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Building lasting relationships on trust, integrity, and quality

Custom Proposal Developed for:

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Position: IT

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Date: 9.5.25

THE CITY OF
Greenfield

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Zimbra e-Mail Collaboration License (Professional Edition) & User Support

Zimbra Professional Edition Any Place, Any Machine
The Hosted Zimbra Collaboration Suite provides custom configurations for each individual domain, unlike other hosted email offerings that restrict and dictate features and functions. This is a server and client technology for next-generation enterprise messaging and collaboration. Zimbra has features and functionality like no other delivering innovation for the administrator and the end-user.

Zimbra Software Features:
- **Freedom of Client Choice:**
  - *Any Browser any device*– Advanced web client: Browser based client with search, shared calendar and mail that is integrated with contacts and calendar. Available is 3 modes to match the device and Internet performance: Zimbra Ajax client, HTTP lite, and Tablet modes
  - *Any Client, PC Client agnostic* - Support of Windows, Apple and Linux computers
    - ❖ Zimbra Desktop Client for Windows or MAC; Its free. Matches and syncs with Zimbra web client and give user off-line mode when not connection to the Internet
    - ❖ Microsoft Outlook: (Online, Offline, Cached Mode) Outlook Connector for full sync with Outlook (email, email folder, calendared, shared calendars, contacts, tasks) Outlook for Windows and Outlook for MAC
    - ❖ MAC: Full Sync with MAC Mail, iCal, Contacts, tasks
    - ❖ Eudora, Evolution, Thunderbird/Sunbird, RSS, etc. Protocols: IMAP, POP
  - *Any Mobile device* - Full Mobile sync with ActiveSync (called "Exchange" in phone set up)
    - ❖ iPhone
    - ❖ Adroids
    - ❖ Windows
    - ❖ Blackberry
  - **Other Features:**
    - Self-Organizing Mailboxes
    - Comprehensive Shared Calendaring
    - Extensible model for linking message content to external web services and applications (expressible via hover-over and/or click)
    - Efficient context switching
    - Modern collaboration styles/formats

Zimbra included tools:
- Zimbra PST import Wizard
- Zimbra ZCS Migration Wizard

Zimbra Archive and Discovery

How Zimbra Archiving and Discovery Works
Messages for end-users selected to be archived are automatically copied (forked) to a pre-selected SMTP address using the Zimbra Postfix MTA. The process is transparent to the end-user. During the process the archived message is also expanded to include the relevant envelope headers and other recipient address information and placed in the archive with the message.

A separate archive account is created so if an employee leaves the company, you can keep the archive and delete the main Zimbra account (mailbox).

Retention: You (the customer) sets the retention to meet your companies and compliance needs. For example, in many cases this may be seven years.

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Zimbra Support Roles

SERVICE	MindCentric	Customer
Customer Support Team availability	24 x 7 x 365	
Severity Level 1 (Emergency): Response Time	<15 Minutes	
Severity Level 2 (Priority): Response Time	<4 Hours	
Severity Level 3 (Non-Critical): Response Time	<12 Hours	
Network Uptime SLA	99.999%/100% w/ DR	
Dedicated Customer Service Manager	8 – 5 PT	
Automatic Senior Management Escalation	yes	
System Monitoring	every 5 Min.	
System Administration (root access)	MindCentric only	
OS management, patching, and upgrades	yes	
Advanced Technical Support	yes	
Troubleshooting	yes	
Hardware Break-fix	yes	
Hardware replacement SLA	yes	
Security monitoring	yes	
Firewall administration	yes	
Anti-virus administration	yes	
Anti-spam administration	yes	
Zimbra ZCS Network Edition application support	yes	
Zimbra application monitoring	yes	
Zimbra application upgrades	yes	
Zimbra application management	yes	
Clamav anti virus	yes	
Spamassassin anti spam	yes	
Database Trouble Shooting	yes	
Database Administration	yes	
Data Recovery Protection with Backup Service	yes	
Back up data administration	yes	
Data restore from backup	yes	
Full domain or individual mailbox restores	yes – free	
Custom/manual restores	billable	
Unlimited Support Tickets	yes	
Professional Services ($65/half hour)	yes	
Zimbra Global Admin access	MindCentric only	
Zimbra admin support (domain level user management)	Assistance	yes
End user/client support	Yes	yes

Access Privileges and Customization

MindCentric will maintain root access to the system and Zimbra master admin to insure quality of service. If the customer wants these levels of access, MindCentric will grant it under the condition that the customer is taking reasonability. If the customer requests MindCentric to fix customer caused issues, the customer will pay for the time. The customer will have full domain administration access for setting up users, distribution list and other domain settings. Any Zimbra or UNIX customization or custom coding is subject to an additional fee for the time and maintenance of the modification at $35 – 65/half hour.

Response Times –SLAs

Severity Level	Response Times (Maximum)	Description
Severity Level 1	< 15 Minutes (24x7)	Urgent requests for service(s) down or affecting the majority of users/services.
Severity Level 2	< 1 Hours (24x7)	Important requests that are or could affect the customers business (majority effecting issue).
Severity Level 3	< 2 Business Hours	Customer escalation effecting key users or services (not down or majority effecting issue)
Severity Level 4	< 4 Business Hours	Day to day questions, report bugs, changes, "how to questions", non-urgent issues

These are guaranteed times to respond. Actual response times are much sooner. Emergency support cases are responded to in less than 5 minutes and almost others are responded to in less than 30 minutes. These are not guaranteed time to resolution, as that can vary depending on the issue or if external software/hardware vendors are involved.

Uptime –SLAs

Level	Up-Times	Description
Data Centers	100%	The data center facilities, power, cooling, etc
Network	99.999%	This is the core network and access to the Internet
Infrastructure	99.999%	Computing and storage infrastructure
Applications	99.999%	Applications and databases
Data & disaster recovery	100%	100% protection and up-time with a multiple data center configuration and full replication

Up times for individual customers may vary (increased or decreased) depending the requirements and configurations.

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Statement of Work:

Mindcentric will Migrate City of Greenfield IN's Zimbra environment to a dedicated compute environment that we will host at Switch Las Vegas. The environment will live in an HA environment that will have local back-ups, a second immutable copy hosted off-site.

Mindcentic proposes that we lift and shift the legacy environment to our infrastructure and continue using legacy/invested software licensing until they expire. Once expired, Mindcentric can provide Cloud Service Provider licensing for the latest version. Mindcentric will upgrade client to the desired version for no additional costs.

Support is defined as Level 2/3 escalation from the client specific to the Zimbra application, including: Configuration, Troubleshooting, Performance, Operating System, and Infrastructure. Specific users from the client's org must be defined beforehand.

Pricing:

12 Month Term				
Line Item	**Quantity**	**Monthly Fee**	**Total Monthly Fees**	**Set-Up Fees**
Cloud Infrastructure (Production): • **6 Core/24GB RAM/3TB** • **1X Ubuntu (OS) Guest Hosts** • **1X Veeam Licenses** • **Zabbix Monitoring** • **24x7x365 NOC**	1	$750.00	$750.00	-
Local Back-Ups /TB	6	$20.00	$120.00	-
Second Site, Immutable Back-Ups /TB	6	$20.00	$120.00	-
Zimbra Support	1	$750.00	$750.00	-
Migration Project				$2,000.00
Total			**$1,740.00**	**$2,000.00**

Additional Cloud Resources are defined as:
- TB = $25/Month
- 4RAM = $20/Month
- CPU = $20/Month

At Any point, client may upgrade the "Zimbra Network Edition Support" to a licensed version called "Managed Zimbra Professional Edition." For example, this would be when we want to move to v10. Client is also welcome to bring their own licenses to the solution. "Managed Zimbra Professional Edition" would cost $3.30/user – a delta of $1.80/license/month to add the license.

Customer must provide upfront deposit of $3,740.00 which covers the first month's services and migration project.

Sophos Email is our preferred SPAM and Security solution – we can add it on for $2/license/month.

Company Name:	

Term	12 Months*
Payment Method	☐ Credit Card (Master Card, Visa, or AMEX) for payments under $2,000, Call in credit card information for security purposes at 800-327-1802 #3
	☐ Invoice/Check for payments from $2,000 - $10,000
	☐ Wire transfer for all payments over $10,000
Billing contact and questions: billing@mindcentric.com or 800-327-1802 #3	

* The term will renew for a 1-year term unless a cancellation notice is given 30 days prior.

Billing Information	
(if different from company information on page 1)	
Billing Contact:	
Billing email address:	
Billing Phone number:	
Billing Address:	
City:	
State:	
Zip Code:	
Billing contact or attn. to:	

Authorization: Customer hereby orders from MindCentric, the Services described above for the term specified in this service order form. This service order form is valid when accepted by an authorized representative of MindCentric. The term of this order begins on the date MindCentric receives the signed "Service Order Form", the set fee and first monthly fee are cleared. The first month billing cycle will NOT start until MindCentric has completely provisioned and tested the service, and notified the customer the service is activated. All monthly fees are billed 30 days in advance with the exception of overages. If there are overages, the overages are billed the following month based on actual usage.

All notices shall be sent to MindCentric at the following:
MindCentric, 2710 Loker Ave. West, Ste. 180, Carlsbad, CA 92010

YES I have read and agree to the following (Master Service Agreement)

Client: **Accepted by MindCentric**

Name: _____   **Name:** _____

Title: _____   **Title:** _____

Date: _____, _____   **Date:** _____, _____

Signature: _____   **Signature:** _____