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"EXHIBIT G" TO AGREEMENT

DATE OF THIS "EXHIBIT G": April 16, 2014

This "Exhibit E" is a part of the Agreement between CalTech and Client and is incorporated into the Agreement.

I.

SERVICE PLANS

**HelpDeskPLUS** contracts will provide Client with credits for Service per Quarter. Service under this option is provided by a support (helpdesk) technician.

**NetworkPLUS** contracts will provide Client with a specified number of credits per period (month, quarter, or year). Service under this option is provided by a Systems Engineer or an Account Manager.

**Technology Markups** provide Client with high end technical services from an advanced network specialist engineer. Market rates for these professionals exceed our normal NetworkPLUS contract rates. All specialist engineers require (3) years experience and a professional level certification in the technology specialization. A specialist engineer that performs work in the technologies designated below as Technology Markup are billed at the markup rate multiplied by Client's NetworkPLUS contract rate plus any applicable overtime charges.

**Priority 1 (P1) - ONE-HOUR RESPONSE TIME:** CalTech will initiate service within one (1) hour of Client's requesting a (P1) one-hour response. CalTech will perform Services at Client's location 24 hours a day/7 days a week/365 days a year. "Response Time" or "Respond" is the amount of time between the Client's initial telephone call to CalTech's main number 325-223-6100 and the time that CalTech initiates Service, exclusive of Travel Time.

**Patch Management (Windows Update Services):** CalTech will test and validate patches and service packs distributed on Microsoft's Windows Server Software Update Service system. Client's update server will download approved updates from CalTech's server and distribute the updates to network workstations. CalTech does not guarantee updates will prevent system malfunctions nor that updates are compatible with all software applications on Client's systems.

**Quarterly Network Checklist (QNC):** CalTech will perform a check of network components that are defined in CalTech's current QNC document. Items listed in the QNC document are common causes to unnecessary network downtime unless they are checked on a regular basis. Client may perform part of all of the QNC. Each calendar quarter, CalTech will automatically create a ticket to perform the QNC. You may decline to have the QNC performed at any time.

**Disaster Recovery Services:** CalTech will participate in Client's disaster recovery plan on "Exhibit C". If Client changes their disaster recovery plan at any time, CalTech must approve such changes unless such changes do not affect CalTech's participation in Client's disaster recovery plan. CalTech's Response Time to Client's disaster is limited to the Response Time Option selected on "Exhibit A." Service performed during Client's disaster falls under the terms of this contract.

**CALTECH WILL PROVIDE CLIENT WITH THE FOLLOWING SERVICES:**

250 additional credits for service to be performed between April 1st and September 31st 2014

Total Cost \$28,525



CalTech Software Systems, Inc. dba CalTech

By:

Name: John Self  
Position: Account Manager

Tom Green County

By:

Name: Steve Floyd  
Position: Tom Green County Judge

Ralph Hoelscher  
Ralph Hoelscher  
Judge Pro-Term  
4-29-14



**CalTech**

Main: 325-223-6100

Fax: 325-223-6101

Email: [john.self@caltech.com](mailto:john.self@caltech.com)

Web: [www.caltech.com](http://www.caltech.com)

**Switch Replacements**

Proposal #003489

Version 1

**Tom Green County**



*Exceptional IT. Real People.*



**CalTech**

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Web: www.caltech.com

**Prepared For**

Tom Green County  
Steve Floyd  
113 West Beauregard Attn: Accounts Payable  
San Angelo, TX 76903  
steve.floyd@co.tom-green.tx.us

**Prepared By**

John Self  
Phone: (325) 223-6121  
Email: john.self@caltech.com

Service Labor	Payable To	Price	Qty	Extended
<b>Scope of Work Includes:</b> <ul style="list-style-type: none"> <li>- Create base config</li> <li>- Research Existing Network needs</li> <li>- Include VTP Domain</li> <li>- Configure Individual switches (44 switches)</li> <li>- copy port information for each existing switch</li> <li>- Remove VLAN1 from any device that has it</li> <li>- 172.x.x.x IP's moved to IT-Admin in VLAN100</li> <li>- Static Assigned Cisco devices need to be changed (printers)</li> <li>- Document each switch in Visio</li> <li>- Configure a backup on each switch</li> <li>- Apply config to each switch</li> <li>- Install new switches</li> </ul> <p>Note: Project Labor billed net 30 days at 50% completion. Assumes TGC will purchase the switches not included in this proposal.</p>	CalTech	\$37,107.00	1	\$37,107.00
<b>Service Labor Subtotal</b>				<b>\$37,107.00</b>

Recap	Amount
Service Labor	\$37,107.00
<b>This is not an invoice.</b>	<b>Total \$37,107.00</b>



This proposal expires 60 days from the date listed below. Other Terms and Conditions are covered in your CalTech Agreement.

Acceptance - Order Porter signature information will fill in automatically once signed

**Tom Green County**

Signature: Ralph Hoelscher  
Printed Name: ~~Steve Floyd~~ Ralph Hoelscher  
Title: County Judge - Pro Tem  
Date: 4-29-14



**CalTech**

Main: 325-223-6100

Fax: 325-223-6101

Email: [john.self@caltech.com](mailto:john.self@caltech.com)

Web: [www.caltech.com](http://www.caltech.com)

**Annex Refresh**

**Proposal #003490**

Version 1

**Tom Green County**



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# CalTech

Main: 325-223-6100  
 Fax: 325-223-6101  
 Email: john.self@caltech.com  
 Web: www.caltech.com

**Prepared For**

Tom Green County  
 Steve Floyd  
 113 West Beauregard Attn: Accounts Payable  
 San Angelo, TX 76903  
 steve.floyd@co.tom-green.tx.us

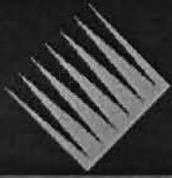
**Prepared By**

John Self  
 Phone: (325) 223-6121  
 Email: john.self@caltech.com

Service Labor	Payable To	Price	Qty	Extended
<b>Scope of Work Includes:</b>	CalTech	\$28,614.00	1	\$28,614.00
<ul style="list-style-type: none"> <li>- Upgrade ESX hosts from 4.0 to ESX 5.1</li> <li>- Add two ESX hosts (one new - one will replace an older ESX to go to the DROC)               <ul style="list-style-type: none"> <li>- Install ESX</li> <li>- Import into vCenter</li> <li>- Import into NOC for monitoring</li> </ul> </li> <li>- Update Switching Environment               <ul style="list-style-type: none"> <li>- Move SAN iSCSI traffic to two dedicated 24 port GB 2960s</li> <li>- Replace 2960 rack switches with 48 port 2960</li> <li>- Add fifth rack to server room</li> <li>- Configure/install battery backups to new server rack</li> </ul> </li> <li>- Reconfigure VM Switching environment               <ul style="list-style-type: none"> <li>- Separate iSCSI to dedicated environment</li> <li>- Reconfigure all vNICs/vSwitches/dvSwitches</li> </ul> </li> <li>- Re-cable the annex over a weekend               <ul style="list-style-type: none"> <li>- Re-cable the racks to have LAN traffic moving to rack switches</li> <li>- Re-cable the racks to have iSCSI traffic moving to dedicated switches</li> </ul> </li> <li>- EqualLogic Setup at Annex               <ul style="list-style-type: none"> <li>- Work with Dell to setup the device</li> <li>- Assign datastores to additional ESX hosts</li> <li>- Configure switching/iSCSI in environment</li> </ul> </li> </ul>				
<b>Service Labor Subtotal</b>				<b>\$28,614.00</b>

Note: Project Labor billed net 30 days at 50% completion. Assumes TGC will purchase 2 ESX host servers, Equallogic SAN, 10GB switch, battery backup, VMware and Windows server software, and a new rack not included in this proposal.

Recap	Amount
Service Labor	\$28,614.00
<b>This is not an invoice.</b>	<b>Total \$28,614.00</b>



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**Tom Green County**

Signature: Ralph Hoelscher  
Printed Name: ~~Steve Floyd~~ Ralph Hoelscher  
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Date: 4-29-14