

TOWN OF ASTATULA

Regular Council Meeting Agenda

Tuesday, February 11, 2025 – 6:30 PM

Astatula Town Hall

25009 County Road 561 | Astatula, FL 34705

Join Zoom Meeting: <https://zoom.us/j/96777379920?pwd=H8GqeWJuWIR2sNfuTkj80N402g4nI5.1>
Meeting ID: 967 7737 9920 | **Passcode:** 123456

Town Council Members

Zane Teeters, Jr. – Mayor
Marjorie Boyd – Vice-Mayor
Jeanne Quiros
Ryan Wilbur
Kay MacQueen

Town Staff

Jennifer Tucker, Town Clerk
Wally Hoagland, Police Chief
Tom Harowski, Interim Town Planner
David Langley, Town Attorney

Call to Order

Invocation & Pledge of Allegiance

Roll Call, Acknowledgement of Quorum Present and Proper Notice Given

Welcome and Introduction of Guests

A. CITIZENS QUESTIONS AND COMMENT

CITIZEN QUESTION AND COMMENT PERIOD

At this point in the meeting the Town Council will hear questions, comments, and concerns from the citizens. If the issue raised is not on today's agenda, action will not be taken by the Council at this meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Zoning and code enforcement matters cannot be discussed during the public comment period. Procurement matters not scheduled to be heard by the Council today also cannot be discussed during the public comment period. Public comment may be limited 3 minutes.

B. AGENDA REVIEW

C. APPROVAL OF MINUTES

D. CONSENT AGENDA

1. Gaston Tree Debris Recycling Invoice \$32,000.00
2. Frymyer Construction and Development Invoice \$2,850.00
3. Anser Advisory Solid Waste Services Assessment Program: Annual Maintenance Agreement

E. STAFF REPORTS

Police Department – Chief Hoagland

Interim Public Works Director – Chief Hoagland

Town Clerk – Jennifer Tucker

Town Attorney – David Langley

F. OLD BUSINESS

- 1. Review and approval of contract for legal services by David Langley – DL / ZT

G. NEW BUSINESS

- 1. Discussion and action to repair & repave right-of-way area on Monroe Street – ZT
- 2. Discussion and action to reseal Community Center parking lot – ZT
- 3. Discussion and action of council notice procedure of meetings and agenda – ZT
- 4. Discussion and action to hire I.T. company - JQ
- 5. Discussion and approval of quote from Plant Technicians – RW
- 6. Discussion and approval of contribution to FRWA and to apply for DEP permit – RW

H. COUNCIL DEPARTMENT LIAISON & COMMITTEE REPORTS

- Legal/Ordinances/Economic Development – Mayor Zane Teeters, Jr.
- Finance/Grants – Vice Mayor Marjorie Boyd
- Public Safety/Code Enforcement – Councilor Jeanne Quiros
- Public Works/Streets – Councilor Ryan Wilbur
- Land Development Regulation – Councilor Kay MacQueen

I. REVIEW

- Items for Workshops and *possible dates*
- Items for Next Regular Council meeting
- Items for Special Meetings and possible dates

J. COUNCIL MEMBER MISCELLANEOUS COMMENTS:

K. ADJOURNMENT:

Please Note: In accordance with F.S. 286.0105; Any person who desires to appeal any decision or recommendation at this meeting will need a record of the proceedings, and that for such purpose may need to ensure that a verbatim record of the proceedings is made, which includes the testimony and evidence upon which the appeal is based. The Town of Astatula does not prepare or provide this verbatim record.
Note: In accordance with the F.S. 286.26; Any Persons with disabilities needing assistance to participate in any of these proceedings should contact Town Hall, 25009 CR 561, Astatula FL 34705, (352) 742-1100 at least two business days in advance of the meeting.

IMPORTANT DATES:

- Planning & Zoning Meeting – February 27th @ 6:00pm
- Regular Council Meeting – March 11th @ 6:30pm

Town of Astatula is inviting you to a scheduled Zoom meeting.

Topic: **Regular Council Meeting**

Time: **Feb 11, 2025 06:30 PM** Eastern Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/96777379920?pwd=H8GqeWJuWIR2sNfuTkj8ON4O2g4nI5.1>

Meeting ID: 967 7737 9920

Passcode: 123456

Dial by your location

- +1 929 205 6099 US (New York)
- +1 346 248 7799 US (Houston)

Meeting ID: 967 7737 9920

Passcode: 123456

Find your local number: <https://zoom.us/u/abZFFDCmQ1>

Contract for Disaster Debris Removal and Disposal Services

THIS CONTRACT entered into this 13 day of October, 2024, by and between **Gaston Tree Debris Recycling, LLC** (herein referred to as "Prime") and the **Town of Astatula**, a Town within the State of Florida (herein referred to as "TOWN").

WHEREAS it is foreseen that it may be in the public interest to provide for the expedient removal of storm debris within the corporate limits of the TOWN;

WHEREAS, the TOWN has in the past suffered the full force and effects of major storms and the resulting destruction brought upon the TOWN by such storms or manmade disasters;

WHEREAS the immediate economic recovery of the TOWN and its citizens is a major concern and the primary priority for recovery;

WHEREAS, Prime has the experience, equipment, manpower, permits and licenses to perform all related debris management services;

WHEREAS, the TOWN and the Prime have agreed to the Scope of Services, prices, terms, and conditions as set out in this Contract;

THEREFORE, in considerations acknowledged by both parties, said parties do agree to the following stipulations and conditions.

1.0 SERVICES

1.1 Scope of Contracted Services:

The Primary Contractor, Gaston Tree Debris Recycling, LLC, shall provide all expertise, personnel, tools, materials, equipment, transportation for ROW loading and hauling of storm related debris (herein referred to as "debris").

Contracted services will only be performed when requested and as designated by the TOWN.

1.2 Right-of-Way (ROW) Removal:

The Prime shall haul all eligible storm debris from the ROW of the TOWN to an approved Management Site (DMS).

1.3 Right-of-Entry (ROE) Removal (if implemented by the TOWN):

The Prime will remove ROE debris from private property with due diligence, as directed by the TOWN.



2.0 PERFORMANCE OF SERVICES

2.1 Cost of Services:

The Prime shall bear all its own operating costs and maintenance of its own trucks and equipment to keep such property in a condition and manner adequate to accomplish contracted services.

2.2 Insurance:

See attached Insurance Schedule per Exhibit B

3.0 STANDARDS OF PERFORMANCE

3.1 Contract Termination:

This Contract shall terminate upon (ten) 10 days written notice from either party and delivered to the other party, as set out in Section 8.1 of this Contract.

4.0 GENERAL RESPONSIBILITIES

4.1 Disposal of debris:

The TOWN shall be responsible for determining and executing the method and manner for lawful disposal of all storm debris. The primary location of the DMS shall be determined by the TOWN.

5.0 GENERAL TERMS AND CONDITIONS

5.1 Geographic Assignment:

The geographic boundary for work by the Prime's crews shall be as directed by the TOWN and will be limited to properties located within the TOWN's legal boundaries.

5.2 Operation of Equipment:

The Prime shall operate all trucks at the direction of the TOWN. Equipment shall be in good working condition. All loading equipment shall be operated from the road, street or ROW. Should operation of equipment be required outside of the public ROW, the TOWN will provide a Right-of-Entry Agreement, as set out in Section 1.3 of this Contract.

5.3 Work-Days/Hours:

The Prime will conduct debris removal operations based upon a 10-hour workday (minimum). Adjustments to workdays and/or work hours shall be as directed by the TOWN following consultation with the Prime on a case by case basis.

6.0 REPORTS CERTIFICATIONS AND DOCUMENTATION

6.1 Public Records:

The Prime agrees to comply with the provisions of Chapter 119, Florida Statutes, as may be applicable.

7.0 UNIT PRICES and PAYMENTS

See attached Fee Schedule per Exhibit A

7.1 Billing Cycle:

The Prime shall invoice the TOWN on a weekly basis reflecting the close of business on the last working day of the billing week.

8.0 MISCELLANEOUS

8.1 Notice:

Whenever in this Contract it is necessary to give notice or demand by either party to the other, such notice or demand shall be given in writing and forwarded by certified or registered mail and addressed as follows:

Prime: Gaston Tree Debris Recycling, LLC
4190 NW 93rd Avenue
Gainesville, FL 32653

Town: Town of Astatula
25009 CR-561
Astatula, FL 34705

8.2 Applicable Law:

The laws of the Florida shall govern this Contract. Any and all legal action necessary to enforce the Contract will be held in Lake County, Florida. The Contract shall be interpreted by the laws of Florida.

8.3 Entire Contract/Amendments:

This Contract (including any schedules or exhibits attached hereto) constitutes the entire Contract and understanding between the parties with respect to the matters contained herein. This Contract supersedes any prior contracts, negotiations, proposals, agreements and/or understandings, whether verbal or written, relating to the subject matter hereof. This Contract may be modified, amended, or extended only by a written instrument executed by both parties.

8.4 Waiver:

In the event one of the parties waives a default by the other, such a waiver shall not be construed or deemed to be a continuing waiver of any subsequent breach or default of the other provisions of this Contract, by either party.

8.5 Severability:

If any provision of this Contract is deemed or becomes invalid, illegal, or unenforceable under the applicable laws or regulations of any jurisdiction, such provision will be deemed amended to the extent necessary to conform to applicable laws or regulations. If it cannot be so amended without materially altering the intention of the parties, it will be stricken, and the remainder of this Contract will remain in full force and effect.

IN WITNESS WHEREOF, the Prime has caused this Contract to be signed in its corporate name by its authorized representative and the TOWN has caused this Contract to be signed in its legal name by persons authorized to execute said Contract as of this _____ day of October, 2024.

GASTON TREE DEBRIS RECYCLING, LLC

Attest:

TOWN OF ASTATULA



Attest:





Exhibit A

Gaston Tree Debris Recycling LLC
EXHIBIT A
SCOPE OF WORK AND RATES

Project/Event:

Description	Rate
Pick up debris from right of way (ROW) and haul to designated DMS site as directed by the TOWN.	Daily Work Rate
	10 Hours per day minimum \$4,000.00
	Over 10 hours, each additional hour \$400.00



Exhibit B

REQUIRED INSURANCE POLICIES

- General Liability (\$1,000,000/per occurrence)
- Commercial Auto Liability (\$1,000,000/per occurrence)
- Workman's Comp (\$1,000,000/per occurrence)

The following must be named as certificate holders and as **Additional Insured** on your auto, general liability and workman's comp policies:

Town of Astatula
25009 CR-561
Astatula, FL 34705

Gaston Tree Debris Recycling, LLC

4190 N.W. 93rd Avenue
Gainesville, FL 32653

Invoice

Date	Invoice #
10/25/2024	86791

Bill To
Town of Astatula 25009 CR 561 Astatula, FL 34705

P.O. No.	Terms	Project
	Net 7	

Quantity	Description	Rate	Amount
8	Hurricane Milton - October 2024 - Pick Up debris from ROW and Haul to designated DMS site as directed by the City \$4,000.00 per day per truck Minimum 10 hours per day	4,000.00	32,000.00
	10/14 - 1 Truck 10/15 - 2 Trucks 10/16 - 1 Truck 10/17 - 2 Trucks 10/18 - 1 Truck 10/20 - 1 Truck		
	Job complete		
	Sales Tax - Duval County (eff. 01/2021)	7.50%	0.00
		Total	\$32,000.00

INVOICE

Frymyer Construction and
Development, Inc.
P.O. Box 896
Ocoee, Florida 34761

frymyercd@gmail.com
+1 (407) 912-8536
FRYMYER CONSTRUCTION &
Development, Inc

Town Of Astatula *:Backflows Replaced PVC Pipe W/ Galv. Pipe

Bill to
Town Of Astatula *
P.O. Box 609
Fl
Astatula, FL 34705 USA

Ship to
Town Of Astatula *
Town Of Astatula *
P.O. Box 609
Astatula, FL 34705
USA

Invoice details

Invoice no.: 448
Terms: Net 30
Invoice date: 11/26/2024
Due date: 12/26/2024

#	Date	Product or service	Description	Qty	Rate	Amount
1.	11/06/2024	02 Site Work	Replaced 6 Backflow Preventers Plastic Pipe to Galvanized Pipe	6	\$475.00	\$2,850.00
					Total	\$2,850.00



October 4, 2024

Via Electronic Mail

Jennifer Tucker, Town Clerk
Town of Astatula
25009 CR561
P.O. Box 609
Astatula, FL 34705

Re: Town of Astatula Residential Solid Waste Services Assessment Program: Annual Maintenance Services Agreement

Dear Jennifer,

This correspondence is written to present a proposal for Anser Advisory Consulting, LLC (Anser), to provide assistance to the Town of Astatula (Town) and its staff with annual maintenance services for the Town's residential solid waste special assessment program for Fiscal Year 2025-26.

Attached as Appendix A is the work plan under which Anser will assist the Town with annual maintenance of the Town's residential solid waste assessment program for the Fiscal Year 2025-26.

The scope of services under which Anser will assist the Town is based on the following assumptions:

- Anser will utilize the Town's existing apportionment methodology as the basis for the assessment program.
 - The single-family residential charge is on a per dwelling unit basis.
 - The scope does not include non-residential parcels.

Please review the attached scope of services; and upon review and satisfactory determination, please sign where indicated on Appendix A to acknowledge acceptance of the scope of services and to serve as proper notice to proceed. Upon execution, please provide us with a signed copy for our files.

If you have any questions, please do not hesitate to contact me. We look forward to working with the Town of Astatula again this year.

Sincerely,

Shane Black
Project Manager
shane.black@anseradvisory.com

Appendix A

TOWN OF ASTATULA
RESIDENTIAL SOLID WASTE ASSESSMENT PROGRAM
ANNUAL MAINTENANCE SERVICES FISCAL YEAR 2025-26

Residential Solid Waste Services Assessment Program

ANNUAL ASSESSMENT ROLL MAINTENANCE

- Task 1: Update the Preliminary Assessment Rolls** Anser will import updated Property Appraiser data to construct the preliminary annual assessment roll for the assessment programs. Corrections from the Town will be applied to the updated data. Anser will then create the assessment roll by programmatically applying the business rules to the data and extending the rate to the affected tax parcels according to the methodology.
- Task 2: Implementation** Advise and assist with the requirements for the adoption of the annual assessment rate resolutions and certification of the assessment roll in accordance with Section 197.3632, Florida Statutes, including:
- (a) Produce Notice Roll and Data Exports** After verification of final rates for the assessment program, Anser will create the notice roll by applying the rates to the assessment roll. Anser will then produce the data exports needed for the production of TRIM notices. Data exports for TRIM notices will be transmitted as necessary to the Property Appraiser's office, per their specifications.
 - (b) Development and Distribution of First-Class Notice** Assist the Town in developing the first class notice and its distribution to any affected property owners, if required.
- Task 3: Create Final Assessment Roll** Anser will update the assessment rolls with any corrections and updates received from the Town. Final rates will be verified and extended to the updated data in order to create the final assessment rolls. The final rolls will be provided to the Town.
- Task 4: Certify, Export and Transmit the Final Assessment Rolls in Conformance with Uniform Method** Using the final assessment rolls, Anser will prepare export files on compatible electronic medium capable of merger with the ad valorem tax roll files and will transmit the files to the Tax Collector in the prescribed format.

FEES AND COSTS

For the professional services and specialized assistance described in this Scope of Services, Anser will work under a lump sum fee arrangement of \$4,000.

The fee for professional services does not include any on-site visits by Anser staff to the Town. Any on-site meetings may be arranged at our standard hourly rates provided below. All expenses related to on-site meetings will be billed in accordance with section 112.061, Florida Statutes. If necessary, in lieu of on-site visits, periodic telephone conference calls may be scheduled to discuss project status.

The standard hourly rates for Anser are as follows:

ANSER ADVISORY CONSULTING, LLC

Senior Advisor.....	\$285
Vice President/Managing Director	\$285
Director/Senior Program Manager	\$235
Project Manager/Project Coordinator.....	\$185
Senior Data Analyst	\$185
Database Analyst/Technical Services	\$150
Lead Project Analyst	\$100
Project Analyst.....	\$ 90
Administrative Support	\$ 75

The lump sum fee **does not include the costs of producing and mailing first class notices, if required.** Mailing and production costs depend on the number of assessable parcels of property within the assessment program area, but average approximately \$1.63 per parcel. Payment of mailing and production costs is due at the time of adoption of the initial assessment resolution or like document. For non-domestic notices, mailing charges will include the actual amount of postage beyond the domestic rate. Should U.S. postage rates increase prior to mailing, the additional postage per notice will be charged.

The Town is responsible for any and all newspaper publications, including, but not limited to, making arrangements for publications and any costs associated therewith.

The Town is also responsible for any costs incurred to obtain information from the property appraiser or other public officials that is necessary for the assessment program.

The Town is responsible for working with the Property Appraiser to obtain the necessary information for properties with exempt “home addresses” pursuant to Section 119.071, Florida Statutes.

Please note that Anser works with the premise of developing and implementing assessment programs with an eye on potential legal challenges in an attempt to maximize both the efficiency and the effectiveness of any defense. Nonetheless, the fees outlined above for professional services do not include any provision for litigation defense. Accordingly, in the event there is a legal challenge, Anser would be available, on an hourly basis, to assist the Town in its defense.

DELIVERABLES SCHEDULE

Deliverable	Schedule
Notice to Proceed	November 2024
Ongoing Retainer Services	As Needed
Submit TRIM Test File	May 2025
Develop Preliminary Assessment Roll	May – June 2025
Review/Confirm Annual Assessment Rate	June 2025
Preliminary Rate Resolution	June – July 2025
Submit TRIM Roll to Property Appraiser	July 2025
Mail First Class/TRIM Notices	July – August 2025
Town Publishes Notice	July – August 2025
Annual Rate Resolution	August – September 2025
Certify Assessment Roll	by September 15, 2025

PAYMENT SCHEDULE

The fee for professional services will be due and payable, based on the following schedule and assuming that notice to proceed is received in November 2024. If notice to proceed occurs after this date, the payment schedule will be condensed over the anticipated number of months remaining to complete the project.

Payment	Schedule
50% of professional fees – \$2,000	April 2025
50% of professional fees – \$2,000	August 2025

RESIDENTIAL SOLID WASTE ASSESSMENT PROGRAM ACCEPTED AND AGREED TO FOR FISCAL YEAR 2025-26:

BY: _____
TOWN OF ASTATULA

DATE

ESTIMATE



352-460-0545

Prepared For

Town Of Astatula
P O Box 609
Astatula , FL 34705
(352) 551-3466

Mid Florida Paving

P O Box 493336
Leesburg, FL 34749
Phone: (352) 460-0545
Email: midfloridapaving@gmail.com

Estimate # 210
Date 09/30/2024

Description	Rate	Quantity	Total
Monroe Street Repair & Paving	\$0.00	1	\$0.00
Mobilization	\$2,000.00	1	\$2,000.00
Asphalt S-III (20 Tn or more)	\$250.00	80	\$20,000.00
Asphalt Pot Hole Repair (SF)	\$17.50	250	\$4,375.00
Asphalt Surface Edging (LF)	\$1.00	500	\$500.00
Subtotal			\$26,875.00
Total			\$26,875.00

By signing this document, the customer agrees to the services and conditions outlined in this document.

Albert Arjibay

Town Of Astatula

ESTIMATE



352-460-0545

Prepared For

Town Of Astatula
P O Box 609
Astatula , FL 34705
(352) 551-3466

Mid Florida Paving

P O Box 493336
Leesburg, FL 34749
Phone: (352) 460-0545
Email: midfloridapaving@gmail.com

Estimate # 205
Date 09/17/2024

Description	Rate	Quantity	Total
Community Building	\$0.00	1	\$0.00
Job Site Mob-Demob	\$2,000.00	1	\$2,000.00
Asphalt Sealing (SF)	\$0.20	24,500	\$4,900.00
Line Striping (4"-6") (LF)	\$1.00	1,020	\$1,020.00
Line Striping (7" and wider) LF	\$2.00	36	\$72.00
Handicap Space (EA)	\$50.00	5	\$250.00

Subtotal \$8,242.00

Total **\$8,242.00**

By signing this document, the customer agrees to the services and conditions outlined in this document.

Albert Arjibay

Town Of Astatula

RESOLUTION 2022-33

A RESOLUTION OF THE TOWN OF ASTATULA, LAKE COUNTY, FLORIDA, AMENDING THE RULES OF ORDER FOR TOWN COUNCIL MEETINGS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

Whereas, Article II, Section 2 of the Town Charter states that the Town Council shall establish its own rules and order of business, and the Town Council has adopted Rules of Order.

Whereas, the Town Council has determined that an amendment to the adopted Rule of Order will be beneficial to Town business. new set of rules and order of business is beneficial to Town administration.

NOW, THEREFORE, BE IT RESOLVED by the Astatula Town Council, Lake County, Florida, that:

Section 1. The Town Council for the Town of Astatula hereby amends Section 12 of the Rules of Order titled "Order of Business" to read as follows:

12. Order of Business.

At any regular or special meeting the Council will proceed to transact the business before it in the following order:

- a) Call to Order;
- b) Invocation;
- c) Pledge of Allegiance;
- d) Roll Call;
- e) Acknowledgement of Quorum Present and Proper Notice Given;
- f) Welcome and Introduction of Guests;
- g) Citizens Question and Comment Period;
- h) Agenda Review;
- i) Approval of Minutes;
- j) Consent Agenda;
- k) Staff Reports;
- l) Public Hearings;
- m) Other Business;
- n) Council Department Liaison & Committee Reports;
- o) Future Agenda Items;
- p) Council Comments;
- q) Adjournment.

Section 2. The amended Rules of Order shall be effective until amended by the Town Council. All other portions of the Rules of Order not amended by the Resolution are hereby ratified and confirmed.

Section 3. If any section, sentence, clause, or phrase of this Resolution is held to be invalid or unconstitutional by any court of competent jurisdiction, then said holding shall in no way affect the validity of the remaining portion of the Resolution.

Section 4. All previous resolutions, which conflict with the provisions of this Resolution, are hereby repealed to the extent of such conflict.

Section 5. This Resolution shall become effective upon adoption.

DONE AND RESOLVED this 13th day of December 2022 by the Town of Astatula, Florida.



Mitchell Mack, Mayor

ATTEST TO:



Graham Wells, CMC, Town Clerk

Approved as to form and legality:



Heather Ramos, Town Attorney

Council Member Cross moved the passage and adoption of the above and foregoing Resolution. Motion was seconded by Council Member SIKKEMA and upon roll call on the motion the vote was as follows:

COUNCIL MEMBER	YEA	NAY
Mayor Mack	✓	
Vice-Mayor Cross	✓	
Council Member Issartel	✓	
Council Member Sikkema	✓	
Council Member Teters	✓	

ASTATULA TOWN COUNCIL RULES OF ORDER

1. Meetings

- a) The Town Council is responsible for the organization and control of the Town of Astatula and is empowered to determine the policies necessary for the effective operation and general improvement of the town.
- b) The Town Council will hold at least one (1) regular meeting each month and may call special meetings as needed.
- c) In November of each year, the Town Council will set, by a majority vote, the Council meeting day and time for the next year. The meeting date and time may also be changed, by majority vote of Council, at any other Council Meeting. The Mayor will also appoint the Vice-Mayor and members for the various committees, which the council by majority vote will approve.
- d) Any meeting falling upon a legal holiday or other date in which a majority of the Council is not able to attend will be rescheduled.
- e) The Town Clerk is responsible for proper noticing of the meetings, preparing the agendas, the respective ordinance, resolutions, and reports for each meeting.
- f) The Town Council will complete regular meetings within two hours. In the event a meeting approaches two hours in length, the Mayor will request if the Council would like to extend the meeting, schedule a special meeting, or table the remaining agenda items until the next scheduled meeting. This will then be decided by a majority vote from the Council.
- g) The parliamentary authority governing the Town Council will be the most recent edition of Robert's Rules of Order, newly Revised, except as otherwise provided by these rules of order.

2. Special Meetings

- a) Special meetings may be called outside of a duly noticed meeting by the Mayor and/or Council Member provided that at least seventy-two (72) hours' notice is given to the Town Clerk. The notice will specify the date, time and place of the special meeting and the business to be transacted. No other business, other than as recited in the notice, will be transacted at such special meeting.
- b) Additionally, the Council, by majority vote, may call for a special meeting at any duly noticed meeting. The Council will specify the date, time and place of the special meeting and the business to be transacted. No other business, other than as recited in the notice, will be transacted at such special meeting.
- c) The Town Clerk will be responsible for causing notice of all special meetings to be delivered to each individual Council Member at least forty-eight (48) hours prior to the meeting, and to give notice in compliance with state and local requirements.

3. Emergency Meetings

An emergency meeting may be called by the Mayor and/or Council Member providing such notice has been provided to the other members of the Council, the Town Clerk and public notice is given as practical under the circumstances. An emergency necessitating such a meeting is a perceived immediate threat to the health safety or welfare of the community and as otherwise defined by Florida law.

4. Workshops

- a) Workshops may be scheduled by the Mayor and/or Council Member provided at least seventy-two (72) hours' notice be given to the Town Clerk. Workshops are opportunities for Council Members to discuss issues and provide policy guidance. The public may comment at workshops provided such comments are limited to three minutes per person. No formal votes may be held at workshops, but non-binding "straw polls" may be used to express the intentions of the Council.
- b) Additionally, the Council, by majority vote, may call for a workshop at any duly noticed meeting. The Council will specify the date, time and place of the special meeting and the business to be transacted. No other business, other than as recited in the notice, will be transacted at such special meeting.
- c) The Town Clerk will be responsible for causing notice of all workshops to be delivered to each individual Council Member at least forty-eight (48) hours prior to the meeting, and to give notice in compliance with state and local requirements.

5. Quorum

- a) A quorum for the transaction of business will consist of three (3) Council Members.
- b) If no quorum is present, the meeting will be adjourned or continued as a Workshop. The Mayor will decide to schedule a special meeting, or table the remaining agenda items until the next scheduled meeting.
- c) Workshops may consist of two (2) Council Members.

6. Cancellation of Meeting

Whenever a council meeting is cancelled after the agenda has been distributed or posted, the items on that agenda will automatically be postponed to the next regular or special meeting.

7. Closed Meetings

- a) All meetings of the Town Council will be open to the public with the exception as provided for by state statute.
- b) No member of the Town Council, employee of the Town, or any other person will disclose the content or substance of any closed meeting until the minutes of the meeting become public record.

8. Presiding Officers

- a) Whenever the term "Presiding Officer" is used, it will mean the Mayor, and if the Mayor is absent, it will apply equally to the Vice-Mayor, and if the Vice-Mayor is also absent, to the temporary presiding officer elected pursuant to this section.
- b) The Mayor will preside at all meetings of the Council. In the absence of the Mayor and the Vice-Mayor, the Town Clerk will call the Council to order, whereupon a temporary meeting presiding officer will be elected by the majority vote of Council Members present as their first order of business. Upon the arrival of the Mayor or the Vice-Mayor, the temporary presiding officer will relinquish the chair at the conclusion of the item of business then before the Council.
- c) The Presiding Officer may move, second, debate, and vote and will not be deprived of any of the rights and privileges of a Council Member. The Presiding Officer will maintain order and decorum at all meetings. He or she will decide all questions of order and procedure, with the counsel, if necessary, of the Town Attorney.

- d) For matters other than legislative ordinances and quasi-judicial matters, the Presiding Officer, or such person as he or she may designate may verbally summarize the item to be voted upon immediately after it has been moved and seconded and may restate each question immediately prior to calling for the vote. If there is no second to a Motion made, the Mayor may announce that the Motion died for lack of a second and will request that a new Motion be made. After a Motion is made and there is a second, the Council may discuss the matter. The Presiding Officer may close the discussion once he/or she deems it appropriate and will then ask the clerk for a Roll Call vote. Following the vote, the Presiding Officer will announce whether the item carried or was defeated.

9. Decorum of Council Members

- a) Council Members will confine comments to the question under debate and will refrain from impugning the motives of any other member's argument or vote.
- b) A Council Member, when called to order by the Presiding Officer, will thereupon discontinue speaking.

10. Use of Electronic Media Technology for Meetings

- a) Electronic media technology has become a valuable and prevalent asset for group meetings. Electronic media will, at a minimum, provide the capability of two (2) way voice communication audible to Council Members not present and present at the meeting.
- b) Council members may attend, participate, but not vote, at meetings through the use of an electronic media technology, as long as a quorum of Council Members are physically present at the meeting. If quorum requirements are waived by state officials, a council member may vote.
- c) The absentee member will provide notice to the Mayor or Town Clerk of his/her request to participate via electronic media technology and the circumstance as listed above. The Mayor or Town Clerk will provide this request to the Council members.
- d) Two (2) Council members may not be present at the same remote location.

11. Agendas

- a) In order to facilitate the orderly conduct of business, the Town Clerk, with consultation from the Mayor will prepare an agenda for each Council meeting. An "agenda" will consist of an agenda summary sheet listing items to be considered at a meeting.
- b) Subject to these rules, items of business may be placed on a regular meeting agenda by the Mayor, any Council Member, the Town Clerk or the Town Attorney. Except as provided in Section 3, Emergency Meetings, the Town Clerk will not change or supplement the agenda after 5:00 p.m. three (3) days before the scheduled Council meeting. Except as provided in Section 3, Emergency Meetings, The Town Clerk must make any and all changes or additions to the agenda before 5:00 p.m. three (3) days before the Council meeting.
- c) When a Council Member wishes to place an item on the regular meeting agenda, the item will be presented to the Town Clerk's office no later than five (5) days preceding the Council meeting so that the information may be included as part of the regular agenda which will be distributed to the members preceding the meeting.
- d) Any agenda item which has been noticed to the public can only be removed from the agenda with the approval of the Town Council.

- e) No item will be placed on an agenda which is substantially similar to an item voted upon by the Council within the last nine months unless three or more Council Members agree. During other business at a regular Council meeting, the Council will discuss and vote on whether such an agenda item should be formally reconsidered by the Council on a future agenda.
- f) The agenda for each regular meeting will be delivered to each Council member so as to provide proper time for the member to study the agenda. Generally, the agenda should be delivered no later than four (4) days prior to the meeting or delivered so as to provide for the study of the agenda by the members. The agenda for a special meeting will be delivered at least forty-eight (48) hours before the meeting, consistent with provisions calling for special meetings.
- g) The Council will transact business according to the agenda prepared by the Town Clerk and submitted to all Council members in advance of the meeting. The order of business may be altered at any meeting by a majority vote of the members present.

12. Order of Business

At any regular or special meeting the Council will proceed to transact the business before it in the following order:

- a) Call to Order;
- b) Invocation;
- c) Pledge of Allegiance;
- d) Roll Call;
- e) Acknowledgement of Quorum Present and Proper Notice Given;
- f) Welcome and Introduction of Guests;
- g) Citizens Question and Comment Period;
- h) Agenda Review;
- i) Approval of Minutes;
- j) Consent Agenda;
- k) Staff Reports:
- l) Public Hearings;
- m) Other Business;
- n) Council Department Liaison & Committee Reports;
- o) Future Agenda Items;
- p) Council Comments;
- q) Adjournment.

13. Public Input

It is the policy of the Council to permit and encourage input and comments by members of the public during the Citizens Question and Comment Period as well as during public hearings. The Presiding Officer will strive to provide equal opportunity for individuals to address the Council at the appropriate times during the meeting.

- a) Input and comments by the public can be made during the Citizens Question and Comment Period of the meeting. Clarification of questions by a Council Member regarding comments or input by a member of the public are permitted. The presiding officer may limit public comment to three minutes per person. At the Citizens Question and Comment Period of the meeting, each person desiring to address the Council will approach the podium, state his or her name and address for the record, and state the subject. The Town Council will hear questions, comments, and concerns from the citizens. If the issue raised is not on that day’s agenda, action will not be taken by the Council at the meeting. Questions may be answered by staff or referred for appropriate staff action. If further action is necessary, the item may be placed on a future Board agenda. Zoning and code enforcement matters cannot be discussed during the Citizens Question and Comment Period.

Procurement matters not scheduled to be heard by the Council cannot be discussed during the Citizens Question and Comment Period. Each person is requested to observe general rules of decorum and civility (speak one at a time, avoid personal attacks, and avoid profanity). While input and comments by the public are encouraged, the Council Members will not engage in debate with members of the public. Citizens Question and Comment Period will be limited to thirty (30) minutes unless extended by the Presiding Officer.

- b) For Public Hearings, after an ordinance's title is read, the Presiding Officer will ask whether any member of the public has any questions or comments. The Presiding Officer may limit public comment to three (3) minutes. During public comment, Council Members may ask questions of those commenting but will not debate the matter with the party commenting. If there is no public comment or after public comment is closed, the Presiding Officer will ask for a Motion from the Council.
- c) During any public input, the Presiding Officer may:
 - (1) Interrupt, warn or terminate a participant's statement when the statement is too lengthy, personally directed, abusive, obscene, or irrelevant.
 - (2) Request any individual to leave the meeting when that person does not observe reasonable decorum.
 - (3) Request the assistance of law enforcement officers in the removal of a disorderly person when that person's conduct interferes with the orderly progress of the meeting.
 - (4) Call for a recess or an adjournment to another time when the lack of public decorum so interferes with the orderly conduct of the meeting as to warrant such action.

14. Voting

- a) When the Clerk has commenced to call roll of the Council for the taking of a vote, all debate on the question before the Council will be deemed concluded. During the taking of the vote, a member will be permitted to briefly explain his or her vote and will respond to the calling of his or her name by the Clerk by answering "Yes" or "No" as the case may be.
- b) The Clerk will call the roll alphabetically by last name on a rotating basis so that every Council Member will have the opportunity to speak first on an issue at one time or another, provided the Presiding Officer will always be the last to voice his or her vote. The list will be rotated at each regular meeting of the Council.
- c) Unless otherwise specified by these rules, all ordinances, resolutions, or motions will be passed by the affirmative vote of no less than a majority of Council Members present.
- d) A roll call vote will be required for the following:
 - (1) All Ordinances and Resolutions.
 - (2) All approval of contracts.
 - (3) All motions to create an office or a position of employment.
 - (4) All budgets, budget amendments and appropriations.
- e) The Presiding Officer may utilize a voice vote for the approval of minutes or other matters where a roll call vote is not required by law; provided, however, that a roll call vote will be taken upon the timely request of any Council Member.

- f) A vote lacking the required number of affirmative votes will constitute defeat of a Motion.
- g) A Council Member may change his or her vote only if a timely request to do so is made prior to the announcement of the vote by the Presiding Officer.
- h) Unless otherwise provided for by statute, if a Council Member present has reason to think a conflict of interest may exist on a particular matter, he or she will, after consultation with the Town Attorney, so state the nature of his or her disqualification in the open Council meeting. A Council Member who so announces a conflict of interest in any matter may remain seated during the debate or may leave. However, he or she will not vote or otherwise participate on such matter. A Council Member stating such disqualification will not be counted as a part of a quorum and will be considered absent for the purpose of determining the outcome of any vote on such matter. The Town Clerk and Town Attorney will assist the disqualified Council Member in filing the necessary documentation with the Florida Council on Ethics.
- i) Where lack of a quorum during a convened meeting results from the temporary absence of a Council Member, the minutes will be so noted, and the matter under consideration will be considered as having been postponed until the next regular meeting. The meeting may continue after the postponement has been announced by the Presiding Officer and the member breaking the quorum has resumed his or her presence, otherwise the Presiding Officer will declare the meeting adjourned after such announcement.
- j) The Presiding Officer should announce the vote upon every matter upon which a vote is taken.
- k) On workshops and other matters not requiring a vote, the Council may take a straw poll of matters not requiring a vote to provide staff with clear direction on what the majority of the Council desires for future action by staff.

15. Documents.

- a) Minutes of all regular and special meetings will be electronically recorded. Such minutes will be maintained in the office of the Town Clerk. The minutes will reflect:
 - (1) The date, time and place of the meeting or session.
 - (2) The members recorded as either present or absent.
 - (3) A general description of all matters proposed, discussed or decided.
 - (4) Record of any votes taken.
- b) A Council Member may request, through the Presiding Officer, the privilege of having his or her comments or written statement entered into the minutes concerning any matter pending before the Council.
- c) Such minutes may be revised at any time by the Town Clerk to correct spelling, numbering and other such technical defects. Prior to approval, any member may, through the Presiding Officer, request amending or correcting the minutes. If objection is made by any Council Member to such amendment or correction, a majority vote of the Council will be necessary for adoption of the correction or amendment.
- d) The Town Clerk's office is not required to prepare verbatim transcripts or parts of any minutes of Town Council meetings unless the Town Council, by majority vote, directs verbatim transcripts for any parts of any minutes it deems necessary and proper for conduct of internal affairs of the Town or when required for closed meetings.

- e) The Mayor will sign all approved ordinances, resolutions and other documents requiring his or her signature. If the Mayor is unavailable to do so, the Vice-Mayor will be permitted to sign all ordinances, resolutions and other documents requiring the Mayor's signature in his or her absence.
- f) These rules are adopted to expedite the transaction of the business of the Council in an orderly fashion and are deemed to be procedural only. The failure to strictly observe such rules by the Council will not affect the jurisdiction of the Council or invalidate any action taken at a meeting that is otherwise held in conformity with law.

16. Failure to observe procedures.

These rules are adopted to expedite the transaction of the business of the Council in an orderly fashion and are deemed to be procedural only. The failure to strictly observe such rules by the Council will not affect the jurisdiction of the Council or invalidate any action taken at a meeting that is otherwise held in conformity with law.

17. Disruption of Meetings

No person will interrupt, disturb, or disrupt any regular or special meeting or Workshop of the Council. Upon direction of the Presiding Officer, any such person will be asked to leave the meeting.

18. Amendment of Rules

These rules will be amended by Resolution.

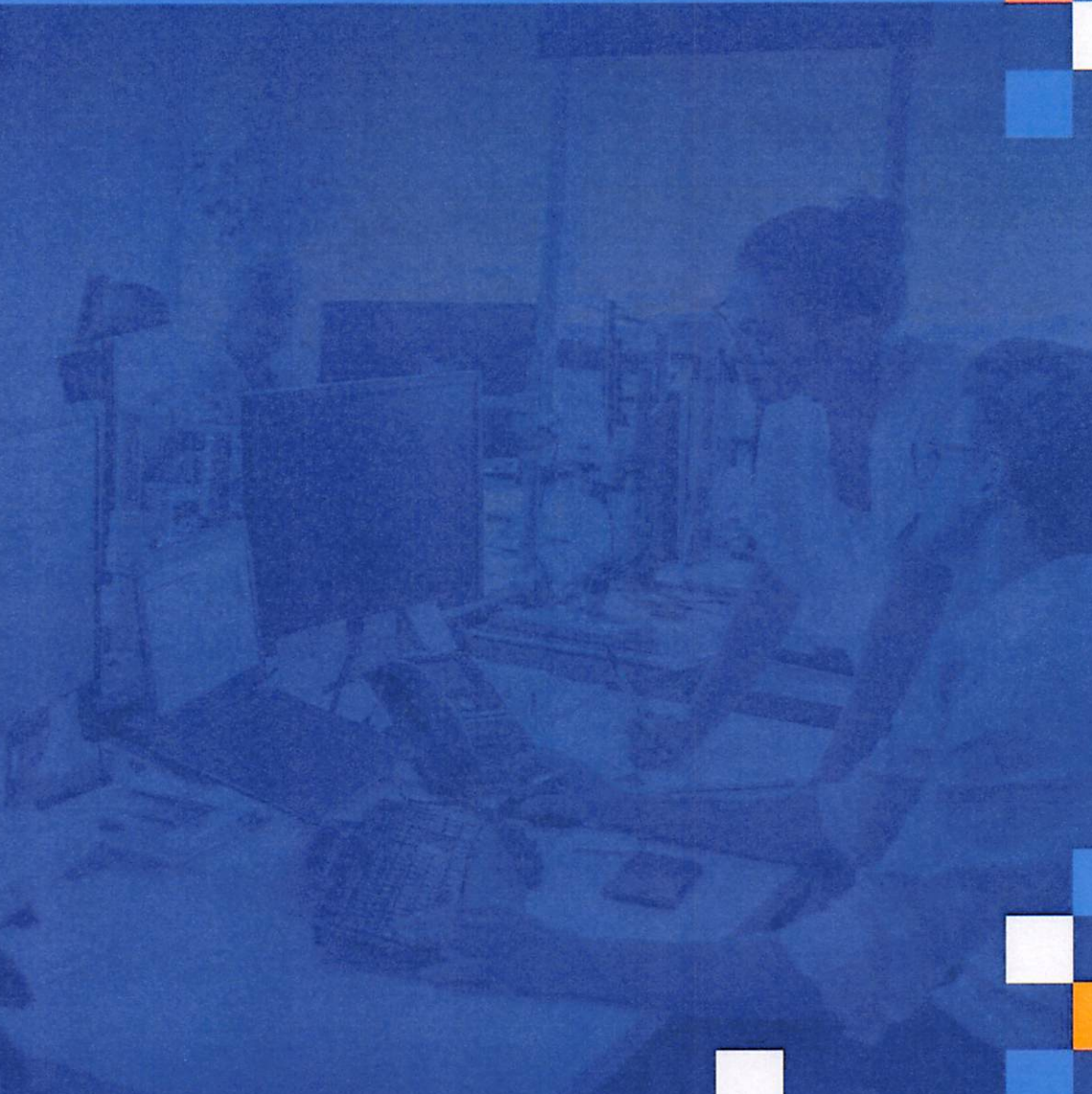
19. Council Policies

- a) The Council may from time to time consider the adoption of certain written guidelines to provide policy guidance to Town staff and contractors.
- b) Such guidelines will constitute general guidance to the Town staff and contractors and will not have the force and effect of law but will serve as a statement of desired outcome in a particular area or situation.
- c) The Council will approve such policy guidelines by resolution.
- d) Pursuant to the Town Charter, at the first meeting of the Council following an election, the Council will appoint a Council liaison for each of the areas of Town operation designated in the Town Charter. A Council Member may serve as liaison to more than one area of Town operation. The Council may, by a majority vote, modify which Council Member serves as liaison to a particular area of Town operation.
- e) The members of the Town staff or Town contractors charged with implementation or monitoring of a policy will endeavor to function in accordance with the written guidelines unless circumstances otherwise dictate.
- f) In the event the member of the Town staff or Town contractors charged with implementation or monitoring of a policy determines that the policy is no longer feasible or desirable, either in whole or in part, such member will bring the matter to the attention of the Council Member liaison, who will make recommendations to the Town Council regarding the matter.
- g) Policies once adopted by the Town Council, will remain in force until rescinded by the majority of the Town Council.



TTS PROPOSAL – QUOTE #[53135] – Police Department

And Town Hall users



Technology
That Simply Works

2711 Rew Circle,
Ocoee, FL, 34761
407.265.2000



i-tech

Introduction

Established in 1999, i-Tech Support offers world-class technology to help organizations achieve more. We help our clients achieve more of their goals in less time by providing the technology, expertise, and solutions to solve IT challenges, innovate competitively, and build new pathways to success.

Founded with a vision of making enterprise-level technology accessible to organizations of every size, i-Tech is today a full-service technology firm supporting clients in every industry across the United States and select international locations. i-Tech currently has dedicated divisions to managed IT support, advanced technology, cybersecurity, network assessments, software, and consulting services, making us a unique partner to our clients. We are a recognized Cisco Certified Premier Partner, a Microsoft Silver Certified Partner, and an Acumatica Cloud ERP Gold Partner.

Because of our Total Technology Support approach, i-Tech is known for professionalism, business acumen, accountability, and technical expertise in the IT industry. Experience, certifications, and partnerships with industry-leading technologies have allowed us to serve our clients with white-glove care. In addition, our diverse team of business leaders, technology experts, and specialists combine skills, certifications, and experience to provide technology support, resolve IT challenges, minimize expenses, and help organizations innovate intelligently.

Coupling leading industry insights and unparalleled customer satisfaction, i-Tech leverages over 250 years of experience in the design, optimization, evolution, management, and security of business technology. By aligning goals with certified expertise, industry-leading brands and strategic partners, i-Tech supports you with the technology to achieve more.

On behalf of the entire team at i-Tech, we thank you for this opportunity to provide you with our services

Sincerely,
Armando Huerta
Chief Executive Officer

2711 Rew Circle,
Ocoee, FL, 34761
407.265.2000



i-tech

Why i-Tech Support Services

I-Tech Support focuses our entire firm around talent and technology. Our people define us, stay at the forefront of technological developments, and are committed to exceeding client expectations.

KEY FACTS

- Serving all of Florida and Southeast since 1999.
- I-Tech employed domestic network operations centers.
- Supporting the systems and networks of 11,000+ computer users
- Named 2024 Business Partner of the Year: Lake Technical College
- Central Florida Fast 50 Business in 2024 Orlando Business Journal
- 19th largest Central Florida Technology Companies 2024 Book of List OBJ
- 2024 Golden 100 Top Privately Held Companies
- Acumatica Gold Certified Partner
- 2024 Inc. 5000 list of the Fast-Growing Companies in America

CORE VALUES



People First

Above all else, we're here for our partnerships. We always strive to accountability

and expertise together to deliver



Accountability

We're dedicated to our business. We put our knowledge

for all things IT.



Experience

We know IT, and we know clients. We strongly believe that we be a single point of

real results.



Professionalism

We're courteous, timely, and reliable. To us, technology is just as important professionalism. competitive edge.



Certification

We're always learning and staying on top of leading IT trends that can give our clients a as solid



Our Leadership Team

We want to introduce you to our leadership team and to the key stakeholders responsible for a smooth transition and set this partnership up for success.



Armando Huerta, Chief Executive Officer

Armando is responsible for the organization's general vision, mission, and values. Armando's visionary leadership extends beyond traditional management; it fosters partnerships, achieves tangible outcomes, and nurtures continuous enhancement and creativity. Under his guidance, i-Tech remains at the forefront of IT innovation, empowering clients to thrive in a dynamic digital landscape. [Micah Trudell, Vice President of Operations](#)



Micah Trudell serves as the Vice President of Operations at i-Tech Support, Inc., bringing over two decades of expertise in technology and leadership. His commitment to fostering robust employee and customer relationships underscores his dedication to excellence. With a proven strategic management and IT governance track record, Micah ensures that i-Tech delivers unparalleled value to our clients. His leadership drives client success and advances our company's mission to provide innovative technology solutions. [Aaron Puckett, Vice President of Growth](#)



As the Vice President of Growth, Aaron leads a team of extremely talented, knowledgeable, and driven professionals who deliver value to clients across all industries. Our mission is to help our clients achieve their goals, overcome their IT and technology challenges, and defend against ever-evolving cyber and security threats with best-in-class solutions and support. His team owns adding, retaining, and growing client relationships.



Christina Vargas, Vice President of Administration

Christina wears multiple hats, overseeing daily administrative functions, accounting, marketing development, and human resources and assisting the operations and sales teams. She also works closely with the CEO of iTech on strategic planning and initiatives. The most rewarding part of her role is influencing positive change and growth.

Your Delivery Team

We want to introduce you to our leadership team and to the key stakeholders responsible for a smooth transition and setting this partnership up for success.



Technology Success Manager

Your dedicated client success manager is the liaison between your team and i-Tech's technical staff. They are your main point of contact and will meet consistently to review your technology roadmap and budget and proactively propose ideas/tools to empower your employees and drive your mission forward.



Help Desk Manager

Your help desk manager is responsible for the overall delivery of help desk support services provided to your organization. They can serve as an escalation point when needed and are always working with team members to grow skill sets, provide feedback and training, and ensure a positive client experience.



Cybersecurity Leader (if applicable)

This person is responsible for assessing and defining your organization's security posture to improve IT security controls and safeguard data assets. Working with your management team, they prioritize cyber threat concerns and recommend security needs to help protect your organization.



Professional Services Team

The professional services team steps in when a new technical solution is required to manage your business. This team comprises technical writers, project managers, and seasoned, highly certified IT consultants with years of experience. They drive internal processes and disciplines surrounding adopting new technologies to bring to you and maintain our existing technology stack.

Managed Services: Total Technology Support

As the preeminent provider of Managed IT services in the Southeast region of the United States, we know organizations require several components to ensure technology investments yield maximum competitive advantage.



People

I-Tech's employees serve as an extension of your team. With a dedicated team of experts with varying levels of expertise across many different IT solutions, we keep your team productive and efficient at their jobs. If you need additional services,



consult your client success manager. If you need service now, contact your help desk support team. We can also provide a dedicated onsite resource if required.



End-User Support Services

I-Tech's end-user support services are delivered from our state-of-the-art Network Operations Center, staffed with 30+ technology technicians to serve your employees' support needs. No matter the question or challenge, our support team will help ensure your employees' technology tools yield maximum productivity. [Proactive & Infrastructure Support](#)



I-Tech's team of dedicated IT administrators works to minimize infrastructure failures and downtime that impact business operations. Our team performs 24x7x365 network monitoring and management, provides warranty, maintenance, and license management, and performs regular network assessments to maximize your technology investments and assure smooth operations. For organizations subject to regulatory compliance, audit procedures and reporting become simple.

Strategy & Reporting



Client Success Managers team up with your dedicated technical team to provide ongoing oversight and planning services to assist in developing a strategic information technology roadmap and selecting solutions that best support your business objectives – today and in the future. Our Client Success Managers work with you to review business impact, ensure alignment, and develop budgets – a complete “no surprises” strategic technology plan to drive success.

Managed Services: Essential Security



Cybersecurity Services

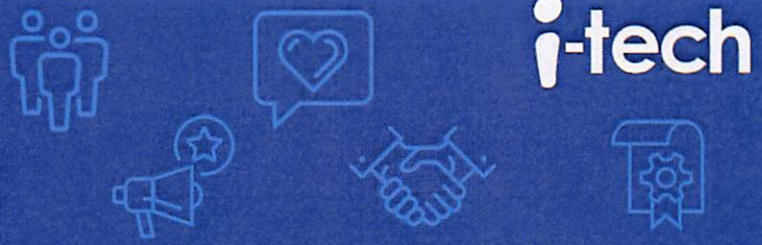
Every organization must be prepared for today's ever-expanding cyber threats. Our optional cybersecurity services are based on documented information security best practices and proven technical safeguards. The result is a battle-hardened information security program that delivers 24/7 security posture visibility and insists on continuous improvement. With the rapid changes in the cyber security landscape, you must take action to ensure your data and your organizations are protected.

Overview of Optional Cybersecurity Services

Virtual Chief Security Officer (vCSO)

At the Elite and Elite Secure service levels, your organization will have a virtual Chief Security Officer on your iTech cybersecurity team. The vCSO is both a highly experienced and educated security professional and strategist. They will recommend improving your organization's cybersecurity and can play a critical role in forecasting your IT budget.

Annual Threat and Quarterly Vulnerability Assessment



I-Tech’s IT experts use various methods to scan your virtual network and assess your physical assets. This allows our team to create a personalized report showing your organization’s potential vulnerabilities and how we can remediate them. Your security team uses proven techniques, such as multifactor authentication and endpoint encryption, to tighten your security posture.

Industry Regulation and Cyber Insurance

Your cybersecurity team is trained and certified in several regulated industries, including healthcare and financial services. Your dedicated support team and vCSO will work with you to understand the regulations your organization must meet and create a plan to meet them.

User Training

The world's industry-leading security software and protocols won't help if your organization is not trained on them. Your vCSO will work with you to create and execute a training plan for your organization’s users.

Service Level Agreements

Below are our standard SLAs. SLAs are defined for business-hours response, 8:00 AM—5:00 PM EST. All tickets work as P3 until otherwise defined.

I-Tech Support regularly monitors these to ensure we are meeting these goals. Service level descriptions and measurements are available at <https://www.i-techsupport.com/rates/>.

Note: Incidents are assumed Priority 3 until they are triaged for urgency & impact.

Urgency Measurement	Overview
Low Urgency	One user or Small User Group ($\leq 20\%$ of company headcount) is affected
Medium Urgency	Entire Departments or Functions
High Urgency	Entire company and or clients affected

Impact Measurement	Overview
Low Impact	More of an irritation than a stoppage of work
Medium Impact	Business is degraded, but there is a reasonable workaround
High Impact	Critical – Major Business process is stopped



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

Response Times (SLAs)

Priority / Severity Level	Description	Assigned By	Resolution Plan By	Resolved within
Priority 1 Critical	A problem or issue impacting a significant group of users or any mission-critical issue affecting a single user. (e.g., network down, mission-critical systems inoperable, impacting deadlines, or causing financial impact to the business). Hourly communication until resolved.	12 Minutes	30 Minutes	4 Hours
Priority 2 Urgent	No critical business impact, yet a significant issue affecting a single user or an issue that is degrading the performance or reliability of the network; however, services are still operational. Also includes support issues that could escalate to P1-Critical if not addressed quickly. Communication twice daily.	12 Minutes	1 Hour	1 Business Day
Priority 3 Tier 1 Help Desk	DEFAULT PRIORITY LEVEL FOR ALL INBOUND TICKETS. There is no global business impact and no performance or reliability impact on general and routine help desk requests. Tickets in this priority are workstation-centric, with minimal server access required. Vendor management requests are deemed P-3. Communication upon resolution.	12 Minutes	2 Hours	3 Business Days
Priority 4 Scheduled Service	Routine support requests that impact a single user, non-critical software/hardware errors, or a future scheduled visit. Daily communication.	12 Minutes	Scheduled Within 4 Hours	1 Month
Priority 5 Monitor & maintain	Monitor and maintain (Proactive maintenance, information requests, non-critical NOC maintenance, and monitoring of a specific application of functionality over a period of time). Daily communication.		NO SLA	As Required



Scope of Services

Category	Services	Included
IT Expertise and Support	• 8x5 Domestic Help Desk Team	✓
	• Dedicated Support Team	✓
	• IT Consulting Services	✓
	• 24/7 Remote Network and Critical Response Time availability	✓
	• Dedicated Onsite Staff	Optional Add-on
Tools and Services	• Online Support Portal	✓
	• Third-Party Software Support (LOB Apps)	✓
	• IT Vendor Support	✓
	• Online Support Portal and Real-time Ticket Tracking	✓
	• Remote Control and Advanced Diagnostics	✓
	• Password Management	✓
Proactive Infrastructure Support	• 24/7 Remote Management and Monitoring (RMM) Services for Network and Devices	✓
	• Warranties, Maintenance & License Management	✓
	• Total Assets Inventory Management and Software Auditing	✓
Unified Communication and Collaboration	• Cloud Hosted Telephony Support	✓
	• Move/Adds/Changes	✓
	• Telephony Management	✓
	• SIP/PRI Review & Support	✓
Server/Work-Station Services	• Microsoft and 3rd Party Patching	✓
	• Antivirus Management	✓
	• Proactive Monitoring and Account Administration	✓
	• Cloud Support and Administration	✓
	• Backup and Disaster Monitoring and Support (Microsoft 365/Google)	✓

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407.265.2000



Scope of Services Cont.



Category	Services	Included
Cyber Security	• 24/7 Managed Detection and Response for Endpoints	✓
	• Next Gen Anti-virus and Anti-malware	✓
	• Domain Name System (DNS) Security	✓
	• Mobile Device Management (MDM) Support	✓
	• Ransomware Isolation	✓
	• Microsoft Security Review	✓
	• Threat Hunting	✓
Advanced Cyber Security Options	• 24/7 Managed Detection and Response (MDR) for Microsoft O365	✓
	• Identity Threat Detection and Response (ITDR) for Microsoft O365	✓
	• Risk and Compliance Assessments	✓
	• Security Awareness Cybersecurity Training	✓
	• Incident Response Planning	Optional Add-on
	• Penetration Testing	Optional Add-on
	• Vulnerability Assessment (quarterly)	✓
	• Business Email Compromise (BEC) protection / AI-Phishing Defense	✓
	• Multi-Factor Authentication Support	✓
	• Dark Web Monitoring	Optional Add-on
	• Password Vault	Optional Add-on
	• Security Information and Event Management (SIEM)	Optional Add-on
	• Secure Access Service Edge (SASE)	Optional Add-on
IT Strategy & Reporting	• Operational Reports	✓
	• Automated IT Maintenance and Management	✓
	• New and Existing Tech Evaluation and Asset inventory	✓
	• Compliance Consulting	✓
	• Advanced IT Engineering Design	Optional Add-on
	• vCIO/CSO services	Optional Add-on

Pricing

We believe in a "no surprises" approach – so, when possible, all Additional Work will be quoted at cost of materials and current hourly rates for personnel. Technology Business reviews will then take place to account for any staff or technology changes. This will ensure the pricing remains fair to both parties.



Monthly Recurring Summary

Description	Amount
Total Technology Support Base Agreement up to 19 users with Police Department and Town Hall users (minimum amount @\$145 per user)	\$2,755.00
Critical Response Time (Priority I, Urgent Support Calls for after-hours support) availability *see details on rates for CRT availability.	300.00
Total:	\$3,055.00

Due at Signing

Description	Payments	Interval	Amount
Onboarding Fee	1	One-Time	\$3,055.00
First Month Service	1	Monthly	\$3,055.00
Total:		Total:	\$6,110.00

Items Billed at Time + Material

The following non-exhaustive list of services and products will be billed to the Client at the cost of materials plus the Additional Work Fee. Standard hourly rates, subject to periodic adjustments, can be found at <https://www.i-techsupport.com/rates/> . Any new project/installation/initial setup costs related to desktop/server/networking software/hardware not present at the time of this agreement, including, but not limited to:

New Hardware and Software Installations

- New server installations
- Major software version upgrades (2+ hours)
- Software deployments
- Printer, new software set-ups
- Network equipment installations and upgrades
- New backup and continuity device and/or off-site storage installation
- Network cables, fiber, and related issues
- All new hardware, software, and shipping charges

Out-of-Scope Device Management



- Installations and service of Audio/Visual equipment
- Printer Hardware or Software Support
- Phone System Support
- Residential Requests
- Mobile device vendor contract management and procurement

- Service and repair made necessary by the modification of equipment other than by i-Tech Support
- New programming and software maintenance requiring modification of software code

All support of devices without active Original Equipment Manufacturer (OEM) hardware and software support:

- Assets without minimum supported operating systems the list below is subject to change:
 - Windows 10 Professional
 - Windows Server 2016 and later
 - Microsoft Office 2016 and later
 - macOS 11 and above
- Hardware or software not covered by vendor/manufacturer maintenance, warranty and/or support
- Line-of-business software without active support agreements
- Afterhours or Emergency Service requests (may be billed outside the scope of this Agreement at the pricing listed in Exhibit C)

Out-of-Scope Cybersecurity Services

- Policy writing
- Threat mitigation or remediation services

Additional Items

- Time required for remediation, discovery, or efforts related to data breaches directly impacting the client, its subsidiaries, or its own clientele
- Time required for information discovery resulting from client lawsuit, subpoena, legal hold, or other court and public proceedings
- Failure due to acts of God, building modifications, power failures or other factors

Appendix 1 – Total Technology Support - Services Defined

8x5 Remote Help Desk Support - Available 8x5, Provider will provide technical support for enabled Active Directory Users. In addition to password resets, drive mapping, and general network support – the help desk is extended to Microsoft Office Suite, Microsoft operating systems, Adobe, Remote Desktop, VMware View, and issues associated with the end-user's mobile devices.

Dedicated Support Team - A support team of consisting of your dedicated support POD (inclusive of tier 2 engineers and a lead engineer), Client Success Manager, and Help Desk (Service Delivery) Manager providing day-to-day support of ongoing issues, analysis of recurring issues, and proactive maintenance of technology as it relates to your business.

IT Consultative Services - Provide consultative services to support our client's infrastructure and IT processes via our Service Delivery Team. This includes being present or available, as needed, to support the Client's third-party audit requirements.

Online Support Portal - Provider maintains a support portal to open service requests, review account information, and provide status of ongoing initiatives.



Third-Party Software Support (LOB Apps) - In addition to Windows updates, Provider has built an extensive list of third-party applications that can be automatically updated using our RMM platform. Provider will provide any updates to these third-party applications as requested. Custom application updates can be developed for an additional cost and maintained on an ongoing basis.

IT Vendor Support - Provider acts as the single point of contact for resolution of technical issues related to network devices and software on behalf of the client. Provider will create a service ticket and follow up with those IT vendors until resolved.

Cisco/Ring Central/Microsoft Unified Communications Support - Services include setting up new users, voicemail password resets, enduser support, and software version updates deemed necessary by Provider.

Backup Monitoring - Provider will monitor supported backup solutions with any failed backups investigated and worked to resolution.

Endpoint Monitoring - Our systems remotely monitor critical components of your network to ensure optimal performance. Monitoring includes Microsoft Windows servers, Microsoft Windows workstations, VMware servers, connectivity to firewalls, routers, switches, and other network attached/addressable devices. This service provides 24x7 notification for monitored systems outside of defined thresholds.

Event Monitoring - Beyond normal hardware and resource monitoring, provider monitors the status of services and events related to critical issues and anomalies to proactively identify issues. Any issues will be investigated and worked to resolution.

Advanced Network Monitoring - Our systems remotely monitor the critical components of your network to ensure systems are operating at peak performance. We monitor all Microsoft Windows servers, Microsoft Windows workstations, VMware servers, connectivity to firewalls, routers, switches, and other network attached/addressable devices. This service provides 24x7 notification for monitored systems outside of preset thresholds. Additional configurations and tools are deployed to perimeter network devices to monitor data flow and bandwidth utilization for networking anomalies and trends of data usage.

Patch Management - Microsoft patches and cumulative updates are applied to covered Windows endpoints running a supported operating system monthly.

Appendix 1 – Total Technology Support - Services Defined (cont.)

Advanced Patch Management - Provider patches covered systems including Microsoft Exchange, Microsoft SQL, Firewall, Core Networking, and VMware. Patch schedules are defined in a cadence deemed best practice by provider to ensure coverage of critical alerts and response, when possible, to zero-day exploits.

Warranties, Maintenance & License Management – Upon completion of a full inventory, we shall manage the Client's known expiration dates on all manufacturer's warranties and/or maintenance agreements; as well as the expiration date(s) on subscription services such as anti-virus renewals. The Client will receive notification up to 90 days prior when renewal is required. Client is accountable for compliance with end user license agreements of vendors/manufacturers.

Offsite Data Backup - Provider includes an off-site backup of Windows Servers on the Network. This incremental, encrypted backup requires use of Client's bandwidth to transmit nightly. Client is responsible for providing adequate bandwidth. Included backups and retention will be based on the clients requirements and selection.

Proactive PC Replacement - New computer setups are covered under this agreement when purchased through provider for the replacement of existing machines or the addition of new users.



Disaster Recovery (DR) Test - Once Annually, provider will perform a full test of backup or disaster recovery solution to ensure data integrity of critical systems; failover is aligned to documented RPO/RTOs; validate testing for external vendor dependencies; and document success/failure criteria. To be conducted on a day agreed upon by Provider and Client. *If holiday hours are requested, additional costs may apply.*

Onsite Technical Support - Issues are worked remotely starting with our service delivery team. When onsite support is required, provider will dispatch necessary resources to resolve issues related to core infrastructure and/or covered end user computing devices. *Note – Onsite service is provided 8:00 AM – 5:00 PM local hours by provider.*

Operational Reports - Provider will generate monthly reports of environment health metrics and service data for review. Additional reporting features are available. If custom reporting is required, it can be developed for additional ongoing fees.

Automated IT Maintenance and Management - Best practices are applied as a part of ongoing maintenance efforts to realize security shortcomings and enforce ideal technical behavior and alignment. This allows providers to assess, audit, and protect client assets more effectively.

Business Reviews - Provider audits the environment on a regular basis to ensure that assets are appropriately managed through their lifecycle and planned for replacement in a fashion that aligns with business goals through budgeting and technology roadmap development. **Asset Inventory** - An inventory of all monitored assets maintained by the provider.

Budget Planning Assistance - An annual budget will be provided yearly to outline ongoing expenses related to service, project, and hardware replacement requirements based on purchases made through provider system.

Trend Analysis - Provider categorizes tickets to understand key pain points for improvement related to hardware issues, support improvements, and end user training opportunities.

Anti-virus and Anti-malware - Provider will deploy endpoint protection software and provide monitoring of solution throughout its lifecycle.

Appendix 1 – Total Technology Support - Services Defined (cont.)

Threat Hunting - Proactive security search through networks, endpoints, and datasets to hunt malicious, suspicious, or risky files and/or activities and perform analysis and remediation as required.

Microsoft 365 Data Backup – Provider installs a cloud backup solution to perform backup of Microsoft 365 Accounts. Exchange Online data is backed up once daily to ensure secure offsite storage with a thirty-day retention period. Accounts in addition to supported users are billed outside of the Total Technology Support agreement.

Microsoft 365 Managed Detection & Response - Proactive security monitoring of Microsoft 365 for potential business email compromise and related threats with analysis and remediation as required.

Risk & Compliance Assessment (every 12-18 months) - Provider conducts a risk assessment annually to evaluate potential risks and vulnerabilities to the confidentiality, integrity, and availability of essential data assets consistent with NIST guidelines.

Multifactor Authentication - Provider will deploy and support multifactor authentication services for remote access internal and administrative systems as licensed through i-Tech Support.



End User Training / Social Awareness - Continuous testing and education is provided through provider phishing simulation platform to test end user security awareness. Additionally, ad-hoc training programs can be scheduled for delivery throughout the customer database. Phishing Campaigns will be adjusted quarterly as required.

Incident Response Planning - Provider evaluates client readiness to recover in the event of an incident through planning, tabletop testing, and business continuity evaluation and makes recommendations for improvement.

Vulnerability & Pen Testing - Optional internal and external penetration tests are performed against all client assets to unveil potential risks and threats to the organization. I-Tech Support will perform a optional internal and external scan with penetration testing of the LAN and WAN of the organization. A full report will be delivered and explained by a certified security expert.

Advanced Endpoint Protection - Provider supplies next generation endpoint protection software to facilitate host intrusion prevention system (HIPS), endpoint control, encryption, and auditing.

Device-level Encryption Enforcement – Encryption of data at rest is configured and maintained.

DNS-layer Cybersecurity - Endpoint Layer DNS Security is deployed to supply content filtering outside of corporate walls through DNS security.

Advanced Ransomware Prevention - Managed detection and response platforms to help provide real-time notification, remediation, and response to potential cyber event(s).

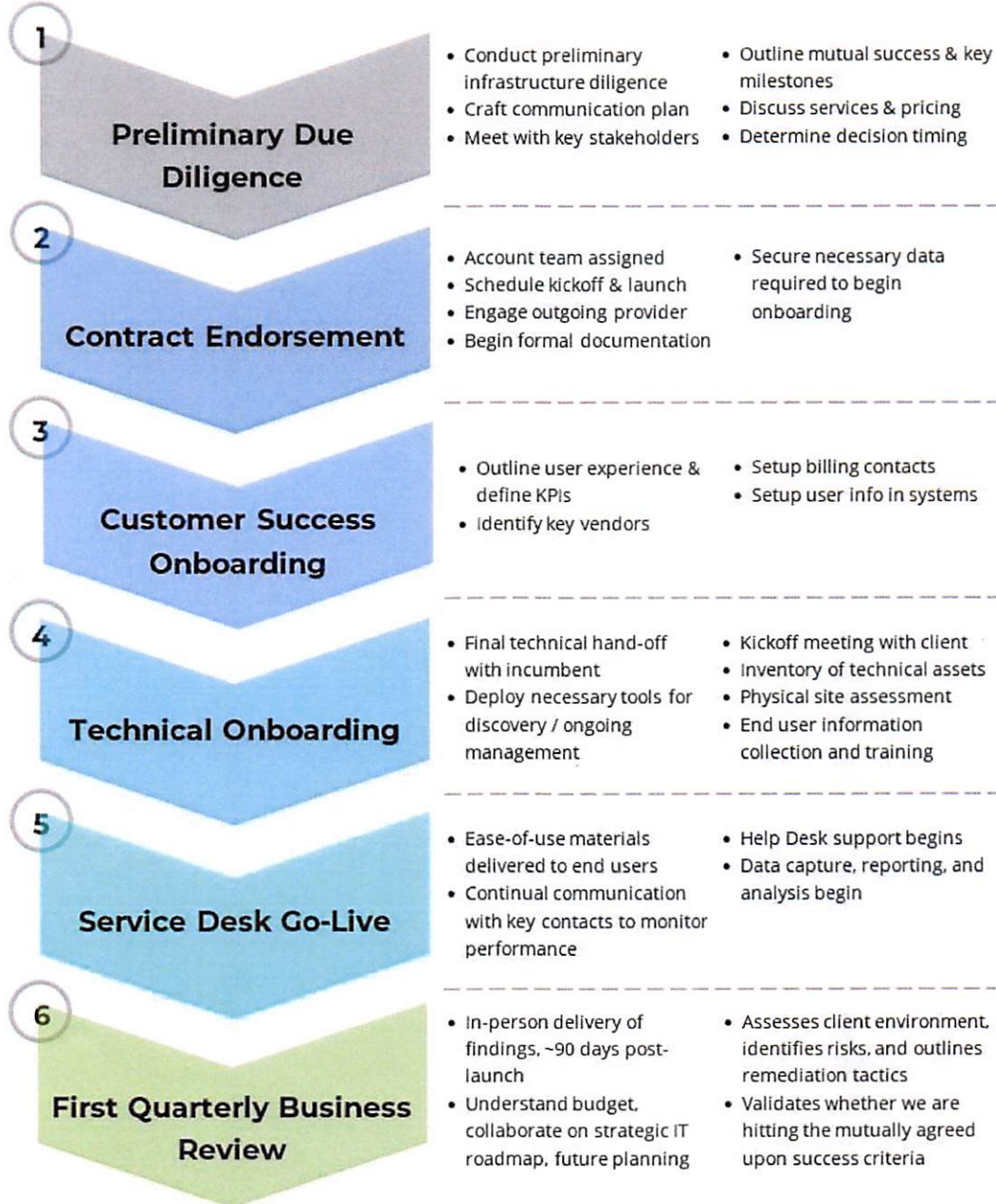
SOC-as-a-Service - Provider partners with MSSP Security Operations Center to provide managed detection and response for 24x7 coverage. **Security**

Information and Event Management (SIEM) - Provider deploys solution for single pane of glass view of all security events, syslogs, and other informational items to correlate action against threats, both inside and outside.



Appendix 2 - New Client Integration Overview

Overarching View of the Onboarding Process





Endorsement Page

This Agreement (which includes this Proposal, the Terms as defined below, and all Exhibits to the Terms) is entered into effective as of 01/21/2025 between I-Tech Support Services, Inc., a Florida corporation with a principal address of 2711 Rew Circle, Ocoee, FL 34761 ("**Provider**") and City of Astatula located at, 25019 CR561 Astatula, FL 34705, ("**Client**").

- A. Provider is engaged in the business of providing certain information technology (IT) services as described in the foregoing Proposal; and
- B. Client desires to retain Provider to provide such services, and Provider is willing to provide such services as described in and under the terms and conditions of this Agreement.

Therefore, in consideration of the mutual promises in this Agreement, plus other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. **Services; Compensation.** Client engages Provider to provide the Services described in the foregoing Proposal and all attachments, exhibits, and/or schedules, which are incorporated by reference as if fully restated in this Agreement. Subject to the terms and conditions of the Agreement, Provider agrees to provide the Services, and Client agrees to pay Provider the Fees and any other charges described in the Proposal or otherwise set forth in the Agreement. By signing below, Client accepts and agrees to be bound by the Proposal and all terms and conditions of the Agreement.
2. **Confidentiality.** The Proposal contains unpublished, confidential, and proprietary information of Provider. No disclosure, duplication, or use of any portions of the contents of these materials for any purpose may be made without the Provider's prior written consent.
3. **Terms and Conditions.** Provider is providing the Services and any Products (if applicable) subject to its Terms and Conditions of I-Tech Support Services, Inc., which were provided to Client and are stated at <https://www.i-techsupport.com/terms-andconditions/> the "**Terms**"), including all LIMITATIONS OF LIABILITY AND LIMITATIONS OF WARRANTY stated in such Terms. The Terms are incorporated in this Agreement by reference as if fully restated in it and shall govern any matter arising out of or related to the Agreement, including the Proposal, any Services or Products provided by or through Provider, and/or any Scope of Work issued by Provider. Client has reviewed or had full opportunity to review the Terms and agrees to be legally bound by them. Client understands and agrees that the Terms may be updated from time to time, and by using, accessing, or accepting the Services or any Products, Client agrees to be bound by the Terms as updated. Capitalized but undefined terms used in this Agreement (including the Proposal) shall have the meaning given to them in the Terms.
4. **Term.** The term of the Agreement for Total Technology Support shall commence after the 30-day set-up period referenced in Section 1 of Exhibit A in the Terms and continue for a period of one (1) year (the "**Initial Term**"). At the end of the Initial Term, the Agreement will automatically renew for a successive period equal in length to the Initial Term (the "**Renewal Term**") unless either party provides written notice of non-renewal to the other party at least ninety (90) days prior to the expiration of the Initial Term. At the end of any Renewal Term or Additional Renewal Term, this Agreement will automatically renew for a successive period equal in length to the original Renewal Term (an "**Additional Renewal Term**" and together with the Renewal Term and the Initial Term, the "**Term**") unless either party provides written notice of non-renewal to the other party at least ninety (90) days prior to the expiration of the then-current Renewal Term, or Additional Renewal Term, as the case may be.
5. **Authority.** Client and the person signing this Agreement on Client's behalf represent and warrant that such person has the authority to bind the Client to these terms and conditions.

2711 Rew Circle,
Ocoee, FL, 34761
407.265.2000



I-Tech Support Services, Inc.

City of Astatula

Signature:

Name:

Date:

Signature:

Name:

Date:

Total Technology Support v1.X SLA Criteria

SERVICE LEVEL DESCRIPTIONS AND MEASUREMENTS – BASE SERVICES

Incident Response at Help Desk- 1.1

Service Level Specification	
Objective	i-Tech Support shall measure adherence to incident response and tracking of incidents by defined Priority Levels and acknowledgment of receipt of an incident within a specified time frame for each Priority Level.
Definition	<p>Provider incident response processes must be consistent across all Client environments managed by the Provider. The provider assigns Priority Levels using Impact and Urgency. The client reserves the right to modify the Priority Level during escalation. The Priority Levels and timeframe requirements are specified in the table below. Events that constitute an Incident under this service level are defined as any interruption in service reported by the client or identified by Provider Monitoring.</p> <p>Calculation Method:</p> <p>The percentage of total Incidents received in accordance with the Priority Levels assigned by Client and acknowledged within the timeframes established by those Priority Levels per Reporting Period / Total number of Incidents reported per Reporting Period.</p> <p style="text-align: right;">Final Score – Weighted at 15%</p>
Method	
Data Capture	The Provider's PSA System will provide the appropriate reporting for measuring goal achievement.
Responsibility	
Reporting Cadence	Monthly
Measurement Period	8:00 AM – 5:00 PM Eastern Time
Scope of Reporting	All incident tickets are restricted to a specified Help desk, RMM, and Backup service boards.
Service Metric	
Service Level	Incidents responded to 90.0% or more of the time based on priority.

Incident Response Table

Priority Level	Response Time
All	90% acknowledged and triaged within 12 minutes of receipt

Incident Resolution at Help Desk – 1.2

Service Level Specification	
Objective	Provider shall measure adherence to the Incident Resolution Table In addition, to measure Incident Resolution in Client's environment to determine whether Incidents are resolved in a timely and orderly manner so that End Users may resume their duties as quickly as possible.
Definition	<p>Providers Incident Management & resolution processes are to be consistent across all Client environments managed by the Provider. Priority Levels are assigned by the Provider using Impact and Urgency. . Priority Levels and resolution timeframe requirements are in the tables below. Events that constitute an Incident under this service level are defined as any interruption in agreement-covered IT service.</p> <p>Calculation Method:</p> <p>Total number of incidents resolved within specified timeframes per Reporting Period / Total number of Problems reported per Reporting Period.</p> <p style="text-align: right;">Final Score – Weighted at 15%</p>
Method	
Data Capture	The Provider's PSA System will provide the appropriate reporting for measuring goal achievement.
Responsibility	
Reporting Cadence	Monthly
Measurement Period	8:00 AM – 5:00 PM Eastern Time
Scope of Reporting	All incident tickets and restricted to specified Help desk, RMM, and Backup service boards. Measured during business hours.
Service Metric	
Service Level	Incidents resolved according to procedures and severity codes noted below

First Contact Incident Resolution – 1.3

Service Level Specification	
Objective	To improve on the efficiency of the Help desk and to improve on overall incident resolution time in resolving incidents in the first contact with the client.
Definition	<p>The percentage of service desk incidents that are resolved without escalation to a separate engineer or multiple working sessions with the user to resolve the incident. This will be restricted to end-user incidents that don't require onsite support.</p> <p>Phone calls only – single time entry OR ticket resolved within 1 hour of ticket entry. Exclude any tickets bundled to a project.</p> <p>Calculation Method:</p> <p>The percentage of the incidents which are resolved by a single engineer on the first contact. The result is the number of incidents that are resolved without hand-off as a percent of all incidents.</p> <p style="text-align: right;">Final Score Weighted at 15%</p>
Method	
Data Capture	Provider shall track and report first-contact resolution statistics via its problem ticket system and will provide detailed report results and resolution improvement programs to Client monthly.
Responsibility	
Reporting Cadence	Monthly
Measurement Period	8:00 AM – 5:00 PM Eastern Time
Scope of Reporting	All incident tickets and restricted to specified Help desk service boards. Tickets that come from or require purchasing, tickets associated with ongoing/closed projects, and tickets that require onsite support are excluded from this metric.
Service Metric	
Service Level	70% are resolved at first contact

Fix/Repair End User Satisfaction Adherence – 1.5

Service Level Specification	
Objective	Client requires Provider to assist in the evaluation of the over-all performance of the Provider during its provision of the Fix/Repair Services. The Provider will conduct a monthly Fix/Repair End User Satisfaction Survey. This Survey will measure the combined efforts of the Provider and Client to deliver a consistently high level of end user support for Fix/Repair services
Definition	<p>The Help desk and Fix/Repair End User Satisfaction Survey shall rate Client's End User satisfaction. Provider will provide a survey with each help desk ticket closed. Scale definition as follows:</p> <ul style="list-style-type: none"> • Good (Green Face) is Outstanding (100 Points) • OK (Yellow Face) is Neutral (0 Points) • Bad (Red Face) is Poor (-100 Points) <p>Calculation Method:</p> <p>The Help desk and Fix and Repair End User Satisfaction Survey shall measure the Client's End User satisfaction. The Survey is based on three available responses, with each question providing a red face for poor, yellow face for neutral, and green face for good, with each score represented by -100, 0, and 100 points respectively. The CSAT score will be calculated as: $[\text{Sum of all outstanding surveys (100)}] - [\text{Sum of all poor surveys (-100)}] / [\text{Total Number of Surveys}]$ This will give a possible CSAT score of -100 to 100.</p> <p style="text-align: right;">Final Score Weighted at 50%</p>

Method	
Data Capture	The Help desk and Fix/Repair End User Satisfaction Survey will be distributed to Client staff during the Fix/Repair activity via e-mail or leave behind and may be of a data consolidation method.
Responsibility	
Reporting Cadence	Monthly
Measurement Period	8:00 AM – 5:00 PM Eastern Time
Resource Rage	All reactive and/or help desk service tickets issues in the reporting period.
Service Metric	
Service Level	The total average score is 90 or greater.

Incident Priority Codes

The problem severity codes are defined as follows:

Urgency and Impact Defined	
Urgency - Low	One user or a small group of users - (≤20% company headcount) is affected
Urgency - Medium	Departments or large groups of users are affected – People related
Urgency - High	Whole company is affected – People related
Impact - Low	More of an irritation than a stoppage – Business related
Impact - Medium	Business is degraded, but there is a reasonable workaround – Business related
Impact - High	Critical – Major business processes are stopped – Business related

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

Incident Resolution Table

Priority Level	Respond Within	Resolution Plan	Resolved Within	Goal %
Priority 1 – Emergency	0.2 Hours	0.5 Hours	4 Hours	90%
Priority 2 – Quick	0.2 Hours	1 Hour	1 Business Day	90%
Priority 3 – Normal	0.2 Hours	2 Hours	3 Business Day	90%
Priority 4 – Extended	0.2 Hours	4 Hours	1 Month	90%

Service Level Weighting

Service levels are weighted as follows and shall be managed accordingly.

SLA ID	Description	Weight
1.1	Incident Response	20%
1.2	Incident Resolution	15%
1.3	First Contact Resolution	15%
1.5	Help desk and Fix/Repair End User Satisfaction	50%

Service Level Status Reporting & Financial Penalty

The Service Level status reports and applicable service credits will be provided as follows:

Report	Frequency	Delivered Via	Contents
Summary Report	Monthly	Email	Incident Management: List of all problems received for the month, status, days open, and SLA metrics 1.1, 1.2, 1.3., and 1.4 EU Satisfaction scores in Provider-chosen format.
Financial Penalty	Monthly	Upon Request	For those Agreements (exclusively) that are equal to or greater than \$2,500.00 monthly; If Provider fails to meet a total weighted score equal to or greater than 85% in any given month, Client may request a credit for that month in the amount of up to fifteen percent (15%) of Providers total Agreement charges for the applicable month. Credit shall be reflected on the following month's invoice. Credits must be requested within thirty (30) days from the period in question. Credits for services provided shall not be given beyond this point.



TTS Support One

New Client Infrastructure Data Sheet for Onboarding

CORE ITEMS

Client contact information

Main Contact for all locations
Different location Address\Phone and onsite Contact Person

Credentials

Domain Credentials
Switch and Firewall Credentials
Domain\DNS Host Credentials
Local Admin on PC's\Servers
Create itech account for Management
Create itech SVC Account for Agent
Office 365 Credentials
Wireless AP Credentials
Virtual Environment Credentials
Phone System Credentials
MFP/Printer Credentials

Server\Desktop Assets

All Servers and Desktops have agent installed Validate Asset count with Customer
Antivirus Install

Backup

Local and offsite backup management in place
If Backup service provided by i-Tech, list of servers and Retention for each server to be provided by customer.
Email
Local or Cloud
List of Email domains
OWA address
Email spam filter

TRACKERS

Domains

List of all outside Domains
Outside Hosting domain company

SSL Certificates

List of all SSL Certificates
Outside Hosting SSL Company

Vendor Information

Type
Product
Service
Role
Account
Warranty
Support

APPS & SERVICES

Active Directory
Local Domain FQDN
Domain Short Name
Domain Functional Level

List of domain controller and what roles are assigned to each

Application

Review of customer Applications for customer IE. (Accounting, ERP, CRM, Custom software)

File Sharing

Local or Cloud

Map drive lists Location and drive letter

Printing

Print Server/Direct IP Print
Printer Vendor
Support contract info

Network / Infrastructure

LAN

Local network Range
VLANs configured
DHCP Reservations
Local DNS
Switch information

Remote Access

VPN Info
RDP open from outside (If yes, plans to shut it down)

Virtualization

VMWare\Hyper-V - Version
List of Host servers and Virtual Servers
Configure Host into our Management Console

Voice/PBX

On Prem or in Cloud

Manufacturer

Phone system Network information (DHCP,VLAN,IP)
Phone system support vendor
Phone lines coming in, POTS, PRI, SIP – Carrier and account info
Faxing information

Wireless

Brand of Wireless
SSID and authentication info
Guest network info

Internet/Wan – Per Location

ISP company
Account Number
Type of Internet
Public Ip's
Static or Dynamic
Firewall



QUOTE

Town of Astatula
Town of Astatula
25009 CR561
P.O. Box 609

Date
Jan 22, 2025

Expiry
Feb 21, 2025

Quote Number
QU-0064

Reference
Replace Chlorine Pumps
per Scott

Plant Technicians
(352) 787-2944
PlantTechnicians.com
101 Satellite Court
LEESBURG FLORIDA
34748

Description	Quantity	Unit Price	Amount USD
Pulsatron Series E+ 120GPD Chlorine Pump - PULSAtron® Series E+ Pump w/ 5 function control valve	2.00	1,897.09	3,794.18
New chemical tubing to injection points	1.00	150.00	150.00
Installation and testing	6.00	125.00	750.00

Reason for Replacement:

There are 3 existing 40 gallon per day pumps on site. Currently these pumps are operating at about 90% of their combined capacity. While we are able to keep an adequate residual at the tank, we don't have any buffer to increase chlorine pumping capacity when and if it is needed. Additionally, when both wells are running to meet peak system demand, the pumps are not able to feed an adequate amount of chlorine into the system.

Additionally, there is no capacity for maintenance if one of the pumps goes down and needs to be serviced. This exposes the Town to the massive inconvenience and risks associated with issuing a boil water notice.

Given that the Town is forecasted to bring additional homes online in the near future, and that water demand will continue to grow, it is important for the Town to have surplus capacity on the chlorine pumps.

The new pumps will double the existing pumping capacity of the system. 1 pump will be dedicated to each well. The old pumps will be repurposed as backup pumps, providing redundancy to the Town in the event it is needed.

Subtotal	4,694.18
TOTAL TAX	0.00
TOTAL USD	4,694.18

FLORIDA RURAL WATER ASSOCIATION

2970 Wellington Circle • Tallahassee, FL 32309-7813
(850) 668-2746

BOARD of DIRECTORS

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EXECUTIVE DIRECTOR

ALICIA KEETER
Tallahassee



EMAIL
frwa@frwa.net

WEBSITE
www.frwa.net

February 4, 2025

Ms. Jennifer Tucker
Town of Astatula
P.O. Box 609
25009 CR 561
Astatula, FL 34705
Phone: (352)-742-1100
Email: townclerk@astatula.org

**Re: Poly/Orthophosphate Blend to Improve Water Quality, Permitting & Engineering Assistance
Town of Astatula, Lake Co., PWS: 3355000**

Dear Ms. Tucker,

Florida Rural Water Association is pleased to assist the Town of Astatula with Permitting of Poly/Orthophosphate Blend to improve water quality and sequester iron. High iron in wells can likely to cause rusty color, sediment, metallic taste, reddish or orange staining, and customer complaint.

The Secondary Drinking Water Standards establishes a secondary maximum contaminant level (SMCL) for Iron at 0.3 mg/L. Although these secondary standards are not enforced in the balance of the United States, Florida has adopted them by rule 62-550.325, F.A.C. In Florida, enforcement of high iron is dictated by system users or consumer complaints.

Poly/Orthophosphates

Phosphates are used in municipal water systems to perform three broad functions: inhibit corrosion of water mains/plumbing (iron, steel, galvanized, asbestos/cement, lead, copper), sequester nuisance metals in the water supply (iron, manganese, calcium, magnesium). They can also improve the quality of water in the distribution system by removing scale deposits & tuberculation, discourage microbial film formation/regrowth, and stabilizing free chlorine disinfectant residuals.

How widely are phosphates used in drinking water systems? Estimates suggest that 15-20% of public and private water systems use some form of phosphate in the treatment of their drinking water. Groundwater supplies use polyphosphate to sequester iron, manganese, calcium, and magnesium, while surface plants use orthophosphates, or blends of phosphates to inhibit corrosion in the distribution system. All systems can use phosphates to meet the EPA regulations on Lead and Copper.

Are phosphates a cure-all? Rarely is a single treatment process or chemical additive a cure-all. Any chemical used in water treatment may have particular advantages or disadvantages. Water quality and treatment methods vary greatly. However, application of phosphates has been considered one of the most cost effective means of controlling a multitude of problems.

The American Water Works Association Research Foundation (AWWARF) and the EPA have reported that corrosion control (phosphate use included) provides numerous health and consumer benefits at a rate of return much greater than the original cost of the additive. EPA Lead & Copper Rule Guidance suggest that annual expenditures of \$200 million/year on corrosion inhibition yields approximately \$4.3 billion in consumer benefit (20-fold increase).

How do phosphates work in a water system? Orthophosphate based additives are classified as corrosion inhibitors and as such react with dissolved metals (e.g. Ca, Mg, Zn, etc.) in the water to form a very thin metal-phosphate coating or it reacts with metals on a pipe surface to form a microscopic film on the inner surface of the pipe that is exposed to the treated water.

Polyphosphate type chemicals react with soluble metals (iron, manganese, calcium, magnesium, etc.) by sequestering (bind-up) the metals to maintain their solubility in water. The phosphate sequestering process minimizes the risk of discoloration, staining, scaling, taste/odor and other water quality complaints.

FRWA's Scope of Work. In accordance with your request and as required by Florida Department of Environmental Protection, FRWA will perform the following tasks: Preliminary Engineering Report, Engineering Drawings, Permit Application, Respond to FDEP Requests for Additional Information, and Final Certification Package.

1. **Gather Data about Astatula.**

- **Sanitary Survey** – We will collect the recent Sanitary Survey (FDEP Inspection).
- **Historic Water Demand** -- We will download the last 3-years Monthly Operation Reports with water demands / flows for Total Demand, Average Daily Demand, and Maximum Daily Demands.
- **Poly/Orthophosphate Feed System** -- We will contact your poly/orthophosphate feed supplier or information about your system -- Fred Symonds of Dave Symonds & Associates, Inc.

2. **Preliminary Engineering Report** for the Existing Poly/Orthophosphate Feed System detailing the technical details for the new feed pump, tank, piping, valves, meters, etc.

3. **Engineering Drawings** for FDEP files depicting the New Poly/Orthophosphate Feed System, new feed pump, tank, piping, valves, meters, etc.

4. **FDEP Permit Application.** FRWA will prepare the FDEP Permit Application for your signature. You will be responsible for paying all permit application fees directly to FDEP.

5. **Respond to FDEP Requests for Additional Information (RAI).** FRWA will respond to RAIs.

6. **Final Certification Package.** Once you have completed the construction and installation, FRWA will prepare the Final Certification Package for your signature.

FRWA is here to help you. As a FRWA Membership benefit we ask that you provide a \$2,250 contribution to FRWA in aid of engineering assistance. We ask for \$1,350 upfront, remainder to be invoiced as work progresses.

The FDEP permit fee for the poly/orthophosphate feed system will be your responsibility! The FDEP will let us know the actual fee amount.

Information Required From You. Before we begin work on your project we must have all the listed information about your system. If you have any questions please ask for clarification. The FRWA Circuit Rider can also work with you and confirm you included everything prior to sending.

1. **Sign the Attached Agreement.** Please sign the FRWA Engineering Assistance Agreement below and return it to FRWA.

- Once we have the signed agreement we will send an invoice with a link to pay the \$1,350 contribution on-line (or you can mail a check for that amount).
 - The remainder to be invoiced *as work progresses*.
- When work is complete, FRWA will send a DRAFT of the Final Certification along with a final invoice. Once final payment is received, FRWA will release the signed and sealed Final Certification to you and FDEP.

2. **Well and Water Treatment Plant Site Drawings.** Please provide drawings of the Well and Water Treatment Plant. Please search for original engineering plans (24" x 36"). If you find them we'd like a copy and there are four (4) options available:

- If you have digital copies of the plans please email them to us. The AutoCAD format is a dwg format. Adobe (pdf) files are also acceptable.
- If the plans are large format you can mail them to FRWA. We'll make copies, scan them, and send them right back to you.
- If you wish to make copies of the large format plans and scan them yourself at a local blueprint service in your area.
- If can't find them, please provide a sketch of the Well and Water Treatment Plant site and show, see **Attachment A**:
 - ✓ Wells
 - ✓ Pumps (rated flow gpm)
 - ✓ Tanks (size & dia.)
 - ✓ Meters
 - ✓ Sample taps
 - ✓ Water Lines (size & dia.)
 - ✓ Valves (isolation & check valves)
 - ✓ Chlorine injection point
 - ✓ North arrow
 - ✓ etc.
 - ✓ What is the width and length of your water plant building/shed?
 - ✓ What is the diameter and height of the tanks, etc.?

- ✓ You can sketch your plant by hand -- it doesn't have to look pretty, just representative of what's actually there on-site and readable.
- ✓ Your FRWA Circuit Rider can assist you with this if needed.

3. Please take 24+ Photographs inside, outside, and, around the plant.

- We need panoramas and close-ups of the facilities, tanks, pumps, and piping, enough to see what's going on.
 - i. The overall shots (panoramas) to give a sense of what is around on the property.
- The more photos we get the better - take pictures of EVERYTHING.
- This doesn't take a lot of time to take these photos. We don't often have time to visit every site (so we can help more folks) so the photographs represent a visual site tour,
- We recommend using free file transfer services such as wettransfer.com, docs.google.com, or dropbox.com to send photos.

OPTIONS FOR YOUR PROJECT: As we described, you have several options to obtain the required engineering assistance you need for your system:

1. You can always hire a consulting firm to do the work for you!
 - If you need immediate assistance or cannot wait for FRWA Engineers to get to your project.
2. You can ask FRWA to assist you as a membership benefit:
 - Make a **\$2,250 contribution** to support FRWA's Engineering Program.
 - Please send \$1,350 upfront, and
 - the remainder will be invoiced *as work progresses*
 - You must **commit to collecting the data listed above**
 - You must be a **FRWA Member** and commit to long-term membership
 - We ask that you **be patient** – we have lots of work and few engineers
 - You agree to hold FRWA **harmless** for our assistance efforts (does not apply to cities, counties, and governmental entities)

Please sign the FRWA Engineering Assistance Agreement attached and return it to us for our files.

Sincerely,



Peyton Piotrowski
FRWA Assistant State Engineer

Copy: Fred Handy, FRWA Circuit Rider
Sterling L. Carroll, P.E., Katherine Van Zant, P.E., Mike Chase, P.E. FRWA Engineers
Fred Symonds, Dave Symonds & Associates, Inc.

Please review sign and return the acknowledgment below:

FRWA Engineering Assistance Agreement / Acknowledgment

Town of Astatula (hereafter referred to as “FRWA Member”) requests FRWA's assistance and by doing so willingly and freely enters into this agreement for FRWA membership assistance with **Poly/Orthophosphate Blend Permit & Engineering Assistance for Iron Sequestration**.

This agreement is made upon the express condition that the FRWA Member agrees to hold the Florida Rural Water Association, its agents, employees, and consultants harmless for any loss, damage, expense, cost, or legal liability. **The FRWA Member understands it can hire a consulting firm to do the work at any time in lieu of making a \$2,250 contribution to support FRWA’s Engineering Program.**

Please send \$1,350 upfront and the remainder to be invoiced as work progresses. Once we have the signed agreement we will send an invoice with a link to pay the \$1,350 contribution on-line (or you can mail a check for that amount).

When work is complete, FRWA will send a Final Certification along with a final invoice. Once final payment is received, FRWA will release the signed and sealed Final Deliverable to you and the Agency. The FRWA Member is responsible for Permitting Fees to the Agency, for constructing, and installation the permitted improvements.

The FRWA Member acknowledges that FRWA is non-profit membership association dedicated to assisting water and wastewater systems provide Floridians with an ample affordable supply of high quality water.

Further the FRWA Member agrees to commit to gather the data, maps, and information about its own system; and recognizes the backlog of work and is willing to be patient until FRWA can get to its project; and appreciates this membership service.

The FRWA Member has the option to hire an engineering consultant at any time, if the project cannot wait for FRWA Engineers’ availability – FRWA would be happy to provide a refund.

FRWA Member: Town of Astatula

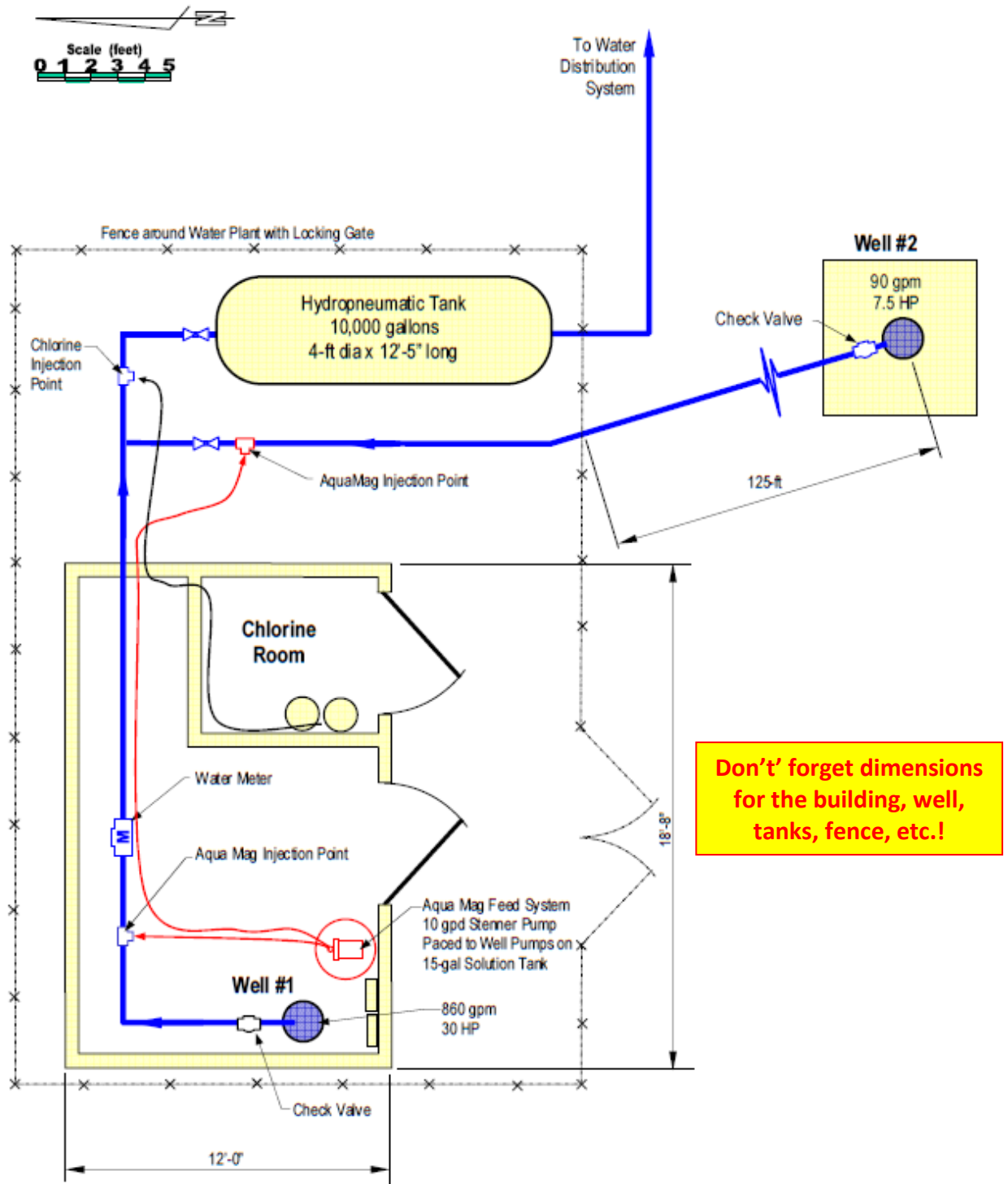
Signature: _____ Date: _____

Please RSVP March 4, 2025! Because FRWA engineering services are in high demand we ask for your response to this offer within 30-days. **After 30-days, your project will be removed from our list.**

If you need more time for your decision-making process just let us know!

We understand if you choose to proceed in another way and support you in that decision. We’re always here to assist water and wastewater systems. Please drop a quick line to let us know or sign the agreement and return it to us. If we have not heard from you within 30-days we will assume that this offer has expired and remove your system off our list of utilities desiring FRWA engineering services.

Attachment A ~ Sample Well & WTP Site Plan



Please send a drawing of your well house, wells, tanks, pumps, piping, valves, and so forth.

Please show: north arrow, scale or dimensions of the building, tank diameters, etc., well, pumps, tanks, water lines, valves, meters, etc.

You can sketch your plant by hand -- it doesn't have to look pretty, just representative of what's actually there on-site and readable.