MHLS

MHLS Tech Support Contract Summary- 2025 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 $331
- Prioritized Scheduling

Annual Cost $1,657

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 $441
- Prioritized Scheduling

Annual Cost $ 1,104

Emergency Service Contract

Our basic service includes:

- Phone in Support
- Remote Assist
- 1 Scheduled Emergency Onsite visits*
- Additional visits billed at $487
- Prioritized Scheduling

Annual Cost $ 552

Uncontracted Services

Visits outside of contract

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

   Cost $554 for up to 6 hours, then $55 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 $ 213 per image for most instances and $55 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 $55/hr.**
- **Onsite support visits over 6 hours may incur and additional fee at the hourly rate.**
- **Onsite staff will take required breaks in accordance with MHLS staff policies. Break time is not counted as billable hours and should be considered off the clock time for MHLS staff.**