



The Town of Fenwick Island

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Wagamon Technology Managed IT Services Agreement Renewal Update

Wagamon Technology, the Town's managed IT services provider, has notified staff that the TOF-Management Agreement has been extended for an additional one-year term with no change in pricing. According to Wagamon Technology, the cost of this agreement has remained unchanged for the past two years. While a future rate adjustment may be anticipated next year, no pricing information is available at this time.

The TOF-Management Agreement provides the Town's core managed information technology services and has a current monthly cost of \$1,423.65. Services provided under this agreement include:

- Microsoft 365 licensing and administration
- Email security and spam filtering
- Dark Web monitoring
- Server backup and recovery services
- Remote technical support 24/7 Help Desk
- User and device management

These services support the Town's day-to-day technology operations, software licensing, cybersecurity, data protection, system administration, and technical support needs.

In addition to the TOF-Management Agreement, the Town maintains a separate cybersecurity services agreement known as TOF-CyberGrantPerimeter. This agreement provides vulnerability scanning and managed workstation perimeter security services at a monthly cost of \$238.32. These cybersecurity services are funded through the Town's Cyber Grant program and help identify, monitor, and mitigate potential cybersecurity risks.

The combined monthly cost of the Town's managed IT and cybersecurity services is \$1,661.97.

Staff has been pleased with the services provided by Wagamon Technology and has found the company to be responsive, professional, and reliable in supporting the Town's technology and cybersecurity needs. Wagamon Technology has been a valuable partner in maintaining the Town's IT infrastructure and assisting staff with technical issues and system administration.