

RESOLUTION NO. 2022-35  
INTRODUCED BY: Mayor Bodnar

**AN EMERGENCY RESOLUTION  
AUTHORIZING THE MAYOR AND PRESIDENT OF COUNCIL  
TO ENTER INTO AN AGREEMENT WITH  
ALL COVERED, A DIVISION OF KONICA MINOLTA BUSINESS SOLUTIONS  
U.S.A., INC., FOR MANAGED IT SERVICE AND SUPPORT  
AND AUTHORIZING AN EXPENDITURE IN AN  
AMOUNT NOT TO EXCEED \$17,000**

WHEREAS, information technology and digital operations are vital components of Mayfield Village's local government operations; and

WHEREAS, it is necessary to ensure the stability, security and safety of the information technology; and

WHEREAS, Mayfield Village has utilized All Covered, a division of Konica Minolta Business Solutions U.S.A., Inc. ("All Covered") for managed IT service and support for a number of years; and

WHEREAS, All Covered proposes to continue to provide managed IT service and support to the Village through server management services for all servers, remote monitoring and management of all network devices and managed backups with cloud replication for all servers; and

WHEREAS, Mayfield Village desires to enter into a Schedule of Services Agreement with All Covered.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF MAYFIELD VILLAGE THAT:

SECTION 1. The Council of Mayfield Village hereby accepts the proposal of All Covered and approves and authorizes an expenditure in an amount not to exceed \$17,000 to All Covered for managed IT service and support for the period commencing October 1, 2022 and concluding September 30, 2023.

SECTION 2. The Mayor and President of Council authorize and direct the Village's IT Coordinator to approve the Schedule of Services Agreement, commencing October 1, 2022, per the attached proposal, incorporated herein by reference as Exhibit "A."

SECTION 3. The Council finds and determines that all formal actions of the Council relating to the adoption of this Resolution have been taken at open meetings of this Council; and that deliberations of this Council and of its committees, resulting in such formal action, took place in meetings open to the public in compliance with all statutory requirements including the requirements of Section 121.22 of the Ohio Revised Code.

SECTION 4. This Resolution is hereby declared to be an emergency measure immediately necessary to provide managed IT service and support ensuring the safety, security and stability of the Village's IT infrastructure and digital operations. It shall, therefore, take effect immediately upon the passage by the affirmative vote of not less than five (5) members elected to Council and approval by the Mayor or otherwise at the earliest time allowed by law.

  
STEPHEN SCHUTT  
Council President

First Reading: September 19, 2022

Second Reading: Suspended, 2022

Third Reading: ~~Suspended~~, 2022

PASSED: September 19, 2022

  
BRENDA T. BODNAR, Mayor

APPROVED AS TO FORM:

  
DIANE A. CALTA  
Director of Law

ATTEST:   
MARY E. BETSA, MMC  
Clerk of Council



**All Covered**   
IT SERVICES FROM KONICA MINOLTA



## **All Covered Care Managed IT Services & Support Proposal**

**PROPOSAL FOR:**

**City of Mayfield Village** ("You", "Client", "Customer")

**PRESENTED BY:**

Scott Sanville

Customer Success Manager

ssanville@allcovered.com

July 22, 2022

PROPOSAL REF: 11661904

Konica Minolta Business Solutions U.S.A., Inc.

*Proposal and terms subject to credit approval. Pricing valid for 15 days from the date of Proposal.*

*Confidential - not to be distributed to third parties.*



## Executive Summary

In today's digital economy, IT infrastructure and digital operations have become your most valuable business asset. Ensuring your business is secure and your workforce is highly productive requires IT service be always on, always available, from everywhere.

All Covered Care ("ACC") is designed to ensure your technology infrastructure is stable, secure, and tuned to your business needs. All Covered's expansive portfolio of services and solutions delivers the right managed IT service plan to optimize your businesses productivity. Whether your IT infrastructure services is on-premises, hybrid or cloud-based, our approach is holistic.

Collaboration, user and data security, application and systems accessibility, IT governance, workflow automation and optimization, supporting a hybrid workforce and continual service improvement are the foundations to the All Covered Care suite of solutions. For a full list of offerings, visit [www.allcovered.com/it-services](http://www.allcovered.com/it-services).

## Our Understanding

### Your Needs

The City of Mayfield Village is looking to All Covered for supplemental IT support to aide their internal staff. All Covered will provide the following services:

- Server Management Services for all servers
- Remote Monitoring and Management of all network devices
- Managed Backups with cloud replication for all servers



# Our Approach

## All Covered Care Engagement Plan

Experience has shown that systematic and automated management of digital infrastructure substantially reduces the frequency and severity of common problems that jeopardize the stability, security, and performance of an organization's IT ecosystem.

All Covered Care delivers a suite of services for the proactive maintenance, early-detection and prevention of the most common business outages. Additionally, the All Covered Care portfolio has a variety of supplemental and advanced services to enhance your foundational care.

All Covered Care includes but is not limited to:

### Proactive Management and Support

These services are based on a proven methodology that will assist the IT environment to run smoothly and prevent many problems before they affect computer or network performance.

### Monitoring and Remediation

Support initiated by a customer, or All Covered, for services that are included in your Schedule of Services, provides incident response to active issues. The managed environment is monitored 24 hours a day.

### End-user Support

All Covered's Helpdesk services address day-to-day end-user challenges and requests, primarily through remote engagement tools and resources.

## Transition Process

The transition to All Covered Care services will be coordinated during an introductory kick-off meeting. This will officially begin the start-up phase and a detailed plan will be provided based on the services included in your agreement.

## Ongoing Support

The All Covered Customer Success Team will manage your account and associated services; this team will be introduced during the transition process and ensure from the beginning of the partnership and throughout that there is clear communication and exceptional delivery of your services.

## Service Definitions

All Covered implements ACC services according to our Statement of Service citations. Detailed descriptions of each service can be found in the link below:



### ACC Statement of Services

[https://services.allcovered.com/ACC\\_SoS](https://services.allcovered.com/ACC_SoS)

The definitions and details contained within these Statement of Services represent a portion of All Covered's Service Catalog. The information contained in each Statement of Service is comprehensive and contains details about all Service Elements within our Managed IT Services. Not all Service Element information in each Statement of Service applies to every client environment. Statement of Services may change over time, as processes and technologies evolve, and the links to each will be updated as that occurs. Clients will be notified if a change is planned to a Service Element that is part of their contracted services.



### Customer & System Requirements

[https://services.allcovered.com/ACC\\_Requirements](https://services.allcovered.com/ACC_Requirements)

## Services Not Included

Services not defined in this agreement are Out of Scope, such as, but not limited to the following. These services may be available as separately billed projects or via remote billable services:

- New computer or peripheral setup or installation
- Hardware and software installation or upgrades, not performed as part of troubleshooting
- Replacement or remediation of network cabling or onsite environmental issues
- Account administration beyond Active Directory (AD), Microsoft 365 (M365)
- Vendor management beyond hardware RMA activity for managed devices
- Programming and Line of Business application support
- Home or private network troubleshooting
- Audio\visual device support
- Custom reporting

All Covered does not provide hardware repair and recommends customer leverage vendor warranty and repair services.