



Updated August 2023, effective September 1, 2023. These Rates supersede and replace all prior versions.

Support Services and Rates

The level of service required is dictated by the highest level of complexity included in the service request. We make every attempt to assign the technician with the appropriate skill level to each service request. Base hourly rates are listed in the following table.

| Base Hourly Rates | | |
|-----------------------------------|-----------|-------------|
| Work Role | Level | Base Rate |
| Field Tech / Support Engineer | Level I | \$135.00/hr |
| | Level II | \$150.00/hr |
| | Level III | \$165.00/hr |
| Systems Engineer | Junior | \$165.00/hr |
| | Senior | \$195.00/hr |
| Systems Consultant / Architect | Junior | \$195.00/hr |
| | Senior | \$220.00/hr |
| SQL Engineer / Developer | Junior | \$185.00/hr |
| | Senior | \$250.00/hr |
| vCIO | | \$195.00/hr |
| Administrative Support / Research | | \$135.00/hr |

Standard Hours of Service: The standard hours of service are between the hours of 7:00AM and 5:00PM Central, Monday through Friday, excluding national holidays.

Weekday After Hours: Service performed outside standard hours of service (described above) is charged at a premium rate. Service performed within the Weekday After Hours schedule is charged at a rate of 1.5 times the base rate. The weekday after hours is between the hours of 5:01PM and 9:00PM Central, Monday through Friday, excluding national holidays. All after hours work is subject to technician availability or other service level agreements.

After Hours, Weekend and Holiday Service: Service performed outside of the standard hours of service and weekday after hours (described above) is charged at a premium rate. Services which are pre-scheduled are charged at a rate of 1.5 times the base rate. Emergency Service which is not pre-scheduled is charged at a rate of 2 times the base rate. All after hours work is subject to technician availability or other service level agreements.

Pricing for Priority On-Site Service: Service to be performed on-site must be scheduled two business days prior. For high priority on-site service requests requiring quicker response, an hourly rate multiplier will apply according to the table below.

Work Performed in Provider Office: Work performed in the Provider Office (rather than at the client site) during Standard Hours will be discounted from base hourly rates, according to the table below.

| Work Type Hourly Rate Multiplier | | | | |
|---|---------------------------------|--|-------------------------------------|-----------------|
| Service Hours | Work Type | Example Description | Response Time | Rate Multiplier |
| Standard Hours (M-F 7:00AM-5:00PM) | Remote Support | <ul style="list-style-type: none"> Support request can be addressed remotely from Provider Office | ASAP (based on priority of request) | 0.8 x Base Rate |
| | Remote - Lab/Bench | <ul style="list-style-type: none"> Hardware Preparation / Repairs performed in Provider Office | As needed | 0.9 x Base Rate |
| | Remote - Administrative Support | <ul style="list-style-type: none"> Research, Coordination and Procurement services | As needed | Base Rate |
| | On-Site - Priority 3 | <ul style="list-style-type: none"> Single user down, workaround available | Two Business Days | Base Rate |
| | On-Site - Priority 2 | <ul style="list-style-type: none"> Single user down, no workaround available Multiple users down, workaround available | Next Business Day | 1.5 x Base Rate |
| | On-Site - Priority 1 | <ul style="list-style-type: none"> Multiple users down, no workaround available Executive Down | Same Day | 2.0 x Base Rate |
| Weekday After Hours (M-F 5:01-9:00PM) | Remote Support | <ul style="list-style-type: none"> Support request can be addressed remotely (subject to technician availability) | ASAP (based on priority of request) | 1.5 x Base Rate |
| After Hours / Weekend / Holiday (ALL OTHER TIMES) | Pre-Scheduled | <ul style="list-style-type: none"> After Hours / Weekend task scheduled in advance (subject to technician availability) | As needed | 1.5 x Base Rate |
| | Emergency Service | <ul style="list-style-type: none"> Emergency Response | ASAP | 2.0 x Base Rate |

Minimum Charge: There is a minimum charge of 2 hours per on-site service call. Time is charged in 15-minute increments.

Travel Time: Travel time is charged at a rate of half the applicable hourly rate.