune

**Years in IT:** 10 Years

**Years with CBM:** 10 Years

**Education:** MIS Degree @ ULL

**Experience:** Cyber Security, Windows Servers, WAN/LAN/WLAN Advanced Networking, Camera Systems, Physical Security, Storage

### Lewis Champagne

**Years in IT:** 25 Years

**Years with CBM:** 2 Years

**Education:** Associate in Electronic Engineering

**Experience:** Windows Servers, Virtualization, Storage, WAN/LAN/WLAN Advanced Networking, Cyber Security, Line of Business Applications

### Spencer Douet

**Years in IT:** 8 Years

**Years with CBM:** 8 Years

**Education:** Computer Networking @ SLCC

**Experience:** Windows Servers, Cloud Technologies, Office 365, Backup & Disaster Recovery, SharePoint, Cyber Security

### Henry Bruzeau III

**Years in IT:** 3 Years

**Years with CBM:** 2 Years

**Education:** Bachelor of Fine Arts @ ULM

**Experience:** Cloud Technologies, Office 365, Cyber Security, Proactive Monitoring & Management

### James Cassidy

**Years in IT:** 4 Years

**Years with CBM:** 1 Years

**Education:** Associates in Applied Sciences @ SLCC

**Experience:** Cloud Technologies, Office 365, Cyber Security, Proactive Monitoring & Management

### Chaz East

**Years in IT:** 5 Years

**Years with CBM:** 2 Years

**Education:** Network Administration @ Remington College

**Experience:** Cloud Technologies, Office 365, Cyber Security, Proactive Monitoring & Management

## Certifications Include:

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- WatchGuard Firewall, Security & Networking
- Microsoft Certified Systems Engineer
- Microsoft 365 Certified
- Microsoft Azure Certified
- Veeam VMSP
- Veeam VMTSP
- Criminal Justice Information Systems Certified
- Xerox Certified Technician
- Lenovo DGC Certified

## Support Strategy & Methodology

Support Services is designed to have a proactive approach to increase client's productivity by solving issues that creates support calls. A dedicated Client Success Associate is assigned to the client who's primary responsibility is to ensure the client's satisfaction with their support and response time. The support structured method is designed in a tiered support to resolve issues quickly, effective and efficiently.

In the event of escalation, solution, or repeat issues, the client can communicate with the account manager on the issues at hand. The account manager will meet with the Service Manager and Client Success Associate to provide better resolution of the issue.

- **Tier 1** - Basic Help Desk Resolution.
- **Tier 2** - In-Depth Technical support.
- **Tier 3** - Expert Product and Service Support.

**Annual Strategic Budget Meeting** - The account manager and director will meet with client annually to review current and past expenditures to keep budget as flat as possible, and discuss a high-level view of IT support, projects, cyber security gaps, future strategic projects and future annual budgets.

**Periodic IT Review** - The account manager can meet periodically to review current projects, support issues, cyber security, etc.

## Response Time

- **Critical Response - Immediate - Management and multiple team members are involved.**
  - Problem affects a significant number of people.
- **High Priority Response - within 1 hour**
  - Problem related to a core function.
  - Problem is affecting key stakeholders.
  - Problem is adversely affecting client's customers.
- **Medium Priority Response - within 4 hours**
  - Core business is unaffected, but the issue is affecting efficient operation by one or more people.
- **Low Priority Response - within 24 hours**
  - The issue is an inconvenience or annoying but there are clear workarounds or alternates.
  - The issue is a background or planned task and will be addressed when time permits or on the planned date.





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## After Hours Support

### Alerting & Monitoring After Hours Event

CBM Technology monitors 24x7x365 critical services such as internet, server uptime, etc. In the event of outage alert, an on-call support technician will contact the client's point of contact to determine next steps.

### Client Initiated After Hours Event

Client can call 504.226.8069 in the event of needing emergency support services. A call center will dispatch an on-call support technician to address any IT support needs. After hour support rate is \$187.50/hour with an hour minimum.

## Simplified Managed Care - Services Overview

Designed for small to medium sized businesses to lower the cost of supporting IT systems, deliver at a fixed price with no hidden expenses, no surprises – just one single monthly bill.

Cyber Security Care	✓
24 x 7 x 365 Monitoring	✓
Life Cycle Management	✓
Procurement Management	✓
Vendor Management	✓
Priority Care Level	✓
8x5 Unlimited Remote Support	✓
8x5 Unlimited Onsite Support	<i>Optional - Cost provided as an option</i>
Travel Time Included	✓
Firewall Hardware and Management Provided	✓
User & Office 365 Management	✓
Office 365 Multi-Factor Authentication	✓
Dedicated Account Manager	✓
Annual Strategic Budget Meeting (Virtual CIO)	✓

## Cyber SecurityCare

### Focus on What You Do Best, and Let Us Handle Your Security

CBM Technology is focused on providing the highest level of protection to prevent threats such as malware and ransomware to protect your network. The way to do this is to have a multi layered, in depth approach. Due to the complexity and creativeness of cyber criminals, there is no single security feature that can protect any network.



#### **Intrusion Prevention System (IPS)**

Blocks over 2,000 types of threats such as DoS attacks, SQL injections, and port scanning.



#### **Advanced DNS & Web Security**

Help combat threats from SSL enabled websites (HTTPS) as they are becoming increasingly difficult to block.



#### **Gateway Antivirus**

Analyzes web traffic for files that may contain threats such as ransomware and viruses.



#### **Next-Generation Endpoint Protection**

Leverages advanced machine learning and intelligent automation to help protect endpoint devices from threats across all major vectors: advanced malware, exploits and stealthy script-based attacks.



#### **Web URL/Content Filtering**

Block websites and file sharing services from end users. It is configured to block malicious sites that may have malware or ransomware. We can configure to block sites that may hinder productivity.



#### **Critical Patch Management**

Maintaining compliance requires more than basic Microsoft patch management. We will continually scan your systems for vulnerabilities and implement pre-screened patches as required.



#### **Monthly Compliance Reporting**

Provide executive reports monthly to check how we caring for your network. Reports can be provided to auditors to meet HIPAA, PCI and other types of compliance.



#### **VPN (Virtual Private Networks)**

Site-to-Site and mobile VPNs are available. VPNs are critical to make sure that information from servers are transferred securely over the internet.



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## Scope of Services - Specifics

### Desktop Applications Support:

Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems in a timely manner; configure laptops and desktops for applications; and identify and correct hardware problems, performing advanced troubleshooting in a timely manner. Assist designated SRCAA personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

**CBM Response:** CBM Technology support staff can provide all of the requests specified.

### Server Administration Services:

Manage computer network and associated hardware, software, communications, and operation system(s) necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed.

**CBM Response:** CBM Technology can provide all of these services. In addition, CBM has monitoring and automation software installed on all workstations and servers. The automation software deploys critical Windows, Office & 3rd party application patches. CBM monitors critical services on servers such as RAID or disk failure, major systems errors, etc. When an alert occurs, a service ticket is created for the support team to review and resolve issues. If the resolution requires an action that may cause disruption, CBM will collaborate with the COA.

### Network Administration Services:

Scope of network administration services includes all City network equipment including switches, firewalls, routers, phone system and other security systems. Manage backup and disaster recovery systems for server, e-mail, and telephone system. Information on these systems must be backed up in a secure fashion following industry standards and the City of Covington must have access to the backed-up information. The scope also includes primary installation and maintenance of printers, software, and system updates (Windows, Office 365, firewall, anti-virus, etc.)

**CBM Response:** CBM can maintain all of the infrastructure mentioned. CBM can also monitor and maintain the Dell Data Domain product as long as the Dell support services are maintained.

### Audio Visual Equipment Support:

The City of Covington has several facilities throughout the city with a variety of audio/visual needs, including projectors, display televisions, audio system in the Council Chambers. Assist with upgrades to equipment as requested. Assist with troubleshooting and technical support.

**CBM Response:** CBM can assist in maintaining Audio/Visual Equipment as requested.

### Security:

Maintenance of virus/malware detection and spam reduction programs on city servers, emails, telephone system, and all computers and laptops. Perform security audits as requested and notify city leadership of suspected breaches in security. Assist the City in complying with best practices.

**CBM Response:** CBM Technology provides and manages the security services required to properly prevent cyber security threats. The City no longer is required to purchase its own security software licenses, etc. CBM provides an annual (or on-demand) security gap analysis on standard compliance practices and identify where security risks exists. A security risk report with recommendations will be provided to COA. COA will be notified of any suspected breaches discovered and along with remediation options.



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## Scope of Services - Specifics

### Telephone System and Building Access Controls:

Management and maintenance of the phone system and access controls, including server, switches, and phones. Ensure voicemail to email function is working properly. Maintain building access control permissions based on employee function / need. Assist city personnel with technical support.

**CBM Response:** CBM has experience with the C3X VOIP system and various access control system.

### Information Technology Strategic Planning:

Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs. Keep City leadership up to date on new technology changes and uses that will enable the city to increase efficiency and reduce costs. Install equipment including new servers, software, and hardware and transfer data when required. Assist with policy formulation and application.

**CBM Response:** CBM provides an annual IT strategic meeting with its clients annually or periodically at the client's discretion. During this meeting, the city leadership will be presented with a high-level report that details past expenditures, inventory aging, service ticket statistics, service quality review, cyber security risk analysis, and IT strategic plans for the next 1-2 years. The primary goals of this meeting is to make sure that the client's expectations in relation to quality, budgeting, and cyber security are met.

### Help Desk Support:

End user support must be timely, friendly and professional. Urgent and emergency support must be available 24/7/365. A minimum of one person must be available and on-site to assist employees during regular work hours Monday – Friday 8:00 am to 4:30 pm except on city designated holidays. A ticketing system for reporting and monitoring progress of IT requests must be established and always available for review by the CAO.

**CBM Response:** CBM Technology does not typically provide staff augmentation. However, CBM Technology is open to have further discussions to meet the requirement of the City.

In a normal onboarding process, CBM will dedicate resources as needed to resolve issues that require frequent onsite support. In some cases, resolving technical debt is may included within the recurring costs. Certain types of technical debt may be required to be a project. Projects, essentially anything new, is not included in the recurring costs and quoted separately. Once the issues and any potential technical debt is resolved, daily onsite appearance is not necessary to provide high quality support. CBM Technology is fully equipped and trained to provide remote support to clients around the country. One of our objectives is to improve client's productivity by reducing the repeat or problematic issues.

If onsite is preferred or required, a package has been proposed that can be upgraded to includes unlimited onsite support.

### End User Training:

Provide training for various technologies as needed, either at the request of the City or based on the Vendor's recommendation.

**CBM Response:** CBM Technology will recognize similar helpdesk ticket support issues and suggest/provide training to groups of users on how to properly use software or specific practices to improve their productivity and reduce helpdesk support tickets.

### Public Records Request:

## Scope of Services - Specifics

Assist with completion of public records requests as needed in accordance with Louisiana State Laws.

CBM Response: CBM Technology has plenty of experiences in using Office 365 Compliance tools to find email and file content related to a specific records request.

### Computer Inventory and Permissions:

Vendor must maintain an updated inventory of all IT assets and permissions. The list must be always accessible by the CAO and HR Director.

CBM Response: CBM Technology can provide reports of all IT assets and user permissions as needed.

## City-Wide Security Camera Program

- CBM Technology uses Axis cameras to fit the needs of coverage and features. NVR storage is Synology.
- Scope of camera system is unknown to provide additional information.

## Assumptions

- The IT infrastructure including networking, servers, computers, and software have minimum technical debt and have a healthy life cycle to reduce the amount of issues and increase client's productivity and security.
  - Technical debt includes poorly configured networks, old computers and servers, legacy or outdated software. The more technical debt within an IT infrastructure, the higher costs of maintenance, increased risks of downtime, increased risks of cyber attacks, etc.
  - Lower technical debt also decreases the need for having an augmented staff to be onsite 100% of the time.
- Quantities are based on information provided. There may be more or less workstations or users, which can affect monthly costs.



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## Onboarding - Engagement Tasks

Qty	Description	Price	Ext. Price
1	Create an Onboarding Plan & Schedule	\$0.00	\$0.00
1	Install Monitoring, Remote Control & Endpoint Protection Tools	\$0.00	\$0.00
1	Reset All Domain & Local Administrative Passwords	\$0.00	\$0.00
1	Review & Remove All Unnecessary Domain & Local Administrative Users	\$0.00	\$0.00
1	Review & Assess All Critical Applications & Services for Each City Department	\$0.00	\$0.00
1	Review & Assess Wireless Connectivity and verify Public/LAN SSIDs are properly segregated	\$0.00	\$0.00
1	Review & Assess All IoT Devices that are connected to the network, document and verify if they are properly segregated.	\$0.00	\$0.00
1	Review & Assess Existing Backup and Disaster Recovery Solution	\$0.00	\$0.00
1	Review & Document ISP connectivity & failover practices.	\$0.00	\$0.00
1	Evaluate Office 365 Licenses to ensure that maximum cost savings based on need.	\$0.00	\$0.00
1	Evaluate existing software and hardware renewal licenses, including security software and subscriptions for maximum cost savings. Most security licenses are included with Managed Services costs.	\$0.00	\$0.00

Subtotal: **\$0.00**





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### City Hall - Simplified IT - One-Time Costs

Qty	Description	Price	Ext. Price
40	Onboarding Costs	\$65.00	\$2,600.00
1	Managed Care Firewall - Firebox M290	\$296.00	\$296.00
1	Firewall Configuration & Installation	\$375.00	\$375.00
Subtotal:			<b>\$3,271.00</b>

### City Hall - Simplified IT - Recurring Costs

Qty	Description	Recurring	Ext. Recurring
1	Managed Care Firewall - Firebox M290	\$296.00	\$296.00
3	Managed Care Switch	\$40.00	\$120.00
40	Managed Care Workstation - Gold	\$40.00	\$1,600.00
2	Managed Care Wireless	\$15.00	\$30.00
Monthly Subtotal:			<b>\$2,046.00</b>



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### Police Department - Simplified IT - One-Time Costs

Qty	Description	Price	Ext. Price
50	Onboarding Costs	\$65.00	\$3,250.00
1	Managed Care Firewall - Firebox M290 - Patrol Office	\$296.00	\$296.00
1	Firewall Configuration & Installation	\$375.00	\$375.00
Subtotal:			<b>\$3,921.00</b>

### Police Department - Simplified IT - Recurring Costs

Qty	Description	Recurring	Ext. Recurring
1	Managed Care Firewall - Firebox M290	\$296.00	\$296.00
3	Managed Care Switch	\$40.00	\$120.00
3	Managed Care Wireless	\$15.00	\$45.00
8	Managed Care Server - Gold	\$70.00	\$560.00
20	Managed Care Workstation - Gold	\$40.00	\$800.00
30	Managed Care Workstation - Gold - Patrol Cars	\$20.00	\$600.00
6	Backup Monitoring & Management - Dell Data Domain	\$50.00	\$300.00
Monthly Subtotal:			<b>\$2,721.00</b>



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### Fire Department - Simplified IT - One-Time Costs

Qty	Description	Price	Ext. Price
15	Onboarding Costs	\$65.00	\$975.00
Subtotal:			<b>\$975.00</b>

### Fire Department - Simplified IT - Recurring Costs

Qty	Description	Recurring	Ext. Recurring
15	Managed Care Workstation - Gold - FD	\$20.00	\$300.00
Monthly Subtotal:			<b>\$300.00</b>

### Public Works - Simplified IT - One-Time Costs

Qty	Description	Price	Ext. Price
15	Onboarding Costs	\$65.00	\$975.00
Subtotal:			<b>\$975.00</b>

### Public Works - Simplified IT - Recurring Costs

Qty	Description	Recurring	Ext. Recurring
15	Managed Care Workstation - Gold	\$40.00	\$600.00
Monthly Subtotal:			<b>\$600.00</b>

### Trailhead - Simplified IT - One-Time Costs

Qty	Description	Price	Ext. Price
4	Onboarding Costs	\$65.00	\$260.00
Subtotal:			<b>\$260.00</b>



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### Tailhead - Simplified IT - Recurring Costs

Qty	Description	Recurring	Ext. Recurring
4	Managed Care Workstation - Gold	\$40.00	\$160.00
Monthly Subtotal:			<b>\$160.00</b>

### Simplified IT - Office 365

Qty	Description	Recurring	Ext. Recurring
160	Microsoft Office 365 Government G5	\$35.00	\$5,600.00
1	Office 365 Backup Monitoring & Management - Barracuda Office 365 Backup	\$50.00	\$50.00
1	Managed Spam Firewall Filter	\$30.00	\$30.00
Monthly Subtotal:			<b>\$5,680.00</b>

### Simplified IT - Managed Voice

Qty	Description	Recurring	Ext. Recurring
100	Managed VOIP Services	\$5.00	\$500.00
Monthly Subtotal:			<b>\$500.00</b>



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**Optional - Simplified IT - Upgrade to Platinum - Unlimited Onsite & Remote Support - Additional to Gold**

\* Optional

- This is an addition to the Gold package proposed above.
- Platinum provides unlimited remote and onsite support, whereas Gold provides unlimited remote support only and onsite support is billed hourly @ \$125/hour.

Qty	Description	Recurring	Ext. Recurring
40	Managed Care Workstation - Platinum - City Hall	\$30.00	\$1,200.00
8	Managed Care Server - Platinum - Police Department	\$30.00	\$240.00
20	Managed Care Workstation - Platinum - Police Department	\$30.00	\$600.00
30	Managed Care Workstation - Platinum - Police Department - Patrol Cars	\$10.00	\$300.00
15	Managed Care Workstation - Platinum - Fire Department	\$10.00	\$150.00
15	Managed Care Workstation - Platinum - Public Works	\$30.00	\$450.00
4	Managed Care Workstation - Platinum - Trailhead	\$30.00	\$120.00

\* Optional Monthly Subtotal: **\$3,060.00**

## Optional - Cyber SecurityCare+

### Intrusion Detection & Vulnerability Management

- 24/7/365 Monitoring & Detection
- Behavioral data, System Data & Security Logs
- Network Traffic Analysis - Inbound/Outbound Traffic
- Real Time Process Monitoring - Disk/Fileless/PowerShell, etc.
- Vulnerability Management, CVEs
- Real-Time Vulnerability Scanning
- Identification of all files on disks
- Threat Intelligence
- 24/7/365 - Alerting
- Admin Privileges Granted/Removed
- Malicious IP Detection
- Brute Force Attack
- Common Vulnerabilities & Exposures Detection
- Suspicious Log Activity
- User Accounts Created/Disabled
- Local Firewall/Registry Values Modified

### Cyber Security Awareness Training

- Live Dark Web Scans
- Annual End User Security Awareness Training
- Annual Simulated Phishing Training

### Annual External Vulnerability Scanning

- Tests the network as an intruder from the Internet would.
- Scans for vulnerabilities from outside of the network
- Identifies any potential attack surfaces from the Internet
- Discover any exploitable security holes.

### Multi-Factor Authentication Management

- Multi-Factor Authentication for Mobile VPNs
- Protects against intruders from being able to perform brute force password attacks
- Prevents compromised usernames and passwords from being exploited by hackers.





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### Optional - Simplified IT - Cyber SecurityCare+

\* Optional

Qty	Description	Recurring	Ext. Recurring
40	Managed SecurityCare+ - City Hall	\$12.00	\$480.00
50	Managed SecurityCare+ - Police Department	\$12.00	\$600.00
15	Managed SecurityCare+ - Fire Department	\$12.00	\$180.00
15	Managed SecurityCare+ - Public Works	\$12.00	\$180.00
4	Managed SecurityCare+ - Trailhead	\$12.00	\$48.00

\* Optional Monthly Subtotal: **\$1,488.00**

### Discounts - One-Time Costs

Qty	Description	Price	Ext. Price
1	Onboarding Discount	(\$9,402.00)	(\$9,402.00)

Subtotal: **(\$9,402.00)**

## Did you know?

### Hardware as a Service

- Significantly reduce capital expense
- Receive new equipment regularly
- No management to worry about

### Office 365 & Cloud Consulting

- Better utilize productivity tools
- Migration to cloud infrastructure
- Cloud management services

### Managed Print Services | Xerox Copiers

- Reduce costs on toners
- Includes onsite maintenance & support
- Control and monitor printing costs

### Business Intelligence Reporting

- Make better & faster decisions
- Better insight in target goals
- Increase profits while reducing expenses

### Salesforce Consulting & Integration

- Integration of Salesforce with systems
- Consulting Services
- Custom Salesforce Development

### Other Services

- VoIP Phone Systems
- Specialized Software Solutions
- Social Media Management

### CBM Technology is one of the few IT Solutions Provider who is SOC compliant in Louisiana.

SOC compliance proves that we have thorough, multi-layered security controls and processes in place to prioritize data protection. You can be assured that maintaining your confidential data is one of our highest priorities.





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## Terms of Service

- This agreement shall remain in effect for 36 months from date signed.
- The agreement automatically renews for a subsequent 36 month term beginning on the day immediately following the end of the initial term, unless either party gives the other sixty (60) days prior written notice of its intent not to renew this agreement.
- This agreement may be terminated by the Client upon sixty (60) days written notice if CBM Technology:
  - Fails to fulfill in any material respect its obligations under this agreement and does not cure such failure within thirty (30) days of receipt of such written notice.
  - Breaches any material term or condition of this agreement and fails to remedy such breach within (30) days of receipt of such written notice..
- This agreement may be terminated by the Client upon sixty (60) days written notice if CBM Technology or Client terminates, suspends, or legally transfers the ownership of its business operations, unless it is succeeded by a permitted assignee under this agreement.
- This agreement may be terminated by CBM Technology upon sixty (60) day written notice to the Client.
- If either party terminates this agreement, CBM Technology will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay CBM Technology the actual costs of rendering such assistance.

## Service Level Agreement

### Contact Methods for Submitting a Request/Issue:

- Email – Client may send an email to support@cbmtech.com to create a new ticket. Once an email is submitted, a ticket will be generated automatically and the Client will receive a ticket number to use as a reference. The Client can also reply to the email to add additional notes.
- Telephone – Client may call 504.226.8069 or 1.800.259.5236 to speak to a support technician. CBM Technology determines on a case-by-case basis if the issue can be addressed at the moment of calling, whether a callback is required, or if it is to be scheduled.
- Account Manager – Client can call the assigned account manager directly for issues or tickets.
- Portal – <https://cbmtech.myportallogin.com/> - Client will have the ability to create, manage, approve, and check status of tickets. If you do not have access to the support portal and would like access, please send an email to support@cbmtech.com to have one created for you.
- Afterhours Support & Afterhours Emergency Support - Client may call CBM Technology's support number 24/7 or their Account Manager to reach an on-call technician to resolve an issue. Note: Afterhours support is billable at 1.5 times the amount of normal hourly billing rate. Response time is within 2 hours.

**Issue Severity & Response/Resolution Time** CBM Technology will work diligently to resolve the issue/request and will make reasonable efforts to correct and/or provide the Client with a workaround/fix at the time of the initial submission. If a request/issue cannot be resolved by the CBM Technology immediately, CBM Technology will determine the severity of the issue/request; schedule the issue/request based on the severity; perform an investigation of the problem to provide a suitable workaround and/or fix; report to the Client by email, unless Client or severity specifies otherwise, on the implementation of the issue resolution.

## Service Level Agreement

CBM Technology will determine the severity and the speed of response based on the following parameters:

- **Critical Response - Immediate - Management and multiple team members are involved.**
  - Problem affects a significant number of people.
  - Cyber security breach.
- **High Priority Response - within 1 hour**
  - Problem related to a core function.
  - Problem is affecting key stakeholders.
  - Problem is adversely affecting client's customers.
- **Medium Priority Response - within 4 hours**
  - Core business is unaffected, but the issue is affecting efficient operation by one or more people.
- **Low Priority Response - within 24 hours**
  - The issue is an inconvenience or annoying but there are clear workarounds or alternates.
  - The issue is a background or planned task and will be addressed when time permits or on the planned date.

**Operating System & Application Patching** - CBM Technology reviews and deploys security patches for Microsoft's Supported Operating System and Applications every Wednesday 10 PM - Thursday 4 AM.

**Limitations of Technology** – The Client acknowledges that technologies are not universally compatible, and that there may be particular services or devices that CBM Technology may be unable to monitor, manage or patch. CBM Technology agrees to inform the Client when such situation exists where possible. The Client agrees to correct such situation if applicable, and to release and hold CBM Technology harmless from any related damages in any such case.

**Force Majeure & Malicious Acts** – CBM Technology shall not be liable for damages, delay, or default in performance if such delay or default is caused by conditions beyond its control including, but not limited to acts of God and natural disasters (such as storms, lightening, hurricanes, tornadoes, and earthquakes), explosion, government restrictions (including the denial or cancellation of any export or other necessary license or compliance with rules or regulations of any governmental authorities), wars, riots, insurrections, terrorism or acts of public enemies, labor disputes and/or any other cause beyond the reasonable control of either party.

**General Health & Safety** – CBM Technology agrees to comply with all applicable health and safety protocols related to any work. The Client agrees to remedy any conditions which exist that have the potential to create a hazard or safety issue.

**Site Access** – The Client will be responsible for obtaining proper and adequate permission for CBM Technology to enter upon and operate within the lands and properties designated as the Client's work area.

**Equipment & Facilities** – The Client agrees that CBM Technology may utilize certain items of the Client's equipment and may gain access to certain of the Client's facilities. The Client retains title and ownership in all of the Client's equipment owned by the Client and utilized by CBM Technology, and must grant authority for CBM Technology to access the Client's facility. Facility access may be denied for any reason at any time, however if access to facilities is denied, the Client understands that CBM Technology may be unable to perform its duties adequately; and if such a situation should exist, CBM Technology will be released and held harmless from any resulting damages.



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## Service Level Agreement

**Passwords** – The Client acknowledges that CBM Technology must have access to any and all of Client's systems and resources to perform CBM Technology's duties under this Agreement. As such, CBM Technology must have access to any passwords related to work performed.

## Non-Disclosure & Confidentiality Agreement

This CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT (this "Agreement") is by and between CBM Technology, with an address of 218 E. Bridge Street, Breaux Bridge, LA 70517, on behalf of itself and each of its corporate affiliates (collectively, "CBM"), and Client and is effective as of the date electronically signed.

The parties hereby agree as follows:

1. CBM and Client, Inc wish to exchange certain proprietary information to evaluate the feasibility and prospects of a potential transaction between them (the "Transaction"). Accordingly, each party will be referred to herein both as a "Discloser" and a "Recipient", as applicable, and the rights of Discloser and the obligations of Recipient will adhere to each of the parties hereto, as applicable, and as more fully provided below.
2. Each party will receive access to, among other things, certain of the other party's and/or its affiliates' non-public, proprietary information pertaining to such other party's and/or its affiliates' finances, operations, products, technology, sales and marketing techniques, customers, suppliers, know-how, plans and prospects, which Recipient may receive in writing and/or via conversations with certain employees and representatives of Discloser and/or its affiliates. All financial, operations, technology, sales, customer, supplier, product, marketing, know-how or other proprietary information directly provided by Discloser and/or its affiliates, and all other proprietary information concerning any of Discloser's and/or its affiliates' operations or affairs to which Recipient obtains access hereunder, is referred to herein as the "Confidential Information" of the Discloser. Failure by Discloser to mark such information as protected, confidential or proprietary will not be determinative of the protected, confidential or proprietary character of the disclosed information. In consideration of such disclosure, Recipient is hereby obligated to maintain the confidentiality of Discloser's Confidential Information.
3. Recipient will hold in confidence all Confidential Information of Discloser and will use the same only for the purpose of evaluating the proposed Transaction. Recipient will not use the Discloser's Confidential Information for any other purpose, including any commercial purpose, will not use the same for its own benefit, and will not disclose the same to any third party without the prior written consent of Discloser. Confidential Information of Discloser will only be disclosed by Recipient to those employees and representatives of Recipient (a) who have a need to know the same in order to evaluate the proposed Transaction, and (b) who are bound by, and have been advised they will be bound by, the restrictions contained herein. In any event, Recipient will be responsible for any breach of this Agreement by its employees and representatives. Notwithstanding the foregoing, Recipient may disclose Discloser's Confidential Information to a third party if the disclosure is required by law or is in response to a valid order of a court or other governmental body, provided, however, that Recipient shall provide Discloser with prompt written notice of such requirement so that Discloser, with the reasonable cooperation of Recipient, may seek a protective order or other appropriate remedy or waive compliance with this Agreement. If, in the absence of a protective order, Recipient is nonetheless compelled by law to disclose such Confidential Information, Recipient may disclose, without liability hereunder, such portion of such Confidential Information which, upon the advice of Recipient's legal counsel, is legally required to be disclosed. The Recipient notify the discloser if any information is shared with non-employees.
4. Recipient will not copy, reverse engineer, duplicate, use or exploit, in any way, any Confidential Information of Discloser hereunder except to evaluate such Confidential Information or the feasibility of the Transaction. Confidential Information of Discloser will be treated by Recipient with the same degree of care (which shall be no less than reasonable care) to avoid disclosure to any third party as is used with respect to Recipient's own information of like importance which is to be kept secret. Recipient will not modify or remove any legend on any Confidential Information of Discloser provided to Recipient.
5. Notwithstanding anything contained herein, Confidential Information of Discloser will not include any information that:
  1. is in the public domain at the time of Discloser's communication to Recipient; or
  2. entered the public domain through no fault of Recipient subsequent to the time of Discloser's communication thereof to Recipient; or
  3. was in Recipient's possession, free of any obligation of confidence, at the time of Discloser's communication thereof to Recipient, as evidenced by Recipient's written records; or
  4. was rightfully communicated to Recipient free of any obligation of confidence subsequent to the time of Discloser's communication thereof to Recipient; or
  5. was developed by employees or agents of Recipient independently of, and without reference to, such Confidential Information, as evidenced by Recipient's written records.
6. Within ten (10) days following a request from Discloser, Recipient will deliver to Discloser all tangible copies of Discloser's Confidential Information, including but not limited to magnetic or electronic media containing such Confidential Information, note(s) and paper(s) in whatever form containing such Confidential Information or parts thereof, and any other copies of such Confidential Information in whatever form. Discloser, at its sole option, may request in writing that Recipient destroy all copies of such Confidential Information. If Discloser requests that such Confidential Information be destroyed, Recipient will destroy such Confidential Information and, within ten (10) days of the notice from Discloser to destroy such Confidential Information, will certify in writing to Discloser that such Confidential Information has

## Non-Disclosure & Confidentiality Agreement

been completely destroyed.

7. Recipient's obligations under this Agreement will continue indefinitely, unless a definitive agreement is executed and delivered with respect to the Transaction, in which case the confidentiality provisions of such definitive agreement will supersede this Agreement. If any provisions of this Agreement shall be held invalid, illegal or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby and any such invalid, illegal or unenforceable provision shall be reformed to reflect the intentions of the parties as closely as possible, in accordance with applicable law. Without limiting the foregoing, in the event that any of the provisions of this Agreement should ever be deemed to exceed the time or geographic limitations permitted by applicable law, then such provisions shall be deemed reformed herein to the maximum time or geographic limitations permitted by applicable law.
8. The execution of this Agreement by the parties hereto does not constitute an offer, acceptance of an offer, or commitment on the part of either party to undertake a Transaction, or to refrain from terminating negotiations at any time or for any reason. In addition, Discloser makes no representations or warranties herein as to the completeness or accuracy of any of its Confidential Information. Nothing herein shall obligate either party to disclose to the other party any of its Confidential Information, and Recipient shall not be obligated to compensate Discloser for providing any of its Confidential Information under this Agreement. No patent, copyright, trademark or other proprietary right or license is granted by this Agreement, and the disclosure of Confidential Information by Discloser, and any materials which may accompany such disclosure, shall not result in any obligation on Discloser to grant Recipient rights therein.
9. Recipient acknowledges that all Confidential Information of Discloser is considered to be proprietary and of competitive value, and in many instances trade secrets. Recipient agrees that because of the unique nature of the Confidential Information of Discloser, any breach of this Agreement would cause Discloser irreparable harm, and money damages and other remedies available at law in the event of a breach would not be adequate to compensate Discloser for any such breach. Accordingly, Discloser shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including, without limitation, injunctive relief and specific performance, as a remedy for any such breach. Such relief shall be in addition to, and not in lieu of, all other remedies available at law or in equity to Discloser.
10. Miscellaneous.
  1. Neither party may assign this Agreement without the prior written consent of the other party, except that either party's rights and obligations arising hereunder will be automatically assigned to and assumed by any successor entity into which such party may be merged or by which its business may be acquired. In the event this Agreement is assigned by a party in accordance with this Section 10(1), such party shall continue to be bound by the terms of this Agreement with respect to any of the other party's Confidential Information it has received on or prior to the effective date of such assignment.
  2. This Agreement can only be modified by a written agreement signed by the parties.
  3. This Agreement will be governed by the laws of the State of Louisiana, without reference to its choice of law principles.
  4. This Agreement is the complete and exclusive agreement between the parties regarding the subject matter hereof, which supersedes all proposals or prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this Agreement.
  5. This Agreement may be executed in separate counterparts, each of which shall be an original, but all of which taken together shall constitute one and the same instrument.





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## Cloud Services General Information

CBM Technology strives to maintain security and compliance with United States federal and state and local laws. This information packet provides details about cloud services provided by CBM Technology.

### What is the Cloud?

The cloud is a term referring to accessing computer or software applications through the Internet. These services such as cloud computing, servers, email, websites, etc. are stored on an array of servers that are housed in 1 or more data centers. These data centers can be located anywhere in the world. **Where is your infrastructure or data located?** CBM Technology utilizes a wide range of products and services that fits best for our clients. To meet security and compliance, all cloud services are hosted within the continental United States. The exact location of where clients' information are stored depends on the services being utilized.

- Most of the web hosting (except for custom applications) are hosted in a data center located in Dallas, TX.
- Most custom or specialized applications are hosted within Microsoft Azure in data centers that are located within the continental United States, mostly in San Antonio, TX. Only by special requests or requirements will data be stored in a different physical location within the continental United States. These data centers are in full compliance in many different forms including SOC and HIPAA. By the request of the client, CBM Technology can provide SOC & HIPAA compliance documents.
- All other specialized applications are hosted within CBM Technology's data center located in BreauX Bridge, LA.

### Office 365

All data and information related to Office 365 is stored throughout the continental United States. Microsoft's data centers are highly secured and provide several security features such as data-at-rest encryption, data-in-transfer encryption, etc. Microsoft's data centers are in full compliance in many different forms including SOC and HIPAA. By the request of the client, CBM Technology can provide SOC & HIPAA compliance documents.

### Infrastructure as a Service/Hosted Servers

- Most of the Infrastructure-as-a-Service offerings are hosted within Microsoft Azure in data centers that is located within the continental United States, mostly in San Antonio, TX. Only by special requests or requirements will data be stored in a different physical location within the continental United States. These data centers are highly secured and provide several security features such as data-at-rest encryption, data-in-transfer encryption, etc. These data centers are in full compliance in many different forms including SOC and HIPAA. By the request of the client, CBM Technology can provide SOC & HIPAA compliance documents.
- Other Infrastructure-as-a-Service offerings are hosted within CBM Technology's data center located in BreauX Bridge, LA

### Cloud Backups/Cloud Storage

Most cloud backup storage are hosted within the continental United States with locations such as Salt Lake City, Utah, Bluffdale, Utah, San Antonio, TX and Atlanta, Georgia. These data centers are highly secured and provide several security features such as data-at-rest encryption, data-in-transfer encryption, etc. These data centers are in full compliance in many different forms including SOC and HIPAA. By the request of the client, CBM Technology can provide SOC & HIPAA compliance documents. By the request of the client, CBM Technology can provide SOC & HIPAA compliance documents. Other cloud backup storage is hosted within CBM Technology's data center located in BreauX Bridge, LA.

### CBM Technology Network & Infrastructure Management & Monitoring Tools

- All of data that stored within CBM Technology's Network & Infrastructure Monitoring Tools are located within CBM Technology's data center located in BreauX Bridge, LA.



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## INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES

### Quote Information:

**Quote #:** BJ-005387

**Version:**

**Delivery Date:**

**Expiration Date:**

### Prepared for:

**City of Covington**

317 N Jefferson Ave  
Covington, 70433-2677  
Stacey Sharp  
19858921811  
ssharp@covla.com

### Prepared by:

**CBM Technology**

Blake Judice  
Fax (337) 332-0705  
blake@cbmtech.com

## Proposal Summary

### One-Time Expenses Summary

Description	Amount
Onboarding - Engagement Tasks	\$0.00
City Hall - Simplified IT - One-Time Costs	\$3,271.00
Police Department - Simplified IT - One-Time Costs	\$3,921.00
Fire Department - Simplified IT - One-Time Costs	\$975.00
Public Works - Simplified IT - One-Time Costs	\$975.00
Trailhead - Simplified IT - One-Time Costs	\$260.00
Discounts - One-Time Costs	(\$9,402.00)

**Total: \$0.00**

### Monthly Expenses Summary

Description	Amount
City Hall - Simplified IT - Recurring Costs	\$2,046.00
Police Department - Simplified IT - Recurring Costs	\$2,721.00
Fire Department - Simplified IT - Recurring Costs	\$300.00
Public Works - Simplified IT - Recurring Costs	\$600.00
Tailhead - Simplified IT - Recurring Costs	\$160.00
Simplified IT - Office 365	\$5,680.00



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## Monthly Expenses Summary

Description	Amount
Simplified IT - Managed Voice	\$500.00
Monthly Total:	
<b>\$12,007.00</b>	

## \*Optional Expenses

Description	Recurring
Optional - Simplified IT - Upgrade to Platinum - Unlimited Onsite & Remote Support - Additional to Gold	\$3,060.00
Optional - Simplified IT - Cyber SecurityCare+	\$1,488.00
Optional Subtotal:	
<b>\$4,548.00</b>	

One month of recurring services amount is invoiced upon signing. Shipping, handling and taxes are not included in this quote unless specified. This quote will expire within 15 days from the received date. CBM Technology reserves the right to cancel orders arising from pricing or other errors.

CBM Technology

City of Covington

Signature: \_\_\_\_\_  
Name: Blake Judice  
Title: \_\_\_\_\_  
Date: 05/31/2022

Signature: \_\_\_\_\_  
Name: Stacey Sharp  
Date: \_\_\_\_\_