



Town of San Anselmo - Managed IT Support - 12 Hours Weekly

Quote #2022-002581 v1

Prepared For:

Town of San Anselmo

Jeff Zuba
525 San Anselmo Avenue
San Anselmo, CA 94960

Prepared by:

Marin IT

Rhett Redelings

Date Issued:

06.10.2022

Expires:

07.12.2022

P: (415) 258-4600

E: jzuba@townofsananselmo.org

P: (415) 842-3244

E: rhett@marinit.com

Onsite Support Services

Onsite IT Support Scope of Work includes the following:

As part of this agreement it is our understanding that we will be responsible for any support required for the Town of San Anselmo to continue daily operations, including but not limited to:

- Desktop / User support
- Real-time monitoring with our Remote Management software on 107 workstations / servers, as well as 20 network devices
- Inventory reporting of all in-production, network connected hardware assets, with hardware life cycle management.
- Service migration to new virtual servers using Town owned hardware and software licenses
- Maintenance of workstation and servers (OS patches, group policies, permissions, remedial actions)
- Local user account maintenance, permissions and access to local resources
- Hardware maintenance for workstations, servers and network equipment – Not including equipment, or replacement parts
- MS 365 support
- VPN client support
- Print and scanner support
- Assistance with installation of new equipment / applications
- Monitor backup systems – Suggest corrective measures if system not functioning correctly
- Local windows domain maintenance including local name resolution, server troubleshooting, and assistance of local security policies
- Coordinated support with phone system vendor
- Network support and design
- Core Data Center Services including installation of new switches, routers, firewalls, VPN concentrators and security equipment.

Marin IT technicians are expected to work with the Town of San Anselmo in supporting the network. Marin IT will provide ticketing system to track help requests and a 24 hour contact number to support after hour requests / emergencies. In the event that issues arise which are outside of the scope of this proposal Marin IT will discuss any fee impact with the designated Town of San Anselmo representative prior to proceeding with the work.

Contractor Responsibilities

- Contractor's technicians are expected to work with the Town of San Anselmo staff in supporting the cities technology environment.
- Open ticket / service request and provide notification to Town staff upon discovery of any system issues including steps being taken to remedy situation as well as regular status updates during resolution.
- In the event that issues arise which are outside of the scope of this proposal, Marin IT will discuss any fee impact with the designated Town representative prior to proceeding with the work.
- Contractor will provide a ticketing system to log and track all service requests
- In the event of after hour service Town staff or other contractors may be required to troubleshoot and assist with correcting any issues which may arise.

**Onsite Support Services**

- Contractor will provide a 24 contact number to reach technicians in the event of system failure after hours. Once a page is received, a technician will return the call as soon as possible, and no later than 60 minutes after page is received. At this time a severity will be assigned to the issue and the service will be provided per the table below.

Severity Level	Definition	Initial Response Time and Channel
Critical Priority 1	Town of San Anselmo services are inoperative, customer's business operations or productivity are severely impacted with no available workaround, or a critical security issue exists.	1 hour (phone)
High Priority 2	Service is operating but issue is causing significant disruption of customer's business operations; workaround is unavailable or inadequate.	2 Hours (phone or email)
Medium Priority 3	Service is operating and issue's impact on the customer's business operations is moderate to low; a workaround or alternative is available.	1 Business Day (phone or email)
Standard	Issue is a minor inconvenience and does not impact business operations in any significant way; little or no time sensitivity.	1 Business Day (phone or email)

Customer Responsibilities

- All client and server software licenses associated with this agreement will be obtained by the end user.
- All manufacturer maintenance agreements (software and hardware) will be kept current and up to date and agrees that Marin IT will not support hardware or software that has been declared End of Life or is no longer supported by the manufacturer. (Example - Cisco Smartnet)
- Customer is responsible for communicating needs & changes thru the designated representative / channels only. Support requests can be sent to support@marinit.com
- Town of San Anselmo is responsible for providing all computing devices, laptops, MDC, smart phones, PDA's, workstations, etc
- Town of San Anselmo will be responsible for communicating needs & changes thru the designated representative / channels only.
- Town of San Anselmo is responsible for providing reasonable/timely access to all buildings, offices, devices, laptops, MDC, smart phones, tablets, etc.

Anticipated Costs - Please see "Total Monthly Services" for anticipated costs**Change / System Upgrade Process:**

- Discuss the need for the change in scope
- Identify the additional tasks, which need to be performed in order to complete the change in scope.
- Estimate the cost associated with the additional scope, and determine the impact on network operation.
- This agreement includes supporting IP connectivity to all Town of San Anselmo locations to support facilities operations.



Onsite Support Services

Pricing/Rate Schedule/Invoicing:

This proposal is meant to provide support for the contracted number of hours for Town of San Anselmo but does not include overtime or special projects. Any hours worked in addition to the contracted number of hours or additional projects will be chargeable at the rates described below. This agreement does not include new hardware or software purchases/upgrades. Costs for hardware or software needed to perform upgrades and/or replacements is not included and can be provided by Marin IT for additional cost.

Our total charges, including monthly fees, subscriptions, and misc budgetary placeholders are detailed in the "Monthly Services" section. Hours for support services in excess of the regularly scheduled hours will be invoiced Marin IT's standard rate of \$145. This rate, along, with all other quoted rates are for work during normal business hours (Monday through Friday between 8:00 AM and 6:00 PM). Rates for overtime, nights, weekends or holidays will be billed at 1 ½ times the regular rate. Rates for special projects (not covered under the scope of this agreement) will be at Marin IT's standard rates for the specific type of project, which range from \$145 to \$250 per hour. Unless it is a public safety emergency (police and/or fire), Marin IT does not provide service on the following days: January 1st, Memorial Day, 4th of July, Thanksgiving Day, Christmas Eve after 2pm.

Termination of Agreement:

- **Managed Services:** Based on annual commitment may be terminated with 30 days' notice before anniversary date
- **Services:** After the first 6 months of the initial term, either party may terminate this Agreement without cause upon thirty (30) days written notice mailed or personally delivered to the other party.
- **Cause:** Either party may terminate this Agreement for cause upon fifteen (15) days written notice mailed or personally delivered to the other party, and the notified party's failure to cure or correct the cause of the termination, to the reasonable satisfaction of the party giving such notice, within such fifteen (15) day time period.
- **Effect of Termination:** Upon receipt of notice of termination, neither party shall incur additional obligations under any provision of this Agreement without the prior written consent of the other.

Total Monthly Services

Product Details	Qty	Recurring Monthly	Ext. Recurring
Monthly Recurring Support			
Monthly recurring onsite IT Service/Support (12 hours per week)	12	\$5,720.00	\$68,640.00
This Monthly cost includes 12 hours of regular on-site service each week during the term of the agreement at a discounted legacy rate with overtime charged at the standard T&M rates starting at \$145.00 per hour .			
Monthly Subtotal:			\$68,640.00



Contingency

Description	Price	Qty	Ext. Price
Budgetary Contingency Marin IT recommends a \$10,000.00 contingency for unplanned hardware / software purchases and any labor costs in excess of the projected 12 hours per week, in addition to a mid-year check in, to collaboratively evaluate progress on customer goals, budget to actual expenditures, effectiveness of our services and general health of the customer's information technology environment.	\$10,000.00	1	\$10,000.00
Subtotal:			\$10,000.00

Quote Summary	Amount
Total Monthly Expenditure	\$5,720.00
Contingency	\$10,000.00
Total:	\$15,720.00

Recurring Expenses Summary	Amount
Managed IT Support Services	\$68,640.00
Annual Recurring Total:	\$68,640.00

Prices: Quoted product pricing is valid for thirty (30) days assuming product availability, and does not include applicable taxes and freight. Buyer agrees to pay reasonable shipping charges and all applicable taxes (excluding income taxes). Services include only those items specified in the quotation. Additional services may be provided at Marin IT's then standard billing rates.

Payment: Payment shall be made within 30 days of the date of invoice. If any invoice is not paid when due, interest will be added to and payable on all overdue amounts at 18 percent per year, or the maximum percentage allowed under applicable laws, whichever is less. Buyer shall pay all costs of collection, including without limitation, reasonable attorney fees.

Warranties: Product warranties, if any, are provided by the manufacturer or publisher of the products. MARIN IT, INC. MAKES NO WARRANTIES, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WHATSOEVER. ALL SERVICES AND DELIVERABLES ARE PROVIDED ON AN "AS IS" BASIS.

Limitation of Liability: CUSTOMER AGREES THAT THE LIABILITY OF MARIN IT FOR DIRECT DAMAGES RELATED TO ANY PRODUCT OR SERVICE ARISING UNDER THESE TERMS AND CONDITIONS, WHETHER IN CONTRACT, TORT, OR OTHERWISE, WILL NOT EXCEED THE NET AMOUNT PAID TO MARIN IT BY CUSTOMER FOR THAT PRODUCT OR SERVICE WHICH IS THE SUBJECT OF THE CLAIM. MARIN IT SHALL IN NO EVENT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY NATURE, EVEN IF MARIN IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NEITHER PARTY MAKES ANY REPRESENTATION OR WARRANTY AS TO ANY THIRD PARTY INFORMATION OR PRODUCTS PROVIDED TO EACH OTHER, ALL OF WHICH ARE PROVIDED, SOLD OR LICENSED "AS IS," AND THE PARTIES AGREE TO LOOK SOLELY TO THE WARRANTIES AND REMEDIES, IF ANY, PROVIDED BY THE THIRD PARTY.

Acceptance

Marin IT

Rhett Redelings

Town of San Anselmo

Jeff Zuba

Signature / Name

06/10/2022

Date

Signature / Name

Initials

Date



Town of San Anselmo - Managed Software and Services

Quote #2022-002572 v1

Prepared For:

Town of San Anselmo

Jeff Zuba
525 San Anselmo Avenue
San Anselmo, CA 94960

Prepared by:

Marin IT

Rhett Redelings

Date Issued:

06.10.2022

Expires:

07.12.2022

P: (415) 258-4600
E: jzuba@townofsananselmo.org

P: (415) 842-3244
E: rhett@marinit.com

Total Monthly Services

Product Details	Months	Recurring Monthly	Ext. Recurring
Monthly Recurring Services			
Automate Remote Management/Monitoring for Windows Workstation and Server/Apple OS with Webroot Business Endpoint Protection	12	\$1,650.00	\$19,800.00
Monthly recurring for up to 60 endpoints - (53 workstations/PC's and 7 Servers) @ \$27.50 each, \$1,650.00 per month, or \$19,800.00 for 12 months. Connectwise Automate includes automatic remediation for up to 100 events per month, standard T&M rates apply for every automatically resolved issue thereafter, billed at our minimum of 15 minutes for each resolved ticket. Includes the following monthly reports: • ScalePad End of Life Hardware Report (requires Connectwise Automate and Auvik monitoring) • Executive Summary • Software Inventory (as installed per workstation/server) • Automate-generated Ticket Summary • Connectwise Manage Service Requests • Antivirus Health • Network Device List • Performance Review • Remote Access Audit • Real-time workstation / server monitoring* <i>*While real-time device monitoring may identify cyber security issues, or assist in forensic analysis in the event of a malware breach, Automate is not a cyber security product and should not be considered a comprehensive cyber security solution.</i> Webroot SecureAnywhere® Business Endpoint Protection protects against threats across numerous vectors, including: • email, • web browsing, • file attachments,			



Total Monthly Services

Product Details	Months	Recurring Monthly	Ext. Recurring
• hyperlinks, • display ads, • social media apps, • connected devices (USB drives) and blended threats with the potential to deliver malicious payloads. SecureAnywhere Business Endpoint Protection is fully cloud-based, there are no definitions or signatures to deploy and manage. Malware detection occurs continuously in real time, so performance issues fade away. Scheduled systems scans are normally around 18 seconds and never impact device performance, even on virtual desktop and server environments, as well as embedded operating systems.			



Total Monthly Services

Product Details	Months	Recurring Monthly	Ext. Recurring
Office 365 Business with Proofpoint Email Security and Protection Managed Office 365 per Agreement Office 365- Business Essentials - 13 licences @ \$8.50 each. • 50GB of mailbox storage per user, 150MB send limit per message • Office applications not included • Includes Microsoft Online Services: Exchange, OneDrive, SharePoint and Teams • Once license covers 5 phones, 5 tablets, and 5 workstations (Windows or Apple OS), per user Office 365 - Business Premium with Spam Filter - 49 licenses @ \$15.50 each. • 50GB of mailbox storage per user, 150MB send limit per message • Includes Microsoft Office applications for desktop: Outlook, Word, Excel, PowerPoint, OneNote, and Publisher (PC only) • Includes Microsoft Online Services: Exchange, OneDrive for Business, SharePoint, Skype, and Teams • Web versions of Word, Excel, PowerPoint and Outlook • Each license covers use on 5 phones, 5 tablets, and 5 workstations (Windows or Apple OS), per user • File storage and sharing with 1TB of OneDrive for Business storage • Unlimited online meetings and video conferencing for up to 250 people with Microsoft Teams Vision Online Plan 2 - 2 licenses @ \$15.00 each. Includes Proofpoint Email Security and Protection	12	\$900.00	\$10,800.00



Total Monthly Services

Product Details	Months	Recurring Monthly	Ext. Recurring
Hosted Backups Hosted Backups for 6 servers with a maximum of 10 terabytes (TB)*. *The Town of San Anselmo is currently using 51.09TB of storage, but only paying for 10TB of storage. Marin IT recommends the Town both budget for a right-sized backup service and explore the possibility of applying a retention policy to reduce the amount of data that requires storage and/or consider migrating from Tyler on-prem to Tyler's cloud ERP service. Should the Town choose to move forward with the current storage requirements, Marin IT recommends budgeting \$400.00 per 10TB of storage, per month. At the current storage levels, Marin IT estimates a \$2,000.00 monthly expenditure. Marin IT will budget for actual usage (+/-).	12	\$2,000.00	\$24,000.00
Monthly Subtotal:			\$4,550.00
Subtotal:			\$54,600.00



Hosted Backups

Administration of storage, VM environment, backups and disaster recovery Includes:

Hosted backups for up to 10 terabytes* including the following servers:

- SA-Server4 - 316GB
- SA-Server5 - 101.77GB
- SA-Server6 - 2.45TB
- SA-Server7 - 26.88GB
- SA-Server8 - 27.62GB
- SA-Finserv2 - 48.18TB

*The Town of San Anselmo is currently using 51.09TB of storage, but only paying for 10TB of storage, which violates the licensing agreement with the backup vendor. Marin IT recommends the Town both budget for a right-sized backup service and explore the possibility of applying a retention policy to reduce the amount of data that requires storage.

Should the Town choose to move forward with the current storage requirements, Marin IT recommends budgeting \$400.00 per 10TB of storage, per month. At the current storage levels, Marin IT estimates a \$2,000.00 monthly expenditure. Marin IT will budget for actual usage (+/-).

Quote Summary		Amount
Total Annual Expenditure		\$54,600.00
Total:		\$54,600.00

Monthly Expenses Summary		Amount
Total Monthly Services		\$4,550.00
Monthly Total:		\$4,550.00

Prices: Quoted product pricing is valid for thirty (30) days assuming product availability, and does not include applicable taxes and freight. Buyer agrees to pay reasonable shipping charges and all applicable taxes (excluding income taxes). Services include only those items specified in the quotation. Additional services may be provided at Marin IT's then standard billing rates.

Payment: Payment shall be made within 30 days of the date of invoice. If any invoice is not paid when due, interest will be added to and payable on all overdue amounts at 18 percent per year, or the maximum percentage allowed under applicable laws, whichever is less. Buyer shall pay all costs of collection, including without limitation, reasonable attorney fees.

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Acceptance

Marin IT

Rhett Redelings

Town of San Anselmo

Jeff Zuba

Signature / Name

06/10/2022

Date

Signature / Name

Initials

Date

**IT Management Support**

Quote #2022-002408 v1

Prepared For:**Town of San Anselmo**

Carla Kacmar
525 San Anselmo Avenue
San Anselmo, CA 94960

Prepared by:**Marin IT**

David Cooper

Date Issued:**05.13.2022****Expires:****06.10.2022****P:** (415) 258-4600**E:** ckacmar@townofsananselmo.org**P:** 415-842-3250**E:** coop@marinit.com**IT Management Support****IT Management Support Including:****IT Management Support**

- Meet weekly with IT leadership to discuss priorities, take direction, propose solutions, and address emerging IT threats, challenges, and opportunities.
- Provide recommendations with clearly articulated advantages, disadvantages and potential repercussions.
- Meet Monthly with Town leadership to identify and prioritize key issues, share progress on special projects and get feedback about any issues.
- Review and recommend equipment specifications for new devices.
- Make recommendations for any changes service enhancements and future forecasting
- Alert Town staff to any cost overruns or budgetary concerns with regard to hardware, software or services provided by Marin IT or if identified from a third-party in the normal course of business.
- Provide real-time workstation, server, and network hardware inventory*
- Create annual network topology diagram (to comply industry specific requirements such as PCI, SOX and NIST cyber-security framework)*
- Maintain Software, SaaS (cloud) contracts, and warranty license status
- Provide IT staff with communications to send to employees
 - Cyber-security alerts and tips
 - Quarterly performance metrics and key accomplishments

Provide Service Delivery Oversight, including:

- Single point of contact for customer inquiries and concerns.
- Support ticket escalation
- Prioritization of service requests
- Provide and discuss monthly system performance review (Executive Summary, ticket summary and statistics, system health, remote access log, hardware and software end of life reports, customer satisfaction)
- Connectivity and bandwidth usage and performance statistics*
- Incident Response Coordination

Assist in the management of third-party vendors, including:

- Microsoft 365
- MIDAS
- AT&T (Service and Connectivity)
- Granicus
- Dell
- Cisco Systems



IT Management Support

- Packet Fusion
- Central Square
- TPx
- Tyler

Manage special projects as prioritized with IT leadership

- Asset Spreadsheet & Capital Improvement Plan (CIP) for technology assets
- Network Infrastructure End of Life Review
- Town Hall Wiring project which will include replacing and relocating Master Switch, Granicus Server relocation, PD Switch relocation, and adding a wireless AP in conference room.
- New Phone System which will include disaster recovery and cell phones.
- Cyber-security handbook with Marin Security and Policy Group
- Cyber-security awareness training program
- Cyber-security vulnerability remediation – Multi Factor Authentication, implement processes and tools to manage the reporting, analysis, and remediation of potential phishing e-mails, implement a password policy, implement geo-blocking for internet traffic.
- Creating a technology program for submitting tickets and procurement
- Laptop Upgrade project
- Electronic Document Management System and Transparency Portal
- CISA Risk and Vulnerability Audit assessment
- Domain .gov change
- Other special projects as time allows

Technology Strategy / Cyber-security Advisement

Manage cyber security awareness campaign (KnowB4, etc)

Assist in the development and documentation of IT governance and cyber security policies and processes

Business Continuity and Disaster Recovery Planning

Develop and maintain an IT runbook with the user account information, system architecture and routine procedures required to understand the Town of San Anselmo's IT infrastructure and provide business continuity in the event of a personnel or support change.

Assist with planning operations in the event of system failure

Documentation of network topology:

Wide area network (WAN)

Local area network (LAN)

Internet data flow / connectivity – MIDAS

**Requires the continued purchase of our Infrastructure and Endpoint Monitoring packages.*

Manufacturers support agreements

Contractor shall track maintenance agreements for agreed upon hardware components

Contractor will provide renewal quotations for any service agreement expiring within 30 days on a monthly basis.

Contractor will inform Town staff as well as open and manage any required tickets with manufacturer and coordinate the delivery and installation of any required hardware replacements.

Customer is responsible for costs associated with keeping manufacturer's maintenance agreements current / in force.



IT Management Support

Problem Reporting / Resolution Procedures

Marin IT will provide ticketing system to track help requests and a 24 hour contact number to support after hour requests / emergencies.

Contractor Responsibilities

Contractor's technicians are expected to work with the Town of San Anselmo staff in supporting the Town's technology environment.

Open ticket / service request and provide notification to Town staff upon discovery of any system issues including steps being taken to remedy situation as well as regular status updates during resolution.

In the event that issues arise which are outside of the scope of this proposal, Marin IT will discuss any fee impact with the designated Town representative prior to proceeding with the work.

****Requires the purchase of our Endpoint and Infrastructure Monitoring Packages (Automate and Auvik).***

Marin IT is offering this service at the rate of \$145.00 per hour.

Anticipated Costs - Please see "Total Monthly Services" for anticipated costs

Total Monthly Services

Product Details	Months	Recurring Monthly	Ext. Recurring
Monthly Recurring Services			
IT Management Support <u>IT Management Support</u> Marin IT will provide eight (8) hours per week of IT management support, to assist the Town of San Anselmo with project management and strategic advisement, meeting with stakeholders for the duration of one year to assist in the completion of capital projects as identified by key staff.	12	\$5,026.67	\$60,320.04
Monthly Subtotal:			\$60,320.04
Subtotal:			\$60,320.04

Quote Summary	Amount
Total Annual Services	\$60,320.04
Total:	\$60,320.04

Monthly Expenses Summary	Amount
Total Monthly Services	\$5,026.67
Monthly Total:	\$5,026.67

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Acceptance

Marin IT

David Cooper

Town of San Anselmo

Carla Kacmar

Signature / Name

05/13/2022

Date

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Initials

Date