

1 amount of one hour of technical support per "personal computer" shall be calculated for the  
2 first 25 "personal computers", the next 25 "personal computers" will be charged at one half  
3 hour, and for the 51st and greater "personal computers" the charge shall be one quarter hour  
4 per month. The definition of "personal computer" is a desktop workstation, server, laptop or  
5 printer. E.g., an office with 50 desktop workstations, 1 file server, 5 laptops, and 10 printers  
6 would purchase a minimum of 41 ½ hours of technical support per month (498 hours of  
7 technical support for one year). Any hours not used during the month may be carried forward  
8 but expire at the end of the year.  
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10 g. Technical Support for New Installations

11 (1) A separate installation fee may be charged for a "new system." A "new system" is defined  
12 as: an entire file server and workstation configuration; reinstallation of equipment and  
13 software, and the provision of training for new Members of Congress; or equipment  
14 redistributed from House inventory. A fee may be charged for adding workstations, servers or  
15 printers, upgrading equipment in an existing configuration or for assuming an existing support  
16 contract held by another Systems Integrator.  
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18 (2) A new installation should include but not be limited to:

- 19 (a) Service, equipment and software price quotations,
- 20 (b) Site survey and configuration planning,
- 21 (c) Pre-Install equipment preparation/software installation,
- 22 (d) Customer site file server and workstation installation and configuration,
- 23 (e) Networking and communications configuration,
- 24 (f) Ensuring all software hardware and peripherals are completely integrated, functional  
25 and perform to specifications,
- 26 (g) Training.

27 (3) Once the new system equipment is functional, performs to specifications, and is accepted,  
28 additional support provided by the Systems Integrator will be charged against the minimum  
29 technical support hours of the office, if exercised.  
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31 h. Correspondence Management Systems (CMS). If a CMS package is made available to the  
32 House, it shall be purchased under a purchase order. Such CMS software will include an initial  
33 two (2) years of technical support and training, be integrated into other supported applications, and  
34 provide for file data conversion if the CMS package is terminated.  
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36 i. Rate Increases/Decreases. Rate increases must be proposed by August 31st, accepted by the  
37 House and the contract modified to be effective January 1st the following year. Rate decreases may  
38 be proposed, accepted by the House and the contract modified at any time.  
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40 j. Termination. See Section F.5.  
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