

## 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.

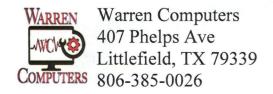
Effective dates: October 1, 2019 through September 30, 2020

## 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.
  - 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.
- 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:	Date: 8/12/19
Judge James M. DeLoach	7
Signed:	Date:
Roniamin Warren	



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: 10/1/2019

Customer: Lamb County

Address: 100 6th Dr.

City, State, Zip: Littlefield, TX 79339

Phone: 806-385-4222

Fee Schedule

Per Workstation Fee:

Per Server Fee: \$30.00

Web Filter Fee:

\$2.00

\$20.00

Cloud Backup (Per GB):

\$0.25

Complete IT Support & System Management w/Antivirus Included Monthly Service Hours:

8

Location	# Workstation(s)	# Server(s)	Backup	Total	
Courthouse	56	4		\$	1,240.00
Sheriff Office	30	3		\$	690.00
Lamb Co Library	15	0		\$	300.00
Olton Library	13	0		\$	260.00
Family Resource Center	3	0	2	\$	60.00
JP 1	1	0		\$	20.00
JP2	1	0		\$	20.00
JP4	1	0		\$	20.00
Precint 3	1			\$	20.00
Courthouse			320	\$	80.00
Sheriff Office			670	\$	167.50
Web Filter (ALL)	120	7		\$	254.00
	Tax	-		\$	-
	SubTotal			\$	3,131.50

Discount:

-5.00%

(\$156.58)

Monthly Total:

\$ 2,974.93

Annual Total:

\$ 35,699.10

Signed:

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

Total Monthly Value:

\$ 3,811.50

Annual Value:

\$45,738.00