

Global Point Managed Services Contract

Proposal Prepared for:

DuPage County ROE

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Presented by:



Andrea Long, Sales

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Company Overview

DIPLEX TECHNOLOGIES INC DBA GLOBAL POINT is a provider of Information Technology solutions in Michigan and Illinois. Our relationships with partners such as Microsoft, Cisco, VMware, HP, Dell, Symantec and ESET have allowed us the ability to design, scale and implement effective infrastructure solutions for our diverse client base. Our Solution Stack includes Infrastructure and Networking Solutions, Application and Web Development, Wireless, Local and Wide-Area Networking, as well as Managed Services. As a Microsoft Partner, our Core Competencies include Information Worker Solutions, Networking Infrastructure Solutions, Advanced Infrastructure Solutions, Microsoft Business Solutions, and we are a Microsoft Small Business Specialist.

We specialize in educating you in the Information Technology options available to ease your business' IT concerns in the 21st century. Our professional scope ranges from engineering and implementing Local and Wide Area Networking Solutions to architecting and designing custom Software Applications to address your specific business needs. Global Point' Network and Software Applications Engineers' combined experience allows us the ability to successfully provide custom, affordable solutions to our valued Clients.

Our technical expertise enables us to provide Network Design and Support, as well as Application Development for Office Automation, and Internet/Intranet development and support; utilizing technologies such as Digital Subscriber Line, Frame Relay, Point-To-Point Tunneling Protocol and Virtual Private Networking. These technologies provide the ability to securely encrypt data transmission, paving the way for Electronic Commerce and E-Business.

By coordinating and managing all your technical solutions and Vendors, and Proactively Managing your Network, we allow you the ability to completely focus on running your business.

We sincerely appreciate the opportunity to present this proposal.

Summary

Global Point provides Managed and Consulting Services to businesses on a monthly or hourly fee basis. The monthly fee is an all-inclusive employee IT support system geared towards individual employees and the technology they use/touch (Desktops, Workstations, Tablets, Phones, etc). DuPage County ROE is requesting the monitoring, consulting and support desk function portion of our Managed Services. They have requested service through their RFP dated January 6th. Follow-up questions were answered and received on January 15th.

Project Scope

DuPage County ROE has requested a proposal to deliver comprehensive Information Technology management and support services for the DuPage Regional Office of Education. The following is a high level overview of what is included:

- Remote Monitoring and Management of confirmed devices
 - 70-75 workstations
 - 7 physical servers, 12 virtual servers, 4 network switches and 2 firewalls
- Hourly rate to work with Director of Technology to provide confirmed services as detailed in the RFP
- Hourly rate for Level 1, 2 and 3 remote support desk services

Investment

- Onboarding and Setup Fee \$3600
- Monitoring Licenses for devices \$350 per month
- Price – Infrastructure Technical Services detailed as follows:

1. Normal business hours (8:00 AM – 5:00 PM, Monday – Friday)
 - a. Billable rate per hour

Work Role	Business Hours Rate	After Hours Rate
Network Support	\$150	\$225
Project Managers	\$165	\$248

- b. Trip Charge within 25mile (in billable hours) – \$0
 - c. Minimum billable time (in billable hours)
 - i. On-site support: (2) Hour
 - Billed in ¼ hour increments after initial (2) hours
 - ii. Remote support: (1/4) Hour
2. Unless otherwise agreed, support requested by client or type of work necessitates, after hours, weekend and holidays time is billed with a 1.5 multiplier. After hours defined as work performed on Weekdays between 5:00 pm and 7:00 am or at any time during Weekends and holidays.

What is Included (Details: Appendix 1)

The following are included with Global Point's Managed Services for Workstations and Support Desk:

- Hourly support fee access to remote technical support calls during business hours by dialing into our main number, emailing our support or submitting a new ticket from our website portal.
 - The support call must be related to any of the following:
 - A business application used by the company
 - This includes phones/tablets, web sites, and VPN that are business related
 - Application support through vendor required
 - Windows Operating System on a company owned computer that are either part of the Active Directory Domain or Azure Active Directory tenant
 - Limited work from home support
 - Must have an active working Internet connection
 - Best effort on troubleshooting home networking equipment
- After-hours emergency support services are available for network outages and server down situation.
- All remote support calls are considered to be remote unless the support engineer deems it necessary to be an onsite visit at the company location.
- Assist in the ordering of servers, laptops, printers (network and personal), monitors, docking stations, wireless keyboards, and wireless mice as required. The equipment would be quoted, approved, and ordered.
- Assist in onboarding of any new staff as needed.
- All Google G-Suite and Office 365 User/Group Management
- Microsoft Windows/Apple workstation patch management on business owned equipment.
- Full Ticket management system with reporting and customer access
- Optional Information and Security Compliance Test is not included but available at a discounted rate.
 - Report to include any/all external vulnerabilities with a remediation plan
 - Test is against all known public IP addresses
 - An additional internal security test is available for an extra fee per IP address.
- Bi-Annually Executive Review or as requested

Office 365/Google G-Suite Subscription

Subscription fees are not included.

Major Projects

Large IT Projects would be quoted and agreed upon separately. All such projects will be discussed and evaluated. Global Point will issue a competitive quote for such implementations. Example of major projects would be new server rollout, cloud migrations or large-scale system builds. Single desktop setup does not fall under major projects.

Termination of Managed Services

If, for any reason, either party would like to leave Global Point Managed Services, an e-mail request from an authorized Executive within the company must be sent to an authorized Global Point representative and must be acknowledged via e-mail that the request was received within 60 days of renewal period.

After Hours Support

Global Point has an after-hours support option where you can contact a senior staff member 24/7. Anything after is the normal billing rate on a time and material basis.

Billing

All Global Point billing occurs on the first day of every month. All invoices are due within 30 days paid electronically or via check or ACH. Any disputes must occur within 30 days of receipt of invoice. All billing includes statement of work and details performed during that month. All subscriptions require pre-payment. Cancellation of services must be provided in writing 60 days prior to cancellation.

Client Acceptance

Please sign this document and return by email to Global Point, attention:
Andrea Long, Sales, andrea.long@globalpointllc.com.

This is not an agreement. By signing this proposal, both parties agree to the Terms and Conditions of this proposal. Upon receipt of your signed document, Global Point will then sign and return a copy to you and commence services as agreed. A service agreement will be sent along with the proposal.

Global Point considers your signature confirmation to move forward with the implementation, as outlined in this document.

Agreed and accepted:
Customer Representative

Agreed and accepted:
Global Point Representative

Signature

Signature

Print Name

Print Name

Title

Title

Date

Date

Appendix 1

IT Support Services	Frequency
Remote Management Services and Tools	
System Alert and Monitoring Platform	24/7 email alerts reviewed by GP during Business hrs/days of 8 to 5pm. Client may get copies of alerts 24/7 or SMS (not included in this proposal)
Remote Control Platform	Included
Microsoft O/S Patch Management Platform	Included
Apple O/S Patch Installs	manual updates only
Automated Scripting Platform	included
Service Ticketing Platform	included
Reporting Platform	included
Anti-Virus and Anti-Malware Cloud Based Centralized Management	Included (only if elected cloud AV)
Network Device O/S Updates	included 1 time a year (firewall and switches) as needed, emergency updates upon testing
Network and Server Support	
Network Management Services	
Firewall Management	Hourly Fee
Network Switch Management	Hourly Fee
VPN Management	Hourly Fee
Network Connection Documentation	Hourly Fee
Wireless Solution Management	Hourly Fee
Availability Monitoring and Alerting – 24x7 Passive Monitoring	Included: Active monitoring 8 to 5pm
Windows Server Management	
Alert Monitoring	24/7. Alerts are checked by GP 8 to 5pm Business hrs./days. Client may get copies of alerts 24/7
Event Alert Monitoring	24/7. Alerts are checked by GP 8 to 5pm Business hrs./days. Client may get copies of alerts 24/7
Emergency O/S Updates and Patches	included
Manage Drives/Partitions Free Space	Hourly fee
Active Directory Management	Hourly Fee
File Sharing Management	Hourly Fee
DHCP and DNS Management	Hourly Fee
Group Policy Management	Hourly Fee
Printer Management	Hourly Fee
Anti-Virus Agent & Definition Updates	Cloud based AV included
Routine O/S Updates and Patches - Windows	included weekly with 1 to 2-week delay for testing
Server Hardware Bios/Firmware Updates	critical updates monthly otherwise as needed once a year
Availability Monitoring and Alerting – 24x7 Passive Monitoring	Not included
E-mail Services Management	
User Mailbox Management	Hourly Fee
Distribution Group Management	Hourly Fee
Shared Mailbox Management	Hourly Fee

Hosted Email Management including Office 365, Google Apps, etc.	Hourly Fee
Industry-Compliant Email and Text Message Archiving	Hourly Fee
E-mail Filtering Management	Hourly Fee
Back-Up Management	
Backup Management and Monitoring	Not included
File Restores	Not included
Server System Restores	as needed at extra charge
Network and Server– Response Center Support	
Unlimited Telephone & Remote Support – 24/7	available with extra charge, after hour fees apply
On-Site After-hours Support – 5:00pm to 8:00am, M-F And Weekends	not included/ optional on demand, hourly cost
Anti-Virus and Anti-Malware Cloud Based Centralized Management	Included
Workstation/End User Support	
End-User Workstation Management	
Approved O/S Updates and Patches - Windows	Weekly based on schedule and requirements
Approved O/S Updates and Patches - Mac	manual updates only
Emergency O/S Updates and Patches	included
Manage Drives/Partitions Free Space	Hourly Fee
VPN Client Management	Hourly Fee
Anti-Virus and Anti-Malware Definition Updates	included
System Optimization	included (pre-existing setup)
Hardware Bios/Firmware Updates	as needed/included
New and Replacement Workstation Builds	Hourly fee or new build outs per project
Workstation Management – Windows Specific	
Microsoft Office Updates and Patches	included
Non-Microsoft Office Updates and Patches	3rd party software patches are limited to software under contract
Smart Phones/Tablets Management	
Setup Business Email Sync	Hourly fee
End-user Support	
Unlimited Telephone & Remote Support – 24/7	available at extra charge after hour fees
On-Site Support – 8x5, M-F	onsite support visit is determined by the tech/as needed and included 8am to 5pm.
Advisory & Project Services	
Scheduled Technology Business Reviews with CIO	available at extra charge
IT Strategy Consulting & Budget Planning	available at extra charge
Project Research for New Infrastructure Technologies	available at extra charge per project estimate given ahead of time
Infrastructure Project Planning & Implementation (server/computer/firewall/switch upgrades &	available at extra charge per project estimate given ahead of time

implementation, email migrations, cloud migrations, etc.)	
Periodic Check-In Meetings with Main Point of Contact	available at extra charge
Network and System Documentation	Not included
Hardware Management Services	
Hardware/Computer Cataloging	included
Hardware Lifecycle Management	included per client's policy
Vendor Liaison and Management Services	
3rd Party Subscription/Warranty Management (Firewall, Network Switch, Email, Encryption, etc.)	Not included, new setup per project
ISP's, Web/Hosting Providers, Office Phone Providers, Print/Copy Providers, Security System Providers, Video Conference Providers	Hourly fee
Line of Business Application Providers	Limited/ may require extra fees paid to other parties
Provided Security Software	
Employee Security Awareness Training Portal	not included/ optional via business partner
Anti-virus and Anti-malware Software Licenses	Cloud based AV included in monthly cost
Email Spam Filtering Software Licenses	Not included
Website Content Filtering Software Licenses	not included

Appendix 2

Additional Details

Our Approach to Security

Global Point takes IT security protocols seriously. Our engineers are HIPPA, SEC and PCI trained and compliant. We work with our existing customers to make sure all of their systems and staff are properly adhering to all security protocols put in place. During our initial engagement we audit customer systems to learn about their internal security and we train our engineers to follow the protocols as well. All detected security issues are communicated to account managers and customer's representatives.

Current GP Data Security Procedures

- All customer data is encrypted in our CRM.
- Multi factor Authentication is used by all employees and contractors.
- Azure AD Cloud based security is used to protect all internal accounts.
- Account manager is overseeing all communication.
- All inbound and outbound email is encrypted and indefinitely retained.
- All email communication is auto-scrubbing sensitive private/personal data.

- Customer data is available to only relevant staff.
- All employees are trained annually regarding security.

Security Reporting

Global Point follows HIPPA, SEC and PCI industry best practices. Our computer incident reporting procedure provides a series of channels through which incidents can be reported, investigated, tracked, and administratively reviewed to ensure customer's information, assets and/or infrastructure are protected. Global Point's and customer's designated security contact are the primary responder to any security related incidents. Other departments assist as the need arises.

Critical Issues

- Any suspected hacking or intrusion attempts
- Suspicion of a password compromise
- Violation of any technology policy
- Phishing email scam violations

Network monitoring and alerting

Global Point Utilizes Kaseya Datto RMM for network monitoring and alerting. All infrastructure down or degraded events are communicated with our engineers 24/7. During regular business hours our support desk constantly monitors alerts for any issues. All emergency after-hours notifications are delivered via the messaging system to our engineers responsible for addressing them within the SLA.

Data Metrics

Effective management of varying performance indices in information security can mean the difference between a practical and efficient approach to any issues that may arise.

Global Point uses standard Key Performance Indicators to monitor and assess security and performance concerns.

- Unidentified devices on the network
- Number of systems with known vulnerabilities
- Communication ports open on the network
- Intrusion attempts
- Security awareness training
- Access management
- Phishing and virus monitoring
- Mean time to detect a security threat
- Mean time to respond to threats once detected

Appendix 3

SLA methodology and details, including ticketing software used

Technology support services are provided through Global Point’s Help Desk. Our support is committed to delivering quality customer service and technical solutions in support of customer wide technology. To ensure the best possible support, the Help Desk operates based on a Service Level Agreement (SLA) outlining specific services, priorities, and responsibilities related to the support of technology.

CUSTOMER SERVICE STATEMENT

The Help Desk is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction
- Responding to requests for support within published time frames
- Interacting with faculty and staff in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators

HELP DESK SERVICES

The Help Desk provides support to all faculty, staff, and administrative personnel who require assistance in the following areas, but not limited to:

• Data Network/Infrastructure	• Hardware/Software Installation
• Desktop Hardware/Software	• Hardware/Software Inventory
• E-Mail Accounts and Access	• Information Systems Reporting
• Network Storage	• Technology Consultation
• Remote Access (VPN)	• Technology Security
• Internet Access	• Project Management and Implementation

Technology Used

To provide a proper and efficient level of support services Global Point utilizes the following on-premise or cloud utilities

ConnectWise Manage	Ticketing System, CRM, Asset Inventory
Kaseya	MSP Monitoring and Alerting System, System Update, Inventory
Screen Connect	Remote Access, Remote support
Qualys Vulnerability	Internal and External security scan

HOURS OF OPERATION

Help Desk services are available during the following hours of operation:

Hours Of Operation	
Monday-Friday	8:00 a.m. to 5:00 p.m
After-hours, Holidays and Weekends	Emergency/As Needed Per Proposal

Hours of Operation are subject to change. Any modifications to this schedule will be communicated ahead of time. For issues that arise when the Help Desk staff is unavailable or if all representatives are busy assisting others, please leave a request via voicemail at 847-464-3900 or email support@globalpointllc.com. Requests will be processed in the order in which they are received.

METHODS FOR REQUESTING ASSISTANCE/SERVICE

Help Desk services can be accessed in following ways:

- E-Mail:** Send a message with a detailed description of request for service to support@globalpointllc.com
- Taskbar:** Submit new tickets via Support Portal
- Phone:** Call 847-464-3900 Option 1 for Support

NOTE: All records of requests are kept in Global Point’s Ticketing system for a period of 1 year after closing them.

SETTING PRIORITY LEVELS FOR REQUESTS

The Help Desk techs will make every effort to resolve issues at the time of the service call or ticket receipt on the service board. This will be the initial method for resolving issues before assigning a priority level. Help Desk staff will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them.

The following table describes the priority levels assigned to requests for hardware/software problem resolution with associated response and completion time commitments:

Priority	Definition	Response time
Critical	Business Outage or significant customer impact that threatens productivity or causes work stoppage.	Immediate to 15min
High	A technical issue allowing work but in a significantly impaired fashion causing customer concerns.	Within 15 to 30min
Medium	A general support request issue that does not have significant current productivity impacts.	Within 1 hr
Low	A service request that does not require immediate attention and it does not impact productivity.	Within 24 business hours

Note: The Help Desk will provide an estimate of the timing for the provision of assistance and/or services via phone or email.

REMOTE DESKTOP ACCESS & MANAGEMENT

Depending on the severity of the technical issue, GP engineers will make every effort to resolve issues at the time of service by using remote tools. This will allow the helpdesk staff to access the caller’s desktop remotely via Control for the purpose of expediting the resolution of the call. The caller can view the activity on the local monitor as it occurs.

Periodically, software patches and security updates will be installed remotely through an automated system to all supported systems to ensure their integrity. The update/patch may be applied in the background during the local computer's boot process or at any time the computer is running and connected to the network.

HARDWARE & SOFTWARE STANDARDS

The IT Help Desk will provide support for documented hardware and software.

- To ensure software license compliance, the IT Help Desk will not install any software without proof of purchase or a copy of a license agreement.
- All hardware and software purchase requests must be accompanied by verification email and must be approved by the IT Manager.
- Limited support for non-standard equipment and software is also available, depending on the availability of technical resources
- The IT Manager can provide consultation assistance with hardware/software purchases.

TECHNOLOGY INVENTORY

The IT Help Desk is responsible for maintaining a current technology inventory, including the software loaded, on all customer's computers. As a result of this ongoing inventory, you may be requested to provide a copy of a license and /or proof of purchase for software not covered under this agreement. If a license or receipt cannot be produced, the software should be removed from the computer until a license is purchased to ensure license compliance.

CUSTOMER RESPONSIBILITIES

In order to facilitate the support process, all users are requested to

- Provide detailed information regarding service requests.
- Make every effort to be available to communicate with Helpdesk if required.
- Leave the computer on for the time period specified when a remote update is announced and follow the instructions provided.
- Notify the Help Desk in advance of any pre-determined required assistance.
- Exercise patience by understanding the volume of requests the IT Help Desk receives each day and the rationale for assessing service priorities