



City Council Agenda Item Report

FROM: Ryan Cummins, City Manager

MEETING DATE: August 24, 2026

SUBJECT: Shoreline Technology Solutions Managed Service Provider Agreement

DESCRIPTION:

The City of Saugatuck was one of Shoreline Technology Solutions (STS) first clients when it began in 1999. The current managed service provider agreement expires at the end of August. STS has proposed the attached updated agreement. Highlights include:

- Two-year agreement.
- Year 1 increase of \$5 per user per month for the essential user support plan. Year 2 will see another \$5 per user per month increase.
- An increase of \$10 per user per month for the advanced security plan.
- Increase of \$25 per month for managed firewall and wireless.
- All other costs remain the same.

Based on the current number of users, the net result over current billing is a 4% increase (\$955.20) in year 1, and 2.6% increase (\$660) in year 2.

BUDGET ACTION REQUIRED:

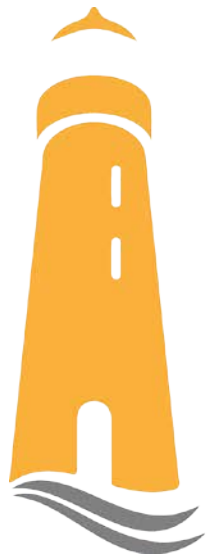
None at this time. Sufficient contractual services are currently appropriated.

LEGAL REVIEW:

N/A at this time.

SAMPLE MOTION:

Motion to approve the managed service provider agreement with Shoreline Technology Solutions.



Shoreline
Technology Solutions (STS)

**MANAGED SERVICE PROVIDER
AGREEMENT**

**City of Saugatuck
102 Butler Street
Saugatuck, MI 49453**

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Introduction

Shoreline Technology Solutions is a privately held information technology solutions company based in Western Michigan. Since 1999, our staff has provided small and medium size businesses with reliable, professional-class network environments. We are a friendly, accessible network of technology engineers focused on adding value to your business. Our organization consists of a network of certified technicians and partner professionals ready to serve you immediately.

Statement of confidentiality

This document is of a proprietary and confidential nature and all data submitted is provided in reliance upon the recipient's covenant to keep such information confidential and for the exclusive use of its employees, who receive or have access to the proposal, of the confidential nature of this item and to instruct each employee that he/she will not disclose any information concerning this document to others except to the extent that such matter are generally known to, and are available for use by, the public. The recipient of this document agrees that I will not duplicate or permit other to duplicate any material contained hereunder except for its own internal use.

License Agreement

All software provided under this agreement is licensed to, and property of Shoreline Technology Solutions. Upon termination of this agreement, all software licenses will be terminated. Administration of this software, and its respective data will be managed solely by Shoreline Technology Solutions.

Terms and Conditions

1. Each party to this Agreement acknowledges to the other that each will have contact with employees, consultants, independent contractors or employees of independent contractors (herein collectively, "Employees") of the other in connection with ongoing performance pursuant to this Agreement, that such party's Employees will be rendering valuable services, the interruption or termination of which may cause serious disruption and damage to such party. Therefore, each party agrees that it will not solicit, hire, or retain, in any capacity whatsoever, either directly or indirectly, whether as employee, agent, independent contractor employee of independent contractor, an Employee of the other party who performed any service under this Agreement in any capacity whatsoever. The provision of this article shall remain in effect for the term of this Agreement and for a period of two years after the termination of this agreement.
2. The work described will be performed in accordance with applicable Shoreline Technology Solutions specifications, assumptions and terms contained herein. If any of the customers' provided assumptions or applicable specification changes, prices for a specific task may be increased or decreased accordingly and deliverables may be delayed. All additional work required due to changes in assumptions, specifications, or conditions of the site, will only be performed pursuant to a valid change order.
3. It is assumed that the customer will provide ready access to all working areas of the project. Any delays experienced, which prevent the contractor from performing the duties of this contract, will be billed on a T&M basis separate from this proposal.
4. It is understood that Shoreline Technology Solutions will not be held responsible for any loss, damage or delays occasioned by fire, strikes or material stolen after delivery upon premises, lockouts, acts of God or the public enemy, accidents, boycotts, disturbed labor conditions, delayed delivery of materials from seller's suppliers, force majored, inclement weather, floods, freight embargoes, causes incident to national emergencies, war or other causes beyond the reasonable control of the seller, whether of like or different character, or other causes beyond his control.
5. Prices quoted in this contract are based upon the proposal and will be accepted within thirty (30) days and are exclusive of applicable sales tax and shipping costs unless otherwise specified.
6. Customer will provide necessary space, proper lighting, electrical circuits, or any other environmental requirements needed for Shoreline Technology Solutions to perform work at the customer's location.
7. Prices contained herein are based on Shoreline Technology Solutions performing work between 8:00 AM and 5:00 PM, whenever and wherever possible, Monday through Friday, and January through December. Shoreline Technology Solutions holidays excluded. Also excluded are required network interruptions, cutover periods where specified or when agreed upon.
8. Installation of new hardware during this agreement shall incur labor charges that are not covered by the agreement; some or all of which may be waived at the discretion of Shoreline Technology Solutions.
9. Payment terms of this agreement are Net 30 days.
10. All work will be performed in accordance with the Shoreline Technology Solutions standard practices and any state/local codes in effect at the time of contract signing.
11. Damage to work performed caused by other trades will be repaired or replaced at the client's option, and billed on a T&M order separate from this proposal.
12. Accounts that are past due are subject to service interruption. Shoreline Technology Solutions is not liable for any loss, financial or otherwise, as a result of service interruption due to non-payment.
13. Early termination fees will be one half of the remaining term of contract, in addition to any mailbox fees if Shoreline owns administrative rights to mailbox data.

BASIC NEEDS	SECURITY MINDED	COMPLIANCE DRIVEN
SUPPORT	WHITELISTING	COMPLIANCE
MAINTENANCE	M365 HARDENING	SIEM
BACKUPS	SEC TRAINING	XDR
ANTIVIRUS	ONGOING THIRD-PARTY SECURITY ASSESSMENT	MICRO SEG

Product	Cost Per User	Quantity	Subtotal
Essential User Support Plan – Year 1	\$60.00	11	\$660.00
Advanced Security Plan	\$45.00	11	\$495.00
Managed WatchGuard Wireless Grid	\$200.00	1	\$200.00
Managed Server with AV and Remote Monitoring	\$190.00	1	\$190.00
Datto Alto 3 Cloud Backup	\$160.00	1	\$160.00
Microsoft 365 Business Standard	\$16.80	12	\$201.60
Exchange Only Plan 2	\$9.60	9	\$86.40
Exchange Only Plan 1	\$4.80	1	\$4.80
Exchange Online Archiving	3.60	10	\$36.00
Datto SAAS Cloud Retention email backup	\$4.00	12	\$48.00
Essential User Support Plan – Year 2	\$65.00/user		
Total Monthly Invoice:			\$2081.80

*Support will be scheduled at the first available appointment, the following business day. Minor issues that can be resolved remotely, may be addressed earlier.

*Premium end user support calls will be given a priority over others, normally within 4 hours.

End user support, and premium end user support is limited to maintenance requests. We will maintain the workstation operating system, and any software provided in the MSP plan. Issues caused by third party software, will be billed at normal billable rates.

Cybersecurity breach remediation is not included within this agreement and will be billed at priority rates.

***A two-year commitment is required. Invoices will be sent electronically, on the first Monday of each month.

Plans can be upgraded at any time; downgrade requests will be processed 12 months after the plan was started.

Approval of Proposal

***I, the undersigned, as an authorized representative of City of Saugatuck, have read and accepted the terms and conditions of this proposal and request that Shoreline Technology Solutions provide the above products and services.

Authorized Signature: _____

Title: _____

Date: _____



City Council Agenda Item Report

FROM: MEETING Jamie Wolters
DATE: August 24, 2026
SUBJECT: Annual Special Event-14th Annual Spear St & Friends Block Party

DESCRIPTION:

The Spear Street Block Party Committee has submitted a special event application for the 14th Annual Spear St & Friends Block Party. Fire, Police and DPW have approved safety measures.

BREAKDOWN OF EVENT:

Date: August 29, 2026
Time: 5pm-11pm
Estimated number of attendees: 40-50
Volunteers: 4

BUDGET ACTION REQUIRED:

N/A

LEGAL REVIEW:

N/A

SAMPLE MOTION:

Motion to approve/deny 14th Annual Spear St & Friends Block Party to take place on August 29, 2026.