Consulting Services Proposal for

[redacted]

Professional Services

PRESENTED TO:

Texas Board of Nursing

PRESENTED BY:

TEQSYS, Inc.
4301 W. William Cannon Dr., Ste B150-301
Austin, Texas 78749

February 4, 2016

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Table of Contents

1. BACKGROUND

2. PROJECT OVERVIEW

3. SCOPE OF ENGAGEMENT

4. PROJECT TIMELINE

5. PROFESSIONAL FEES

6. CUSTOMER RESPONSIBILITIES

7. CUSTOMER ACCEPTANCE

8. CONTACT INFORMATION

1. BACKGROUND

1.1 Purpose

This proposal is to provide Texas Board of Nursing ("CUSTOMER") with ongoing services to proactively assess Customer's Microsoft Exchange environment on a regular basis and report back findings to Customer. TEQSYS will provide the support services as described in Section 2 *"Scope of Engagement."*

1.2 Assumptions

This proposal is based on the following assumptions of the current BON environment:

- ✓ Adequate hardware resources are available and in working condition.
- ✓ Working environment has been scanned and is free of all known computer viruses.
- ✓ There are no known pre-existing issues in the environment.
- ✓ Current mail flow operations are working as designed.
- ✓ Customer will provide adequate remote access to TEQSYS as specified and agreed upon by both parties.
- ✓ Customer will be responsible for any third-party applications not mentioned in this document.

Please refer to Section 5 *"Customer Responsibilities"* for additional prerequisites.

1.3 Why TEQSYS?

At TEQSYS, we combine real-world expertise and the latest technologies to ensure your engagement is a secure, smooth, and well documented one. We offer advantages to our customers that few companies can match: speed-to-market, flexibility, knowledge, efficiency and cost savings.

TEQSYS' value proposition is that we provide practical solutions that enhance the value of our customer's investment resulting in better use of company information, improved service, increased productivity, a competitive advantage and reduced costs. In addition, our extensive knowledge and experience in Messaging and Collaboration solutions and specifically Microsoft Exchange allows for a smooth implementation process.

We understand companies are sometimes overwhelmed with a tremendous burden as they increasingly rely on technology to drive business operations and growth. By supporting our customer's business processes and systems, we allow them to remain experts in their fields without the burden of having to become experts in the IT field.

2. SCOPE OF SERVICES

2.1 Current Environment

- Two virtual [redacted] Mailbox Servers ([redacted] configured with high availability utilizing Database Availability Group
- Single [redacted] mailbox archiving server running [redacted]
- [redacted] storage backend

2.2 Description of Services

Under this Agreement, TEQSYS will provide three hours per month of assessment (one hour, twice per month) of Customer's [redacted] environment, during which Consultant will perform the following tasks.

a. Verify Backups
b. Verify directory service availability
c. Check available disk space
d. Verify successful completion of database maintenance
e. Check SMTP queue
f. Check Event Logs
g. Check Databases Health
h. Check Security Logs
i. Test Mail flow (Internal/External)

Findings and any applicable recommendations for addressing such findings will be reported back to BON staff for review.

Note: The three hours per month covers a remote assessment only. Since this a scheduled, proactive service that is non-intrusive, TEQSYS Consultant will not be responsible for the remediation of issues that are identified during the assessment, or that may occur in the environment between scheduled assessments.

Should Customer wish to engage TEQSYS for consulting services either to address findings or address any issues in the environment not identified in the assessment, services will be performed on a Time and Materials basis at the rate specified in Section 4. Any T&M services must be agreed upon and scheduled by both parties in writing in advance.

The following tasks are considered **out of scope** for this engagement and may be performed by TEQSYS Consultant as a billable consulting engagement:

a. Implementation of recommended actions
b. Remediation
c. Application of patches, fixes, etc.
d. Upgrades to next releases of [redacted]
e. Other consulting services as scoped and agreed upon by both parties

3. COVERAGE

Services will commence January 1, 2016, and Customer will be invoiced thereafter on a monthly basis for an initial period of 6 months for services performed. Unless otherwise agreed upon by both parties, services will be performed remotely and may be performed during business hours or after hours.

4. PROFESSIONAL FEES

The pricing provided below reflects the costs for the initiative as described in this document. This proposal is valid for a period of 30 days unless extended in writing by TEQSYS.

Description	Price
TEQSYS Support Services - [redacted] Assessment (three hours per month)	**$375/month**
TEQSYS Support Services – Consulting or Support services performed for [redacted]	**$150/hour**

5. CUSTOMER RESPONSIBILITIES

To ensure the engagement's success and the agreed upon completion of deliverables, the customer has the following responsibilities prior to and during the Consulting Services engagement:

Prior to TEQSYS Consulting Services Arrival:

1. Discuss the consultation requirements with the TEQSYS consultant for clarification, agreement of objectives, and for understanding of the current environment.
2. Agree to schedule resources in advance per agreement between customer and TEQSYS. Provide a primary point of contact that can escalate issues and assist in resolving problems that fall outside of TEQSYS' control.
3. The end user must submit a Purchase Order (P.O.) to TEQSYS for services fees.

During TEQSYS Consulting Services Remote Consultation:

1. Provide the necessary hardware, software, and remote access to Customer environment.
2. Customer is responsible for the actual content of any data file, selection and implementation of controls on its access and use, and security of the stored data.
3. Customer will identify and make the interpretation of any applicable federal, state and local laws, regulations and statutes and insure that products of the system meet those requirements.
4. Provide resources to work in conjunction with the TEQSYS consultant so that the TEQSYS consultant can successfully obtain necessary information and access to required hardware, network, and software environments.
5. Provide an appropriately configured and available hardware and software environment for product implementation, inclusive of operating system and application software, network connectivity, disk and tape devices for data backup and recovery (where applicable).

6. CUSTOMER ACCEPTANCE

I have read this Statement of Work in its entirety and agree to its scope. I understand that the pricing listed is a FINAL PROPOSAL. I authorize TEQSYS to deliver consulting services and for invoicing Customer for these services as established in this Statement of Work. I have the authority to authorize these services and payment, and will provide payment to TEQSYS and to support this request within 30 days of invoicing. I acknowledge that no further written agreement between TEQSYS and Customer will be required before services commence and Customer issues a purchase order or pays for the services.

I hereby accept TEQSYS' proposal and subject to the initiation of a purchase order authorize TEQSYS to proceed with the proposed effort.

For: Customer

(Company Representative)

(Purchase Order)

2-4-16

(Date)

7. CONTACT INFORMATION

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