



Managed Services Agreement: MSA #1174

This Managed Services Agreement (“Agreement”) is made between **City of Bandera** (herein referred to as the “Client”), with primary operations located 511 Main St., Bandera, TX 78003, and **Knight Office Solutions, Inc.** (herein referred to as “KOS”), with headquarters at 12961 Park Central, Suite 1470, San Antonio, TX, 78216. This Agreement is effective upon the date signed, shall remain in force for a period of **24-month** (s) from first full month’s billing cycle, and will automatically renew at the end of the prior term on an annual basis, unless either party gives the other minimum sixty (60) days written notice of its intent not to renew this Agreement in accordance with the termination provision provided herein.

SECTION 1: Recurring Fees and Payment Schedule for Included Services¹

Service fees will be invoiced to Client on a monthly basis, and will become due and payable within thirty (30) days of receipt. The first month’s invoice may include an additional one-time setup fee for onboarding services. Recurring monthly service fees are billed in advance of the service period to cover costs of services provided under this agreement. KOS may suspend any and all services if payment is not received within forty-five (45) days of payment due date. Services agreed upon and provided under this agreement include:

Support Plan: Omni-Cloud Remote¹

Base Plan Monthly Support Fee: \$2,133.00

Omni Cloud-Remote* Plan Base Monthly Fees include:

- Microsoft Azure Servers Support to include Hosting, Backup/DR, Patching & Maintenance
- Unlimited¹ Business Hours Help Desk (Remote Support; 8a-5p) with Remediation
- Total Desktop Care for PC: Virus/Malware protection, System Monitoring, and Patching only
- Omni-Plus Feature: Future Installs for new user hardware (Desktop or Laptop PC or MAC)
- Firewall Management: Firmware, management & remediation + ConnectWise SIEM
- Network Devices (Switches, Access points): Firmware, management & remediation
- Webroot Security Awareness Training and Testing; Annual phishing testing
- **Microsoft M365 & Email Management** (to include SharePoint, Teams, etc.)
- **vCIO + Technical Account Manager (TAM) Service Team:** Reporting, Planning, Procurement

Client Initials _____

of Servers: N/A**
 # of Users: 19
 # of PC's: 19
 Included. Y/N No
 # of FW: 1
 # of Devices: N/A
 # of Users: All
Included
Included

*Onsite Help Desk Billable Level 1 or 2 (see Sec 2.3, rates Page 5); Network gear to be evaluated for supportability.
**Knight to support Client servers until SharePoint project can be completed (estimate 60-90 days).

Backup and Disaster Recovery (BDR) Plan with Enhanced Security: Knight Shield

BDR Monthly Fee: \$491.00

- **SentinelOne MDR** (Managed Detect & Response + 24/7 SOC; \$10.00): # PC's: 19
- **Huntress ITDR – Identity Threat Detect & Response:** # 19 **Synology C-2 Cloud Backup** (\$20.00/TB Prorated): 4 TB
- **Datto Continuity:** Backup local PC drive with Cloud Recovery (\$15.00/PC): Qty: _____
- **Datto SaaS Protection:** (O365 Cloud Backup) # mailboxes (Infintite Cloud Retention; \$4.50): 28

Client Initials _____

Email/O365/Cloud Services Plan: Tenant Management + Billing

Email/Cloud Fee: \$1,068.00

Microsoft O365 subscriptions:

Client Initials _____

Business Plans: Basic (\$9.00): _____ Standard (\$18.00): _____ Premium with InTune (\$32.00): _____

Office 365 G1 (\$14.50): 2 Office 365 G2 (\$31.00): 19 Exch Plan 2 (50GB; \$11.00): _____

Entra ID Plan 2 (\$15.00): _____ SharePoint Added Storage (\$300.00/TB prorated): 1.5 TB

Total Monthly Recurring Fees²: \$3,692.00

One-Time Client On-Boarding Fee + SharePoint Project: Included

Client Initials _____

¹ Reference Section 2.2 for all included and out-of-plan billable activities.

²Above pricing is based on estimated user/equipment counts. Monthly pricing will reflect actual counts following Client on-boarding. Monthly invoices will detail counts for all services and subscriptions such as Microsoft O365. Pricing excludes applicable tax.

The Monthly Base Plan fees will be increased or decreased shall services be added or removed. See Section 2.3 for other fees for added equipment and/or services not listed in Section 1.

SECTION 2: Service Level Agreement (SLA) Contractual Obligations

KOS responsibilities and obligations under this agreement include:

A. Preferred Server Care

- 24/7/365 server & network monitoring, and preventative maintenance
- Server environment maintenance not including configuration changes on request
- Unlimited troubleshooting and resolution for alert notification
- Security Patch management
- Anti-virus/malware protection and management

B. Total Desktop Care for PC's (Window or Mac O/S only)

- Security Patch management
- System and application remediation
- Anti-virus/malware protection and management (system/ data recovery available for fee following Ransomware attacks⁵)

C. Business Hours Help Desk

- Remote User support for desktop hardware troubleshooting, resolution, and basic application⁴ support
- Escalation as needed to onsite and/or upper tiered support
- User onboarding and offboarding (AD account/Email setup and removal); User off-boarding
- Target: 90% or better support ticket Response times as defined in Section 2.1
- After-hours support for Priority Level 1 issues

D. Backup and Disaster Recovery

- Device Management and remediation
- Server files and configuration backup management and recovery (KOS approved devices only)
- Missing, Deleted, or corrupt file restoration
- Local or Cloud Server virtualization in the event of failure (Datto Siris only)
- Monthly data backup and Annual system recovery testing

E. Cybersecurity Services (if selected as part of support plan)

- SentinelOne MDM (Managed Detect & Response) with 24/7 SOC (Security Operation Center) includes remediation.
- Huntress ITDR (Identity Threat Detect & Response) 24/7 SOC; ConnectWise SIEM (Security Incident Event Manager): includes firewall event logging, 24/7 SOC.; Microsoft 365 Hardening: 2FA, conditional access rules, etc.

⁴Support for applications (other than Microsoft) is covered for the 1st hour and all support thereafter will be billed through resolution.

⁵Ransomware attacks may result in total system or data loss and as such require extensive recovery efforts and can result in additional fees.

2.1 Support Request Response Times

Trouble⁶	Priority Level	Response Time⁷
Service not available (work stoppage: all users affected or user down and/or network functions/services unavailable i.e., Server or network equipment outage, email services, VPN/remote access)	1	Within 1 hour
Significant degradation of service (large # of users or critical business functions or programs affected; key personnel cannot operate or access central programs)	2	Within 2 hours
Limited degradation of service (limited # of users or functions affected, business process can continue)	3	Within 4 hours

⁶KOS has been alerted to an issue through remote monitoring and a ticket has been created, or via a Client-submitted ticket by phone or email, which has been assigned to the appropriate level of Engineer within the support queue. Business Hours: during normal operations Monday-Friday, 8:00am-5:00pm. After-hours emergency remote and onsite desktop support will be provided as needed for Priority Level 1 or 2 service tickets; such service is billable unless covered by the specific plan type outlined in this Agreement.

⁷Actual resolution time will be dependent on severity of the issue, conditions present in the network, and availability of access to affected systems and/or user interaction. KOS will make every attempt and best effort to resolve issues in a timely manner once a service ticket has been created.

but cannot specify resolution time until a determination of the cause of the issue and corrective path is made. KOS shall not be held responsible for failure to meet SLA Response times and objectives or to provide service if any of the following exclusions or conditions exist:

Exclusions continued from paragraph above:

- Problems caused by Client resources which are not under management by KOS or not compliant with the Terms and Conditions prescribed in Appendix A.
- Problems caused by changes made to the network by Client or Client vendor, which Client failed to communicate to KOS.
- Negligent actions by the Client resulting in failure or failure to follow KOS configuration and use recommendations.
- Circumstances that constitute a Force Majeure event as described in Appendix A.
- Delays or downtime due to any factor outside of KOS's reasonable control.
- Loss of remote access connectivity to Client site or users' devices.

2.2 Services included/not included under this Omni Cloud-Remote Plan as applicable⁸

Services	Work Type	X = included
3rd Party Remote Support 1 st hour - desktops	3rd Party Support	X
3rd Party Remote Support - after 1 hour - desktops	3rd Party Support (other than Microsoft)	Billable
Onsite for 3rd party support / vendor projects / vendor installs	3rd Party Support	Billable
After-Hours Support – Priority 2 & 3 user support	After Hours / Non-Emergency	Billable
After-Hours Support – Priority 1 user and server support	After Hours / Emergency	X
File and server restoration / recovery – Datto or Datto SaaS	BDR - Restoration and Maintenance	X
Crypto / Virus – Data recovery from approved BDR solution	BDR - Restoration and Maintenance	X
Crypto / Virus - System recovery <u>other than</u> data restores and/or system rollback via SentinelOne remediation	BDR - Out of Scope	Billable
Reimaging operating system at client's request	Labor / Project (No SO)	Billable
Project Support - any out of Sales Order (SO) work	Labor / Project (No SO)	Billable
Labor for all desktop / OS installs (outside of SO)	Labor / Project (No SO)	Billable
Labor for network and server installations (outside of SO)	Labor / Project (No SO)	Billable
Moving equipment (PC / Server / Network)	Labor / Project (No SO)	Billable
Correspondence / Documentation / Administration	Non-Billable	X
Office 365 Management (mailboxes / licenses)	Office 365 Management	X
Onsite support for desktop (Billable with Omni Remote)	Onsite - Non-Server	Billable
Onsite support for network: Firewall	Onsite - Non-Server	X
Troubleshoot and maintenance of desktops (Service Desk / Tickets)	Remote Support - Non-Server	X
Network support (troubleshooting) – firewalls, switches or APs	Remote Support - Non-Server	X
All labor charged in SOs (Projects / Installations)	Sales Order Labor	Billable
Onsite support for servers	Server Support	N/A
Remediation of server alerts and after-hours issues on servers	Server Support	N/A
After-Hours Support - Server remediation	Server Support	N/A
Server support (troubleshooting)	Server Support	N/A
Support for non-managed (personal) devices	Unmanaged Device Support	Billable

⁸Changes to this table altering included services will incur additional fees. Client Wireless Access Points may be added to the support plan in the future if approved KOS devices and/or purchased through and/or configured by KOS.

Definitions: Sales Order (SO), hardware/software and/or Project work quote with equipment pricing and labor charges; Desktops/PCs: all devices (desktop, laptop, Mac) with either a supported Windows O/S or Mac O/S that a remote monitoring agent can be installed on. VIP: Client upper management and partner tickets are triaged as Priority 1 if needed. Operating System (OS).

Support Plan Monthly Fees⁹ / Project Work Fees

Actual monthly Client pricing can be increased or decreased as services, users, or managed devices are added or removed.

Plan Additions: Monthly Pricing

The Monthly Base Plan fees will be increased or decreased shall services be added or removed. Omni Cloud-Remote plan will incur a FEE of ~ **\$75.00/user (excludes O365 subscription plan)**. Knight's automated monthly invoices will detail all system, service and subscription counts; Knight will periodically audit counts with Client to assure accuracy.

- Additional devices with Total Desktop Care (Patch & Basic AV only): \$10.00;
- SentinelOne Endpoint Protection with 24/7 SOC: \$15.00/PC
- Managed Firewalls: \$75.00; ConnectWise SIEM – Security Incident Event Manager = 24/7 SOC: \$100.00 / firewall
- Managed Network Devices (Switch or Wifi Access Point – AP); \$25.00/device
- Datto Continuity: PC local drives Cloud Backup (3x/day) with Virtualization (Desktop/Laptop): \$15.00/PC
- Annual Phishing campaign as part of Cybersecurity training: One (1) hour Level 2 per quarter.

Microsoft Azure Cloud Hosting costs are based on estimated server specifications (RAM, Processor, Hard Drives), data size, etc, including "transactional fees" on accessing data, which can vary month to month. Knight will assess the included Cloud servers on a quarterly basis and make recommended changes to enhance productivity (if needed). Changes to server resources and/or transaction fees can impact monthly fees; Knight will advise Client if changes will result in increases to the monthly fees.

Additional services, such as special projects, equipment installations, and 3rd party support, will be performed per rates and fees quoted by KOS and agreed upon in writing by Client, in advance of implementation. Current hourly rates are:

<u>Outside-of-Plan / Project Work Rates</u>	<u>Normal Rate</u>	<u>Non-Profit Rate</u>
Level I: Desktop, laptop, & basic network	\$120.00/hour	\$96.00/hour
Level II: Network/Server support; advanced applications	\$150.00/hour	\$120.00/hour
Level III: Engineer Advanced server, network design and build	\$180.00/hour	\$150.00/hour
Level IV: Security, Application/Services Design and Development	\$200.00/hour	\$180.00/hour

- Above pricing excludes any applicable tax. Chargeable remote support is billed in ¼-hour increments.
- Onsite support is billed as a one (1) hour minimum ticket, including travel time for locations more than 50 miles outside city of San Antonio.
- After-Hours rates will be billed at 1.5x normal service rates. Holiday rates will be billed at 2x normal service rates.
- Project services will be provided per fixed price upon customer acceptance.

2.3 Business Reviews / vCIO and TAM (Technical Account Manager) Services

Business Reviews will be conducted by the Account Manager (or Designee) at least annually to provide a summary of service and support history. Reviews may also include the following:

- Device Inventory Reports detailing assets under Knight Management (with an active monitoring agent).
- Support ticket history, e.g., volume, categories and usage, to date from prior review
- Support ticket response times and SLA performance
- Customer Satisfaction (CSAT) score and outliers
- Server state including CPU, Drive and Memory utilization; System warranty status

vCIO Services include periodic engagements (at least annually) to identify areas to help leadership align business objectives with IT systems, formulate a strategic IT plan, and analyze business processes to facilitate changes in technology.

⁹This agreement shall be subject to a reasonable rate increase on an annual basis not to exceed 8.9%, to account for increases in costs of applied services.

Section 3: Acceptance of Managed Service Agreement

This Agreement covers only those services listed **above** and provided within the boundaries of Appendix A. Knight Office Solutions, Inc. must approve any equipment and/or services Client may want to add to this Agreement (after the effective date). The addition of equipment and/or services not listed in **above** on the date of signing of this Agreement, shall result in an adjustment to the Client's monthly charges.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement for Managed Services to be signed by their duly authorized representatives as of the date set forth below. Client acknowledges that the Effective Term Date of the Agreement will begin once the on-boarding process is complete, and coincide with the Client's first month's billing cycle.

Accepted by:

Knight Office Solutions, Inc.

Client Authorization

X _____

Authorized Signature

Authorized Signature

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Appendix A: Terms and Conditions

1. Contract Termination

- a) This Agreement may be terminated by the **Client** upon minimum sixty (60) days written notice if KOS:
 - I. Fails to fulfill its obligations under this Agreement and does not remediate said failure within thirty (30) days of receipt of written notice of failure.
 - II. 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
 - III. Terminates or suspends business operations, unless succeeded by a permitted assignee, in which case the terms of this Agreement shall remain in effect.
- b) If Client elects to terminate this Agreement without cause as specified above or elects to not renew this Agreement, Client shall pay either six (6) months of service fees, or the remaining monthly service fees if less than six (6) months remaining on this Agreement, in full at the time of cancellation.
- c) This Agreement may be terminated by KOS upon minimum sixty (60) days written notice if the Client fails to:
 - I. Provide a suitable environment for the supported equipment as outlined in **Section 6** and KOS has notified Client in writing of any needed repairs.
 - II. Client fails to meet minimum network requirements as outlined in **Section 6** or specified under *Special Provisions* in **Section 13**.
- d) If either party terminates this Agreement, KOS will assist Client in the orderly termination of services, including the timely transfer of services to another designated provider of Client's choice.

2. Taxes

It is understood that any Federal, State or local taxes applicable shall be added to each invoice for services and materials rendered under this Agreement, and paid by Client, unless a valid exemption certificate is furnished to KOS.

3. Coverage

Helpdesk services and management of the Client's IT network(s) will be provided by KOS through remote means between the hours of 8:00am – 5:00pm Monday through Friday, excluding public Holidays. Network and server monitoring services will be provided 24/7/365. KOS will perform onsite work as needed and/or when remote access is not possible. All services to be provided will fall under the scope of **Section 2 of the Managed Services Agreement (MSA)**.

Hardware costs of any kind are not covered. Equipment type and quantity to be covered under this Agreement is listed on **Section 1 of the MSA**.

4. Support and Escalation

KOS will respond to Client's trouble tickets under the provisions of **Section 2 of the MSA**, and with best effort on work performed after hours or on Holidays. Emergency services performed outside of the hours of 8:00am – 5:00pm Monday through Friday, will be billable at rates outlined in **Section 2.3 of the MSA**, unless covered by addendum to this Agreement.

5. Included Maintenance Services

Hardware/System Support - KOS shall provide troubleshooting and maintenance support of all servers and user PC/MAC (Desktop or Laptop) hardware and systems specified on **Section 1 of the MSA**, provided that all hardware is covered under a currently active vendor support contract (warranty), or replacement parts be readily available; and all operating software be genuine, currently licensed and vendor-supported. Should any hardware or systems fail to meet these provisions, or damaged due to negligent use they may be excluded from this Agreement. Should any 3rd party vendor support charges be required in order to resolve a Client service ticket, costs beyond specified MSA requirements will be passed on to, or paid directly by, the Client, with Client pre-approval of charges.



RX Technology
 14220 Northbrook Suite 500
 San Antonio, Texas 78232
 United States
 www.rx-tech.com
 (P) 210-828-6081

Quote (Open)

Date Feb 23, 2026 07:36 PM EST	Expiration Date 03/25/2026
Modified Date Feb 23, 2026 07:58 PM EST	
Quote # RXQ203135 - rev 1 of 1	
Description MSP Agreement- 3YR Agreement- Monthly Billing	
SalesRep Huston, DJ (P) 2108286810	
Customer Contact Shelton, Jill (P) 8307963765 ext. #7 (F) 8307964247 jill.shelton@banderatx.gov	

Customer

City Of Bandera (COB)
 Shelton, Jill
 511 Main St.
 Bandera, TX 78003-0896
 United States
 (P) 8307963765
 (F) 8307964247

Bill To

City Of Bandera
 511 Main St.
 Bandera, TX 78003-0896
 United States
 (P) 8307963765
 (F) 8307964247
 Main

Ship To

City Of Bandera
 511 Main St.
 Bandera, TX 78003-0896
 United States
 (P) 8307963765
 (F) 8307964247
 Main

Customer PO:

Terms:
 Undefined

Ship Via:
 UPS Ground

Special Instructions:

Carrier Account #:

#	Image	Description	Tax	Qty	Unit Price	Total
City of Bandera- Manage Service Agreement (3YR)- Starting 5/1/2026						
1		RX Technology- MSP Contract (Supported Users)	Yes	28	\$75.00	\$2,100.00
2		Datto- File Protect/Workstation Backup	Yes	28	\$15.00	\$420.00
3		Cisco Duo Essentials Subscription license - 1 user - hosted	Yes	28	\$5.00	\$140.00
4		Cisco Umbrella	Yes	28	\$6.00	\$168.00
						Subtotal \$2,828.00
Microsoft Email and Spam Filter						
5		Office 365 G1 Governmental Community Cloud Pricing	Yes	2	\$5.00	\$10.00
6		Office 365 G3 Governmental Community Cloud Pricing	Yes	26	\$24.50	\$637.00
7		Proofpoint Essentials Pro License	Yes	28	\$4.50	\$126.00
						Subtotal \$773.00
Back Up Solutions- Email Work Station and Server						
8		Datto 365 SaaS Backup	Yes	28	\$5.00	\$140.00
						Subtotal \$140.00
Email Phishing and Training						
9		Breach Secure Now- Phishing, Dark Web Monitoring, and training platform for organization- Monthly	Yes	1	\$95.00	\$95.00
						Subtotal \$95.00
					Subtotal:	\$3,836.00
					<i>Product Subtotal:</i>	<i>\$3,836.00</i>
					Tax (.0000%):	\$0.00
					Shipping:	\$0.00
					Total:	\$3,836.00

Pricing & Availability Disclaimer

Pricing, product availability, and specifications are subject to change at any time without prior notice—this applies throughout the quotation, ordering, and fulfillment process. All pricing is listed in U.S. Dollars and is provided for informational purposes only. Quotes do not represent an order, offer to sell, or commitment to ship.

Quoted products reflect the most accurate information available at the time of quotation but may not meet bid specifications. Changes may occur due to factors outside of Rx Technology's control, including:

- Shifts in market conditions affecting pricing and availability
- Global transportation challenges impacting freight costs and delivery schedules
- Raw material shortages contributing to price fluctuations
- Tariffs or regulatory changes from importing/exporting countries

Additional freight surcharges may apply to residential, rural, or other designated delivery locations—even for orders that qualify for free shipping. Any such charges will be confirmed at the time of ordering.

Provider reserves the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information, including services or pricing is inaccurate.

Acceptance and Incorporation by Reference

This Order together with the Master Services Agreement and Service Attachments and other terms and conditions identified on Exhibit A, all of which are incorporated herein by reference (collectively, the "Agreement") is between Rx Technology (sometimes referred to as "we," "us," "our," or "Provider"), and the customer identified on the Order (sometimes referred to as "you," "your," or "Client"). This Agreement is effective as of the date the Client accepts the Order (the "Effective Date").

By signing or accepting this Order, Client acknowledges, represents, and warrants that it has read and agrees to the terms and conditions identified on Exhibit A to this Order which are incorporated as if fully set forth herein.

The parties hereby agree that electronic signatures to this Order shall be relied upon and will bind them to the obligations stated herein. Each party hereby warrants and represents that it has the express authority to execute this Agreement(s).

Provider may make changes to the Agreement at any time. If there are changes, Provider will revise the date at the top of the document. Provider may or may not provide Client with additional notice regarding such changes. Client should review the terms and conditions regularly. Unless otherwise noted, the amended terms and conditions will be effective immediately, and your continued use of the Services thereafter constitutes your acceptance of the changes. If you do not agree to the amended terms and conditions, you must stop using the Services immediately. Please note, you may incur a termination fee or other third-party fees, if applicable. You may access the current version of the terms and conditions at any time by visiting <https://rx-tech.com/legal>. [JMF1] [JMF1]

The parties, acting through their authorized officers, hereby execute this Agreement.

IN WITNESS WHEREOF, this Order Form is agreed to by the parties below and entered into as of the Order Effective Date.

Acceptance:

Accepted by: _____

(Print)

Title: _____

Date: _____

Signature: _____

Rx Technology is ready to take on this project and be your go-to solutions provider for all your business technology needs.

Please feel free to contact me should you have any questions regarding the content of this proposal.

Exhibit A

- Master Services Agreement
- Service Attachment for Managed Services
- Service Attachment for Managed Video Surveillance
- Service Attachment for Managed Compliance Services
- Service Attachment for Co-Managed Services
- Service Attachment for Access Control
- Service Attachment for Alarm Monitoring
- Schedule of Services
- Data Processing Agreement
- Service Level Objectives
- Schedule of Third-Party Services



www.BridgeheadIT.com | (210) 477-7900

Rep: Jason Henning
Direct: (210) 477-7916
Email: jhenning@bridgeheadit.com

Bandera, TX

We have prepared a quote for you

Executive Network Assessment

Quote #042188

Version 1

Quotation

Attention: Allyson Wright
Bandera, TX
511 Main Street
Bandera, TX 78003
allyson.wright@banderatx.gov

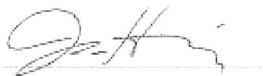
Quote ID: 042188
Date: Tuesday, April 07, 2026
Expires: Thursday, May 07, 2026

RE: Executive Network Assessment

Dear Allyson,

On behalf of Bridgehead IT Inc., thank you for the opportunity to provide you a quote for our Executive Network Assessment. I appreciated the opportunity to meet with you to discuss your IT situation and some of your concerns. As I mentioned, our assessment will provide you a customized report of items we feel should be addressed based on industry best practices. In addition, and more importantly, it will provide you a roadmap for how best to spend future IT dollars.

Below is our proposal for the assessment. Please review and let me know if you have any questions.

A handwritten signature in black ink, appearing to read "J. Henning".

Jason Henning
Technical Sales Consultant
Bridgehead I.T. Inc.

Scope of Work

This assessment is the first step of our 5 step ITSM process.

1. *Assess*
2. *Secure & Stabilize*
3. *Utilize*
4. *Optimize*
5. *Innovate*

The focus of the assessment is to identify and report to you at a high level the deficiencies and concerns with the security and stability of your network infrastructure. In addition, the assessment will highlight your exposure to data loss based on your current disaster recovery systems and methodology. After completion you will be provided invaluable detailed documentation of your deficiencies, so they can be acted upon immediately either by Bridgehead or some other vendor.

Included in this service is an on-site visit to your corporate office by a senior technical adviser, the necessary review of hardware and software and the in person delivery of the site observation report (SOR) from our CTO or other senior technical advisor. The SOR will document in detail, items we uncover as either existing or potential issues within your environment. Our goal is to provide your organization a customized report with relevant information regarding the stability and security of your network along with industry best practices we recommend.

Each item in the SOR will be classified as either **High Risk = Recommend Immediate Attention**, **Medium Risk = Recommend Attention in the Near Term** or **Low Risk = Advisory of a Best Practice, Purely Optional**. Along with the explanation of the item and why it is being reported, we also provide detail instructions to resolving each item. The assessment is for your benefit. Therefore, we encourage companies to tailor the scope to cover areas of concern they want reviewed.

Below is just a general outline of the basic areas we cover in our assessment.

- Baseline security observations of your network domain and hardware infrastructure
- Hardware/software configuration review with recommendations
- Backup system integrity observation
- Data loss risk assessment with realistic recovery point and recovery time estimates
- Downtime and recovery time exposure to business loss
- Power distribution system and setup
- Hardware and application deployment assignment observations and recommendations

Deliverable

In person meeting with IT and executive management to deliver the SOR and review the items reported.

Please provide me with any additional areas of concern you feel should be addressed within the scope of the assessment. I will add them to your proposal. It may or may not require additional cost.

Prepared For:

Bandera, TX
Allyson Wright
511 Main Street
Bandera, TX 78003
allyson.wright@banderatx.gov

Prepared By

Jason Henning
Phone: (210) 477-7916
Email: jhenning@bridgeheadit.com

Quote ID: 042188

Date: Tuesday, April 07, 2026

Expires: Thursday, May 07, 2026

Services	Price	Qty	Ext. Price
Executive Network Assessment	\$1,950.00	1	\$1,950.00
Special Discount	(\$750.00)	1	(\$750.00)
Services Subtotal			\$1,200.00

Quote Summary	Amount
Services	\$1,200.00
Total	\$1,200.00

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature

Date