



Technical Doctor Inc
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Attachment B to Contract Agreement

CONTRACT SERVICES AND COMPENSATION

Scope: Technical Doctor Inc agrees to provide Technical Consulting and End-user support services under this MSP (Managed Service Provider) Agreement within the following general categories: -

1. **PM HOURS** : Provide Consulting Services in the following areas: (5 hours free - \$625 value)
 - a. Technical Consulting Services
 - b. Assessment Services
 - c. ***Meaningful Use Services**
 - d. Vendor Engagement Services
 - e. Business Strategy Consulting Services
2. **SUPPORT OPTIONS:** Provide assistance in purchasing and installing necessary vendor supplied updates:
 - a. Server updates (software and hardware)
 - b. Desktops updates (software and hardware)
 - c. Laptops updates (software and hardware)
 - d. Tablets updates (software and hardware)
 - e. Printers driver updates and troubleshooting print problems
 - f. Router configurations (if vendor support has been purchased)
 - g. VPN (if vendor support has been purchased)
3. Provide monthly verification that routine processes are being performed and are being executed successfully.
4. Provide monthly inspection to confirm that installed applications are up to date on desktops.
5. Continue to assist in obtaining IT hardware/software quotes.
6. Provide additional Ad Hoc assistance and/or consulting sessions upon request for fee

SUPPORT OPTIONS - MARK and "X" in the boxes you choose

2 YEAR monitoring (AV updates, Disk Drive, processor, memory, MS Updates)

(Anytime 60 day out clause)

Network: \$200 per location/site – \$_____

Server: \$25 per server OS – \$_____

PC/Laptop/Tablet: \$10 x 5 per machine: = \$_____

Total: \$_____ per month

BREAK / FIX (MIN: \$200) - IT support (Printers, Virus, PC hardware problem)

- One hour charge \$125 + Break/Fix Support charge \$75: = \$200
- There is a 12 hour SLA to respond to a Break/Fix call.
- Additional time is billable in 30 minute increments at the rate of: \$125 per hour (\$62.50 per 30 minutes)

INITIAL: PRACTICE_____

INITIAL: TD_____

www.technicaldr.com

Technical issues: support@technicaldr.com

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