MHLS

MHLS Tech Support Contract Summary- 2024 Calendar year pricing.

MHLS offers technical support to member libraries through a contract agreement. The support contract is eligible for annual renewal and covers January 1 through December 31. Each year the pricing will be reviewed. Libraries can expect modest increases year to year. The contracts are now available in 3 tiers to better meet the library's specific needs.

Basic Level-All inclusive

Our basic service includes:

- Phone in Support
- Remote Assist
- Network Inventory & map with replacement plan
- License management (Office, Deep Freeze, and Windows)
- Unlimited reformats on premises at MHLS
- Up to 2 On Demand visits*
- Up to 2 Scheduled Visits**
- Additional visits billed at $324
- Prioritized Scheduling
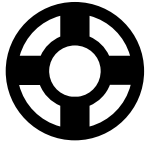
Annual Cost $1,624

Limited All Inclusive

Our basic service includes:

- Phone in Support
- Remote Assist
- Network Inventory & map with replacement plan
- License management
- Up to 1 On Demand visits*
- Up to 1 Scheduled Visits**
- Additional visits billed at $432
- Prioritized Scheduling

Annual Cost $ 1,082

Emergency Service Contract

Our basic service includes:

- Phone in Support
- Remote Assist
- 1 Scheduled Emergency Onsite visits*
- Additional visits billed at $477
- Prioritized Scheduling

Annual Cost $ 541

Uncontracted Services

Visits outside of contract

- At the discretion of MHLS and without guarantee.
- Written recommendation
- Subject to availability.

  Cost $543 for up to 6 hours, then $53 per hour

Reformat Images & Copies

- At the discretion of MHLS and without guarantee.
- Work to be completed onsite at MHLS by default
- Subject to availability.

Cost $ 208 per image for most instances and $54 image copy additional per hour fees may be applied if extenuating circumstances exist and will be estimated and approved in advance.

MHLS does NOT support uncontracted networks.

*On demands visits are scheduled by the library Director with the IT supervisor or designee scheduled 1 week in advance and are subject to availability. Work to be completed will be outlined in advance and at the discretion of MHLS IT staff.

** Scheduled visits are scheduled by the IT supervisor with the library Director at least 1 month in advance for regular maintenance, Windows updates and hardware assessment.

MHLS hourly rate for onsite service for visits is $54/hr. Onsite support visits over 6 hours may incur and additional fee at the hourly rate.