

SERVICES

RATIFY AN AGREEMENT WITH SM@RT TECHNOLOGY SERVICES, INC. FOR HELP DESK AND BREAK-FIX SERVICES

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING REASON FOR THE REQUEST:

Ratify an agreement with SM@RT Technology Services, Inc. for help desk and break-fix services to the Office of Information Technology Services at a cost not to exceed \$1,846,468.00. These services were

DELIVERABLES:

Vendor shall provide a help desk and total administration of the network and related services rendered. Consultant shall provide the following:

- Daily job ticket assignment report
- Weekly desktop and network support report
- Monthly desktop and network report
- Weekly problem management report
- Bi-weekly status report

Computer equipment and utility

Vendor's services shall result in the Board receiving quality network support for its LAN/WAN.

fee for help desk services

COMPENSATION

Vendor shall be paid as follows: \$26,000 monthly for 24 months for network management and operation services, one-time payment for 25,000 for software licenses, and an hourly rate of \$55.00 for workstation support services and \$75.00 for network support services; aggregate cost not to exceed \$1,846,468.00.

AUTHORIZATION

I, _____, President of the Board of Directors of the University of the State of New York, do hereby authorize the Chief Information Officer to execute all and any documents required to administer or effectuate this agreement.

shall contain the clause that any expenditure beyond the amount

Contingent Liability The agreement