Managed IT Service Quote

Expiration Date: 01/23/2026

Company: City of Okanogan
Quote Prepared For: Jessica Blake
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Quote Prepared By: Matt Michelsen
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Item	Quantity	Unit Price	Extended Price
Monthly Items			
Remote Managed Service Package Includes: • Security Awareness Training for Employees • Device Multifactor Authentication • Network Management • Managed Detection + Response • Threat Monitoring + Remediation • Web Filtering/DNS Protection • Privileged Access Management • Automated hotfixes, patches, and updates • Scheduled Automated reboots. • Unlimited Remote Support	22	$75.00	$1,650.00
Office 365 Business Premium	10	$22.00	$220.00
Microsoft 365 Business Standard	15	$12.50	$187.50
MDR for Microsoft 365	25	$5.00	$125.00
Email Security Filtering	25	$7.50	$187.50
	Monthly Total		**$2,370.00**
One-Time Items			
All prices in this order for managed services reflect a 50% discount for commitment to the 3-year Term. Managed Service Setup & Onboarding – Includes assessment of existing environment, deployment of management tools, configuration of monitoring and security policies, documentation setup, security accounts creation, and testing to ensure the service is fully operational.	1	$1,250.00	$1,250.00
	One-Time Total		**$1,250.00**

Item	Quantity	Unit Price	Extended Price
		Subtotal	**$3,620.00**
		Total Taxes	**$318.56**
		Total	**$3,938.56**

Provider reserves the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information, including Services or pricing is inaccurate.

Acceptance and Incorporation by Reference

This Order together with the Master Services Agreement and Service Attachments and other terms and conditions identified on Exhibit A, all of which are incorporated herein by reference (collectively, the "Agreement") is between Firefly (sometimes referred to as "we," "us," "our," or "Provider"), and the customer identified on the Order (sometimes referred to as "you," "your," or "Client"). This Agreement is effective as of the date the Client accepts the Order (the "Effective Date").

By signing or accepting this Order, Client acknowledges, represents, and warrants that it has read and agrees to the terms and conditions identified on Exhibit A to this Order which are incorporated as if fully set forth herein.

The parties hereby agree that electronic signatures to this Order shall be relied upon and will bind them to the obligations stated herein. Each party hereby warrants and represents that it has the express authority to execute this Agreement(s).

Provider may make changes to the Agreement at any time. If there are changes, Provider will revise the date at the top of the document. Provider may or may not provide Client with additional notice regarding such changes. Client should review the terms and conditions regularly. Unless otherwise noted, the amended terms and conditions will be effective immediately, and your continued use of the Services thereafter constitutes your acceptance of the changes. If you do not agree to the amended terms and conditions, you must stop using the Services immediately. Please note, you may incur a termination fee or other third-party fees, if applicable. You may access the current version of the terms and conditions at any time by visiting https://thinkfirefly.com/legal.

Exhibit A

Master Services Agreement

Service Attachment for Managed Services

Service Attachment for Compliance Services

Service Attachment for AI Services

Schedule of Services

Data Processing Agreement

Service Level Objectives

Schedule of Third-Party Services