

# entech



## **IT & Cybersecurity Support Statement of Work**

Customized for: CareerSource Southwest Florida



(239) 230-0282



entechUS.com

April 5, 2024

**CareerSource Southwest Florida**  
6800 Shoppes at Plantation Dr Suite #170  
Fort Myers, FL 33912

Dear Peg,

We are thrilled to have been selected as the managed IT and cybersecurity provider for CareerSource Southwest Florida. We are committed to enhancing your organization's technological capabilities and fortifying its cybersecurity posture alongside your current internal IT staff.

In response to your organization's evolving needs and challenges, we are committed to providing comprehensive support and innovative solutions. As a trusted technology partner for over 26 years, Entech has specialized in delivering tailored services that address the unique requirements of our clients.

Your organization requires a technology provider capable of offering technical support, troubleshooting, system maintenance, information systems security, and strategic IT planning. At Entech, we go beyond these requirements by specializing in understanding not only our partners' systems but also their unique workflow and desired business outcomes. Our mission is to proactively identify and mitigate potential issues before they escalate, ensuring minimal downtime and maximum efficiency.

We understand the pressing challenges facing CareerSource, including the growing need for robust cybersecurity solutions, the demand for improved remote work capabilities, inadequate backup and data-storage solutions, and the lack of strategic IT planning and budgeting.

In this package you find recommendations, which we believe align closely with addressing these challenges:

- Partnering with a responsive and dedicated IT company that offers locally owned and managed services, with a team of seasoned engineers committed to your satisfaction.
- Conducting a thorough audit of current cybersecurity services and implementing enhancements to better protect CareerSource.
- Developing a cloud-based IT strategy to improve remote access and enhance data backup and recoverability.
- Building a framework for IT planning to support CareerSource's continued growth and strengthen its technical posture.
- Our services encompass a wide range of offerings, including advanced antivirus/antimalware solutions, patch management, DNS filtering, cybersecurity policies, ransomware protection, user awareness training, dark web monitoring, and much more. With our experienced team of engineers and dedicated support staff, we are equipped to handle any IT issue and provide ongoing guidance and assistance.

We are eager to collaborate with you and your team and look forward to supporting your organization's mission and goals.

Thank you for entrusting Entech with a portion of your managed IT and cybersecurity needs.

Sincerely,

A handwritten signature in black ink, appearing to read "JS".  
Jake Spadberger  
CEO

A handwritten signature in blue ink, appearing to read "DS".  
David Spire  
Vice President & Chief Revenue Officer

## Co-Managed IT Support & Cybersecurity

### Objectives Overview – Initial Term

We are pleased to outline the objectives and scope of our Co-Managed IT and Cybersecurity services agreement with CareerSource of Southwest Florida. As your chosen technology partner, our primary goal is to address the pressing challenges you face while enhancing operational efficiency and bolstering cybersecurity measures.

#### Addressing Cybersecurity Challenges:

- Implementing robust cybersecurity solutions to safeguard against threats and mitigate risks associated with cyberattacks.
- Conducting a comprehensive audit of current cybersecurity services to identify vulnerabilities and areas for improvement.
- Enhancing cybersecurity measures, including advanced antivirus/antimalware software, DNS filtering, ransomware protection, dark web monitoring, and user awareness training.

#### Improving Remote Work Capabilities:

- Developing a cloud-based IT strategy to improve remote access and facilitate seamless collaboration among staff members.
- Enhancing network accessibility to enable staff to work remotely more effectively, thereby increasing productivity and morale.

#### Strengthening Data Backup and Recovery:

- Implementing robust backup and data-storage solutions to ensure the quick recovery of data in the event of a disaster or cyberattack.
- Transitioning CareerSource's infrastructure into the cloud to enhance data backup and recoverability, reducing the risk of data loss and downtime.

#### Strategic IT Planning and Budgeting:

- Developing an IT roadmap to support CareerSource's continued growth and strengthen its technical posture.
- Providing guidance on IT planning and budgeting to ensure that CareerSource can strategically allocate resources and invest in technologies that support its mission and objectives.

By aligning our objectives with these key focus areas, we will provide CareerSource with comprehensive managed IT and cybersecurity services that address its immediate needs while laying the foundation for future success.

We look forward to collaborating and contributing to the organization's continued success.

The logo for Entech, featuring the word "entech" in a bold, lowercase, sans-serif font. The "e" is blue, the "n" is grey, and the "t" is grey. The "t" has a small orange plus sign to its right.A black ceramic mug with a red interior, resting on a small wooden coaster. The word "entech" is printed in white on the front of the mug, accompanied by three small icons: a gear, a lock, and a cloud.

## What You Need

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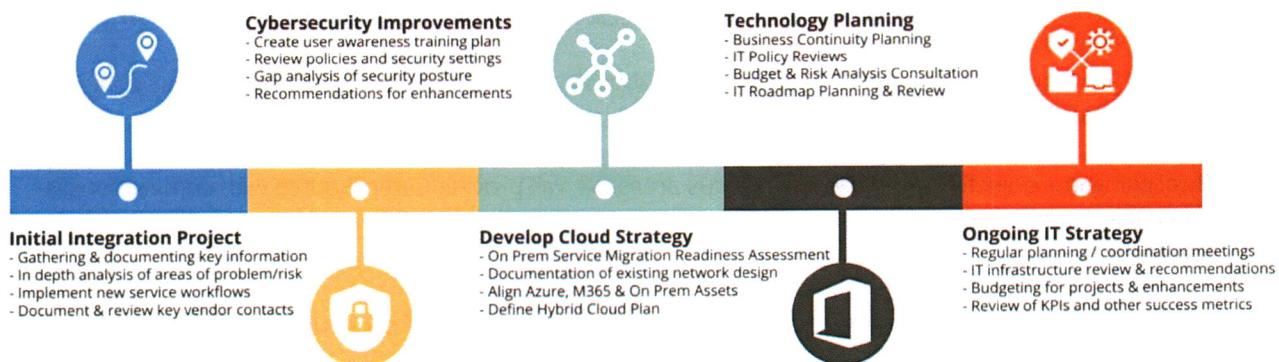
You need a technology provider that will offer technical support, assistance, hardware and software troubleshooting, system maintenance and training, information systems security, and documentation of organization-wide hardware and software inventory, as well as one capable of mitigating the risks associated with technology obsolescence.

This is what Entech has done for 26 years. And this is just the beginning. We specialize in learning our partners' systems inside and out. It's our mission to see and thwart your problems before they become problems, to make "downtime" a thing of the past. With teams of broadly skilled and deeply passionate engineers, there's no IT issue we haven't seen and solved. At Entech, we don't simply have engineers, we have teachers. We believe the best knowledge is shared knowledge, and we will work with your staff, bringing them up to speed on system administration as well as the crucial task of cybersecurity.

## Integration Vision

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Customized Technology IT Roadmap for

The Entech logo, identical to the one at the top of the page.

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## Current Challenges\*

- As CareerSource grows, so too does your need for proper cybersecurity solutions. As Ed put it, ***Cybersecurity is what keeps me up at night.*** Cybersecurity attacks can result in loss of data and major disruptions to operations.
- A largely inaccessible ***network has made remote work difficult and cumbersome.*** This hurts staff productivity and morale.
- Inadequate backup and data-storage solutions are further aggravating the problems for you. Should a disaster or cyber-attack occur, ***CareerSource would not quickly recover.***
- CareerSource is not able to strategically plan and/or budget for future IT needs. This has resulted in ***clunky technology that makes it difficult for staff to offer proper support to clients;*** this could also negatively impact funding and the organization's ability to grow.

## Recommendations

- Partner with a responsive and dedicated IT company that is locally owned and managed, and is committed to your satisfaction; one with a deep bench of seasoned, high-level engineers capable of seeing your technological big picture and planning for your future.
- Complete a thorough audit of current cybersecurity services; implement enhancements to better protect CareerSource and suggest recommendations for continued security.
- Develop a cloud-based IT strategy that will offer better remote access of the network for staff while also starting the transition of CareerSource's infrastructure into the cloud to enhance backups and recoverability of data.
- Build a framework for IT planning for CareerSource's continued growth, as well as an IT roadmap that can be used to strengthen technical posture at all sites now and into the future.



## Managed Infrastructure & Cybersecurity Services

There's a reason so many highly regarded local, regional and national companies have partnered with Entech: We're great at what we do. We understand the importance of listening to our clients and adapting to their needs. We will be there for CareerSource and your staff every step of the way — for the long haul. Entech will ensure your technology isn't a headache but rather a source of value that makes your work life easier, smoother and all-around better, allowing you to sleep peacefully.

One of the more than 220 steps we undergo while onboarding new partners is documentation of your department's systems and workflows. With this information, which all of our engineers have access to, we will be poised to deliver unparalleled service. This means smoother connectivity. Tighter security. Better efficiency. All from a Southwest Florida-born and based company with 26 years of history in the community. That's the value of partnering with Entech.

### Profile Breakdown:

**Server OS': 21** **Computers: 130** **Managed Firewall: 6** **Users: 90** **Data Storage: 10 / TB**

## Co-Managed Network Infrastructure & Security Tools

### Tools / Licensing

Next-Generation Advanced Antivirus / Antimalware Software (EDR)	✓
Patch Management	✓
DNS Filtering	✓
IT & Cybersecurity Policies	✓
Ransomware Protection	✓
Dark Web Monitoring & Alerting	✓
User Awareness Training & Testing	✓
Security Policy Vault	✓
Phishing Attack Testing & Reporting	✓
Firewall Management and Maintenance	✓



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## Co-Managed IT Support Services

### Assigned Team

Service Coordinator	✓
Service Team Lead & Support Engineers	✓
Dedicated IT Partner Success Manager	✓

### Strategic Planning & Guidance

IT Gap Analysis and Risk Assessment	✓
IT Budget Planning	✓
Key Metric Reporting	✓
Vendor Guidance (ex: Phone, TV, Copiers, etc)	✓

### Network Operations Center

24 x 7 x 365 Workstation and Server Alerting	✓
Routine Network Health Assessments	✓
Microsoft and Third-party Patching	✓
Tool Management and Monitoring	✓
Workstation and Server Maintenance	✓
Business Intelligence (BI) and Reporting	✓

### Service Desk\*

	LV1 / LV2	LV3 / LV4
End-User Remote Support	✗	✓
After-Hours Emergency Support	✗	✓
Email Management	✗	✓
Mobile Device Support & Integration	✗	✓
Wireless (WiFi) Support Services	✗	✓
Onsite Support to Local Partners	✗	✓

\*Above listed "Service-Desk" items will be delivered by CareerSource IT team, as per the RFP for Level 1 and Level 2 issues. Level 3 and Level 4 issues can be escalated to Entech for support services.

Entech<sup>+</sup>

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## Investment Model

At CareerSource, you and your staff have worked diligently to create lasting connections across Southwest Florida's five counties. To continue building this legacy, you require a technology partner who is equally hardworking, equally capable. You've struggled for too long with inadequate IT support. CareerSource deserves an IT partner that values you and can work with you as a true partner.

Based on our understanding of the environment, previous conversations, the RFP request documentation and the information herein, Entech has created the following custom fee schedule to provide Managed Secure Infrastructure, which includes Unlimited Remote & Onsite Support, IT Strategy, Reporting, and Data Protection.

<b>Comprehensive Co-Managed IT &amp; Cybersecurity Services</b>	<b>\$9,355 / mo.</b>
<ul style="list-style-type: none"><li>Secure Managed Infrastructure with End-User &amp; Server Support</li><li>IT Planning &amp; Guidance for Compliance &amp; Budgeting</li><li>Cybersecurity Network Protection Based on Plan Selected</li><li>End-User Cyber Security Training &amp; Testing for Staff</li><li>Ransomware Protection Posture</li></ul>	
<b>Standard Data Protection &amp; Disaster Recovery Solution</b>	<b>\$1,495 / mo.</b>
<ul style="list-style-type: none"><li>Managed Data Protection with Onsite &amp; Cloud storage of primary servers' data</li><li>Data Protection &amp; Recovery for on Premise Line of Business Applications</li><li>On-Premise Data Capture Device for File/Folder Recovery</li></ul>	
<b>Risk Analysis, Security &amp; Tool Deployment Quality Assurance</b>	<b>\$9,485 / one-time</b>
<ul style="list-style-type: none"><li>Servers, Firewalls, Switches, Computers, Laptops, Tablets, WiFi</li><li>Managed Data Protection Setup including Secure Cloud Sync</li><li>Cyber Security Tool Deployment and Best Practice rollout</li></ul>	

*The above pricing is based on a minimum of a one-year agreement, from May 1, 2024 – June 30, 2025*



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## **STATEMENT OF WORK**

This Statement of Work (“SOW”) is governed under the Master Service Agreement (the “Agreement”) (provided for your review at [www.entechUS.com/msa-2022.1](http://www.entechUS.com/msa-2022.1) and incorporated herein) and is between Entech Computer Services, LLC (“Entech” or “Service Provider”), and the client whose name and authorized signatory appear in the signature block of this SOW (“Client”), below. Capitalized terms in this SOW will have the same meaning as those in the Agreement, unless otherwise indicated below. Additional terms and conditions are provided for your review at [www.entechUS.com/ims-tc](http://www.entechUS.com/ims-tc), which terms are incorporated herein.

### **enControl® Co-Managed Secure Infrastructure**

#### **1. Scope of Services**

The following services and support (collectively, “Services”) can be provided under the terms of this SOW. Some services below are delivered on an as needed basis throughout the term of the SOW.

**A. Services:**

- i. IT Strategy and Administration – (Included in SOW)
- ii. Centralized Managed Infrastructure – (Included in SOW)
- iii. Standard Cybersecurity Service – (Included in SOW)
- iv. Advanced Cybersecurity Services – (Declined)
- v. Complete Managed Cybersecurity – (Declined)
- vi. End-user Support – (Declined) and Infrastructure Support – (Included in SOW)

**B. Total User/Device Enumeration:** The pricing for all services in this SOW assume the following user and device count:

- i. Up to (100) Users
- ii. Up to (130) Workstations
- iii. Up to (21) Server Operating System
- iv. Up to (0) Appropriately sized Unified Threat Management gateway appliance (Firewall as a Service)
- v. Future Growth Fee Schedule:
  - \$89/additional user/mo
  - \$99/additional device/mo
  - \$139/ea. for additional Server Operating System per month

**C. Assumptions and out of scope items:** All pricing in this SOW is also based on the information provided by Client prior to the date hereof, including the following assumptions: (collectively, the “Assumptions”). In the event that Entech determines that the Assumptions are inaccurate, Entech will revise the fee schedule based on any changes required as a result thereof, and such revised fee schedule will apply to all Services thereafter. For the avoidance of doubt, (i) any changes based on the future growth fee schedule above may be applied automatically on the next invoice without requirement of any revised fee schedule and (ii) any assistance with incident responses is outside of scope of the Services, and additional fees would apply for any assistance needed from Entech for such incident response.

#### **2. Term**

- A. The Services will commence, and billing will begin, on the date on which the Services are implemented and operational, which will be May 1, 2024 (“Commencement Date”).
- B. The Services will continue for a minimum term of 14 months from the Commencement Date (together with any renewals, the “Term”).

### **3. Fees**

The fee for the Services in this SOW will be invoiced in 14 installments of \$9,355 per month to Client (the "Fees").

### **4. Expiration Date**

If either Party fails to sign this SOW within 30 from the date it is first provided to them for signature, this SOW shall automatically expire and be null and void (the "Expiration Date"). The Expiration Date shall be 30 days after the date the SOW is first provided for signature.

### **5. Additional Terms**

Additional terms are listed below.

- A. See Shared Responsibility Matrix (Version 04.05.24.v1) for details on specific scope related to Maintenance, Management, and Support.
- B. The initial term of this SOW shall be for fourteen (14) months (May 1, 2024, through June 30, 2025) and it will automatically renew for up to three (3) contiguous one (1) year terms unless either party notifies the other of its intention to not renew an SOW in writing (as defined in Section 12(p) of the Master Service Agreement) no less than sixty (60) days before the end of the then-current term.

### **6. Acceptance and Signatures**

<b>Service Provider:</b> Entech Computer Service, LLC	<b>Client:</b> Southwest Florida Workforce Development Board, Inc. dba CareerSource Southwest Florida
<b>Date:</b> April 5, 2024	<b>Date:</b> 4/25/24
<b>Signature:</b> 	<b>Signature:</b> 
<b>Printed Name:</b> David Spire	<b>Printed Name:</b> Peg Elmore
<b>Title:</b> Executive VP / Chief Revenue Officer	<b>Title:</b> President/CEO

## Shared Responsibility Matrix

enControl Co-Managed Secure Infrastructure  
- CareerSource of SouthWest Florida

Network & Infrastructure	Maintenance	Manage	Support
Firewalls (Physical / Virtual)	✓	✓	✓
Network Visualization	✓	✓	✓
Network / Firewalls	✓	✓	✓
Network / Switching	✓	✓	✓
Network / Wireless	✓	✓	✓
Azure	✓	✓	✓
Windows Based Servers (Corporate Infrastructure)	✓	✓	✓
Internally/Custom Web Application (DevOps)	✗	✗	✗
Physical Servers	✓	✓	✓
Virtual Machines (OS's)	✓	✓	✓
DNS Management	✓	✓	✓
DNS Filtering	✓	✓	✓
End Points & Users	Maintenance	Manage	Support
Desktop Devices (PC's / Laptops)	✓	✓	◆
End Users Requests	—	—	✗
Desktop Applications	✓	✓	✗
Printer Issues	✓	✓	✗
Password Reset	✓	✓	✗
Log In Issues / 2FA	✓	✓	✗
All other user generated support request	✓	✓	✗
Tablets (Windows Based)	✓	✓	✗
Tablets (Non-Windows Based)	✗	✗	✗
Mobile Device Management (MDM)	✗	✗	✗
Active Directory User Account Management	✓	✓	✓
Account Creation	—	✓	✓
Account Deactivation	—	✓	✓
Emergency Account Creation or Deactivation	—	✗	✓

## Shared Responsibility Matrix

enControl Co-Managed Secure Infrastructure  
– CareerSource of SouthWest Florida

Managed Microsoft 365 Services	Maintenance	Manage	Support
<b><u>M365 Tenant &amp; Users</u></b>			
User Provisioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Deprovisioning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency User Provisioning / Deprovisioning	—	✓	✓
User Support and Helpdesk Services	—	—	🚫
Monitoring and Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application Updates (Word, Excel, PowerPoint)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>M365 Security Stack</u></b>			
Managed Detection & Response	🚫	🚫	🚫
Conditional Access Policies	🟡	🟡	🟡
m365 - Backup and Disaster Recovery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audit & Compliance, or Legal Based Data Discovery Recovery	🟡	🟡	🟡
License Reporting & Consulting	✓	✓	✓
Cloud / SaaS LOB Applications	Maintenance	Manage	Support
Abila MIP (Finance)	—	—	—
Blackbaud FundWare	—	—	—
Telephony	Maintenance	Manage	Support
PBX - Phone System (Lumen/Centrylink)	🚫	🚫	🚫
Phones (Endpoint / Desktop)	🚫	🚫	🚫
Internet Service Provider (ISP)	Maintenance	Manage	Support
Lumen/Centrylink (Fiber)[Primary]	—	—	✓
Comcast [Secondary]	—	—	✓
Labelle Location [Comcast only]	—	—	✓
Physical Security	Maintenance	Manage	Support
Access Control System (3 <sup>rd</sup> party local support contractor)	🚫	🚫	🚫
Video Surveillance (3 <sup>rd</sup> party local support contractor)	🚫	🚫	🚫

## Shared Responsibility Matrix

enControl Co-Managed Secure Infrastructure  
- CareerSource of SouthWest Florida

Security & Compliance Services	Maintenance	Manage	Support
Managed Endpoint Detection & Response (EDR)	✓	✓	✓
Multifactor Authentication – Setup & Policy Management	✓	✓	✓
Multifactor Authentication – User Support & Troubleshooting	✓	✓	✗
End User Awareness Training Platform	✓	✓	✓
Self Paced Online Training Sessions with Quizzes	✓	✓	✓
Phishing Simulations	✓	✓	✓
Training Program Reporting	✓	✓	✓
Annual Live Staff Training via Webinar (by request)	✓	✓	✓
Dark Web Monitoring	✓	✓	✓
Dynamic Quarantine (Machine Based)	✓	✓	✓
Initial Security Event Analysis	✓	✓	✓
Threat Containment - Basic	✓	✓	✓
Initial Security Event Analysis	✓	✓	✓
Escalated Security Event Analysis	✓	✓	✓
Threat Containment - Advanced	✗	✗	✗
Systems Information Event Management (SIEM)	✗	✗	✗
Security Operations Center (SOC)	✗	✗	✗
Ransomware Canaries	✗	✗	✗
Incident Response	✗	✗	✗

Data Protection (DR/BC)	Maintenance	Manage	Support
Windows Based Servers ( <i>Covered by Managed Data Protection SOW</i> )	□	□	□
Custom Web Application	✗	✗	✗
Desktops	✗	✗	✗
M365 Users ( <i>Covered by legacy Managed Microsoft 365 User Agreement</i> )	□	□	□

IT Management Platforms	Applicable	Shared Access
Remote Access & Troubleshooting (example: Datto / ScreenConnect)	✓	✓
Documentation Management (read only)	✓	✓
Ticketing System (example: ConnectWise)	✓	✓
Network Visualization (example: Domotz)	✓	✗
Network / Wireless Cloud Controllers (example: Ubiquiti/Fortinet)	□	□

## Shared Responsibility Matrix

enControl Co-Managed Secure Infrastructure  
- CareerSource of SouthWest Florida

Additional Services	Maintenance	Manage	Support
Standard Hours of Support (8 am - 5 pm)	✓	✓	✓
Extended Hours of Support (7 am - 9 pm)	✓	✓	✓
Over-Night Hours of Support (9 pm - 7 am)	✗	✗	✗
<b>Additional Services</b>			
Asset Lifecycle Management & Reporting	✓	✓	✓
Executive Summary Reporting	✓	✓	✓
New Computers Provisioning & Setups	—	—	✗
Computer Reprovisioning - User/Data Transfer	—	—	✗
Compliance Related POAM Items	—	—	✗
<b>Covered Under Agreement</b> <span style="float: right;">✓</span> <b>Escalation (Tier 3) Covered Under Agreement</b> <span style="float: right;">◊</span> <b>Not Covered Under Agreement</b> <span style="float: right;">✗</span> <b>Covered by a Separate Agreement</b> <span style="float: right;">□</span> <b>Requires Further Discovery</b> <span style="float: right;">○</span>			

Here are specific definitions that distinguish between **maintenance**, **management**, and **support** in the context of the above listed items:

### **Maintenance:**

Maintenance focuses on proactive measures to prevent issues and refers to the routine tasks aimed at keeping systems, software, or hardware functioning optimally. It involves proactive activities such as updates, patches, system checks, and preventive measures to ensure the smooth operation of IT infrastructure. Maintenance activities aim to prevent issues before they occur, minimizing downtime and disruptions.

### **Management:**

Encompasses overseeing and controlling the IT environment on an ongoing basis. It involves monitoring, and administration of IT systems, networks, databases, and applications. Management activities may include resource allocation, capacity planning, security protocols, and overall governance of IT assets. It strives to align the IT infrastructure with the organization's goals and requirements.

### **Support:**

Involves providing assistance and resolving issues that arise within the IT environment. Support services are reactive, addressing immediate problems, troubleshooting technical issues, and providing assistance to users encountering difficulties. This includes help desk services, incident resolution, technical assistance, and user guidance. Support aims to quickly resolve issues and ensure the smooth operation of IT services for end-users.

## Shared Responsibility Matrix

enControl Co-Managed Secure Infrastructure

- CareerSource of SouthWest Florida

### Tier 1 Support Services

- **Owner:** CareerSource of Southwest Florida
- **Role:** Internal IT staff will serve as the first point of contact for users with IT issues.

**Responsibility examples:**

- Password resets and account unlocks.
- Basic software installation and configurations.
- Troubleshooting login issues and connectivity problems.
- Guiding users on commonly used applications.
- Handling basic hardware support, such as printer issues.
- Escalating complex issues to Tier 2.

### Tier 2 Support Services

- **Owner:** CareerSource of Southwest Florida
- **Role:** Specialized technical support provided by internal IT staff.

**Responsibility examples:**

- Advanced software and application support.
- Resolving complex hardware issues.
- Investigating and addressing network-related problems.
- Collaborating with Tier 3 (Entech) for escalated issues.
- Providing guidance and training to Tier 1 technicians.
- Escalating complex issues to Tier 3.

### Tier 3 Support Services

- **Owner:** Entech
- **Role:** Entech will provide advanced technical support with expertise in specific technologies.

**Responsibility Examples:**

- Resolving complex server and infrastructure issues.
- In-depth network troubleshooting and optimization.
- Performing system configurations and upgrades.
- Addressing security vulnerabilities and implementing solutions.
- Collaborating with vendors for escalated support.
- Designing and implementing system architecture changes.
- Offering expertise in specialized areas (e.g., databases, virtualization).

## Shared Responsibility Matrix

enControl Co-Managed Secure Infrastructure  
– CareerSource of SouthWest Florida

### Tier 4 Support Services

- **Owner:** EnTech
- **Role:** EnTech's highest level of technical support, possibly involving development.

#### **Responsibility Examples:**

- Addressing critical and highly complex issues.
- Developing custom solutions and scripts for problem resolution.
- Collaborating with product development teams to fix defects.
- Implementing and optimizing advanced configurations.
- Contributing to the creation of new IT solutions.
- Engaging in research and development for emerging technologies.



## **STATEMENT OF WORK**

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### **enControl® - Data Protection Service – Managed Disaster Recovery**

#### **1. Scope of Services**

##### **A. Services Provided**

- i. An initial on-site Network Attached Storage (NAS) unit that acts as a local storage device (if required).
- ii. Full management of all backups.
- iii. One-time “base image” capture of data.
- iv. Incremental backups done on the BDR are done at scheduled timing based on need.
- v. Secure Remote (off-site) Storage.
  - This SOW includes up to 10/tb of pooled cloud storage
  - Additional storage will be billed at a rate of \$0.55/GB.
- vi. Automated backup of all Exchange Online emails, contacts, calendars, and Sharepoint Online document libraries if Microsoft Office 365 users are covered as part of this SOW.

##### **B. Total Scope of Work Enumeration:** The pricing for all services in this SOW assume the following user and device count:

- i. Current # of Server's being Backed Up: 21
- ii. Current # of Computers being Backed Up: 0
- iii. Current # of Microsoft365 User being Backed Up: 0
- iv. Future Growth Fee Schedule:
  - Additional Server Backup Jobs: \$139.00 per month
  - Additional Computer Backup Jobs: \$29.00 per month
  - Additional Microsoft Office 365 Backup Users: \$6.00 per user, per month

##### **C. Assumptions and out of scope items:** All pricing in this SOW is also based on the information provided by Client prior to the date hereof, including the following assumptions: (collectively, the “Assumptions”). In the event that Entech determines that the Assumptions are inaccurate, Entech will revise the fee schedule based on any changes required as a result thereof, and such revised fee schedule will apply to all Services thereafter. For the avoidance of doubt, (i) any changes based on the future growth fee schedule above may be applied automatically on the next invoice without requirement of any revised fee schedule and (ii) any assistance with incident responses is outside of scope of the Services, and additional fees would apply for any assistance needed from Entech for such incident response.

#### **2. Term**

- A. The Services will commence, and billing will begin, on the date on which the Services are implemented and operational, which will be 5/1/2024 (“Commencement Date”). The Services will continue for a minimum term of fourteen (14) months from the Commencement Date (together with any renewals, the “Term”).

#### **3. Fees**

The fee for the Services in this SOW will be invoiced in 14 installments of \$1,495 per month to Client.

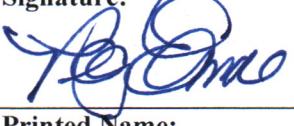
#### **4. Expiration Date**

If either Party fails to sign this SOW within 30 from the date it is first provided to them for signature, this SOW shall automatically expire and be null and void (the "Expiration Date"). The Expiration Date shall be 30 days after the date the SOW is first provided for signature.

#### **5. Additional Terms**

No additional terms will be included in this SOW.

#### **6. Acceptance and Signatures**

<b>Service Provider:</b> Entech Computer Service, LLC	<b>Client:</b> Southwest Florida Workforce Development Board, Inc. dba CareerSource Southwest Florida
<b>Date:</b> April 5, 2024	<b>Date:</b> 4/25/24
<b>Signature:</b> 	<b>Signature:</b> 
<b>Printed Name:</b> David Spire	<b>Printed Name:</b> Peg Elmore
<b>Title:</b> Executive VP / Chief Revenue Officer	<b>Title:</b> President/CEO

**ADDENDUM TO VENDOR AGREEMENT**  
**BY AND BETWEEN SOUTHWEST FLORIDA WORKFORCE DEVELOPMENT BOARD, INC. DBA**  
**CAREERSOURCE SOUTHWEST FLORIDA AND ENTECH COMPUTER SERVICES, LLC**

This Addendum is part of the attached Vendor Agreement by and between Southwest Florida Workforce Development Board, Inc. (SFWDB) dba CareerSource Southwest Florida (CSSWF) and Entech Computer Services, LLC (Contractor) for services described in the Vendor Agreement attached hereto. In consideration of the mutual covenant and stipulations set forth in the agreement and Addendum herein, the parties hereby agree as follows:

**1. COMPLIANCE WITH POLICIES AND LAWS**

The warranty of this Section specifically includes compliance by Contractor and its subcontractors with the provisions of the Immigration Reform and Compliance Act of 1986 (P. L. 99-603), the Workforce Innovation and Opportunity Act (WIOA), the Workforce Innovation Act of 2000, 45 CFR 98, the Temporary Assistance for Needy Families Program (TANF), 45 CFR parts 260-265, and other applicable federal regulations and policies promulgated thereunder and other applicable State, Federal, criminal and civil law with respect to the alteration or falsification of records created in connection with this Agreement. Office of Management and Budget (OMB) Circulars: Contractor agrees that, if applicable, it shall comply with all applicable OMB circulars, such as 2 CFR 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. Contractor will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a to 276a7), the Copeland Act (40 U.S.C. 276c and 18 U.S.C. 874, and the Contract Work Hours and Safety Standards Act (40.327-333), regarding labor standards for federally assisted construction subagreements.

**2. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER MATTERS**

Contractor certifies that it is not currently debarred, suspended, or excluded from or for participation in Federal assistance programs, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency within a three-year period preceding the effective date of the Agreement in accordance with 29 CFR Parts 45, 74, 95 and 98. No contract shall be awarded to parties listed on the GSA List of Parties Excluded from Federal Procurement or Non-Procurement Programs.

**3. NON-DISCRIMINATION, EQUAL OPPORTUNITY ASSURANCES, CERTIFICATIONS, OTHER PROVISIONS**

As a condition of funding from SFWDB under Title I of the WIOA, Contractor assures that it will comply fully with the following:

- 1) Title VI of the Civil Rights Act of 1964 as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color or national origin.
- 2) Section 504 of the Rehabilitation Act of 1973 as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of disability.
- 3) Title IX of the Education Amendments of 1972 as amended, 20 U.S.C. 1681 et. Seq. which prohibits discrimination on the basis of sex in educational programs.
- 4) The Age Discrimination Act of 1975 as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age.
- 5) Section 654 of the Omnibus Budget Reconciliation Act of 1981 as amended, 42 U.S.C. 9849, which prohibits discrimination on the basis of race, creed, color, national origin, sex, handicap, political affiliation or beliefs.
- 6) Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or Participation in any WIOA Title I financially assisted program or activity.
- 7) The American with Disabilities Act of 1990, P.L. 101-336, which prohibits discrimination on the basis of disability and requires reasonable accommodation for persons with disabilities.
- 8) Equal Employment Opportunity (EEO): The Contractor agrees that it shall comply with Executive Order (EO) No. 11246, Equal Employment Opportunity, as amended by EO No. 11375, requires that Federal Contractors and subcontractors not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. It also requires the Contractor/subcontractor to take affirmative action to ensure that applicants are employed, and that employees are treated during

employment, without regard to their race, color, religion, sex, or national origin and as supplemented in Department of Labor regulation 29 CFR Parts 33 and 37 as well as 41 CFR Part 60 and 45 CFR Part 80 if applicable.

9) Contractor also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements Contractor makes to carry out the WIOA Title I-financially assisted program or activity. Contractor understands that the United States has the right to seek judicial enforcement of this assurance.

#### **4. CERTIFICATION REGARDING CLEAN AIR ACT, WATER ACT, ENERGY EFFICIENCY AND ENVIRONMENTAL STANDARDS, SOLID WASTE**

Clean Air and Water Act: When applicable, if this Contract is in excess of \$100,000, Contractor shall comply with all applicable standards, orders or regulations issued under the Clean Air Act as amended (42 U.S.C. 7401), Section 508 of the Clean Water Act as amended (33 U.S.C. 1368 et seq.), Executive Order 11738 and Environmental Protection Agency regulations (40 CFR Part 15). The Contractor shall report any violation of the above to the contract manager. Energy Efficiency: The Contractor shall comply with mandatory standards and policies relating to energy efficiency which are contained in the State of Florida's Energy Conservation Plan issued in compliance with the Energy Policy and Conservation Act (Public Law 94-163).

Contractor will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93-205). The Contractor will comply with the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act (42 U.S.C. 6962).

#### **5. CERTIFICATION REGARDING LOBBYING AND INTEGRITY**

Contractor shall comply with the provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) 29 CFR Part 93. When applicable, if this Agreement is in excess of \$100,000, Contractor must, prior to contract execution, complete the Certification Regarding Lobbying Form.

#### **6. CONFIDENTIALITY**

It is understood that the Contractor shall maintain the confidentiality of any information, regarding SFWDB customers and the immediate family of any applicant or customer, that identifies or may be used to identify them and which may be obtained through application forms, interviews, tests, reports from public agencies or counselors, or any other source. Contractor shall not divulge such information without the written permission of the customer, except that such information which is necessary as determined by SFWDB for purposes related to the performance or evaluation of the Agreement may be divulged to SFWDB or such other parties as they may designate having responsibilities under the Agreement for monitoring or evaluating the services and performances under the Agreement, or to governmental authorities to the extent necessary for the proper administration of the law. All release of information shall be in accordance with applicable State laws, and policies of the SFWDB. No release of information by Contractor, if such release is required by Federal or State law, shall be construed as a breach of this Section.

#### **7. RIGHTS TO DATA/COPYRIGHTS AND PATENTS**

The Board, State of Florida and the U.S. Department of Labor shall have unlimited rights to inventions made under contract or agreement: Contracts or agreements for the performance of experimental, developmental, or research work shall provide for the rights of the Federal Government and the recipient in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements" and any implementing regulations issued by the awarding agency.

## **8. MONITORING**

At any time and as often as SFWDB, the State of Florida, United States Department of Labor, Comptroller General of the United States, the Inspector Generals of the United States and the State of Florida, or their designated agency or representative may deem necessary, Contractor shall make available all appropriate personnel for interviews and all financial, applicant, or participant books, documents, papers and records or other data relating to matters covered by this contract, for examination and/or audit, and/or for the making of excerpts or copies of such records for the purpose of auditing and monitoring activities and determining compliance with all applicable rules and regulations, and the provisions of this Agreement. The above referenced records shall be made available at the Contractor's expense, at reasonable locations as determined by SFWDB. Contractor shall respond in writing to monitoring reports and requests for corrective action plans within 10 working days after the receipt of such request from SFWDB.

## **9. PUBLIC ANNOUNCEMENTS AND ADVERTISING**

Contractor agrees that when issuing statements, press releases, request for proposals, bid solicitation, and other documents describing the project or programs funded in whole or in part under this Agreement, Contractor shall clearly state: (1) the percentage of the total cost of the program or project which will be financed with Federal money under this Agreement and (2) the dollar amount of Federal funds for the project or program.

## **10. PUBLIC ENTITY CRIMES**

Contractor shall comply with subsection 287 .L33(2)(a), F.S., whereby a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor or consultant under a contract with any public entity and may not transact business with any public entity in excess of the threshold amount provided in section 287.Ot7, F.S., for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

## **11. THE PRO-CHILDREN ACT**

Contractor agrees to comply with the Pro-Children Act of 1994,20 U.S.C. 6083: Failure to comply with the provisions of the law may result in the imposition of civil monetary penalty up to \$1,000 for each violation and/or the imposition of an administrative compliance order on the responsible entity. This clause is applicable to all approved sub-contracts. In compliance with Public Law (Pub. L.) LO3-277, the Contract shall not permit smoking in any portion of any indoor facility used for the provision of federally funded services including health, day care, early childhood development, education or library services on a routine or regular basis, to children up to age 18.

## **12. TERMINATION FOR DEFAULT/CONVENIENCE**

This modified agreement may be terminated as follows:

1. Either party may request termination of modified agreement upon 30 days prior written notice to the other party.
2. The Board may unilaterally terminate or modify this modified agreement, if for any reason either the U.S. Department of Labor or the State of Florida reduces funding through the grants under which this modified agreement is funded.
3. The Board may unilaterally terminate this modified agreement at any time that it is determined that:
  - a. Contractor fails to provide any of the services it has contracted to provide; or
  - b. Contractor fails to comply with the provisions of this modified agreement; or
  - c. Such termination is in the best interest of the BOARD.
4. Written notification of termination must be by registered mail, return receipt requested.

If Contractor disagrees with the reasons for termination, they may file a grievance in writing within ten days of notice of termination to SFWDB, who will conduct a grievance hearing and decide, from evidence presented by both parties, the validity of termination.

In the event this modified agreement is terminated for cause, Contractor shall be liable to the Board for damages sustained for any breach of this modified agreement by the Contractor, including court costs and attorney fees, when cause is attributable to the Contractor.

In instances where Vendors/sub grantees violate or breach modified agreement terms, the Board will use all administrative, contractual or legal remedies that are allowed by law to provide for such sanctions and penalties as may be appropriate.

### **13. PROCUREMENT OF RECOVERED MATERIALS**

Contractor agrees to comply with the provisions of section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, and as supplemented by 2 CFR Appendix II to part 200 and 2 CFR part 200.323 and the requirements stated therein.

### **14. DOMESTIC PREFERENCES FOR PROCUREMENTS**

Contractor agrees to comply with the provisions of 2 CFR Appendix II to part 200 and 2 CFR part 200.322 and the requirements stated therein.

### **15. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT**

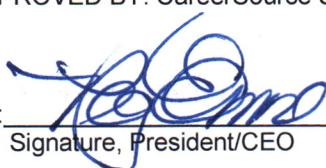
Contractor agrees to comply with the provisions of 2 CFR Appendix II to part 200 and 2 CFR part 200.216 and the requirements stated therein. See [Public Law 115-232](#), section 889 for additional information and 2 CFR part 200.471.

### **16. E-Verify**

Contractor warrants and represents that it is in compliance with section 448.095, Florida Statutes, as may be amended, and that it: (1) is registered with the E-Verify system (E-Verify.gov), and beginning January 1, 2021, uses the E-Verify system to electronically verify the employment eligibility of all newly hired workers; and (2) has verified that all of Contractor's subcontractors performing the duties and obligations of the Agreement are registered with the E-Verify System, and beginning January 1, 2021, use the E-Verify System to electronically verify the employment eligibility of all newly hired workers.

**IN WITNESS WHEREOF**, Contractor and Southwest Florida Workforce Development Board, Inc. dba CareerSource Southwest Florida caused this Agreement to be duly executed as of the date set forth below.

APPROVED BY: CareerSource Southwest Florida      APPROVED BY: Entech Computer Services, LLC

BY:   
Signature, President/CEO

Peg Elmore  
Name Printed, President/CEO

DATE: 4/25/24

BY:   
Signature Authorized Contractor Representative

David Spire  
Name Printed, Executive VP, CRO

DATE: April 5, 2024



## Your first and last line of defense...

Protecting your valuable data is critical.

Cyber criminals, ever eager, are prepared to exploit any opportunities. They want to take your years of hard work and use it for their benefit. By securing your business's innovations, you gain a competitive advantage.

To help defend your successes, Entech recommends a strategic mix of innovative technologies layered with time-honed processes.

### **Let's Start with the Basics**

Creating a defensive IT security perimeter at the hardware and software level is table-stakes. As would-be hackers become more sophisticated, keeping your hardware and software current and under support is a minimum must have, and it's one that's at the core of our service.

### **Threat Analytics**

Our cutting-edge systems analyze all possible entry points, scanning for would-be threats. They flag behavioral changes in devices, services, and users across the network.

### **User Awareness Training**

Your people can be your greatest defensive asset or your most threatening breach liability. To ensure they are assets, your organization must be proactive. Businesses must be willing and able to train and test each staff member on detecting, navigating, and avoiding the perils of the ever-changing landscape of cyber hazards. A working and informed offense is your company's best defense.

**entech**

5276 Summerlin Commons Way  
Fort Myers, FL 33919

615 67<sup>th</sup> St. Cir. East, Ste 101  
Bradenton, FL 34208

9240 Bonita Beach Rd, Ste 3317  
Bonita Springs, FL 34135

3606 Enterprise Avenue  
Naples, FL 34104