

Minimum Standards – All clients are expected to work with the vCIO to meet Minimum Standards within a reasonable time frame and budget to be determined jointly between the client and Vintage. Minimum Standards are basic operational and security standards that all businesses should follow. Most small businesses can achieve these standards in under one year.

The failure to meet Minimum Standards not only puts the client at risk for lost employee productivity but also at risk for financial losses due to security breaches. Those risks transfer to Vintage in the form of additional labor for emergency services, repeated calls to solve the same problem, and night and weekend work. Vintage reserves the right to charge client time and materials for all work caused by the failure to meet Minimum Standards.

Vintage does not guarantee that the client meets minimum standards.

1. All Servers with Microsoft Windows Operating Systems must be running on a Windows Server version covered by Microsoft's Mainstream or Extended Support and have the latest Microsoft Service Packs and Critical Updates installed.
2. All Network hardware must be covered by a manufacturer's warranty or support agreement.
3. All Desktop PCs and Notebooks/Laptops with Microsoft Windows Operating Systems must be running a Windows Desktop version for businesses (not Home versions) covered by Microsoft's Mainstream or Extended Support and have the latest Microsoft Service Packs and Critical Updates installed.
4. All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
5. The environment must run Vintage provided endpoint security software and cloud security software on all applicable systems.
6. The environment must run Vintage provided remote connectivity software on all applicable endpoints to facilitate remote support.
7. The environment must utilize an approved form of multi-factor authentication for applicable systems.
8. The environment must include end user system encryption, such as Microsoft BitLocker.
9. All inbound email must be scanned/delivered utilizing a spam filtering service acceptable to Vintage.
10. The environment must include a Vintage Provided Backup Solution for all files the client expects to be restored upon a disaster, whether such files are stored on-premise or in a Cloud system.
11. The environment must include a currently licensed, Vendor-Supported, Vintage Standard Hardware Firewall between the Internal Network and the Internet. The firewall must be configured and managed by Vintage's security team.
12. Any wireless data traffic in the environment must be secured with a minimum of 128bit data encryption.
13. The environment must include an acceptable form of High-Speed Internet Access with Static IP's. Acceptable includes the ability to add and change "advanced" DNS records such as "reverse DNS" and "SPF".
14. The environment must contain at least one "hot spare" PC that is periodically (at least quarterly) connected to the network to receive security updates.
15. The environment must have sufficient Universal Power Supplies with battery backup to shut-down any on-premise servers and network appliances gracefully during a power failure.
16. The Client must promulgate a security policy and acceptable use policy to all employees and contractors.
17. The Client must maintain a tested disaster recovery plan that includes recovery from Cloud and data center disasters.

IT Service Offerings



18. The environment must be positioned to allow Vintage to test and deploy security patches and upgrades within 30 days of availability, preferably within seven days, during client-approved deployment windows.
19. The environment must restrict remote access to the network to secure connections such as a VPN or equivalent system.
20. The Client must always lock server rooms or otherwise limit access to authorized personnel.

Excluded Services

(Additional fees will be incurred for all of the following regardless of service plan)

1. All after hours work including nights, weekends, and holidays unless pre-arranged and approved with Vintage.
2. Parts, equipment, or software not covered by vendor/manufacturer warranty or support.
3. Any labor associated with the installation of new application software or hardware. (Clients with PC installation or reconfiguration services included in their monthly agreement will not pay extra for such services for new hardware or hardware being re-deployed to a new end user.)
4. Any labor associated with moving hardware or software.
5. Any onsite labor unless client chooses the onsite labor upgrade in advance. If the onsite labor upgrade is chosen, it will be Vintage's determination as to whether onsite labor is required for a reactive ticket.
6. The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
7. The cost of any 3rd Party Vendor or Manufacturer Support or Incident Fees of any kind.
8. The cost to bring Client's environment up to minimum standards.
9. Failure due to acts of God, building modifications, power failures or other adverse environmental conditions or factors.
10. Service and repair made necessary by the alteration or modification of equipment other than that authorized by Service Provider, including alterations, software installations or modifications of equipment made by Client's employees or anyone other than Service Provider.
11. Programming (modification of software (code)) and program (software) maintenance.
12. Training Services.

Fees*

MSRP Time & Material Rates – Any service work not covered under this plan

\$ 145 / hour	Service Desk, Onsite Work
\$ 175 / hour	Systems Engineer
\$ 195 / hour	Network Engineer
\$ 215 / hour	Virtual Engineer
\$ 225 / hour	Security Engineer

In determining the amount to be charged for computer services we will consider:

- The time and effort required, the base hourly rates of the technicians involved, the novelty and complexity of the issues presented, and the skill required to perform the computer services promptly;
- The fees customarily charged in the community for similar services and the value of the services to you;
- The time constraints imposed by you as our client and other circumstances, such as an emergency situation, or substantial disruption of other office business;
- The nature and longevity of our professional relationship with you;
- The experience, reputation and expertise of the technicians performing the services;
- The extent to which office procedures and systems have produced a high-quality product efficiently.

* Fees reflect current fees as of the date of this quote. Fees may be updated by Vintage from time to time by providing client written notice of the changes to the fee structure.

Limitation of Liability

NEITHER PARTY HERETO SHALL HAVE ANY LIABILITY OR RESPONSIBILITY FOR ANY INDIRECT, INCIDENTAL, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES ARISING FROM LOSS OF PROFITS OR DATA), EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VINTAGE'S LIABILITY FOR DAMAGES HEREUNDER SHALL NOT EXCEED MONIES PAID BY CLIENT FOR THE SERVICES UNDER THIS AGREEMENT IN ANY SINGLE CALENDAR MONTH.

Miscellaneous

1. Vintage is not responsible for failure to render services due to circumstances beyond its control including, but not limited to, acts of God.
2. All service levels are "Best Effort" and measured in response times (NOT return to service) unless there is a specific written agreement in place between Vintage and Client.