



**Prepared for:
Village of Ridgeway**

**Prepared by:
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Quote #	1044
Date	05/06/2026
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TeamLogicIT Quote - EliteDesk

Hardware

One-Time Fees

Category	Item	Qty	Price	Total
Desktop Computers	HP EliteDesk Desktop- Refurbished i7 8th Generation 32GB RAM 512GB SSD Manufacturer: HP	1	\$750.00	\$750.00

Please contact us if you have any questions.

One-Time Subtotal	\$750.00
State Tax (5.5%)	\$41.25
Total One-Time	\$791.25 USD

Cost Breakdown

Category	One-Time Fees
Desktop Computers	\$750.00
State Tax	\$41.25
Total	\$791.25 USD



Managed Services
Statement of Work ("SOW")

1. Term and Termination.

1.1 In connection with the accepted Master Services Agreement (“MSA”), located at <https://www.teamlogicit.com/MadisonWI905/Master-Service-Agreement>, this SOW will commence on the date of quote acceptance (“Effective Date”) and have an Initial Term of three (3) years, unless earlier terminated as provided herein. This SOW automatically renews for successive three (3) year terms on the same terms and conditions, subject to adjustments and exceptions as described in this SOW, beginning on the day immediately following the end of the Initial Term or renewal term, unless either party gives the other ninety (90) days prior written notice before the end of the term of its intent not to renew this SOW. The Initial Term and any renewals terms constitute the “Term”.

1.2 This SOW may be terminated by the Master Service Provider (“MSP”) or Customer, as defined in the MSA, for any reason upon ninety (90) days written notice to the other party.

1.3 If either party terminates this SOW, MSP will assist Customer upon request in the orderly termination of services, including timely transfer of the services to another designated provider. Customer agrees to pay Service Provider its then current fees and costs for such termination assistance.

1.4 Upon termination or expiration of this SOW, Customer will pay MSP for all fees for services completed or in process through the entire month in which the termination or expiration occurs, and any other expenses, charges, or costs reasonably incurred or committed by Service provider for Customer’s benefit through the entire month in which the termination or expiration occurs.

2. Fees and Payment Schedule.

2.1 In addition to a one-time set-up fee due at signing, ongoing fees, accepted in quote, subject to adjustments and exceptions as described in this SOW. Fees are invoiced to Customer on a monthly basis and will become due and payable by the first day of each month. Customer agrees to pay all monthly fees one month in advance. If Customer does not pay its fees in full within 15 days of the due date, or if Customer at any time otherwise fails, neglects or refuses to make timely payment for the services, Service Provider has the right to suspend the services at any time thereafter, in its sole discretion, and such suspension shall not constitute a breach of this SOW. If MSP agrees to reconnect services, Customer will be charged fees for reconnecting and reinstalling services and Customer agrees to pay Service Provider for such fees.

2.2 Customer and MSP recognize that unforeseen circumstances, and changes or events beyond the parties’ control may require adjustments to the fees under this SOW. Accordingly, MSP will notify Customer of any necessary fee adjustments which could be +/- 5%. Fee adjustments will take effect immediately upon notification.

2.3 Customer agrees to set up auto payment utilizing Bank Draft or credit card with a 3.5% convenience fee: Payment Processing Portal: teamlogicitemadison.alternativepayments.io

3. Coverage.

3.1 Help Desk.

Help Desk and Management of Customer’s IT networks will be provided to the Customer by MSP through remote means between the hours of 8:00 am – 5:00 pm Monday through Friday, excluding Federal public holidays (“holidays”) unless specified otherwise in Managed Services quote. Network Monitoring Services will be provided 24/7/365. Hardware costs of any kind are not covered under the terms of this SOW.

3.2 Support and Escalation.

MSP will respond to Customer’s Trouble Tickets with best effort after hours or on holidays. Trouble Tickets must be opened by Customer’s designated I.T. Contact Person, by email to MSP’s Help Desk, or by phone if email is unavailable. Each call will be assigned a Trouble Ticket number for tracking.

3.3 Service outside Normal Working Hours.

Emergency services performed outside of the hours of 8:00 am – 5:00 pm Monday through Friday, excluding holidays, may incur additional costs.

3.4 Remote Support

Within a reasonable time after acknowledging receipt of a Trouble Ticket we shall contact Customer and provide Remote support in the form of consultations, assistance, and advice concerning the Incident. If the Defect cannot be corrected through Remote support, we shall notify Customer that On-Site support is required. We will then send qualified personnel to the Customer facility for purposes of mitigating or remedying the Incident. Such On-Site support shall commence within a reasonable time after commencing Remote support.

3.5 Service Calls Where No Trouble is found.

If Customer requests onsite service and no problem is found or reproduced, Customer may be billed at the current applicable rates.

3.6 8x5 Onsite IT Support.

If the Defect cannot be corrected through Remote support, MSP shall notify Customer that On-Site support is required. MSP will then send qualified personnel to the Customer facility for purposes of mitigating or remedying the Incident. Such On-Site support shall commence within a reasonable time after commencing Remote support.

4. Additional Maintenance Services.

4.1 Hardware/System Support

MSP shall provide support of all hardware and systems specified in accepted quote, provided that all Hardware is covered under a currently active

Vendor Support Contract; replaceable parts are readily available, and all Software be Genuine, Currently Licensed and Vendor-Supported. Should any hardware or systems fail to meet these provisions, they will be excluded from this Service SOW. Should 3rd Party Vendor Support Charges be required in order to resolve any issues, these will be passed on to the Customer after first receiving the Customer's authorization to incur them.

4.2 Monitoring Services.

MSP will provide ongoing monitoring and security services of all agreed-to devices as indicated in accepted quote. MSP will provide regular reports as well as document critical alerts, scans and event resolutions to Customer. Should a problem be discovered during monitoring, MSP shall make every attempt to rectify the condition in a timely manner through remote means.

5. Excluded Services.

5.1 Service under this SOW does not include:

- Parts, equipment or software not covered by vendor/manufacture warranty or support.
- The cost of any parts, equipment, or shipping charges of any kind.
- The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
- The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
- The cost to bring Customer's environment up to minimum standards required for Services.
- Service and repair made necessary by the alteration or modification of equipment other than that authorized by MSP, including alterations, software installations, installation of APPS, or modifications of equipment made by Customer's employees or anyone other than MSP.
- Maintenance of Applications software packages, whether acquired from MSP or any other source unless as specified in accepted quote.
- Programming (modification of software code) and program (software) maintenance unless as specified in accepted quote.
- Training Services of any kind.

6. Acceptance of SOW

This SOW covers only those services and equipment listed in accepted quote. MSP must deem acceptable any equipment/services Customer may want to add to this SOW after the Effective Date. The addition of equipment/services not listed in accepted quote at the signing of this SOW, if acceptable to MSP, shall result in an adjustment to the Customer's monthly fees.

7. Master Services Agreement incorporation into this SOW

It is acknowledged that the MSA contains the general terms and conditions of the parties' relationship and that this SOW is a part of the MSA. The parties may enter into more than one SOW, all of which will be governed by the MSA general terms. MSA terms and conditions can be found at <https://www.teamlogicit.com/MadisonWI905/Master-Service-Agreement. nbsp;>

8. Ad Hoc Service Billing Rates

- Hourly billing rate charges may include, but are not limited to, unique charges for the use of TeamLogic IT equipment, installation charges, charges for service calls outside of an agreed SOW or a monthly Managed Services SOW.
- Labor hours accrued above and beyond Managed Services Agreement or existing block hour contract amount or balance may be billed at the following rates:
- Remote or Onsite labor, 8AM-5PM at current, published prevailing rate.
- If not included in managed services agreement, Remote support will be deducted from block hour contract or billed at prevailing rates in 15-minute increments.
- If not included in managed services agreement, Onsite support will be deducted from block hour contract or billed at prevailing rates in 30-minute increments.
- If not included in managed services agreement, Remote or Onsite labor, outside normal business hours will be billed at 1.5 times the labor amount or prevailing rate.
- If not included in managed services agreement, Emergency support labor will be billed at 2 (two) times the labor amount or prevailing rate.
- Hourly rates may be subject to change.
- Equipment (Hardware / Licenses Purchased Through MSP): Based on need, quoted, or as requested.
- Materials: Based on need, quoted, or as requested.