WHO WE ARE

About Us

OUR STORY

Founded in 1986, DataServ is a trusted technology partner delivering managed IT, cybersecurity, and infrastructure solutions that help organizations operate securely, efficiently, and with confidence. For nearly four decades, we have supported hundreds of organizations by managing the complexity of technology so our clients can stay focused on their mission.

As technology has evolved, so has DataServ. Our growth has been driven by a commitment to reliability, operational excellence, and long-term partnership. We bring together expert people, proven processes, and modern technology to deliver outcomes that support organizations that impact the communities they serve.

1986
FOUNDED

40+
YEARS OF SERVICE

100s
ORGANIZATIONS SUPPORTED

In 2025, DataServ expanded its capabilities through the addition of **xFact**, a highly respected technology consulting and digital transformation firm. xFact brings deep expertise in complex IT environments, enterprise risk management, and domain-specific consulting — strengthening DataServ's ability to support organizations with advanced operational, security, and transformation needs.

Today, xFact operates as part of the broader DataServ organization, enhancing our collective depth while maintaining a shared client-first philosophy and consistent standards of service. Together, DataServ and xFact represent a unified team with a shared purpose: to be a dependable, long-term technology partner organizations can trust.

As we continue to grow, we remain grounded in the principle that has guided us since day one — technology should work quietly and reliably in the background, empowering organizations to focus on what they do best.

SCOPE & DELIVERABLES

DataServ Will Provide the Following:

Start date will be 8/1/2026. End date will be 7/31/2027

- One onsite resource for two days per week.

Customer Will Provide the Following:

- N/A

DataServ xFact

YOUR QUOTE

Quote for: Resource as a Service (RaaS) 2026 Renewal 85745511

PREPARED FOR

Greg Williamson
Tiffin City Schools
244 South Monroe Street
Tiffin, OH 44883

PREPARED BY

DataServ
31280 Viking Parkway
Westlake, Ohio 44145
1-800-977-3282

QUOTE #8912-1-A

Prepared on	**9/8/2026**
Expires	**10/8/2026**

One-Time Costs

NON-RECURRING

SKU	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE
	Shipping & Processing	*1*		*$0.00*

Total (Excludes Tax) **$0.00**

Tax is excluded and will be calculated and billed on invoice, if applicable.

Annual Recurring Costs

RECURRING · ANNUAL

SKU	DESCRIPTION	QUANTITY	UNIT PRICE	PRICE
I-DSI-RAAS-Annual	Resource as a Service (RaaS) - Yearly	1	$52,618.86	$52,618.86

Total (Excludes Tax) **$52,618.86**

Tax is excluded and will be calculated and billed on invoice, if applicable.

ONE-TIME TOTAL	SERVICE TERM	RECURRING TOTAL
$0.00	**12**	**$52,618.86**

AUTHORIZED BY — DATASERV

Timothy A. Heikkila 9/8/2026

Sr. VP of Sales and Marketing

ACCEPTED BY — CLIENT

Greg Williamson

LEGAL

Terms and Conditions

Last Updated: August 27, 2026

1 Pricing and Payment

1.1 Pricing is valid for thirty (30) days from the date of the quote. Purchase Orders received after this period are subject to price review and adjustment. DataServ will not accept Purchase Orders issued against budgetary or non-binding proposals.

1.2 Payment terms are Net 30 days from invoice date. Late payments may be subject to an interest charge up to the maximum rate permitted by law.

2 Scope Changes and Product Returns

2.1 Any authorized changes to the project scope must be documented via a Change Order and will be invoiced accordingly.

2.2 Product changes requested by the Customer after a Purchase Order has been issued to DataServ may be subject to a restocking fee of up to 25%.

3 Permits

3.1 The Customer is responsible for the cost of any required permits, which will be billed at cost.

4 Professional Services

4.1 Professional Services are provided during standard business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. Services requested outside of these hours may be subject to additional fees.

4.2 If circumstances outside of DataServ's control require additional Professional Services beyond the quoted scope, such services will be billed on a time and materials (T&M) basis at the rates published at dataservtech.com/tandmrates. DataServ will use commercially reasonable efforts to support timely project completion.

4.3 Professional Services performed by DataServ personnel involving mounting or installation are limited to a maximum working height of fifteen (15) feet. Work exceeding this height must be performed by the Customer or a qualified third-party contractor.

4.4 Delays caused by circumstances outside DataServ's control, including restricted access, remote site visits, or required return visits, will be billed at $1,720.00 per return visit.

5 Purchase Order Acceptance and Governing Agreements

5.1 By issuing a Purchase Order, the Customer agrees to and acknowledges the terms and conditions of the applicable DataServ provided Statement of Work and any governing agreement (including but not limited to, Master Services Agreement, Customer Care Agreement, Subscription Agreement and/or Purchasing Agreement).

5.2 To the extent that either party executing this Quote is an Affiliate of the named party under the Master Services Agreement, such Affiliate agrees to be bound by all terms and conditions of the Master Services Agreement as if it were the named Party hereto.

5.3 Where applicable, the Customer is solely responsible for obtaining reimbursement through the Universal Service Administrative Company Schools and Libraries E-Rate program.

6 Usage Changes and Billing Adjustments

6.1 If changes in the Customer's environment result in increased usage or service requirements beyond what was originally quoted, DataServ reserves the right to adjust billing to reflect additional services or overage charges.

7 Recurring Services

7.1 For recurring services (including managed services and maintenance), the service term begins upon order confirmation.

7.2 Proration to align with an existing contract end date is subject to manufacturer approval and availability.

8 Direct Shipments and Serial Numbers

8.1 For equipment shipped directly to the Customer, the Customer is responsible for providing all required serial numbers to DataServ to ensure proper service and maintenance coverage.

9 Tariffs, Duties, and Trade Regulations

9.1 All pricing is based on current tariff rates, duties, and trade regulations at the time of quotation. DataServ reserves the right to adjust pricing in response to changes in tariffs, duties, import/export restrictions, or other government-imposed costs. Any such adjustments will be communicated to the Customer as soon as practicable.

10 Shipping and Scheduling

10.1 Estimated shipping is fifteen (15) to thirty (30) days after receipt of order (ARO). Additional shipping and handling charges may apply for special delivery requirements, including but not limited to loading dock delivery, inside delivery, or expedited shipping. All shipments are FOB Shipping Point and will be shipped surface pre-paid, fully insured, with applicable charges added to the invoice. Estimated project start for Professional Services is thirty (30) to sixty (60) days ARO and is contingent upon equipment availability.

> **Note:** Shipping estimates and Professional Services start dates are estimates and may vary based on manufacturer lead times and availability.

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