



Quality
Network
Solutions

Technology Support Service Agreement

Quality Network Solutions, Inc (hereinafter "QNS") is hereby contracted by Steeleville School District ("District") to provide technology support services both onsite and remote within the districts premises.

Services:

- QNS will assume the lead role maintaining the district's networks. This includes the server hardware and software, network wiring, and network distribution hardware.
- QNS will assume the lead role maintaining the functionality of the district's desktop computers including hardware, software, and network connectivity.
- QNS will assume the lead role providing end-user help desk support.
- QNS will assist district personnel in maintaining administrative software.
- QNS will provide technology consulting through committee meetings as well as ad hoc queries from district administrative personnel.
- QNS will provide technology acquisition and consulting services.

The successful implementation of our services depends on the cooperative effort provided by the District. Therefore,

- District agrees to submit requests for assistance utilizing the QNS icon provided on all Windows computers as well as other approved means of communication as determined by QNS. If Internet access is unavailable building wide, the District agrees to contact our main office using our 800 number (800-662-5123).
- District agrees to assign a technical point of contact ("Technology Liaison") to facilitate communication with QNS.
- District agrees to supply feedback on services provided as well as servicing technicians on annual basis or more frequently if such feedback is requested.
- District agrees to work exclusively with QNS for the duration of the contract. This applies to services outlined in the services section such as network infrastructure projects, computer installation, and technology acquisition.

Terms:

This Agreement shall commence on July, 1st 2012 and shall continue until June 30th, 2017 for an Initial 5 year term. Following this Initial term or subsequent renewal term, this Agreement shall continue with automatic renewal. Renewal terms are as follows. Upon completion of the Initial term or Renewal term, this Agreement shall continue for an additional term (as defined by the initial term length) until either party provides written notice to the other of its intent to terminate the Agreement ("Termination Notice"). Such Termination notice must be received by the other Party not less than one-hundred twenty (120) calendar days prior to the commencement of a Renewal term.

Additional Terms:

- Additional computers put in service after a school year has begun will be billed at a flat rate of \$70 per computer. Replacement computers, printers and other peripheral installation will be installed at no charge.
- Onsite service includes no charge for travel.
- Remote service includes no additional charge for phone support or remote access.
- Services provided that go beyond the scope of the services outlined in the services section will be billed. Examples include network infrastructure projects, new constructions wiring, and security systems troubleshooting. Network infrastructure project rates will be \$50/hour. All other work will be \$45/hour.
- QNS works under the authority of the district Superintendent.

Annual Costs (per computer):

The first year costs are based on the computer count (192) multiplied by the initial rate per computer (\$144.00) which totals \$27,648. Payments will be made monthly. The annual cost for subsequent years will be based on the computer population in service multiplied by the adjusted rate per computer. The rate is adjusted annually at 2.0%. The Initial term rates are as follows - first year (\$144.00), second year (\$146.88), third year (\$149.82), fourth year (\$152.81), and fifth year (\$155.87). Renewal rates - the first year rate during a Renewal term will be the same rate as the last year of the previous term. Subsequent rates during the renewal term(s) will be adjusted annually at 2.0%. Either party may request Modifications to the rate or annual adjustment percentage with written notice to the other not less than one-hundred twenty (120) calendar days prior to the commencement of a Renewal term.

QNS:

Quality Network Solutions, Inc.

By: Mel Workman Date: 1/26/11
Mel Workman
President

District:

Steeleville School District

By: Stephanie R. Mulholland Date: 2/14/12
Stephanie Mulholland
Superintendent