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<http://www.bdhtechnology.com>
bdh@bdhtek.com

IT Services Contract

Date: 10/15/15

Customer Name: City of Marshalltown

Fee Schedule for Services

Base Bid Monthly Rate: \$3625

Monthly contract hours: 50 hours per month, maximum 3 weekend/late night hours

Alternate #1: Police Department

Monthly Rate: \$1450

Monthly contract hours: 20 hours per month, maximum 3 weekend/late night hours

Alternate #2: Public Library

Monthly Rate: \$725

Monthly contract hours: 10 hours per month

Combined for all 3 services.

BDH Technology would offer an additional discounted rate if all three bid options were selected.

Combined Monthly Rate: \$5,440/month

Monthly contract hours: 80 hours per month, maximum 6 weekend/late night hours

Additional Provisions

The following section would apply to any option and/or combination of options chosen above.

Unused hours would be allowed to be carried over from the previous month only. Any unused hours from previous months would not be available.

Any overages past the contract hours included would be billed at BDH Technology's then hourly rate which is currently \$85.00 per hour, during normal business hours, 8 AM - 5:30 PM Monday - Friday. After hours 5:30PM - 10 PM & 6 AM - 8 AM Monday-Friday is billed at 1.5 times the hourly rate. Late Night/Weekend hours, 10PM - 6 AM Monday-Friday, all day Saturday, all day Sunday, will be billed at 2 times the hourly rate. Holidays will be billed at 3 times the hourly rate. Separate blocks of time can be negotiated at discounted rates as the need arises to help in the implementation of any new/additional IT services.

Any hardware and software purchased, as authorized by the City of Marshalltown, by BDH Technology will be billed separately at 20% over cost.

Terms

2 Years starting November 1st 2015 and ending October 31 2017. Contract will remain in effect unless prior notice is given per the cancellation policy below.

5065.00 - 80 hrs
375.00 - Remote Ministry

5440.00

Cancellation Policy:

Notification must be given 60 days in advance of desired termination date.

Basic Services Included:

- General network maintenance & troubleshooting for Internet, local area network, wide area network, VPN connection, including modems, routers, switches, etc.
- Server diagnostics & remote monitoring for problem avoidance. Includes checking of server logs for errors and remote monitoring of all critical systems.
- Perform any hardware & software upgrades as needed.
- General troubleshooting for all computer systems including operating system & application installation & help.

Additional Services Include:

- Negotiated as the need arises.

Contact Methods

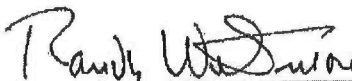
- The preferred method of contact in case of services needed is through the use of the LabTech ticketing system that will be installed on all workstations. Tickets can also be opened by e-mailing bizsupport@bdhtek.com
- In case of immediate assistance is required BDH Technology can be reached by the main phone number: 641-752-1818. An answering system is used that will send the message to all BDH Technology technicians after a message is left in the event that no one answers.
- In case no one can be reached Chad Berg can be reached direct at 641-328-5137 or via e-mail at chad@bdhtek.com and Jeremy Lane can be reached direct at 641-328-5138 or via e-mail at jeremy@bdhtek.com



Chad Berg, Managing Member
BDH Information Technology, LLC

10/15/15

Date



Randy Wetmore, City Administrator
City of Marshalltown

10/15/15

Date