

**MADISON COUNTY FISCAL COURT
MADISON COUNTY, KY
RESOLUTION 2022-87**

**A RESOLUTION AUTHORIZING SIGNATURE OF 2022-2023 MADISON COUNTY
INFORMATION TECHNOLOGY (MCIT) SERVICE AGREEMENTS**

WHEREAS, the Madison County Fiscal Court (COUNTY) is providing IT Services and desires to sign contractual agreements for those services with the following: Madison County 911 (MC911), Madison County Clerk's Office (MCCO), Madison County Detention Center (MCDC), Madison County Sheriff's Office (MCSO), Madison County Attorney's Office (MCAO), Kirksville Water Association (KWA), Madison County Utilities District (MCUD), Madison County PVA (MCPVA), Madison County EMS (MCEMS), and Southern Madison Water District (SMWD); and

WHEREAS, these contracts shall be certified for necessary IT service work billable every twelve (12) months; and

WHEREAS, the terms of these contracts are from July 1, 2022 through June 30, 2023; and

WHEREAS, service under these agreements, with the exception of emergency service, shall be performed within standard COUNTY work hours (8:00 a.m.- 4:30 p.m.) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (MCIT);

NOW, THEREFORE, BE IT RESOLVED THAT THE MADISON COUNTY FISCAL COURT DOES HEREBY APPROVE THIS RESOLUTION AND AUTHORIZES THE JUDGE EXECUTIVE AND/OR HIS DESIGNEE TO EXECUTE SAME ON BEHALF OF THE COUNTY.

Motion made by Tudor, seconded by Barger.

Vote:	Yes	No
Judge Executive Reagan Taylor	<u>✓</u>	<u> </u>
Magistrate Ben Robinson III	<u>✓</u>	<u> </u>
Magistrate John Tudor	<u>✓</u>	<u> </u>
Magistrate Roger Barger	<u>✓</u>	<u> </u>
Magistrate Tom Botkin	<u>✓</u>	<u> </u>

Signed:

R-Taylor
Reagan Taylor
Madison County Judge Executive

6-28-2022
Date

Attested:

Kenny Barger
Kenny Barger
Madison County Clerk

6-28-2022
Date

INFORMATION TECHNOLOGY SERVICE AGREEMENT
Madison County Fiscal Court

Date Effective: 7/01/2022
Contract ID: IT-FY2022-MCPVA



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County Property Valuation Administrator Office (**MCPVA**). This contract shall be certified in the sum of \$10,205.25 for necessary IT service work and Pictometry Program Administration, the certified sum is billable every twelve (12) months. The base service contract amount is \$7,864.50, Software Fee of \$360.00 and Pictometry Program Administration Fee of \$1,980.75. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop, Printing and Telephone support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. Telephone services include labor for configuration and installation of desktop phones, voicemail resets or changes, extension movement, system functionality changes and troubleshooting to ensure proper functionality. **MCIT** will work with **MCPVA** software/hardware vendors to complete assigned task as necessary. **MCIT** will provide TCP/IP based network support within the **MCPVA** Office, which includes routing, switching and network connectivity to each room and supported device. **MCIT** will also maintain a firewall and routing for the **MCPVA**.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to **MCPVA** per the Special Project Section of this contract.

<u>Item Type</u>	<u>Number of Items</u>
Equipment	
Desktop Computers	15
Laptop Computers	05
Virtualized Server	01
Switches	01
Firewall/Router	01
Tablets	03
Vivotek Security Cameras	03
Vivotek Network Video Recorder	01
Services	
Printing & Scanning Support	
File Backup & File Restoration Services	
Telephone modifications & configuration	

Internet Service Connection & 1 Virtual Server Hosting	
Software Support	
Microsoft Office Installation/Troubleshooting	
AVIS Installation and Config	
SmartSearch Installation and Config	
PVDNet Installation and Config	
Vivotek LiveClient Installation and Config	
Microsoft Windows 10/11 Installation and Config	

Special Projects:

If **MCPVA** request a project that falls out of the scope of Provided Services **MCIT** will invoice **MCPVA** separate from this contract at an hourly rate of \$50.00 an hour. This discounted hourly rate is only offered because **MCPVA** has a Service Agreement with **MCIT**. Written approval from **MCPVA** must be received before **MCIT** can purchase items or provide services.

Services NOT Provided:

MCIT will **NOT** provide any hardware or software that must be purchased to complete a task assigned by **MCPVA**. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through **MCPVA** accounts and delivered to **MCPVA** and inventoried per **MCPVA** policy. ***Geographic Information Services (GIS) are not included in this contract.***

Consultation:

MCIT will be available for IT consultation on a wide range of topics if **MCPVA** needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of **MCIT** and should be sent via the Madison County Helpdesk.

In the event any services cannot be executed successfully by **MCIT**, **COUNTY** will provide only **MCIT** personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to **MCPVA** satisfaction. All cost would be the responsibility of **MCPVA**.

Response Time:

It is to be understood by all parties that **MCIT** works directly for the **COUNTY** and that any tasks assigned by the **COUNTY** obtain priority in any case. For a non-emergency ticket, all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response **MCIT** will make efforts to respond immediately.

The level of response will be decided by the Director of **MCIT** and the PVA of **MCPVA**. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the PVA of **MCPVA**.

For an emergency service call please contact:
Chris Iseral, Chief Information Officer
Madison County Fiscal Court
859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow MCIT to keep track of billable hours spent supporting MCPVA under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:
Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

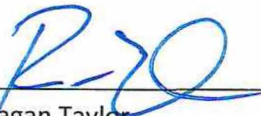
Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 28TH day of JUNE, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Billy Ackerman
PVA
Madison County Property Valuation Administrator

INFORMATION TECHNOLOGY SERVICE AGREEMENT

Madison County Fiscal Court

Date Effective: 7/01/2022

Contract ID: IT-FY2022-MC911



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County 911 Board (**MC911**). This contract shall be certified in the sum of \$46,103.93 for necessary IT service work, GIS Services, billable compute time and VDI Fees, the certified sum is billable every twelve (12) months. The base service IT contract amount is \$33,438.00 with VDI Software of \$7,665.93 and GIS Services at \$5,350.00. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

24 hour emergency service is available to **MC911** for IT Services. Shift Supervisors will make the determination if **MCIT** needs to be contacted for afterhours support. After hours support should be limited to situations that need immediate attention.

VDI Software:

To keep maintenance, licensing, and compliance of the needed software for VDI, the **COUNTY** will manage the purchasing and renewals for the following products. All invoices for these products will be sent to **COUNTY** and will be paid by **COUNTY**, the **COUNTY** seeks reimbursement through this contract. A license True Up will take place prior to contract billing and **MC911** will be billed for the actual license count at that time. **COUNTY** also reserves the right to modify the cost of the licenses to adjust to current market pricing and will be reflected in the invoice to **MC911**.

LeoStream - Licensed by desktop and provides the ability to create, manage and deliver a virtual desktop.

Teradici - Licensed by Concurrent User and provides connectivity from the virtual machine to the end user device.

VDA - Licensed by the Physical Stations and provides the most current Windows versions as they are released.

Office365 - License by the User and provides access to the Microsoft Office Suite of Products

Arcobat - Licensed by the User and provides access to Adobe Acrobat Professional for editing PDF Files.

ThreatPROTECT - Licensed by Concurrent User and is a suite of security products to protect your systems.

Count	11	11	12	2	0	
	LeoStream	Teradici	VDA	Office 365	Acrobat	Cyber Security
911	\$891.00	\$1,209.67	\$1,271.88	\$253.88	\$0.00	\$4,039.50

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop and Printing support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting relating to the Virtualized Desktops. MCIT will work with MC911 software/hardware vendors to complete assigned task as necessary. MCIT will provide TCP/IP based network support within the MC911 Office, which includes routing, switching and network connectivity to each room and position along with supported devices and remote connections to backup centers and corresponding Agencies that need remote connectivity to services offered by MC911. MCIT will also maintain a firewall and routing for the MC911.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to MC911 per the Special Project Section of this contract.

Item Type	Number of Items
Equipment	
Zero Clients (Including Monitors)	11
Maintain Windows 10/11 Virtualized Desktops	11
Maintain Windows 2012/2016/2019 Virtualized Servers	05
Maintain Firewall/Router/VPN to Remote Agencies & Facilities	01
Vivotek Security Cameras	04
Vivotek Network Video Recorder	01
Network Switching & LAN Connectivity	04
Backup CAD Positions	02
Supervisor Position Desktop for Email and Dymo	01
Services	
Printing & Scanning Support	
File Backup & File Restoration Services (Excluding CIS)	
Internet Service Connection	
Website Maintenance / Configuration / Protection / Hosting	01 Websites
madisoncountky.local Domain Integration for Active Directory Services	25 Users
Microsoft Exchange Services (Excluding Licenses & Maintenance)	25 Users
Microsoft SharePoint Services (Excluding Licenses & Maintenance)	25 Users
E-911 GIS Mapping Support (CIS CAD Map Upgrades/ Data Updates)	
GIS GEO File Support	
911 Addressing Issue Resolution Support	
Software Support	
Microsoft Office Installation/Troubleshooting	
CIS Installation / Configuration on Desktops	
Vivotek LiveClient Installation and Config	
Microsoft Windows 10 Installation and Config	

The Yearly computing time is \$114.00 per VDI Display for a total of \$1,254.00. For the current year, this fee will be waived, this fee is subject to be applied in the next renewal year.

Special Projects:

In **MC911** request a project that falls out of the scope of Provided Services **MCIT** will invoice **MC911** separate from this contract at an hourly rate of \$53.50 an hour. This discounted hourly rate is only offered because **MC911** has a Service Agreement with **MCIT**. Written approval from **MC911** must be received before **MCIT** can purchase items or provide services.

Services NOT Provided:

MCIT will **NOT** provide any hardware or software that must be purchased to complete a task assigned by **MC911**. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through **MC911** accounts and delivered to **MC911** and inventoried per **MC911** policy.

Consultation:

MCIT will be available for IT consultation on a wide range of topics if **MC911** needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of **MCIT**.

In the event any of services that cannot be executed successfully by **MCIT**, **COUNTY** will provide only **MCIT** personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to **MC911** satisfaction. All cost would be the responsibility of **MC911**.

Response Time:

It is to be understood by all parties that **MCIT** works directly for the **COUNTY** and that any tasks assigned by the **COUNTY** obtain first priority in any case. For a non-emergency ticket all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response **MCIT** will make efforts to respond immediately.

The level of response will be decided by the Director of **MCIT** and the Director of **MC911**. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the Chairman of **MC911** and Director of **MC911**.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow **MCIT** to keep track of billable hours spent supporting **MC911** under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year

by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:

Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

Security Awareness:

MC911 agrees that all **MC911** Employees will complete the Security Awareness Training provided by the Madison County Fiscal Court. All **MC911** Employees are required to complete the training each year.

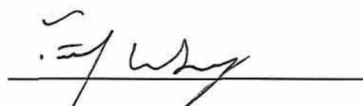
Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 28TH day of JUNE, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Tim Gray
Chairman
Madison County 911 Board

INFORMATION TECHNOLOGY SERVICE AGREEMENT

Madison County Fiscal Court

Date Effective: 7/01/2022

Contract ID: IT-FY2022-KWA



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and Kirksville Water Association (**KWA**). This contract shall be certified in the sum of \$535.00 for the maintenance and upkeep of the (**KWA**) GIS System. The use of **COUNTY** GPS Collection Equipment is included in the contract for (**KWA**) Employees to collect continuing GPS updates. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Under this contract (**MCIT**) will provide GPS Processing at an hourly rate \$53.50 per hour. **MCIT** will bill **KWA** prior to June 30, 2022 for the sum of the agreement and GIS Data Processing time accumulated during the contract period. All processing time will be logged in the Madison County Help Desk and time logs will be provided to **KWA** with the invoice.

Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

Equipment and Services included in the contract:

- **MCIT** will provide a secure online map to view **KWA** infrastructure data. The web-based map will provide the viewing of the **KWA** Infrastructure Layer, Road Layer, Water System Layer, Address Layer and the latest Orthographic Aerial Imagery as maintained by **MCIT**.
- **MCIT** will provide the use of **COUNTY** owned GPS Collection Equipment under this contract.
- **MCIT** will provide GIS Data processing and Data Maintenance at a rate of \$53.50 per hour.

Additional Services not included in the contract:

- **MCIT** can be engaged as part of this contract to provide technical support outside of this agreement at a rate of \$53.50 per hour. This would include service to desktop computers, laptops, printers or other technology services or devices.
- **MCIT** can be engaged as part of this contract to provide GPS Collection outside of this agreement at a rate of \$53.50 per hour. This includes traveling with a **KWA** Employee to collect missing or incomplete GIS data.

Consultation:

In the event any of services that cannot be executed successfully by **MCIT**, **COUNTY** will provide only **MCIT**

personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to KWA satisfaction. All cost would be the responsibility of KWA.

Response Time:

It is to be understood by all parties that MCIT works directly for the COUNTY and that any tasks assigned by the COUNTY obtain first priority in any case. For a non-emergency ticket all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response MCIT will make efforts to respond immediately.

The level of response will be decided by the Director of MCIT and the Manager of KWA. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the Chairman of KWA.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported through the use of the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow MCIT to keep track of billable hours spent supporting KWA under this contract. All submissions should be sent to help@madisoncountky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:

Madison County Treasurer

PO BOX 1120

Richmond, KY 40476-1120

Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

Cancellation:

This agreement may be cancelled by either party with a written 30 day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification. In the event of contract cancellation **COUNTY** will provide an ESRI shape file of **KWA** Water Infrastructure that could be used with another GIS provider.

Approved this the 13th day of June, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Michael H. Agee
Manager
Kirksville Water Association

INFORMATION TECHNOLOGY SERVICE AGREEMENT

Madison County Fiscal Court

Date Effective: 7/01/2022

Contract ID: IT-FY2022-MCAO



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County Attorney's Office (**MCAO**). This contract shall be certified in the sum of **\$17,030.95** for necessary IT service work, billable compute time and VDI Fees, the certified sum is billable every twelve (12) months. The base service contract amount is \$7,490.00 and billable VDI fees of \$9,540.95. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

VDI Software:

To keep maintenance, licensing, and compliance of the needed software for VDI, the **COUNTY** will manage the purchasing and renewals for the following products. All invoices for these products will be sent to **COUNTY** and will be paid by **COUNTY**, the **COUNTY** seeks reimbursement through this contract. A license True Up will take place prior to contract billing and **MCAO** will be billed for the actual license count at that time. **COUNTY** also reserves the right to modify the cost of the licenses to adjust to current market pricing and will be reflected in the invoice to **MCAO**.

LeoStream - Licensed by desktop and provides the ability to create, manage and deliver a virtual desktop.

Teradici - Licensed by Concurrent User and provides connectivity from the virtual machine to the end user device.

VDA - Licensed by the Physical Stations and provides the most current Windows versions as they are released.

Office365 - License by the User and provides access to the Microsoft Office Suite of Products

Arcobat - Licensed by the User and provides access to Adobe Acrobat Professional for editing PDF Files.

ThreatPROTECT - Licensed by Concurrent User and is a suite of security products to protect your systems.

Count	11	11	10	12	2	10
	LeoStream	Teradici	VDA	Office 365	Acrobat	Cyber Security
Attorney	\$891.00	\$1,209.67	\$1,059.90	\$1,777.16	\$413.72	\$4,189.50

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop, and Printing support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. This contract does not provide the cost of physical equipment or the replacement cost of physical equipment. **MCIT** will work with **MCAO** software/hardware vendors to complete assigned task, as necessary. **MCIT** will provide TCP/IP based network support within the **MCAO** Office, which includes routing, switching and network connectivity to each room and supported device. **MCIT** will also maintain a firewall and routing for the **MCAO**.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to **MCAO** per the Special Project Section of this contract.

<u>Item Type</u>	<u>Number of Items</u>
Equipment	
Zero Clients	11
Host & Maintain Windows 10/11 Virtualized Desktops	11
Host & Maintain Windows 2012R2/2016/2019 Virtualized Servers	01
Services	
Printing & Scanning Support	For 12 Machines
File Backup & File Restoration Services	For 01 Server
Internet Service Connection (Richmond)	1 Facility
LAN Connection to Credit Card Devices or related Peripherals	
Website Maintenance / Configuration / Protection / Hosting	01 Websites
madisoncountky.local Domain Integration (Excluding Licenses & Maintenance)	15 Users
Microsoft Exchange Services (Excluding Licenses & Maintenance)	15 Users
In Building Wifi (Excluding Hardware)	
Switch Management and Configuration (2 nd Floor)	1 switch
Software Support	
Microsoft Office Installation/Troubleshooting/Operations	
Microsoft Windows 8/10 Installation and Config	

The Yearly computing time is \$114.00 per VDI Display for a total of \$1,254.00. For the current year, this fee will be waived, this fee is subject to be applied in the next renewal year.

Special Projects:

If **MCAO** request a project that falls out of the scope of Provided Services **MCIT** will invoice **MCAO** separate from this contract at an hourly rate of \$53.50 an hour. This discounted hourly rate is only offered because **MCAO** has a Service Agreement with **MCIT**. Written approval from **MCAO** must be received before **MCIT** can purchase items or provide services.

Services NOT Provided:

MCIT will **NOT** provide any hardware or software that must be purchased to complete a task assigned by **MCAO**. This includes but is not limited to the following: networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through **MCAO** accounts and delivered to **MCAO** and inventoried per **MCAO** policy. ***Geographic Information Services (GIS) are not included in this contract.***

Consultation:

MCIT will be available for IT consultation on a wide range of topics if **MCAO** needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of **MCIT** and should be sent via the Madison County Helpdesk.

In the event any of services that cannot be executed successfully by **MCIT**, **COUNTY** will provide only **MCIT** personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to **MCAO** satisfaction. All cost would be the responsibility of **MCAO**.

Response Time:

It is to be understood by all parties that **MCIT** works directly for the **COUNTY** and that any tasks assigned by the **COUNTY** obtain priority in any case. For a non-emergency ticket all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response **MCIT** will make efforts to respond immediately.

The level of response will be decided by the Director of **MCIT** and the County Attorney of **MCAO**. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the County Attorney of **MCAO**.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow **MCIT** to keep track of billable hours spent supporting **MCAO** under this contract. All submissions should be sent to help@madisoncountyny.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:

Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

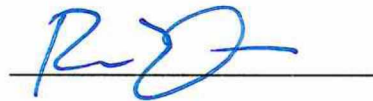
Security Awareness:

MCAO agrees that all MCAO Employees will complete the Security Awareness Training provided by the Madison County Fiscal Court. All MCAO Employees are required to complete the training each year.

Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 28TH day of JUNE, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Jennie Haymond
Madison County Attorney
Madison County Attorney's Office

INFORMATION TECHNOLOGY SERVICE AGREEMENT

Madison County Fiscal Court

Date Effective: 7/01/2022

Contract ID: IT-FY2022-MCCO



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County Clerk's Office (**MCCO**). This contract shall be certified in the sum of \$65,571.78 for necessary IT service work, billable compute time and VDI Fees, the certified sum is billable every twelve (12) months. The base service contract amount is \$20,330.00 with billable compute time and VDI Fees of \$15,241.78 and Relocation Services of \$30,000 which is calculated at \$200.00 an hour for two technicians for work up to 150 hours to relocate and reconfigure the network infrastructure and end user devices. The terms of this contact are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

VDI Software:

To keep maintenance, licensing, and compliance of the needed software for VDI, the **COUNTY** will manage the purchasing and renewals for the following products. All invoices for these products will be sent to **COUNTY** and will be paid by **COUNTY**, the **COUNTY** seeks reimbursement through this contract. A license True Up will take place prior to contract billing and **MCCO** will be billed for the actual license count at that time. **COUNTY** also reserves the right to modify the cost of the licenses to adjust to current market pricing and will be reflected in the invoice to **MCCO**.

LeoStream - Licensed by desktop and provides the ability to create, manage and deliver a virtual desktop.

Teradici - Licensed by Concurrent User and provides connectivity from the virtual machine to the end user device.

VDA - Licensed by the Physical Stations and provides the most current Windows versions as they are released.

Office365 - License by the User and provides access to the Microsoft Office Suite of Products

Arcobat - Licensed by the User and provides access to Adobe Acrobat Professional for editing PDF Files.

ThreatPROTECT - Licensed by Concurrent User and is a suite of security products to protect your systems.

Count	22	22	22	14	0	18
	LeoStream	Teradici	VDA	Office 365	Acrobat	Cyber Security
Clerk	\$1,782.00	\$2,419.34	\$2,331.78	\$1,777.16	\$0.00	\$6,931.50

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop, Printing and Telephone support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. Telephone services include labor for configuration and installation of desktop phones, voicemail resets or changes, extension movement, system functionality changes and troubleshooting to ensure proper functionality. **MCIT** will work with **MCCO** software/hardware vendors to complete assigned task as necessary. **MCIT** will provide TCP/IP based network support within the **MCCO** Office, which includes routing, switching and network connectivity to each room and supported device. **MCIT** will also maintain a firewall and routing for the **MCCO**.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to **MCCO** per the Special Project Section of this contract.

Item Type	Number of Items
Equipment	
Zero Clients	22
Host & Maintain Windows 10/11 Virtualized Desktops	22
Host & Maintain Windows 2012R2/2016/2019 Virtualized Servers	02
Maintain Firewall/Router/VPN (Richmond & Berea)	01
Vivotek Security Cameras (Richmond & Berea)	23
Epson Receipt Printers/Validators	10
Dymo Label Maker	10
Fujitsu Scanner	10
JAMex Laptop	01
Media Display Boards	03
Services	
Printing & Scanning Support	For 06 Machines
File Backup & File Restoration Services	For 02 Machines
Telephone modifications & configuration (Richmond & Berea)	For 30 Extensions
Internet Service Connections (Richmond & (Berea, service fee not included))	
LAN Connection to Credit Card Devices or related Peripherals	
madisoncountyky.local Domain Integration for Active Directory Services	25 Users
Microsoft Exchange Services (Excluding Licenses & Maintenance))	25 Users
Microsoft SQL Server Hosting (Excluding Licenses & Maintenance)	25 Users
Software Support	
Microsoft Office Installation/Troubleshooting	
SMI Installation / Configuration on Desktops	
Microsoft Windows 10 Installation and Config	

The Yearly computing time is \$114.00 per VDI Display for a total of \$2,508.00. For the current year, this fee will be waived, this fee is subject to be applied in the next renewal year.

Special Projects:

If **MCCO** request a project that falls out of the scope of Provided Services **MCIT** will invoice **MCCO** separate from this contract at an hourly rate of \$53.50 an hour. This discounted hourly rate is only offered because **MCCO** has a Service Agreement with **MCIT**. Written approval from **MCCO** must be received before **MCIT** can purchase items or provide services.

Services NOT Provided:

MCIT will **NOT** provide any hardware or software that must be purchased to complete a task assigned by **MCCO**. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through **MCCO** accounts and delivered to **MCCO** and inventoried per **MCCO** policy.

Geographic Information Services (GIS) are not included in this contract.

Consultation:

MCIT will be available for IT consultation on a wide range of topics if **MCCO** needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of **MCIT** and should be sent via the Madison County Helpdesk.

In the event any of services that cannot be executed successfully by **MCIT**, **COUNTY** will provide only **MCIT** personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to **MCCO** satisfaction. All cost would be the responsibility of **MCCO**.

Response Time:

It is to be understood by all parties that **MCIT** works directly for the **COUNTY** and that any tasks assigned by the **COUNTY** obtain priority in any case. For a non-emergency ticket all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response **MCIT** will make efforts to respond immediately.

The level of response will be decided by the Director of **MCIT** and the County Clerk of **MCCO**. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the County Clerk of **MCCO**.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow **MCIT** to keep track of billable hours spent supporting **MCCO** under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:
Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

Security Awareness:

MCCO agrees that all MCCO Employees will complete the Security Awareness Training provided by the Madison County Fiscal Court. All MCCO Employees are required to complete the training each year.

Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 22 day of June, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Kenny Barger
County Clerk
Madison County Clerks Office

INFORMATION TECHNOLOGY SERVICE AGREEMENT

Madison County Fiscal Court

Date Effective: 7/02/2022
Contract ID: IT-FY2022-MCDC



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County Detention Center (**MCDC**). This contract shall be certified in the sum of \$23,237.24 for necessary IT service work, billable compute time and VDI Fees, the certified sum is billable every twelve (12) months. The base service contract amount is \$11,235.00 with billable compute time and VDI Fees of \$12,002.24. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

VDI Software:

To keep maintenance, licensing, and compliance of the needed software for VDI, the **COUNTY** will manage the purchasing and renewals for the following products. All invoices for these products will be sent to **COUNTY** and will be paid by **COUNTY**, the **COUNTY** seeks reimbursement through this contract. A license True Up will take place prior to contract billing and **MCDC** will be billed for the actual license count at that time. **COUNTY** also reserves the right to modify the cost of the licenses to adjust to current market pricing and will be reflected in the invoice to **MCDC**.

LeoStream - Licensed by desktop and provides the ability to create, manage and deliver a virtual desktop.

Teradici - Licensed by Concurrent User and provides connectivity from the virtual machine to the end user device.

VDA - Licensed by the Physical Stations and provides the most current Windows versions as they are released.

Office365 - License by the User and provides access to the Microsoft Office Suite of Products

Arcobat - Licensed by the User and provides access to Adobe Acrobat Professional for editing PDF Files.

ThreatPROTECT - Licensed by Concurrent User and is a suite of security products to protect your systems.

Count	15	15	15	11	0	10
	LeoStream	Teradici	VDA	Office 365	Acrobat	Cyber Security
Jail	\$1,215.00	\$1,649.55	\$1,589.85	\$1,396.34	\$0.00	\$6,151.50

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop, Printing and Telephone support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. Telephone services include labor for configuration and installation of desktop phones, voicemail resets or changes, extension movement, system functionality changes and troubleshooting to ensure proper functionality. MCIT will work with MCDC software/hardware vendors to complete assigned task as necessary. MCIT will provide TCP/IP based network support within the MCDC Office, which includes routing, switching and network connectivity to each room and supported device. MCIT will also maintain a firewall and routing for the MCDC.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to MCDC per the Special Project Section of this contract.

<u>Item Type</u>	<u>Number of Items</u>
Equipment	
Desktops	15
Host & Maintain Windows 10/11 Virtualized Desktops	15
Host & Maintain Windows 2012R2/2016/2019	02
Maintain Firewall/Router/VPN	01
Services	
Printing & Scanning Support	For 15 Machines
File Backup & File Restoration Services	For 02 Servers
Internet Service Connections (Richmond)	
LAN Connection to Credit Card Devices or Phone Card Devices	
madisoncountyky.local Domain Integration for Active Directory Services	51 Users
Microsoft Exchange Services (Excluding Licenses & Maintenance))	51 Users
Guard One Server Support	
Software Support	
Microsoft Office Installation/Troubleshooting	
Jail Tracker / Configuration on Desktops	
Microsoft Windows 8/10 Installation and Config	

The Yearly computing time is \$114.00 per VDI Display for a total of \$1,710.00. For the current year, this fee will be waived, this fee is subject to be applied in the next renewal year.

Special Projects:

If MCDC request a project that falls out of the scope of Provided Services MCIT will invoice MCDC separate from this contract at an hourly rate of \$53.50 an hour. This discounted hourly rate is only offered because MCDC has a Service Agreement with MCIT. Written approval from MCDC must be received before MCIT can purchase items or provide services.

Services NOT Provided:

MCIT will **NOT** provide any hardware or software that must be purchased to complete a task assigned by **MCDC**. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through **MCDC** accounts and delivered to **MCDC** and inventoried per **MCDC** policy.

Geographic Information Services (GIS) are not included in this contract.

Consultation:

MCIT will be available for IT consultation on a wide range of topics if **MCDC** needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of **MCIT** and should be sent via the Madison County Helpdesk.

Response Time:

It is to be understood by all parties that **MCIT** works directly for the **COUNTY** and that any tasks assigned by the **COUNTY** obtain priority in any case. For a non-emergency ticket all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response **MCIT** will make efforts to respond immediately.

The level of response will be decided by the Director of **MCIT** and the Jailer of **MCDC**. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the Jailer of **MCDC**.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow **MCIT** to keep track of billable hours spent supporting **MCDC** under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:
Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

Security Awareness:

MCDC agrees that all MCDC Employees will complete the Security Awareness Training provided by the Madison County Fiscal Court. All MCDC Employees are required to complete the training each year

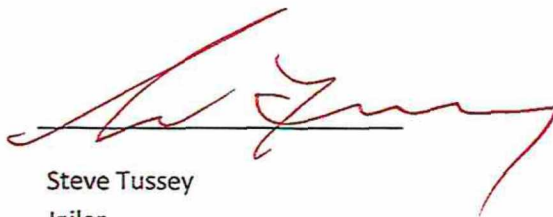
Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 10th day of JUNE, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Steve Tussey
Jailer
Madison County Detention Center

INFORMATION TECHNOLOGY SERVICE AGREEMENT
Madison County Fiscal Court

Date Effective: 7/01/2022
Contract ID: IT-FY2022-MCEMS



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County Emergency Medical Service (**MCEMS**). This contract shall be certified in the sum of \$11,235.00 per year for necessary IT service work billable every twelve (12) months. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

Equipment and Services Covered:

MCIT will provide Desktop, Server, Tablet, Laptop, and Printing support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. **MCIT** will work with **MCEMS** software/hardware vendors to complete assigned task as necessary. **MCIT** will provide TCP/IP based network support within all **MCEMS** Stations, which includes routing, switching and network connectivity to each room and supported device. **MCIT** will also maintain a firewall and routing for all **MCEMS** Stations.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to **MCEMS** per the Special Project Section of this contract.

<u>Item Type</u>	<u>Number of Items</u>
Equipment	
Desktop Computers	20
MDT / Pepwave's	15
Medical Collection Tablets	15
Servers (Physical & Virtual)	04
Active 911 Tablets	15
Switches	06
Firewall/Router	04
Security Cameras	All Stations
Security Camera Network Video Recorders	04
Ubiquity Wireless Access Points	All Stations
Electronic Safes Communications	13
Services	
Printing & Scanning Support	
File Backup & File Restoration Services	
Internet Service Connections / VPN's	

Website Maintenance/Upgrades/Renewals/Install	One Site
Software Support	
Microsoft Office Installation/Troubleshooting	
Microsoft Windows 10/11 Installation and Config	
Microsoft Windows Server 2012R2/2016/2019Support	
OpenDNS Umbrella Filter (MDT & Medical)	
Computer Information Systems (MDT & Desktops)	

Special Projects:

If **MCEMS** request a project that falls out of the scope of Provided Services **MCIT** will invoice **MCEMS** separate from this contract at an hourly rate of \$53.50 an hour. This discounted hourly rate is only offered because **MCEMS** has a Service Agreement with **MCIT**. Written approval from **MCEMS** must be received before **MCIT** can purchase items or provide services.

Services NOT Provided:

MCIT will **NOT** provide any hardware or software that must be purchased to complete a task assigned by **MCEMS**. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components or services, device hardware or device software.

All items must be purchased through **MCEMS** accounts and delivered to **MCEMS** and inventoried per **MCEMS** policy. ***Geographic Information Services (GIS) are not included in this contract.***

Consultation:

MCIT will be available for IT consultation on a wide range of topics if **MCEMS** needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of **MCIT** and should be sent via the Madison County Helpdesk.

In the event any services cannot be executed successfully by **MCIT**, **COUNTY** will provide only **MCIT** personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to **MCEMS** satisfaction. All cost would be the responsibility of **MCEMS**.

Response Time:

It is to be understood by all parties that **MCIT** works directly for the **COUNTY** and that any tasks assigned by the **COUNTY** obtain priority in any case. For a non-emergency ticket, all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response **MCIT** will make efforts to respond immediately.

The level of response will be decided by the Director of **MCIT** and the Director of **MCEMS**. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the Director of **MCEMS**.

For an emergency service call please contact:
Chris Iseral, Chief Information Officer
Madison County Fiscal Court
859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow MCIT to keep track of billable hours spent supporting MCEMS under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:

Madison County Treasurer

PO BOX 1120

Richmond, KY 40476-1120

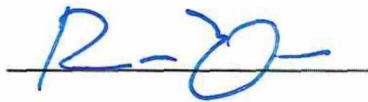
Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

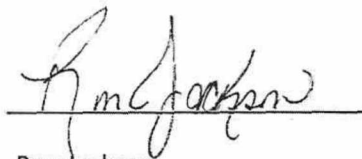
Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 22 day of June, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Ron Jackson
Director
Madison County Emergency Medical Service

INFORMATION TECHNOLOGY SERVICE AGREEMENT
Madison County Fiscal Court

Date Effective: 7/01/2022
Contract ID: IT-FY2022-MCSO



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County Sheriff's Office (**MCSO**). This contract shall be certified in the sum of \$34,396.46 for necessary IT service work, billable compute time and VDI Fees, the certified sum is billable every twelve (12) months. The base service contract amount is \$16,852.50 with billable compute time and VDI Fees of \$17,543.96 The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

VDI Software:

To keep maintenance, licensing, and compliance of the needed software for VDI, the **COUNTY** will manage the purchasing and renewals for the following products. All invoices for these products will be sent to **COUNTY** and will be paid by **COUNTY**, the **COUNTY** seeks reimbursement through this contract. A license True Up will take place prior to contract billing and **MCSO** will be billed for the actual license count at that time. **COUNTY** also reserves the right to modify the cost of the licenses to adjust to current market pricing and will be reflected in the invoice to **MCSO**.

LeoStream - Licensed by desktop and provides the ability to create, manage and deliver a virtual desktop.

Teradici - Licensed by Concurrent User and provides connectivity from the virtual machine to the end user device.

VDA - Licensed by the Physical Stations and provides the most current Windows versions as they are released.

Office365 - License by the User and provides access to the Microsoft Office Suite of Products

Arcobat - Licensed by the User and provides access to Adobe Acrobat Professional for editing PDF Files.

ThreatPROTECT - Licensed by Concurrent User and is a suite of security products to protect your systems.

Count	18	18	20	42	2	13
	LeoStream	Teradici	VDA	Office 365	Acrobat	Cyber Security
Sheriff	\$1,458.00	\$1,979.46	\$2,119.80	\$5,331.48	\$413.72	\$6,241.50

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop, Printing and Telephone support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. Telephone services include labor for configuration and installation of desktop phones, voicemail resets or changes, extension movement, system functionality changes and troubleshooting to ensure proper functionality. MCIT will work with MCSO software/hardware vendors to complete assigned task as necessary. MCIT will provide TCP/IP based network support within the MCSO Office, which includes routing, switching and network connectivity to each room and supported device. MCIT will also maintain a firewall and routing for the MCSO.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to MCSO per the Special Project Section of this contract.

<u>Item Type</u>	<u>Number of Items</u>
Equipment	
Zero Clients	18
Host & Maintain Windows 10/11 Virtualized Desktops	18
Host & Maintain Windows 2012R2/2016/2019 Virtualized Servers	01
Maintain Firewall/Routing/VPN to 911	01
Vivotek Security Cameras (Richmond)	16
Mobile Data Terminals (Hardware/Software/Cellular Data) (Excludes Mounting & Wiring)	25
Services	
Printing & Scanning Support	For 20 Machines
File Backup & File Restoration Services	For 01 Server
Telephone modifications & configuration (Richmond)	For 25 Extensions
Internet Service Connections (Richmond)	
Website Maintenance / Configuration / Protection / Hosting	01 Websites
madisoncountky.local Domain Integration (Excluding Licenses & Maintenance)	51 Users
Microsoft Exchange Services (Excluding Licenses & Maintenance)	51 Users
Software Support	
Microsoft Office Installation/Troubleshooting/Operations/ KYOps / Vivotek	
Microsoft Windows 8/10 Installation and Config	
SAP GUI, KHRIS, KY VPN	

The Yearly computing time is \$114.00 per VDI Display for a total of \$2,052.00. For the current year, this fee will be waived, this fee is subject to be applied in the next renewal year.

Special Projects:

If MCSO request a project that falls out of the scope of Provided Services MCIT will invoice MCSO separate from this contract at an hourly rate of \$50.00 an hour. This discounted hourly rate is only offered because MCSO has a Service Agreement with MCIT. Written approval from MCSO must be received before MCIT can purchase items or provide services.

Services NOT Provided:

MCIT will NOT provide any hardware or software that must be purchased to complete a task assigned by MCSO. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through MCSO accounts and delivered to MCSO and inventoried per MCSO policy.

Geographic Information Services (GIS) are not included in this contract.

Consultation:

MCIT will be available for IT consultation on a wide range of topics if MCSO needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of MCIT and should be sent via the Madison County Helpdesk.

In the event any of services that cannot be executed successfully by MCIT, COUNTY will provide only MCIT personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to MCSO satisfaction. All cost would be the responsibility of MCSO.

Response Time:

It is to be understood by all parties that MCIT works directly for the COUNTY and that any tasks assigned by the COUNTY obtain priority in any case. For a non-emergency ticket all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response MCIT will make efforts to respond immediately.

The level of response will be decided by the Director of MCIT and the Sheriff of MCSO. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the Sheriff of MCSO.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow MCIT to keep track of billable hours spent supporting MCCO under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:
Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

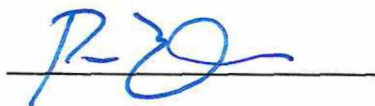
Security Awareness:

MCSO agrees that all MCSO Employees will complete the Security Awareness Training provided by the Madison County Fiscal Court. All MCSO Employees are required to complete the training each year.

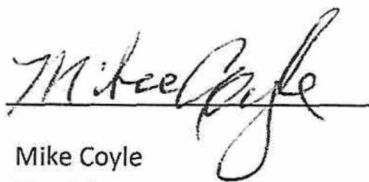
Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 28TH day of JUNE, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Mike Coyle
Sheriff
Madison County Sheriff's Office

INFORMATION TECHNOLOGY SERVICE AGREEMENT
Madison County Fiscal Court

Date Effective: 7/01/2022
Contract ID: IT-FY2022-MCUD



Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Madison County Utilities District (**MCUD**). This contract shall be certified in the sum of \$21,117.00 for necessary IT service work, billable compute time and VDI Fees, the certified sum is billable every twelve (12) months. The base service contract amount is \$6,741.00 with billable compute time and VDI Fees of \$14,376.00. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

VDI Software:

To keep maintenance, licensing, and compliance of the needed software for VDI, the **COUNTY** will manage the purchasing and renewals for the following products. All invoices for these products will be sent to **COUNTY** and will be paid by **COUNTY**, the **COUNTY** seeks reimbursement through this contract. A license True Up will take place prior to contract billing and **MCUD** will be billed for the actual license count at that time. **COUNTY** also reserves the right to modify the cost of the licenses to adjust to current market pricing and will be reflected in the invoice to **MCUD**.

LeoStream - Licensed by desktop and provides the ability to create, manage and deliver a virtual desktop.

Teradici - Licensed by Concurrent User and provides connectivity from the virtual machine to the end user device.

VDA - Licensed by the Physical Stations and provides the most current Windows versions as they are released.

Office365 - License by the User and provides access to the Microsoft Office Suite of Products

Acrobat - Licensed by the User and provides access to Adobe Acrobat Professional for editing PDF Files.

ThreatPROTECT - Licensed by Concurrent User and is a suite of security products to protect your systems.

Count	15	15	15	15	0		25
	LeoStream	Teradici	VDA	Office365	Acrobat	Cyber Security	Email
MCUD	\$1,215.00	\$1,649.55	\$1,589.85	\$1,904.10	\$0.00	\$6,217.50	\$1,800.00

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop, Printing and Telephone support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. Telephone services include labor for configuration and installation of desktop phones, voicemail resets or changes, extension movement, system functionality changes and troubleshooting to ensure proper functionality. MCIT will work with MCUD software/hardware vendors to complete assigned task as necessary. MCIT will provide TCP/IP based network support within the MCUD Office, which includes routing, switching and network connectivity to each room and supported device. MCIT will also maintain a firewall and routing for the MCUD.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to MCUD per the Special Project Section of this contract.

<u>Item Type</u>	<u>Number of Items</u>
Equipment	
Zero Clients	15
Host & Maintain Windows 10 Virtualized Desktops	18
Host & Maintain Windows 2016 Virtualized Servers	01
Maintain Firewall/Routing/VPN	01
Desktop Computers	02
Switches	02
Services	
Printing & Scanning Support	For 20 Machines
File Backup & File Restoration Services	For 01 Server
Website Maintenance / Configuration / Protection / Hosting	01 Websites
madisoncountyky.local Domain Integration (Excluding Licenses & Maintenance)	25 Users
Microsoft Exchange Services	25 Users
DUO Integration	15 Users
Windows Server 2012R2/2016/2019	01
Software Support	
Microsoft Windows 10/11 Installation and Config	

The Yearly computing time is \$114.00 per VDI Display for a total of \$1,710.00. For the current year, this fee will be waived, this fee is subject to be applied in the next renewal year.

Special Projects:

If MCUD request a project that falls out of the scope of Provided Services MCIT will invoice MCUD separate from this contract at an hourly rate of \$53.50 an hour. This discounted hourly rate is only offered because MCUD has a Service Agreement with MCIT. Written approval from MCUD must be received before MCIT can purchase items or provide services.

Services NOT Provided:

MCIT will NOT provide any hardware or software that must be purchased to complete a task assigned by MCUD. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through MCUD accounts and delivered to MCUD and inventoried per MCUD policy.

Geographic Information Services (GIS) are not included in this contract.

Consultation:

MCIT will be available for IT consultation on a wide range of topics if MCUD needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of MCIT and should be sent via the Madison County Helpdesk.

In the event any of services that cannot be executed successfully by MCIT, COUNTY will provide only MCIT personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to MCUD satisfaction. All cost would be the responsibility of MCUD.

Response Time:

It is to be understood by all parties that MCIT works directly for the COUNTY and that any tasks assigned by the COUNTY obtain priority in any case. For a non-emergency ticket all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response MCIT will make efforts to respond immediately.

The level of response will be decided by the Director of MCIT and the Manager of MCUD. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the Chairman of MCUD.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow MCIT to keep track of billable hours spent supporting MCCO under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:
Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

Security Awareness:

MCUD agrees that all MCUD Employees will complete the Security Awareness Training provided by the Madison County Fiscal Court. All MCUD Employees are required to complete the training each year.

Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 28TH day of JUNE, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Jared Webb
Manager
Madison County Utilities District

INFORMATION TECHNOLOGY SERVICE AGREEMENT

Madison County Fiscal Court

Date Effective: 7/01/2022

Contract ID: IT-FY2022-SMWD



Handwritten initials: JS, QD

Description:

This Service Agreement shall be between the Madison County Fiscal Court (**COUNTY**) and the Southern Madison Water District (**SMWD**). This contract shall be certified in the sum of \$8,030.00 for necessary IT service work billable every twelve (12) months and 5 hosted email addresses. The terms of this contract are from **July 01, 2022 through June 30, 2023**. Service under this agreement, with exception of emergency service, shall be performed within standard **COUNTY** work hours (8-4:30pm) and will be completed by an employee(s) of the Madison County Fiscal Court Information Technology Department (**MCIT**).

Equipment and Services Covered:

MCIT will provide Desktop, Server, Laptop, and Printing support, which includes labor for hardware repair, installation, software installation, software configuration and upgrades along with advanced troubleshooting. **MCIT** will work with **SMWD** software/hardware vendors to complete assigned task as necessary. **MCIT** will provide TCP/IP based network support within the **SMWD** Office, which includes routing, switching and network connectivity to each room and supported device. **MCIT** will also maintain a firewall and routing for the **SMWD**.

This contract only covers the equipment, software and services listed in the table below. This list may be updated at any time with agreement from both the client and supplier. Services or Tickets involving items not listed in this contract will be billed separately to **SMWD** per the Special Project Section of this contract.

	Email	IT Service	Total
Southern Mad	\$540.00	\$7,490.00	\$8,030.00

Item Type	Number of Items
Equipment	
Desktop Computers	07
Server	01
Switches	01
Firewall/Router	01
Services	
Printing & Scanning Support (Toner/Ink NOT included)	
File Backup & File Restoration Services	
Internet Service Connection	
Madisoncountyky.us Email Accounts	05
Software Support	
Microsoft Office Installation/Troubleshooting	
Microsoft Windows 10/11 Installation and Config	
Microsoft Windows Server 2012R2 Support	

Special Projects:

If **SMWD** request a project that falls out of the scope of Provided Services **MCIT** will invoice **SMWD** separate from this contract at an hourly rate of \$50.00 an hour. This discounted hourly rate is only offered because **SMWD** has a Service Agreement with **MCIT**. Written approval from **SMWD** must be received before **MCIT** can purchase items or provide services.

Services NOT Provided:

MCIT will **NOT** provide any hardware or software that must be purchased to complete a task assigned by **SMWD**. This includes but is not limited to the following; networking wiring, connectors, web templates, additional website components, device hardware or device software.

All items must be purchased through **SMWD** accounts, delivered to **SMWD** and inventoried per **SMWD** policy.

Geographic Information Services (GIS) are not included in this contract.

Consultation:

MCIT will be available for IT consultation on a wide range of topics if **SMWD** needs to discuss technical needs for its operations. Phone and in person consultation will be provided as employees are available. Email consultation is the best means for fast communications with an employee of **SMWD** and should be sent via the Madison County Helpdesk.

In the event any services cannot be executed successfully by **MCIT**, **COUNTY** will provide only **MCIT** personnel to help resolve the issue with another vendor and work closely with them until the issue is resolved to **SMWD** satisfaction. All cost would be the responsibility of **SMWD**.

Response Time:

It is to be understood by all parties that **MCIT** works directly for the **COUNTY** and that any tasks assigned by the **COUNTY** obtain priority in any case. For a non-emergency ticket, all efforts will be made to complete the assigned task as quickly as possible. In the event of a ticket that needs an emergency response **MCIT** will make efforts to respond immediately.

The level of response will be decided by the Director of **MCIT** and the Manager of **SMWD**. In the case of any disagreement on the level of response the County Judge Executive will make the final decision in conjunction with the Manager of **SMWD**.

For an emergency service call please contact:

Chris Iseral, Chief Information Officer

Madison County Fiscal Court

859-661-0227

Ticket Submissions:

All cases of trouble or assistance must be reported using the County IT Helpdesk System before work can begin. The County IT Helpdesk System will allow MCIT to keep track of billable hours spent supporting SMWD under this contract. All submissions should be sent to help@madisoncountyky.us prior to work being performed.

Terms of the Agreement:

The terms of this agreement shall begin on July 1, 2022, shall be renewed annually by June 30 of each fiscal year by the signing of the Service Agreement by both parties. Payments shall be made upon receipt of invoice and checks may be made payable to: Madison County Fiscal Court. The check should include in the memo "IT SERVICE CONTRACT."

Payment should be sent to:
Madison County Treasurer
PO BOX 1120
Richmond, KY 40476-1120

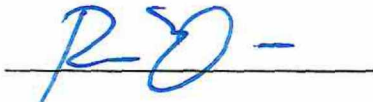
Usage Responsibility:

MCIT nor the Madison County Fiscal Court is responsible an individual's usage of the computer systems. MCIT only houses and supports the equipment and systems. MCIT and the Madison County Fiscal Court is in no way the record's custodian nor responsible for the content of the usage by the employees of the Agency or other individuals/employees. Any inappropriate usage of the computer systems is the responsibility of the individual and actions needed to be taken for inappropriate usage is up to the Agency or Supervisor if appropriate.

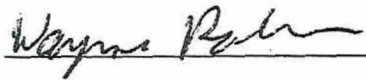
Cancellation:

This agreement may be cancelled by either party with a written 30-day notice. In the event of a cancellation by either party a prorated payment amount or prorated refund amount should be agreed on both parties with final resolution of payments within 60 days of the written notification.

Approved this the 21 day of June, 2022



Reagan Taylor
County Judge Executive
Madison County Fiscal Court



Wayne Robinson
Manager
Southern Madison Water District