

Prequalification Levels

Level 1 (Help Desk Support) **For OTS use only**

Level 2 (Desktop and Laptop Support)

Level 3 (Server and Advanced Support)

Schools on-site Level 2 and Level 3 service should be scheduled during the school day, between 7 a.m. and 3 p.m. Central office on-site service should be scheduled between 7 a.m. and 5 p.m. Emergency service shall be available 24 hours a day, seven (7) days a week.

Hourly Rates

The hourly rate for Level 2 Service is \$65.00. (7:00AM- 3:00 P.M.)

The hourly rate for Level 2 *off- hour* Service is \$85.00. (After 3:00 P.M.)

The hourly rate for Level 2 *emergency* Service is \$105.00. (24 Hours)

The hourly rate for Level 3 Service is \$90.00. (7:00AM- 3:00 P.M.)

The hourly rate for Level 3 *off -hour* Service is \$120.00. (After 3:00 P.M.)

The hourly rate for Level 3 *emergency* Service is \$125.00. (24 Hours)

The maximum markup on replacement parts is 5%.