

Telecomp Holdings, Inc.

(888) 831-9400

Rogers, AR 72758



We have prepared a quote for you

Network Maintenance Contract

QUOTE # GLB008085 V1

PREPARED FOR

Welch Public Schools

PREPARED BY

Giakob Beasley

FortNOC Command

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
FortNOC Command - Server FortNOC Command - Server -24x7x365 Network Operations Center -8x5 Onsite Engineer Support	\$135.00	\$135.00	2	\$270.00	\$270.00
				Recurring Subtotal:	\$270.00
				Subtotal:	\$270.00

FortNOC Secure

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
ForNOC Secure Server ForNOC Secure Server (Price Per Server Per Month)	\$30.00	\$30.00	2	\$60.00	\$60.00
				Recurring Subtotal:	\$60.00
				Subtotal:	\$60.00

FortNOC Vault

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
FortNOC Vault - Per TB Backup service storage, per TB	\$150.00	\$150.00	2	\$300.00	\$300.00
FortNOC Vault - Per Server Server backup service, per server	\$25.00	\$25.00	2	\$50.00	\$50.00
				Recurring Subtotal:	\$350.00
				Subtotal:	\$350.00

FortNOC Campus

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
FortNOC Campus Admin FortNOC Campus Admin	\$12.50	\$12.50	6	\$75.00	\$75.00
				Recurring Subtotal:	\$75.00
				Subtotal:	\$75.00

Retainer Services

Description	Price	Qty	Ext. Price
<p>Block Retainer 64 Hours 55hr Block</p> <p>Block Hours Are Services Provided At A Discounted Rate Versus Normal Hourly Rates. Additional Block Hours May Be Purchased To Complete Any Remaining Tasks. If a problem requires an onsite visit, one-way travel will be billed against this agreement and Service Minimum's Apply.</p> <p>Service Minimums: Onsite Minimum: 1 Hour, with One Way Travel Remote Minimum: Half Hour</p> <p>Hourly Rates: Block Hour Rate: \$139.00 per Hour Normal Hourly Rate: \$159.00 per Hour</p>	\$8,896.00	1	\$8,896.00
	Subtotal:		\$8,896.00

Statement of Work (MSP)

FortNOC Secure

In Scope – Endpoints

- Procurement, installation, monitoring, and troubleshooting of all endpoint hardware and software provided with FortNOC Secure services
- Configuration, monitoring, changes, troubleshooting, and remediation of application and web content policies.
- Configuration, troubleshooting, and remediation of remote access VPN services provided with FortNOC Secure services to currently supported versions of Windows Professional and MacOS/OS X desktop operating systems.
- 24 x 7 x 365 Monitoring, alerting, and remediation of security events of endpoints protected by FortNOC Secure services.
- Business hours monitoring and responding to user privilege escalation.

Out of Scope

- Remediation of issues due to 3rd party network hardware or software.
- Remediation of authentication issues due to 3rd party services or protocols such as RADIUS.
- Remediation of SSL/HTTPS errors due to certificate issues on endpoints.
- Remediation of WAN connectivity issues due to ISP provided connections.
- Remediation of issues due to local admin installation of software.
- Remediation of issues due to the compromise of a system, computer, server, or other client not protected by FortNOC Secure services.
- Remediation of issues due to compromised credentials.
- Remediation of issues due to changes in security policies requested by the client that deviates from the security baseline policy.
- Remediation of issues due to social engineering of employees, contractors, 3rd parties, or any other entity in connection with the client.

FortNOC Command

In Scope – Servers

- Troubleshooting and warranty management of server hardware of a covered system.
- Patching of covered system operating systems.
- Configuration, troubleshooting, and remediation of network printers that are covered under a current support contract that includes phone, and onsite support from a reputable printer services company.
- Monitoring and remediation of server performance, hard drive space, and other critical alerts.
- Installation, configuration, troubleshooting and remediation of genuinely licensed VMWare virtualization software under a current support contract that includes phone support.
- Installation, configuration, troubleshooting and remediation of genuinely licensed Windows Server software, roles, and services including Active Directory, Hyper-V, DNS, File Services, Print Server, DHCP services, Terminal Services, and Microsoft server software including .NET and SQL server.
- Installation, troubleshooting, and remediation of 3rd party software that is genuinely licensed and under a current vendor support contract that includes phone support. Any charges incurred by TeleComp from a 3rd party software vendor will be charged to the client.

Out of Scope – Servers

- Installation and configuration of servers not purchased through TeleComp
- Troubleshooting and warranty management of server hardware not covered under a vendor warranty.
- Installation, configuration, and troubleshooting of security products not included with FortNOC Command or FortNOC Secure services.
- Installation, configuration, and troubleshooting of virtualization software other than genuinely licensed VMWare products covered by a support contract that includes phone support or genuinely licensed Windows Hyper-V software.

Out of Scope – General

- Installation, configuration, and remediation of software or hardware of personal devices, even if used for business.
- Migration of mail services.
- Set up of and governance of Microsoft cloud services including InTune, Azure services, SharePoint, Stream, Power Automate, Power BI, Power Apps, and Stream.
- Printers not covered under a current support contract from a genuine print services provider.
- Configuration, troubleshooting, and remediation of mobile devices except for those services explicitly outlined in the In Scope – Mobile Devices section.
- Configuration, troubleshooting, and remediation of network hardware and software including switches, routers, firewalls, and wireless equipment.
- Configuration, troubleshooting, and remediation of security hardware or software not included with FortNOC Command or FortNOC Secure.
- Configuration, troubleshooting, and remediation of telephony hardware or software.
- Hardware, software, or services not explicitly covered in the in-scope sections of this document or the managed services agreement.

FortNOC Vault

In Scope - Server

- Procurement and installation of backup servers, storage, and software provided with FortNOC Vault services.
- Design and configuration of backup servers and software.
- Monitoring, troubleshooting, and remediation of backup services for currently supported and genuinely licensed versions of Windows Server Standard or Datacenter, Hyper-V Server, and VMWare vSphere operating systems.
- Failover of protected systems to onsite backup servers.
- Restore of protected systems to onsite production servers.

Out of Scope

- Remediation of issues due to network hardware, software, or configuration.
- Remediation of issues due to protected system hardware, software, or configuration.
- Failover to locations other than onsite backup server.
- Restore to locations other than onsite production servers.

FortNOC Command Campus-Admin

In Scope - Workstations

- Installation, configuration, and monitoring of issues for FortNOC Command products provided with FortNOC Command-Campus

Admin services for covered systems.

- Monitoring of workstation performance, hard drive space, and other critical alerts.
- Any alerts created will be sent to the customer's designated representative for remediation

Out of scope – Workstations

- Installation and configuration of workstations and peripherals.
- Troubleshooting and warranty management of workstation hardware.
- Installation, configuration, and troubleshooting of security products not included with FortNOC Command or FortNOC Secure services.
- Installation, configuration, and troubleshooting of printers including label makers, USB printers, and plotters.
- Installation, troubleshooting, and vendor management of trouble tickets for 3rd party software or hardware. Any charges incurred by TeleComp from a 3rd party vendor will be charged to the client.

Out of Scope – General

- Installation, configuration, and remediation of software or hardware of personal devices, even if used for business.
- Migration of mail services.
- Set up of and governance of Microsoft cloud services including Intune, Azure services, SharePoint, Stream, Power Automate, Power BI, and Power Apps.
- Configuration, troubleshooting, and remediation of network hardware and software including switches, routers, firewalls, and wireless equipment.
- Configuration, troubleshooting, and remediation of security hardware or software not included with FortNOC Command or FortNOC Secure.
- Configuration, troubleshooting, and remediation of security hardware or software.
- Configuration, troubleshooting, and remediation of telephony hardware or software.
- Hardware, software, or services not explicitly covered in the in-scope sections of this document or the managed services agreement.

Statement of Work (SOW) Retainer Agreement

Statement of Work (SOW) Retainer Agreement

- **Description**

- The Retainer Agreement is a pre-paid dollar value that the Client has purchased from TeleComp to obtain onsite or remote services for their technology needs. As work is performed against the Retainer Agreement, the pre-paid dollar value is debited by the associated hours and labor rate of the work performed. As the Retainer Agreement nears exhaustion, normally 10% to 20% of the original value, TeleComp staff will contact you to purchase additional hours. If your Retainer Agreement reaches a \$0.00 value, your rate for services will become the then current rate for onsite or remote services.

- **Authorized Contacts**

- TeleComp will ask that the Client identify specific contacts that are authorized by the Client to request services be performed by TeleComp. This helps to ensure all work performed is duly authorized.

- **Fee Schedule**

- The Retainer Agreement minimum is 10-hours of Engineer Standard hours purchased at \$139.00 hourly. The initial minimum is \$1,390.00. The Retainer Agreement covers onsite, or remote support services provided to you by TeleComp.

- **Agreement Term**

- The Retainer Agreement begins when paid in full in advance of any hours worked. The Retainer Agreement value does not expire and may be used for onsite or remote services until exhausted.

- **Response Time**

- Response time, is defined as acknowledgement of a service request and, will typically be performed in less than 60 minutes from the time a request is submitted.

Network Maintenance Contract



Prepared by:
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Prepared for:
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Jeremy Ramsey
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Quote Information:
Quote #: GLB008085
Version: 1
Delivery Date: 08/06/2021
Expiration Date: 09/20/2021

Quote Summary


Description	Amount
FortNOC Command	\$270.00
FortNOC Secure	\$60.00
FortNOC Vault	\$350.00
FortNOC Campus	\$75.00
Retainer Services	\$8,896.00
Total:	\$9,651.00

Recurring Expenses Summary

Description	Amount
FortNOC Command	\$270.00
FortNOC Secure	\$60.00
FortNOC Vault	\$350.00
FortNOC Campus	\$75.00
Recurring Total:	\$755.00

When a credit card is used for payment, a 3% credit card convenience fee will be assessed. Pricing is subject to availability. Product warranties are provided through the manufacturer. Installation labor will be billed against any available maintenance agreement or by the hour unless stated otherwise. Minimum 20% restocking fee will be assessed with original packaging within 10 Days of product delivery. We reserve the right to cancel orders arising from pricing or other errors. The information provided is a proposal and is subject to credit approval. The proposal provides an approximate monthly payment for hardware, software and services based upon the contract type and term in months. Taxes, fees and insurance are not included in financing figures. Any change in the amount financed will change monthly payment amounts. NOTE: By signing below, you agree to the terms and conditions.

Telecomp Holdings, Inc

Signature:  _____
Name: Giakob Beasley
Title: President of Enterprise Accounts
Date: 08/06/2021

Welch Public Schools

Signature: _____
Name: Jeremy Ramsey
Date: _____