



CONSULTANT SERVICE AGREEMENT

This Agreement is made and entered into between _____, (hereafter referred to as CUSTOMER), and Computer Concepts of Northwest Florida, Inc., located at 9165 Roe Street, Suite C, Pensacola, FL 32514, (hereafter referred to as COMPUTER CONCEPTS).

CUSTOMER and COMPUTER CONCEPTS agree as follows:

1. SCOPE OF SERVICES

CUSTOMER hereby contracts with COMPUTER CONCEPTS to provide information systems and/or information technology services for the CUSTOMER. COMPUTER CONCEPTS is to provide services listed below in accordance with the terms and conditions set forth in this Agreement. Services are to be rendered by COMPUTER CONCEPTS as an independent contractor and not as an employee of the CUSTOMER. Services to be provided are as follows:

Network Administration Support

- Provide appropriate network administration personnel to perform network administration functions at the CUSTOMER location.
- Routine network administration functions shall be performed weekly on a day or days mutually agreed upon by COMPUTER CONCEPTS and the CUSTOMER.
- Provide troubleshooting and repair services for network client computers and various other network devices at the CUSTOMER location, or via remote access, as required.
- CUSTOMER shall request all other Network Administration Support in advance, providing a minimum of three (3) business days notice to facilitate scheduling by COMPUTER CONCEPTS.

Network Troubleshooting Support

- Provide appropriate personnel to respond to non-routine problems with response to be no later than the next business day. The response for an emergency problem (problem causes loss of ability to perform critical business functions) shall, in most cases, be no more than four (4) hours after notification.

PC / Work Station Services and Repair

- Provide appropriate personnel to repair and/or upgrade personal computers which may include work station PCs or laptop computers
- Provide scheduled maintenance as agreed upon between CUSTOMER and COMPUTER CONCEPTS.

User Support

- Assist users with computer related problems
- Answer employee questions
- Training on new equipment or programs

2. TIME DEVOTED BY COMPUTER CONCEPTS

COMPUTER CONCEPTS shall, upon reasonable notice, be available to CUSTOMER for consultation and performance of work during the CUSTOMER's normal business hours, related to the scope of services defined in this Agreement. Normal business hours are defined as _____ a.m. until _____ p.m., Monday through Friday, excluding all federal holidays.

COMPUTER CONCEPTS will perform services at its facility and on-site at the CUSTOMER location. Upon mutual agreement between COMPUTER CONCEPTS and CUSTOMER, COMPUTER CONCEPTS may perform services at other locations.

3. TERMS AND CONDITIONS OF PAYMENT

CUSTOMER will pay COMPUTER CONCEPTS for services performed in accordance with this Agreement under the following schedule of rates:

Regular Hourly Rate Chart	
Per Hour	Description of Services
\$65.00	PC / Work Station Services and Repair / User Support
\$85.00	Network Administration Support
\$105.00	All Services outside normal business hours including Sundays and Federal holidays
Please See Attachment-1 For Our Discounted Pre-Paid Service Rate Option	
Please See Attachment-2 For Our Preventive Maintenance Plan Option	

COMPUTER CONCEPTS will submit invoices weekly, monthly, per job performed, or pre-paid, as mutually agreed upon between CUSTOMER and COMPUTER CONCEPTS.

CUSTOMER will pay COMPUTER CONCEPTS the amounts due as indicated by invoices submitted by COMPUTER CONCEPTS, upon receipt of invoice.

4. CONFIDENTIAL INFORMATION

COMPUTER CONCEPTS agrees that any information received by COMPUTER CONCEPTS from or about CUSTOMER during the performance of obligations under this Agreement will be treated by COMPUTER CONCEPTS in full confidence and will not be revealed to any other persons, firms, or organizations.

5. DESIGNATION OF RESPONSIBLE INDIVIDUALS

a. For CUSTOMER:

Address work related issues and information to:

 Attn: _____

 Work Phone: _____
 E-mail: _____

b. For COMPUTER CONCEPTS:

Computer Concepts of N. W. Florida, Inc.
 Attn: _____
 9165 Roe Street, Suite C
 Pensacola, Florida, 32514
 Work Phone: _____
 E-Mail: _____



ATTACHMENT - 1 PRE-PAID SERVICE AGREEMENTS YOU CAN DEPEND ON

Looking for computer support at a fixed cost? Our pre-paid service agreements provide you the ability to budget and forecast your computer maintenance, network and programming costs, and provide a substantial savings over our regular hourly service rates.

We have structured our service agreements into prepaid blocks of time. There are two types of pre-paid services, Standard and Premier. Computer Concepts service agreement subscribers receive scheduled on-site response time, phone support, and remote administration. We can also provide full time IT personnel to companies with greater demand.

Standard Pre-paid Service Plan Includes:

Hardware Cleaning

- Remove all dust from inside of computer, monitor, keyboard, mouse, Wash all outside surfaces of computer console. Secure all internal and external cables

Hardware Diagnostics

- RAM (Memory)
- Hard Drive
- CPU
- Motherboard
- Modem / NIC Card
- Sound Card
- Video Card
- Floppy Drives
- CD-ROM (Media Drives)
- Backup Device
- Power Supply
- Cooling Fans

Software Updates & Optimization

- Optimize system configuration for maximum performance
- Update virus definitions and scan for viruses
- Update spyware definitions and scan for adware, malware or spyware
- Install latest operating system updates and service patches
- Install up-to-date security patches
- Remove any device conflicts & system lags
- Maximize system resources

User Support

- Assist users with computer related problems
- Answer employee questions
- Training on new equipment or programs

Standard Pre-Paid Service Rate Chart			
Blocks of Hours	Rate	Total	\$ Savings
10	\$63.00 Per Hour	\$630.00	\$20
20	\$60.00 Per Hour	\$1,200.00	\$100
40	\$57.00 Per Hour	\$2,280.00	\$320
80	\$55.00 Per Hour	\$4,400.00	\$800

Premier Pre-Paid Service Plans:

Any type of service that requires one of our network specialists or programmers is considered a Premier Service. Our Premier Services include:

- Network service or installation
- Customized on-site or in-house training

Premier Pre-Paid Service Rate Chart			
Blocks of Hours	Rate	Total	\$ Savings
10	\$83.00 Per Hour	\$830.00	\$20
20	\$81.00 Per Hour	\$1,620.00	\$80
40	\$79.00 Per Hour	\$3,160.00	\$240
80	\$75.00 Per Hour	\$6,000.00	\$800

The cost of pre-paid plans cover service only, during the CUSTOMER'S normal business office hours, and does not cover the cost of parts, software, peripherals, etc. Service rates quoted are for off-site (at Computer Concepts), remote access, and on-site services. Pre-Paid service hours are good for three (3) months from the date payment is received. Pre-paid hours are not refundable and should be used to ensure optimum performance of your computers and networks. Pre-paid amounts purchased for one plan may be applied to another plan during that month. For on-site service, each service call is a minimum of one-hour, and travel time to and from the client's site if outside our free 30 mile driving radius (which includes most of Santa Rosa and Escambia counties). Computer Concepts of N.W. Florida, Inc. is a locally owned and operated Information Technology Company.



ATTACHMENT - 2 PREVENTIVE MAINTENANCE PLAN

We come to your office and:

- Assess your office layout and complete a Work Station count
- Discuss scheduling of Preventive Maintenance (PM)

We check your Work Stations for these malicious applications & remove them:

- Viruses
- Trojan Horses
- Worms
- Spyware

We make sure your Work Station is up-to-date:

- Windows® updates
- Anti-Virus and other security updates
- Drivers and other updates as required

We configure your system for better performance:

- Check your Hard Disk Drive (HDD) for errors
- Clean out cache (to increase available disk space)
- Defragment your HDD (reduces performance issues enabling your Work Station to run more efficiently)
- Check your system setup to ensure optimal performance

We clean your system to extend the life of your investment:

- Blow all the dust & debris out of your keyboard and mouse
- Open & clean the inside of your Work Station
- We make sure all components of your Work Station are secured

We finish-up:

- Boot the Work Station and ensure that everything is operating properly
- Check out & notate any user issues
- Make recommendations regarding improvements to your systems security or performance

The Bottom Line:

- The initial fee is \$125.00 per Work Station for the first rotation of maintenance, and \$65 per Work Station thereafter. For optimum PC performance, we recommend maintenance be performed on a quarterly schedule. If Computer Concepts has not performed a PM within four months, the time and price increases to our standard hourly rate of \$65 per hour, as opposed to per machine.
- Work Station maintenance will also cost you some time away from your station. The average maintenance call can take anywhere from one to three hours per Work Station depending on age and condition of Work Station. However, our Computer Concepts technician can also work out a schedule for after-hours, which should reduce your overall maintenance downtime

Your Benefits:

- With properly maintained computers, you and your employees will be more productive, and experience reduced equipment downtime