

Concertium

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Tampa, FL 33602
813-490-4260
www.concertium.com



We have prepared a quote for you

Managed IT Services Agreement 2025

QUOTE # 003529 V1

PREPARED FOR

CareerSource Heartland

PREPARED BY

Robert Atherton

Concertium Monitoring Services - Toolsets Only

Description	Recurring	Qty	Ext. Recurring
Concertium Monitoring Services - Toolsets - Workstations Support Coverage Summary (Toolsets Only): Device Monitoring - PCs, Mac & Laptops <ul style="list-style-type: none"> • 24x7x365 Monitoring and alerting of covered devices by Network Operations Center (NOC) • Preventative maintenance - Patching and Updates • Advanced Endpoint Protection, Detection, Response & Remediation Protection <ul style="list-style-type: none"> ○ Managed Detection & Response - monitored 24/7 by Security Operations Center (SOC) ○ 2 hour SLA ○ Ransomware protection and rollback features • All remediation or support labor is billable • Device counts are estimated. • Upon completion of Onboarding, quantities may increase or decrease based on actual findings. 	\$25.00	75	\$1,875.00
Concertium Monitoring Services - Toolsets - Servers Support Coverage Summary (Toolsets Only): Device Monitoring - Servers <ul style="list-style-type: none"> • 24x7x365 Monitoring and alerting of covered devices by Network Operations Center (NOC) • Preventative maintenance - Patching and Updates • Advanced Endpoint Protection, Detection, Response & Remediation Protection <ul style="list-style-type: none"> ○ Managed Detection & Response - monitored 24/7 by Security Operations Center (SOC) ○ 2 hour SLA ○ Ransomware protection and rollback features • Backup Monitoring and alerting • All remediation or support labor is billable • Device counts are estimated. • Upon completion of Onboarding, quantities may increase or decrease based on actual findings. 	\$100.00	4	\$400.00

Concertium Monitoring Services - Toolsets Only

Description	Recurring	Qty	Ext. Recurring
Concertium Monitoring Services - Toolsets - Network Support Coverage Summary (Toolsets Only): Includes: <ul style="list-style-type: none"> • 24x7x365 Security & Performance Monitoring by Network Operations Center (NOC) • 1 Managed Network Location, up to 3 Network Devices • Monitoring includes tracking availability, performance metrics, and generating alerts when issues arise. <ul style="list-style-type: none"> ○ Uptime/Down-time Monitoring ○ LAN, WAN, VPN and Multi Site Monitoring ○ Port Level Network Device Monitoring • Reporting: Network performance and availability <ul style="list-style-type: none"> ○ Bandwidth utilization ○ Device availability • Requires 1 x Network Collector/Site • All remediation or support labor is billable *Additional Network Devices and locations will be reconciled at time of Onboarding.	\$100.00	4	\$400.00
Streamline IT Module	\$0.00	1	\$0.00
Captains Chair Dashboard	\$0.00	1	\$0.00
Monthly Subtotal:			\$2,675.00

Managed Security Services

Description	Recurring	Qty	Ext. Recurring
Dark Web Monitoring Service <ul style="list-style-type: none"> • Scans the dark web for references to your domain name • Identifies stolen User IDs and passwords posted • Alerts so you can mitigate risk proactively 	\$40.00	1	\$40.00
Monthly Subtotal:			\$40.00

M365/Email/Cloud Service Management

Description	Recurring	Qty	Ext. Recurring
Microsoft 365 Email Management - up to 50 users	\$99.00	1	\$99.00
Subtotal:			\$99.00

Managed Email Protection and Backup Services

Description	Recurring	Qty	Ext. Recurring
<p>Managed Email and MS Application Backup Service</p> <p>Features:</p> <ul style="list-style-type: none"> • Automated, continuous backups: Protect Exchange, Tasks, OneDrive, SharePoint, and Teams with 3x daily backups or perform additional backups as needed at any time • Point-in-time restore and export: Quickly restore or export data from a specific point-in-time before a data loss event occurred. • Non-destructive restore process: Quickly identify and recover individual objects or entire accounts with related records and folder structure intact. <p>Data Protection and Compliance</p> <ul style="list-style-type: none"> • Security and compliance: SaaS Protection backs up data in compliance with Service Organization Control (SOC 1/ SSAE 16 and SOC 2 Type II) • reporting standards and supports your HIPAA and GDPR compliance needs. • Ransomware protection: Roll-back data to a point-in time before ransomware attacks. • Custom data retention: Keep data indefinitely or adjust retention settings to meet compliance standards. 	\$3.00	45	\$135.00

Managed Email Protection and Backup Services

Description	Recurring	Qty	Ext. Recurring
Email Gateway Defense Email Security <ul style="list-style-type: none"> • Cloud-based protection against: <ul style="list-style-type: none"> - Spam - Email-borne viruses (inbound and outbound) - Email-based malware - Phishing emails - Undelivered emails - Unsecured emails - Denial-of-Service attacks • Advanced Threat Protection using full-system emulation sandbox • Agentless email encryption • Link and URL protection against typosquatting • Integrated end-user training and exercises to help identify advanced threats Continuity <ul style="list-style-type: none"> • Failover to cloud-based email service to continue operations • Provides email continuity for up to 96 hours • Emergency mailbox allows users to send, receive, read, and respond to email Web-Based Management <ul style="list-style-type: none"> • Managed via Barracuda Cloud Control • Convenient configuration and management • Web-based management portal • LDAP and multi-factor authentication • Centrally manage security policies • Access reports from any location • Mobile applications • Mixed-mode for managing existing Barracuda products Secure Cloud Data Centers <ul style="list-style-type: none"> • AES 256-bit encryption at rest and in transit • Public key cryptography (RSA 1024) • Isolated customer metadata databases • Redundant storage (geographic or within colo) • Data stored in-country (based on colo) • Tier 3 & 4 data centers • SSAE 16 or SOC audited data centers 	\$3.00	45	\$135.00
Monthly Subtotal:			\$270.00

Microsoft 365 Licensing - A

Description	Recurring	Qty	Ext. Recurring
Microsoft 365 E5 Nonprofit Staff	\$23.94	2	\$47.88

Microsoft 365 Licensing - A

Description	Recurring	Qty	Ext. Recurring
Office 365 E3 (Non-Profit Pricing)	\$6.09	45	\$274.05
Monthly Subtotal:			\$321.93

Overview

Terms of Agreement

- This agreement is between **CareerSource Heartland**, herein referred to as Client, and **Concertium**, hereinafter referred to as Service Provider.
- This agreement will be effective upon the date signed, unless otherwise stated.
- This agreement shall remain in force for a period of **36** months.
- Contract prices and fees may be subject to change after the initial and subsequent terms.
- The Professional Services hours listed in the proposal are an approximation of the project requirements as described by the client.
- The actual cost may change after commencement of the project if unforeseen circumstances are encountered.
- The client will be informed of any changes in cost in advance.
- Any additional services requested by the company that are not covered by the project parameters will incur additional fees.
- By endorsing, you agree to the Terms and Conditions of the Master Services Agreement <https://concertium.com/msa-03-24/>

Payment Terms:

- Client will be invoiced at time of proposal signing 100% of all Proposed Services and Onboarding and Implementation Services (if applicable)
- Billing of Managed Services will be trued up within 30 days upon completion of Onboarding tasks.

Taxes, Shipping, and Fees

- This Quote is valid for a period of 30 days.
- All taxes, shipping, and handling fees on quote are estimated.
- Billing Invoice will have all actual taxes, shipping and fees.
- We reserve the right to cancel orders arising from pricing changes, availability, or other updates or errors.
- We specifically disclaim any and all warranties, expressed or implied, including but not limited to any licensed products.

813-490-4260
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www.concertium.com

Managed IT Services Agreement 2025

Prepared by:

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Robert Atherton
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ratherton@concertium.com

Prepared for:

CareerSource Heartland
5901 US Hwy 27 South
Suite 1
Sebring, FL 33870
Donna Doubleday
(863) 385-3672
ddoubleday@careersourceheartland.com

Quote Information:

Quote #: 003529
Version: 1
Delivery Date: 05/06/2025
Expiration Date: 06/20/2025

Recurring Summary


Description	Amount
M365/Email/Cloud Service Management	\$99.00
Total:	\$99.00

Monthly Recurring Summary

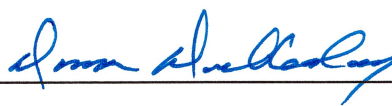
Description	Amount
Concertium Monitoring Services - Toolsets Only	\$2,675.00
Managed Security Services	\$40.00
Managed Email Protection and Backup Services	\$270.00
Microsoft 365 Licensing - A	\$321.93
Monthly Total:	\$3,306.93

All taxes, shipping, handling and other fees are estimated. Billing Invoice will have all accurate costs listed.
By endorsing, you agree to the Terms and Conditions of the Master Services Agreement -
<https://concertium.com/msa-03-24/>

Concertium

Signature: 
Name: Robert Atherton
Title: President
Date: 05/06/2025

CareerSource Heartland

Signature: 
Name: Donna Doubleday
Date: 5-7-25