

## **SUPPORT SERVICES AGREEMENT**

### ***SERVICES***

**1.0** Bridgehead IT, Inc. (“support firm”) or (“BIT”) will provide Edwards Aquifer Authority (“EAA”) expert support (remote and on-site) services to all users (an average of 100 users on Dell 5050 equipment and 10 additional laptops). As stipulated in the scope of work, BIT will use the current EAA ticketing system (Manage-Engine Service Desk) to manage, track, perform, and administer help desk tickets.

**1.1 Help Desk Support** – BIT will provide expert support to all users in the following areas:

- Helpdesk Support
- Application Support
- Active Directory
- Software Installations
- Provisioning Workstations

### ***HOURS of OPERATION***

**2.0 SERVICE HOURS** – Operating hours of 24x7x365 are described as Standard Business Hours or After Hours excluding support firm holidays. Support Firm recognizes the following definitions for each as it relates to references in this agreement.

**2.1 Standard Business Hours** - The hours between 8:00 a.m. and 5:00 p.m. CST, Monday through Friday excluding client holidays.

**2.2 After-Hours** - The hours between 5:31 p.m. and 7:29 a.m. CST, Monday through Friday, weekends, and published customer and BIT holidays. Services performed during After-Hours will be subject to the after-hours rate stated in the Term and Rate Schedule section of this agreement. Additional fees will not apply when support firm requests the option to perform services during After-Hours for convenience purposes.

### ***TERM and RATE SCHEDULE***

**3.0** Bridgehead services as to this agreement are contracted at a \$6,200 monthly rate to be used by the client during standard business hours.

**3.1 Term** - The term of this agreement is from March 1, 2021 to February 28, 2022 (12 months) with the monthly contracted amount pre-billed via email at the beginning of each month. Payment is due upon receipt of invoice.

**3.1.1** Agreement may be cancelled or can be increased or decreased by client prior to the first day of the selected month with 45-day written notice required.

**3.2 After Hours Rate** – The after-hours rate as to the agreement is \$225/hr.

### ***SERVICE REQUEST METHODS***

**4.0** Service Requests can be initiated by remote management tools or client initiated methods including telephone, email or BIT Web portal. The definition of each as to this agreement is as follows:

**4.1 Web Portal** – Client may place a service request by logging into the BIT web portal at <http://support.bridgeheadit.com>. BIT will provide client with logins as required. Client should include information related to service request. This includes equipment type, serial number, problem description, proposed priority level, contact information and other notes relating to service request that may be considered relevant.

**4.2 Email**– Client may place a service request by contacting the help desk email at the email address provided. Client should include information related to service request. This includes equipment type, serial number, problem description, proposed priority level, contact information and other notes relating to service request that may be considered relevant. [support@bridgehead-it.com](mailto:support@bridgehead-it.com)

**4.3 Telephone**- Client may place a service request by contacting the help desk number provided. Client should have available information related to service request including equipment type, serial number, problem description, proposed priority level, contact information and other notes relating to service request that may be considered relevant. [210-477-7900](tel:210-477-7900)

**4.4 Remote Monitoring** – Support Firm will open a service request and assign it to a technical resource for problem resolution when the alert is received. The appropriate priority levels and problem resolution methods will be determined by support firm based on the nature of the received alert.

### ***SERVICE LEVEL OBJECTIVES***

- 5.0** Service Level Objective components include Priority Level assignment, Service Hours and Response and Action commitments. Specific SLO's and escalation procedures as it relates to this agreement are provided in Appendix A.

### ***SERVICE DELIVERY METHODS***

- 6.0** Service delivery and ticket resolution methods include telephone support, remote access, scheduled onsite visit, and non-scheduled onsite visit as defined below.
- 6.1 Telephone Support** – A technical resource will contact client via telephone in order to resolve issues that can be resolved in this manner.
- 6.2 Remote Access** – A technical resource will connect to client's network via a client provided full time internet connection in order to resolve issues that can be resolved in this manner.
- 6.3 Scheduled Onsite Visit** – A technical resource will be dispatched onsite based on a mutually agreed to schedule. Non-critical issues or Urgent service requests requiring onsite problem resolution will be addressed with this method.
- 6.4 Unscheduled Onsite Visit** – A technical resource will be dispatched onsite as required by Critical Issues or Emergency Level service requests requiring expedited standard business hours support or after hours support.

### ***CLIENT RESPONSIBILITY***

- 7.0** Client maintains certain obligations and responsibilities outside of this agreement to include but not limited to:
- 7.1** Client will provide the necessary resources so that support firm is provided with remote access to Client's network via the Internet to be used to provide the services outlined in this agreement.
- 7.2** Client is responsible for all items related to software license compliance. Client may optionally request that Support Firm remediate software license compliance issues, at additional cost.
- 7.3** Client will request approval from support firm prior to making any changes to the Client's network environment and support firm will not unreasonably withhold such approval.

- 7.4** Client shall reasonably assist support firm in determining exact source and nature of a problem by running diagnostics or other procedures requested by support firm as it relates to expediting the problem resolution process.

### ***EXCLUSIONS***

- 8.0** The following services are specifically excluded from coverage under this agreement and if performed shall be charged to Client. Client approval will be required before performing any tasks not covered by this MSA.
- 8.1** Hardware not covered by manufacturer warranty
- 8.2** Low Voltage Cabling, Copper or Fiber
- 8.3** Telephone System/PBX
- 8.4** Software Development

IN WITNESS WHEREOF, the parties hereto hereby warrant that they have the requisite authority to execute this Agreement, and have executed this Agreement, as of the Effective Date.

Acceptance:

Edwards Aquifer Authority  
900 E. Quincy  
San Antonio, TX 78215

Bridgehead IT, Inc.  
2810 N. Flores St.  
San Antonio, TX 78212

By: \_\_\_\_\_

By: \_\_\_\_\_

Printed Name: Roland Ruiz

Printed Name: \_\_\_\_\_

Title: General Manager

Title: \_\_\_\_\_

Date: February 10, 2021

Date: \_\_\_\_\_

## Appendix A - Service Level Objective Summary

### **Emergency Priority**

An existing service is unavailable or severely degraded that impacts the ability of a workgroup to conduct business operations. This priority requires both Support Firm and the Client to dedicate fulltime resources to the problem until it is resolved or downgraded in priority.

First Available Tech Response supersedes all other tickets.

### **Urgent Priority**

An existing service is unavailable or severely degraded that impacts the ability of a single user to conduct business operations. This priority requires both Support Firm and the Client to dedicate fulltime resources to this problem during normal business hours until it is resolved or downgraded in priority.

1-2 Hour Response Time

### **Normal Priority**

Issues that are non-urgent in nature and can be addressed during the next scheduled onsite visit without negatively impacting the client's operational capacities

4 Hour Response Time

## Appendix B – Escalation Procedures

If you are not satisfied by the level of service in regards to your trouble, you may initiate escalation procedures by following the instructions below.

### During Business Hours

#### Level 1 Escalation – Dispatch Technician

Call the main line (210-477-7900) and ask to speak with the Dispatch technician. If they do not answer, please leave a voicemail.

#### Level 2 Escalation – Group Supervisor

If you not satisfied after one hour, please call the Supervisor.

- **Server** – Blake Smith (Desk# 210-477-7692, Cell# 210-364-3262)
- **Networking** – Louis Cisnero (Desk# 210-477-7917, Cell# 210-215-0236)
- **Desktop** – Robert Morales (Desk# 210-477-7951, Cell# 210-478-8896)

#### Level 3 Escalation – IT Services Director

If you are still not satisfied with the level of service after two hours, please call the IT Services Director.

- IT Services Director – James Wiesner (Desk# 210-237-4252, Cell# 210-240-9162)

### After Hours

#### Level 1 Escalation – On-Call Technician

Call the main line (210-477-7900) and follow the prompts to leave a voicemail in our afterhours call handling system. That system will then immediately forward the voicemail to the on-call technician.

#### Level 2 Escalation – Group Supervisor

If you not satisfied after one hour, please call the Supervisor.

- **Server** – Blake Smith (Desk# 210-477-7692, Cell# 210-364-3262)
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