



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:** 10/1/2018  
**Customer:** Lamb County  
**Address:** 100 6th Dr.  
**City, State, Zip:** Littlefield, TX 79339  
**Phone:** 806-385-4222

### Fee Schedule

**Per Workstation Fee:** \$20.00  
**Per Server Fee:** \$30.00  
**WebFilter Fee:** \$2.00  
**Cloud Backup (Per GB):** \$0.25

	Workstation	Server	Backup	Total
Courthouse	52	4		\$ 1,160.00
Sheriff's Office	29	2		\$ 640.00
Lamb Co. Library (LFD)	17	0		\$ 340.00
Olton Library	14	0		\$ 280.00
Family Resource Center	2	0		\$ 40.00
JP 1	1	0		\$ 20.00
JP 4	1	0		\$ 20.00
Courthouse Backup			320	\$ 80.00
Sheriff Office Backup			670	\$ 167.50
WebFilter	116	6		\$ 244.00
Included Monthly Service Hours: 8				
				Tax \$ -
				<b>SubTotal \$ 2,991.50</b>

**Complete IT Support & System Management w/Antivirus**

Signed: 8-27-18

Discount: -10.00% (\$299.15)  
 Monthly Total: \$ 2,692.35  
 Annual Total: \$ 32,308.20

**Actual Value  
 (Including Monthly Service - Less Discounts)  
 For Reference Only**

**Total Monthly Value: \$ 3,671.50**  
**Annual Value: \$ 44,058.00**



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**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, 2018 through September 30, 2019**

**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)

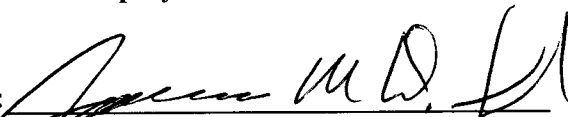
**3. After hours and holidays will be billed at \$125.00 per hour with 1 hour minimum.**

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

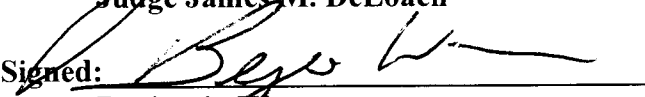


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4. **Additional Regular On-Site Hours Billed at \$85 per hour after included service hours.**
5. **Shop service, if necessary, will be billed at ½ hour increments. (Shop service might be needed to prevent overtime hour usage or in the event of problems 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: 8-27-18

Signed:   
Benjamin Warren

Date: 8.27.18