

Upshur County Judge
RFP – Information Technology Services
RFP Manager: Commissioner Jay Williams



FILED
TERRI ROSS
COUNTY CLERK
2019 SEP 16 AM 10:48
BY TR
UPSHUR COUNTY, TX.
DEPUTY

Proposal Submitted By:



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Transmittal Letter:

The letter of transmittal must contain the following statements and information

1. Company name, address, telephone number(s), and website.

Strattmont Group
3131F East 29th Street STE 106
Bryan, TX 77802
www.StrattmontGroup.com

2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.

The following individuals are authorized to represent the company in any business with the Upshur County. Please direct correspondence to the following individuals:

1st Point of Contact:	2nd Point of Contact:
Darren Knopp Chief Information Officer Office: 979-314-9644 Cell: 979-255-1207 Email: darren@strattmontgroup.com	Jeremiah Knopp Chief Executive Officer Office: 979-314-9644 Cell: 636-208-2573 Email: jeremiah@strattmontgroup.com

3. Federal and State taxpayer identification numbers of the firm.

State Taxpayer Identification Number: 32056870168
Federal Identification Number: 47-3506866

4. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.

Strattmont understands the importance and impact of the IT Services to be performed for the county. Strattmont will provide proactive support, monitoring, help desk services, security and maintenance coupled with best practice standards for planning, operations, disaster recovery, compliance and security. In light of the recent Ransomware attacks in the State of Texas it is of the utmost importance to have proactive maintenance, training, comprehensive tools, competent staff and a substantial resource pool. Strattmont is committed to providing the services outlined in this proposal in a professional courteous manner, that maintains outstanding communication and provides value to the county and its mission to serve the citizens of Upshur County.

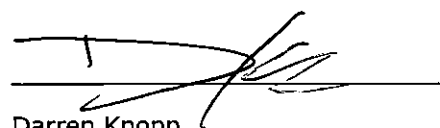
5. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.

Signature is below from the Chief Information Officer

6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the County.

This proposal and cost schedule will be valid for ninety (90) days following the proposal due date and will become part of the contract negotiated with the County

The individual below is a corporate officer authorized to bind the company to the proposal and the cost schedule.



Darren Knopp
Chief Information Officer
Strattmont Group

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Company Profile:

Provide a short profile of the company including:

1. Length of time in business

Strattmont Group has been in business since April 2015.

2. Length of time in providing proposed services

Strattmont Group has been providing IT Managed Services, Network Security, Compliance, IT Consulting, Cloud Services, Social Media Services, SEO, Website Design and Maintenance the entire time it has been in business.

3. Number of clients

Strattmont Group currently has in excess of 40 active clients across all its lines of business. Some clients have a full suite of our services and others just have one service.

4. Number of clients in public sector

Strattmont Group has one current client in the Public Sector.

5. Number of full-time employees and area of involvement: Technical support, programming, consulting, sales support, administrative support

Strattmont has a total of 12 staff with some individuals capable of fulfilling multiple roles. Strattmont Group routinely contracts with US based individuals when extra support or special projects resources are needed. All staff that will have access to Upshur County systems will undergo and submit a background check.

Technical Support: 3

Programming/Web Services: 3

Consulting: 2

Sales Support: 4

Administrative Support: 2

Graphics Design: 1

6. Location of office to service the account

Strattmont Group is located conveniently in Bryan, TX and will be servicing this account from that location. One of our staff, Lincoln Ray, has family in the Longview area and frequently visits that location with the ability to work from that area, stay in that area and be closer to Upshur County for any extended engagements or complicated service delivery.

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Proposal:

1. Description of the approach the company will use in providing the services requested. Description of how the company is positioned to provide the services requested, with a history of experience on providing similar services.

Strattmont Group will utilize a standard approach to providing the services required in the proposal. Strattmont Group will utilize a combination of resources to achieve a total support package. It starts with a thorough onsite Initial Assessment, Administrative Systems Access, Inventory and key staff interviews. You must know your starting point and create an intimate knowledge of what is currently going on and what current pain points exist.

Simple Onboarding Process Outline:

1. Contract Signed
2. Administrative Access/Permissions Granted
3. Onsite Initial Review
4. Key Staff Meetings
5. Install Monitoring Systems
6. Review Initial Review Findings
7. Proactive Support Start
 - a. Email Key Staff and/or All Staff
 - i. Include support packet explaining services and how to get service
 - b. Provide Security Training Details
8. Remediate Any Critical Issues
9. Start Enhanced Service

Strattmont Group's strength comes from its staff with decades of experience ranging from HealthCare, Public Entities, Private Companies and Public Companies. We are uniquely positioned simply because we provide convenience and confidence. Our staff have an unmatched loyalty to getting problems solved with a no quit attitude. Having worked in Healthcare we understand the systems not working can put lives at risk. Darren, Lincoln and Noel are especially aware of this having worked at an MHMR center. James Cooper is uniquely qualified as a 20+ year law enforcement veteran and current McClennan County Reserve Deputy Sherriff. Add to that our years of experience, training and ability to adapt to any IT environment. You have a unicorn scenario of talent, ability, drive, understanding and determination.

You are seeking an entire team to operate the county on a 7/24/365 operation for a variety of services. In order to provide those comprehensive services, you need a team with a diverse resource pool which includes background, skill sets, training, availability, software, licenses, specialized hardware and more. In order to duplicate this type of IT Operations you would have to hire multiple individuals including IT Manager, Network Administrator, Help Desk Staff and possibly a Database Administrator. You would then have to train those individuals and purchase the software, software maintenance and equipment to correctly do their jobs. Strattmont can begin immediately without the County going through a lengthy build up of personnel or additional resources.

2. Name, title, address, and telephone number of a minimum of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. References of other Public Sector clients would be beneficial.

See attached documents in Exhibit A for reference letters received by current or past customers.

MSI

Strattmont Group provides a comprehensive set of services for MSI including IT Managed Services, Network Security, Help Desk, Backup and Disaster Recovery, Website Administration and Maintenance. Strattmont currently provides these services for a staff of around 70.

Length 4 years

Tom Parker

Vice President

855 US-79

Rockdale, TX 76567

Cell Phone: 512-760-0268

Email: TomParker@msirockdale.com

Website: www.MSIRockdale.com

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Environmental Rental Services

Strattmont Group provides a comprehensive set of services for MSI including IT Managed Services, Network Security, Help Desk, Backup and Disaster Recovery, Website Administration and Maintenance. Strattmont Group supports 5 offices nationwide with a total staff of around 75.

Length 4 years

Andrew Hooper

Vice President

2801 E. P Street

Deer Park, TX 77536

Cell Phone: 832-341-5290

Email: Andrew.Hooper@ersvacrent.com

Website: www.ERSVacRent.com

Coryell County

Strattmont Group performed a Network and Security Assessment for Coryell County including Inventory, Network Security, Equipment Aging, Key Personnel Interviews, Backup and Disaster Recovery Review, Infrastructure Review and Acceptable Use Policy Review. Strattmont Group built and maintains the Coryell County website.

2 years

Judge Miller - Current Coryell County Judge

Email: county_judge@coryellcounty.org

Website: www.CoryellCounty.org

Gallant Financial and Benefits

Strattmont Group provides a comprehensive set of services for the Gallant Financial Group and newly formed StoneBridge Partners organization. Services include Managed IT Services, Inventory and Equipment Aging, Cloud Services, Backup and Disaster Recovery, Website Design and Maintenance. Strattmont Group support 2 locations with staff of up to 15 people for Gallant Financial Group. Strattmont Group will be providing its entire suite of services to the startup company StoneBridge Partners which is expected to grow to over serving over 1100 payroll, job recruitment and various staff over the next 2-3 years.

3 Years

Brian Hagen

Owner

1095 Evergreen Circle

The Woodlands, TX 77380

Cell Phone: 832-878-7454

Email: brian@gallantfin.com

Website: www.GallantFin.com

3. Naming of staff resources, with identification of principals and key personnel who will be providing the services;

Strattmont Group will utilize all of its resources to complete any task in regards to the services performed. Strattmont Group believes in a clear line of communication and single point of contact. Darren Knopp and Lincoln Ray will be the main points of contact for all service performed. An Escalation Path has been provided in this document in the event that communication to the individuals below is not possible or unresponsive.

Darren Knopp

Cell: 979-255-1207

Email: darren@strattmontgroup.com

Office: 979-314-9644

Lincoln Ray

Cell: 979-324-7179

Email: lincoln@strattmontgroup.com

Office: 979-314-9644

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4. Experience and expertise of staff;

Outlined below are key staff members that will be interacting with the County to provide our services. This is not a list of all of our staff.

Darren Knopp

Chief Information Officer/Chief Operating Officer

Established executive and successful entrepreneur equipped with over 20 years of success providing IT leadership, management, and vision to reputable, multi-million-dollar organizations, small businesses, and start-ups. Proven track record of delivering innovative business solutions to increase revenue and cut operating costs while bridging the gap between business and IT. Adaptable, performance-driven industry-leader dedicated to creating winning technology strategies and roadmaps to support growth and exceed company goals. Thought leader, change agent, and recognized consultant reputed for leveraging technology to drive business growth, development, collaboration, and profitability.

Darren has over 10 years’ experience supporting a state organization from his time at Brazos Valley MHMR. The IT operations spanned 9 Counties, 13 Locations and over 225+ users.

Darren holds a Bachelors Degree in Management Information Systems – Security from Baker University and is attending Western Governors University in pursuit of his MBA (expected May 2021)

See Attached Resume – Exhibit C

Jeremiah Knopp

Chief Executive Officer

Jeremiah is an established Executive with multiple businesses operating across various industries. Jeremiah is a veteran of the IT world having started in IT in the late 1990’s when he was 18 years old. Jeremiah is well versed in the complicated nature of current system architecture and understands the need to have systems that are operational and dependable.

Lincoln Ray

Network Manager

A well-versed technology professional with 20+ years’ experience in Information Technology with progressive experience. His extensive knowledge in healthcare and business uniquely position him to be an asset to any company. 10 years at Brazos Valley MHMR interacting with the state and overseeing over IT operations.

Examples of Lincoln’s IT Skills Set:

Health Care IT HIPPA/HITECH Compliance Service Support Service Delivery Business Continuity Cisco VOIP Dell Kace Systems Management	Procurement and vendor relationship/management Controlling risk effectively and efficiently Project management Cisco Networking VMware VEEAM Help Desk
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James Cooper

Chief Business Development Office
Reserve McClennan County Sherriff / 20+ Year Law Enforcement Career

A well-versed technology professional with 25+ years’ sales and business development experience in Information Technology/Copier field with progressive experience. James bring a wealth of knowledge in terms of law enforcement and copier technology/services to our team.

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Ryan Paske

Network/Computer Support

A well-versed technology professional with 10+ years' experience in Information Technology with progressive experience. Ryan hold a Masters Degree from Texas A&M University.

Examples of Ryan's IT Skills Set:

Health Care IT HIPPA/HITECH Compliance Service Support Service Delivery Business Continuity Cisco VOIP Dell Kace Systems Management	Procurement and vendor relationship/management Controlling risk effectively and efficiently Project management Cisco Networking VMware VEEAM Help Desk
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Noel Templeton

Network/Computer Support

A well-versed technology professional with 25+ years' experience in Information Technology and Management with progressive experience. 14 years Brazos Valley MHMR interacting with the state and overseeing over IT operations.

Examples of Noel's IT Skills Set:

Health Care IT HIPPA/HITECH Compliance Service Support Service Delivery Business Continuity Cisco VOIP Database Management State of Texas Reporting DRaaS, IoT, SaaS	Procurement and vendor relationship/management Controlling risk effectively and efficiently Project management Cisco Networking VMware VEEAM Help Desk Budgets Strategic Planning
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Bruce Hakala

Web Service Director

Bruce and his web/database team have been building websites, programming and managing databases for the last 20 years. Bruce is my go-to for any web related, database or programming skills.

Examples of Bruce's IT Skills Set:

PHP MySQL WordPress Ajaz Joomla XML Adobe Products CSS	.Net SQL Access Apache Drupal JavaScript Java
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5. Role and responsibilities that each staff member will have.

Please see answers to questions #3 and #4

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6. Support services questions to be addressed:

a. Help Desk description

Strattmont Group will provide a normal help desk type operation consisting of a ticketing system, phone contact and email contact. Service will be completed utilizing a combination of phone, email, remote, chat or onsite work.

b. Support availability (days of week and time, including how you will deal with after hours and weekend calls)

Strattmont can provide support for normal operations from the hours of 8am – 6pm with after-hours 7/24/365 on-call support as needed for all departments. Law enforcement issues after 6pm will receive support via phone/remote support with onsite dispatched as needed.

Support staff will begin working on these incidents within a maximum response time of two hours and will continue until it is resolved.

c. Toll free number if applicable

Not Applicable

d. Steps for resolving problem escalation

Strattmont Group will provide an Escalation Path in order to get a problem solved and the correct resources applied until the issue is resolved.

Escalation Path

1st – Submit Ticket

Wait for the appropriate response for the issues submitted.

2nd -Computer, Hardware, Software, Network, or Security Issue

Lincoln Ray – Network Manager

Cell: 979-324-7179

Email: Lincoln@StrattmontGroup.com

3rd – Unable to contact Lincoln

Darren Knopp – CIO / Owner

Cell: 979-255-1207

Email: Darren@StrattmontGroup.com

4th – Unable to contact Lincoln or Darren

James Cooper – Chief Business Development Officer / Owner

Cell: 254-749-6268

Email: James@StrattmontGroup.com

5th – Unable to contact Darren, James, or Lincoln

Jeremiah Knopp – CEO / Owner

Cell: 636-208-2573

Email: Jeremiah@StrattmontGroup.com

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e. Final authority regarding conflicts

Darren Knopp will be the final authority in any issue that may arise in regard to service performed or contractual obligations.

7. Response time and goal for resolving problems

Critical: A Critical Priority Classification means that the incident has a severe overall business impact such as revenue generating web servers, network, email server, or hardware failure that your clients interface with. Support staff will begin working on these incidents within two hours and will continue until it is resolved.

High: A High Priority Classification means that the incident has a moderate business impact or high individual impact such as email application not working or personal computer failure. Support staff will begin working on these incidents within two hours and will continue until it is resolved.

Medium: A Medium Priority Classification means that the incident has a low business impact or moderate individual impact such as printing issues or application instability. Support staff will begin working on these incidents within two hours and will continue until it is resolved.

Low: A Low Priority Classification means that the incident has a low business or individual impact such as minor printer problems, new user creation or any activity that can be scheduled for the most convenient time without creating user hardship. These incidents should be submitted through the Ticketing System. Support staff will begin working on these incidents within two hours and will continue until it is resolved.

8. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If no such termination occurred for default, declare it. The County will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal.

There has been no contract termination for default or other incidents in the past five years.

9. Scope of services beyond the RFP that the firm provides which may be of interest to the County.

Strattmont Group performs a wide variety of services that the County may be interested in including Website Development, Website Maintenance, SEO Services, Digital Advertising, Social Media Engagement, Cloud Services, HIPAA Compliance, IT Consulting and Project Management, Digital Transformation Services and Data Backup Services.

10. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

Strattmont Group is pursuing this contract because we believe our services are simply the best. The County should be able to depend on and have available world class enterprise level support.

Strattmont Group's strength comes from its staff with decades of experience ranging from HealthCare, Public Entities, Private Companies and Public Companies. We are uniquely positioned simply because we provide convenience and confidence. Our staff have an unmatched loyalty to getting problems solved with a no quit attitude. Having worked in Healthcare we understand the systems not working can put lives at risk. Darren, Lincoln and Noel are especially aware of this having worked at an MHMR center. James Cooper is uniquely qualified as a 20+ year law enforcement veteran and current McClennan County Reserve Deputy Sherriff. Add to that our years of experience, training and ability to adapt to any IT environment. You have a unicorn scenario of talent, ability, drive, understanding and determination.

You are seeking an entire team to operate the county on a 7/24/365 operation for a variety of services. In order to provide those comprehensive services, you need a team with a diverse resource pool which includes background, skill sets, training, availability, software, licenses, specialized hardware and more. In order to duplicate this type of IT Operations you would have to hire multiple individuals including IT Manager, Network Administrator, Help Desk Staff and possibly a Database Administrator. You would then have to train those individuals and purchase the software, software maintenance and equipment to correctly do their jobs. Strattmont can begin immediately without the County going through a lengthy build up of personnel or additional resources.

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Draft Contract Language

The vendor shall submit a draft contract.

Strattmont Group is providing a copy of the following contract language in Exhibit B

1. IT Support and Services – Terms of Service
2. Additional Terms and Conditions

These contracts are our standard language and can be altered or adjusted to fit any conditionals that may need changes.

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Current List of Equipment from questions submitted:

233 Desktops

28 Tablets/iPads

195 Email Accounts

17 Servers

Veeam Software – Backup and other various equipment

10 Locations (additional 16 during elections)

Printers – Unknown Number

Other assets are unknown at this time and will be discovered during the Initial Review

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Preventative Maintenance

The majority of the services that Strattmont provides are preventative and proactive. Strattmont utilizes industry standards when applying any type of methodology or action to maintenance. Our preventative maintenance ensures that all monitoring, updates, patching, support, administration, notifications, automation, alerts or anything similar are monitored 24/7. This approach allows Strattmont Group to get in front of most issues before they become a problem. The majority of these services run without any notice or interaction from county staff. The goal of IT is to be invisible as much as possible so that the staff can work effectively and efficiently. It is our goal to ensure that the systems the County relies on are available when you need them.

As-Needed Maintenance

As needed maintenance is generally defined as tech support, replacement, enhancement or 3rd Party interactions. Strattmont has a system in place to handle any tech support call on a 7/24/365 on-call basis to ensure operations of the County. All other as needed maintenance will require system planning, equipment life cycle and possibly 3rd party call or purchases. We utilize a standard Project Management approach to all long-term planning and implementation.

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SERVICES REQUIRED

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Initial Assessment

Review of the inventory, update network map/diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.

Strattmont Services Provided:

The Initial Assessment will produce an effective snapshot of where the County is in terms of technology infrastructure, equipment, life cycle management, speed, essential security, disaster planning and data retention. Strattmont will provide guidance in terms of short term and long-term planning, strategies, and efficiencies based upon our findings.

Having a better understanding of your overall IT Infrastructure and Security can help with making rapid IT decisions and recommendations, securing your data, saving taxpayer dollars, providing continuity in case of a disaster, ensuring data is available, and providing an efficient work environment.

Following Reports and Services are included in our Initial Assessment:

Full Network Assessment Report	Security Report Card
Network Site Diagrams	Share Permission Report
Asset Detail Report	External Vulnerability Scan Report
Security Risk Report	Outbound Security Report
Security Management Plan	Policies and Procedures Review and Report
Client Risk Report	Backup/Disaster Recovery Report

Reports will be divided into each department and one comprehensive report. This will allow the county to address issues on both a broad focus and individual departments. This approach allows high level strategic planning coupled with detailed deliverables and goals for each department.

An annual assessment is included each year the contract is renewed at no additional cost.

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Desktop Application Support

Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all computer related hardware; and implementation of Help Desk procedures.

Strattmont Services Provided:

Strattmont Group will provide a comprehensive set of services that provided proactive, monitoring, preventative and help desk support.

General Support Services:

- 24/7/365 Responsive End User Support via Unlimited Email, Phone, Remote Access
- Onsite Services
- Advanced Troubleshooting
- 3rd Party Escalations
- Inventory Management
- Baseline Hardware and Software Configurations
- Installation of PC's, Laptops, Mobile Devices, Printers, Peripherals and Office Software
- Hardware problem identification and corrective action

Desktop/Laptop Support Services:

- Proactive Patch Management
- Desktop Alerts and Monitoring
- Remote Access
- Hardware and Software Audits
- Anti-Virus Management
- Performance Monitoring
- Policy Management
- Self-Help Center

Mobile Device Support Services

- Passcode and Encryption Enforcement
- Device Restriction Settings
- Remote Lock, Wipe and Locate
- Jailbreak and Root Detection
- Policy Updates and Changes
- BYOD Privacy Settings

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Server and Workstation Administrative Services

Management of network and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all Help Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response for repair and maintenance work for the user.

Strattmont Services Provided:

Our services are built around our intelligent monitoring engine— generating smarter, more actionable items before they become a problem. Strattmont will provide the following services to support the function and usability of Servers

- o Remote Monitoring and Administration
- o Server Issue Resolutions
- o Manage Server Anti-Virus
- o Server Security Monitoring and Configuration
- o Server Alerts and Notifications
- o Performance Monitoring
- o Patch Management and Deployment
- o Remote Management
- o Remote Restart
- o Scheduled Maintenance
- o Help Desk Support
- o 3rd Party Application Escalation
- o 3rd Party Application Support with Appropriate 3rd Party Support Contract
- o User Account Administration
- o File Sharing Administration
- o Security Administration

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Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; and continuous troubleshooting are required. Maintenance of network documentation for daily, weekly, and monthly services is required.

Strattmont Services Provided:

Our services are built around our intelligent monitoring engine— generating smarter, more actionable items before they become a problem. Strattmont will provide the following services to support the function and usability of Servers.

Strattmont Group will provide the following services to support the function and usability of your network equipment

- Help Desk Support for Printers, Scanners or similar devices
- Cabling as needed
- Installation and Software Maintenance
 - Printer, Scanners and other devices
- Alerts and Notifications
- Service Monitoring and Troubleshooting
- Maintain appropriate documentation
- Manage and Remediate Issues
- Update and Patch Management
- Uptime/Connectivity Monitoring
- Router, Firewall, VPN, Switch Management
- Wireless Access Point Management
- Live and Historical Data
- Inventory Management
- IP Address Management
- Network Documentation
- Network Maps
- Remote Management
- Password Management
- Two-Factor Authentication
- Roll-Based User Access
- Debug Data
- Configuration Management
- Configuration Restore
- Traffic Insights and Reporting
 - Application, Protocols, IP, Port or Web Domain
 - Bandwidth Usage
 - Capacity Management

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Email, Security and Backup

Maintenance of County email accounts using the County domain, adding, changing, and/or deleting County employee accounts as requested; maintenance of virus detection programs on the County servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to County-designated personnel are required.

Assist staff in identification and retrieval of email communications for open records requests. Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

Strattmont Services Provided - Email:

- Domain management
- Adding, changing or deleting employee accounts
- Update and Patch Management
- Assist with email communication retrieval for open records.
- Documentation

Strattmont Services Provided - Security:

Strattmont approaches security from a depth in defense scenario. Security is not one layer or solution. Security is multiple layers starting with county staff. Our security is a comprehensive system that utilizes monitoring and proactive system management to mitigate threats. On unique aspect is that we include staff security training provided in an easy online self-serve environment.

90% of successful network breaches were caused by user error
2017 Verizon Data Breach Report

- Active Monitoring
- Alerts and Notifications
- Annual Network Assessment
- Breach Notification
- Online Security Training
 - Over 9 hours of online training provided on demand for all county staff. Our courses are specifically designed to help you address unwitting user error to enhance your security posture. Our courses include titles like Phishing Awareness, Physical Security, Social Media Awareness, Email Security, Working Safely and Securely, Ransomware Acts and Obligations, Password Security and many more.
- Anti-Virus Monitoring
- Anti-Virus included in the cost of the service
- Actively monitor systems to ensure an active anti-virus is installed and working correctly.

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Strattmont Services Provided - Backup:

- Backup Software
 - Support
 - Management
 - Monitoring
 - Administration
 - Retrieve or Restore from Backup
 - Configurations
- Backup Software to be provided by the County

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Enhancements / Upgrades

Planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

Strattmont Services Provided – Enhancements/Upgrades:

Strattmont Group will provide the following services:

Installation of new equipment, software and transfer of existing data when required. New Equipment, Software or Data transfer may rely on 3rd party contract or additional 3rd party expenses dependent upon the application or system. Depending on the project and length of onsite time the County may incur additional charges. Please see the next section for clarification.

Strattmont will provide the following vCIO services:

Compliance and Operations

- Policies and Procedures Assistance – Strattmont will provide at customer’s request sample policies and procedures for the following: Employee Privacy Policy, IT Policy, Password Policy, Social Media Policy, Disposal Policy, Device Assignment Form.
- Standardization of IT Operations – Strattmont will provide guidance for standard configuration, network configurations, documentation, equipment, equipment aging/replacement, and inventory control.
- Compliance Support – Strattmont will assist at customer’s request guidance for compliance, training, and operational reviews. Client will need to maintain their own Compliancy Officer or similar.
- Equipment Documentation – Maintain a centralized inventory of all technology equipment to the best of our ability based upon consistent and required communication with client.

Project Management

- IT Project Management – Strattmont will be your advisor to help you develop an RFP, manage technology projects, minimize staff time, and ensure best practices are followed to ensure IT investments are planned, executed, and maintained.

Strategic Planning & Technology Roadmap Design

- Assist in the development of an IT Road Map.
- Assist in the development of strategic recommendations

Disaster Recovery and Business Continuity Planning

- Planning – Disaster recovery planning including testing of disaster recovery procedures, disaster recovery documentation
- Business Continuity - assisting with the development of your business continuity planning program.

Data Backup

- Assist the County to proper solution for data backup and retention

IT Vendor Sourcing, Purchasing and Vendor Management

- Strattmont will assist with vendor sourcing, selection and management to optimize productivity and financial value from vendor relationships.
- Strattmont will assist with vendor escalation to ensure compliance, value, and services are delivered.

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Website Maintenance

Your introduction mentions website maintenance. Strattmont Group can provide those service inclusive to the contract. The services could include the following dependent upon a review of the platform, software version, functionality and a full website access.

- Server, Website, and Security Platform Updates and Monitoring
- Addon/Plugin Updates and Testing
- Page Content Updates: including text, photos, links, dynamic features, and documents
- New Pages Creation: Creation of new pages with text, photos, links, and documents and any menu adjustments.
- New Features or Products: Setup of additional new feature or new products on the site
- Backup: Daily backup onsite and offsite
- External Monitoring Service for uptime and maintenance

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Cost of Services

The County is requesting that the vendor submit a fixed-fee service contract for an all-inclusive service and maintenance. Vendors may also submit other alternative packages that they feel would meet the needs of the County as an included alternate bid.

Vendors must list, specifically, any services which would not be covered in the proposal price.

Any Services that are not specifically listed in the provided services of the proposal. Any services listed would be subject to the hourly rates below.

Examples of Services not covered include but are not limited to the following:

VOIP / Phone System Equipment/Support	Emergency Radio or Communication Equipment/Support	Camera or Security Systems
Hardware Repair Service	Data Removal without written authorization	Home or Private Networks
Audio/Visual Support	Virus or Malware Removal Any infected system will be wiped	

Identify the following for those services not under the fixed fee:

All services not covered under the contract will be billed with the method outlined below.

1. A fee schedule containing the vendor hourly rates

Hourly Rate \$125/hr

2. A description of how services will be billed

Any service billed on an hourly rate is billed monthly on Net 30 terms.

3. A description of additional charges, as in out-of-pocket expenses for travel, etc.

Any travel required to Upshur County is included up to 4 visits and any additional visits would incur a \$75 trip charge. Any overnight stay that may be necessary to service Enhancements or Upgrades will be charged at the current State of Texas per diem for lodging and meals.

In the event that onsite service requires more than 25 hours of work onsite during any calendar month would incur additional costs at the rate in section question #1.

FIXED FEE FOR INFORMATION TECHNOLOGY SERVICES

	Non-Recurring Fee	Recurring Fee
Onboarding/Setup Fee	\$25,000	
1 st Year Recurring Monthly Fee		\$17,000.00

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Exhibit A
Reference Letters

Exhibit B

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KRISTEN
DISTRIBUTING
COMPANY
Since 1930

June 4, 2019

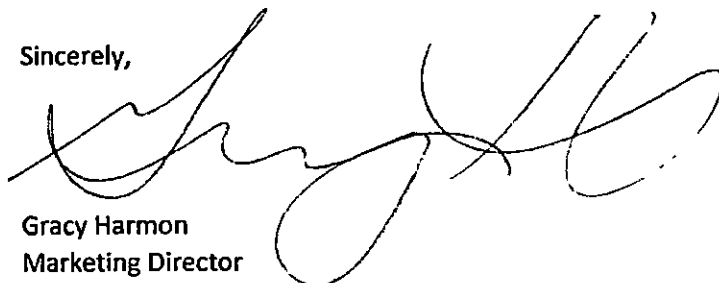
To Whom It May Concern:

Darren and his team were exceptional to work with. When we began our website journey, we had a rough outline for what we wanted, but didn't have any idea how to get there. Strattmont Group took these outlines and made something special all on their own.

Much of what we needed was time-consuming and at times inconvenient, but Strattmont Group went above and beyond in making our website fit what we envisioned. Our schedule can be hectic at times, but Darren and his team were very accommodating to this. They made sure each step of the process was delivered timely without sacrificing quality.

We were not familiar with a lot of the html used or the server itself, but they made sure to answer all of our questions with in-depth knowledge. With so many updates needed to be made throughout the year, they made it easy for us to understand how to work with the website and implement changes on our own. We worked with Darren and his team for over nine months, and the end result is better than we could have imagined. We can't thank Strattmont Group enough!

Sincerely,



Gracy Harmon
Marketing Director
Kristen Distributing Company

June 1, 2017

To Whomever It May Concern:

I am writing to recommend the services of the Strattmont Group. I have been using Strattmont Group for almost a year now, and have always been completely satisfied. They do an excellent job, always follow through, and always meet my expectations.

We have contracted with them for multiple websites, social media management and marketing, event promotions, marketing material development and IT Services.

I believe Strattmont Group is largely responsible for the dramatic increase in traffic to my site, our Social Media follower growth, and for the resulting increase in our business.

Strattmont Group is easy to work with, thinks creatively, and effectively communicates ideas. Strattmont Group has my highest endorsement.

I'm happy to recommend the services of Strattmont Group. If you have any questions, feel free to contact me.

Sincerely,

David Roeglin
DavidRoeglin@msirockdale.com
325-338-9516

A handwritten signature in black ink, appearing to read "H D Roeglin", with a stylized flourish at the end.



INDUSTRIAL CLEANING EQUIPMENT
RENTAL, SALES AND SERVICE

2801 East P Street
Deer Park, TX 77536
832-570-2165 – Cell

06/19/2018

To whom it may concern:

ERS is a growing company and two years ago decided that we needed more IT support and expertise to handle our growth. The Strattmont Group has now been effectively providing all IT support functions to ERS for almost two years. We found Strattmont to be very responsive to our needs and are just one phone call away if we should need help. The list of functions that Strattmont provides to ERS is long, but those that are most important to any organization are: Desktop Support, Backups, Disaster Recovery, Network Infrastructure Administration, It Purchasing, Technology Project Management, and Email Administration.

With this letter I wish to highly recommend The Strattmont Group for the many IT services that you may require.

Regards,

H. Dana Milburn
Financial Analyst

Standard Terms and Conditions

IT Support and Services

Terms of Service

1. HELP DESK/REMOTE SUPPORT CENTER (Help Desk)

1.1 Standard Hours

- 1.1.1 Help Desk support between 8 a.m. and 5 p.m. Central time in the Continental US, Monday to Friday, excluding public holidays.
- 1.1.2 Calls outside of Help Desk hours will incur additional charges
- 1.1.3 Help Desk
- 1.1.4 Remote tools are included in the service.
- 1.1.5 Remote access to the server and end user's PC are required to resolve certain issues covered by this agreement.
- 1.1.6 The Customer may be required to provide information or perform tasks to successfully resolve issues.
- 1.1.7 Customer will provide a primary point of contact or contacts including their primary and alternate sites who will interact with the Help Desk to avoid multiple tickets being generated for the same issue.

2. INTERACTIONS WITH THIRD PARTIES

- 2.1 Management of the escalation to Internet Service Providers, Telephony, and Hardware Providers.
- 2.2 Upon request, act as support-liaison for end-user to initiate a support call to Line of Business support provider and request support on behalf of end-user and direct vendor support provider to work directly with end-user to resolve issue. Customer must have active support for 3rd party vendors and applications.

3. SERVICES NOT INCLUDED:

3.1 Programming

VOIP /Phone System Repairs

Line of Business Application Support w/o valid support contracts with appropriate vendor

Data Recovery, except from approved backup

Camera System or Surveillance Equipment

Hardware Repair Service

Data Removal, from any device without written authorization

Home or Private Network Troubleshooting

Audio/Visual support

Virus or Malware Removal

- 3.2 If these services are required it may incur additional costs.

4. HARDWARE

- 4.1 Client will purchase all hardware. Stratmont Group recommends clients standard practices, minimum specifications, extended warranty, and vendor repair services.
- 4.2 Stratmont can recommend vendors for hardware purchased and can facilitate hardware purchases that coincide with your business model, business needs, and finances.
- 4.3 Stratmont will assist in setting up accounts with recommended vendors to facilitate hardware purchases.

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5. SYSTEM REQUIREMENTS

5.1 The full and effective operation of Strattmont Group's service delivery tools and processes depend on the following system requirements being met. Requirements that are not met may affect system stability and the ability for Strattmont Group to resolve issues promptly.

5.1.1 If the client has any servers then no server can be used as end-user device. Servers must be from a major brand (e.g. Dell, HP, IBM), be under current manufacturer hardware warranty or manufacturer hardware maintenance contract and have at least 12GB of memory, quad-core processor, gigabit ethernet cards, RAID Storage configuration, redundant power supplies or UPS system. Hardware Management Cards for Servers must be installed if applicable.

5.1.2 A firewall from a major brand (e.g. Fortigate, Cisco, SonicWall, Barracuda, or similar) must be installed and must be under manufacturer warranty and/or have relevant support contracts. A static IP address is required for the firewall.

5.1.3 PCs are recommended to be configured using a Microsoft Domain and have at least 4GB of memory. Standalone networks are supported with the understanding that they are less secure and our recommendation is to move toward a Domain environment.

5.1.4 The supported operating systems are as follows:

5.1.4.1 Servers • Microsoft Windows Server 2008 or later.

5.1.4.2 Computers • Microsoft Windows 10 or later.

Any Windows XP or Windows 7 Machines must be upgraded immediately to a currently supported operating system.

5.1.4.3 Mobile Devices • Apple iOS; Microsoft Windows Mobile; Android; Blackberry.

5.1.4.4 Support will not be provided for any Operating Systems which are beyond the manufacturer's published End of Support date.

5.1.5 Cabling must be Category 5e or higher

5.1.5 Properly grounded and bonded electrical infrastructures and suitable power surge protection for all critical systems must be installed.

5.1.6 UPS backup power must provide at least ten minutes of battery run time for all servers. Room temperature must be maintained for servers and network devices according to manufacturers' specifications.

5.1.7 All the Client's Servers and PCs must be covered under the Services Contract Schedule of Services agreement, unless otherwise agreed to therein.

5.1.8 Client must purchase and maintain support for an adequate Anti-Virus Program with and up to date subscription for virus definitions

5.1.9 Client must maintain its own Compliance Officer, Tracking, and Policies

5.1.10 Client must maintain adequate bandwidth for business services and support access.

6. CLIENT REQUIREMENTS

6.1 Client agrees to:

- Follow safe browsing and safe email procedures. No anti-virus solution is foolproof and the Client's systems are not guaranteed to be 100% virus free by using this service.
- Provide remote access to all supported devices to allow technical issues to be resolved.
- Provide administrative access to all systems and infrastructure to Strattmont Group.
- Notify Strattmont Group via Service Ticket twenty-four (24) hours or more prior to any significant proposed device changes to allow Strattmont Group to review prior to any changes occurring.
- Own genuine user or device licenses for every operating system and application installed and to maintain records of all software media with keys, serial numbers and unlock codes.
- Own valid maintenance contracts for all software and devices and designate Strattmont Group as an authorized agent of Client under those contracts.
- Maintain 3rd party software support contracts for all line-of-business applications to address end-user support, updates and upgrades, or to develop and maintain expertise internally by Client staff.
- Designate internal personnel to act as "smart hands" to perform simple on-site tasks.
- Plan for the upgrade of any device, operating system or application that becomes or is scheduled to become end-of-life or end-of-support by its manufacturer; whether or not covered under the Web Services Contract Schedule of Services.
- The Client understands that they may be required to provide information or perform tasks to successfully resolve issues.

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- Provide a primary point of contact or contacts to avoid multiple tickets being generated for the same issue.
- Provide in a timely manner all material required to build, maintain, or support any website development including but not limited to graphics, logo, web compatible colors, text, high definition graphics, pricing, specials, guidance, feedback or similar. Client will also complete the Website Questionnaire and Website Getting Started. Delays may result in additional charges. Providing low quality material or poor information for website development may result in a lackluster or uninformative website.
- Provide in a timely manner all material required to administer or support Social Media accounts including but not limited to administrative access, text, specials, promotions, events, graphics, guidance, schedules, articles, industry topics, services, marketing plan or similar.
- that the Client may transfer websites, for an additional cost as defined below in Section 1 below. Website's transfers will require the Client to provide their own licenses for software, addons, security or similar. Website transfers require the client to provide their own hosting account with the appropriate platform. Strattmont will not provide installation service for website transfers.
- Strattmont will be granted the appropriate authority and access to act and carry out its functions.
- Strattmont will report directly to the County Commissioners Court, County Judge, or other designated party.
- Strattmont staff will be issued County Identification badges or similar identification to ensure services can be delivered effectively and without interruption.

7. IT SERVICE LEVEL OBJECTIVES/SYSTEM UPTIME

Strattmont Group will use reasonable efforts to maintain satisfactory uptime and availability for all supported devices and to respond and escalate all active support according to the Service Level Objectives identified below. Strattmont Group does not guarantee any amount of system uptime or usability.

System availability may be affected by reasons beyond Strattmont Group's control including but not limited to:

- Defects or malfunctions in a device
- Operating system or application malfunctions
- Client changes to devices
- Reprioritization of tasks by Client
- Problems resulting from actions or inactions of Client contrary to Strattmont Group's reasonable recommendations
- Loss of power or Internet connectivity
- Failure to communicate effectively
- Environmental issues

8. SUPPORT RESPONSE

For each any service, Strattmont Group will perform reactive services in accordance with its problem prioritization, management and escalation processes. A service ticket in Strattmont Group's systems will be used to track and document each service level incident. Remote support hours depend on the terms here contracted and align to one of these options. Covered incidents refer to issues that are covered by this agreement.

8.1 Standard Hours

8.1.1 Remote support included for covered incidents from 8 a.m. to 5 p.m. central standard time in the Continental US, excluding weekends and public holidays.

8.1.2 Remote support is available outside of these hours but will be billable according to the contract terms, including if work is requested outside of standard hours for an incident that was reported during standard hours.

8.1.3 Onsite support is available for covered incidents from 8 a.m. to 5 p.m. central standard time in the Continental US, excluding weekends and public holidays.

8.1.4 Onsite support is available outside of these hours but will be billed according to the contract terms, including if work is requested outside of standard hours for an incident that was reported during standard hours.

8.2 The following categories of Problem Prioritization will be used by Strattmont Group and Client:

Critical: A Critical Priority Classification means that the incident has a severe overall business impact such as revenue generating web servers, network, email server, or hardware failure that your clients interface with. Support staff will begin working on these incidents within two hours and will continue until it is resolved.

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High: A High Priority Classification means that the incident has a moderate business impact or high individual impact such as email application not working or personal computer failure. Support staff will begin working on the incident within four hours and continue until the incident is resolved.

Medium: A Medium Priority Classification means that the incident has a low business impact or moderate individual impact such as printing issues or application instability. Support staff will begin working on the incident within eight hours and will schedule a time to resolve the problem at the soonest possible date.

Low: A Low Priority Classification means that the incident has a low business or individual impact such as minor printer problems, new user creation or any activity that can be scheduled for the most convenient time without creating user hardship. These incidents should be submitted through the Ticketing System. Support staff will begin working on the incident in a reasonable time, usually no later than next business day.

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Additional Terms and Conditions

1. Term
 - a. The initial term of the Schedule of Services shall commence on the Effective Date and twelve (12) months thereafter. This Schedule shall automatically renew for successive one (1) year terms in the event that notice of termination is not given in accordance with Section 2 (Termination).

2. Termination:
 - a. Client may terminate the Schedule of Services without cause by giving written notice of such termination at least ninety (90) calendar days prior to the contract end date thereof; provided, that Client shall continue to pay the monthly service fees until the end of the contract.
 - b. Company may terminate this agreement without cause with a thirty (30) day notice to the Client.
 - c. If the agreement is terminated by the client, the client will be invoiced and held responsible for any unpaid balance of any service charges. In addition, for any monthly agreements the unpaid balance would include the monthly charges multiplied by the remaining months of the term of the agreement. Payment is due and payable on the effective date of termination.
 - d. In addition, Client will pay a termination fee of \$5000 (Five Thousand Dollars) in the event of termination before the end of the current term. The termination fee will be paid immediately at the time of termination.
 - e. Either party may terminate the Schedule for cause if the other party fails to cure a material breach of any obligation set forth therein within thirty (30) days after written notice of such breach. Client must notify Company within three (3) days of any breach.
 - f. In the event of a breach of the Schedule by Strattmont, termination is the exclusive remedy of the Client.
 - g. In the event of a breach of the Schedule by Client, termination is not an exclusive remedy of Company and the exercise of such remedy shall be without prejudice to any other available legal or equitable remedies.
 - h. In addition to all other available remedies provided under this Contract and at law, Company may terminate this Contract without notice or penalty if, in Company's sole discretion, Client's communications to Company include abusive, derogatory, harassing, or offensive language. Client shall be liable for all costs associated with the remainder of the contract and any costs of collections.
 - i. Company may immediately terminate any agreement in the event Client fails to perform its obligation for payment of invoices pursuant to this agreement. Client shall be liable for all costs associated with the remainder of the contract and any costs of collections.

3. Transfer of Services
 - a. If the Client chooses to transfer any services, software, website, emails service, backup, file storage, file sharing, or similar from Company to another provider, before the term expires or upon expiration of the term, then the Client will pay a transfer fees of \$1500.00 (One Thousand Five Hundred Dollars) in addition to time and materials to assist with the transfer of services. Company at its sole discretion will determine the time, functions, and format of such a transfer. The transfer fee will be paid immediately at the time of termination if such a transfer is to take place to another provider.
 - b. Any data provided in the transfer of services or data provided to the customer will be in a format of Company's sole discretion.
 - c. Company is not responsible for compatibility, functionality, or merchantability of any data provided.
 - d. Company is not responsible for any data lost during any transfer of services.

4. Fees and Payment:
 - a. Client agrees to pay all fees specified in the Schedule. Company may invoice in advance for any recurring services. Invoices are payable upon receipt. Payments are due on the 1st of each month before service is rendered.
 - b. Client shall be responsible for all applicable taxes arising from the services. All taxes will be shall be added to each invoice for services or materials under this agreement.
 - c. Company may suspend or terminate service if Client has failed to pay any undisputed invoice within fifteen (15) days of receipt. Unpaid invoices will be subject to a monthly service charge which is the greater of one and one-half percent (1½%) per month or the highest rate allowed by law.
 - d. Suspended services will be subject to a reinstatement fee of \$295 or the limit of the current applicable law.
 - e. Company reserves the right to adjust the service fees if (i) the supported environment materially changes, such as a change in the number of end users, workstations, servers, network elements supported, warranty or hardware maintenance coverage or other changes in the IT infrastructure, or (ii) the level of support required by the client changes. Company anticipates that its costs for providing services will increase annually. Accordingly, Company reserves the right to increase its fees on the anniversary date of the contract no more than 5%. Any increase over 5% would require agreement between the parties in writing. Company shall not have to provide any notice for the annual increase of 5% or less. Any increase over 5% the Company shall provide thirty (30) notice of any proposed price change.
 - f. Client for the time utilized in the development of quotes for hardware, services, or software not ultimately purchased through Company at the then-current hourly rate.
 - g. Client must contact Company to attempt to resolve any issues before a dispute is registered with any credit provider. Any charges associated with any dispute will be charged to the Client.
 - h. Any returned check or declined credit card will result in a \$35 fee.

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- i. In the event that a credit card is declined Client must remedy credit card on file within 3 business days or service may be suspended.
5. Limited Warranty:
- a. Company warrants for a period of thirty (30) days following delivery of services (the "Warranty Period") that all services shall be performed in a professional manner in accordance with generally applicable industry standards. Company's sole liability (and Client's exclusive remedy) for any breach of this warranty shall be for Company to re-perform any deficient services, or, if Company is unable to remedy such deficiency within thirty (30) days, to void the invoice for the deficient services.
 - b. Company shall have no obligation with respect to a warranty claim (i) if notified of such claim after the Warranty Period or (ii) if the claim is the result of third-party hardware, software, or service failures or the actions of Client or a third party.
 - c. THIS SECTION 5 IS A LIMITED WARRANTY, AND SETS FORTH THE ONLY WARRANTIES MADE BY COMPANY. FOR ALL OTHER SERVICES NO OTHER WARRANTIES, CONDITIONS OR UNDERTAKINGS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTIES REGARDING THE PERFORMANCE OF ANY MARKETING, SECURITY, SERVICES, INSTALLTION, SOFTWARE, HARDWARE OR SIMILAR PROVIDED OR INSTALLED BY COMPANY SHALL BE CREATED. TO THE FULL EXTENT PERMITTED BY LAW, THE DURATION OF STATUTORILY REQUIRED WARRANTIES, IF ANY, SHALL BE LIMITED TO THE WARRANTY PERIOD.
6. LIQUIDATED DAMAGES FOR HIRING OTHER PARTY'S EMPLOYEES:
- a. During the term of this Schedule and for twelve (12) months thereafter, neither party shall retain the services (whether as an employee, independent contractor or otherwise) of any employee of the other party (or ex-employee within six (6) months of the employee's termination of employment.) Client and COMPANY agree that any breach of the foregoing obligation would result in harm to the other party and that the amount of legal damages would be difficult to determine. Accordingly, Client and COMPANY agree that for each such employee or ex-employee retained in breach of this Section 4, the party in breach shall pay to the non-breaching party the sum of Fifty Thousand Dollars (\$50,000) as liquidated damages. Client and COMPANY acknowledge and agree that such liquidated damages constitute a reasonable estimate of the damages that would accrue to the non-breaching party and do not constitute a penalty. This provision shall not apply to individuals responding to a general advertisement of employment.
7. LIMITATION OF LIABILITY:
- a. COMPANY SHALL NOT BE LIABLE TO THE CLIENT FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR INTERRUPTION OF SERVICES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, OR LOSS OR INCREASED EXPENSE OF USE), WHETHER IN AN ACTION IN CONTRACT, WARRANTY, TORT, EQUITY, OR STRICT LIABILITY, EVEN IF THE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES. COMPANY SHALL NOT BE RESPONSIBLE FOR PROBLEMS THAT OCCUR AS A RESULT OF THE USE OF ANY THIRD-PARTY SOFTWARE OR HARDWARE.
 - b. IN NO EVENT SHALL THE CLIENT RECOVER UNDER ANY SCHEDULE EXCEEDING IN THE AGGREGATE (AND NOT PER OCCURRENCE) THE TOTAL PAYMENTS MADE BY CLIENT TO COMPANY IN THE ONE (1) MONTH IMMEDIATELY PRECEDING THE OCCURRENCE OF THE EVENT GIVING RISE TO SUCH LIABILITY IF SUCH LIABILITY EXISTS.
 - c. THE LIMITATIONS SET FORTH IN THIS SECTION 5 SHALL NOT APPLY TO PERSONAL INJURY OR DAMAGE TO TANGIBLE PROPERTY CAUSED BY THE WILLFUL MISCONDUCT OR GROSS NEGLIGENCE OF EITHER PARTY.
8. Confidential and Proprietary Information: (a) Each party agrees that all know-how, business, technical and financial information it obtains (as a "Receiving Party") from the disclosing party (as a "Disclosing Party") constitute the confidential property of the Disclosing Party ("Confidential Information"), provided that it is identified as confidential at the time of disclosure or should be reasonably known by the Receiving Party to be Confidential Information due to the nature of the information disclosed and the circumstances surrounding the disclosure. Except as may be necessary to perform its obligations under this Schedule, the Receiving Party will hold in confidence and not use or disclose any of the Disclosing Party's Confidential Information. The Receiving Party's nondisclosure obligation shall not apply to information that: (i) was known to it prior to receipt of the Confidential Information; (ii) is publicly available; (iii) is rightfully obtained by the Receiving Party from a third party; (iv) is independently developed by employees of the Receiving Party; or (v) is required to be disclosed pursuant to a regulation, law or court order. (b) Any templates, schematics, processes or technical documentation provided by COMPANY shall be deemed Confidential Information and proprietary information of COMPANY without any marking or further designation. Client may use such information solely for its own internal business purposes. COMPANY shall retain all rights to the aforementioned, which shall be returned to COMPANY upon termination of the applicable Schedule. (c) COMPANY shall maintain the confidentiality of protected health information in its possession or under its control in accordance with the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act.

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9. **Independent Contractor:** Company and Client shall at all times be independent contractors. There is no relationship of partnership, joint venture, employment, franchise or agency created hereby between the parties. Neither party shall have the power to bind the other or incur obligations on the other party's behalf without the other party's prior written consent.
 10. **Assignment:** This Schedule may not be assigned by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. No consent shall be required where an assignment is made (i) pursuant to a merger or change of control or (ii) to an assignee of all or substantially all of the party's assets. Any purported assignment in violation of this section shall be void.
 11. **Disputes; Governing Law; Attorney's Fees:** Texas law, without regard to its conflict of laws principles, shall govern and enforce this Schedule. Any legal action between the parties arising out of or related to this Schedule shall be adjudicated in a court of competent jurisdiction in Harris County, Texas. The prevailing party in any such action shall be entitled to an award of reasonable attorney's fees, expert witness fees, and any other costs in addition to any other award or recovery to which such party may be entitled. No legal action, regardless of form, may be brought by either party against the other more than one (1) year after the cause of action has arisen.
 12. **Complete Understanding; Modification:** The Schedule, as well as these terms of service, shall constitute the full and complete understanding and agreement between Client and Company, and shall supersede all prior or contemporaneous negotiations, discussions or agreements, whether written or oral, between the parties regarding the subject matter contained herein. Any waiver, modification or amendment of any provision of this Schedule shall be effective only if in writing and signed by both parties.
 13. **Waiver and Severability:** Waiver or failure by either party to exercise in any respect any right or obligation provided for in the Schedule or these terms of service shall not be deemed a waiver of any further right or obligation hereunder. If any provision of this Schedule or these terms of service is found by a court of competent jurisdiction to be unenforceable for any reason, the remainder of the Schedule and the terms of service shall continue in full force and effect.
 14. **Force Majeure:** Neither party shall be liable to the other for any delay or failure to perform any obligation under this Schedule, except for a failure to pay fees, if the delay or failure is due to unforeseen events which are beyond the reasonable control of such party, such as strikes, blockade, war, terrorism, riots, natural disasters, power outages, and/or refusal of license by the government, insofar as such an event prevents or delays the affected party from fulfilling its obligations and such party is not able to prevent or remove the force majeure at reasonable cost.
 15. **Notices:** Any notice or communication required or permitted to be given under this Schedule shall be in writing and addressed to and shall be deemed given: (i) upon receipt if by personal delivery; (ii) upon receipt if sent by certified U.S. mail (return receipt requested); or (iii) one day after it is sent if by next day delivery by a major commercial delivery service.
- COMPANY
- Attn. Darren Knopp, 3131F East 29th Street, Suite 106, Bryan TX 777802
16. **Conditions:** The prices and terms on the Schedule are not subject to verbal changes or other agreements unless approved in writing by Company.
 17. **All Quotations and Agreements Are Contingent Upon Strikes, Accidents, Fires, Natural Disasters, Availability Of Material And All Other Causes Beyond Our Control.**
 18. **Prices are based on costs and conditions existing on date of quotation and are subject to change by Company before final acceptance.**
 19. **Typographical errors are subject to correction.**
 20. **Client assumes liability for patent and copyright infringement when goods or services are rendered to Client's specifications. Conditions not specifically stated herein shall be governed by established trade customs. Terms inconsistent with those stated herein which may appear on Client's formal order will not be binding on Company.**
 21. **All returns are subject to prior approval by Company and may be subject to restocking charges.**

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22. Client understands that Company is in no way responsible for lost data or software due to hardware failure or technical error. In addition, not all technology products/software are compatible. Product registration and on-going support maintenance/renewals from manufactures of products sold by Company to Client are Client's full responsibility.
23. Company in no way can guarantee compatibility of legacy hardware/Software with new hardware/software purchased from Company or others. Company is not liable for backups. It is the Client's full responsibility to ensure all data is backed up as all times prior to any services.
24. Company in no way can guarantee against viruses, scams, phishing or similar events.
25. Client has agreed and understands all terms and conditions with signature or email approval.
26. Client agrees to refrain from disparaging Company or its employees, or from otherwise injuring the reputation and good standing of Company and its employees. Client agrees not to post any negative or disparaging review, post, comment, or similar any website, social media, reputation site or similar. Client understands that negative or disparaging content could cause irreparable harm to Company and Company may seek damages to the fullest extent possible.
27. Company does not guarantee that, as a result of Company's services performed on Client's behalf, Client will (a) increase or generate revenues, (b) increase its followers or otherwise improve its popularity or interest on any social media platform, (c) increase any website or similar traffic or search ranking (d) attract or retain new clients or other business. Client understands that results may vary and cannot be guaranteed, and the success of Client's business will depend on Client's individual efforts.
28. Client agrees that any legal or government action does not constitute a cause to cease payment for services or fees. In the event of any equipment or systems are seized or forfeited the amount billed will not be decreased for the term of the contract.
29. Client must inform Company within two (2) business days if any compliance or legal action is initiated that may include Company.
30. Company will track hours and be the final authority in the determination of hours.
31. The terms of these terms of services and the Schedule shall apply to Client's employees, contractors, and agents, or similar that may be representing Client in any capacity.
32. Company retains all ownership of any material developed for Client. Client is not entitled to any ownership or royalty of any code, website, programming, graphics, solution, addon, plugin, sales material, writing, reports, samples, digital copy, digital ads, research, processes or similar.
33. Any premium addons, plugins, annual subscriptions or similar provided by Strattmont for any website are the property of Company. Any transfer to another provider or cancellation of service terminates any rights to the usage of addons, plugins, annual subscriptions or similar.
34. Client may be granted access to administer their website hosted on a Strattmont Servers on a limited basis for the purpose of changing text, pictures, and other content. Client at no time will have full administrative access to any website hosted on Strattmont Servers.
35. We reserve the right to reject orders for specific industry-based websites including but not limited to: credit card related sites, debt consolidation related sites, dating sites, adult sites, websites that are currently banned / black listed on one or more search engines, illegal content sites. Please ensure your website does NOT fit into any of these categories before submitting your order, as setup fees are non-refundable. If you are unsure, please contact us before placing your order.
36. In the event that a client moves their website from Strattmont servers they may incur additional costs in terms of SSL certificates, plugins, addons, setup environment or similar.

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Exhibit C
Darren Knopp Resume

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DARREN KNOPP

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EXECUTIVE LEADER – BUSINESS DEVELOPMENT

Established executive and successful entrepreneur equipped with over 20 years of success providing IT leadership, management, and vision to reputable, multi-million-dollar organizations, small businesses, and start-ups. Proven track record of delivering innovative business solutions to increase revenue and cut operating costs while bridging the gap between business and IT. Adaptable, performance-driven industry-leader dedicated to creating winning technology strategies and roadmaps to support growth and exceed company goals. Thought leader, change agent, and recognized consultant reputed for leveraging technology to drive business growth, development, collaboration, and profitability.

AREAS OF EXPERTISE

- *Business Intelligence/Analytics*
- *IT; Business Strategy*
- *Process Improvement and Modeling*
- *Program; Project Management*
- *Strategic Planning; Orientation*
- *IT Transformation*
- *HIPAA/HITECH/GDPR*
- *IoT*
- *Team Leadership; Direction*
- *Performance Management*
- *ITIL*
- *Budget Oversight; P&L*

NOTEWORTHY ACCOMPLISHMENTS

- Successfully negotiated distribution contracts, licensing agreements, and business acquisitions
- Leadership of multiple HIPAA Compliance and Security Assessments
- Expertise in e-commerce business development, UX, and Social Media
- Participated in the Software Development Design and Development Committee to create a customized cloud-based EMR
- Expert in vendor management, contract management, contract negotiations, business development, social marketing, process management and creation, financial projections, outsourcing, web development, online education development.
- Wide ranging sector knowledge gained across global markets in USA, Europe, Canada, and South America
- Directed disaster recovery and business continuity projects for large multi-location companies
- Created an IT Steering Committee to facilitate collaboration between IT and business departments.

PROFESSIONAL EXPERIENCE

STRATTMONT GROUP

2015-Present

Chief Information Officer (CIO), Chief Operating Offer (COO)

Provides IT leadership and business operations oversight for the full-service IT consulting firm specializing in security, consulting, managed IT service, vCIO, website development, social media management, SEO, and marketing services. Lead innovator and driving force behind product development, project management and technology governance during the high-growth start-up phase as well as the subsequent maturation of the organization. Manages performance and accountability across all departments including IT, accounting, HR, social media, web design, IT Infrastructure, Application Development, Data Integrations, Customer Support and Legacy Systems. Designs and executes transformative Business Information, Technology Infrastructure strategies for a highly-diverse client base ranging from start-ups to established, multi-million-dollar organizations.

• Position Highlights

- As vCIO, directs multiple IT teams ensuring business critical projects, solutions, and timelines are achieved; drives strategic goals, analyzes and reworks business processes, licensing, contract negotiations, and oversees enterprise budgeting and planning responsibility.
- Acts as Product Manager, Project Manager, and HIPAA Security and Privacy Officer.
- Directly responsible for managing HIPAA/HITECH compliance; oversees internal audits, new hire training, and development and implementation of disaster recovery procedures. Authored policies and procedures for technology usage, HIPAA/HITECH, social networking, backup and retention.

• Project Highlights

- Developed, implemented, and manages a 5-year technology roadmap aligning customer needs and emerging market trends with business requirements and capabilities.
- Built robust technology organizations that support growth from start-up to \$60M+ in annual revenues.
- Implemented infrastructure to support rapid-growth and cloud services deployment for IaaS, DRaaS, and SaaS.
- Worked collaboratively with owners of a large company; modernized technology operations including selecting the infrastructure, disaster recovery and implemented new resources to accommodate business objectives.

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FAMILY TIME FITNESS

2010-Present

Chief Operating Officer (COO), Chief Information Officer (CIO), Owner

Corporate executive tasked with overseeing ongoing business operations, product development, website development, social media management, eCommerce, and IT to support enterprise goals for the premier physical education curriculum for home school families.

Position Highlights

- o Designed e-commerce website, UX
- o Established marketing plan and customer engagement initiative

Project Highlights

- o Homeschool product sold copies in 14 different countries
- o Flagship product sold over \$2,000,000 in subscription-based and regular product sales
- o Collaborated with industry experts at two universities in the development of our product.
- o Product has won over 11 awards the last 8 years in a row

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2004-2015

IT Director, Security Officer

Directly responsible for the Healthcare IT leadership and security for the regional medical facility including Infrastructure, Network Security, Help Desk, Database Management, Web Services, Cloud Services, HIPAA/HITECH Compliance, Mobile Applications and Services and various others. Collaborated on financial and operational audits of technology assets with an emphasis on strengthening quality, upgrading network security, expanding risk assessment capabilities, and controlling user access. Systematically increased the IT sphere of responsibility, influence, and budget control resulting in improved collaboration with business units and consistent delivery of best of breed solutions.

Position Highlights

- o Established an IT Committee to facilitate the collaboration between IT and business departments.
- o Developed and managed an internship program with Blinn College and Texas A&M University.

Project Highlights

- o Key member of the Design and Development Committee for Texas Mental Health Facilities responsible for the creation of a customized cloud-based EMR (Electronic Medical Record) software development project with a \$4M budget.
- o Redesigned Helpdesk and introduced service metrics boosting customer satisfaction by 45%.
- o Collaborated with business units in the creation of a mobile workforce solution resulting in a 20% increase in productivity, 20% increase in billing, and 70% decrease in data entry time.

ADDITIONAL EXPERIENCE

vCIO, Finders Keepers Real Estate; Must be Heaven Restaurant Group; Alpha Omega Properties, 2002-2015
Senior Network Administrator, Anadarko Petroleum, 2001-2002

EDUCATION & CERTIFICATIONS

Master of Business Administration (MBA), Western Governors University, Expected Graduation May 2021

Bachelor of Science (BS) | Business Information Systems, Security, Baker University

IT/Business Training and Certifications:

Cisco Certified Network Associate – Certified Ethical Hacker – Security + – VMware – Windows Server – Microsoft Exchange
VEEAM - Sales Mastery System (Chet Holmes Training) – Business Mastery System (Chet Holmes Training)

PROFESSIONAL AFFILIATIONS & LEADERSHIP

Founder, Chair, MHMR IT Committee, 2011-2015; **Board Member**, Must Be Heaven Restaurant Group 2003-2008

Member, IEEE Computer Society 2005 – Present ; **Member**, CIO Research Panel 2010-Present

Member, Texas A&M May Business School Wounded Veteran Mentor ; **Coach**, Upward Soccer 2009 - 2013