

**Town of Bernardston
Selectboard Meeting Minutes**



Board Members

Brian J. Keir

Stanley D. Garland, Chairman

Kenneth R. Bordewieck

Minutes for the meeting of January 8, 2024

Meeting held at Bernardston Town Hall
38 Church St, Bernardston, MA 01337

Selectboard Members Present:

Ken Bordewieck
Brian Keir

Others Present:

Karen Kelly
Jennifer Reynolds
Greg Seligman (Entre Technologies)

Ken called the Open Meeting to order at 3:02pm.

Greg Seligman is the Sales Representative from Entre Technologies out of West Springfield, MA. Entre Technologies has been on the state-contract since 2000. Entre Technologies' largest state-contract is with BayState Hospital. Some of Entre's small town customers are Templeton, Adams, Deerfield, Chesterfield and Hampden. The company is owned and operated by the Fieldler family.

Greg Seligman compared our size to the Town of Chesterfield. Entre gave Chesterfield a "forklift upgrade" that cost approximately \$40,000. The Town of Bernardston will require at a minimum: a server, firewall in each building (5), support for 14 computers, 5 year licensing agreement for the firewalls. It might be possible to get the firewalls for free if you buy the 5 year licensing. Antivirus software for each computer will need to be purchased. This includes public and employee computers. CentinelOne is the antivirus software Entre uses. The antivirus software will capture potential risks and remove the laptop from the server until it is cleared of risk. Disaster recovery and backup is required. Entre has an appliance (DATTO) that will backup data to the Cloud. The state of Massachusetts requires a 7 year email backup. Shared files, drives and individual PCs should be backed up. Entre could reconfigure and add Client to each individual computer. Entre would take ownership of the network and will be a watch person over noncompliant activity on individual PCs. Entre could also host business basic MicroSoft 365 on each PC and keep our domain name the same. The project would entail installation, switching, firewall installation for 5 buildings and 25 computers. There is no contract with Entre. It is a living

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Selectboard Meeting Minutes
January 8, 2024
(Continued)

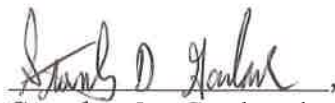
and breathing agreement. The number of computers will be finalized during the site survey. Acquisition, install, training will be paid for with the grant. Dell server and computer maintenance, new acquisitions, IT packages can cost anywhere from \$1500.00 to \$2000.00 a month. There will be a monthly visit by the IT technician. Capability to work remote thru VPN licensing. Timeline would consist of purchasing the equipment, a site survey, firewall set-up, add switches in each building, etc.

Ransomware concerns were discussed. Greg discussed levels of defense that included placing firewalls (sonic walls) in each building that will be monitored and it can be tightened down as much as the Town would like.

Greg will forward two quotes. One quote for the server, installation, infrastructure and another quote for the recurring maintenance and IT package.


With no further business to be discussed, Ken motioned to adjourn the meeting at 4:16pm. Brian seconded and the meeting was adjourned.

Attested by: Karen Kelly, Town Administrator


Stanley D. Garland

, Chairman


Kenneth R. Bordewieck


Brian J. Keir

ENTRE
Technologies
Relationships. Experience. Growth.

Plus+
Signature
Series.

Managed Service Program



Dear Valued Customer,

Thank you for expressing interest in Entre Technologies.

The enclosed offering encapsulates our personal beliefs with regards to building customer relationships through our people, our services, and our experience.

We wanted to create an offering which delivered the key services our clientele are interested in receiving.

A solution designed to uphold the technical operations of your business - through true human interaction; While eliminating long term contract requirements that contain nickel and dime billing practices.

Through this offering we are able to lend our professional expertise within the IT industry - allowing you to focus on your expertise within your industry.

We believe in a straightforward service practice that scales easily with your business.

We believe in our people getting to know your people.

We believe in our signature.

We believe in proving that to you by earning your business every month.

We thank you for the continued opportunity to serve,
Sincerely,

-Team Entre

Services:

	Signature Series.	Signature Series. Plus+
Help Desk Support	M-F 8:30am-5:00pm	+After Hours Included
Priority Response	2 Hour Remote	2 Hour Remote
Emergency Response	4 Hour Onsite	4 Hour Onsite
No Travel Fees	Included	Included
Software Support	Included	Included
Onsite Maintenance	2 Hours Per Month	4 Hours Per Month
Antivirus	Included	+Upgraded
Email Back Up	Included	Included
Disaster Recovery	Included	Included
Cyber Security		+Included with Plus
Spam Filtering		+Included with Plus
Cyber Training		+Included with Plus
Phish & Pen Testing		+Included with Plus
Annual Business Review	Included	Included
No Longterm Contract	Included	Included

Description of Services

Description of Services

1.) Introduction

Thank you for choosing Entre Technologies.

For over 39 years we have provided Information Technology sales, service, and support to New England and beyond.

By focusing our core services toward business to business I.T delivery - we are able to provide value across all industry verticals.

We pride ourselves on our professional working relationships.

Relationships between our employees, our customers, and our vendors.

We believe that people make the difference, and that is the culture we focus on.

Through this people focused model we hope to deliver you with an exceptional experience.

The Entre experience.

We thank you for your patronage, and the continued opportunity to serve.

2.) Purpose

The purpose of the following document is to clearly define the enclosed managed service offering, including detailed expansion upon each foundation within the offering.

Please utilize this document as a guide, in order to understand each key component of the offering, and the items in which they entail.

Should you have any questions in relation to this document, please contact your dedicated Entre representative, or call our main office at 413-736-2112.

We are more than happy to assist you.

3.) Managed Services Summary

Managed Services within its simplest form is the practice of outsourcing an organizational function or responsibility for the purpose of:

- Operational improvement.
- Reduced financial expenditure.
- Consolidation of resources.
- Reduction of oversight and maintenance responsibilities.

Within the I.T industry, Managed Services is typically described as the outsourcing of an organizations I.T support, dependencies, and solutions.

4.) Signature Series

In setting out to develop a managed service offering, Entre Technologies naturally wanted to focus on the customer.

We felt it was advantageous to provide a high-quality service packaging that delivered all the necessities our customers would be looking for.

We wanted to provide a package we believed in and would utilize for our own business.

We felt the need to provide something we were confident to put our signature on.

Through these necessities – the Entre Signature Series offering was created.

Our Signature Series provides a streamlined experience, absent of complication or hidden fees.

- We developed an offering with a predictable flat monthly fee per each device being supported.
- An offering absent of hidden travel or service fees when response is required.
- An offering that scales along with your business.

Our Signature Series provides the service levels necessary to fully support your business.

- Included is a fully staffed internal team of help desk professionals.
- Level 1, Level 2, and Level 3 engineers remain on standby as escalation avenues progress towards issue resolution.
- We provide a 2 hour service response, which maintains priority over the other non-agreement based customers within our practice.
- An appropriate service level technician will provide an onsite physical response within 4 hours of a developed emergency.

Our Signature Series utilizes technology to better serve you.

- Remote connectivity agents are added to all CPU devices – enabling faster response and support.

- Antivirus, Email Back Up, and Disaster Recovery solutions come standard.
- 3rd party software support comes standard and inclusive.

Our Signature Series is relationship focused.

- We believe we should earn your business every month. There is no long-term binding contract to sign.
- We believe in our people. Regularly scheduled onsite maintenance is included within every month. This allows our organizations to interact through regularly scheduled onsite technical visits.
- Dedicated account representatives will perform an annual consultative review for you and your organization.

Our Signature Series Plus+ provides even greater peace of mind.

- We wanted to include an enhanced offering for those individuals requiring an extra level of care.
- After hours, night, and weekend support comes standard.
- Regularly scheduled maintenance visiting hours are doubled.
- Antivirus packaging comes upgraded.
- Cyber security monitoring, spam filtering, cyber awareness training, phishing testing, and penetration testing are all included within the Plus+ offering for an increased security posture.

5.) Definitions

5.1 Help Desk Support (SS/SSP+)

Help desk support is the core service within this managed service offering.

Help desk support consists of an internal team of I.T professionals provided by the service organization (Entre Technologies) to assist your team through technical problems. Help desk technicians retain a diverse portfolio of industry knowledge across varying levels of expertise. This team, dedicated to our managed service contract customers, provide the first line of defense for your organization's technical difficulties.

Level 1 technicians possess basic troubleshooting knowledge required to maintain essential business functionality for general end users. This may include assistance with recovering a lost email, re-establishing printer connectivity, or providing support with regards to device performance.

Level 2 technicians provide increased familiarity with regards to software, configurations, general network assistance, and troubleshooting resolutions. This may include assisting end users through 3rd party software issues, reconnecting remote instances, or troubleshooting WiFi connectivity for the office.

Level 3 technicians provide senior knowledge specialized in servers, networking, mission critical applications, and top-level troubleshooting efforts. These instances may include recovering the

organizational environment after an outage, responding to virus related complications, or managing routing within the organization.

Help desk support technicians are on standby, within a reactive role, ready to assist with any technology problems your business is experiencing. Escalation avenues (Level 1, 2, 3) are provided dependent upon the complexity of the problem being experienced.

For the purpose of the *Signature Series* managed service contract, help desk support is available during regular business hours. Regular business hours are defined as Monday through Friday, from 8:30am-5:00pm. It is important to note that during defined business holiday's, help desk services will not be available. Business holidays are defined at the start of each calendar year and can be provided upon request.

For the purpose of the *Signature Series Plus+* managed service contract, help desk support is available during regular business hours. In addition, an on call (as needed) service is provided for nights and weekends. After hour services are triggered by placing a telephone call to our organizations direct line (413-736-2112). An answering service will greet you, receive the service request, and forward the request onward to an on-call technician. The on-call technician will respond within 2 hours to assist with the problem. Escalation avenues will remain available during after hour and weekend services.

*It is important to note, Help Desk services provided within this agreement are provided to 1.) Help prevent problems from arising through best practice integration, 2.) Respond to problems once they arise and 3.) Provide the necessary technical expertise to repair the problem.

*Help Desk services are not designed for expanding upon an organizations existing hardware infrastructure, performing corporate wide software replacements, or any other large additions/changes to an organization's environment. Large projects should be discussed on a case by case basis, in advance of the clients need.

*Should a service request fall outside of standard help desk support, our team will notify you directly. In the event that services are outside of general scope, our team will communicate next steps, including pricing structures and timeline.

5.2 Priority Response (SS/SSP+)

Both our *Signature Series* and *Signature Series Plus+* managed service offerings provide priority technical response.

Priority response is a differentiator from our managed service customer base and our other non-contractual customers. Our internal business practice prioritizes our technical resources towards our managed service contractual customer base. This allows for increased resource availability, prioritized response, and quicker resolution of known issues. Our *Signature Series* and *Signature Series Plus+* customers maintain our priority attention, and care.

5.3 Two Hour Remote Response (SS/SSP+)

Remote response (via telephone and/or remote PC connectivity) remains the quickest avenue for our ability to serve you. Under both the *Signature Series* and *Signature Series Plus+* agreements, you will receive a 2 hour remote technical response. Remote technical response includes a live technician contacting you to discuss the problem at hand – and begin the troubleshooting efforts. The response provided will be aligned with the proper tier level technician appropriate based upon our initial understanding and interpretation of the problem described. Escalation avenues are available should tier levels need to increase – dependent upon the complexity and technicalities of the problems uncovered.

5.4 Four Hour Emergency Onsite Response (SS/SSP+)

Emergency onsite response is triggered either 1.) During the failure of remote support remediation, or 2.) When an organizational emergency is extreme enough to require immediate onsite attention, skipping standard remote escalation protocols.

Emergency onsite response will occur within 4 hours of the recognized emergency.

*It is important to note that the 4 hour window is provided to maintain a general defined service level. In reality, true emergencies are typically responded to faster than 4 hours. The 4 hour window allows our organization to ensure proper resource availability, re-routing where needed, and provide applicable travel time to your organization.

Out of good faith for the professional relationship, true emergencies will always receive top priority attention and response from our team.

The 4 hour emergency onsite response is provided to both the *Signature Series* and *Signature Series Plus+* packages.

5.5 Third Party Software Support (SS/SSP+)

We have seen trends within the technology industry, in which some competitor providers either 1.) Do not cover third party software support, or 2.) Charge additional fees for troubleshooting efforts with relation to third party software.

We feel that if we are going to provide you with I.T service, that your basic business operations need to be included within that model.

Third party software support is provided as a “best effort” technical response. Meaning, we are willing to invest the time, energy, and resources into troubleshooting efforts. *However, it is important to note that software intellectual property may be out of our direct control – and require direct support from the software vendor.

It is of the best business practice to maintain third party vendor software support for all critical business applications. Maintaining third party support will allow us to work directly – in a collaborative fashion – with the third-party vendor.

We do not charge additional fees while troubleshooting through specialized software issues, but it is important to note that vendor software support may incur a fee from said vendor. This best effort offering applies to both the *Signature Series* and *Signature Series Plus+* packages.

5.6 Scheduled Onsite Maintenance (SS/SSP+)

Organizationally we believe in relationships. We believe that we make the difference through our people. We encourage comradery and collaboration between your team and ours. One way that we accomplish this is through monthly scheduled onsite maintenance.

This proactive maintenance arrangement is utilized by providing a live technician at your location – for a specific amount of time – on a scheduled date each month. One of our technicians will be dispatched to your location to perform 1.) Preventative maintenance, 2.) Environmental and best practice upkeep, and/or 3.) Resolve any tasks within your “to-do” list.

Historically we have found this piece of our offering to be a real difference maker in the strength of our business partnership.

Providing a consistent technical resource on location, allows for fruition within a few areas.

- The consistency of a single resource allows for our technical engineer to fully understand your environment. Overtime they begin to gain hands on knowledge of the ins and outs, the strengths, and the shortfalls of your environment from a technical perspective. They begin to build a profile, an understanding, and a trajectory of your organization. The time invested onsite creates personal ownership and accountability of the technical intricacies within your environment. Through this practice we see transition from a general service technician, into steward of your technological environment. The result is an engineer that can bridge the gap between the two organizations, providing a representative voice for the environment itself.
- Overtime you will find that your employees look forward to the onsite interaction with our engineer team. The monthly visit becomes a welcomed addition to your inside team, providing them with direct access and collaboration with a technical engineer.
- This practice also provides a human element to the relationship. The onsite experience that an engineer can provide, is an enhancement over an engineering “voice” simply translated via telephone or email. We want to improve your organization through technology, not hide behind technology.

Scheduled monthly onsite maintenance will be provided for 2 hours per month, within the *Signature Series* plan.

Scheduled monthly onsite maintenance will be provided for 4 hours per month, within the *Signature Series Plus+* plan.

*It is important to note that hours cannot be “banked”, combined, or rolled over from one month to another. This section of the offering is not designed as “retained services” or a “retainer” model. This section is designed to position your organization for success through consistent, ongoing service delivery.

5.7 Annual Business Review (SS/SSP+)

An annual business review will be provided with your agreement. The annual business review allows the chance for a formal sit-down discussion in relation to your environment, its current state, its future state, and the goals and aspirations of your organization. Not only is this an opportunity for technical consultation about your environment, but it also serves as a chance to review our service deliverables, and your overall satisfaction with the professional relationship.

The annual business review will be scheduled with your direct account representative at Entre. Historically we have performed the annual business review at our customers organizational location. We welcome all parties to the meeting whom we collectively feel can add value to the discussion.

This offering applies to both the Signature Series and Signature Series Plus+ plan.

5.8 No Long-Term Contract (SS/SSP+)

We believe in earning your business every month. Meaning, we believe that we have to perform to your satisfaction in order to maintain the continued professional relationship from one month to the next. We also believe from the customers perspective, that you should not be locked into a binding agreement. For that reason, we do not commit you to any long-term contract. You will receive an invoice for our managed services agreement each month.

If you no longer wish to continue the business partnership with us, please allow 30 days of notice to us. Should you choose to transition to another service provider, we can assist with offboarding proceedings maintaining no ill will or malicious intent.

*Offboarding services are free of charge when limited in scope to agent removal (monitoring software, antivirus), platform ownership transitioning (email, web services, licensing), hardware ownership transitioning (firewall, back up), and other standard offboarding procedures (including passwords, and documentation).

*Offboarding services would only occur a fee should general offboarding proceedings increase in scope, length, and deliverables. Should any out of the ordinary services be identified as lengthy, or resource intensive, we will notify you in advance with regards to next step proceedings and potential costs associated.

*In good faith of professional relationships, best business practices, and professional reputation, offboarding proceedings will always be completed with a positive, helpful, and complete mindset.

This model applies to both the Signature Series and Signature Series Plus+ plan.

5.9 No Onsite Travel Fees (SS/SSP+)

We do not believe in nickel and dime billing practices. With regards to our service response, our first reactive measures will typically be completed within a remote fashion. If we are unable to fix the problem remotely, and need to dispatch a technician to your location, there are no additional fees for these efforts. Meaning, as long as it is a responsive action to an identified problem, we will not charge you for mileage, time during travel, or technical time onsite.

Should a reactive scenario escalate into a larger technical endeavor or initiative, and scope of work transition into a billable scenario, we will provide communication well in advance prior to performing any further efforts.

This practice applies to both the Signature Series and Signature Series Plus+ plan.

5.10 Antivirus (SS/SSP+)

Provided as a first layer of security, antivirus will come standard for all end points within both versions of our plan.

A best practice security solution will be the primary offering for the Signature Series plan.

An upgraded – enhanced security – offering will be provided for the Signature Series Plus+ plan.

5.11 Disaster Recovery (SS/SSP+)

Provided within each plan is a hybrid disaster recovery solution.

Tailored to your organizations overall scale, this disaster recovery solution provides onsite continuities combined with cloud backup and recovery services.

The backup provides peace of mind through both local and cloud storage, allowing us as the service provider to back up your organization's critical information, and restore it in the event of an emergency.

We have had exceptional results with this solution historically, and even utilize the solution within our own practice.

*Exact product line, class, and specifications come based on the size of your organization, and data requirements.

This solution applies to both the Signature Series and Signature Series Plus+ plan.

5.12 Email Back Up (SS/SSP+)

Continuing our offering is SaaS protection for email back up.

This peace of mind email solution comes standard with both Signature Series and Signature Series Plus+ packages.

Similar to back up and recover efforts listed in the previous section, SaaS email back up protects Office 365, OneDrive, Sharepoint, Teams, Gmail, and Google Contacts.

*It is important to note, this feature will only be utilized with existing (or future) Microsoft 365 email subscriptions.

5.13 Cyber Security Monitoring (SSP+)

As an added layer of security with the Signature Series Plus+ offering, we have included a cyber security monitoring solution.

This item serves as a last line of defense when other security solutions (such as hardware and software) have failed.

The security service continuously monitors on premise and cloud sourced collection logs, looking for events outside of standard processes and procedures at the data level. Real time detection tools alert our service team including threat level and instances of occurrence.

From there our team can confidently investigate the instance and provide proactive action on the event should it be needed.

5.14 Spam Filtering (SSP+)

Provided with Signature Series Plus+ is a SaaS spam filter solution.

Leveraging industry leading techniques, this solution protects against embedded text within image files, identifies email from known spamming sources, and determines whether domains embedded within email lead to known malware locations.

5.15 Security (Cyber) Awareness Training & Phishing Testing (SSP+)

One of the least considered areas of the I.T industry is often the most important... Your employees. The strength, awareness, and knowledge of your employees is a vital defense against attackers and intrusion within your organization.

Provided with the Signature Series Plus+ packaging is cyber awareness training for your staff members. Training curriculum provides base line testing to evaluate the knowledge of your employees, automated training content developed to provide consistent reinforcement,

simulated phishing software to test your employee's newfound awareness, and reporting of results to identify team strengths and weaknesses.

5.16 Penetration Testing (SSP+)

Annual penetration testing is included within the Signature Series Plus+ offering.

3rd party penetration testing utilizes ethical hacking methodologies to identify weaknesses and vulnerabilities within your organization. Penetration testing is system-friendly and will not disrupt or damage your technical environment.

This solution allows for the identification of security shortfalls and provides future direction with regards to prevention and improvements.

6.) Client Responsibilities

6.1 Purpose (SS/SSP+)

The purpose of the following section is to outline the applicable requirements of the client with relation to the included agreement.

Client responsibilities apply to both Signature Series and Signature Series Plus+ offerings.

By subscribing to the included managed services agreement with Entre Technologies, you (client) agree to all terms and conditions listed within the entirety of this document.

6.2 Cancellation Notice (SS/SSP+)

Client agrees to provide 30 days of notice in advance of terminating the existing managed service agreement.

Notice of cancellation to be provided (in writing) to service@go2entre.com

6.3 Net Terms (SS/SSP+)

Client agrees to provide payment within 30 days of invoice date.

Client billing begins after onboarding services are completed.

If payment is not received within 60 days of invoice date, Entre Technologies reserves the right to hold rendering of on-site, remote, and third party services until monthly fee has been paid.

6.4 Scale of Service (SS/SSP+)

Client acknowledges that monthly billing rates may fluctuate depending upon the number of devices within their environment being supported, along with product market fluctuation.

It should be a standard expectation that if the customers environment grows from 10 pc's to 20 pc's for example, billing services will increase to reflect the increase in devices being supported. The same statement is true for the reduction within a customers environment. All billing services are reviewed upon a monthly basis, and applied based on quantity of devices and product lines.

Products and services provided from third party manufacturers may fluctuate. Billing practices will be applied to mirror manufacturer fluctuations. For example, if an Office 365 solution increases 15% from the manufacturer, direct billing to you (client) of that specific product line will also increase 15%.

Standard labor service rates provided by Entre directly will not be changed without written notice.

6.5 Decision Maker (SS/SSP+)

Client agrees to provide a single point of contact with authority and representation for the client's organization.

6.6 Access (SS/SSP+)

Client agrees to provide all necessary, reasonable, access to client's environment and locations.

6.7 Client Assistance (SS/SSP+)

Client agrees to reasonably accommodate onsite staffing assistance with regards to onsite repair, remote repair, and troubleshooting efforts.

Meaning, some remote efforts will require direct assistance with onsite staff of the client. This may include items such as physically restarting a computer, assisting with a printer, or collaborating with a third-party software vendor.

While assistance would typically be reserved for remote troubleshooting efforts, some onsite availability may be required.

6.8 Non-Recruit Policy (SS/SSP+)

Client agrees not to hire any currently enrolled employees of Entre Technologies.

Client may hire a prior employee of Entre Technologies, if the employee has not been maintained as an actively enrolled employee of Entre Technologies within 1 calendar year. Meaning, a previous Entre employee may not be hired unless they had resigned, or had been terminated, from our organization for over 1 calendar year.

7.) Terms and Conditions

7.1 Purpose (SS/SSP+)

The purpose of the following section is to outline additional terms and conditions related to the included agreement.

Client responsibilities apply to both Signature Series and Signature Series Plus+ offerings.

By subscribing to the included managed services agreement with Entre Technologies, you (client) agree to all terms and conditions listed within the entirety of this document.

7.2 Confidentiality (SS/SSP+)

During the term of this Agreement, and thereafter in perpetuity, neither party shall without the prior written consent of the other, disclose to anyone any Confidential Information of the other.

“Confidential Information” for the purposes of this agreement shall include each party’s proprietary and confidential information such as, but not limited to, customer lists, business plans, marketing plans, financial information, designs, drawing, specifications, models, software, source codes, and object codes.

Confidential Information shall not include any information that client makes publicly available or information which becomes publicly available through no act of MSP or Client or is rightfully received by either party from a third party.

7.3 Force Majeure (SS/SSP+)

Neither party shall be liable for any failure of or delay in performance of its obligations under this agreement to the extent such failure or delay is due to circumstances beyond its reasonable control, including, without limitation, acts of God, acts of a public enemy, pandemics, fires, floods, wars, civil disturbances, sabotage, accidents, insurrections, terrorism, blockades, embargoes, storms, explosions, labor disputes (whether or not the employees' demands are reasonable and within the party's power to satisfy), acts of any governmental body, failure or delay of third parties or governmental bodies from whom approvals, authorizations, licenses, franchises or permits must be obtained, or inability to obtain labor, materials, equipment, or transportation or illness of MSP’s technical staff (collectively referred to herein as "Force Majeure").

Each party shall use reasonable efforts to minimize the duration and consequences of any failure of or delay in performance resulting from a Force Majeure event.

If the Client work is substantially changed due to a Force Majeure, MSP will evaluate the need for change to IT services to Client and related change of managed service fees. Recognizing there are ongoing expenses to MSP of maintaining backups, remote monitoring, other vendor support software/licensing and availability of technicians to service on going needs, MSP will review with Client the need for change of fees if any.

In the event of a Force Majeure MSP is not required to have technicians work during periods or at places where their safety or health could be in jeopardy and in any event will not require technicians to go onsite.

7.4 Damages (SS/SSP+)

MSP shall not be liable to client or any of its affiliates for any damages, whether incidental, direct, indirect, special, consequential or punitive damages arising out of service or equipment provided hereunder, including but not limited to loss of profits or revenue, loss of use of equipment, lost data, or loss to person or property, costs of substitute equipment or other costs even if MSP has been advised of the possibility of such damages.

Regardless of the form of action, MSP's cumulative liability shall be only for loss or damage directly attributable to negligence of a MSP employee or contractor, for the cost of restoring the network to its condition prior to the negligence, but not to exceed thirty thousand Dollars.

If a collection action is initiated by either party or if MSP has to defend any action by Client, MSP is entitled to its reasonable attorney fees and expenses to be paid by Client.

7.5 Implied Warranties (SS/SSP+)

Implied Warranties are expressly disclaimed by MSP. An MSP contractor is a technician or contractor who operates on behalf of MSP, is paid by MSP and has access to MSP's service ticket management system for making time entries and charges for their work.

MSP is not responsible for the acts of other technicians, contractors or consultants providing service to client not under its control and direction. If client purchases equipment from MSP it understands and agrees that it will look to the manufacturer for all remedies and warranties and agrees that MSP is not responsible for functioning of the equipment and has not made any express or implied warranties.

MSP shall not be liable for any claim or demand against the client by any third party on account of errors or omissions performed hereunder.

7.6 Remote Networks (SS/SSP+)

Remote access to personal computers and/or networks. If or when Client transitions to home or alternative networks, MSP will make best effort to make connections and serviceability. However, home or alternative networks may not have adequate internet connectivity and equipment to effectively work.

MSP is not responsible for inadequacies in those home or alternative networks or to secure those connections. Home equipment will not be as secure and may not have MSP's software and security features.

MSP is not responsible for the security of the home or alternative networks. Work on a home or alternative network unless otherwise included is outside the scope of this Agreement and MSP may charge it's then hourly rate for work on home or alternative networks.

MSP will charge for additional software installed at home or alternative networks as needed.

7.7 Back Up's (SS/SSP+)

Backups in the event of default or early termination or in the event the parties do not renew at the end of the term of this Agreement:

Client shall be responsible for transferring backups to a system administered by Client or others on its behalf and for paying any costs of transferring and/or setting up backups off of the system maintained by MSP.

If Client does not provide for any transfer of backups, they shall be terminated within 30 days of the Notice of Termination or Notice of Default.

Client assumes all responsibility for its backups and MSP has no responsibility to retain backups. In the event prior to the end of the 30 days, client places its own backups on site or obtains its own cloud backups then it shall notify MSP so it's backups can be terminated.

7.8 Unauthorized Environmental Administration (SS/SSP+)

Client shall not modify, create any derivative work of, or incorporate any other software into the computer software programs or any portion thereof with the exception of allowing automatic updates to commence or confirming the installation of an automatically scheduled update or fully supported software for which client has purchased technical support and has scheduled such installation with MSP.

Programs must be installed by an MSP technician or software technical support with an MSP technician assisting. MSP shall not be responsible for maintenance of or for repair of errors or malfunctions occasioned by any installation, modification or enhancement to the Programs made by Client or by anyone other than MSP unless MSP has agreed.

Corrections of unauthorized modifications shall be at the rate of \$175.00 per hour and may be grounds for immediate termination by MSP of this Managed Services Agreement.

Client agrees to prohibit others, including its principals, officers and employees from installing hardware, working on the technical aspects of the operating systems on the Servers and PC's or to give anyone Domain Administrator access. Only MSP will make administrative or technical changes to the servers.

Thank you for choosing Entre Technologies.

We look forward to working with you.

Our organization plans to deliver you an exceptional experience with the purpose of a long-lasting professional relationship.

Customer Signatory:

Date:

Entre Technologies Signatory:

Date:



We have prepared a quote for you

Town of Bernardston Managed Services

Quote # ITC73-011210-Entre Technologies
Item 1

Prepared for:

Town of Bernardston

Karen Kelly
bos@townofbernardston.org

Signature Series

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
Live Help Desk - Phone + Remote Services Live Help Desk - Phone + Remote Services	\$0.00	\$0.00	20	\$0.00	\$0.00
Monitoring of Network Devices Network Maintenance and Up-keep	\$300.00	\$300.00	1	\$300.00	\$300.00
Managed VM Host - Server Advanced Performance Monitoring Server Configuration Management Key Application Maintenance Microsoft and 3rd Party Patch Management Real Time Server Optimization Scheduled Preventative Maintenance	\$100.00	\$100.00	1	\$100.00	\$100.00
Management of Device Advanced Performance Monitoring Workstation Configuration Management Microsoft and 3rd Party Patch Management Real Time Workstation Optimization Scheduled Preventative Maintenance	\$25.00	\$25.00	20	\$500.00	\$500.00
Managed Detection and Response Antivirus Built by offensive security experts, The Huntress Managed Security Platform enables you to find and eliminate threats that lead to breaches, ransomware and more. We provide the technology, expertise and resources needed to stop advanced attacks and halt hackers in their tracks	\$4.00	\$4.00	20	\$80.00	\$80.00
Phishing training and campaign enablement up to 250 users Phishing	\$100.00	\$100.00	1	\$100.00	\$100.00
Two Hours Additional Scheduled Onsite Tech Time - Monthly	\$0.00	\$0.00	1	\$0.00	\$0.00
Microsoft 365 Business Basic Microsoft 365 Business Basic includes Office Online, hosted email. Taking your business to the cloud is easy with Microsoft 365 Business Basic. Access your familiar Office applications like Word, PowerPoint, and Excel, collaborate with coworkers on SharePoint and Lync, and send and receive emails over the world's leading email application - all securely over any PC, tablet, or smartphone.	\$7.20	\$7.20	20	\$144.00	\$144.00

Signature Series

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
Email SaaS Backup	\$3.95	\$3.95	20	\$79.00	\$79.00
Datto Digital Business Protection Infinite Cloud Retention - Cost per License qty. 1-99 Monthly Charge *Month to Month Commitment*					
Two Factor Authentication	\$3.00	\$3.00	20	\$60.00	\$60.00
Two Factor Authentication					
Datto Siris 5X 2TB Infinite Cloud Backup	\$230.00	\$230.00	1	\$230.00	\$230.00

Subtotal: **\$1,593.00**

Subtotal: **\$1,593.00**

Town of Bernardston Managed Services



Prepared by:
Entre Technologies ITC73
 Greg Seligman
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Quote Information:
Quote #: ITC73-011210-Entre Technologies
 Version: 1
 Delivery Date: 01/17/2024
 Expiration Date: 02/06/2024

Quote Summary

Description	Amount
Signature Series	\$1,593.00
Total:	\$1,593.00

Expenses Summary

Description	Amount
Signature Series	\$1,593.00
Total:	\$1,593.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Entre Technologies ITC73

Town of Bernardston

Signature: _____
 Name: Greg Seligman
 Title: Account Executive
 Date: 01/17/2024

Signature: _____
 Name: Karen Kelly
 Date: _____

Protect your most valuable digital assets with a cyber warranty - all without breaking the bank.

Cork works directly with your MSP to ensure you're financially protected against targeted cyber attacks such as phishing, ransomware, and business email compromise.

61% of small businesses were the target of a cyber attack

\$300,000 is the average cost of a cyber attack to a small business

75% of SMBs say they would not survive past 3-7 days from a ransomware attack

Cyber attacks can cost you your business

When cyber attacks strike, your main priority is to get back to business fast. The traditional cyber insurance process is anything but - from lengthy paper forms to long approval timelines, all while your business hangs in the balance. Cork and your MSP are here to bridge the gap with an affordable cyber warranty - no deductible required.

Protect your business against cyber loss

You've invested in all the right tools to keep your business safe. Elevate your financial protection against attacks with cyber warranty coverage.

- Get protected in minutes - With seamless digital qualification your MSP can underwrite your warranty coverage instantly.
- Dramatically reduce financial risk - Gain instant cost coverage for data recovery services, business interruption loss, incident response services, ransom payment and more.
- Receive claim payouts within days - Using real-time critical insights from your security tools speed up claims validation to get you to settlement quickly

Cork partners with your MSP to:

- Underwrite coverage using your own security tools already in place
- Monitor and remediate your cybersecurity risks in real-time
- Get claims approved and paid within days, not months

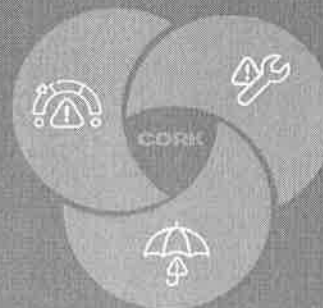
The Cork power: Coverage that brings you peace of mind


Protect your business from the most common threats and get back to what matters most - growing your business. Cork's cyber warranty covers:

- Ransomware
- Spear phishing
- Business email compromise (BEC)


Enjoy peace of mind with Cork cyber warranty. Ask your Managed Service Provider for more details to get started.

The best coverage is one you never need



 Inside-out monitoring

 Active alerts + remediation

 Always-on warranty

Town of Bernardston
Selectboard Special Meeting Agenda
Monday, January 8, 2024, 3:00 PM



Bernardston Town Hall, 38 Church Street, Bernardston MA

Board Members

Brian J. Keir

Stanley D. Garland, Chairman

Kenneth R. Bordewieck

Agenda

Call to Order

Entre Technologies, Greg Seligman, Account Executive

Other Business Unknown at time of posting

Adjourn

This meeting was posted on Monday, December 18, 2023 at 2:40pm