

SCOPE OF SERVICES

Term of Service. The contract shall be for the period starting January 1, 2013 and ending December 31, 2013.

Services to be Performed. The Contractor shall be required to provide complete network maintenance and installation of all of the latest service packs and fixes, spyware removal and prevention, back up maintenance, Consulting Services, Support for all software and recommend upgrades. The Contractor shall perform virus protection maintenance, installation and configuration of services and PC's.

The Contractor shall have adequate staff so as to provide on-site service within 1 hour of service call for any malfunction occurring. Telephone service shall be available immediately.