



Warren Computers
407 Phelps Ave
Littlefield, TX 79339

**Managed Services for Lamb County
(Hospital excluded)**

Computer Systems Maintenance & Support provided to Lamb County by Benjamin J. Warren dba Warren Computers located at 407 Phelps Ave., Littlefield, TX 79339.
Phone: 806-385-0026.

Effective dates: October 1, 2017 through September 30, 2018

1. Monthly Remote Monitoring & Maintenance Support

Monthly fee calculation on Service Agreement worksheet attached
List of computer sites, number of included workstations/servers & contact information attached.

2. Service Included:

- a. Monthly Critical Updates (Microsoft/Third Party) installed upon acceptable roll-out period based on patch update feedback acquired from patch/testing websites and blogs.
- b. Daily System Checks on all included workstations & servers to include vulnerability and diagnostic checks.
- c. Monthly reports available for patches and remote support for all included workstations and servers.
- d. Remote support enabled for county management for included systems.
- e. Includes 8 regular hours computer service per month.
 - i. Service is defined as work performed by Warren Computers personnel member(s) for installation, upgrade, administration, diagnostics and/or repair of personal computers, workstations, servers, network infrastructure, attached equipment and peripherals, excluding patch management, which is included in the monthly maintenance agreement.
 - ii. Service time for repair or system diagnosis will be billed in 30 minute increments per personnel member performing service.
 - iii. Billing time includes:
 1. on-site service at courthouse and county offices
 2. travel time to offices outside of Littlefield
 3. remote service support (including interactive remote support over the internet and telephone support)

3. After hours and holidays will be billed at \$125.00 per hour with 1 hour minimum.

- i. Regular Hours will be 8:30 am to 5:00 pm – Monday through Friday on days that the courthouse is open.



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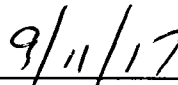
4. **Additional Regular On-Site Hours Billed at \$85 per hour after included service hours.**
5. **Shop service, if necessary, will be billed at ½ hour increments. (Shop service might be needed to prevent overtime hour usage or in the event of problems that cannot be repaired on-site at the courthouse or county offices.)**
6. **All on-site, shop service, and remote support time will be documented by email to the Lamb County IT Administrator.**
7. **Hardware, parts, cabling, and any other computer equipment will be additional.**
8. **Lamb County will not be responsible for taxes, retirement, insurance, or other employee costs included in this contract other than those specified.**

Signed:



Judge James M. DeLoach

Date:



9/11/17

Signed:



Benjamin Warren

Date:



9/11/17



Warren Computers
 Ben Warren, Owner
 407 Phelps Ave.
 Littlefield, TX 79339
 806-385-0026
 Warren.Computers.TX@gmail.com

Remote Monitoring & Management Agreement
Annual Contract Pricing

Date: 10/1/2017
Customer: Lamb County
Address: 100 6th Dr.
City, State, Zip: Littlefield, TX 79339
Phone: 806-385-4222

Fee	# Devices	Total
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Complete IT Support & System Management w/Antivirus	Workstation	\$ 18.00	106	\$1,908.00
	Server	\$ 27.00	6	\$ 162.00
	WebFilter	\$ 2.00	112	\$ 224.00
Included Monthly Service Hours: 8		Tax		\$ -
		Total		\$2,294.00

Signed: _____