



CROSS LINK

CONSULTING

Over 20 Years of Humbly and Faithfully Serving
Cyber & IT Services to the American South

Richmond County Support

Prepared for **Richmond County Administration**

By Jason Franklin | jfranklin@crosslinkconsulting.net
Valid until Friday, September 12, 2025

Additional Services and Recommendations				\$48,000.00
Product	Quantity	Price	Amount	
 Discovery Phase	8	\$3,000.00	\$24,000.00	
 Strategy & Building Phase	8	\$3,000.00	\$24,000.00	
 Ongoing IT Engineer Support and Consulting (Pricing TBD)	1	\$0.00	\$0.00	

Subtotal	\$48,000.00
Shipping	\$0.00
Tax	\$0.00
Total	\$48,000.00

Statement of Work

This Statement of Work ("SOW") contains provisions that define, clarify, and govern the provisions of the Quote to which is attached (the "Quote"). If you disagree with the terms of this SOW, you should not sign the Quote, and you must contact us for more information.

This SOW is effective as of the date on which you accepted the Quote ("Effective Date").

The services described in the Quote and as described below (collectively, the "Services") will be provided to you. Services that are not explicitly described in the Quote and this SOW will be out of scope and will not be provided to you unless otherwise agreed to by us in writing. (From this point forward, the Quote and this SOW will generally be collectively referred to as "SOW").

Scope of Work

Cross Link consulting will provide IT Engineering labor to Richmond County. This will be executed in three general phases: 1. Discovery; 2. Strategy & Building; 3. Ongoing IT Engineer Support/Consulting

Discovery Phase:

From September 5 through October 24, 2025, Cross Link Consulting will provide discovery IT Services consulting to Richmond County. This will be the opportunity for Cross Link consultants and engineers to learn the details of infrastructure and methodology for the county to better provide support and advice. This will be billed \$3000 weekly to cover the work performed both onsite and offsite. Tier 3 engineering support is included and available throughout phase one and phase two.

Strategy & Building:

Once the Discovery phase is completed, Cross Link will begin phase 2. This separate phase will also be billed \$3000 weekly to cover the work performed both onsite and offsite. This will include network mapping, identifying points of failure, building back up configurations of all applicable infrastructure; to include creating strategies to remediate these identified points of failure, recommendations and develop processes for optimal recovery time, redundancy, and replacements in the event of a failure. This phase will culminate no later than December 31, 2025.

Ongoing IT Engineer Support/Consulting:

Phase three will commence the first week of January 2026. Cross Link intends to develop long-term relationships with our customers. In an effort to provide exceptional care, we will provide ongoing support in the and maintain monthly health checks to maintain the readiness, strategies and processes up to date which were conducted in phase two. These fees are TBD.

In the event that Richmond county conducts hiring of senior engineer and requests the consultation of Cross Link Consulting, our senior engineer will provide that consultation at the rate \$500/hour. This is separate from any aforementioned support above.

This Quote is governed under the provisions of the Master Services Agreement located at <https://www.crosslinkconsulting.net/msa> ("MSA"). This Quote is further defined by the conditions and provisions of the statement of work attached ("SOW"). By agreeing to this Quote, you agree to the provisions of the MSA and SOW. If you cannot access the MSA or SOW, or if you have any questions about those documents, please do not sign this Quote and contact us for further information.

Severity and Resolution Targets

(Note: All hours & days are in Business hours & days, after notification)

Trouble	Response Time	Target Resolution Time
Service not available (all users and functions unavailable).	< 2 Hours	< 8 Hours
Significant degradation of service (large number of users or business critical functions affected)	< 4 Hours	< 24 Hours
Limited degradation of service (limited number of users or functions affected, business process can continue).	< 24 Hours	< 72 Hours
Small service degradation (business process can continue, one user affected).	< 48 Hours	Within 6 Days

Fees

The fees for the Services will be as indicated in the Quote.

- A. Changes to Environment: You will initially be charged the monthly fees indicated in the Quote. Afterward, if the managed environment or the number of authorized users accessing it changes, we will inform you of the changes, and you agree that the fees will be modified to accommodate those changes.
- B. Increases: In addition, as we enrich the services we provide, we expect to increase our monthly recurring and data recovery fees annually, and we will communicate these changes in writing. Your continued use of the Services will indicate your acceptance of the increased fees.
- C. Rush Handling: If the First Available time provided for a Change Request is not agreeable, we may be able to rearrange schedules or work overtime, which will lead to a Rush Handling Fee of \$400, which will need to be approved.
- D. Appointment Cancellations: You may cancel or reschedule any appointment with us at no charge by providing us with notice of cancellation at least one (1) business day in advance. If we do not receive timely notice of cancellation / re-scheduling, if you are not present at the scheduled time, or if we are otherwise denied access to your premises at a pre-scheduled appointment time, then you agree to pay us a cancellation equal to two (2) hours of our standard consulting time (or non-business hours consulting time, whichever is appropriate), calculated at our then-current hourly rates.
- E. Hosted Recovery Environment: Extended access time may be provided to recover data and will be based on Azure VM pricing, typically \$100 - \$400 monthly, depending on server resource requirements.
- F. Travel Frequency: If on-site services are provided, we will travel from our office to your location up to four (4) times per month at no charge. Time spent traveling beyond four (4) visits per month will be billed to you at our then-current hourly rates.

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