

Williamson County Public Safety Technology Program Technology Services Support for Agencies

Services Offered

- PC & Laptop Hardware and County software support
- County software install & maintenance
- Virus checking and removal
- Networking issues
- GPS/AVL issues
- Server Support
- GIS Data/Mapping

Services NOT offered:

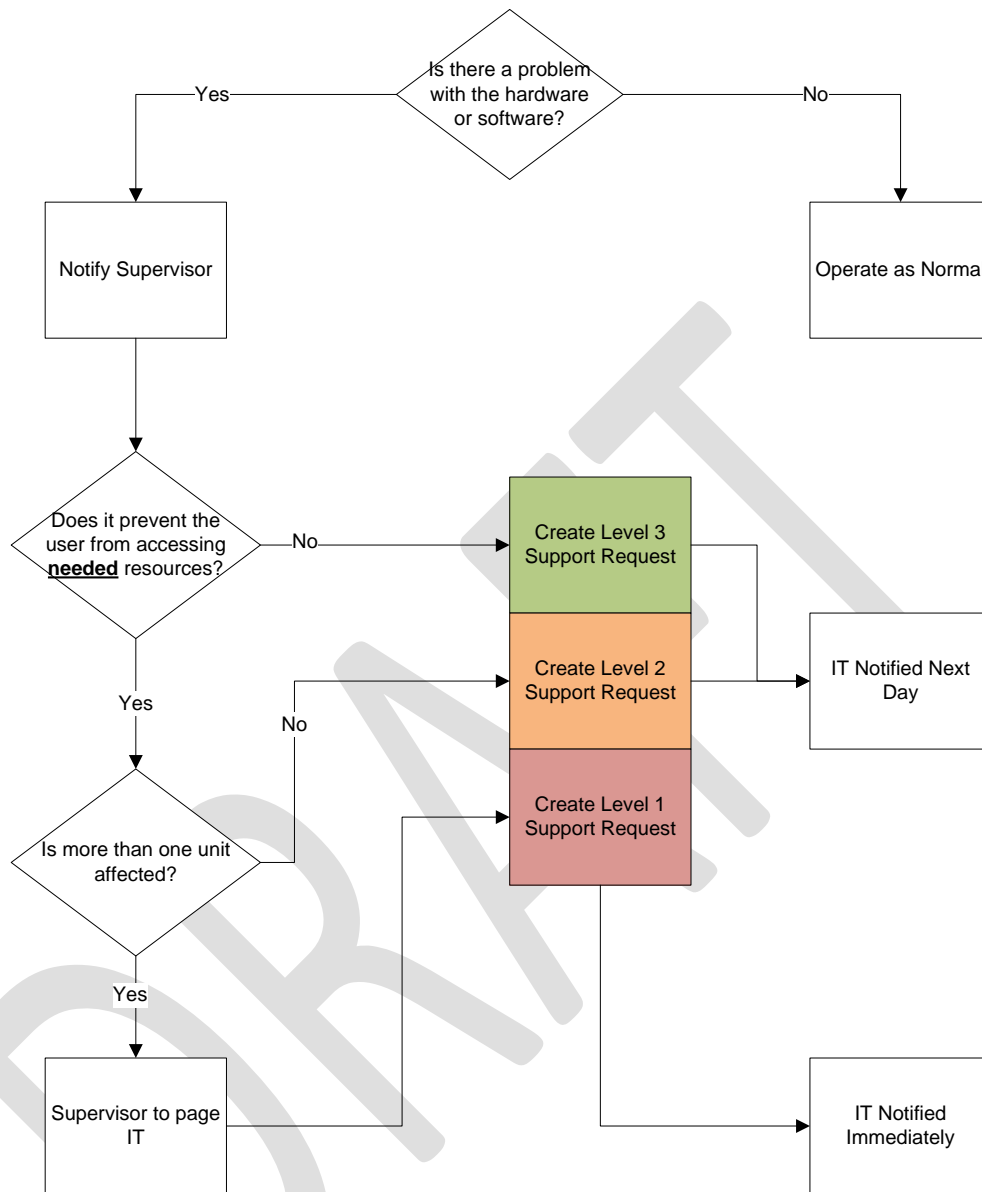
- 3rd party software support or install
- Personal/agency data migration/recovery (except as related to the PSTP)

Hours of Support & Response Times

Williamson County Technology Services staff are available during normal office hours (Monday – Friday 8:00am – 5:00pm, excluding holidays) for routine support.

Emergency support is available for system-wide issues. Individual PC or laptop repairs or issues are not considered “emergency” and will be handled by Technology Services staff on the next business day.

Support Model



Charges for Services

Agencies that wish to be supported by Technology Services pay per use of the support services. Payment is due at the time of service or the pickup of the equipment, depending on the service type.

Issues that are initiated by Williamson County and the Public Safety Technology Program, such as regular software upgrades or patches will be without cost to all agencies.

Services performed at Williamson County Technology Services facilities or remotely via remote access software will be billed according to the table below.

Services are counted on a calendar year basis.

Desktop PC/Laptop/Server Drop Off or Remote Support Rates

Services performed by County staff at County Technology Services or remote connection

| SERVICE | FIRST SERVICE | SECOND SERVICE | THIRD + SERVICE |
|---|---------------|----------------|-----------------|
| Standard¹ laptop or desktop | FREE | \$50 | \$75 |
| Non-Standard¹ laptop or desktop | \$50 / hour | \$75 / hour | \$100 / hour |

1. See the document "PSTP Hardware & Software Requirements" for supported computer models

Desktop PC/Laptop/Server Onsite Support Rates

Services performed by County staff at customer's site

| SERVICE | FIRST SERVICE | SECOND SERVICE | THIRD + SERVICE |
|---|--|---|--|
| Standard¹ laptop or desktop | \$50 + mileage ³ | \$100 + mileage | \$125 + mileage |
| Non-Standard¹ laptop or desktop | \$50/hour ² + miles ³ (\$100 minimum) | \$75/hour ² + miles (\$150 minimum) | \$100/hour ² + miles (\$200 minimum) |

1. See the document "PSTP Hardware & Software Requirements" for supported computer models
2. Services performed at the Customer's site are charged a two hour minimum and will include travel time.
3. Mileage will also be charged at the standard IRS mileage rate at the time of the service.

Other Support and Service rates

| SERVICE | FIRST SERVICE | SECOND SERVICE | THIRD + SERVICE |
|---|---------------------------|---------------------------|---------------------------|
| Other PC Tech Services | \$50 / hour | \$50 / hour | \$50 / hour |
| GIS Data Creation / Analysis² | \$75 / hour | \$75 / hour | \$75 / hour |
| IT Analysis/Design Services | \$100 / hour | \$100 / hour | \$100 / hour |
| All other IT Services | \$100/hour + materials | \$100/hour + materials | \$100/hour + materials |

1. See the document "PSTP Hardware & Software Requirements" for supported computer models
2. Please reference Charges for GIS data and Maps located on the County's web site.