

MINUTES FOR APRIL 7, 2014
BOARD OF CHEROKEE COUNTY COMMISSIONERS
CHEROKEE COUNTY, KANSAS

CONVENE

Commissioner Hilderbrand called the regular session of the Cherokee County Board of Commissioners (The Board), to order and led all in attendance in the Pledge of Allegiance at 9:00 AM on Monday, April 7, 2014 in the Commission Room, #109 of the Cherokee County Courthouse located at 110 W Maple St., Columbus, Kansas. Commissioners Richard Hilderbrand, Charles Napier, Pat Collins, and County Clerk Rodney Edmondson were present.

Members of the press present: Larry Hiatt, Mabelle Smith, and Shawnda Qualls

Chairman Hilderbrand welcomed the students and staff from Lincoln Elementary School in Baxter Springs. The students lead all in attendance in the Pledge of Allegiance.

Attending from Lincoln Elementary: Counselor Gene Nelson, 1st Grade Teacher Gail Edmondson, and students Hayden Seal, Lillianna Vazquez, Keara Sherwood, Allison Judd, Eryn Hosfelt, Kinsington Maggard, Weston Shafer, Gregg Quinatadkan, Owen Edmondson, Braeden Bennett, Gunner Gilmore, River Riddle, and Keely Barngrover.

The Board convened at 9:15 AM for the purpose of canvassing the City Election that was held on April 1, 2014. Appearing from the County Clerk/Election Office in addition to County Clerk Edmondson, were Deputy Clerk Paula Cheney, and Susan Jones for the purpose of taking the minutes.

Edmondson and Cheney presented 12 provisional ballots for consideration to the board of canvassers. Of the 12 ballots, 10 were recommended to be accepted, while 1 ballot was recommended to be rejected, and one ballot was challenged by the Special Counting Board for determining voter intent. After review by the Board of Canvassers, 11 ballots were accepted and 1 ballot was rejected by the Board.

At 9:34 AM the Board convened to the Office of the County Clerk to run the accepted provisional ballots through the M100 ballot tabulation machine for counting. The Special Board consisting of Supervising Judge Marcia Trease, Shannon Perry, and Ashton Carter, opened the sealed provisional ballot envelopes, removed the ballots, and inserted them into the M100 for tabulation. The results were added to the final totals.

At 9:50 AM the Board reconvened in the Commission Room to review the final election results as presented by Edmondson and Cheney. Edmondson stated to the Board that the results were a true and accurate account of the City Election of April 1, 2014.

Chairman Hilderbrand made a motion to accept the final results of the election as presented. Commissioner Napier seconded the motion. The motion carried 3-0 with all voting yes at 10:20 AM, concluding the canvassing of the election.

OK

Department Heads - Monthly Reports

They met with the Board for their routine monthly meeting with the following department heads present: Barbara Bilke, Register of Deeds; Betha Elliott, Health Department; Kristin Seal, Noxious Weeds; David Groves, Sheriff; Deana Randall, Human Resources; Jason Allison, Emergency Preparedness; Juanita Hodgson, Treasurer; Rodney Edmondson, Clerk; and Wayne Elliott, 911 Addressing & Mapping.

Betha Elliott - Reported that she has received a bid from CDL to install a generator at the Health Department. She will get on a future agenda and have CDL present.

David Groves - He reported that he has received three bids to construct a storage facility at the Law Enforcement Center. Only one of them is from Kansas, and he only had one company respond to the request to build a fence around the facility. He reported that Investigator Michael Potter had received recognition for his work on a task force investigating a double homicide in Greenwood County.

Kristin Seal - She reported that she received notice that she had passed her required classes, and is now certified.

Jason Allison - He reported that the updated Cherokee County Emergency Operation Plan has been sent to the state for review.

Juanita Hodgson - She reported that the 2nd half tax statements were sent out last week, approximately 8,900 were mailed.

The department heads reported that planning for the SEK Regional Officials Meeting set for April 24th is nearing completion.

Commissioner Collins commended Genie Baylor of the Treasurer's Office, for her handling of a senior citizen that was renewing his driver's license recently. He appreciated the extra effort that she put forth to help him.

Commissioner Hilderbrand asked for the Department Heads' input on the draft of the new changes to the personnel handbook. Their input will be reviewed by Mr. Cure.

Kevin Cure - County Counselor

He appeared before the Board with legal matters concerning Cherokee County.

He presented Resolution No. 8-2014 for consideration by the Board. It transfers county owned lots to Dale Myers and to issue a Quit Claim Deed to the property.

A motion was made by Commissioner Collins to pass Resolution No. 8-2014 and to issue the Quit Claim Deed to Dale Myers. The motion was seconded by Commissioner Napier. The motion carried 3-0 with all voting yes.

Kevin presented Resolution No. 9-2014 for consideration by the Board. It supports Kansas Legislature House Bill No. 2272 and requests that Governor Brownback sign the bill into law.

RAH

A motion was made by Commissioner Collins to pass Resolution No. 9-2014 as presented by Mr. Cure. The motion was seconded by Commissioner Hilderbrand. The motion carried 2-1 with Commissioner Napier voting no.

A motion was made by Commissioner Hilderbrand to sign the Quit Claim Deed to Dale Myers, issued consistent with a prior approved Resolution No. 8-2012. The motion was seconded by Commissioner Collins. The motion carried 3-0 with all voting yes.

A motion was made by Commissioner Hilderbrand to sign the agreement with Empire District Electric, to be in compliance with Resolution No. 37-2013. The motion was seconded by Commissioner Napier. The motion carried 3-0 with all voting yes.

A motion made by Commissioner Collins to execute the Memorandum of Understanding with the Bureau of Land Management. The motion was seconded by Commissioner Napier. The motion carried 3-0 with all voting yes.

A motion made by Commissioner Collins to enter into an Executive Session with the Board and Mr. Cure for the purpose Attorney/Client Privileges on the subject of voter registration. The motion was seconded by Commissioner Napier. The motion carried 3-0 at 11:18 AM.

The meeting reconvened at 11:25 AM.

No action was taken as a result of the Executive Session.

Stan Sechler - Corporate Business System

He appeared before the Board with a written proposal for Information Technology Services for Cherokee County. They recommend a complete hardware upgrade at a cost of \$20,753.89. He also submitted a Managed Services Agreement to cover 32 workstations at a cost of \$2,896/month. This would be a 2 year renewable contract.

James Richards - Stronghold Data

He appeared before the Board with a written proposal for Information Technology Services for Cherokee County. They have been providing services to Cherokee County for 15 years on a break/fix agreement. They are proposing a flat-rate Managed Services Agreement for all 75 workstations that the county has at a cost of \$3,800/month. This would be an annual renewable contract.

The Board took both proposals under advisement and asked the Department Heads to get together and discuss the proposals.

A motion was made by Commissioner Hilderbrand to enter into an Executive Session with the Board and Mr. Cure for the purpose of Non/Elected Personnel for a period of 30 minutes. The motion was seconded by Commissioner Collins. The motion carried 3-0 with all voting yes at 11:38 AM.

The meeting reconvened at 12:00 PM.

Chairman Hilderbrand announced that the Board would address Mr. Cure's resignation after he is adjudicated.

JK

A motion was made by Commissioner Collins to approve the minutes of the March 31, 2014 BOCC Meeting as written. The motion was seconded by Commissioner Napier. The motion carried 3-0 with all voting yes.


Ralph Houser - Maintenance Supervisor

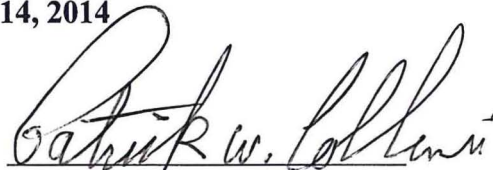
He appeared before the Board asking to replace retiring Janice Sandberg from the Maintenance Department. The Board discussed the need to have that position at 40 hours per week.

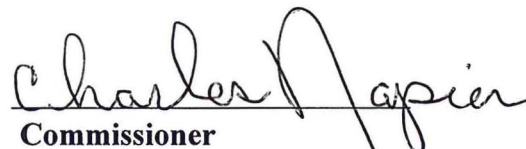
Commissioner Collins made a motion to fill the opening in the Maintenance Department. The motion was seconded by Commissioner Napier. The motion carried 2-1 with Commissioner Hilderbrand voting no.


Commissioner Hilderbrand made a motion to adjourn until the next regularly scheduled meeting set for April 14, 2014 at 9:00 AM. The motion was seconded by Commissioner Collins. The motion carried 3-0 with all in attendance voting yes at 12:12 PM.

ATTEST: Resolved and ordered this day, April 14, 2014


Cherokee County Clerk
Deputy Clerk


Commissioner


Commissioner


Commissioner

RESOLUTION NO. 8 - 2014

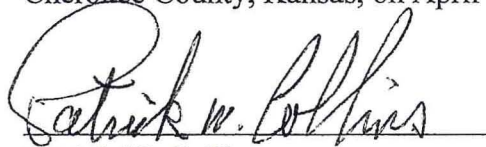
BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF
CHEROKEE COUNTY, KANSAS:

WHEREAS, the Board of County Commissioners of Cherokee County, Kansas, upon due consideration of the matter finds the real property described below is no longer required and deems it advisable and finds it in the best interests of Cherokee County, Kansas, to convey to Dale Myers, consistent with the Notice of Intent to Sell or Dispose of Property duly published once in the official county newspaper, the property legally described as follows, to-wit:

Lots 38, 39 and 40, in Block 4, Original Plat to the Town of Galena, according to the recorded plat thereof, all in Cherokee County, Kansas;

BE IT RESOLVED that the above described real property shall be conveyed to Dale Myers by quitclaim deed.

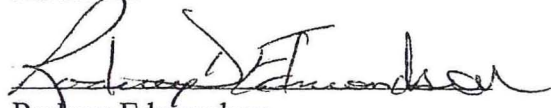
This resolution was passed by majority vote of the Board of County Commissioners of Cherokee County, Kansas, on April 7, 2014.


Patrick W. Collins
County Commissioner


Charlie Napier
County Commissioner


Richard J. Hildebrand
County Commissioner

ATTEST:


Rodney Edmondson
County Clerk of Cherokee County,
Kansas

Prepared by:
Kevin Cure, Attorney

(Published in the official county newspaper on the ____ day of April, 2014)

RESOLUTION NO. 9 - 2014

A RESOLUTION SUPPORTING KANSAS LEGISLATURE HOUSE BILL NO. 2272 AND REQUESTING THE HONORABLE SAM BROWNBACK TO SIGN THE BILL INTO LAW.

BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF CHEROKEE COUNTY, KANSAS:

WHEREAS, the Board of County Commissioners of Cherokee County, Kansas, (hereinafter referred to as "Board")

WHEREAS, the Board finds several years have passed since the passage of legislation that is presently set forth in K.S.A. 74-8734, and;

WHEREAS, the Board finds K.S.A. 74-8734 presently requires a minimum investment in infrastructure for a southeast Kansas lottery gaming facility of \$225.0 million and the required privilege fee for the lottery gaming facility manager of the southeast Kansas is \$25.0 million, and;

WHEREAS, the Board finds that House Bill No. 2272 would amend K.S.A. 74-8734 to require a minimum investment in infrastructure for a southeast Kansas lottery gaming facility of \$50.0 million and the required privilege fee for the lottery gaming facility manager of the southeast Kansas lottery gaming facility to be \$5.5 million, and;

WHEREAS, the Board finds the enactment into law of House Bill No. 2272 greatly increases the likelihood of a management contract being awarded to an experienced and strong business to operate a lottery gaming facility in the southeast Kansas gaming zone through the lowering of the minimum investment in infrastructure and the required privilege fee for the lottery gaming facility manager, and;

WHEREAS, the Board finds the operation of a lottery gaming facility in the southeast Kansas gaming zone would create Kansas jobs during the construction of

the facility and continue to create jobs and expand the Kansas economy once the operation of such a facility commences, and;

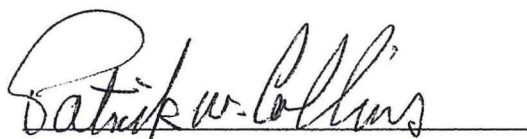
WHEREAS, the Board finds the operation of a lottery gaming facility in the southeast Kansas gaming zone would generate fees based on its revenues and generate additional taxation revenues that would be used to support infrastructure for the facility, perhaps leading to the lowering of the mill levy applicable to all real estate in the county where such a facility is located, and;

WHEREAS, the Board finds the location of a lottery gaming facility in the southeast Kansas gaming zone could lead to greater opportunities for local businesses that conduct business with the lottery gaming facility and attract customers to the area that would conduct other business in the region such as with hotels, restaurants, and through advertising with local media.

WHEREAS, the Board of County Commissioners of Cherokee County, Kansas, meeting in regular session, this 7th day of April, 2014, does hereby resolve as follows: for all of the previously stated reasons we respectfully request The Honorable Sam Brownback sign Kansas House Bill No. 2272 into law.

This resolution shall take effect and be in full force from and after its passage and publication once in the official county newspaper.

Adopted this 7th day of April, 2014, by the BOARD OF COMMISSIONERS OF CHEROKEE COUNTY, KANSAS.



Patrick W. Collins
County Commissioner



Richard J. Hilderbrand
County Commissioner

Charlie Napier
County Commissioner

ATTEST:

A handwritten signature in black ink, appearing to read "Rod Edmondson", is written over a horizontal line.

Rod Edmondson

County Clerk of Cherokee County,
Kansas

Resolution No. 9 - 2014


Prepared by:

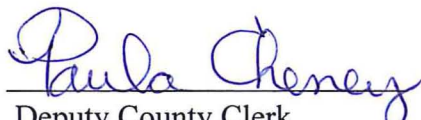
Kevin Cure, Attorney

Upon a motion by Commissioner Hilderbrand, with a second by Commissioner Napier, and a vote of the full membership of the Board of County Commissioners of Cherokee County, Kansas, thereon of 3 in approval and none opposed, the results of the City Election for Baxter Springs, Columbus, and West Mineral held April 1, 2014 are certified as accurate and true after the canvassing of the results. The Board of Cherokee County Commissioners consisted of Commissioners Charles Napier, Pat Collins, and Richard Hilderbrand, and under the consultation with County Counselor Kevin Cure, have determined that 12 Provisional Ballots were deemed reviewed. The final results were; of the provisional's, 11 ballots counted and 1 ballots were not deemed qualified after further review.

The approved provisionals by the Canvassing Board were added to the vote count in their respective precinct in Cherokee County by Cherokee County Election Officer, Rodney D. Edmondson, on April 7, 2014. The document containing the final results was then submitted to the Commission on Monday, April 7, 2014 for signatures by the Cherokee County Board of County Commissioners, and County Counselor Kevin Cure.

ATTEST:


Cherokee County Clerk
And Election Officer

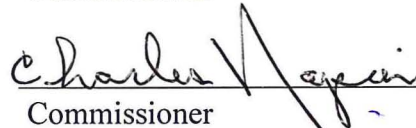

Deputy County Clerk


Legal County Counselor, Kevin Cure


County Attorney

April 7, 2014
Date


Commissioner


Commissioner


Commissioner

AGREEMENT

THIS AGREEMENT is entered into this 2nd day of April, 2014, by The Empire District Electric Company, a Kansas Corporation, ("Empire") and the Board of Commissioners of Cherokee County, Kansas, ("Board").

WHEREAS, on December 30, 2013, the Board adopted Resolution No. 37-2013 ("Resolution") establishing new weight limits on the bridge located approximately 1/8th of a mile south of Varck and SE 70th in Cherokee County ("Bridge"), from 35 tons to 15 tons; and

WHEREAS, the Resolution provides for the weight limit for Empire and its contractors vehicles performing work to cap off a fly ash pond near Empire's plant in Riverton to be 35 tons through April 30, 2014, provided Empire executes an agreement to be responsible for reasonable remuneration to Cherokee County in the event of damage to the Bridge or SE 70th in Cherokee County, Kansas caused by Empire and its contractors' use of the Bridge; and

WHEREAS, Empire wishes to enter into this Agreement with the Board in compliance with the Resolution.

NOW THEREFORE, in consideration of the mutual covenants and agreements set forth in this Agreement, and for other good and valuable consideration, the receipt and adequacy of which is acknowledged, Empire and the Board agree as follows:

1. The vehicle weight limit for Empire's and its contractors' vehicles performing work to cap off a fly ash pond near Empire's plant in Riverton shall be 35 tons through April 30, 2014.
2. In consideration for increasing the weight limit to 35 tons through April 30, 2014, Empire agrees it shall be responsible for reasonable remuneration to Cherokee County, Kansas, in the event of damage to the Bridge or SE 70th in Cherokee County, Kansas caused by the activities of vehicles being in excess of the new 15-ton limitation.

3. This Agreement shall be governed by, and construed in accordance with the laws of the State of Kansas.

4. This Agreement constitutes the entire understanding between Empire and the Board and supersedes any and all previous understandings between them with respect to the subject matter hereof.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly authorized officers as of the first date above written.


THE EMPIRE DISTRICT ELECTRIC COMPANY

By:  _____

BOARD OF COMMISSIONERS OF
CHEROKEE COUNTY, KANSAS


By:  _____

ATTEST:



County Clerk of Cherokee County, Kansas

APPROVED BY:



Kevin Cure, Attorney

MEMORANDUM OF UNDERSTANDING
BETWEEN THE
CHEROKEE COUNTY COMMISSIONERS
AND THE
BUREAU OF LAND MANAGEMENT
OKLAHOMA FIELD OFFICE
AND THE
BUREAU OF INDIAN AFFAIRS
EASTERN OKLAHOMA REGIONAL OFFICE
SOUTHERN PLAINS REGIONAL OFFICE

I. INTRODUCTION

The Bureau of Land Management (BLM), Oklahoma Field Office, in conjunction with the Bureau of Indian Affairs Eastern Oklahoma and Southern Plains Regional Offices, has begun an Environmental Impact Statement (EIS) project to analyze lands and minerals under the jurisdiction of both agencies in Kansas, Oklahoma, and Texas. The BLM portion of the EIS will result in the revision of the three (3) current Resource Management Plans within the Oklahoma Field Office's jurisdiction into one (1) Resource Management Plan (RMP).

The Cherokee County Commissioners is eligible to serve as a Cooperating Agency for the duration of the EIS/RMP process. Cooperating Agency status provides an opportunity for the BLM, BIA, AGENCY NAME, and other Cooperating Agencies & Entities to work together to enhance BLM's and BIA's planning efforts.

This Memorandum of Understanding (MOU) sets forth roles and responsibilities for the Cooperating Agencies as agreed upon between the Cherokee County Commissioners and the BLM Oklahoma Field Office (OFO), BIA Eastern Oklahoma and BIA Southern Plains Regional Offices for the purpose of collaborative planning and production of the EIS and BLM RMP.

II. PURPOSE

In carrying forth the responsibilities and mandates under the National Environmental Policy Act and Council on Environmental Quality regulations at 40 Code of Federal Regulations (CFR), Part 1500 and the Federal Land Policy and Management Act (as amended) CFR Part 1600, the BLM and BIA recognize a compelling need to ensure that the interest of Cherokee County Commissioners are accounted for, and that they are meaningfully engaged in the above stated planning effort and associated EIS.

As such, the BLM and BIA have agreed to grant Cooperating Agency status to Cherokee County Commissioners pursuant to 40 CFR 1501.6, 1501.2, and 1501.8. Under the regulations, the BLM and BIA recognize that Cherokee County Commissioners has special expertise as it relates to various aspects of the planning effort described above.

B. RESPONSIBILITIES OF THE CHEROKEE COUNTY COMMISSIONERS

The Cherokee County Commissioners has special expertise in a number of areas related to planning, and as such, is responsible for the following:

- i. Along with other Cooperating Agencies, to participate in the planning process to the fullest extent possible.
- ii. To assist the BLM and BIA with identification of issues and concerns to be addressed through the planning effort.
- iii. To provide data to potential relevance and value to the EIS/RMP revision effort. This data may include but is not limited to the following:
 - a. Approved Cherokee County Commissioners programs, plans, and policies potentially affected by the EIS/RMP,
 - b. Information regarding planning area resources and current and proposed uses and management actions,
 - c. Environmental analyses on issues for which the Cherokee County Commissioners has special expertise,
 - d. Socio-economic data such as demographics, activities, and values.
- iv. To review and provide comments during specified review periods on preliminary baseline and other technical reports for which the Cherokee County Commissioners had contributed data or other pertinent information.
- v. To review and provide comments during specified review periods concerning the following sections for the preliminary Draft EIS:
 - a. Preliminary range of alternatives to be considered in detail,
 - b. Relevant portions of the "Affected Environment" section (including the socio-economic portion),
 - c. Relevant portions of the "Environmental Consequences" section,
 - d. Relevant portions of the "Consultation and Coordination" section, including information on consistency reviews.
- vi. During public review periods for the Draft EIS, to provide the BLM and BIA with a consolidated comprehensive review of the Draft EIS.
- vii. To assist the BLM with analyzing and reviewing public comments and data, and with the development of the Proposed BLM RMP/Final BLM & BIA EIS.

VI. FUNDING

Each entity agrees to fund its own expenses associated with this planning process.

X. SIGNATURES

The parties hereto have executed this Memorandum of Understanding as of the dates shown below.

BUREAU OF LAND MANAGEMENT

Stephen G. Tryon, Field Manager
Oklahoma Field Office

Date

BUREAU OF INDIAN AFFAIRS

Eastern Oklahoma Regional Office

Date

BUREAU OF INDIAN AFFAIRS

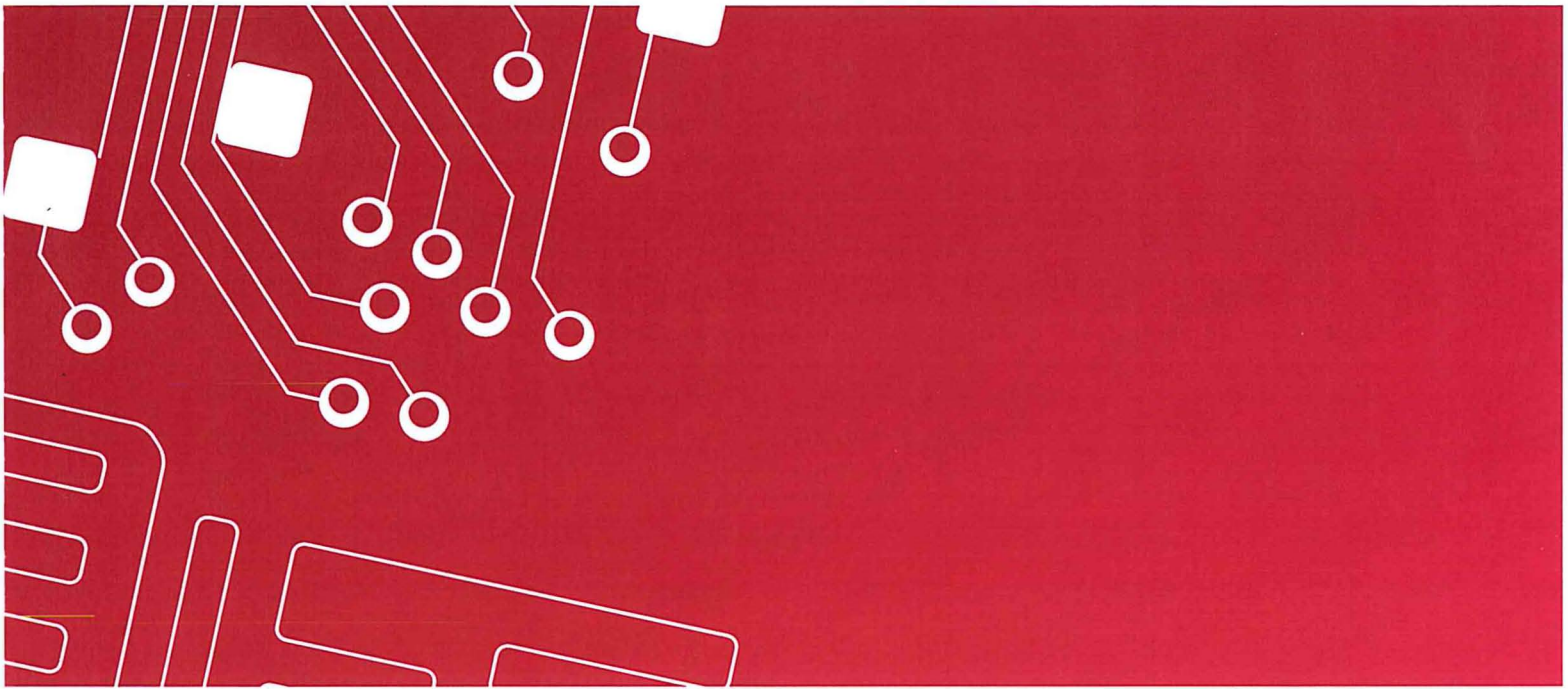
Southern Plains Regional Office

Date

CHEROKEE COUNTY COMMISSIONERS



4-7-2014
Date





Managed Information Technology Services

System downtime, viruses, spy ware, losses of productivity... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

At **Stronghold Data**[®], we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

The **Freedom IT**[®] plan provides affordable proactive IT management and support to growing businesses. Utilizing our unique IT automation framework for providing managed services, **Stronghold Data**[®] provides a range of proactive services to keep your computer systems up and running and your people and business productive.

Some of the benefits you will experience are:

- ◆ Proactive vs. reactive IT management
- ◆ Automation of key IT tasks
- ◆ Flexible Scheduling
- ◆ Access to a staff of technical experts for you and your users
- ◆ A complete managed process for getting users connected to the business center network
- ◆ Web based ticketing system for submittal of issues and related tasks
- ◆ Increased productivity

Managed Server Service:

- ◆ Microsoft Windows Server Patch Management
- ◆ Microsoft SQL Server Patch Management
- ◆ Microsoft Exchange Server Patch Management
- ◆ Virus Definition Management
- ◆ Backup Monitoring
- ◆ Hardware Firmware Management
- ◆ Service Monitoring with proactive notifications

Defined Service Level Plans

Plan Level

Platinum

Patch Management - Fully automated patch management. Scheduled security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.



Security Log Monitoring - Daily review of machine security logs to help ensure safe and secure networking environment.



Virus Log Monitoring - Daily review of machine virus logs to help ensure a safe and virus-free networking environment.



Integrated Reports - Comprehensive integrated management and operational reports. Customizable, always available. View online or export to HTML, Word or Excel.



Helpdesk Remote Control - **Stronghold Data**[®] can access your computers remotely from anywhere - securely and safely. We can access PCs behind firewalls and NAT without port mapping or infrastructure changes.



Maximum Security - Encrypted communication using 256-bit RC4 with rolling keys. No open ports. No plain-text data packets the network. Nothing for attackers to exploit.



Remote Helpdesk - Submit tickets via the life preserver: Application problems, Windows Problems, Network issues, email issues, using your block hours, Platinum Support or as needed.



Computer Cleanup Wizard - A collaboration of programs that run on machines during the night to fix/repair inaccuracies. Spyware management, Disk Defragmentation, Temp Files Cleanup, Virus Definitions management, Refresh of windows policies.



Application Deployment - Complete software installations and software updates across the organization with a mouse click. Easier and more flexible than SMS and other solutions.



Application bandwidth monitoring - Discover if certain applications are compromising your system's performance by consuming more resources than necessary.



Asset management / Hardware Warranty Notification - Integrating seamlessly with the PC Inventory feature, manage your computing infrastructure with comprehensive scheduled LAN audits on the frequency you specify. Fully automated and always up-to-date.



Edge Device Support - Changes to the Firewall, Router Switches, Printers (if networked) will be provided at included prices.



Application Installation Notification - Receive notifications if applications were installed on machines that you specify.



Application blocking - Prohibit certain computers from running non-business applications.



On-Site Support - Reactive On-Site Support for problems as they arise at no additional charge



Individual Remote Access - Access your work machine from outside of the office. You'll have direct access to your PC's desktop, using the same security encryption as the other program features.



On-Site Services – What is Included

Comprehensive System Administration and System Monitoring Services

Features

- ✦ On-site setup and ongoing maintenance of Windows OS-based workstations and servers and Networks
- ✦ Knowledge transfer to in-house administrators and end users
- ✦ Flexible packages with a wide range of task options
- ✦ Optional on-site hardware maintenance

Benefits

- ✦ Increase efficiency: respond faster to problems and meet required service levels
- ✦ Maximize productivity: reduce your support workload with an on-site system expert
- ✦ Increase effectiveness: augment the skills of in-house system administrators
- ✦ Realize value: reduce your cost of ownership

Expert Management of Your MS Windows Systems

Now you can maximize the productivity of your systems by augmenting your staff's skills with the expertise of our engineers. Through our On-Site System Administration services, one of our systems engineers will perform crucial system setup, administration, upgrade, and expansion tasks. If you choose, the engineer will perform hardware upgrades and maintenance. When appropriate, we'll also leverage the experience of our team of global technology engineers.

Comprehensive, Customized Services

With the flexible packaging options of On-Site System Administration services, you can purchase the services of an on-site engineer for a specified number of days to be used over the course of a year or a certain number of days per week for the entire year—all the way up to full-time, five-day-a-week administration. Clients with a full service contract can take advantage of our Windows On-Site System Administration to schedule replacements for planned absences such as vacations. Your on-site engineer can perform any of these tasks:

- ✦ Install and configure new systems and users
- ✦ Perform basic system administration tasks such as disk management, space and memory allocation, operating system upgrades, and patch management
- ✦ Monitor the performance and availability of designated systems, proactively and reactively address problems, maintain a log of activities, and provide end-user administration services, including backup/restore
- ✦ Identify and correct problems in Windows operating system use and provide alternative solutions where necessary
- ✦ Assist with the allocation of system resources and operating system tuning and configuration
- ✦ Write scripts to automate necessary procedures such as backup applications
- ✦ Install and test any licensed software updates, releases, and patches provided by us and third parties
- ✦ Assist users with system operation, optimization, and debugging
- ✦ Provide periodic written and/or oral progress reports
- ✦ Perform error log monitoring, analysis, and resolution
- ✦ Assist in hardware failure determination and resolution
- ✦ Hardware maintenance as required by platform; diagnosis and repair of defective hardware by replacing parts; and installation of hardware upgrades and new systems

Monthly Executive Summary

On the 1st of every month you will receive an Executive Summary that will show you the health of your network for the past 30 days at a glance. Plus, Your IT Manager will have access to over 50 customizable reports.

Company Name

Executive Summary Report:
 Created: 9:23:28 am 3-Nov-06
 For **all machines** in the group
 For data collected in the last 30 days

Client Information		Network Health Score	
Contact Person	Mike Miller	Patch Score	31% * 2/7
IT Manager	Dave Snyder	OS Score	100% * 1/7
Servers Managed	2	Disk Score	85% * 2/7
Workstations Managed	18	Automation	48% * 1/7
Total Systems Managed	20	Fragmented Drives	5% * 1/7
System Activity Last 30 Days		55%	
Patch Scans Completed	643	Operating Systems	
Patches Installed	4		
Audits Completed	988		
Backup Service		Patch Status	
Successful Backups	0	Patch Approval Policy Applied	
Failed Backups	0		
Automated Services (11PM)		Alarm Notifications	
Rescheduled Automation	148	Alert Event Log	171
SpywareScan	0	Alert LAN Watch	14
Defragmentation Check	273	Alert Agent Offline	4
Defragmentation Needed	30	Alert Agent Online	4
Windows Disk Cleanup	272	Alert Backup Alert	2
Crashed Applications Found	50	Agent Set <input checked="" type="checkbox"/> Workstations	10
Logon Failures	0	No SNMP Alarms Found	0
Spyware Count		No System Check Alarms Found	
Ticket Status			
Tickets Created Last 30 Days	0		
Total Tickets Past Due	0		
Tickets Closed Last 30 Days	0		
Disk Space Used			

Terms / Services Definition

All managed services will be billed monthly and the price is based on the number of desktops and servers currently managed. The terms are Net 30. Other services incurred during this plan will be billed at their regular rates of:

On-Site Service – Any service requiring on-site visits to complete. These services are billed at \$95 an hour during regular business hours unless coverage is included in the service plan (Such as *Platinum*). After hours service is billed at 1 ½ the standard rate.

Remote Service – Any service requiring remote access or technician time to complete. These services are billed at \$95 an hour during regular business hours unless coverage is included in the service plan (Such as *Platinum*). After hours service is billed at 1 ½ the standard rate.

Managed Services – Proactive Automated Services with onsite service plans scheduled on a regular and re-occurring monthly basis. Onsite Service agreements are bundled with this plan.

Satisfaction Guarantee

If for any reason you are not completely satisfied with **Stronghold Data's® Freedom IT®** Plan during the first 60 days **Stronghold Data®** will refund your money in full for the service (Excludes hourly billing).



April 7, 2014

Juanita Hodgson
Cherokee County Treasurer
Cherokee County Courthouse
110 W. Maple Street
Columbus, KS 66725

Hello Juanita

Thank you for utilizing our company for all your IT needs. We are happy to serve you and look forward to bringing you the best service to help maintain your computer systems at their peak performance. In working towards that goal, we have introduced our managed services some time back and believe this is a great option for the courthouse. We provide this service to many other municipalities in the four states region. By structuring your relationship with us in this manner you are able to accomplish many goals such as streamlining your service delivery, provide for after-hours support when required, conduct routine maintenance tasks automatically at night without disturbing your workday and provide a better way to budget your maintenance expenses. The service also includes anti-virus software and if a virus does get on your system we remove it at no additional charge. Please review the following information and let me know if you have any questions.

Monthly Services for Managed IT Services (8 Computers, 1 Server)

- **Managed Services for IT Support**
 - Courthouse Server-1 \$ 200.00
 - Appraisers Office-10 \$ 400.00
 - Attorney's Office-6 Plus Server \$ 440.00
 - Clerk's Office-9 \$ 360.00
 - County Lot-1 \$ 40.00
 - Emergency Management-2 \$ 80.00
 - Health Department-21 Plus Server \$ 1,240.00
 - Maintenance Department-1 \$ 40.00
 - Mapping Department-2 \$ 80.00
 - Recorder of Deeds -10 \$ 400.00
 - Treasurer's Office-11 \$ 440.00
 - Commissioners Office-1 \$ 40.00
 - Nocuous Weed-1 \$ 40.00
 - Platinum Services Per Month Monthly \$ 3,800.00
 - One-Time Setup fee is equal to 2 month billing One Time \$ 7,600.00
 - 100% Discount on Installation for Existing Customer \$ -7,600.00

Initial Cost with Setup and First Months Fees \$ 3,800.00

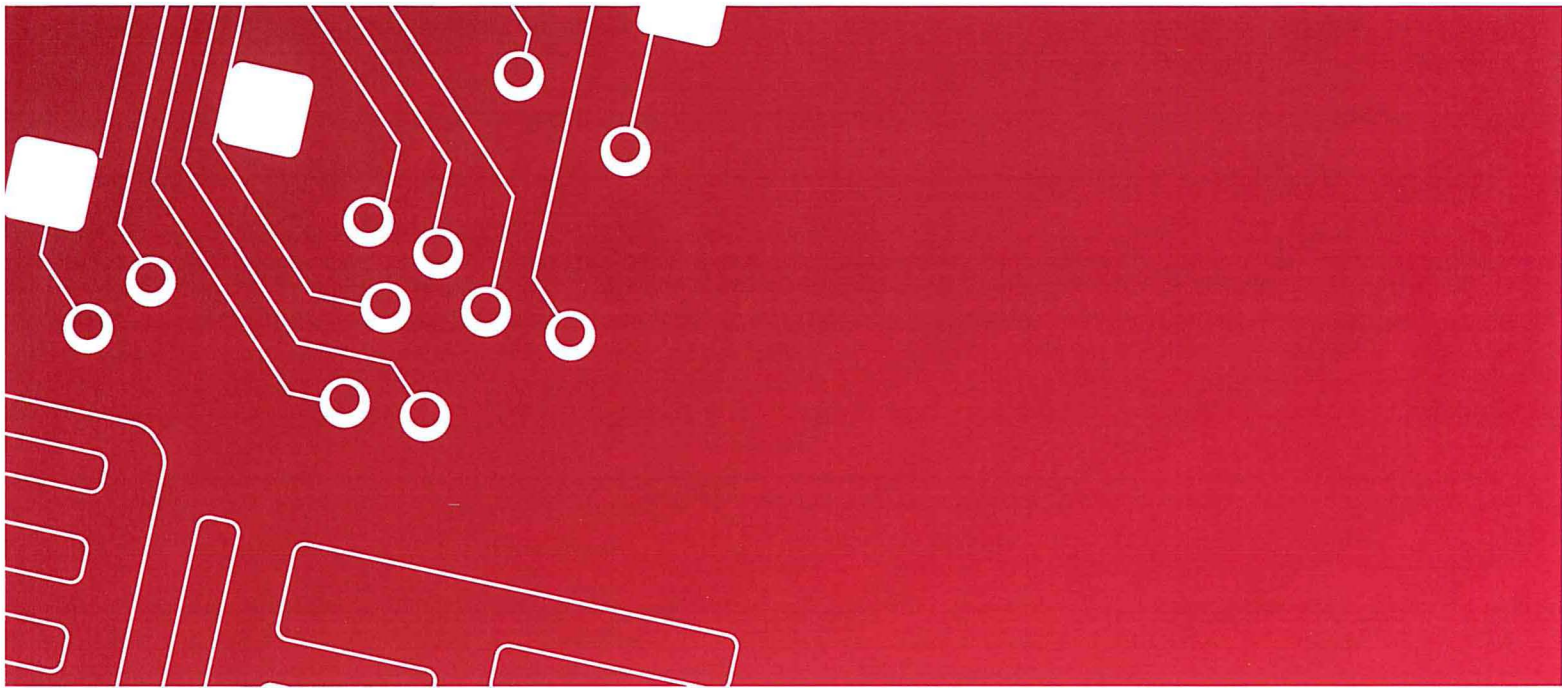
Monthly cost after first month for County Offices \$ 3,800.00

Prices are subject to change. Please verify at time of order. If you have any further questions, please call me at 417-627-9878.

Sincerely

Stronghold Data

James Richards, VCP/VTSP, CNE/CNS, MCP, CCA/CCSP, ACE

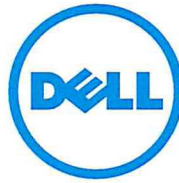


vmware
PARTNER

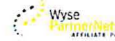
ENTERPRISE
SOLUTION PROVIDER

ACADEMIC SPECIALIZATION

U.S. FEDERAL SPECIALIZATION



PartnerDirect
Preferred



Stronghold Data
Comprehensive IT Solutions



QUOTE

Products. People. Savings. Solutions.

Date: April 7, 2014
INVOICE #
Expiration Date:

To Cherokee
County
Courthouse

Salesperson	Job	Shipping Method	Shipping Terms	Delivery Date	Payment Terms	Due Date
Stan					Due on receipt	

Qty	Item #	Description	Unit Price	Line Total	
2	MS220-48	Meraki 48 Port Managed GB switch	\$3,775		\$7,550
1	MS220-24	Meraki 24 Port Managed GB switch	\$2,155		\$2,155
1	MX80	Meraki Performance Managed Security Router	\$1,995		\$1,995
2	MR34	Meraki Performance Managed Wireless Access Point	\$1,399		\$2,798
1		Yearly Meraki Subscription	\$1,840		\$1,840
1		Prepaid Project Installation Labor	\$3,000		\$3,000
				Subtotal	\$19,288
				Sales Tax	\$1,465.89
				Total	\$20,753.89

Quotation prepared by: STAN SECHLER _____

To accept this quotation, sign here and return: _____

Thank you for your business!

Corporate Business Systems 3348 East Cherry Street, Springfield, MO 65802 Phone 417-831-6400
Fax 417-831-3183 ssechler@cbs-solutions.com



**Cherokee County
Columbus, Kansas**

4/7/2014



Sales Rep Quade Quesenberry
Network Engineer Stan Sechler
Customer Name Cherokee County
Customer Address Columbus, Kansas

<u>Type of Device</u>	<u># of Device Type</u>
Managed Desktops:	32
Managed Printers/Network Devices:	5
Managed Servers:	2
Smartphones/Tablets:	0
Number of Vendors:	

Proposal Prior to
Walk Through

\$ 2,896.00

*Note: Customer Signature approves reasonability of monthly cost prior to walkthrough findings



Managed Services Agreement

1 Term of Agreement

This Agreement between **Cherokee County** herein referred to as Client, and **Corporate Business Systems, Inc.**, herein after referred to as Service Provider, is effective upon the date signed, and shall remain in force for a period of two years. The Service Agreement shall automatically renew for subsequent two year terms beginning on the day immediately following the end of the Initial Term or a Renewal Term unless either party gives the other sixty days' prior written notice of its intent not to renew this Agreement.

- a) This Agreement may be terminated by either Party upon thirty (30) days' written notice if the other party:
- a. Fails to fulfill in any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days' of receipt of such written notice.
 - b. Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days' of receipt of such written notice.
 - c. Terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement.
- b) If either party terminates the Agreement, Service Provider will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay Service Provider the actual costs of rendering such assistance. Service Provider may require an advance deposit for the estimated amount of its fees to assist in the transition as a condition to its duties under this sub-paragraph.

2 Fees and Payment Schedule

Fees will be \$ 2,896.00 per month at the time of the signing of this agreement, invoiced to Client on a Monthly basis, and will become due and payable on the fifteenth day following the date of each invoice. Because pricing of this agreement is based on the number of devices (Currently 32 computers, 2 servers, 5 printers, firewalls, routers, switches & other network devices), it is understood that as devices are added to the network infrastructure, the price of the Managed Services will also be increased without the renegotiation fo this agreement per the schedule outlined in Appendix C. Services will be suspended if payment is not received within 15 days following date due. Refer to Appendix B for Services covered by the monthly fee under the terms of this Agreement.

It is understood that any and all Services requested by Client that fall outside of the terms of this Agreement will be considered Projects, and will be quoted and billed as separate, individual Services.

3 Taxes

It is understood that any Federal, State or Local Taxes applicable shall be added to each invoice for services or materials rendered under this Agreement. Client shall pay any such taxes unless a valid exemption certificate is furnished to Service Provider for th state of use.



4 Coverage

Remote help desk and Vendor Management of Client's IT networks will be provided to the Client by Service Provider through remote means between the hours of 8:00 a.m. - 5:00 p.m. Monday through Friday, excluding public holidays. Network Monitoring Services will be provided 24/7/365. All services qualifying under these conditions, as well as Services that fall outside the scope will fall under the provisions of Appendix B. Hardware costs of any kind are not covered under the terms of this Agreement.

Support and Escalation

Service Provider will respond to Client's Cases under the provisions of Appendix A, and with best effort after hours or on holidays. Cases should be opened by Client's designated I.T. Contact Persons/Area or Division Managers if possible via the Case Manager Portal to Service Provider's Help Desk, or by phone if unavailable. Each call will be assigned a Case Number for tracking. Service Provider's escalation process is detailed in Appendix A.

Service outside Normal Working Hours

Emergency services performed outside of the hours of 8:00 am - 5:00 pm Monday through Friday, excluding Public holidays, shall be subject to provisions of Appendix B.

Limitation of Liability

In no event shall Service Provider be held liable for indirect, special, incidental or consequential damages arising out of service provided hereunder, including but not limited to loss of profits or revenue, loss of use of equipment, lost data, costs of substitute equipment, or other costs. Client understands and agrees that Service Provider cannot not insure that client will have uninterrupted services throughout the Agreement Term, and Service Provider makes no warranties that is able to assure uninterrupted services. Accordingly, occasional outages that are repaired with due speed and reasonable skill shall not be deemed to be a breach of this Agreement and it shall have no liability to client for such interruptions that are remedied as soon as conditions reasonably permit.

Privacy and Security

Service Provider understands and acknowledges that in the course of performing services for Client, it will be exposed and have access to certain confidential information regarding Client and its clients and the legal services Client is providing to its clients, including, but not limited to, client data and information, financial information regarding the Client and its clients, technical information regarding Client's computer programs and applications, computer files, business plans, marketing plans, contractual information, financial information, and the like (collectively, the "Confidential Information").

In consideration of Client entering into this Service Agreement with Service Provider, the Service Provider shall treat and maintain any all Confidential Information received from Client, whether written, oral or otherwise, in the strictest and total confidence, shall not use or disclose (directly or indirectly), and shall prevent the disclosure of any such Confidential Information at any time or in any manner to any third parties; provided that Service Provider may disclose the Confidential Information to its employees who need to know the Confidential Information in connection with the services to be provided to Client hereunder, but only if such employees have signed a written agreement prohibiting them, both during and after their employment by Service Provider, from using the Confidential Information for any purpose other than as provided herein or from disclosing the Confidential Information to any other person, corporation or other entity.

Service Provider shall return to Client all Confidential Information obtained by Service Provider pursuant to this Agreement upon the earlier of the termination of this Service Agreement, or, on Client's demand. Service Provider covenants and promises that no copies shall be made of any



of the Confidential Information relating to Client's clients or the services Client is providing to such clients.

The Service Provider recognizes and agrees that disclosure or use of the Confidential Information in violation of this Agreement will cause irreparable harm to Client and its clients, inadequately compensable in damages. The Service Provider agrees that Client may seek and obtain injunctive relief against the breach or threatened breach of this Agreement, in addition to all other remedies which may be available, and the Service Provider hereby consents to the granting of such equitable relief. Service Provider further agrees to indemnify and defend and hold Client harmless from and against any and all damages, liabilities, losses, costs and expenses (including without limitation reasonable attorneys' fees and the costs of investigation and any direct, indirect, incidental and consequential loss or damage) incurred by Client as a result of any use or disclosure of the Confidential Information by Service Provider or its employees or any other person, corporation or other entity with Service Provider's control in a manner inconsistent with this Agreement.

5 Additional Maintenance Services

Hardware/System Support

Service Provider shall provide support of all hardware and systems specified in Appendix B, provided that all Hardware is covered under a currently active Vendor Support Contract, replaceable parts are readily available, and all Software is Genuine, Currently Licensed and Vendor-Supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service Agreement. Should 3rd Party Vendor Support Charges be required in order to resolve any issues, these will be passed on to the Client after first receiving the Client's authorization to incur them.

Virus Recovery for Current, Licensed Antivirus protected systems

Damages caused by, and recovery from, virus infection not detected and quarantined by the latest Antivirus definitions are covered under the terms of this Agreement. This Service is limited to those systems protected with Currently Licensed, Vendor-Supported Antivirus Solution.

Monitoring Services

Service Provider will provide ongoing monitoring and security services of all critical devices as indicated in Appendix B. Service Provider will provide monthly reports starting at day 90 of this agreement and will document critical alerts, scans and event resolutions to Client. Should a problem be discovered during monitoring, Service Provider shall make every attempt to rectify the condition in a timely manner through remote means.

6 Suitability of Existing Environment

Minimum Standards Required for Services

In order for Client's existing environment to qualify for Service Provider's Managed Services, the following requirements must be met:

- 1 All servers with Microsoft Windows Operating Systems must be running Windows 2003 Server or later, and have all of the latest Microsoft Service Packs and Critical Updates installed.
- 2 All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows XP Pro or later.
- 3 All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported
- 4 The environment must have a currently licensed, up-to-date and Vendor-supported server-based antivirus solution protecting all servers, desktops, notebooks/laptops, and Email.



- 5 The environment must have a currently licensed, Vendor-Supported Server-based Backup Solution. If the backup solution needs repair, this may be billed at a separate if the hardware is not suitable to support the environment.
- 6 The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
- 7 Any Wireless data traffic in the environment must be secured with a minimum of 128bit data encryption.

Costs required to bring Client's environment up to these Minimum Standards are not included in this Agreement unless specified in Appendix B

7 Excluded Services

Service Rendered under this Agreement does not include:

- 1 Parts, equipment or software not covered by vendor/manufacture warranty or support
- 2 The cost of any parts, equipment, or shipping charges of any kind.
- 3 The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind
- 4 The cost of any 3rd Party Vendor or Manufacturer Support or Incident fees of any kind
- 5 The cost to bring Client's environment up to minimum standards required for Services
- 6 Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors
- 7 Service and repair made necessary by the alteration or modification of equipment other than that authorized by Service Provider, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than Service Provider
- 8 Maintenance of Applications software packages, whether acquired from Service Provider or any other source unless as specified in Appendix B
- 9 Travel costs to remote locations (more than 200 miles of Springfield, MO) is not included and will be billed at appropriate mileage rates or on a reimbursement basis if other means of travel is deemed necessary by both parties
- 10 Programming (modification of software code) and program (software) maintenance unless as specified in Appendix B
- 11 Classroom based training services of any kind
- 12 Installation of new server(s), network equipment (firewall, Managed Switch, etc) or desktops

8 Miscellaneous

This agreement shall be governed by the laws of the State of Missouri. It constitutes the entire Agreement between Client and Service Provider for monitoring/maintenance/service of all equipment listed in "Appendix B". Its terms and conditions shall prevail should there be any variance with the terms and conditions of any order submitted by Client.

Service Provider is not responsible for failure to render services due to circumstances beyond its control, including, but not limited to, acts of God.

Implementation will require labeling and inventorying of all network devices. This may require onsite assistance from employees of client. As a result, Client agrees to provide assistance by employees for this simple process (5 - 10 minutes per device).



In the event the client has workstations, servers, firewalls or other critical infrastructure components that is out of warranty, or not warranted by HP, Cisco, Dell, IBM or other well known hardware manufacturer, repair times maybe affected to the extent that replacement parts located and are shipped to provider or client facilities. Response time will not be affected by these conditions.

**Client has hardware that is not warranted by a known hardware manufacturer

Yes No

List Items Affected:

9 Update or Modification clause

Because this support agreement is being entered into with an understanding that both parties wish the agreement to be in the best interest of both parties, a meeting may be requested quarterly by either party to re-negotiate the terms of this agreement in good faith.

10 Acceptance of Service Agreement

This Service Agreement covers only those services and equipment listed in "Appendix B." Service Provider must deem any equipment/services Client may want to add to this Agreement after the effective date acceptable. The addition of equipment/services not listed in "Appendix B" at the signing of this Agreement, if acceptable to Service Provider, shall result in an adjustment to the Client's montly charges.

IN WITNESS WHEREOF, the parties hereto have caused this Service Agreement to be signed by their duly authorized representatives as of the date set forth below.

Accepted by:

Authorized Signature Corporate Business Systems DATE

Authorized Signature Cherokee County DATE

Managed Services Agreement

Appendix A

Response and Resolution Times

The Following table shows the targets of response and resolution times for each priority level:

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

Service Request Procedure

- 1 Support request is received
 - 2 New case is created and assigned a case number
 - 3 Issue is identified and documented in Help Desk system
 - 4 Issue is qualified to determine if it can be resolved through Help Desk Support
 - If Issue Can be Resolved through Help Desk Support:***
 - 5 Help Desk 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 Help Desk Support:***
 - 6 Issue is escalated to a second technician or dispatch initiated for onsite support (Escalated Support)
 - 7 Second technician will begin work or onsite support will be scheduled or dispatched as deemed appropriate
 - If issue can be resolved through Escalated 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 resolution is not acceptable at any time:***
- Issues may be escalated to Ryan Fraser or other company directors as necessary at any time.



Managed Services Agreement

Appendix B

	<u>Frequency</u>	<u>Included in Maintenance</u>
General		
Document software and hardware changes	As performed	Yes
Monthly reports of work accomplished, work in process, etc.	Monthly	Yes
Systems		
Check print queues	As needed & monitored	Yes
Ensure that all server services are running	Constantly	Yes
Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly/As Necessary	Yes
Check event log of every server and indentify any potential issues	At things appear	Yes
Monitor hard drive free space on server, clients	Constantly	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 software upgrades	As needed	Yes
Determine logical directory structure, Implement, and detail	Revisit Monthly	Yes
Set up and maintain groups (accounting, admin, printers, sales, warehouses, etc)	As needed	Yes
Check status of backup and restores	Daily	Yes
Allert office manager to dangerous conditions: Memory running low, Hard drive showing sign of failure, hard drive running out of 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



Managed Services Agreement

Appendix B

Networks

Check router logs	Constantly	Yes
Performance Monitoring/Capacity Planning	Constantly	Yes
Monitor DSU/TSU, switches, hubs and internet connectivity, and make sure everything is operational (available for SNMP manageable devices only)	Constantly	Yes
Major SW/HW upgrades to network backbone, including routers, WAN additions, etc.	As needed	Yes
Maintain office connectivity to the Internet	Ongoing	Yes

Security

Check Firewall Alerts	Constantly	Yes
Confirm that antivirus definition auto updates have occurred	As needed	Yes
Confirm that virus updates have occurred	As needed	Yes
Confirm that backup has been performed on a daily basis	Daily	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	As needed	Yes

Apps

Exchange user/mailbox management	As needed	Yes
Monitor directory replication	As needed	Yes
Monitor WINS replication	As needed	Yes
SQL server management	As Needed	Yes
Overall application disk space management	As Needed	Yes
Ensure Microsoft Office Applications are functioning as designed	As needed	Yes

Implementation Process/Special Addendums

Labor to get the computers and servers is included however Service Provider may request a budget set aside for issues that occur. Examples: Hardware that is mutually determined to be sub-standard during review of network equipment and devices. Anti-virus/Anti-Spyware software is not current.	Budget Requested:
Backup Solution Modifications: Work for ensuring proper backup solution is included. Offsite data/backup solutions are not included if deemed appropriate by both parties	



Managed Services Agreement

Appendix B

Service Rates

<i>Labor</i>	<i>Rate</i>
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
Remote PC Management/Help Desk 5:01pm-7:59am M-F & Weekends for critical issues	Included
Remote Printer Management 5:01pm-7:59am M-F & Weekends for critical issues	Included
Remote Network Management 5:01pm-7:59am M-F & Weekends for critical issues	Included
Remote Server Management 5:01pm-7:59am M-F & Weekends for critical issues	Included



Managed Services Agreement

Appendix C

Schedule of price per device per month for Managed Services				
<u>Pricing Model</u>	<u>Desktops</u>	<u>Servers</u>	<u>Printers, Scanners, Routers, (network)</u>	<u>Vendors</u>
Premier Partner	\$ 65.50	\$ 275.00	\$ 50.00	\$ 21.25

Covered Equipment


	<u>#</u>
Managed Desktops:	32
Managed Printers/Network Devices:	5
Managed Servers:	2
Smartphones:	0
Number of Vendors:	0

Proposal for Managed Services

Cherokee County

Managed Desktops:	32
Managed Printers/Network Devices:	5
Managed Servers:	2
Smartphones:	0
Number of Vendors:	0



Services Provided	Proposed Cost Premier Partner
<i>Unlimited Managed Services Cost Per Month</i>	
Unlimited Remote Helpdesk Support for All Client Desktops Smartphone Support	\$ 2,096.00
Unlimited Remote Helpdesk Support for All Client Servers	\$ 550.00
Unlimited Remote Helpdesk Support for All Client Printers/Scanners Copiers	\$ 250.00
<i>Unlimited Remote Monitoring Support 24/7/365</i>	
Unlimited Remote Monitoring for all client servers Unlimited Remote Monitoring for all client routers unlimited remote monitoring for all client broadband unlimited Remote monitoring for all client VPN's Unlimited Remote monitoring for all client Email/web services Unlimited remote monitoring for all client SQL/Line of Business Servers Exchange database size monitoring and general maintenance Backup Success/Failure monitoring Event Long Monitoring	
<i>Vendor Management Services</i>	
Unlimited Management for All Client Vendor Support Issues Telecom Vendors Software Vendors Equipment Vendors	\$ -
<i>Preventative Maintenance</i>	
Patch Management Backup and Restore Verification Virus System Update and maintenance Spyware System update and maintenance Event Log Response Microsoft Best Practice and Security analyzers	
<i>Disaster Recovery Plan*Customer signs off refusal</i>	
Detailed recovery plan for internal sabotage Detailed recovery plan for server crash Detailed recovery plan for buidling domolition	
<i>CBS and or Customer Requirements</i>	
Onsite computer in standby Image data space Smartnet Server Warranty Antivirus Software Spyware Software	
	
Price of Services	\$ 2,896.00