



SOLUTION PROPOSAL

SMART Endpoint Protection - 1 year, Billed Annually

Quote #: 159521

Version: 2

Delivery Date: 05/08/2026

Expiration Date: 05/21/2026

Prepared for:

Yellowstone County

Attn: Larry Ziler

217 N. 27th Street

Billings, MT 59101

Prepared by:

High Point Networks, LLC

Mike Felten

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mike.felten@highpointnetworks.com

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SMART Endpoint Protection - Billed Annually

Qty	Item	Description	Annual	Ext. Annual
677	HPN-SMEP-PLUS-BA	SMART Endpoint Protection Plus (SentinelOne Complete & Vigilance) 24/7 SentinelOne SOC Management included - Billed Annually	\$106.68	\$72,222.36

Annual Subtotal: \$72,222.36
Annual Recurring Summary

Description	Amount
SMART Endpoint Protection - Billed Annually	\$72,222.36

Annual Total: \$72,222.36

Acceptance of the quote online is considered acceptance of an offer and, together with the terms of the Master Services Agreement provided below, and any applicable Statement of Work, which are hereby incorporated by reference, forms a legally binding contract. The customer is solely responsible for verifying the accuracy of all quotes and designs.

Return Policy: Product must be returned within 30 days of shipment date and will be subject to a restocking and freight fee. Product cannot be returned if opened (needs to be sealed in original packaging), written on and/or damaged; NO exceptions. HPN reserves the right to no return/refund.

All quotes are subject to shipping costs that may not be listed on the quote. Prices are subject to change without notice, but you will be notified as quickly as possible. Orders will be invoiced when shipped. Orders may be partially invoiced as items ship and thus there may be multiple invoices per order. Projects will be invoiced in the same method. Professional services may be progress billed over the term of the project. All licensing and subscription orders will be invoiced immediately upon customer approval. Payment for all orders are due in 30 days from invoice date. Finance charges will be charged at the rate of 1.5% per month if not paid by the due date. If payment is not received within 60 days of the invoice date, we reserve the right to suspend or terminate your service without further notice. Credit card usage as a form of payment may be accepted on a pre-approval basis and may be subject to a convenience fee. Please consult your Account Representative prior to placing an order for timely, updated pricing. This offer to sell the listed products is subject to product availability and prices are subject to change without notice due to manufacturer price changes or any error or omission.

 Signature

 Date

Statement of Work

SMART Endpoint Protection™

This Statement of Work (SOW) is issued pursuant to the Master Agreement between Yellowstone County and High Point Networks, LLC (HPN). The SOW between HPN and Yellowstone County that incorporates these terms and conditions. The SOW is effective as of the start date that is defined in the terms and conditions of this agreement. This Agreement consists of the terms and conditions set forth below, any attachments or exhibits identified herein and any quotes, order forms or other ordering documents that reference this Agreement.

Summary:

Summary: Next generation endpoint protection to prevent, detect, and reverse known and unknown threats within your organization.

Solution Comparison/Included Items:

Feature & Capabilities	SMART Endpoint Protection	SMART Endpoint Protection Pro	SMART Endpoint Protection +
Endpoint Detection & Response (EDR)	✓	✓	✓
Behavioral AI Prevention	✓	✓	✓
Threat Intelligence & Threat Indicators	✓	✓	✓
Endpoint Firewall Control (Network Control)*	✓	✓	✓
Rogues Device Discovery**	✓	✓	✓
Application Inventory & Risk Analysis	✓	✓	✓
Proactive Notification of Identified Threats	✓	✓	✓
Staffed Endpoint Detection & Response	7a-6p cst M/F	7a-6p cst M/F	24/7/365
Automated Response & Resolution	✓	✓	✓
Deep Visibility to Query Event Data		✓	✓
24/7/365 SOC Monitoring			✓
Monthly Vigilance Report			✓

*Setup not included

**Rogues Device Discovery is opt-out and may trigger IDS alerts as network scans can be performed from any protected endpoint

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- Unlimited access to HPN support desk for covered services.
- Configuration and management of the EDR solution.
- Cataloguing all applications on protected device and CVE risks associated with those applications.
- Monitoring, alerting and remediation of security events. (SMART Endpoint Protection staff 7am - 6pm CST, M-F; SMART Endpoint Protection+ SOC staffed 24/7/365)
- Quarterly Sentinel (agent) update deployment.
- Review of unprotected devices in the network during cadence calls.
- Cooperation with IR teams for log export and collection.
 - SMART Endpoint: Threat data export
 - SMART Endpoint Advanced and +: Singularity Datalake export
- Optional delivery of executive summary reports.
- SentinelOne Marketplace. ([Catalog - Singularity Marketplace 2.0 \(sentinelone.net\)](#))
 - Configuration of Marketplace Integrations if included in another HPN SMART Service.
- Provisioning of tenant and creation Sentinel Installer and Site Token.
- Whitelisting of critical applications identified by customer during onboarding.
- Reporting of Sentinels in an errored state or offline for 30 days or longer.
- Creating necessary exceptions and exclusions for applications and directories.

Client Responsibilities:

- Specify a primary point of contact (POC) for alerting and reporting.
 - Create distribution group or shared mailbox for alert delivery.
- Proper resource allocation to endpoints.
- Immediately notify HPN of any support request and provide HPN with reasonable detail of the nature and circumstances of reported incidents.
- Sentinel deployment and decommission/pruning of workstations and servers. (HPN time and material assistance is available upon request)
- Protected systems must maintain a supported operating system [Singularity Operating System Coverage - SentinelOne](#).
- Notify HPN of critical line of business applications.
- Provide HPN with all information reasonably requested by HPN from time to time relating to customer's use of the SMART Endpoint solution including information on customer's hardware, network, systems, and any related third-party products.
- Configure Marketplace Additions. (if not associated with another HPN SMART Service)
- Maintain protected endpoint access to SentinelOne cloud console.
- Reinstalling or responding to Sentinels in an errored state.
- Initiate Change Control requests (via ticket) for applications and directory exceptions.
- Monitoring and ensuring Protected mode is enforced post onboarding for all protected endpoints.

Exclusions:

- Maintenance of endpoint operating systems and/or software.
- Software deployment.
- Remediation of conflicts with existing/alternative security solutions.
- Custom Report Building.
- Incident Response and Environment Restoration.
- Onsite maintenance or travel.
- Local User and Account management.

Terms and Conditions:

- 36-month agreement begins on the first of the month following onboarding kick-off, or no later than two (2) months from signing of quote.
- Customer to specify single point of contact for support requests.

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- This statement of work does not replace the High Point Networks Master Services Agreement.
- Intent to cancel requires written 30-day notice, early termination fees may apply.
- Quantity (count/unit) use exceeding original quotation subject to periodic true up at current rates.
- Accounts with three (3) months of non-payment will result in offboarding of services and early cancellation fees.
- Early cancellation fee is 80% of remaining contract.
- Any issues created or caused by client changes to items covered in this contract are billable.
- If defined SLA's are not met and average less than 90% for any three (3) consecutive months, customer can discuss early termination of agreement with a 90-day written notice to High Point Networks, early termination fees or vendor term commitments may apply.
- Support requests to be submitted via HPN web portal, submitting a ticket by email or phone to the helpdesk as outlined in the SLAs below.
- If it becomes necessary to alter the scope of work for onboarding services, High Point Networks will initiate contact with the company's point of contact to work out the details associated with impacts to schedules, deliverables, and/or financial commitments. No changes to the scope of work will occur without prior written authorization.
- Equipment rented or provided by High Point Networks is required to be returned at the conclusion or cancellation of contract.
- High Point Networks is not responsible or liable for any delay or failure of performance caused in whole or in part by any delay or failure to perform any of customer's requirements.
- It is critical that you employ multiple layers of security coupled with security training. Because no single solution can address all security concerns, High Point Networks makes no guarantees written or implied this solution by itself will protect your organization from a security incident.
- If payment is not received within 45 days of the invoice date, we reserve the right to suspend or terminate your service without further notice.
- High Point Networks reserves the right to modify upstream vendors within the scope of our contract, ensuring optimal service delivery and flexibility to adapt to industry changes.
- Customer agrees to the terms and conditions for the following third-party products: SentinelOne and Singularity Platform. (available upon request)

Service Level Agreement Response Times and Scale (SLA)**Service Priorities:**

- PRIORITY 1 - Emergency or immediate response.
- PRIORITY 2 - Quick response.
- PRIORITY 3 - Normal response.
- PRIORITY 4 - Next scheduled visit.

Level of Severity:

- LOW - One user or a small group of users is affected.
- MEDIUM - Departments or large group of users are affected.
- HIGH - Entire company is affected.

Business Impact:

- LOW – Business processes can continue.
- MEDIUM – Business is degraded, but there is a reasonable workaround.
- HIGH – Critical, major business processes are stopped.
 - Priority 1 SLA notifications start after monitoring tools identify issue. +1hr outside of business hours.

Service Escalation Path: 1. Help Desk Dispatch 2. Technical Account Manager (when applicable) 3. Account Manager

	High Severity	Medium Severity	Low Severity
High Impact	PRIORITY 1	PRIORITY 2	PRIORITY 2
Medium Impact	PRIORITY 2	PRIORITY 3	PRIORITY 3
Low Impact	PRIORITY 3	PRIORITY 3	PRIORITY 4

Standard SLA (9 Hours/Day)

	Triage	Resolved
PRIORITY 1 Emergency	15 min	Best Effort
PRIORITY 2 Quick	15 min	Best Effort
PRIORITY 3 Normal	15 min	Best Effort
PRIORITY 4 Next Visit	15 min	Best Effort

SMART Contacts:

- Call | (701) 293-8300
- Email | helpdesk@highpointnetworks.com
- Log In | Ticket Portal: myhpn.highpointnetworks.com
- SMART Team staffed 7a-6p CST | **Priority 1 On Call Response Staffed 24x7x365.**
- High Point Networks standard SLAs apply to HPN standard office hours. Office hours available at: highpointnetworks.com

SOW Changes:

If becomes necessary to alter the statement of work, High Point Networks will initiate contact with the company's point of contact to work out the details associated with impacts to schedules, deliverables, and/or financial commitments. No changes to the statement of work will occur without prior written authorization.

Signature and Date:

The parties hereby agree to the terms and conditions set forth in this Document and such is demonstrated by their signatures noted on each page.