

Exhibit A – Description and Scope of Services

Scope of Contract for Services

1 - PC Support

\$40 Monthly per Computer

- On-site support
- Setup and installation
- License management
- Telephone support
- Microsoft application support
- Inventory and asset management
- Microsoft security patch management
- Installation of hardware and software upgrades
- Routine desktop optimization and management
- Anti-virus monitoring, management, and updates
- Anti-Spyware monitoring, management, and updates

2 - Server Support

\$120 Monthly per Server

- On-site support
- License management
- Setup and installation
- Event log monitoring
- Data backup and monitoring
- User account administration
- Telephone support
- Microsoft application support
- Performance monitoring and tuning
- Microsoft security patch management
- Inventory and asset management
- File sharing permission administration
- Backup monitoring and administration
- Planning and design of server architecture
- Setup and configuration of server hardware
- Installation and configuration of server software
- Routine maintenance and patch management
- Anti-virus monitoring, management, and updates
- Installation of hardware and software upgrades
- Microsoft Exchange maintenance and administration
- Anti-Spyware monitoring, management, and updates
- VMWare Esxi 6.5 and VCenter management and support

3 - Network Management and Support per Location - 9

(Town Hall, Public Works, Marina, FAP Day Lodge, FAP Nordic Center, Historic Park, Visitor Information Center, Community Center, Water Treatment Plant)

\$200 Monthly

- ISP liaison
- Purchasing
- VPN management
- Switch configuration
- Network documentation
- Anti-spam management
- Setup and installation of hardware
- Router configuration and monitoring
- Firewall configuration and monitoring
- Assistance with Business Continuity Planning
- Assistance with technology project research and proposals
- Assistance with creation of technology related policies and procedures

Exclusions from flat rate services:

- Electrical work
- Training is excluded from this agreement
- HBL Consulting, Inc. will charge the cost of any parts, hardware, or software required
- New installation of premise wiring, relocation of premise wiring, or removal of premise wiring
- Installation of shelving and racks for equipment
- Repairs and maintenance of equipment resulting from the actions of third party vendors not associated with HBL Consulting, Inc.
- Installations – new technology/rollout packages. Unless previously agreed upon, 5 or more units of hardware or software are considered installations/rollouts. (Examples: system wide installations of new printers, deployment of accounting software across more than 10 desktops, or networking a building or office.)
- After hours and emergency support. After-hours are defined as anytime after normal business hours and are charged at a premium rate to the Client.
- Projects not planned and approved by council or budgeted for the previous year will be deemed special projects and all work will be time and materials based as described in Exhibit B.
- Disaster recovery other than minor file restoration from system backups
- Server hardware, software, and phones associated with Cisco telephony. Basic support for these systems will be provided based on HBL Consulting, Inc. technician's discretion and knowledge level of the products.
- Extensive troubleshooting (anything more than several minutes) of printers and peripherals is not covered by our managed support agreement.
- Printers which require services other than basic troubleshooting must be serviced by authorized repair centers. HBL Consulting, Inc. will forward printers to authorized repair centers upon request. Any cost associated to these repairs will be charged to the printer owner. Normal HBL Consulting, Inc. charges may apply to the diagnosis and transport of printer.

Computer, Server and Network component setup**HBL Responsibilities:**

- Unpack and connect computer components
- Configure operating systems for network connectivity
- Installation of operating system patches and updates
- Installation of approved applications
- Setup on-site and install printer drivers
- Install or configure routers, switches, or hubs

Town Responsibilities:

- Consultation with HBL should be made before any hardware purchases
- As much advance notice as possible should be made with HBL to schedule setup and installation
- The computer user may need to be present at certain points during the installation process
- Licenses and media for applications must be provided and readily available
- Town should provide storage space for new or old hardware and clear off space to make room necessary for installations

Maintenance of Supported Hardware**HBL Responsibilities:**

- Monitor vendor and web resources for necessary patches
- Install necessary patches
- Update standard supported applications
- Monitor server and network equipment event logs and resources

Town Responsibilities:

- Employees should notify HBL of any problems they experience
- Purchase licenses for software

Application Support**HBL Responsibilities:**

- Help with basic usage
- Install and update software
- Troubleshoot common problems
- Provide assistance with applications on a best-effort basis
- Support for advanced features and complex configurations if possible
- HBL will not perform job functions of the employees

Town Responsibilities:

- Manuals, online help systems and other training resources shall be utilized for the applications used frequently
- Licenses and media should be provided when required

Network Support

HBL Responsibilities:

- Assist with network planning and ordering
- Install and configure routers and switches
- Troubleshoot network connectivity problems
- Act as liaison with vendors, when appropriate, for problem resolution and recommendations of a technical nature

Town Responsibilities:

- Notify HBL regarding problems
- Contact HBL prior to installing networking equipment
- Notify HBL if another vendor installs or makes changes to equipment

Exhibit B – Compensation Schedule

Discounted Rate Structure for time and material based services:

Standard Rate:	\$100 per/hr. 8:01 a.m. to 6:00 p.m.
Overtime Rate:	\$120.00 per/hr. 6:01 a.m. to 8:00 a.m. and 6:01 p.m. to 12:00a.m.
Overtime Rate:	\$180.00 per/hr. 12:01 a.m. to 6:00 a.m.
Weekend Rate:	\$150.00 per/hr. Saturday and Sunday

Flat-rate Services Rate Schedule:

\$40	Monthly per PC and laptops	x 125 PCs	= \$5000.00
\$120	Monthly per Server and virtual VMWare Environment	X 20 Servers	= \$2400.00
\$200	Monthly Network Management per Office	x 9 Offices	= \$1800.00
			Monthly Total = \$ 9200.00

*Restrictions:

- Any items not specifically included in flat- rate services (Exhibit A, Items 1, 2 and 3) will be billed on a time and materials basis.
- Flat-rate services (Exhibit A, Items 1, 2 and 3) are to be performed between the hours of 8:01 am and 6:00 pm.
- If work is requested on flat-rate services (Exhibit A, Items 1, 2 and 3) outside of the standard rate hours an additional surcharge at the discounted hourly rate will be assessed between the hours of 6:01pm to 8:00 am.
- Contract for services does not include the cost of materials, equipment, and hardware.
- Contract for services does not include support for equipment located off of Town of Frisco property or personal hardware and software.
- Please see the scope and description of services in Exhibit A for additional details