



# IT Support - Monthly Blocks

Engagement Scope of Work For:

Customer	City of Crest Hill
Engagement	IT Support - Monthly Blocks
Location	20600 City Center Blvd, Crest Hill, IL 60403
Effective Date	05-07-2024
Created By	Eric Montgomery
Version	2
Start Date	05/07/2024 (est)

## Proposal Outline

All Information Services, Inc. (AIS) appreciates the opportunity to provide your organization with the following technology solutions proposal. It has been designed to meet your operating requirements with engagements structured to properly set and manage expectations.

## Scope of Work

### Engagement Overview

Provider will provide resources for the duration of the project in which Engineers, Consultant, or Project Manager will assist with various IT tasks outlined this Project Scope. During this time, the Engineers, Consultant, or Project Manager will work closely with Customer staff.

### Recurring Labor Details

<b>General IT Support</b>	<b>130 Block Hours</b>
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- Block Hours – Monthly – 130 Block Hours
  - *Can be used for any services provided by AIS*

### Provider Responsibilities

*AIS is responsible for the following:*

- 24/7 Help Desk Support
- Scheduled onsite visits at frequency determined by City
  - Complete adhoc requests from staff
  - Complete tickets that required onsite support
- Provide client monthly block usage report via email
- Quarterly account reviews

### Customer Responsibilities

*City of Crest Hill is responsible for the following:*

- Monthly block overages will be billed quarterly in the listed months (April, July, October and January)

## Out of Scope

*Tasks outside this SOW include, but are not limited to:*

## Engagement Summary

Engagement Summary	
One-Time Total	\$0.00
Monthly Recurring Total	\$13,000.00
Yearly Recurring Total	\$0.00

## Service Fees – Annual Price Breakdown

Period	Fees
One-Time Total	\$0.00
Monthly Recurring Total (12 Months)	\$156,000.00
Yearly Recurring Total (1 Year)	\$0.00
<b>Annual Grand Total (Less Tax)</b>	<b>\$156,000.00</b>

Services Fees will be calculated according to the Engagement Service Fee Tables. Down Payment amount is the sum of the one-time and first period of recurring amounts listed in the Engagement Pricing Summary. Quote pricing is valid until 05/07/2024.

To approve this proposal and the Scope of Work, please sign, date and return with the required down-payment noted above (if required). Payments should note your CLIENT PO or Internal PO. Please contact [billing@aislabs.com](mailto:billing@aislabs.com) for alternate forms of payment.

If an invoice is required for this down-payment, please let us know. Once AIS receives the signed copy and the down-payment are received, work will begin.

Authorizing Name: \_\_\_\_\_

Authorizing Signature: \_\_\_\_\_

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

Client PO (Optional): \_\_\_\_\_

## Terms and Conditions

### Block Hours

Resource	Block Hour Rate
Tier 1 Technician – Per Hour	1.00
Tier 2 Technician – Per Hour	1.35
Tier 3 Technician – Per Hour	1.50
Infrastructure Engineer – Per Hour	1.10
Project Management – Per Hour	1.70
Principal Consultant – Per Hour	2.00
After-Hours Work – Per Hour	2.50

### Block Hour Engagement is based upon:

- Block Hours are valid for one month with 30-day rollover from the acceptance of this SOW.
- Block Hours are Consumed in quarter-hour 0.25 increments for any and all time worked by provider
- Block Hour Consumption Rate for each resource is outlined as stated above for remote and on-site services performed between 8:00AM-5PM Central Time Zone on business days.
- Block Hour Consumption Rate for all resources for remote and on-site services performed on weekends, Federal Holidays, or outside of 8:00AM-5PM Central Time Zone shall use the After-Hours rate above.
- On-site visits to locations within fifty (50) miles of Provider offices are to be scheduled inclusive of travel time
- On-site visits to locations more than fifty (50) miles of Provider office will require Out of Scope Travel Expenses
- Provider will follow up with client on status and upcoming requests at least monthly and Block Hours will be Consumed accordingly
- Block Hour overages will be billed based on Tier of service utilizing the below table listed under 'Time and Materials'.

## Time and Materials

Resource	Resource Rate
Tier 1 Technician – Per Hour	\$100.00
Tier 2 Technician – Per Hour	\$135.00
Tier 3 Technician – Per Hour	\$150.00
Project Management – Per Hour	\$170.00
Principal Consultant – Per Hour	\$200.00
After-Hours Work – Per Hour	\$250.00

### T&M Engagement is based upon:

- Hours are Billed in quarter-hour 0.25 increments for any and all time worked by provider
- Hourly Rate for each resource is outlined as follows for remote or on-site services performed 8:00AM-5PM Central Time Zone on business days:
- On-site visits to locations within fifty (50) miles of Provider offices are to be scheduled inclusive of travel time
- On-site visits to locations more than fifty (50) miles of Provider office will require Out of Scope Travel Expenses
- Provider will follow up with client on status and upcoming requests at least monthly and Hours will be Billed accordingly

## General Terms and Conditions

All quotes are subject to availability. All timelines are estimates to the best of our judgement until the approval method requirements are met from above. Any additional labor or materials which are out of scope and not listed in this scope will be executed, procured, and billed, in addition, to the quote as separate items based upon the client's approval. Equipment is warranted by their respective manufacturers.

Down-payment amounts are determined by the equipment and/or labor needs, the client's history of Days Sales Outstanding (DSO) and/or history with AIS, Inc. of any kind. After the initial down-payment (if required), you will be billed upon any completion of agreed milestones or when the scope of work is completed. These bill(s) will be 'DUE UPON RECEIPT. 'Any Service Fees that are marked as an 'ESTIMATE, 'will be billed in actual time at milestones noted in the proposal, or when work is complete. Overdue invoices shall be subject to a monthly interest charge. In addition, the customer shall reimburse all costs and expenses for attorney fees incurred in the collecting of any amounts past due.

Termination of agreement requires 30-day written notice by either party.

Additional Terms and Conditions are listed here: <https://aislabs.com/pricing/terms-conditions/>