



DOVER SCHOOL DISTRICT SAU 11

McConnell Center | 61 Locust Street, Suite 409 | Dover, NH 03820-4132
Phone: 603-516-6800 | Fax: 603-516-6809

Empowering all Learners

TO: Members of the Dover School Board
Dr. Christine Boston, Superintendent
FROM: Thomas Rup, Director of Technology
DATE: October 6, 2025
RE: Request to Waive Bidding

Auvik Essentials Bid Waiver

Request to waive bidding:

To support the continuity of the network and systems of the Dover School District population, we are requesting to waive bidding on a system and network monitoring tool. The district has investigated many avenues for understanding and troubleshooting the network. These options include purchasing software to having an external group monitor and support the network. Through this discovery, we have found that most external monitoring companies use Auvik for automation of alerts for their systems. With the need for high availability of our systems, it is recommended to have a system in place to better understand the flow of traffic. For this, we are recommending the purchase of Auvik Essentials for the core network and servers at a yearly price of \$4,761.00 plus a one-time fee of \$500.

Company/Product	Service	Yearly Cost	One-time Fee	Overall Cost
Auvik Essentials	In-house monitoring	\$4,761.00	\$500.00	\$5,261.00
BulletProof	Hosted monitoring and maintenance	\$32,544.00	\$2250.00	\$34,790.00
Omada	Hosted Managed Services	\$44,748.00	\$0	\$44,748.00



ORDER FORM

Bill To:
Dover School District
 Thomas Rup 603-516-7458
 t.rup@dover.k12.nh.us
 9371 Market Street
 Dover, AR 72837
 United States

Subscription Start Date: 11/1/2025
Initial Term: 12 Month
Renewal Term: 12 Months (automatic renewal)
Cancellation Notice Required: 1 month prior to next renewal

Sold To:
Dover School District
 Thomas Rup 603-516-7458
 t.rup@dover.k12.nh.us
 9371 Market Street
 Dover, AR 72837
 United States

Quote Number: Q-20998
Valid Until: 10/10/2025
Payment Method: ACH
Payment Terms: Net 30

Invoice Date: 1st of the month
 (first invoice will be pro-rated for any partial month)

BILLING TYPE	BILLING FREQUENCY	DESCRIPTION	QUANTITY	LIST PRICE PRICE	EFFECTIVE PRICE	TOTAL PRICE
Product		ANM Essentials				
Recurring	Annual	Essentials - Committed	40	\$157.20	\$157.20	\$6,288.00
Overage	Quarterly	Essentials - Overage		\$13.10	\$13.10	\$0.00
Recurring	Month	Essentials – Education Discount		25.00%	(\$39.30)	(\$1,572.00)
Recurring	Month	Essentials – Sales Approved Discount		8.00%	(\$9.43)	(\$377.28)
Net Price for Committed Devices					\$108.47	\$4,338.72
Overage calculated monthly and billed Quarterly at \$9.04 per Device						
Product		Server Monitoring Add-on				
Recurring	Annual	ServerMonitoring - Committed	12	\$51.00	\$51.00	\$612.00
Overage	Quarterly	ServerMonitoring - Usage		\$4.25	\$4.25	\$0.00
Recurring	Month	Service Monitoring Add-On – Education Discount		25.00%	(\$12.75)	(\$153.00)
Recurring	Month	Service Monitoring Add-On – Sales Approved Discount		8.00%	(\$3.06)	(\$36.72)
Net Price for Committed Server					\$35.19	\$422.28
Overage calculated monthly and billed Quarterly at \$2.93 per Server						
One-Time		Onboarding		500.00	\$500.00	\$500.00
						Recurring \$4,761.00
						One-Time 500.00
						Tax \$0.00
						\$5,261.00
						Total
						Currency USD

Auvik Network Management (ANM) Service Definitions.

- **Billable Device** means each router, firewall, switch and physical wi-fi controller on each network managed by the customer using the Service.

- *For more information* regarding the types of physical devices and free devices that constitute a Billable Device, review this article. [Link](#)
- How do I know how many Billable Devices I have? [Link](#)
- **Billable Server** and **Billable Workstation** *means* each server and workstation device on which an Auvik Endpoint Agent has been deployed.
 - *For more information* regarding the types of assets that are billable, review this article. [Link](#)
- **Committed Devices** *means* the total number of Billable Device subscriptions, Billable Server subscriptions or Billable Workstation subscriptions, as appropriate, purchased for a committed subscription term.
- **Overage Calculation.**
 - If the number of Billable Devices in a month (on average) exceeds the Committed Devices purchased, then the customer owes Auvik an overage fee for that month (*which may be billed monthly or quarterly, as specified in this order*).
 - If the total number of Billable Servers or Billable Workstations connected in a month exceeds the commitment purchased, then the customer owes Auvik an overage fee for that month (*which may be billed monthly or quarterly, as specified in this order*).

Auvik SaaS Management (ASM) Service Definitions.

- **End User** *means* individual being monitored and protected by the Service.
- **Committed Users** *means* the total number of End User subscriptions purchased for a committed subscription term.
- **Overage Calculation.** If the number of End Users in a month (on average) exceeds the Committed Users purchased, then the customer owes Auvik an overage fee for that month (*which may be billed monthly or quarterly, as specified in this order*).

Timing of Billing:

- *Recurring charges* - in advance.

- *Overage charges* - in arrears (based on the billing frequency).
- *One-time charges* - are included in the first invoice (unless otherwise specified).
- *Discounts and promotions* only apply during the Initial Term (except to the extent otherwise specified in writing by Auvik).

***Payment Notice:** In Auvik’s sole discretion and as applicable, a convenience fee of 3% shall be charged for those customers paying by credit card.

Auvik Representative: Joe Skeete	Auvik Approvers <i>Bob Feller</i> CFO
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Terms: This order is governed by the terms of the Subscription Services Agreement located at www.auvik.com/terms between the parties (**agreement**), which terms are incorporated into this order for all purposes. If there is a conflict between the terms of this order and the agreement, this order governs. This order and the agreement are the entire agreement between the parties, and they supersede and replace all prior and contemporaneous negotiations, agreements, representations, and discussions regarding this subject matter. Only a signed writing of the parties may amend this order. By signing below, the Customer acknowledges that it has read this order and agrees to be bound by its terms.

PO#, if required for billing and payment:		
Full Physical Billing Address:		
Billing Contact Name and Email:	Thomas Rup	t.rup@dover.k12.nh.us
Name and Title of Authorized Signer:	Thomas Rup	
Customer Signature and Date:		

SERVICE AGREEMENT Technology Operations Centre Maintenance

Dover School District

Prepared For: Thomas Rup, Director of Technology

Date: April 7th, 2025

SOW ID: 22127

Bulletproof Contact

Rich Pomper, Sales Director – US

rich.pomper@bulletproofsi.com

18573027725

Bulletproof Solutions Inc

307 Waverley Oaks Rd., Suite 201, Waltham, MA 02452-8449

1-866-328-5538 | bulletproofsi.com

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EXECUTIVE SUMMARY

All pricing and service commitments are valid for a period of 90 days from the date on the cover of this service agreement. If the agreement is not entered into within that 90-day period, service commitments and pricing may change and an updated service agreement will be issued.

Bulletproof Technology Operations Centre (TOC) Maintenance Services takes care of monitoring and managing servers, networks, and firewalls for a complete and streamlined experience with technology.

The stability of Bulletproof's methodology and approach

Our overall service methodology is based on ITIL. Within this framework, Bulletproof applies its experience and information collected from each new customer, using our discovery process, to optimize standard processes and better serve our broader customer base.

The ITIL methodology is comprised of management disciplines and processes that are integrated for total service management. Bulletproof has based its proprietary service methodology and processes on the following core areas of the ITIL framework:

- IT Service Desk
- Incident Management
- Request Management
- Problem Management
- Change Management
- Service Level Management
- Continual Service Improvement

We are confident that our services will bring your organization value and exceptional customer service. Thank you for choosing Bulletproof!

SCOPE OF WORK

Firewall Management

The Bulletproof Firewall Management Service is designed to leverage the full potential of Fortinet FortiGate firewalls. All the features and services described below might not be available if the firewalls applied to the environment are from a different vendor.

Shared or split management of the firewalls will not be allowed as part of this service.

Bulletproof's firewall management services covers monitoring and management of network firewalls from the vendors FORTINET and CISCO.

The Bulletproof Firewall Management Service protects the perimeter of an organization by implementing highly effective ingress and egress filtering, secures access to hosted services, and provides comprehensive logging to support the investigation of security incidents. All connections through the firewall are managed using stateful inspection and next generation firewall controls. The service fully supports site to site VPN services as well as client VPN and VPN pass through capabilities.

Bulletproof will maintain the firewall rulesets on an ongoing basis, executing changes as required by the client following the agreed change management process. Bulletproof will analyze policy changes for potential service impact, make recommendations for implementation schedule and evaluate the need for test plan and roll back procedures.

All firewalls in scope must have a valid support contract with the firewall vendor. Firewalls that don't have a support contract will be limited to 30 minutes of troubleshooting for support incidents and will not be eligible for service requests or change requests.

All firewalls in scope must run versions of Operating Systems or Firmware that are fully supported by both software and/or hardware vendors. Firewalls that don't run a supported Operating System or Firmware will be limited to 30 minutes of troubleshooting for support incidents and will not be eligible for service requests or change requests.

Prior to any change implementation, Bulletproof will ensure there are configuration backups present in the system management toolkit.

Bulletproof will maintain and support the full UTP feature set of the firewalls including IPS, AV and Web Filtering rules, and configuration settings.

Independent of the firewall vendor, this service requires all equipment to be:

- Fully supported by the firewall vendor.
- Included in a valid warranty and support contract with the firewall vendor.
- Using firmware versions supported by the firewall vendor.
- Configured with a public IP address on ISP circuit.

Bulletproof's Firewall Management service focuses on:

- 24/7 monitoring, managed by Bulletproof Technology Operations Center
- Proactive analysis of usage and performance trends captured by the monitoring platform.
- Preventative maintenance, implemented through patching automation and 24/7 alert remediation.

The following table describes the most common tasks and features in the Firewall Management Service and the support provided to Fortinet firewalls and other vendor firewalls.

Tasks & Features	FORTINET	Other Vendors Supported (Cisco ASA/Firepower)
Patch Management	Fully Supported	Partially Supported
Yearly firewall review based on best practices	Fully Supported	Fully Supported
Configuration Backups	Fully Supported	Partially Supported
Log retention	30 days for analytic logs and 365 days for log archiving	Not Supported
Device troubleshooting	Fully Supported	Partially Supported
Firewall Monitoring and Alerting for device UP/Down	Fully Supported	Fully Supported
Firewall Monitoring and Alerting for: • High packet loss • High Memory • High CPU • Interface utilization	Fully Supported	Not Supported
Contact ISP to troubleshoot Internet connectivity	Fully Supported	Fully Supported
Review logs based on issues or incidents	Fully Supported	Partially Supported

Tasks & Features	FORTINET	Other Vendors Supported (Cisco ASA/Firepower)
Unified Threat Protection Anti-Virus - Block detected viruses. Web Filtering – block the following. - Dynamic DNS - Malicious websites - Newly registered domains - Phishing - Spam Application control block the following. - Peer to peer - Proxy - Remote access (Exception for the Bulletproof agent) IPS – Intrusion Prevention System - Protect from common threats. Certificate inspection - Cert Inspection only - Deep packet inspection out of scope, requires a project to set it up.	Fully Supported	Partially Supported

The following service responsibility matrix, created using the RACI method, determines the Responsible, Accountable, Consulted, and Informed parties for the most common tasks and attributions in the Firewall Management service.

Tasks & Attributions	Bulletproof	Client
Firewall Configuration Management (includes change requests)	RA	CI
Patch Management	RA	CI

Tasks & Attributions	Bulletproof	Client
Firewall Monitoring	RA	CI
Yearly Firewall Review	RA	CI

Network Management

Bulletproof recognizes that proactive network management is important for keeping a healthy and functional network infrastructure. By applying a robust Network Management approach, the availability of network services and resources can be made more predictable and resilient. Proactive Network Management also reduces the number and effect of unplanned outages.

Bulletproof's firewall management services covers monitoring and management of network routers, switches, wireless network controllers and wireless network access points from the vendors FORTINET and CISCO. In the case of Cisco Switches, equipment from the Catalyst and Nexus lines are supported and equipment from the Small Business line (SG, RAV, etc.) are not supported.

All network devices in scope must have a valid support contract with the device vendor. Devices that don't have a support contract will be limited to 30 minutes of troubleshooting for support incidents and will not be eligible for service requests or change requests.

All network devices in scope must run versions of Operating Systems or Firmware that are fully supported by both software and/or hardware vendors. Devices that don't run a supported Operating System or Firmware will be limited to 30 minutes of troubleshooting for support incidents and will not be eligible for service requests or change requests.

Bulletproof will maintain a network documentation repository containing pertinent information expanding on basic asset management information to include current running version of configuration.

Network device configurations will be updated upon changes. In addition, network device configurations will be backed up following any configuration change. New devices installed on the network will be backed up immediately and then added to the routine backup process.

Interface and port utilization, processor and memory utilization statistics will be captured and analyzed for performance and capacity trending purposes. Capacity and performance issues will be presented to the client during the customer business review (CBR) meetings.

All network operating systems and security patch levels will be proactively managed by Bulletproof. At a minimum all network hardware will be maintained at the N-1 software major release unless the client specifically has a requirement to be lessor or greater than N-1.

All upgrades to network firmware and operating systems (software) are included as part of the service.

Bulletproof's Network Management service focuses on:

- 24/7 monitoring, managed by Bulletproof Technology Operations Center
- Proactive analysis of usage and performance trends captured by the monitoring platform.

- Preventative maintenance, implemented through patching automation and 24/7 alert remediation.

Network devices monitoring includes:

- Device up/down
- High packet loss
- High Memory
- High CPU
- High Interface utilization

The following service responsibility matrix, created using the RACI method, determines the Responsible, Accountable, Consulted, and Informed parties for the most common tasks and attributions in the Network Management service.

Tasks & Attributions	Bulletproof	Client
Device Configuration Management	RA	CI
Patch Management / Firmware upgrade	RA	CI
Monitoring	RA	CI
Configuration changes	RA	CI
Support incident troubleshooting and resolution	RA	CI

EXECUTION OF SERVICES

Access to Services

All user-facing services provided as part of the TOC Maintenance can be accessed through Bulletproof Service Desk. Bulletproof Service Desk is available 24 hours per day, 7 days per week, 365 days per year and can be contacted using the information in the table below.

Support Times	24x7x365
Phone Support	A licensed user can dial a toll-free number to contact the Bulletproof Service Desk. A dedicated phone number will be provided at the time of onboarding.
Email Support	Support incident tickets can be opened with the Bulletproof Service Desk by sending an email to your dedicated TOC Maintenance team. A dedicated email will be provided at the time of onboarding. Please include a description of the problem and contact information, including a phone number. Email support should only be used for incidents that are not time sensitive. While we do our best to process emails as quickly as possible, phone support is always prioritized.
Chat Support	Users can initiate a chat session by accessing the webpage https://support.bulletproofsi.com/ and selecting the option "Online Chat Support." Chat support should only be used for incidents that are not time sensitive. While we do our best to process chat sessions as quickly as possible, phone support is always prioritized.

Support Incident Management

When a support incident is created, either by phone call, email or chat session, the Service Desk Analyst logs and/or reviews the incident information in the incident tracking system. Core information recorded will include, but is not necessarily limited to:

- Client's names, telephone number, email addresses and locations.
- Description of the issue.
- Technical notes regarding the resolution of the issue presented.

The client is issued a unique ticket number for tracking and follow-up.

The Service Desk or Technology Operations Center Agent proceeds to the following activities:

- Classifying the support incident.
- Matching against known errors and problems.
- Assigning impact and urgency, and thereby defining priority.
- Noting and assessing related configuration details discovered through reviewing affected Configuration Items (CIs) or correlated through other means.
- Providing initial support (e.g., knowledge base resolution).
- Routing to a specialist support group or third party and informing the client to expect follow up activity.

Support Incident Prioritization Standard

Support incidents will be addressed in order of priority from Priority 1 being the most pressing to Priority 4 being the least pressing.

Priority will be determined according to Impact and Urgency, assessed during the initial review of a Support Incident.

For support incidents initiated by phone call or chat session, the initial review will be performed immediately, which will determine the Priority level at the beginning of the phone call or chat session.

For support incidents initiated by email, the following will apply.

- Support incidents created by email from monitoring or automated systems will be automatically attributed Priority 3. Such priority might be changed after a Service Desk or Technology Operations Center Agent completes the initial review of the support incident.
- Support incidents created by email from client's employees will be automatically attributed Priority 2. Such priority might be changed after a Service Desk Analyst completes the initial review of the support incident.

Impact will be assessed according to the table below:

Impact	Description for Incidents
Critical	Key business function is unavailable or not functioning as expected
High	Important business function is not functioning as expected
Medium	Important business function is not functioning as expected or non-essential business function is unavailable
Low	Non-essential business function is not functioning as expected

Urgency will be assessed according to the table below:

Impact	Description for Incidents
Emergency	System wide outage or critical business function outage
High	Many users, single essential user or VIP user outage
Medium	Non-essential single user outage or many users inconvenienced
Low	Single non-essential user inconvenienced

After assessing and determining the levels of Impact and Urgency, the table below will be used to determine the Priority.

Priority		Impact			
		Critical	High	Medium	Low
Urgency	Emergency	1	1	2	2
	High	1	2	2	3
	Medium	2	3	3	3
	Low	4	4	4	4

The table below gives examples of support incidents assigned to different priority levels.

Priority Level	Summary Description
Priority 1	System Down Status – staff cannot access applications or business processes
Priority 2	Key function impacting more than 1 staff person not performing as expected
Priority 3	Key function impacting a single staff person not performing as expected
Priority 4	Single non-essential user, using a business function, inconvenienced

Support Incident Service Level Objectives

The table on the next page demonstrates the service level objectives for the different priority levels a support incident might assume.

The different stages of the Incident Response process listed in the table below are defined as follows:

- **Classification and initial review:** In this stage, a Service Desk or Technology Operations Center Agent will review the information given by the user/employee in the phone call, chat session or in the existing tickets, if the Support Incident at hand was created from an incoming email, and adjust classification and prioritization, when needed.
- **First contact:** For Support Incidents originated from phone calls or chat sessions, this stage is implicit to the call or session. For Support Incidents originated from emails, this stage marks the first contact from the Service Desk or Technology Operations Center Agent to the user and/or client's technical contact.
- **Level 1 resolution or escalation to Level 2:** In this stage, the Service Desk Level 1 Agent or Technology Operations Center Agent will attempt to resolve the Support Incident within the time allotted as objective, depending on the priority of the incident. If the Service Desk Level 1 Agent or Technology Operations Center Agent cannot resolve the Support Incident in the allotted time, the Support Incident must be escalated to a Level 2 resource.
- **Level 2 resolution or escalation to Level 3:** In this stage, the Level 2 resource will attempt to resolve the Support Incident within the time allotted as objective, depending on the priority of the incident. If the Level 2 resource cannot resolve the Support Incident in the allotted time, the Support Incident must be escalated to a Level 3 resource.

The different schedules listed in the table below are defined as follows:

- **24x7 Schedule:** The time is measured and counted during all hours.
- **Business Hours Schedule:** The time is measured and counted only on business days from 09:00h to 17:00h, Client Local Time when applicable.

SUPPORT INCIDENT SERVICE LEVEL OBJECTIVES				
	Classification and Initial Review	First Contact	Level 1 resolution or escalation to Level 2	Level 2 resolution or escalation to Level 3
Priority 1	15 minutes (24x7 Schedule)	15 minutes (24x7 Schedule)	30 minutes (24x7 Schedule)	2 hours (24x7 Schedule)
Priority 2	15 minutes (24x7 Schedule)	30 minutes (24x7 Schedule)	1 hour (24x7 Schedule)	4 hours (24x7 Schedule)
Priority 3	15 minutes (24x7 Schedule)	4 hours (Business Hours Schedule)	8 hours (Business Hours Schedule)	16 hours (Business Hours Schedule)
Priority 4	15 minutes (24x7 Schedule)	8 hours (Business Hours Schedule)	16 hours (Business Hours Schedule)	32 hours (Business Hours Schedule)

Request Management

Service and Change Request Process Description

The Change Management process ensures that all stakeholders are notified and aware of each change.

Bulletproof is committed to following ITIL best practices in Change Management. In many cases, Bulletproof will streamline and combine some of the roles associated with the strict ITIL model to ensure a responsive yet controlled process.

All change requests need to be sent to support@bulletproofsi.com. It is typical to define a set of standard moves/adds/changes (IMACs) that are pre-approved activities. (i.e., new PC setup, addition of new software to systems or servers, etc.).

Bulletproof will ensure that any change is formalized as a Request for Change (RfC) and is processed via the Change Management Process.

Service and Change Request Prioritization Standard

Service and Change Requests will be addressed in order of priority from Priority 1 being the most pressing to Priority 4 being the least pressing.

Priority will be determined according to Impact and Urgency, assessed during the initial review of a Service or Change Request Ticket.

All Service and Change Requests must be created by email, by a client's user and will be automatically attributed Priority 3. Such priority might be changed after a Service Desk or Technology Operations Center Agent completes the initial review of the Change Request ticket.

Impact will be assessed according to the table below:

Impact	Description for Incidents
Critical	Request/Change involves highly sensitive business function affecting whole organization or high sensitivity security request
High	Request/Change affects business functions that are important to the organization and affect whole organization or a VIP
Medium	Request/Change affects single individual or non-critical business function
Low	Non-essential business function

Urgency will be assessed according to the table below:

Urgency	Description
Emergency	Critical timeline for success/failure of an important business function or a sensitive security Request/Change (ex. disabling of a user, patch).

Urgency	Description
High	Quick timeline is important to the success of a business function or VIP is involved.
Medium	Normal business process
Low	Non-essential timeframe

After assessing and determining the levels of Impact and Urgency, the table below will be used to determine the Priority.

Priority		Impact			
		Critical	High	Medium	Low
Urgency	Emergency	1	1	2	2
	High	1	2	2	3
	Medium	2	3	3	3
	Low	4	4	4	4

Service and Change Request Service Level Objectives

The table below demonstrates the service level objectives for the different priority levels a service request or a change request might assume.

The different stages of the service and change request process listed in the table below are defined as follows:

- **Classification and initial review:** In this stage, a Service Desk or Technology Operations Center Agent will review the information given by the user/employee in the existing ticket and adjust classification and prioritization, when needed.
- **First contact:** This stage marks the first contact from the Service Desk or Technology Operations Center Agent to the user and/or client's technical contact to confirm the details in the Service or Change Request.
- **Approval, Assignment, and scheduling:** In this stage the Service Desk or Technology Operations Center Agent will submit the Service or Change request for approval, according to the existing documentation for the client. After approval is granted, the Service or Change Request will be assigned to a Level 2 resource and scheduled for execution.

The different schedules listed in the table below are defined as follows:

- **24x7 Schedule:** The time is measured and counted during all hours.

- **Business Hours Schedule:** The time is measured and counted only on business days from 09:00h to 17:00h, Client Local Time when applicable.

SUPPORT INCIDENT SERVICE LEVEL OBJECTIVES			
	Classification and Initial Review	First Contact	Approval, Assignment and Scheduling
Priority 1	15 minutes (24x7 Schedule)	2 hours (24x7 Schedule)	4 hours (24x7 Schedule)
Priority 2	15 minutes (24x7 Schedule)	4 hours (24x7 Schedule)	24 hours (24x7 Schedule)
Priority 3	15 minutes (24x7 Schedule)	12 hours (Business Hours Schedule)	3 days (Business Hours Schedule)
Priority 4	15 minutes (24x7 Schedule)	16 hours (Business Hours Schedule)	5 days (Business Hours Schedule)

On Hold Usage

Tickets of any type may be placed on hold if the ticket:

Is waiting on input from the customer or vendor and work cannot continue until the input is received.

- Requires the delivery of a hardware or software component for work to proceed.
- A system is unavailable to be worked on; and/or
- A scheduled change or service request is pending.

While tickets are on hold all SLA timers are paused.

Service Management Dashboard

During onboarding, Bulletproof will provide the client with access to the client individual support portal. The support portal will give the client real-time access to the client's individual service management dashboard.

The portal contains details on all support incidents, service request and change requests submitted.

Within the support portal, the client will also have access to a data export feature which will provide an export of ticket data related to support incidents, service requests and change requests.

ONBOARDING

Service onboarding includes all activities that are required to bring the service into a production state. Bulletproof utilizes a standard set of processes to facilitate the onboarding of clients into managed security services. These processes include the following high-level activities:

- Assessment phase
- Design phase
- Implementation phase
- Continuous service improvement

Billing for TOC Maintenance monthly services will begin upon Onboarding Project Kick Off. Service Level Agreement (SLAs) will only be applicable to the service once onboarding is completed and confirmed by both the Client and Bulletproof.

The Onboarding Completion Date for TOC Maintenance is:

Three (3) calendar months, or as mutually agreed upon by Bulletproof and the Client, from the Service Onboarding Project Kick-off Meeting. If required, all Transformation Projects if required must be completed during the onboarding period, or in a timeframe mutually agreed upon by Bulletproof and the Client.

Onboarding Success Criteria includes:

- Servers, firewalls, switches onboarded into Bulletproof's TOC.
- Customer documentation for tasks associated with service (i.e., onboarding or offboarding of users, third party applications documented, etc.) is completed.
- Authorized contacts user list provided by client.
- Where Bulletproof is responsible, roles/responsibilities are seamlessly transitioned from the Client to Bulletproof.
- Where Bulletproof is responsible and in control of resources and/or outcomes, the Service Onboarding project is completed by the Onboarding Completion Date.

Client agrees to the following obligations that must be provisioned and/or delivered for Bulletproof to achieve the Onboarding Success Criteria:

- The onboarding of the service includes deliverables associated with hardware, software, human resources, and processes. The client agrees to facilitate, wherever possible, the completion of these deliverables.

- Client agrees to implement production changes during prescheduled maintenance windows.
- Client agrees to provision human resources with the required prerequisite experience and expertise in the required domains of work.
- Client agrees to provision human resources at a utilization necessary to complete the required work on time.
- Client agrees to adapt project management requirements and avoid constraining the progress of the Bulletproof team or introduce unnecessary overhead.
- Client will assist Bulletproof with implementing the Bulletproof services, including the configuration of collection devices and protocols, identification and prioritization of critical assets in the Client network and testing of the Bulletproof services.
- Bulletproof is responsible for all Bulletproof resources, including people, processes and technology, outside Client network. Client is responsible for all service-related devices within its network.

Onboarding Schedule

Bulletproof will work with Dover School District's key stakeholders during kick off to determine the appropriate work plan and schedule, based on Dover School District's requirements and resource availability. The following process provides an overview of our typical approach to development and onboarding Managed Services clients. An agreed upon timeline will be negotiated during project kick off.

Work Package	Deliverable	Timeline
1 – Information Gathering	• Technical Assessment. • Asset Discovery & Information Collection.	Estimated 2 weeks.
2 – Managed Services Onboarding	• Onboarding of Service Desk, servers, network, and firewalls.	Estimated 2 - 4 weeks.
3 – Service Onboarding Closing	• Post-Implementation Review. • Service Onboarding Completion Approval.	Estimated 1 week.

COMMUNICATION & RESOURCE PLAN

This section identifies the key Bulletproof and Dover School District staff that will have authority and responsibility over the project as well as any additional key team members. Typically, all post sales communication will flow between the engagement contacts identified below. They will define and provide guidance in deciding who needs to be involved in any discussions and decisions related to the project, and the format in which they will occur. For larger projects there may be a Project Manager and Plan, otherwise the key personnel, their contact information, and a communication schedule can be outlined here.

Client Billing Contact

- Name: Thomas Rup
- Role: Director of Technology
- Phone: 603 516-7458
- Email: t.rup@dover.k12.nh.us
- Billing Address: 61 Locust Street Suite 409 New Hampshire, United States 3820

Client Engagement Contact

- Name: Thomas Rup
- Role: Director of Technology
- Phone: 603 516-7458
- Email: t.rup@dover.k12.nh.us
- Billing Address: 61 Locust Street Suite 409 New Hampshire, United States 3820

Bulletproof Engagement Contact

- Name: Rich Pomper
- Role: Sales Director – US
- Phone: 18573027725
- Email: rich.pomper@bulletproofsi.com

Bulletproof Technical Contact

- Name: Jason Currie
- Role: Senior Solutions Architect - Managed Services
- Phone: 902-706-7083
- Email: jason.currie@bulletproofsi.com

TERMS & CONDITIONS

All services provided by Bulletproof Solutions Inc to Dover School District (the Client) are provided in accordance with and subject to the following:

1. Service

- 1.1. Bulletproof shall provide to Client Technology Operations Centre Maintenance, being the Services as further described in the above written description of services in this Agreement for Services.

2. Term

- 2.1. The Agreement for Services shall be for a term of one (1) years, commencing on the October 1, 2025, and expiring on September 31, 2026 (the Term), unless terminated in accordance with the provisions contained herein.

3. Payment Terms

- 3.1. Payment for Services rendered under this Agreement for Services shall be at the rates and terms described in Annex A – Pricing.
- 3.2. If Client is exempt from the payment of any tax or levy, it shall provide Bulletproof with all documents and information required to apply such exemption.

4. Invoicing

- 4.1. The payments described herein shall be paid upon the basis of the submission of an invoice. Such invoices shall be submitted to Client on a monthly basis, within ten (10) business days of the start of the month. Payment is due within thirty (30) calendar days of the invoice date. Overdue accounts could be charged interest at the rate of 1.5% per month.

5. Insurance Obligations

- 5.1. During the Term of this Agreement for Services, Bulletproof shall maintain, at its own expense, reasonable industry standard insurance coverage for claims or liabilities that may arise from Bulletproof's performance of its Services.
- 5.2. Upon request, Bulletproof may provide a certificate of insurance detailing proof of coverage.

6. Change Requests

- 6.1. Within thirty (30) days of receiving a written notice of an operational change request to this Agreement for Services from Client, Bulletproof will advise Client whether such change can be made and, if so, the effect the change would have on Bulletproof and other terms and conditions of the Agreement for Services.
- 6.2. Within thirty (30) days of receiving an operational change request from Bulletproof (or Bulletproof's response to a change request by Client), Client will notify Bulletproof whether it authorizes implementation of the change under the revised terms and conditions or rejects the change proposed.
- 6.3. Neither Party may commence work in respect of any change(s) until such change(s) have been agreed to in writing by the representatives identified under Section 12.
- 6.4. Changes to the Agreement for Services' Payment Terms must be documented in Annex A – Pricing. Changes to the Services must be documented in the Annex specific to the Service.
- 6.5. Where an Agreement for Services change request requires payment terms not covered under Annex A – Pricing, or where a change request requires work not covered under existing Annex specific to the Services, a Statement of Work and terms and conditions will be added as a new Annex to this Agreement for Services and these Terms and Conditions shall apply to the Statement of Work as described in the new Annex. In the event that any term or condition of a

Statement of Work conflicts with the terms or conditions of this Agreement for Services, the terms and conditions of the Statement of Work shall govern.

- 6.6. In the event that any additional or change to the Agreement for Services are performed by Bulletproof without written agreement by the Parties, the Client shall not be required to pay Bulletproof any fees in respect thereof and Bulletproof will not be obligated to continue to perform such additional services.

7. Confidentiality

- 7.1. Any Report produced by Bulletproof is proprietary to Bulletproof and Client, because it contains confidential information of commercial value, the exposure of which to third parties could adversely affect both Bulletproof and Client. Accordingly, such confidential information is supplied in confidence, on the strict condition that no part of it will be reprinted or reproduced or transmitted to any parties external to the original contract without the prior written approval of the Parties.
- 7.2. In particular, the Report cannot be exposed to any person or organization which may be in competition with any of the Parties without the prior written approval of that Party. The work performed by Bulletproof is proprietary to Bulletproof. No third party may use, rely or refer to a report or test results made by Bulletproof without written permission of Bulletproof.
- 7.3. Notwithstanding the above, the Parties may disclose confidential information if required to do so pursuant to the laws and regulations of an applicable jurisdiction or by an order of a properly designated Court of Law in a relevant jurisdiction. However, in either case the Parties agree to immediately notify the other Party of such a request.

8. Warranties

- 8.1. THE WARRANTIES SET FORTH IN THIS AGREEMENT ARE THE ONLY WARRANTIES GRANTED BY BULLETPROOF. BULLETPROOF DISCLAIMS ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BULLETPROOF'S PERFORMANCE OF ITS SERVICES IS NO GUARANTEE THAT CLIENT'S SYSTEMS ARE SECURE OR CANNOT BE HACKED OR BREACHED.
- 8.2. Bulletproof warrants its Services will be carried out using qualified personnel and the performance of the Services will be provided using a reasonable degree of care and skill in the industry where Bulletproof is performing its Services. Unless instructed otherwise in writing in a Statement of Work, Bulletproof shall configure all of its deliverables in a manner that maximizes information security, consistent with industry best practices.
- 8.3. Except and unless provided for otherwise in this Agreement or any particular SOW, Client's sole remedy for the Bulletproof's failure to deliver the Services is to terminate this Agreement for Services or the relevant Statement of Work with a full refund of all fees already paid in respect of the work not performed.
- 8.4. If the Client has issues with the work failing to conform with the scope of work under this Agreement for Services and the Client reports the issues in writing within forty (40) days of completion of the work, Bulletproof shall re-perform at its sole cost and expense any Services which fail to conform with the contractual requirements. Re-performance is the Bulletproof's sole obligation and the Client's sole remedy with respect to any Services not conforming to the scope of work.
- 8.5. Bulletproof represents and warrants that it is not restricted or prohibited, contractually or otherwise, from entering into and performing this Agreement for Services, and that its execution and performance of this Agreement for Services is not a violation or breach of any other agreement between Bulletproof and any other person or entity.
- 8.6. Bulletproof represents and warrants to Client that (i) subject only to the rights granted herein to Client, Bulletproof is the sole owner of all rights to the Services, other than any material provided by Client, (ii) Bulletproof has not previously granted any rights in the Services to any

third party which are inconsistent with the rights granted to Client herein and (iii) the Services, other than any material provided by Client, will not infringe any patent, copyright, trademark, trade secret or other intellectual property rights of any third party.

- 8.7. Bulletproof does not warrant hardware, software or other products manufactured by third parties that may be provided by Bulletproof to the Client in connection with the Services, and as to such products the manufacturer's warranty, if any, shall apply. Notwithstanding the foregoing, where Bulletproof acquires or procures hardware, software or other products manufactured by third parties ("Third Party Materials") in connection with any particular Service or statement of Work, Bulletproof represents and warrants that such Third Party Materials will be compatible with the remainder of the Services and shall perform in the manner set out in the relevant Statement of Work. This preceding sentence shall not apply where the Third Party Materials were specified by the Client and not Bulletproof.

9. Limitation of Liability

- 9.1. No Consequential or Indirect Damages. EXCEPT AS OTHERWISE PROVIDED IN SECTION 9.3 OR LIABILITY FOR BREACH OF CONFIDENTIALITY, OR LIABILITY FOR INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS, IN NO EVENT SHALL EITHER PARTY BE LIABLE UNDER THIS AGREEMENT TO THE OTHER PARTY OR ANY THIRD PARTY FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR ENHANCED DAMAGES, OR LOST PROFITS OR REVENUES, OR DIMINUTION IN VALUE, ARISING OUT OF, RELATING TO, OR IN CONNECTION WITH ANY BREACH OF THIS AGREEMENT, REGARDLESS OF (A) WHETHER SUCH DAMAGES WERE FORESEEABLE, (B) WHETHER OR NOT IT WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND (C) THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT, OR OTHERWISE) UPON WHICH THE CLAIM IS BASED.
- 9.2. Maximum Liability. EXCEPT AS OTHERWISE PROVIDED IN SECTION 9.3 OR LIABILITY FOR BREACH OF CONFIDENTIALITY, OR LIABILITY FOR INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY RIGHTS, IN NO EVENT SHALL EITHER PARTY'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE TOTAL OF THE AMOUNTS PAID TO BULLETPROOF PURSUANT TO THIS AGREEMENT PRECEDING THE EVENT GIVING RISE TO THE CLAIM.
- 9.3. Exceptions. THE LIMITATIONS AND EXCLUSIONS SET FORTH IN THIS SECTION 9 SHALL NOT APPLY TO:
- a. DAMAGES OR LIABILITIES ARISING FROM:
 - I. PERSONAL INJURY OR DEATH/DAMAGE TO ANY REAL OR TANGIBLE PERSONAL PROPERTY/ PERSONAL INJURY CAUSED BY EITHER PARTY'S GROSSLY NEGLIGENT ACTS/OMISSIONS OR WILLFUL MISCONDUCT OR
 - II. THE GROSSLY NEGLIGENT ACTS/OMISSIONS OR WILLFUL MISCONDUCT OF EITHER PARTY IN PERFORMING ITS OBLIGATIONS UNDER THIS AGREEMENT.

10. Termination/Breach

- 10.1. Bulletproof may suspend Services or, in its sole discretion, terminate this Agreement for Services immediately, without liability to Client, if Client is in default of its payment obligations herein and has failed to remedy such default within thirty (30) days of the date of Bulletproof written notice thereof. The termination will not be effective if the material failure is fully cured prior to the end of the thirty-day period.
- 10.2. Either Party may terminate this Agreement for Services in the event that the other Party:
- a. Becomes insolvent or bankrupt, admits in writing its inability to pay its debts as they mature, applies for a court-approved arrangement to pay creditors, or makes an assignment for the benefit of creditors, or threatens to do any of the foregoing, or;

- b. Has committed a material breach of its obligations under this Agreement for Services and has failed to remedy such breach within thirty (30) days of its receipt of the non-breaching Party's written notice thereof.

11. Force Majeure

- 11.1. Notwithstanding any other provision of this Agreement for Services, if by reason of Force Majeure, any Party is wholly or partly unable to perform certain of its obligations to the extent, and for the period, that it is affected by Force Majeure, provided that the affected Party give the other Party prompt notice of such inability and nature, cause and expected duration of the Force Majeure. The Party affected by Force Majeure shall use all reasonable effort to remedy the situation and remove, so far as possible and with reasonable dispatch, the cause of its inability to perform, provided that there shall be no obligation on a Party so affected to settle labor disputes, or to test or to refrain from testing the validity of any order, regulation, or law in any court having jurisdiction.
- 11.2. For the purposes of this Agreement for Services, Force Majeure means any event beyond the reasonable control of a party and which is unavoidable notwithstanding the reasonable care of that party. This includes events such as, but not limited to, war, strikes, fires, floods, Acts of God, terrorism, labour dispute, civil commotion, epidemic, stop-work order, injunction and governmental restrictions.
- 11.3. If these events result in damage or destruction of any network facilities and/or interruption of services, by reason of Force Majeure, the failure to perform shall not be deemed a breach of this Agreement for Services.
- 11.4. In the event that the Party unable to perform its obligation under this Agreement for Services due to Force Majeure is prevented from or delayed in performing its obligations for a period in excess of thirty (30) calendar days due to any cause beyond its reasonable control, the obligations of the other Party shall be suspended until such time as when the frustrated Party prevented or delayed in performing its obligations is again able to fulfill its obligations.

12. Notice

- 12.1. Except as otherwise provided in this Section, all notices, consents, approvals, demands, requests, or other communications provided for or permitted to be given under any of the provisions of this Agreement for Services, shall be in writing and shall be deemed to have been duly given or served when delivered by hand delivery or when deposited in the mail by registered or certified mail, return receipt requested, postage prepaid, and addressed as follows:

If to the Client:

Dover School District

Attention: Thomas Rup

61 Locust Street Suite 409 New Hampshire, United States

Email: t.rup@dovert.k12.nh.us

Phone: 603 516-7458

If to Bulletproof:

BULLETPROOF SOLUTIONS INC.

Attention: Steve Burns, President

3040 Williams Dr., Suite 510, Fairfax, VA 22031

Email: steven.burns@bulletproofsi.com

Phone: 1 (506) 452-8558

Or other person or address as may be given in writing by either Party to the other in accordance with this Section.

13. Enforceability

13.1. If this Agreement for Services or any part hereof is found to be unenforceable by a court of law, then the Parties agree that such unenforceable portion shall be severed and the remainder of this Agreement for Services shall be enforced in accordance with its terms, to the fullest extent of the law.

14. Entire Agreement

14.1. The Agreement for Services is the entire agreement between the Parties and any modification must be in writing and signed by all Parties.

15. Waiver

15.1. The failure of either Party to assert any or all of its rights under this Agreement for Services shall not be deemed a waiver of such rights, nor shall any waiver be implied from the acceptance of any payment or service.

16. Conflict of Interest

16.1. Bulletproof shall, while this Agreement for Services is in effect, avoid situations, agreements, or relationships which might cause a conflict of interest and shall immediately notify Client if any such conflict does or might appear to rise. No part of the price for this Agreement for Services shall be paid directly or indirectly by Bulletproof to an employee of Client in connection with any work contemplated or performed in relationship to this Agreement for Services.

17. Jurisdiction

17.1. This Agreement for Services shall be governed by and construed under the laws of the jurisdiction where Bulletproof is located and the Courts of that jurisdiction shall have sole and exclusive jurisdiction over disputes arising from this Agreement for Services.

18. Assignment

18.1. Client may not assign its rights or obligations under this Agreement for Services without the express written consent of Bulletproof. Bulletproof may not assign its rights or obligations under this Agreement for Services without the express written consent of Client.

19. Employment Restriction

19.1. Client agrees not to hire or attempt to hire, directly or indirectly, any employee of Bulletproof during the Term of this Agreement for Services and for a period of 1 year thereafter. This shall not apply to responses to general advertisements for employment.

20. SECTION AND HEADINGS

20.1. The division of this Agreement for Services into articles and sections and the insertion of the headings are for convenience of reference only and shall not affect the interpretation of this Agreement for Services.

21. AMENDMENTS

21.1. If at any time during the continuance of this Agreement for Services the Parties shall deem it necessary or expedient to make any alterations or additions to this Agreement they may do so by means of an executed written agreement between them which shall be supplemental to and form part of this Agreement for Services.

22. DISPUTE RESOLUTION

22.1. If the Parties hereto should have a dispute with respect to this Agreement for Services, they shall first attempt to resolve such dispute between themselves, more specifically; the dispute shall be referred to their representatives set out above under Section 12.1 or their identified delegates, who will use their best efforts to resolve the matter amicably. If such negotiation fails, the Parties shall refer the matter to the following individuals for resolution:

For the Client:

Primary Client Escalation: Thomas Rup

Title: Director of Technology

Phone: 603 516-7458

For Bulletproof:

Primary Bulletproof Escalation: Steve Burns

Title: President

Phone: 1 (506) 452-8558

If the Parties are unable to resolve the dispute in this matter within a reasonable time, then any dispute between the Parties hereto as to any matter arising under this Agreement for Services shall be referred by the Parties to a single arbitrator to be jointly appointed by the Parties or to be selected by a Judge of the Court of Queen's Bench of New Brunswick on application of the Parties. Such arbitration will be conducted pursuant to the Arbitration Act, RSNB c. A-10.1 of New Brunswick, as amended.

23. SURVIVAL

23.1. Sections 3, 4, 7 to 9, 11 to 15, 17 to 20, 22 to 24 shall survive termination or expiration of this Agreement for Services (or any statement of work).

24. COSTS

24.1. It is acknowledged that each Party shall pay their own costs, charges and expenses of an incidental to the preparation of this Agreement for Services.

25. OTHER

25.1. The Parties acknowledge and agree that they have had the opportunity to have this Agreement for Services reviewed by their respective legal counsel.

26. AUTHORIZATION

The Parties wholly agree to the scope, terms, conditions, and costs detailed in the Agreement for Services and IN WITNESS WHEREOF the Parties hereto have caused the herein Agreement for Services to be duly executed by duly authorized officers and have caused their seals to be affixed on the day and year first hereinabove written.

AUTHORIZATION



The Parties wholly agree to the scope, terms, conditions, and costs detailed in the Agreement for Services and IN WITNESS WHEREOF the Parties hereto have caused the herein Agreement for Services to be duly executed by duly authorized officers on the day and year first hereinabove written.

Bulletproof Solutions Inc

Dover School District

Steven Burns
President

Name:
Title:

ANNEX A - PRICING

All pricing and service commitments are valid for a period of 90 days from the date on the cover of this service agreement. If the agreement is not entered into within that 90-day period, service commitments and pricing may change and an updated service agreement will be issued.

Please note, this Technology Operations Centre Maintenance Service Agreement is contingent on the matters expressed and outlined in the Risk Register. Before this project can begin, both the Risk Register and Technology Operations Centre Maintenance Service Agreement must be fully executed.

Onboarding

Service	One Time Fee (USD)
TOC Maintenance Onboarding	\$2,250.00
Total Onboarding Cost:	\$2,250.00 USD

** Onboarding will be invoiced upon completion of all onboarding tasks.*

Monthly Pricing

Service	QTY	Unit Fee (USD)	Monthly Fee (USD)	Notes
Firewalls	2	\$150.00	\$300.00	Palo Alto Firewalls
Switches	36	\$67.00	\$2,412.00	Aruba Switches
Onsite Support	16 Hours	\$200.00/Hour	\$3,200.00	Two days per month will be included for onsite support.
Total Monthly Costs:			\$5,912.00 USD	

Pricing Notes

- * Excludes taxes and out of scope items (see below).
- * Billing will begin upon Onboarding Project Kick Off.
- * Unit Fees are conditional on the current QTY listed. Any changes in QTY may result in changes to Unit Fees.
- * Price is based on assumption that per user ticket volume will not exceed 0.65 tickets per user per month. Should client exceed this amount for two consecutive months, a price review may be required and pricing may increase.
- * If Licenses are not included in Service Pricing, they are the responsibility of client to procure.
- * License costs are based on Microsoft license pricing and subject to adjustment based on changes to Microsoft's monthly licensing costs throughout the term of the agreement.
- * Microsoft New Commerce Experience (NCE) subscriptions are not transferable to/from Microsoft Partners. The customer and partner who purchased the subscriptions will be obligated to continue payment for the duration of the committed term, regardless of Bulletproof contract termination.
- * Service pricing will be subject to monthly adjustments based on actual user and device count under management for that invoice period.
- * Any third-party consumption costs (i.e., Azure consumption) is not included in the Service Pricing and will be billed separately.

Additional Out of Scope Services

Additional managed services not detailed in this Service Agreement can be purchased as additional scope items. The details of the service additions will be appended to this agreement in addendums following the implementation of the service request.

Further, certain activities are not deemed within the scope of this Service Agreement (for example large scale design or implementations, new systems, new applications, etc.). All projects require a statement of work identifying scope, rates and costs and require sign-off before work may commence. The table below identifies resource daily rates for project work.

Role	Standard Rate/Day (USD)
Technician / Break Fix	\$1,600.00
Project Manager	\$1,600.00
Technical Expert- Network, Infrastructure, Cloud, Collaboration	\$1,600.00
Development Expert- SharePoint, .Net	\$1,600.00
Security Expert- Audit, Assessment	\$1,600.00

Role	Standard Rate/Day (USD)
Incident Response - Security Expert	\$2,400.00
Incident Response – Infrastructure Specialist	\$2,400.00

** Rate assumes remote service. If on-site services are required, additional travel expenses may apply.*

** Rate assumes services will be provided during standard business hours (Monday – Friday, 8:00-5:00pm Eastern Time, excluding holidays). Any services performed outside of standard business hours will be billed at a 1.5x Hourly Rate.*

APPENDIX A - SERVICE LEVEL AGREEMENT

For this Service Level Agreement, the TOC Maintenance services will be aggregated into the following service categories:

- Infrastructure Services
 - Server Management
 - General Backup Management
 - Firewall Management
 - Network Management

Please note these categories include all Technology Operations Centre Maintenance services, even those which may be out of the scope of work of this Agreement. This Technology Operations Centre Maintenance Service Agreement is for the services outlined in the Scope of Work section only.

Target Service Levels

Service Category	Service Level	Measurement description	Unit	Metric calculation method	Objective
Infrastructure Services	Ensure the average speed of answer for calls to the Service Desk is within the timeframe objective	The number of calls answered by a live agent within 9 minutes during the month as a percentage of the total number of calls answered by live agents in the month.	Percentage	- Pass equals calls where the time elapsed between the end of the automated IVR prompts and the answer by a live agent is less than or equal to 9 minutes. - Percentage of pass equal the total of "passed" calls in the month divided by the total number of calls answered by live agents in the moth.	Percentage of pass is greater than or equal to 80%
Infrastructure Services	Endure that the total amount of abandoned calls in the month stays within the expected objective.	The percentage of valid callers who hang up (abandon) after the IVR prompts and before their call is answered by an agent as a percentage of the total number of valid calls that get passed the IVR prompts	Percentage	- Abandoned equals calls that are abandoned after the completion of the IVR prompts and before the call is answered by a live agent. - Percentage of abandoned equals the total of "abandoned" calls in the month divide by the total number of calls that get past the IVR prompts in the month.	Percentage of abandoned is less than or equal to 10%

Service Category	Service Level	Measurement description	Unit	Metric calculation method	Objective
Infrastructure Services	Ensure Support Incident Classification and Initial Review is performed within the timeframe objective.	The number of Support Incidents with first interaction (indicating classification and initial review) within the targeted timeframe for the incident's assigned priority as a percentage of the total number of Support Incidents in the month.	Percentage	- Pass equals Support Incident with first interaction within the targeted timeframe for the incident's priority. - Percentage of pass equals the total of "passed" Support incidents in the month divided by the total number of Support Incidents in the month	Percentage of pass is greater than or equal to 90%
Infrastructure Services	Ensure Service and Change Request Classification and Initial Review is performed within the timeframe objective.	The number of Service and Change Requests with first interaction (indicating classification and initial review) within the targeted timeframe for the request's assigned priority as a percentage of the total number of Support Incidents in the month.	Percentage	- Pass equals Service and Change Requests with first interaction within the targeted timeframe for the request's priority. - Percentage of pass equals the total of "passed" Service and Change Requests in the month divided by the total number of Service and Change Requests in the month	Percentage of pass is greater than or equal to 90%
Infrastructure Services	Ensure that Support Incident First Contact is performed within the timeframe objective	The number of Support Incidents with first contact within the target timeframe for the incident's assigned priority in the month, as a percentage of the total number of support incidents in the month.	Percentage	- Pass equals that the time difference between the first contact timestamp and the first interaction timestamp is less than or equal to the target timeframe established for the incident's priority in the Support Incident Service Level Objectives table. - Percentage of pass equals the total of "passed" Support incidents in the month divided by the total number of Support Incidents in the month	Percentage of pass is greater than or equal to 90%

Service Category	Service Level	Measurement description	Unit	Metric calculation method	Objective
Infrastructure Services	Ensure that Service and Change Request First Contact is performed within the timeframe objective	The number of Service and Change Requests with first contact within the target timeframe for the request's assigned priority in the month, as a percentage of the total number of support incidents in the month.	Percentage	- Pass equals that the time difference between the first contact timestamp and the first interaction timestamp is less than or equal to the target timeframe established for the request's priority in the Support Incident Service Level Objectives table. - Percentage of pass equals the total of "passed" Service or Change Requests in the month divided by the total number of Service or Change Requests in the month	Percentage of pass is greater than or equal to 90%
Infrastructure Services	Ensure that Support Incident Level 1 resolution or escalation to Level 2 is performed within the timeframe objective	The number of Support Incidents resolved by Level 1 or escalated to Level 2 within the target timeframe for the incident's assigned priority in the month, as a percentage of the total number of support incidents in the month.	Percentage	- Pass equals that the time difference between the Level 1 resolution timestamp or the Level 2 escalation timestamp and the first contact timestamp is less than or equal to the target timeframe established for the incident's priority in the Support Incident Service Level Objectives table. - Percentage of pass equals the total of "passed" Support incidents in the month divided by the total number of Support Incidents in the month	Percentage of pass is greater than or equal to 90%
Infrastructure Services	Ensure that Support Incident Level 2 resolution or escalation to Level 3 is performed within the timeframe objective	The number of Support Incidents resolved by Level 2 or escalated to Level 3 within the target timeframe for the incident's assigned priority in the month, as a percentage of the total number of support incidents escalated to Level 2 in the month.	Percentage	- Pass equals that the time difference between the Level 2 resolution timestamp or the Level 3 escalation timestamp and the Level 1 to Level 2 escalation interaction timestamp is less than or equal to the target timeframe established for the incident's priority in the Support Incident Service Level Objectives table. - Percentage of pass equals the total of "passed" Support incidents in the month divided by the total number of Support Incidents escalated to Level 2 in the month	Percentage of pass is greater than or equal to 90%

Service Category	Service Level	Measurement description	Unit	Metric calculation method	Objective
Infrastructure Services	Ensure that Service or Change Request Approval, Assignment and Scheduling is performed within the timeframe objective	The number of Service or Change Request approved, assigned, and scheduled within the target timeframe for the request's assigned priority in the month, as a percentage of the total number of support incidents in the month.	Percentage	- Pass equals that the time difference between the Service or Change Request approval, assignment, and scheduling timestamp and the first contact timestamp is less than or equal to the target timeframe established for the request's priority in the Support Incident Service Level Objectives table. - Percentage of pass equals the total of "passed" Service or Change Requests in the month divided by the total number of Service or Change Requests in the month	Percentage of pass is greater than or equal to 90%

Service Credits

If Bulletproof fails to meet a target set out in the SLA in two consecutive months, the client shall receive the credits outlined below.

The following definitions apply:

- **Objective:** The target Service Level that Contractor agrees to, as defined in the Target Service Levels table on the previous page.
- **Service Category:** The respective Service Category that the Service Level Target pertains to.
- **Deficiency:** When Contractor fails to meet a Service Level Target for a specific Service Category.
- **Penalty:** The Penalty that will be applied (expressed as a credit) when a Service Level Target experiences a Deficiency.

Service Credits

- In the second consecutive month in which a Deficiency occurs, 5% of the total monthly compensation payable to the Contractor for the Service Category in which the Deficiency occurred shall be credited, up to a maximum of 50% of the total monthly fee for that Service Category. This will be retroactive to the first month missed and the Penalty will only apply to the compensation specific to that Service Category.
- For each subsequent consecutive month in which a Deficiency occurs within the same Service Category, the Contractor shall automatically increase total credits owed by an additional 5% for each month in which a deficiency occurred for that Service Category. The total credit amount cannot exceed 50% of the total monthly compensation for that Service Category.

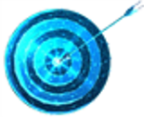
Example:

In this example, the contractor has missed the SLA targets for the Toc Maintenance service category according to the table below.

**Technology Operations Centre Maintenance
Dover School District**

Month	Target SLA Passed/Missed	Base Credit	Additional Credit	Retroactive Credit	Total Credit	Category compensation (example)	Credit	Month for Credit issuance
January	PASSED	0%	0%	0%	0%	\$ 1,000.00	\$ -	-
February	MISSED	0%	0%	0%	0%	\$ 1,000.00	\$ -	-
March	MISSED	5%	0%	5%	10%	\$ 1,000.00	\$ 100.00	April
April	MISSED	5%	10%	0%	15%	\$ 1,000.00	\$ 150.00	May
May	MISSED	5%	15%	0%	20%	\$ 1,000.00	\$ 200.00	June
June	MISSED	5%	20%	0%	25%	\$ 1,000.00	\$ 250.00	July
July	MISSED	5%	25%	0%	30%	\$ 1,000.00	\$ 300.00	August
August	PASSED	0%	0%	0%	0%	\$ 1,000.00	\$ -	-
September	PASSED	0%	0%	0%	0%	\$ 1,000.00	\$ -	-
October	MISSED	0%	0%	0%	0%	\$ 1,000.00	\$ -	-
November	PASSED	0%	0%	0%	0%	\$ 1,000.00	\$ -	-
December	PASSED	0%	0%	0%	0%	\$ 1,000.00	\$ -	-

OUR WHY, VISION & VALUES



OUR WHY

We believe everyone has the right to feel safe and secure. Our mission is to serve and protect organizations to ensure their success.



OUR VISION

To serve, secure, and empower the world through people and technology; one customer at a time.



OUR VALUES

People First: We take care of our people, so they can take care of our customers.

Customer Obsessed: We have a "first responder" mentality and a serving spirit.

Respect Always: We value and respect everyone equally.

Trustworthy: We seek what's right, not who's right. Do the right thing.

Authentic Communication: We are committed to responsive and thoughtful communication.



Omada Managed Services

For Dover School District



Becky Gordon
bgordon@omadatechnologies.com

September 9, 2025



MANAGED SERVICES AND SUPPORT OFFERINGS



24X7 SUPPORT AND CASE MANAGEMENT

- Phone support for remote troubleshooting of network issues
- Management of manufacturer support cases when required
- Four-tier criticality prioritization and associated SLAs
- Web case access and management
- 24 hours per day, 7 days per week, 365 days per year



MANAGED SERVICES

24x7 Support and Case Management Plus:

- Remote configuration changes and support
- Firmware upgrades and patches
- Quarterly health checks and reporting
- 24x7 monitoring and alerting



STAFF AUGMENTATION & ON-SITE SERVICES

Add-on Services Options Including:

- One day per week on-site resource
- Full-time on-site resource (40 hours per week)
- Scheduled ad-hoc on-site services at a discounted professional services rate

SUPPORTED PLATFORMS



Customer

Date: 9/9/2025
Expiration: 10/9/2025
Quote No.: OMD-DSD-090925-A
Terms: Net 30
FOB: Origin

Bill To Name: Dover School District
Address: 61 Locust St # 409
Dover, NH 03820

Ship to Name: Dover School District
Address: 61 Locust St # 409
Dover, NH 03820

Name: Becky Gordon
Phone: 978-760-1165
E-Mail: bgordon@omadatechnologies.com

Omada Managed Services (21 Months)

Printed Name	_____
Signature	_____
Title	_____
Date	_____
Purchase Order #	_____

Customer

Date: 9/9/2025

Expiration: 10/9/2025

Quote No.: OMD-DSD-090925-B

Terms: Net 30

FOB: Origin

Address Information

Ship to Name: Dover School District

Address: 61 Locust St # 409

Dover, NH 03820

Dover, NH 03820

Omada Contact

Phone: 978-760-1165

E-Mail: bgordon@omadatechnologies.com

Quote Detail

Additional Omada Services Offerings				
Line #	Part Number	Description	Hourly Rate	Monthly Rate
1	OMADA-SVC-MS	Omada Staff Augmentation, 1 Day per week		\$ 4,250.00
2	OMD-SVC	Professional Services Engagement, 15% Discounted Hourly Rate	\$ 255.00	
TOTAL:				

Expected Lead Time

Estimated Shipping: \$ -

Estimated Tax:

Signature - Required if Purchase Order will not be issued

GRAND TOTAL: \$ -

Printed Name

Signature

Title

Date _____

Purchase Order #