



SYAND

technology assurance

Nova Classical Academy - 36-Month Commitment - SYAND MAX Plan - April '26

Quote # G11792

Expiration Date: Monday, April 20, 2026

Prepared for:

Nova Classical Academy

Michelle Ingram

mingram@novaclassical.org



Monday, April 6, 2026

Nova Classical Academy

Michelle Ingram

1455 Victoria Way

St Paul, Minnesota 55102, United States

Service Ticket: T20260406.0086

Dear Michelle Ingram,

Attached is a quote for the following:


- Managed Services

Thank you,

Sales Team

SYAND

Nova Classical Academy - 36-Month Commitment - SYAND MAX Plan - April '26

Quote Information:	Prepared for:	Prepared by:	
Quote#: G11792 Delivery Date: Monday, April 6, 2026 Expiration Date: Monday, April 20, 2026	Nova Classical Academy 1455 Victoria Way Michelle Ingram mingram@novaclassical.org		SYAND Sales Team (612) 728-9100 sales@syand.com

Commitment Period


Commitment Start Date: 07/01/2026


Commitment End Date: 06/30/2029

Service Start Date: 06/01/2026

Onboarding Start Date: 05/01/2026

Users: 110

Managed Services					\$7,500.00
Product			Quantity	Price	Amount
 Managed Services: SYAND Max Plan Site-License Plan		Monthly	1	\$7,500.00	\$7,500.00

Additional Agreements (variable expense dependent on need/usage):					\$0.00
Product			Quantity	Price	Amount
 Backup Services: SYAND - Monthly Backup Services to Secure Data Facility Tiered License		Monthly	1	\$0.00	\$0.00
Current GB: TBD					
GB Tier - Pricing					
>0.00 - 50.00 - \$7.00					
>50.00 - 100.00 - \$13.00					
>100.00 - 250.00 - \$30.00					
>250.00 - 500.00 - \$52.50					
>500.00 - 1,000.00 - \$85.00					
>1,000.00 - 2,000.00 - \$170.00					
>2,000.00 - 3,000.00 - \$240.00					
>3,000.00 - 4,000.00 - \$300.00					
>4,000.00 - 5,000.00 - \$365.00					
>5,000.00 - 7,500.00 - \$500.00					
>7,500.00 - 10,000.00 - \$600.00					
>10,000.00 - 15,000.00 - \$800.00					

General Information:

Hours Included: All services of servers, workstations, and network hardware within standard office hours (7 a.m.-5 p.m. CST), Monday-Friday.

Billing Minimums: Onsite and/or Remote Service: Billed in 15-minute increments for normal hours, after-hours, weekend, and holiday service.

Types of Invoicing:

1. Monthly contractual invoices commence on day 1 of every month for advance usage.
2. Incremental out-of-scope agreement labor/equipment is invoiced in a bi-weekly cadence.
3. Equipment & project labor will be billed upfront upon Client quote approval with 15-day terms.

SYAND CORPORATION accepts physical check, ACH, and Credit Cards. A service charge of 1.5% per month, 18% per annum will be assessed on past due amounts.

Specialty Services Available:

SYAND CORPORATION delivers World-Class Success by focusing on our client's ever-changing business needs to manage outcomes that enable technology as a strategic advantage. There are four pieces to the practice:

- Standards
- Alignment
- Impact
- Strategy

This practice is provided through six service-delivery areas:

- **Virtual Chief Information Officer (vCIO):** The vCIO meets with decision makers regularly to discuss the business impact of alignment to established standards and formulate strategies to generate results.
 - Relationship Management
 - Client Education
 - Standards Alignment
 - Life Cycle Budgeting
 - New Technology Planning
 - Technology Business Reviews
 - Strategy and Budgeting
- **Technical Alignment Manager (TAM):** The TAM is a dedicated resource that creates a one-on-one technical relationship with our clients by providing proactive alignment reviews based on established standards.
- **Design Desk:** Design Desk generates proposals tailored to the specific needs of the client to provide the desired outcome.
- **Professional Services:** Our Professional Services Team provides implementation, integration, and project management services to our clients to deliver alignment.
- **Centralized Services:** Centralized Services enable the multitude of tools we employ to work together seamlessly, driving automation and efficiency.
- **Help Desk:** The Help Desk Team provides reactive support to our clients in real time.

Max Plan Includes:

- Remote Monitoring & Management Solution:
 - RMM
 - JAMF
 - Patching
 - Antivirus/Endpoint Detect and Respond (EDR) for Device and Email
 - Security Incident Event Management (SIEM)
 - Antimalware
- Antispam
- DNS Redirecting Services (Network-Level)
- Impersonation Protection
- Cloud-to-Cloud Backup Licensing (storage not included):
 - Microsoft 365:
 - Email
 - OneDrive
 - Teams
 - SharePoint
 - Google:
 - Email
 - Drive
- Dark Web Monitoring
- Security Awareness Training

- Windows Desktop Backup
 - Install and agent licensing included. Backup storage billed based on usage.
- Privileged Access Management
- Email Encryption
- Physical Server/Virtual Server Backup/NAS Licensing (storage not included)
- Periodic Baseline Cyber Insurance Assessment
- Periodic Cloud Services Assessment
- Periodic External Penetration Testing
- Access to Documentation Software
- Unlimited PC Installs from Professional Services and Help Desk Teams.
- 5-Year Internal Warranty coverage and extension for end-user devices procured through Syand (ie: Laptops, Desktops, Chromebooks, etc).

Contract Renewal:

"Contract Renewal" refers to the annual review and adjustment of specific contract terms, including pricing, which occur within the broader Commitment Period. These adjustments are made on an annual basis and reflect changes such as CPI increases, modifications in the number of Users, Devices, or Seats, and other factors as outlined in the contract. Contract renewals are conducted each year, but they do not alter the fixed duration of the Commitment Period.

- **CPI Adjustments:** ~~The Consumer Price Index (CPI) increase shall be fixed at four percent (4%) for the duration of the Commitment Period. The CPI adjustment will be calculated annually. (Per Michael Fafinski)~~
- **Base/Compliance Plan Products Included:** New products added to the product stack during the Commitment Period shall incur no additional charges for the duration of the Commitment Period.

Billing Methods:

- **Fixed Recurring:** Locked pricing billed at the beginning of each month, similar to a subscription model. The monthly amount remains consistent and does not change until your annual review. This provides stability and predictable billing. Any change outside of the annual review requires client explicit approval and occurs only through an approved quote for additional or modified services. These include the following:
 - **Site-Licensed Plans:** Pricing will be adjusted annually at the time of contract renewal. Adjustments will be based on changes in the number of "Seat(s)" compared to the contract start date.
 - **Tiered Product Plans:** Pricing will be adjusted annually at the time of contract renewal. Supported software, renewals, and hardware for existing products in contract is subject to pricing changes.
- **Dynamic Recurring:**
 - **Usage-Based Plans:** Pricing models based on per 'User', 'Device', or 'Seat', adjustments will be made to reflect actual consumption levels. Such adjustments may result in an increase or decrease in charges. Notification of changes will not be provided when the number of 'User(s)', 'Device(s)', or 'Seat(s)' deviates from the contracted amount.
- **Hourly/Fixed-Bid Projects:** SYAND CORPORATION reserves the right to increase hourly rates and project-based fees.

Commitment Periods:

The "Commitment Period" refers to the full duration of the contractual agreement between SYAND CORPORATION and the Customer, starting on Commitment Start Date and concluding on Commitment End Date noted in this contract. This period defines the overall life of the contract.

- **Early Termination:** In the event the contractual relationship between SYAND CORPORATION and the Customer is terminated by the Customer prior to the Commitment End Date, sixty percent (60%) of the remaining financial obligation for the commitment period shall become immediately due and payable as a lump sum, unless otherwise stipulated within this contract.
 - Exclusions: Termination of tertiary committed services are governed by its separate negotiated eligibility date and terms.

Value Added Reseller (VAR) Plans:


- If SYAND CORPORATION is subject to rate increases by VAR vendors, whether local, national, or global (e.g., Microsoft/Adobe subscriptions), corresponding adjustments to pricing will be made as necessary.
- Should the VAR modify its billing methodology, SYAND CORPORATION will pass any resulting cost changes to the customer, subject to the requirements of this contract.
- VAR commitment subscription periods and termination of services are governed by VAR agreements and vendor-negotiated dates.

Out-of-Scope of this Agreement:

- Hours Excluded: On-call after-hours for weekdays, weekends, and holiday service are available at an additional cost during the following hours:
 - Monday-Friday (5 p.m. to 8 p.m. CST) (1.5x published rate)
 - Saturday-Sunday (8 a.m. to 5 p.m. CST) (1.5x published rate)
 - Holidays (8 a.m. to 5 p.m. CST) (2.0x published rate)
- Add/Move/Changes:
 - Help Desk support that requires professional services such as project labor for Client-environmental changes (ie: switch installation, server replacements, domain migrations, security setup, printer additions, etc). Decommissions to Client environments under 4 hours of estimated time is included.

- Upgrades vs Updates:
 - Upgrades to existing hardware/software are excluded from this contract.
 - Updates are included assuming contract coverage of hardware or manufacturer subscription on software.
- IT-related projects that Client pursues internally outside of SYAND CORPORATION that results in an Add/Move/Change.
- Dedicated onsite resources that would otherwise act as Client resource (part-time/full-time equivalent employee).
 - Onsite work is an available option, but only in the capacity of remediating scheduled issues. Requesting recurring onsite (ie: once a week, for 4 hours every Monday) visits to have SYAND CORPORATION resources working on non-scheduled issues, are excluded from this Addendum.

By signing this quote, you acknowledge that you have read and understand the terms and conditions above and agree to such terms and conditions.

One Off	\$0.00
Monthly 	\$7,500.00
Shipping	\$0.00
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Tax	\$0.00
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Total	\$7,500.00