



# DuPage Water Commission

600 E. Butterfield Road, Elmhurst, IL 60126-4642  
(630)834-0100 Fax: (630)834-0120

## AGENDA

**ADMINISTRATION COMMITTEE  
THURSDAY, SEPTEMBER 19, 2019  
6:15 P.M.**

**600 EAST BUTTERFIELD ROAD  
ELMHURST, IL 60126**

## COMMITTEE MEMBERS

J. Healy- Chair  
J. Broda  
R. Obarski  
K. Rush  
J. Zay

- I. Roll Call
- II. To approve the Minutes of the August 15, 2019 Committee Meeting
- III. Resolution No. R-33-19: A Resolution Suspending the Purchasing Procedures and Authorizing the Execution of a Consulting Agreement with IT Savvy, LLC for Consulting Services at the September 19, 2019 DuPage Water Commission Meeting (**IT Savvy LLC in the amount of \$5,855.90 per month**)
- IV. Other
- V. Adjournment

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All visitors must present a valid drivers license or other government-issued photo identification, sign in at the reception area and wear a visitor badge while at the DuPage Pumping Station.

**DRAFT**

**MINUTES OF A MEETING OF THE  
ADMINISTRATION COMMITTEE  
OF THE DUPAGE WATER COMMISSION  
HELD ON THURSDAY, AUGUST 15, 2019  
600 EAST BUTTERFIELD ROAD  
ELMHURST, ILLINOIS 60126**

Commissioner Broda called the meeting to order at 6:15 P.M.

Committee members in attendance: J. Broda, R. Obarski, and K. Rush

Committee members absent: J. Healy and J. Zay

Also in attendance: F. Frelka and J. Rodriguez

Commissioner Obarski moved to approve the Minutes of the March 21, 2019 Administration Committee meeting. Seconded by Commissioner Rush and unanimously approved by a Voice Vote.

All voted aye. Motion carried.

With regards to Resolution No. R-27-19: A Resolution Authorizing and Ratifying the Disposal of Certain Personal Property Owned by the DuPage Water Commission; Commissioner Rush asked if staff typically donates items to the Assistive Technology Exchange Network. Document Management Specialist Rodriguez stated that staff has been donating to this organization for a number of years. With no further questions, it was the consensus of the Committee members present to recommend this resolution to the full board.





With no further discussion, Commissioner Obarski adjourned the meeting at 6:17 P.M. Seconded by Commissioner Broda and approved by a Voice Vote.

All voted aye. Motion carried.

Board\Minutes\Admin\2019\Adm190815.docx

DATE: September 10, 2019

## REQUEST FOR BOARD ACTION

<b>AGENDA SECTION</b>	Omnibus Vote Requiring Super-Majority or Special Majority Vote	<b>ORIGINATING DEPARTMENT</b>	Instrumentation/ Remote Facilities
<b>ITEM</b>	A Resolution Suspending the Purchasing Procedures and Authorizing the Execution of a Consulting Agreement with IT Savvy LLC for IT Network Managed Services at the September 19, 2019 DuPage Water Commission Meeting.  Resolution No. R-33-19	<b>APPROVAL</b>	   
Account Number: 01-60-629000 (\$70,272.80)			
<p>Resolution No. R-33-19 would approve a Consulting and Network Management Service Agreement with IT Savvy LLC for Information Technology (IT) Managed and Consulting Services in connection with the Commission Servers, Firewall, Switches, SAN, Backup System &amp; Cloud Storage, Wireless Network, Cyber Security, and other IT projects that may arise.</p> <p>The Commission relies heavily on technology to operate in the most efficient manner while minimizing staffing. Throughout the years, the Commissions Information Technology needs continue to grow and with today's cyber security concerns it is imperative to have subject matter experts available to assist staff. In place of adding specialized IT staff the Commission has engaged in IT Consulting services to provide both remote monitoring and on-call service to allow the Commission to continue operating at the highest level of efficiency.</p> <p>The Commission has maintained a consulting agreement with IT Savvy LLC for the past three years. The initial Resolution R-26-16 was approved to engage into an agreement with IT Savvy LLC after the Commission invited four local IT consulting firms to provide proposals. Commission staff feels IT Savvy LLC has performed well keeping our network infrastructure operating with few problems again this past year.</p> <p>For these reasons and the sensitive nature of being a critical infrastructure, the Commission's IT network systems, staff's recommendation is to remain with IT Savvy LLC for another year and authorize the General Manager to execute a one-year agreement with IT Savvy LLC in the amount of \$5,855.90 per month for Consulting and Network Management Services.</p>			
<b>MOTION:</b> To approve Resolution No. R-33-19.			

DUPAGE WATER COMMISSION

RESOLUTION NO. R-33-19

A RESOLUTION SUSPENDING THE PURCHASING PROCEDURES  
AND AUTHORIZING THE EXECUTION OF A CONSULTING AGREEMENT  
WITH IT SAVVY, LLC. FOR CONSULTING SERVICES AT THE SEPTEMBER 19, 2019  
DUPAGE WATER COMMISSION MEETING

WHEREAS, the Commission was formed and exists pursuant to the Water Commission Act of 1985, 70 ILCS 3720/0.01 et seq., and Division 135 of Article 11 of the Illinois Municipal Code, 65 ILCS 5/11-135-1 et seq., for the purpose of securing an adequate source and supply of water for its customers; and

WHEREAS, the Commission desires to obtain monthly management services and from time to time additional IT project work, and IT Savvy, LLC, an Illinois limited Liability Corporation ("Consultant"), desires to provide monthly IT management services and from time to time additional IT project work in connection with the Commission's information technology systems; and

WHEREAS, for ease of administration, the Commission and Consultant desire to enter into a consulting agreement setting forth the terms and conditions pursuant to which the Commission will obtain monthly management services and from time to time additional IT project work, and Consultant will provide monthly management services and from time to time additional IT project work to be approved by the Commission and Consultant; and

WHEREAS, the Commission further desires to obtain under the consulting agreement, and Consultant further desire to provide under the consulting agreement, consulting services in connection with information technology systems;

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of the DuPage Water Commission as follows:

SECTION ONE: The foregoing recitals are hereby incorporated herein and made a part hereof as findings of the Board of Commissioners of the DuPage Water Commission.

Resolution R-33-19

SECTION TWO: A Consulting Agreement between the DuPage Water Commission and IT Savvy, LLC. for Consulting Services, in substantially the form attached hereto and by this reference incorporated herein and made a part hereof as Exhibit 1, with such modifications as may be required or approved by the General Manager of the Commission, shall be and it hereby is approved. The General Manager shall be and hereby is authorized and directed to execute the Consulting agreement in substantially the form attached hereto as Exhibit 1 with such modifications as may be required or approved by the General Manager; provided, however, that the Consulting Agreement shall not be so executed on behalf of the Commission unless and until the General Manager shall have been presented with copies of the Consulting Agreement by IT Savvy, LLC.

SECTION THREE: This Resolution shall be in full force and effect from and after its adoption.

AYES:

NAYS:

ABSENT:

ADOPTED THIS \_\_\_ DAY OF \_\_\_\_\_, 2019.

\_\_\_\_\_  
Chairman

ATTEST:

\_\_\_\_\_  
Clerk

EXHIBIT I



savvyGuard®



## Managed Services Contract Refresh

**Presented to:**

DuPage Water Commission  
Mike Hughes  
IT Coordinator  
hughes@dpwc.org  
630.834.0100

**Presented by:**

ITsavvy  
Jim Mundall  
Senior Client Executive  
jmundall@ITsavvy.com  
630.396.6311

**Date Submitted:**

September 6, 2019

**Proposal #**

70232



savvy

IT PRODUCTS  
TECHNOLOGY SOLUTIONS  
PEACE OF MIND®



September 6, 2019

Mike Hughes  
IT Coordinator  
DuPage Water Commission  
600 E Butterfield Rd  
Elmhurst, IL 60126

**RE: savvyGuard® — ITsavvy's Managed Service**

Dear Mike:

Thank you for the opportunity to support your organization's technology and network management needs. As requested, ITsavvy is pleased to propose this managed services solution for your current technology operations. Our goal is to improve the network's overall reliability and stability and to help lower operating costs.

We look forward to continuing our partnership with you. We are confident in our vision, our solution and our total commitment to you, our valued client.

I am personally committed to helping you achieve your business, technology and managed services objectives. I look forward to partnering with you on this project, and becoming your managed services partner, trusted IT advisor and IT products provider.

If there is anything further I can do, please feel free to contact me at 630.396.6311.

Sincerely,

Jim Mundall  
Senior Client Executive  
313 South Rohlwing Rd  
Addison, IL 60101







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**Confidentiality Statement**

The information contained in this document is for the exclusive use of the client specified above and may contain confidential, privileged and non-disclosable information. If the recipient of this report is not the client or addressee, such recipient is strictly prohibited from reading, photocopying, distributing or otherwise using this report or its contents in any way.



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savvyGuard<sup>®</sup> - ITsavvy's Managed Services Solution

## **1. Executive Summary**

DuPage Water Commission since 1992 have been committed to providing reliable, quality, responsive, and cost-efficient Lake Michigan water service for existing and future customers as required by, or pursuant to, state statutes in the communities of DuPage County, Illinois.

DuPage Water Commission is presently a managed services client of ITsavvy and this proposal is a contract refresh on a month to month basis.



## **ITsavvy, A Trusted IT Advisor and Single-Source IT Products Reseller**

### **We understand the importance in selecting the right IT solutions provider.**

It's our experience that IT operations today are looking for technology that not only solves problems but can also transform the organization. This means looking to experts with an integrated approach that is highly efficient and value-driven. This is the ITsavvy approach to IT. In effect, our solutions are designed to take care of the heartbeat of your organization.

### **We want you to be as confident as we are.**

No matter if your IT operation is functional or strategic, you need an integrated solutions partner who can guide you through the process. This will require a great deal of mutual trust. One of our recognized strengths is our ability to build and sustain confident, trusted relationships. We succeed at this by spending time early on to fully understand what is most critical to your organization. Yes, we may be unique in our extraordinary due diligence, but this enables us to propose solutions that are cued in to specific desired outcomes. You will find evidence of our findings in the pages that follow.

### **We are recognized as an industry leader.**

Our vendor-certified solutions architects and engineers will guide your project from architecture to post-deployment training and support. We take great pride in our holistic knowledge of IT operations. This will bring continuity to your infrastructure, and our vendor neutral approach enables us to deliver further value. Our extensive number of premier-level vendor certifications helped us earn a highly prestigious place on CRN's Tech Elite 250 list. CRN also placed ITsavvy on its Managed Service Providers Elite 150 list.

### **We offer integrated IT solutions and products.**

At any time we can leverage the expertise of our [Security Solutions](#), [Engineered Solutions](#), [Managed Services](#), [Cloud Solutions](#), or [Unified Communications](#) teams. It is one of the reasons ITsavvy is becoming the industry model for integrated IT products and solutions. We believe a holistic IT operation is more strategic and more cost-effective. Our clients also find tremendous value in our [IT Products Portal](#), one of the largest of its kind. As an ITsavvy client, you have access to our inventory of well over 1,000,000 IT products and 1,000 brands. Our 46 nationwide product distribution centers deliver products faster and with lower shipping costs.

### **We listen. Then deliver results. You're the hero.**

That's our mission. Taken in total, our integrated approach and decades of expertise lead us toward a solution that delivers impact, performance and value. We are confident of that. In summary, we are excited about the opportunity to work with you on this solution. We will ensure your satisfaction because our goal is to become your trusted IT advisor and single-source IT products partner.



## 2. Current Technology Situation

DuPage Water Commission is presently a managed services client of ITsavvy and this is a contract refresh on a month to month basis. The contract is for the devices detailed below:

- 18 - Windows Servers
- 3 - Virtual Hosts
- 1 - Firewall
- 1 - Router
- 5 - Switches
- 8 - SAN
- 2 - Internet Link Monitoring
- 34 - Desktops
- 34 - 3rd Party Application Updates Per Desktop
- 1 - Backup Application - Up to 5 Targets
- 18 - Wireless Access Points (WAP)



### 3. Proposed Solution

#### Solution Overview

ITsavvy recommends the following solutions to raise your organization's technology infrastructure to a level of supportability in line with best practices. The solution being proposed is detailed below:

- savvyGuard NOC Act Monitoring Active Directory & File System Review

#### Managed NOC Services and Technologies

- ITsavvy NOC Platform (monitoring, management, tickets, session recordings, remote console, reports, etc.), Executive Dashboard (web portal)
- 24x7x365 monitoring alert filtering & alert priority for ISO 27001-certified NOC
- Alert validations using Run Book Automations (RBA)
- Alert & incident prioritization with multi-level escalations
- Remote Troubleshooting and full remediation
- Antivirus Management
- Patch rating service, patch failure alerts
- Patch installations
- Antivirus definition updates for supported antivirus products
- Firmware updates as required or on request basis
- Hardware support contract management
- Configuration backup of network devices, as applicable
- ISP vendor escalations and follow-up
- Third party vendor escalations for further troubleshooting and full resolution of configuration issues
- Root cause analysis of critical issues
- Support Ticket initiation via desktop/server based agent

#### Not Included with SavvyGuard NOC ACT

- Live call in help desk for end users
- Onsite dispatch for troubleshooting or break fix (*billed at T&M*)
- Onsite Moves, Adds or Changes
- Installation of new hardware or software



## Supported Assets

- 18 - Windows Servers
- 3 - Virtual Hosts
- 1 - Firewall
- 1 - Router
- 5 - Switches
- 8 - SAN
- 2 - Internet Link Monitoring
- 34 - Desktops
- 34 - 3rd Party Application Updates Per Desktop
- 1 - Backup Application - Up to 5 Targets
- 18 - Wireless Access Points (WAP)

## savvyGuard Managed NOC Services

For monitoring, management and support of **your organization's** most critical assets, ITsavvy recommends implementing savvyGuard NOC Act 24x7 managed services for a term of 36 months.

savvyGuard NOC services provide continuous infrastructure monitoring using the most powerful Professional Services and Automation (PSA) and Remote Monitoring and Management (RMM) tools in the industry. savvyGuard's NOC Act provides full off-site managed services for round-the-clock monitoring and management of a client's infrastructure. Our in-house, New York-based, vendor-certified technical support team will troubleshoot, remediate and report all issues and events, 24x7x365. savvyGuard's NOC personnel review incoming alerts and log files to quickly identify an issue and remediate a problem. If resolution is not possible, the problem will automatically be deployed to the Tier 3 support or ISP vendor for resolution. No action will be required on the client's part.

## Solution Benefits

- Allows redeployment of IT staff, which can allow completion of more value-added projects
- Improved operating center reliability
- Reduced impact from service interruptions
- Changes IT philosophy from reactive to proactive, ensuring longer infrastructure health
- Establishes a single point of contact for resolution of network issues

## Business Value Gained

- Improved competitiveness without impacting OpEx budget
- Ensured business continuity
- Improved user and client satisfaction
- Improved staff productivity



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## **NOC**

### **Solution Benefits**

- Allows upgrades of more sophisticated systems without having to hire an expert to support them
- Allows redeployment of IT staff, which can allow completion of more value-added projects
- Reduced reliance on inexperienced or contractor NOC management
- Improved operating center reliability
- Reduced impact from service interruptions
- Changes IT philosophy from reactive to proactive, ensuring longer infrastructure health
- Establishes a single point of contact for resolution of network issues

### **Business Value Gained**

- Improved competitiveness without impacting OpEx budget
- Ensured business continuity
- Improved user and client satisfaction
- Improved staff productivity

## **Client Engagement Team**

**Client Executive (CE)** – Manages the overall business relationship with the client, guides and manages the sales process of recommended solutions or product purchases to close and acts as the primary liaison between the client and ITsavvy. Works closely with the account's Client Technology Manager and Operations Management to ensure that technology management program is being followed, support engagements are being performed properly and on time and that client satisfaction is being met or exceeded. Attends Quarterly Business Reviews with the Client Technology Manager to facilitate client communications and strengthen business relationships.

**vCIO** – Serves as the client's virtual IT Director. Responsible for the supervision, management, and advisement of all technology at the client account. Matches business requirements to proper technologies, ensures that the client's network is continually supportable, secure, properly sized and designed. Works closely with the Client Executive to ensure proper client communications, executes Monthly Systems Assessments and Quarterly Business Reviews.

Assigned as the primary technical resource to the managed services account. Serves as subject matter expert on client's networking, client/server and application environments. Performs or oversees required network administration. Serves as lead engineer on all implementation projects at assigned accounts. Works closely with the CE to ensure that the client's annual technology plan is executed and solutions are properly assessed, designed and implemented.



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**Onsite Support**

Onsite support for troubleshooting, moves, add, and/or changes to the network are not included as part of savvyGuard Managed Services and are billed additionally as time and materials. The standard rate for a Support Engineer is \$175.00 per hour although rates may vary based upon level of expertise required.

All standard rates apply during the Regular Business Hours of 9:00 am to 5:00 pm Monday through Friday local time. Work required outside of Regular Business Hours on weekdays is billed at 1.5 times the standard rate, weekend work is billed at double time and the client account must be in good standing at the time of request.





## 4. Investment

### 1) MONTHLY INVESTMENT

Our proposed solution includes the following managed services items:

<u>Quantity</u>	<u>Product</u>
18	Windows Servers
3	Virtual Hosts
1	Firewall
1	Router
5	Switches
8	SAN
2	Internet Link Monitoring
34	Desktops
34	3rd Party Application Updates Per Desktop
1	Backup Application - Up to 5 Targets
18	Wireless Access Points (WAP)

<b>Total Monthly Investment (on a month to month basis)</b>	<b>\$5,855.90</b>
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### 2) SERVICES INVESTMENT

Professional Implementation Services

**Existing Managed Services Client so no Onboarding Charge**

<b>Total Services Investment</b>	<b>\$0,000.00</b>
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**Proposal Acceptance**

This proposal and all of its content has been agreed to by the following representatives:

**DuPage Water Commission**

**ITSavvy**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



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## 5. Appendices

### savvyGuard Client Testimonials

"When I have an IT problem, it means someone in my company can't work, and I'm losing money. ITsavvy makes my problems a priority. ITsavvy understands my needs and has been a long standing partner"

**IT Manager, Wine Manufacturing Company**

"Knowing that you are on the end of the phone makes my job a lot easier. Having I.T. support and assistance with ITsavvy gives me not just one person, but a whole technical department without the cost. The advice you have given to us on new equipment, servers and technology to help make our office run smoothly has always been exemplary."

**IT Director, Healthcare Company**

"ITsavvy addresses all our needs for hardware purchasing, installation, and support. They've gone above and beyond with help desk support, and they maintain engagement—taking on special projects and making informed recommendations."

**Chief Operating Office & Vice-President, Entertainment Company**

### savvyGuard Client References


*Available by request.*



## Awards

- 2016-2017 Tech Elite 250 – *CRN*
- 2014-2017 Elite 150 Managed Service Provider 500 – *CRN*
- 2007-2017 Solution Provider 500 – *CRN*
- 2016, 2017 MSP Mentor 501 – Top Managed Services Provider in the World – *MSPmentor*  
#7 in 2017 | #15 in 2016
- 2017 Ten Most Admired Companies in Cloud Computing – *Insights Success Magazine*
- 2017 #1 in North America for Innovation in Specialist IT Solutions – *CorporateLiveWire*
- 2017 Best IT Infrastructure Management Solution: savvyGuard® - *CV Magazine Technology Innovator Awards*
- 2017 Best Technology Solutions Integration Services - USA - *CV Magazine Technology Innovator Awards*
- 2017 Best Unified Communications & Managed Services Provider – USA – *Softtech Intl Awards*
- 2017 Best IT Engineering & Managed Services Provider – Midwest USA – *TMT News*
- 2009-2016 Largest Privately-held Companies in Metro Chicago – *Crain's Business*
- 2016 50 Best Workplaces of the Year – *The Silicon Review*
- 2016 #14 Managed Services Provider in North America – *MSPmentor 501*
- 2016 Top 25 Most Recommended Data Backup & Disaster Recovery Solution Providers – *Enterprise Services Outlook Magazine*
- 2016 Top 20 Storage Providers – *Insights Success Magazine*
- 2016 20 Most Promising Virtualization Solution Providers – *CIO Review*
- 2016 20 Most Promising Networking Solution Providers – *CIO Review*
- 2015 20 Most Promising UC Solution Providers – *CIO Review*
- 2015 Circle of Excellence Award in the U.S. Cloud – *ShoreTel*
- 2014, 2015 A+ Rating for Zero Complaints – *Better Business Bureau*
- 2009-2014 Inc. 5000 Fastest Growing Private Companies in America – *Inc. Magazine*
- 2013 Fast Growth 150 – *CRN*
- 2011-2013 Fastest Growing Companies in Metro Chicago – *Crain's Business*
- 2010 Tech 500 Fastest Growing Technology Companies in the U.S. – *Lead 411*
- 2010 CEO Mike Theriault Receives Entrepreneurial Excellence Award in Growth Category – *Daily Herald Business Ledger*
- 2008, 2009 Fast Growth 100 – *Computer Reseller News*

**Certifications**



## ITsavvy Data Center

ITsavvy's new state-of-the-art data center in Cedar Knolls, New Jersey has been designed with the highest storage, security, backup, disaster recovery and performance considerations. ITsavvy leases a dedicated space within this single-tenant facility with our own environment that has been designed and built by our ITsavvy team of storage, backup and disaster recovery engineers. The location was selected for its close proximity to our ITsavvy technical team for the benefit of smart hands if needed.

For our savvyGuard clients, we have utilized best-in-breed HP servers and an EMC SAN storage array. Your data will reside on multiple storage devices simultaneously. We have put in place a fully-redundant architecture to minimize points of failure and downtime, and we monitor our own operation 24/7/365. We can provide compliance documentation upon request.

Please let us know if you have any questions about our savvyGuard data center operation.

### Data Center Highlights

- 99.999% SLA uptime guarantee
- High Density 20 kW cabinets
- Biometric authentication
- (N+1) power configurations
- Above FEMA 500-year flood plain

### Compliance

- SSAE 16 audited
- HIPAA and HITECH compliant
- PCI DSS 3.0 compliant
- Safe Harbor certified
- SOC 1.0 and 2.0 certified

### Security

- 24/7/365 onsite security personnel
- Three factor authentication (Proximity card, fingerprint and iris scan)
- High-definition CCTV monitoring
- Dual interlock pre-action fire suppression systems



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ITsavvy LLC  
 313 South Rohlwing Road  
 Addison, IL 60101  
 www.ITsavvy.com

Quote Details	
Quote #:	3273315
Date:	09/06/2019
Payment Method:	Net 30 Days
Client PO#:	
Cost Center:	
Shipping Method:	Ground

**Bill To:**  
 ACCT #: 550938  
 DuPage Water Commission  
 Accounts Payable  
 600 East Butterfield Road  
 Elmhurst, IL 60126  
 United States  
 630-516-1918

**Ship To:**  
 DuPage Water Commission  
 Mike Hughes  
 600 E Butterfield Rd  
 Elmhurst, IL 60126-4642  
 United States  
 630-516-1918

**Client Contact:**  
 John Schori  
 (P) 630-516-1941  
 schori@dpwc.org

**Client Executive:**  
 Jim Mundall  
 (P) 630.396.6311  
 (F) 630.396.6322  
 jmundall@ITsavvy.com

**Description:** Updated savvyGuard contract

Item Description	Part #	Tax	Qty	Unit Price	Total
1 savvyGuard NOC Act Remote Monitor/Manage Desktop	NOC-ACT-DT	N	34	\$10.00	\$340.00
2 savvyGuard NOC Act Remote Monitor/Manage Closet Based Firewall	NOC-ACT-FW	N	1	\$82.50	\$82.50
3 savvyGuard NOC Act Remote Monitor/Manage Internet Link Monitoring Plus ISP Vendor Escalation	NOC-ACT-ISP	N	2	\$50.00	\$100.00
4 savvyGuard NOC Act Remote Monitor/Manage Closet Based Router	NOC-ACT-RTR	N	1	\$80.65	\$80.65
5 savvyGuard NOC Act Remote Monitor/Manage Storage - Each Controller	NOC-ACT-SAN	N	8	\$269.00	\$2,152.00
6 savvyGuard NOC Act Remote Monitor/Manage Server	NOC-ACT-SVR	N	18	\$115.00	\$2,070.00
7 savvyGuard NOC Act Remote Monitor/Manage Closet Based Switch	NOC-ACT-SW	N	5	\$65.15	\$325.75
8 savvyGuard NOC Act Remote Monitor/Manage Backup Application - Up to 5 Targets	NOC-ACT-BU	N	1	\$75.00	\$75.00
9 savvyGuard NOC Act Remote Monitor/Manage Wireless Access Point	NOC-ACT-WAP	N	18	\$10.00	\$180.00
10 savvyGuard NOC Act Remote/Manage Virtual Host	NOC-ACT-VHOST	N	3	\$150.00	\$450.00
11 savvyGuard NOC Act Remote Monitor/Manage 3rd Party Application Updates Per Desktop	NOC-ACT-APDT	N	34	\$0.00	\$0.00
<b>Subtotal Monthly Charge</b>					<b>\$5,855.90</b>

ITsavvy is always looking to deliver the lowest cost possible to our clients. This results in fluctuating prices that you will find are lower more often than not. However, prices are subject to increases without notice in the event of a manufacturer or distributor price increase. Available inventory is subject to change without notice. This document is a quotation only and is not an order or offer to sell.

We do accept credit cards for payment. However, if the credit card is provided after the order has been invoiced there will be a charge of 3% of the total purchase.

Unless specifically listed above, these prices do NOT include applicable taxes, insurance, shipping, delivery, setup fees, or any cables or cabling services or material.

All non-recurring services are 50% due upon signing of contract, 40% due upon delivery of equipment, balance due upon install.

ITsavvy's General Terms and Conditions of Sale, which can be found at [www.ITsavvy.com/termsandconditions](http://www.ITsavvy.com/termsandconditions), shall apply to and are incorporated into all agreements with Client, including all Orders.