



Warren Computers  
407 Phelps Ave  
Littlefield, TX 79339  
806-385-0026

2022 SEP 30 A 10: 21

**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, 2022 through September 30, 2023**

**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 of 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.

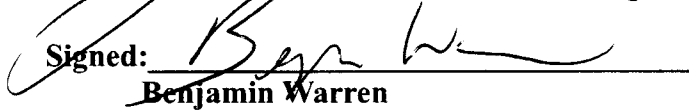


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4. **Additional Regular On-Site Hours Billed at \$85 per hour after included service hours.**
5. **Shop service, if necessary, is billable in ½ hour increments. (Shop service might be needed to prevent overtime hour usage or in the event of problems that cannot be repaired on-site at the courthouse or county offices.)**
6. **Hardware, parts, cabling, and any other related equipment will be an additional charge.**
7. **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: 9-26-22

Signed:   
Benjamin Warren

Date: 9-29-22





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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:** 10/1/2022  
**Customer:** Lamb County  
**Address:** 100 6th Dr.  
**City, State, Zip:** Littlefield, TX 79339  
**Phone:** 806-385-4222

**Fee Schedule**  
**Per Workstation Fee:** \$22.00  
**Per Server Fee:** \$33.00  
**Web Filter Fee:** \$2.00  
**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	63	3		\$ 1,485.00
Sheriff Office	30	4		\$ 792.00
Lamb Co Library	12	0		\$ 264.00
Olton Library	13	0		\$ 286.00
Family Resource Center	7	0	0	\$ 154.00
JP 1	2	0		\$ 44.00
JP2	2	0		\$ 44.00
JP4	2	0		\$ 44.00
Precinct 3	1			\$ 22.00
Courthouse			320	\$ 80.00
Sheriff Office			670	\$ 167.50
Web Filter (ALL)	131	7		\$ 276.00
	Tax			\$ -
	SubTotal			\$ 3,658.50

Discount: -5.00% (\$182.93)  
 Monthly Total: \$ 3,475.58  
 Annual Total: \$ 41,706.90

Signed: \_\_\_\_\_

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

**Total Monthly Value: \$ 4,338.50**  
**Annual Value: \$52,062.00**