

2021 Services Rates



Traditional Systems Integrators focus on reselling technology products. Our primary focus is being your trusted technology advisor and meeting your unique business needs day-in and day-out. As a result, we're able to deliver vendor-neutral, best-in-class business technology solutions while also serving as your technology solutions consultant of choice. To do so, we offer the following options:

Service Level	Platinum	Gold	Silver	Bronze
Retainer Amount*	\$15,000.00	\$5,000.00	\$2,500.00	No Retainer
Sr. Technology Consultant Rate	\$150.00	\$155.00	\$160.00	\$175.00
Technology Consultant Rate	\$115.00	\$125.00	\$130.00	\$145.00
Sr. Systems Engineer/Developer Rate	\$105.00	\$115.00	\$120.00	\$135.00
Systems/Telecom Engineer/Developer Rate	\$95.00	\$105.00	\$110.00	\$125.00
Service Minimums	Platinum	Gold	Silver	Bronze
Phone Support/Web Case/Call Back	¼ Hour	¼ Hour	¼ Hour	¼ Hour
Dial in/Remote Support	¼ Hour	¼ Hour	½ Hour	¾ Hour
Emergency/Cell Phone Support	¼ Hour	¼ Hour	½ Hour	1 Hour
After Hours & Weekend Support	½ Hour	½ Hour	1 Hour	2 Hours
Service Level Choice (select one): <input type="checkbox"/> Platinum <input type="checkbox"/> Gold <input type="checkbox"/> Silver <input type="checkbox"/> Bronze				

***Retainer Details**

- 1) Retainer must be paid in advance in order to receive discounted rate.
- 2) Retainer amount above does not include tax.
- 3) Travel time fees are charged one way to the customer from our office. No additional tolls or parking will be charged.
- 4) All work will be done during normal business hours (Monday through Friday 8:00am - 5:30pm.) Any work performed outside of normal business hours during the week, or on a Saturday will be billed 1.5 times the normal billing rate. Work done on a Sunday or a holiday will be billed at 2 times the normal billing rate.
- 5) I-Evolve's current holiday schedule includes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Thursday and Friday, Christmas Eve, Christmas Day, and any other holidays predetermined by I-Evolve. Advance notice of holiday observation dates will be provided if the holiday falls on a weekend.
- 6) There is a one hour minimum for onsite support calls, plus travel time.
- 7) Retainers are non-refundable and expire after 18 months of non-use.
- 8) Retainers will be auto renewed when a 10% remaining balance is reached.
- 9) Non-retainer customers may never exceed \$2,500.00 in services without payment.

Retainer / Service Agreement

All services are subject to I-Evolve's online terms of service found at <https://www.i-evolve.com/legal>. By signing, Customer acknowledges that Customer has read and understands I-Evolve's online terms of service and that the Customer agrees to be bound by those terms and conditions, the fee schedule and any other applicable terms governing the service.

I-Evolve, Inc.

[Customer Name]

I-Evolve Representative

Company Name

I-Evolve Signature

Customer Signature

Date

Date