

IDAHO STATE CONTROLLER'S OFFICE ON-CALL / ON-DEMAND / ON-SITE SUPPORT

SITUATION	DAY	TIME or UNIT PERIOD	COST When Requested by CUSTOMER	MINIMUM	EMPLOYEE COMP
ON-CALL Must be Pre-arranged Phone Response time - 15 Min Begin working on Problem - 1 Hr Includes Laptop / Cell	WORKDAY (M-F) WEEKEND /HOLIDAY	7am to 7am Workday = 1 Unit Sat/Sun/Hol each 8 hr =1 Unit	\$20.00 per unit - per support staff \$40.00 per unit - per support staff In the event a call is received, a 2 hr minimum for actual time worked, as well as on-call pay will be charged.	1 UNIT 1 UNIT	\$20 Per Unit \$20 Per Unit In the event a call is received, a 2 hr min for actual time worked as well as on-call pay will be compensated.
ON-SITE Pre-arranged	Any Day	After hours any day	\$75 per hour - per staff Note: Ops rates are \$40.00	2 HR	Applicable hourly rate or comp time.
ON DEMAND CALL Unscheduled Response time = Upon staff Availability (not an extension of regular shift)	Any Day	After hours - Vac - Sick	\$75 per hour - per staff Note: Ops rates are \$40.00	2 HR	Applicable hourly rate or comp time.
On weekend and Holidays - If CSC staff is available and willing to respond to a call for SCO support - they will be compensated \$100 when taking a call that can not be deferred. Staff will also be compensated for actual time worked, with a 2 hr minimum as stated for 'ON DEMAND CALL' . Customer will be billed \$100, and actual time work (2 hr min).					
DEFER/REFERRED CALL	Any Day	Any day up to 10pm After hours -10pm -6am	\$0 \$0	0 1 HR	\$0 Applicable hourly rate or comp time
VACATION ON-CALL Pre-arranged by management Includes Laptop / Cell Staff must check in daily	VACATION Any Day	Any Time	\$0	2 HR per Day	Applicable hourly rate or comp time

If services are being performed for multiple customers – cost will be allocated accordingly.

**Contact and response times can not be guaranteed for Unscheduled "ON DEMAND CALLS"
For guaranteed coverage and appropriate response time, schedule On-site or On-call services with the Operations Bureau Chief.**

All compensation will be reviewed and approved by management.