

**CONTRACT NAME: AGREEMENT BETWEEN QUEST TECHNOLOGY  
MANAGEMENT AND DAVIS JOINT UNIFIED SCHOOL DISTRICT**

**BRIEF DESCRIPTION OF CONTRACT:** This agreement provides Technical On-Call Support for the District's technology services, data storage and data processing services provided by Quest.

1. **SERVICES AGREEMENT:** This order form is governed the terms set forth herein known as the “Agreement”. (Quest), a California corporation, and **Davis Joint Unified School District** (Client) each referred to as “Party” and collectively as the “Parties.”

2. **TERM:** 12 Months

3. **SOLUTION DESCRIPTION: TECHNICAL ONCALL SUPPORT**

- i. Quest will provide Client access to Quest Network Operations Center (“NOC”) 24x7 for technical support.
- ii. Upon Client notice (email/phone call), Quest will open a ticket on behalf of Client through Quest’s ticket tracking systems.
- iii. Any engagement of Quest engineering services will be billable per the technical support rates. Certain requests may be moved to separate project engagements billable under that project engagement.
- iv. In the event that an onsite dispatch is required, Quest will dispatch gain Client billing approval and work to dispatch a resource on a best effort basis.

4. **INVESTMENT AND TERMS:**

- a. The following table identifies Customer’s investment for the service package.

Quest Select Service Package	Term	Monthly Charges (MRCs)
Selected Service Package	12 Months	<i>Waived</i>
Setup Services	N/A	Time and Material

- b. All fees are in US Dollars
- c. Incident Response, data and/or application migration services are available upon request for an additional fee/cost.
- d. In addition to the amounts set forth above, any technical support provided by Quest in connection with the services shall be billed by Quest on a time and materials basis pursuant to the following rate schedule



i. Technical Support Rates

**Remote (Quest NOC) Support (billed in 15 minute increments)**

Cable Plant at Quest Data Center	\$75 per hr.
Desktop/Printer	\$78 per hr.
Video Surveillance, Access Control	\$95 per hr.
Audio/Video, Video Conferencing	\$95 per hr.
Network, IaaS, Server, or Storage	\$150 per hr.
Program or Project Manager	\$140 per hr.
SQL, .NET, SharePoint	\$180 per hr.
VoIP, Security, Mobility, VMware, or Citrix	\$180 per hr.
Incident Response Resource	\$350 per hr.

**On Site Scheduled Support (4 hr. min, scheduled 24 hrs. in advance)**

Data Cabling	\$75 per hr.
Desktop/Printer	\$85 per hr.
Video Surveillance, Access Control	\$98 per hr.
Audio/Video, Video Conferencing	\$98 per hr.
Network, IaaS, Server, or Storage	\$175 per hr.
Program or Project Manager	\$145 per hr.
SQL, .NET, SharePoint	\$195 per hr.
VoIP, Security, Mobility, VMware, or Citrix	\$195 per hr.
Incident Response Resource	\$350 per hr.

**After Hours Technical Support (4 hr. min, less than 24 hr. notice and/or after hrs./weekends)**

Data Cabling	\$95 per hr.
Desktop/Printer	\$125 per hr.
Video Surveillance, Access Control	\$135 per hr.
Audio/Video, Video Conferencing	\$150 per hr.
Network, IaaS, Server, or Storage	\$210 per hr.
SQL, .NET, SharePoint	\$250 per hr.
VoIP, Security, Mobility, VMware, or Citrix	\$250 per hr.

e. Emergency Incident Response Services: \$350/hour with minimum amounts determined at time of incident


- i. Immediate response to threat
- ii. Assess your security posture against the threat
- iii. Determine the level of effort required to protect Customers assets
- iv. Work to prevent, detect, and respond to incidents
- v. Identify and mitigate complex security vulnerability
- vi. Provide risk analyses and recommendations for threat eradication
- vii. Provide forensic analysis to determine extract threat vector

f. Rates listed above exclude Professional Service engagement(s) and/or project(s) and are subject to rates listed in any separate engagement documents. Please contact the Quest account manager,

technical consultant, or service manager for engineering rates that may fall outside of listed engineering services.

- g. Quest reserves the right to adjust technical support rates.
- h. Client hereby orders the services set forth above and agrees to the terms and conditions herein as part of the Service Terms (Exhibit A) and which are incorporated by reference with this order form. Quest will provide Exhibit A upon request from Client.

*The signatures below denote agreement to and approval by authorized representatives for the execution of this agreement:*

<b>CLIENT:</b>		<b>QUEST:</b>	
Signature:		Signature:	
Name:	Bruce E. Colby	Name:	
Title:	Chief Business Officer	Title:	
Date:	5/25/18	Date:	
Contract/PO#:			

Quest is an equal opportunity employer with affirmative action obligations, meaning it actively seeks qualified job candidates who are minorities, women, disabled, and protected veterans. By accepting this contract or purchase order, you also accept any responsibility for abiding by all the regulatory requirements at **41 CFR 60-2, 41 CFR 60-300 and 41 CFR 60-741**. These regulations prohibit discrimination against minorities, women, qualified individuals with disabilities, and qualified protected veterans and requires affirmative action by covered prime contractors and subcontractors for the employment and advancement in employment of qualified protected veterans. Those requirements are incorporated here for reference.