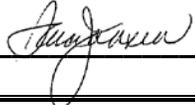


**CITY OF PALMER ACTION MEMORANDUM No. 10-065**

**SUBJECT:** Authorize the City Manager to Extend the Information Technology Services Contract with TekMate, Inc. for Three Years

**AGENDA OF: September 28, 2010**

<b>Council action:</b>	Amended to "negotiate and execute" rather than extend. The contract was extended for one year.
------------------------	---

Approved for presentation by Sara Jansen, Acting City Manager 

Route To:	Department/Individual:	Initials/Date:	Remarks:
X	Originator – Director of Administration		
X	City Clerk	 9/22/10	
X	City Attorney	 9/22/10	The contract is subject to further legal review prior to finalization and city manager signature.
	Director of Administration		
	Director of Community Development		
	Director of Community Services		
	Director of Public Safety		
	Director of Public Works		

**Attachment(s):** Sample Contract

**Certification of Funds:**

	No fiscal impact.	
X	Funds are budgeted from this account number: 01-01-10-6096 Computer Services.* Future years subject to council appropriation.	\$114,400/year
	Funds are not budgeted. Budget modification is required. Affected account number:	

Director of Administration Signature: 

**Summary statement:** In 2008, the City Council authorized award for IT services to TekMate Inc. for a two year contract with three (3) one year additional terms pending mutual agreement between the City and TekMate Inc. The City of Palmer's IT committee has recommended moving the City's technology forward with virtual PCs, servers and wireless connections. This advancement will be supported by the TekMate Inc.'s contract in addition to offering various

levels of experience through a help desk while retaining an in house technician to support the expanding needs of the City's Information Technology.

**Administration recommendation:** Approve AM 10-065

## ConstantlyOn IT Managed Services Agreement

This Managed Services Agreement (the "Agreement") is entered by and between \_\_\_\_\_ (Client"), and TekMate, Inc. ("Service Provider"), an Alaska corporation.

WHEREAS Client desires to obtain certain information technology management and support services, including network and PC support services, from Service Provider and Service Provider desires to furnish Client with those services, each upon the terms and conditions as set forth herein.

THEREFORE, in consideration of the respective promises and agreements of the parties, the sufficiency of which is hereby acknowledged, Service Provider and Client do agree as follows:

### 1. Term of Agreement

This Agreement shall be effective for a term of three (3) years (the "Initial Term") commencing on the 1<sup>st</sup> day of the month following completion of the network certification. Estimated to begin on \_\_\_\_\_, and ending on \_\_\_\_\_, unless this Agreement is otherwise terminated or extended according to the provisions hereof. Should the network certification be completed prior to the 1<sup>st</sup> day of the month a prorated invoice will be issued for the services rendered.

(a) This Agreement shall be automatically renewed for one subsequent three (3) year term commencing on the day immediately following the end of the Initial Term, unless either party gives the other ninety (90) days prior written notice of its intent not to renew this Agreement.

(b) Service Provider and Client may, from time to time during the term of this Agreement, confer and discuss whether adjustments or modifications are required in the nature or scope of managed service provided and/or charges assessed hereunder. This Agreement shall not be amended to adopt any such changes except by an instrument in writing signed by the parties hereto. Should adjustments or modifications be required that increase the monthly fees paid for the services rendered under this Agreement, these increases will not exceed 2.5% of the value of the existing monthly fees due under this agreement.

(c) This Agreement may be terminated by Client upon ninety (90) days written notice if Service Provider breaches any material term or fails in any material respect to fulfill its obligations under this Agreement and does not cure any such breach or failure within thirty (30) days of its receipt of actual written notice of such breach or failure.

(d) This Agreement may be terminated by Service Provider: (i) upon sixty (90) days written notice if Client breaches any material term or fails in any material respect to fulfill its obligations under this

3003 Minnesota Dr. Ste 300 • Anchorage, AK 99503 • Tel: 907-561-6283 • Fax: 877-354-1449  
165 E Parks Hwy Suite 201. • Wasilla, AK 99654 • Tel: 907-376-1241 • Fax: 877-354-1449  
[www.tekmate.net](http://www.tekmate.net)



Client Initials \_\_\_\_\_ TekMate Initials \_\_\_\_\_

Agreement and does not cure any such breach or failure within twenty (20) days of receipt of actual written notice of such breach or failure; or (ii) immediately if Client's breach substantially impairs Service Provider's ability to provide services under this Agreement, as Service Provider shall alone determine (including causing or allowing continuation of interference with Service Provider's access to Client's computer networks, systems, and information technology equipment) or (iii) if Client fails to make full payment of any monthly fees or other charges due and payable within thirty (30) days from their due date.

(e) Except for termination of this Agreement pursuant to Section (d)(iii) above, upon termination of this Agreement Service Provider will provide reasonable assistance to Client in effecting the orderly transfer of services and Client will pay Service Provider for any such assistance, including all costs it incurs in connection therewith.

## 2. Price

(a) Client shall pay Service Provider: (i) a monthly fee of \$\_\_\_\_\_, ( \_\_\_\_\_ ) for services provided under this Agreement, due and payable the first day of each month, beginning on the first day of the Initial Term; (ii) an initial "setup fee" of \$\_\_\_\_\_, ( \_\_\_\_\_ ) due and payable on the first day of the Initial Term; and (iii) such additional fees as Service Provider may charge for services and material provided to Client outside the terms of this Agreement, including after hour services fees and hardware charges, due and payable on receipt of invoice. Payment for services is due on the 1<sup>st</sup> of each month. Amounts outstanding more than thirty (30) days from due date shall be charged daily interest (calculated at the lesser of 18% per annum or the highest rate permitted by law). Service Provider may suspend service under this Agreement if payment is not received by the 5th of each month. Client shall pay all expenses and full reasonable legal fees and costs incurred by Service Provider in any action undertaken in connection with Client's failure to make full and/or timely payments hereunder.

(b) Any and all services and materials furnished to Client by Service Provider which are not expressly and specifically defined herein as the subject of this Agreement shall be considered separate projects for which Client shall make additional payment as specified in Section (a)(iii) above.

(c) Any and all applicable federal, state or local taxes, including sales, use or value-added taxes (even if calculated or assessed after termination of this Agreement), shall be added to each invoice for services or materials provided under this Agreement. Client shall pay all such taxes, unless a valid exemption certificate is timely furnished to Service Provider.

## 3. Services

### A. Managed Services

Throughout the term of this Agreement, Service Provider agrees to provide Client with certain information technology management and support service, including Remote Help Desk service, Vendor Management service, and Network Monitoring service, each as described and on the terms and conditions as set forth below.

(a) Network Monitoring. Service Provider will provide continuous and ongoing monitoring of and security services for Client's computer systems and network(s), to the extent identified as Covered Equipment in Appendix B, all day each day throughout the term of this Agreement. Service Provider shall document critical alerts, scans and event resolutions involving network devices and make monthly reports

to Client. Should such monitoring expose any problems in or with Client's network or devices, Service Provider will use its best efforts to address and resolve same through remote means in a timely fashion.

(b) Vendor Management. Service Provider will manage and direct all Information Technology vendors that the Client has ongoing contracts with. TekMate will track work order request and update the customer based on the vendor doing any work for the client. TekMate will become the point of contact for all the Information Technology vendors and client will sign a letter of agency on behalf of TekMate. TekMate will manage vendors through remote means between the hours of 8:00 AM and 5:00 PM, Monday through Friday, excluding Alaska and federal holidays.

(c) Remote Help Desk. Service Provider will provide Information Technology support relating to client network based on the attached appendix. TekMate will provide full remote support via remote control software on the equipment listed in Appendix B. TekMate will provide all end users support questions, troubleshooting hardware & software and providing remote assistance through remote means between the hours of 8:00 AM and 5:00 PM, Monday through Friday, excluding Alaska and federal holidays.

(d) Service Requests. Any request for services under this Agreement shall be initiated by the creation by Client's representative of a "Trouble Ticket" to be delivered to Service Provider as follows: (i) forwarded from Client's designated IT contact person; (ii) sent by email to the Remote Help Desk; or (iii) if email is unavailable, communicated by telephone. Trouble Tickets will be assigned tracking numbers and Service Provider will respond to same, acting between the hours of 8:00 AM and 5:00 PM, Monday through Friday, excluding Alaska and federal holidays, according to the procedures described in Service Request Escalation Procedure of Appendix A following the Service Call Routing Process diagramed in Appendix B. Service Provider will use its best efforts to respond to and resolve service requests received in accordance with that schedule of Response and Resolution Times set forth in Appendix A, it being understood that those times and deadlines are only targets and are not guaranteed.

(e) Service Outside Normal Business Hours. Any service provided by Service Provider at Client's request outside regular business hours (defined to be from 8:00 AM to 5:00 PM, Monday to Friday, excluding Alaska and federal holidays) shall be provided according to that schedule of Service Rates set out in Appendix B and are in addition to and over and above the monthly fee specified in Section 2(a) above.

(f) Onsite Service Call – No Trouble Found. In the event that Service Provider furnishes, in response to Client's service request or otherwise, onsite services and Client is not able to identify or reproduce the problem at issue, then Client agrees to pay Service Provider for its services at the excluded Onsite Labor rates specified in the Service Rates schedule of Appendix B, it being understood that such charges would be in addition to and over and above the monthly fee specified in Section 2(a) above.

(g) Hardware and System Support. Service Provider shall provide support for the hardware and systems specifically identified in that schedule of Covered Equipment set out in Appendix B subject to the following conditions, which must exist as of the date of commencement of this Agreement and continue unabated throughout the entire term hereof: (i) that all that hardware is fully covered under an active vendor support contract or agreement; and (ii) that all that software is genuine, fully and properly licensed, and vendor supported. Any hardware or software failing to meet these conditions will not be included in or subject to this Agreement and, should Service Provider determine that the failure of these conditions substantially impairs its ability to provide services hereunder, it may terminate this Agreement immediately pursuant to Section 1(d)(iii). Client agrees to pay or reimburse Service Provider for any

vendor support or software license charges or fees or hardware costs deemed necessary and incurred or recommended by Service Provider to and for the operation or support of Client's networks and systems.

(h) Viruses and Authorization to Make Recovery Efforts. Service Provider may attempt, with Client's consent provided and confirmed by this reference, to remove from, and recover from any damage as occasioned to, Client's network and systems any virus not otherwise detected and quarantined by the most recent antivirus definitions provided by the antivirus solutions protecting Client's systems.

**B. Conditions to Provision of Managed Services**

From the commencement date and throughout the term of this Agreement, Client warrants, represents and guarantees that its network, systems and hardware meet and comply with each of the following requirements:

(a) All servers with Microsoft Windows Operating Systems run Windows 2000 Server or later and have all the latest Microsoft Service Packs and Critical Updates installed;

(b) All desktop computers and notebooks or laptops with Microsoft Windows Operating Systems run Windows XP Pro or later and have all of the latest Microsoft Service Packs and Critical Updates installed;

(c) All server and desktop software is genuine, properly licensed and vendor-supported;

(d) The environment has a currently licensed, updated and vendor-supported server-based antivirus solution protecting all servers, desktops, notebooks/laptops, and email;

(e) The environment has a currently licensed, vendor-supported server-based backup solution that can be monitored and send notifications regarding job failures and successes;

(f) The environment has a currently licensed, vendor-supported hardware firewall between the internal network and the internet;

(g) All wireless data traffic in the environment is securely encrypted

(h) There is an outside static IP address assigned to a network device which permits or allows RDP or VPN access.

Any costs incurred by Service Provider to bring Client's environment up to these minimum standards is not included in the price set forth in Paragraph 2(a).

**C. Exclusions From Managed Services**

The Managed Services to be provided by Service Provider to Client pursuant to this Agreement do not include:

(a) All equipment, hardware, parts and software not covered by any vendor or manufacturer warranties or support agreement;

(b) The costs to acquire, configure and install new or replacement equipment, hardware or parts, or any associated delivery or shipping charges of any kind;

(c) The costs to acquire, configure and install new or replacement software or to license, renew or upgrade existing software of any kind;

(d) The costs to obtain third party vendor or manufacturer support or incident fees of any kind;

(e) All service and repairs made necessary by the alteration or modification of equipment, other than that authorized by the Service Provider and identified as Covered Equipment in Appendix B, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than Service Provider;

(f) All maintenance of applications software packages, whether acquired from Service Provider or any other source, unless as specified in Appendix B;

(g) All programming (modification of software code) and program (software) maintenance, unless as specified in Appendix B;

(h) Training of any kind.

**D. Additional Equipment**

This Service Agreement covers only that equipment listed in Appendix B. If Client wishes to add any equipment to the list of Covered Equipment, it must notify the Service Provider of same and obtain Service Provider's prior written consent to modify the list of Covered Equipment, it being understood that an addition of any equipment not originally listed in Appendix B may require and result in adjustment to Client's monthly charges.

**5. Limitation of Liability**

Client agrees to defend, hold harmless and indemnify Service Provider from and against all claims, actions, damages, liabilities, costs and expenses, including attorneys fees and costs, associated with any personal injuries or property damage arising from or in connection with any act or omission of Service Provider or its representatives, agents and employees under this Agreement, provided Client shall not be required to defend, hold harmless or indemnify Service Provider to the extent that any such claim arises out of negligence or fault of Service Provider or its representatives, agents or employees.

ALL SERVICES, GOODS, AND WORK PRODUCTS PROVIDED BY SERVICE PROVIDER UNDER THIS AGREEMENT ARE SOLD AND FURNISHED "AS IS." IN ALL CIRCUMSTANCES, THE MAXIMUM LIABILITY OF THE SERVICE PROVIDER, ITS REPRESENTATIVES, EMPLOYEES, AGENTS AND AFFILIATES TO CLIENT FOR DAMAGES FOR ANY AND ALL CAUSES WHATSOEVER, AND CLIENT'S MAXIMUM REMEDY, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL BE LIMITED TO THE TOTAL AMOUNT PAID BY CLIENT TO SERVICE PROVIDER FOR THE SERVICES PROVIDED UNDER THIS AGREEMENT. IN NO EVENT SHALL SERVICE PROVIDER BE LIABLE FOR ANY LOST DATA OR CONTENT, LOST PROFITS, BUSINESS INTERRUPTION, LOSS OF USE OF EQUIPMENT, COSTS OF SUBSTITUTE EQUIPMENT, OR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING TO ANY SERVICES OR MATERIALS

PROVIDED BY SERVICE PROVIDER, EVEN IF SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**6. Notices**

Any notices required or allowed hereunder will be deemed to have been properly delivered if in writing and delivered personally or sent by facsimile, overnight or priority delivery service, or registered or certified mail postage prepaid, addressed as follows:

If to Client: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Facsimile: \_\_\_\_\_

If to Service Provider: TekMate, Incorporated  
 3003 Minnesota Drive, Suite 204  
 Anchorage, Alaska 99503  
 Facsimile: (877) 354-1449

Unless otherwise specified herein, such notices or other communications shall be deemed given and delivered: (a) on the date delivered, if delivered personally, (b) two business days after being sent, if delivered by overnight or priority delivery service, (c) one business day after being sent, if delivered by facsimile and (d) three business days after being sent, if sent by registered or certified mail. Each of the parties hereto shall be entitled to specify a different address by delivering written notice of the new address to the other party.

**7. Assignment**

This agreement may be assigned by either party upon the prior written consent of the other, which consent may be withheld for any reason whatsoever. This agreement shall be binding on the parties hereto and their successor and assigns.

**8. Confidentiality**

Service Provider acknowledges that technical or business information and other documentation, information and materials delivered to or learned by it in connection with the provision of services hereunder constitutes Client's confidential information. Service Provider agrees that it will not use or disclose any Client confidential information, except as may be necessary to or consistent with providing services under this Agreement, and will take reasonable steps to protect against its unauthorized use or disclosure.

Client acknowledges that any technical or business and other documentation, information and materials delivered to or learned by it hereunder, including all price and service schedules, processes and procedures, constitutes Service Provider confidential information. Client agrees that it will not use or disclose Service Provider's confidential information, except as may be necessary to or consistent with this Agreement, and will take reasonable steps to protect against any unauthorized use or disclosure. Client will use at least the same degree of care to protect the Service Provider's confidential information as it

Client Initials \_\_\_\_\_ TekMate Initials \_\_\_\_\_

uses to protect its own confidential information of like importance, and in no event shall that degree of care be anything less than reasonable care. Client agrees that it will only provide Confidential Information to those employees who have a need to know for the purposes hereof. Client agrees that it shall not disclose Service Provider's Confidential Information to any third party, including contractors, without written authorization from Service Provider.

**9. Force Majeur**

Service Provider shall not be deemed in breach of this Agreement if unable to perform or complete services required of it hereunder by reason of a fire, earthquake, labor dispute, act of God or public enemy, or any local, state, federal or international law, government order or regulation or any other event beyond Service Provider's control. Upon the occurrence of such Force Majeure event, Service Provider shall notify Client of its inability to perform or of the delay in completing services and may propose an alternative to or revision of the scope or schedule of services.

**10. Miscellaneous**

This Agreement shall be governed by and construed and enforced in accordance with Alaska law.

Each party acknowledges that it has had the opportunity to be represented by competent counsel during and in the negotiation, preparation, and execution of this Agreement and, as such, agrees that this Agreement shall not be subject to any presumption or rules of construction operating against the drafter thereof.

This Agreement represents the full and complete expression of the parties' understanding and agreement and supersedes any and all prior agreements, written or oral. No other or additional terms or conditions which are not made a part hereof shall be read into this Agreement or enforced against the parties in connection herewith.

Should any provision of this Agreement be deemed to be violative of Alaska or federal law, such provision(s) shall be stricken or replaced to leave the remainder of this Agreement in full force and effect."

TekMate Incorporated

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
Shawn Fuller, President

Client

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
\_\_\_\_\_

## Managed Services Agreement Appendix A

### Response and Resolution Times

Service Provider's target response and resolution times for each priority level are as follows:

Trouble	Priority	Response time (in hours) *	Resolution time (in hours) *	Escalation threshold (in hours)
Service not available (all users and functions unavailable)	1	Within 1 hour	ASAP – Best Effort	2 hours
Significant degradation of service (large number of users or business critical functions affected)	2	Within 4 hours	ASAP – Best Effort	8 hours
Limited degradation of service (limited number of users or functions affected, business process can continue)	3	Within 24 hours	ASAP – Best Effort	48 hours
Small service degradation (business process can continue, one user affected)	4	within 48 hours	ASAP – Best Effort	96 hours

# Appendix A Cont.

## Support Tiers

Service Providers Supports Tier levels are as follows:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 <sup>rd</sup> Party (Vendor) Support Engineers to resolve the most complex issues.

## Appendix A Cont. Service Request Escalation Procedure

1. Support Request is Received
2. Trouble Ticket is Created
3. Issue is Identified and documented in Help Desk system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

**If issue can be resolved through Tier 1 Support:**

5. Level 1 Resolution - issue is worked to successful resolution
6. Quality Control –Issue is verified to be resolved to Client’s satisfaction
7. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

***If issue cannot be resolved through Tier 1 Support:***

6. Issue is escalated to Tier 2 Support
7. Issue is qualified to determine if it can be resolved by Tier 2 Support

**If issue can be resolved through Tier 2 Support:**

8. Level 2 Resolution - issue is worked to successful resolution
9. Quality Control –Issue is verified to be resolved to Client’s satisfaction
10. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

***If issue cannot be resolved through Tier 2 Support:***

9. Issue is escalated to Tier 3 Support
10. Issue is qualified to determine if it can be resolved through Tier 3 Support

**If issue can be resolved through Tier 3 Support:**

11. Level 3 Resolution - issue is worked to successful resolution
12. Quality Control –Issue is verified to be resolved to Client’s satisfaction
13. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

***If issue cannot be resolved through Tier 3 Support:***

12. Issue is escalated to Onsite Support
13. Issue is qualified to determine if it can be resolved through Onsite Support

**If issue can be resolved through Onsite Support:**

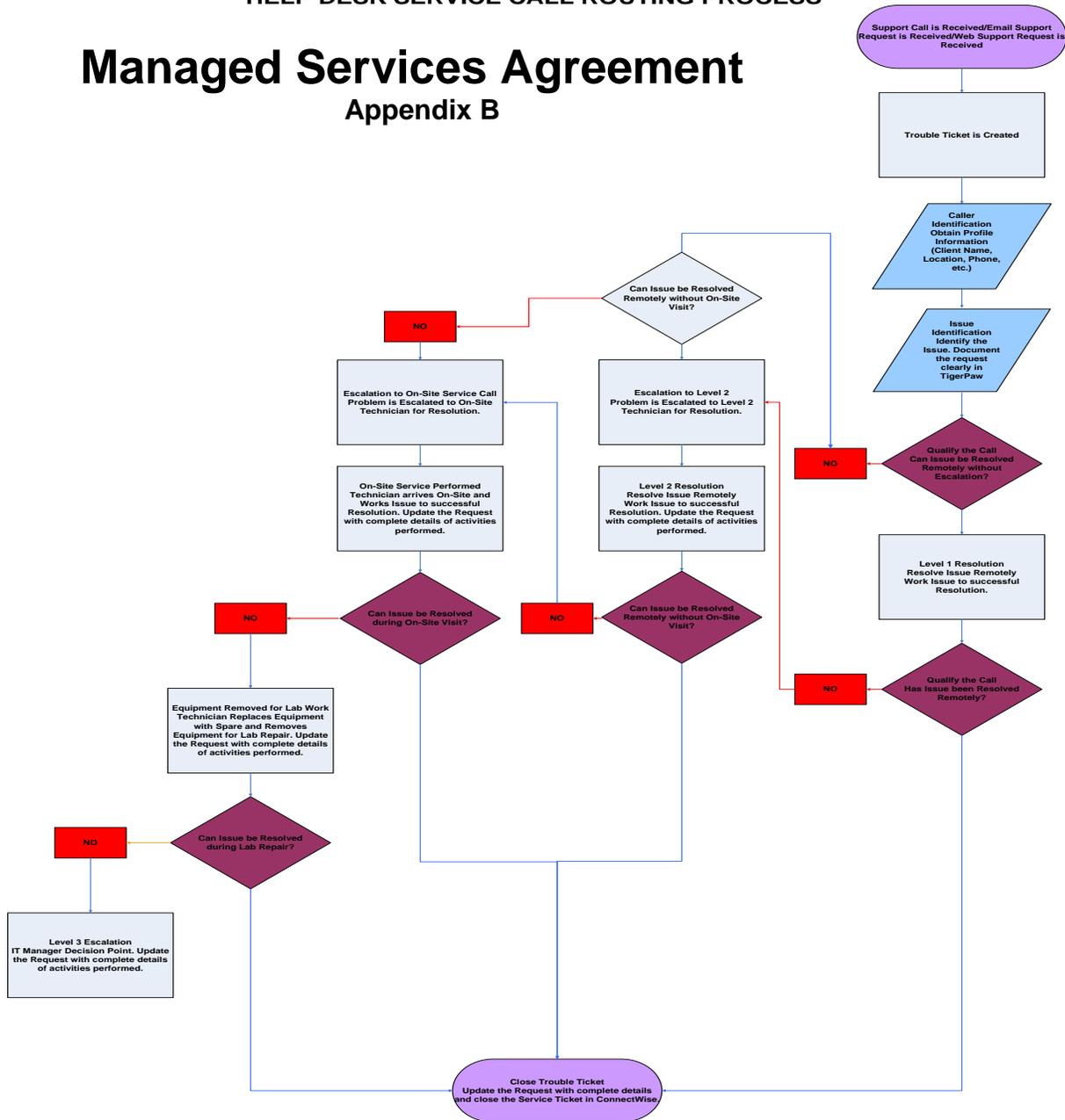
14. Onsite Resolution - issue is worked to successful resolution
15. Quality Control –Issue is verified to be resolved to Client’s satisfaction
16. Trouble Ticket is closed, after complete problem resolution details have been updated in Help Desk system

***If issue cannot be resolved through Onsite Support:***

17. I.T. Manager Decision Point – request is updated with complete details of all activity performed

## HELP DESK SERVICE CALL ROUTING PROCESS

# Managed Services Agreement Appendix B



**Appendix B Cont.**

**Frequency of Provision of Monitoring Services:**

**Frequency**

**Included in Maintenance**

**Service**

*General*

Document software and hardware changes	As performed	YES
Test backups with restores	Monthly	YES
Monthly reports of work accomplished, work in progress, etc.	Monthly	YES

*Servers*

Manage Servers	Ongoing	YES
Check print queues	As needed	YES
Monitor all Server services	Ongoing	YES
Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly	YES
Check event log of every server and identify any potential issues	As things appear	YES
Monitor hard drive free space on server	Ongoing	YES
Exchange Server user/mailbox management	As needed	YES
Monitor Active Directory replication	As needed	YES
Monitor WINS replication	As needed	YES
SQL server management	As needed	YES
Reboot servers if needed	As needed	YES
Run defrag and chkdsk on all drives	As needed	YES
Scheduled off time server maintenance	As needed	YES
Install supported software upgrades	As needed	YES
Determine logical directory structure, Implement, MAP, and detail	As needed	YES
Set up and maintain groups (accounting, admin, printers, sales, warehouse, etc)	As needed	YES
Check status of backups	Daily	YES
Alert Client to dangerous conditions -Memory running low -Hard drive showing sign of failure -Hard drive running out of disk space -Controllers losing interrupts -Network Cards report unusual collision activity	As needed	YES
Educate and correct user errors (deleted files, corrupted files, etc.)	As needed	YES
Clean and prune directory structure, keep efficient and active	As needed	YES

*Disaster Recovery*

Disaster Recovery of Server(s)	As Needed	YES
--------------------------------	-----------	-----

**Devices**

Manage Desktops	Ongoing	YES
Manage Network Printers	Ongoing	YES
Manage Other Networked Devices	Ongoing	YES
Manage PDA's/Smartphones	Ongoing	YES

**Networks**

Check router logs	As needed	YES
Performance Monitoring/Capacity Planning	Ongoing	YES
Monitor DSU/TSU, switches, hubs and internet connectivity, and make sure everything is operational (available for SNMP manageable devices only)	Ongoing	YES
Maintain office connectivity to the Internet	As needed	YES

**Security**

Check firewall logs	As needed	YES
Confirm that antivirus virus definition auto updates have occurred	As needed	YES
Confirm that antispyware updates have occurred	As needed	YES
Confirm that backup has been performed on a daily basis	As needed	YES
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	As needed	YES
Permissions and file system management	As needed	YES
Set up new users including login restrictions, passwords, security, applications	As needed	YES
Set up and change security for users and applications	Ongoing	YES
Monitor for unusual activity among users	As needed	YES

**Applications**

Ensure Microsoft Office Applications are functioning as designed	As needed	YES
Ensure Microsoft ActiveSync Applications	As needed	YES
Ensure Adobe Acrobat Applications are functioning as designed	As needed	YES
Ensure Symantec Backup Exec Applications are functioning as designed	As needed	YES
Ensure Microsoft NTBackup Applications are functioning as designed	As needed	YES
Ensure Intuit Quickbooks Applications are functioning as designed	As needed	YES

Appendix B Cont.  
**Service Rates**

Labor	Rate
Remote PC Management/Help Desk 8am-5pm M-F*	INCLUDED
Remote Printer Management 8am-5pm M-F	INCLUDED
Remote Network Management 8am-5pm M-F	INCLUDED
Remote Server Management 8am-5pm M-F	INCLUDED
24x7x365 Network Monitoring	INCLUDED
Lab Labor 8am-5pm M-F	INCLUDED
Onsite Labor 8am-5pm M-F	INCLUDED
No Trouble Found Fee (Section 3(f) – Service calls where no trouble is found)	\$125.00/hr
Remote PC Management/Help Desk 5:01pm-9pm M-F	\$125.00/hr
Remote Printer Management 5:01pm-9pm M-F	\$125.00/hr
Remote Network Management 5:01pm-9pm M-F	\$125.00/hr
Remote Server Management 5:01pm-9pm M-F	\$125.00/hr
Lab Labor 5:01pm-9pm M-F	\$125.00/hr
Onsite Labor 5:01pm-9pm M-F	\$175.00/hr
Travel Outside of Anchorage Bowl or Primary Business Location	\$65.00/hr
Remote Labor All Other Times	\$225.00/hr
Lab Labor All Other Times	\$225.00/hr
Onsite Labor All Other Times	\$225.00/hr

**\*All times noted are Alaska Standard Time and exclude the following holidays:**

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

**\*\*Service is billed in 30 minute increments. Onsite visits are billed at a minimum of 1 hour.**

Appendix B Cont.

## **Covered Equipment**

**Managed Desktops:** (Desktops & Notebooks)

**Managed Printers:**

**Managed Networks:**

**Managed Servers:**

**Managed Cell/PDA:** (Smart phones & PDAs)

\*This will be documented after contract signing and network certification process has taken place. TekMate Engineers will provide the data for the "Covered Equipment".

Exhibit  
Deployment Schedule

This exhibit is intended to be a brief overview of a draft deployment schedule for implementation of the services defined within this contract, and is to be further defined and negotiated by both parties AFTER contract execution. All estimated delivery dates are based on the contract signing date defined as "Day 1"; and "Days" are considered to be standard working days of Monday through Friday. These dates are estimates only and are subject to change by mutual agreement of the respective parties define herein.

Day	Task	Responsible Party
	Network Certification Starts	TekMate Engineer
	Client fills out Vendor Management Excel Spreadsheet	Client
	Network Certification Completion	TekMate Engineer
	Internal TekMate Meeting to review NC	TekMate Engineer and Staff
	Final Handoff Meeting with Client	TekMate Staff and Client
	Client signs LOA's for Vendor Management	Client
	Client fills out Client Data Sheet for contact information	Client
	Client provides first month's payment on or prior to this date. (Invoice to be provided during Final Handoff Meeting)	Client
	Full ConstantlyOn IT support starts	TekMate

Client Acceptance (Sign): \_\_\_\_\_

Date: \_\_\_\_\_

TekMate Acceptance: \_\_\_\_\_

Date: \_\_\_\_\_