



SMP Professional Services Work Order

Company Name:	City of Saratoga	Date:	October 6, 2015
Primary Contact:	Kevin Kling	Contact Phone #:	(518) 587-7098

Thank you for the opportunity to provide you with SMP (Systems Management/Planning) Professional Services in support of your Information Technology objectives. To confirm our discussion, the following is our understanding of your expectations and work to be performed:

Service Description:	Assistance with: Installation of Core switch		
Delivery Method:	The primary method for delivery is intended to be: On-site		
Rate:	\$ / hour	Approved Amount:	(\$0)
Block:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Amount:	\$5000
Prepaid:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Auto renew:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Travel & Expenses:	<input type="checkbox"/> Incl. <input checked="" type="checkbox"/> Not Incl.	Trip Charge:	\$0
Purchase Order required:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Purchase Order #:	
Annotations:			

As a **Time and Material** service is being requested, should additional time be required to complete the work to the customer's satisfaction, a new work order will be required to be authorized by City of Saratoga.

By signing this agreement the customer agrees to the terms and conditions as stated in this document. This Work Order is governed by the SMP Standard Terms and Conditions Agreement between City of Saratoga and SMP.

City of Saratoga

Signature

Printed Name

Title

Date

Prerequisites & Customer Responsibilities

- City of Saratoga will provide access and security rights as required to perform the work.
- City of Saratoga will provide project oversight and management.

Terms and Conditions

- There are no specific deliverables defined in this work order.
- Upon dispatch, SMP will contact you to plan and commence work.
- Scheduling will be accommodated on an as-available basis.
- Customer will be notified of schedule within 24 hours (Next Business Day).
- Work must be cancelled or re-scheduled at least 2 business days in advance or the scheduled time will be billed in full.
- If prepaid block, the agreed upon amount must be prepaid in full.
- Unless otherwise stated above, minimum engagement is 4 hours for sites within 35 miles of SMP Offices, 8 hours if greater than 35 miles. Minimum 1 hour for remote work.
- Normal business hours are Monday – Friday 8AM – 5PM.
- After hours service is 1.5x rate, Sundays and Holidays 2.0x rate.
- Work order and purchased time expires after 1 year.
- Work order services are not intended to be used for project based work.
- Project management is not included unless specifically stated above.