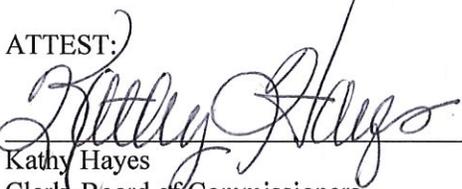


Contract Amendment #1 for RFP#1908-06 Contract "IT Managed Services"

Includes:

- Datto backup system (attached AMCQ26356-04)
- Updated SLA KPIs (attached SLA KPIs Final (1-22-2020))

ATTEST:


Kathy Hayes
Clerk, Board of Commissioners

OCONEE COUNTY BOARD OF COMMISSIONERS

BY:


John Daniell, Chairman



ATHENS MICRO

BY:


Zack Lester, President

Athens Micro KPIs

Month 1 Month 2 Month 3 Quarter #

Patches and Updates on Computers Complete				
Target 95%				
% Computers Up to Date (Rolling Average)				

Firmware Updates on Network Infrastructure (Servers and Switches)				
Target 95% (Quarterly)				
Spot Checks Passed				
Spot Checks Completed				

Antivirus and Antimalware Updates				
Target 95%				
% Computers Antivirus Up to Date (Rolling Average)				
% Computers Antimalware Up to Date (Rolling Average)				

Backup Success Rate				
Target 99%				
Local Backup Success Rate				
Replication Success Rate				
Total Backup Success Rate				

Customer Satisfaction Surveys				
Target 75% Excellent or Good				
Total "Excellent or Good" Surveys				
Total Surveys				

Customer Service Response Time				
Target 90% in 30 minutes				
Total Tickets Customer Service Reponse received in 30 minutes or less				
Total Tickets				

Tech Response Time, Normal Ticket				
Target 4 Hours				
Total Tickets Tech Responded to in 4 hours (Business hours) or less (includes scheduling)				
Total Tickets				

Tech Response Time, Critical Ticket				
Target 30 Minutes				
Total Tickets Tech Responded to in 45 minutes (Business hours) or less (includes scheduling)				
Total Tickets				

Tickets Resolved				
Target 85%				
Total Tickets Resolved (Helpdesk)				
Total Tickets (Helpdesk)				

Network/Server Uptime				
Target 99% Server Uptime				
Total Network/Server Uptime during Work Hours				
Total Work Hours in the Month				

Discount on Bill				
SLA Items Failed				
Total SLA Items				
% Discount on Bill				
Amount Paid Monthly				
Required Credit on Account				



7980 Macon Highway
 Watkinsville, GA 30677
 706-310-0247
 athensmicro.com

Quotation

Date	Quote #
01/03/20	AMCQ26356-04

Datto Solution

Prepared For:

Alex Newell
 Oconee County Board of
 Commissioners
 23 N Main St.
 Watkinsville, GA 30677
 United States

Phone: (706) 310-3520
E-mail: anewell@oconee.ga.us

Sales Representative:

Amanda Kendrick
 Customer Success Manager
 (706) 354-5706
 akendrick@athensmicro.com

Qty	Description	Unit Price	Ext. Price
1	Datto SIRIS 4 Enterprise - 24 TB Device Capacity	\$12,127.00	\$12,127.00
	*Discounted Device Pricing with Service Contract: 1-Year (20%) - \$9,702 (Discounted pricing good until 1-11-2019)		
	Adjustment to Existing Monthly Agreement (Net Increase):	\$1,450.00	\$0.00
	Datto SIRIS 4 Enterprise Service - 1-Year Time-Based Retention - Managed by AMC - Per Month	\$1,500.00	\$1,500.00
	(-1) AMC Flat Fee IT - Backup Service - Off-site to AMC - Per Month	\$50.00	-\$50.00

Sub Total	\$12,127.00
Sales Tax	\$0.00
Total	\$12,127.00

PRICES SUBJECT TO CHANGE - PRICES BASED UPON TOTAL PURCHASE - ALL DELIVERY, TRAINING OR CONSULTING SERVICES TO BE BILLED AT PUBLISHED RATES FOR EACH ACTIVITY INVOLVED - GENERALLY ALL HARDWARE COMPUTER COMPONENTS PROPOSED ABOVE ARE COVERED BY A LIMITED ONE YEAR WARRANTY, COVERING PARTS AND LABOUR FOR HARDWARE ONLY AND ON A DEPOT BASIS - WE SPECIFICALLY DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR WITH REGARD TO ANY LICENSED PRODUCTS. WE SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS, BUSINESS, GOODWILL, DATA, INTERRUPTION OF BUSINESS, NOR FOR INCIDENTAL OR CONSEQUENTIAL MERCHANTABILITY OR FITNESS OF PURPOSE, DAMAGES RELATED TO THIS AGREEMENT. MINIMUM 15% RESTOCKING FEE WITH ORIGINAL PACKAGING.