

## Remote Support Services

Remote Support Services		
Bronze	Remote help desk support via telephone from 8:00 AM to 5:00 PM.	\$22/PC/Month
Silver	Remote help desk support via telephone from 7:00 AM to 7:00 PM.	\$35/PC/Month

If the Time and Material service response is chosen, On call services are for the service to be supplied. Services will be provided by the technicians who can meet the skills required and are on call. Technicians are not available for full time staffing.

### IT Support

Help Desk Lead	\$95.08
Help Desk Lvl 1	\$39.22
Help Desk Lvl 2	\$47.54
Help Desk Lvl 3	\$71.31

## Asset Tracking Services

Asset Tracking Services		
Silver	Included with Silver Help Desk Services	N/C
Gold	Included with Gold Help Desk Services	N/C

If the Time and Material service response is chosen, On call services are for the service to be supplied. Services will be provided by the technicians who can meet the skills required and are on call. Technicians are not available for full time staffing.

### Analyst

Business Analyst	\$47.54
Systems Analyst -	\$71.31