

May 8, 2017

Winthrop Harbor School District #1  
Attn: Pat Goodwin  
500 North Avenue  
Winthrop Harbor, IL 60096

Dear Ms. Goodwin:

Thank you for allowing Computer Help Key, Inc. the opportunity to provide this quote for ongoing maintenance of the Local Area Network (LAN) for Winthrop Harbor School District #1.

In order to maintain your network on a fixed cost basis, we must have certain defined guidelines in place to clarify what is, and what is not covered in this maintenance agreement. Below are the sections that define what is covered and how that coverage will be provided. Computer Help Key, Inc. must be the only vendor allowed to perform the services listed under Services Included below without prior written authorization from Computer Help Key, Inc.

The term of this agreement shall be from **July 1, 2017** to **June 30, 2018**. The cost for the ongoing maintenance of your network will be on a fixed price basis of **\$5,158.00** per full month. All other work that is outside of the scope of this document will be quoted on a project based basis and agreed upon by both parties prior to the start of the project. In addition, any hourly services outside the scope of the maintenance proposal will be billed based at our hourly rate.

Either party may cancel this maintenance agreement at any time with 60 days written notice. Terms for invoice payment shall be net 30 days.

Computer Help Key, Inc. must have a single main contact person to deal with on a regular basis. There must also be a backup person in case the main contact person is not available. These individuals must be able to help diagnose and fix problems over the phone with a Computer Help Key, Inc. Employee. This will be the first level of diagnosis and will be available during our normal business hours. If the problem cannot be solved by phone, it will be addressed by remote control of the server or workstation, or by an on-site visit.

**Definition of Terms:**

- Private LAN Infrastructure – The servers, switches, firewall, router(s), and wireless access points connected to the LAN.
- Network Administrator – The person or persons responsible for day-to-day operation and support of the LAN and its users.
- Director of Technology – The person responsible for the formulation and implementation of all technology used in support of student education and school administrative functions.
- Equipment Coverage – The labor for the installation, replacement, and configuration of hardware provided by the client.
- MDF – Main Distribution Frame.
- IDF – Intermediate Distribution Frame.



**Equipment covered:**

Labor to maintain the following equipment will be covered under the terms of this agreement:

- Wireless access points and bridges connected to the Private LAN; and
- Switches for the Private LAN; and
- Private LAN servers; and
- Firewall and Router on the Private LAN; and
- UPS's for server equipment and MDF core components (core switch, firewall, and router).

**Equipment not covered:**

Labor to maintain, or the actual replacement cost of the following equipment will not be covered under the terms of this agreement:

- Wire and fiber infrastructure; or
- Desktop hardware; or
- Laptop hardware; or
- Printer hardware; or
- Projector hardware; or
- Security Camera hardware or software.

**Services Included:**

Labor for the following services will be provided under the terms of this agreement:

- Addition, removal, configuration of all equipment listed under covered equipment; and
- Maintain network documentation and warranty information; and
- Server, Switch and Network problem diagnosis; and
- Labor to replace failed hardware components in covered equipment; and
- Loading of new software on servers (all new software must be mutually agreed upon by Computer Help Key, Inc. and client prior to installation); and
- Problem diagnosis of Internet connection and repair of problems on the Private LAN up to the LAN side of the edge router; and
- Provide recovery services for network servers;
- 24 hour monitoring and alerting of your Internet connection and servers (CPU, Disk Space, and Memory). Alerts outside of the standard coverage hours shall be the District's responsibility to respond to; and
- Provide a remote access to a ticketing system for the District Administrator to enter and monitor support requests; and
- Attendance of an annual technology meeting to discuss the state of the network and plan for future changes; and
- Consultation throughout the term of this agreement to plan for new technology implementation; and
- Consultation regarding network changes to make sure the network runs optimally for all supported services; and
- As projects are identified, we will act on behalf of Winthrop Harbor District #1 to determine specifications for hardware and software and determine the project scope; and



- Administration of disk usage and consistency of server SYSTEM volumes; and
- Application of system updates and security patches on servers as needed; and
- Verification of workstation build for network readiness and security; and
- Answering questions, training and helping resolve problems for the Network Administrator including those with outside Vendors; and
- Backup server setup and software maintenance. Verify that backup services are working properly. Design backup schemes and verify backups will support the disaster recovery plan; and
- Maintenance of DNS services and DNS records for all equipment listed under covered equipment; and
- Maintenance of DHCP services and scopes; and
- Maintenance of Microsoft Active Directory tree structure; and
- Setup and maintenance of MYSQL servers and databases. (Customer will maintain MYSQL tables and data.); and
- Upgrades of software installed on servers such as NetWare, Windows, Antivirus; and
- Maintenance of uninterruptible power supplies (UPS) communication and battery replacement; and
- Management of TCP/IP address schemes used.

### **Services Not Included:**

Services that are provided that are not included under the terms of this agreement shall be billed at our hourly rate of **\$140.00**, billed in quarter-hour increments. Terms for invoice payment of these services shall be net 30 days.

Work that is of a substantial nature performed outside of the scope of this document will be quoted on a project based basis and agreed upon by both parties prior to the start of the project. Terms for payment for invoicing of these items shall be established by mutual consent at the time of approval for each project or engagement.

The following services are not included under the terms of this agreement:

### **Wiring Services:**

- Coverage of actual hardware components; or
- Installation or repair of any wire or fiber runs.

All Wiring Service vendors are responsible for the installation, termination, and testing of all wire or fiber runs. They shall not connect any runs to any networking equipment, and shall coordinate with Computer Help-Key, Inc., the Network Administrator, and the Director of Technology for all service and maintenance.

### **Database Software and Services:**

- Programming or modifications to database software; or
- Implementation; or
- Daily operations including, but not limited to, addition and deletion of users or database integrity issues; or
- Writing database reports



**Printer, Copier, Projector, and Security Camera Maintenance and Services:**

- Diagnosis or repair of printer or copier malfunctions (paper jams, image quality, component failures); or
- Diagnosis or repair of any Security Camera malfunctions; or
- Diagnosis or repair of Projector malfunctions.

**Antennas:**

- Computer Help Key, Inc. will not be responsible for any repairs or maintenance for any antennas or antenna cabling.

**Disaster Recover Services:**

Computer Consulting services required as part of a Disaster Recovery Plan, or consulting services required to restore client operations as a result of a Disaster shall not be covered as maintenance under this agreement. All Disaster related computer consulting services shall be charged at 1.5 times our standard hourly rate per consultant. All consultant expenses (including meals, lodging and travel) shall be reimbursed to Computer Help Key.

As used in this section, "Disaster" includes, but is not limited to natural disasters (such as fire, flood, or weather emergency), utility interruption, Acts of vandalism or terrorism, Client building disruption or destruction of any type, or seizure of client equipment.

**Response Times:**

The following guidelines will be used in regard to response times. Unless otherwise noted, the coverage described will be available between the standard hours of 7:00 am Central Time and 4:00 pm Central Time Monday through Friday, excluding Holidays (including those Holidays celebrated by Computer Help Key, Inc.). Upon acceptance of this proposal, a contact number will be provided for you to use to notify Computer Help Key, Inc. of the need for assistance.

The escalation of response will be as follows:

1. Phone support;
2. Remote access diagnosis via Internet and Remotely Anywhere within three hours;
3. On-site consulting for non-emergency problems by the next business day; and
4. On-site consulting for Emergency Problems within 4 hours.

**Emergency Problems:**

The following items will be considered an "Emergency Problem" under the terms of this agreement:

- A file or application Server on the LAN is down; or
- Internet connection on the LAN is down and the problem is not the ISP, router, or phone line; or
- Main LAN switch or an entire IDF is down; or
- More than one third of the computers are down; or



- Connection between campuses is down.

### **Customer Requirements:**

Winthrop Harbor District #1 is required to provide the following items at your expense for the term of this agreement:

- A Network Administrator; and
- Anti-Virus software for every computer and server with up to date maintenance; and
- Remotely Anywhere for every Windows server with up to date maintenance; and
- Shavlik HFNetCheck Pro licenses for each Windows server; and
- A remote-IP console device; and
- A dedicated high speed Internet connection with at least one static IP address; and
- A hardware firewall; and
- All software must be legally purchased or obtained and must be licensed to Winthrop Harbor District #1; and
- All software must be used according to the vendor's license agreement; and
- No outside computers or computer related devices not owned or licensed to Winthrop Harbor District #1 may be connected to the network at any time without prior permission except for laptops on the wireless guest network; and
- Building keys and security access codes for two Computer Help-Key, Inc. employees.

### **Customer Duties and Responsibilities:**

Winthrop Harbor District #1 is solely responsible for the following:

- Addition / Deletion of users, e-mail accounts, home directories; and
- Administration of disk usage and consistency of server DATA volume; and
- Verification security is applied properly on all accounts and DATA volumes; and
- Verifying backup tapes are changed, backups run properly, backup status is logged, and appropriate tapes are taken off-site on a daily basis. Computer Help Key, Inc. assumes no liability for the loss of data due to failure to consistently and appropriately perform backups of data per the conditions of this agreement.; and
- Creating / maintaining workstation builds and confirm all applications run properly; and
- Responding as needed to monitored systems alerts for disk space, bandwidth usage, system outages; and
- Maintaining master system images for workstations.
- Maintaining spam filter rules and lists.
- Maintaining content filtering software blocks and allows lists.
- Maintaining web site(s) and MySQL databases.
- All projects or changes to any system that connects to or will connect to the LAN must be approved by Computer Help Key, Inc. before the purchase or signing of any contracts; and
- All servers must remain under warranty and must be replaced after a maximum of five years.

This proposal is confidential and should not be distributed to individuals or organizations outside of Winthrop Harbor District #1, unless as authorized or required by law.



computer **help** key  


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Phone: (847) 482-1500  
Fax: (847) 482-1530


This proposal is valid for 60 days. Should you have any questions or concerns regarding this proposal, please feel free to contact me directly at (847) 482-1500 x 226.

Sincerely,



Rich Kern

**ACCEPTANCE OF PROPOSAL:**

Accepted by , for Winthrop Harbor School District #1  
Date 5-24-17

Accepted by , for Computer Help Key, Inc.  
Date 5/8/2017

*By signing this document, the above persons certify that they have legal authority and legal capacity to enter into this agreement by their respective employers/entities.*