



REQUEST FOR QUOTE

IT Managed Service Provider Contract for One Year
July 1, 2025 – June 31, 2026
Issued: Tuesday, April 1, 2025
Due: 5:00 PM Thursday, May 1, 2025

Mother Lode Consortium (MLC)
dba Mother Lode Job Training (MLJT)
A Proud Partner of America's Job Center of California Network
197 Mono Way, Suite B, Sonora, CA 95370
(209) 533-3396

MLJT is an Equal Opportunity Employer and provider of employment and training programs.

David Thoeny, Executive Director
dthoeny@mljt.org

SECTION 1: PURPOSE AND FUNDING

RFQ PURPOSE AND TENTATIVE SCHEDULE

The Mother Lode Consortium (MLC) dba Mother Lode Job Training (MLJT) is issuing this Request for Quote (RFQ) to interested and qualified applicants with experience in IT Managed Services provision. MLJT Operates America’s Job Centers in four different counties.

MLJT revenues are comprised primarily of Federal Workforce Innovation and Opportunity Act (WIOA) funding through sub-grants with the State of California, Employment Development Department. Other funding sources include grants with the US Department of Labor, State of California, and some smaller funding sources.

ELIGIBILITY

MLJT intends to contract with an independent company to perform regular IT Services which includes troubleshooting and regular maintenance on our equipment, network, and computer labs. The company must not be disbarred from Government Contracts with the System for Awards Management.

QUOTE SUBMITTAL AND DUE DATE

Quotes must be received in the MLJT Administrative Office no later than **5:00 p.m. on Thursday, May 1, 2025**. Quotes may be mailed, hand-delivered, or e-mailed to:

MLJT
Attention: Nicole Hurtado, Compliance and Contract Manager
197 Mono Way, Suite B
Sonora, CA 95370
(209) 536-4702
E-mail: nhurtado@mljt.org

E-mailed quotes must be formatted as PDF. Quotes in other file formats will not be reviewed. Faxed quotes will not be accepted.

TENTATIVE SCHEDULE OF EVENTS

RFQ Release Date	Tuesday, April 1, 2025
Quote Deadline	Thursday, May 1, 2025
Begin Formal Review of Quotes	Thursday, May 8, 2025
Anticipated Award	Wednesday, May 21, 2025
Contract Begin	Tuesday, July 1, 2025

****This RFQ may be updated without notice at any time to promote successful outcomes and ensure program compliance.***

RFQ CONTACT

RFQ Contact Person and mailing address for questions about the submittal process or technical issues:

Nicole Hurtado, Compliance and Contract Manager
Mother Lode Job Training
197 Mono Way, Suite B
Sonora, CA 95370
Nhurtado@mljt.org
(209) 536-4702

ADDENDA TO THIS REQUEST FOR QUOTE

At the discretion of MLJT, if it becomes necessary to revise any part of this RFQ, an addendum will be provided to all known recipients of this RFQ and posted on MLJT's website. Any clarification will become an addendum to this RFQ.

Respondents are responsible for checking the website frequently to remain informed about the procurement process and other information that may affect this RFQ (e.g. WIOA reauthorization, changes to performance measures, and revisions to the timeline).

RIGHT TO CANCEL

MLJT reserves the right to cancel all or any part of this RFQ at any time without prior notice and reserves the right to modify the RFQ process and timeline as is deemed necessary.

NONRESPONSIVE QUOTES

Quotes for services may be judged nonresponsive and removed from further consideration if any of the following occur:

- The quote is not received on a timely basis in accordance with the terms of this RFQ.
- The quote does not include all specified elements.
- The quote is not adequate to form a judgment by the reviewers that the proposed undertaking would comply with all IT standards and requirements specified in this RFQ.

SECTION 2: BACKGROUND

OVERVIEW OF MLJT

The Mother Lode Job Training (MLJT) headquartered in Sonora, California, administers Workforce Innovation and Opportunity Act programs in four Northern California counties. Established in 1983, MLJT is led by a Governing Board and Workforce Development Board (WDB) that oversee a broad range of programs and initiatives. The WDB includes representatives from small, medium and large businesses, labor organizations, education, economic development, community-based organizations and one-stop partners.

MLJT is a special district organized under a Joint Powers Agreement to provide United States Department of Labor (USDOL) Workforce Innovation and Opportunity Act (WIOA) and has established contracts with agencies in four counties to ensure job seekers and businesses have access to a comprehensive array of job training and employment services. The counties in MLJT service area are Amador, Calaveras, Mariposa, and Tuolumne. Additional information about MLJT can be obtained at www.mljt.org.

DESCRIPTION OF SERVICES TO BE RENDERED

MLJT currently has four (4) Job Centers for WIOA program services serving the four counties of the Mother Lode Consortium service area. The goal of this selection process is to identify an MSP who will provide core systems support to all staff whether they are local or remote in a proactive and collaborative manner. The MSP should be a partner working with the business to proactively address its infrastructure needs versus being simply a reactive support agent.

MLJT utilizes Office 365, SharePoint, One Drive, and several specialty software programs such as CalJOBS, and a computerized fund accounting package, Abila MIP.

Key Goals of this project will be to:

- Provide a high level of excellent and professional IT support.
- Provide proactive management and monitoring of switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by MLJT.
- Provide proactive support guidance to prevent recurring issues.
- Deliver services with a responsive and knowledgeable team of IT support personnel.
- Provide wholistic IT services in a highly communicative/engaged manner.
- Support existing and future desktop and laptop hardware, as well as equipment needed for the success of the job center (scanners, etc...) This includes maintenance and repair, replacement for failed equipment, and the provisioning for new equipment as needed.
- Assist with any changes to the location or configuration of existing equipment or software, and installation of additional equipment or software as needed.

OPTIONS

At the discretion of MLJT, the IT contract may be extended for two additional one-year periods. The cost for the option periods will be agreed upon by MLJT and the selected IT MSP. It is anticipated that

the cost for the optional years will be based upon the same approximate cost as the initial contract year.

SECTION 3: SPECIFICATION SCHEDULE

A. Scope of Work

1. Provide MLJT with MSP services consisting of Personal Desktop, Laptop and/or Network Maintenance, Hardware Cleaning and Repair Services, Telecom Services, and other services as the Customer & MSP may agree upon from time to time. This includes setup of laptops, workstations, troubleshooting and problem solving with hardware, software, networking, etc.
2. Provide MLJT with SharePoint administration assistance and efficiency.

B. Performance:

1. The IT Service Provider agrees to service and repair MLJT's business computer(s), as needed.
2. The IT Service Provider agrees to physically or remotely answer all service call requests within four (4) hours of being called for service.
3. The MSP also agrees to perform preventative maintenance services on Customer business workstation[s] and server[s] four (4) times per each year (quarterly) of the duration of this Agreement.
4. The compensation for computer servicing and maintenance is limited to labor charges only, if parts or upgrades are needed to complete repair at any given time, Customer shall have the right to purchase the part[s] or upgrade[s] needed from another source as recommended by MSP if desired. The Limit of Liability and warranty of said part(s) or upgrade(s) would be the responsibility of Customer if purchased from an outside source and in no way should be put upon the IT Managed Service Provider.
5. Both parties agree to do everything necessary to ensure that the terms of this Agreement take effect.

C. Confidentiality

The Proposer agrees to keep all information related to MLJT in strict confidence. Other than the reports submitted to MLJT, the Proposer agrees not to publish, reproduce or otherwise divulge such information, in whole or in part, in any manner or form or to authorize or permit others to do so, taking such reasonable measures as are necessary to restrict access to the information while in the Proposer's possession. Proposer's employees will have access to the information only on a "need-to-know" basis. The Proposer agrees to immediately notify MLJT, in writing, in the event the Proposer determines or has reason to suspect a breach of this requirement.

SECTION 4: QUOTE/PROPOSAL REQUIREMENTS

The cost quote/proposal of services must include, at a minimum, the following elements:

1. General Description

Describe the Proposer's organization, size (in relation to services to be performed) and structure. Indicate, if appropriate, if the firm is a small or minority-owned business.

2. Capability and Technical Experience Statement

Demonstrate capabilities and technical experience by providing the following:

- General background of your company including staff size, locations and years in business.
- General information on the services to be proposed including any standard literature as applicable.
- A reference list of similar clients
- Standard Service Level Agreement - with pricing options.
- Availability to assist with support for MLJT as early as July 1, 2025.
- Other general information you may deem applicable.

3. Staff Qualifications

Describe the qualifications of the staff to be assigned to this job. Descriptions will include:

- a. IT team makeup.
- b. Prior experience of the individual team members. Do not include information on general partners, etc., who would not normally be involved. Education, position in firm, years and types of experience.

4. Describe routine services to be provided according to the scope of work

- Describe your understanding of the work to be performed, including compliance procedures, estimated hours, and other pertinent information.
- Please include information on how you will provide remote support to desktops when users encounter issues, whether they are at the office or working from a remote location.
- Please provide examples of management reports that are routinely provided to your customers.
- Please include information on your standard Service Level Agreements (SLA) and standard support hours and response times.
- While it is anticipated that most issues can be resolved remotely, MLJT expects the provider to provide occasional on-site support as needed to remediate issues such as hardware replacement or particularly challenging software issues. Your response should describe how and when these team members are dispatched.

5. Cost - Fee Structure

The selected vendor shall provide a clear and transparent fee schedule that outlines all monthly service delivery costs, as well as any proposed one-time software or start-up costs. The fee schedule should

include a detailed breakdown of the pricing structure (e.g., per user, per hour, etc.), along with any additional billing rates, hourly costs, and expenses for individual services.

To the greatest extent possible, the proposed monthly fee should cover routine IT support and maintenance, minimizing additional or unexpected charges for standard service requests. Proposals must clearly define the services included in the monthly fee and specify any excluded services or potential additional costs upfront. Vendors should avoid excessive itemization of services as extra costs and instead provide a fair and predictable pricing structure that ensures essential IT support is included in the base agreement.

The proposal must also include:

- A comprehensive list of services covered under the monthly fee (e.g., helpdesk support, system maintenance, software updates, and network monitoring).
- Any billable services outside the monthly fee, with detailed pricing structures.
- A clear escalation process for requests that may incur additional charges, ensuring prior approval before work is completed.
- Any other applicable fee information that has not been covered.
- Provisions, termination clauses, and/or penalties for closing or adjusting services as needed.

Preference will be given to vendors offering inclusive pricing models that reduce per-incident costs and provide cost-effective, reliable IT support without excessive or unexpected fees.

SECTION 5: RATING

COMPLIANCE REVIEW

Upon receipt of quotes, staff will review submitted service proposals for completeness and technical compliance with the terms and conditions of the RFQ. All quotes must adhere to the required format and, in order to be competitive, must include all requested information, completed forms, and attachments. Quotes that do not adhere to these requirements will be determined non-responsive and will not be considered for funding. MLJT reserves the right to reject any service proposal submitted.

EVALUATION CRITERIA

MLJT will put together an RFQ Scoring Panel of staff who will score and rank all cost quotes and service proposals that meet the compliance requirements described below. The RFQ Scoring Panel will score and rank all quotes using the criteria described within the RFQ, and specifically developed to examine the competence of the Respondents and suitability of their service proposals. The RFQ Scoring Panel may assign each quote a maximum of 100 points. A maximum of 80 of those points are based on the technical criteria and 20 maximum points are based on the cost criteria. Panel members will review and rank each cost quote/service proposal and, based on their knowledge and assessment of the quotes, recommend one respondent for designations and contract negotiation. *See Attachment A.*

Quotes/Proposals will be evaluated based on technical and cost factors described as follows:

A. Numeric Rating System - 100 Maximum Points

1. The IT MSP's prior experience with similar organizations.
 - a. Prior experience with governmental organizations: 0 - 10 points.
 - b. Prior experience with organizations funded by WIOA: 0 - 25 points.Note: MLJT will verify the experience claimed by the Proposer.
2. Small business: 0 - 5 points.
3. Qualifications of staff to be assigned, as determined by information submitted: 0 - 25 points.
4. Proposer's understanding of the work to be performed: 15 Points.
5. Price: 0 - 20 points.

B. Review Process

MLJT may, at its discretion, request presentations by or meetings with any Proposers to clarify or negotiate modifications to the service proposals. However, MLJT reserves the right to make an award without further discussion of the quotes submitted. Therefore, quotes should be submitted initially on the most favorable terms the Proposer can provide from both technical and price standpoints. MLJT anticipates awarding the contract to the Respondent with the highest total points.

Respondents must have a total average score of 75 points or higher to be recommended for funding.

ACCESS TO SCORE SHEET AND COMMENTS

Individual score sheets and comments used during the evaluation process may be provided in the form of summaries as prepared by MLJT staff. Actual individual scores sheets will not be disclosed. These summaries will be provided to applicants of the RFQ who submit a written request. Requests for this information shall be responded to within ten (10) business days of the final contract/agreement recommendations and any appeals submitted. The purpose for releasing this information is for technical assistance and continuous improvement and not for purpose of an appeal.

NEGOTIATION/AGREEMENT

All Respondents shall designate an authorized negotiator. (The name and contact information for this person must be included on the title page of the quote). This designated person must be empowered to make binding commitments for the successful Respondent and its subcontractors, if any. MLJT reserves the right to negotiate the final terms of the contract/agreement with the successful Respondent(s). Items that may be negotiated include, but are not limited to, the scope of work, the staff as proposed, the implementation schedule, and the final award amount.

NOTIFICATION OF AWARD

It is expected that a decision will be made within 30 days of the closing date. Upon conclusion of final negotiations with the successful proposer, all proposers will be informed in writing of the name of the successful IT Provider.

It is expected that a letter of agreement will be executed with the successful IT Provider by June 15, 2025.

SECTION 6: DISCLAIMERS AND GENERAL PROVISIONS

MINORITY BUSINESS PARTICIPATION

MLJT, as a recipient of State and Federal funds, fully complies with Federal, State, and Local laws governing non-discrimination, equal opportunity, and affirmative action in all activities, including but not limited to Title VI and Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act (ADA), California Government Code § 11135, and the Workforce Innovation and Opportunity Act (WIOA) Non-Discrimination and Equal Opportunity provisions (29 CFR Part 38).

- No person shall be discriminated against on the basis of race, religion, color, age, sex, disability, national origin, gender identity, sexual orientation, marital status, or veteran status.
- No person shall, because of these protected characteristics, be excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity funded in whole or in part by the City, State, or Federal Government.

To further support equal opportunity and non-discrimination policies, MLJT will make every effort to maximize the participation of Minority Business Enterprises (MBEs) in construction contracts, procurement of goods, professional services, and supplies. Contractors are encouraged to indicate in their RFQ response if they are a certified minority business through the California Department of

General Services (DGS) or the Small Business Administration's (SBA) 8(a) Program.

A listing of certified minority businesses, as well as the services and commodities they provide, is available from the California Department of General Services (DGS) Office of Small Business and DVBE Services (OSDS) at <https://caleprocure.ca.gov> or by calling 916-375-4940

THE APPEALS PROCESS

MLJT must receive written notice of the Proposer's intent to appeal the decision within five (5) working days of receipt of notice of award. Proposer will have a total of 15 days in which to submit a written appeal of MLJT's decisions. All grievances arising out of Workforce Innovation and Opportunity Act or this RFQ must be filed according to MLJT's established grievance procedures.

CONFLICT OF INTEREST

It is the policy of MLJT to prohibit ex-parte communication with any board member, MLJT staff, consultants or other persons serving as an evaluator during the procurement process. Respondents that directly contact board members or evaluators risk elimination of their quotes from further consideration.

DISCLAIMERS

1. This RFQ does not commit the MLJT Workforce Development Board (WDB) to award a contract.
2. No costs will be paid to cover the expense of preparing a cost quote/service proposal or procuring a contract for services or supplies under Workforce Innovation and Opportunity Act.
3. All data, material, and documentation originated and prepared by the bidder pursuant to the contract shall belong exclusively to the MLJT and be subject to disclosure under the Freedom of Information Act.
4. Cost quotes/service proposals should follow the format set forth in the RFQ Response Format and Required Forms section of the RFQ and adhere to the minimum requirements specified therein.
5. Formal notification to award a contract and the actual execution of a contract are subject to the following: receipt of Workforce Innovation and Opportunity Act funds by the MLJT WDB, results of negotiations between selected proposers and MLJT staff; and continued availability of Workforce Innovation and Opportunity Act funds.
6. Any changes to the Workforce Innovation and Opportunity Act program, funding level or board direction may result in a change in contracting. In such instances, MLJT will not be held liable for what is in the bidder's service proposal or this Request for Quote package.
7. Quotes submitted for funding consideration must be consistent with, and if funded, operated according to, the federal Workforce Investment Act legislation, all applicable federal

regulations, State of California policies, and MLJT policies and procedures. Proposers selected for funding must also ensure compliance with WIOA Regulations, and other related requirements.

8. MLJT may require selected proposers to attend oral interviews, participate in negotiations and rewrite their statements of work as agreed upon during contract negotiations.
9. Additional funds received by MLJT may be contracted by expanding existing programs or by consideration of quotes not initially funded under this RFQ. These decisions shall be at the discretion of the MLJT Executive Director.
10. MLJT may decide not to fund part or all of a quote even though it is found to be in the competitive range if, in the opinion of the MLJT Executive Director, the services proposed are not needed, or the costs are higher than the MLJT finds reasonable in relation to the overall funds available, or if past management concerns lead MLJT to believe that the bidder has undertaken services that it cannot successfully carry out.
11. MLJT may choose not to award a contract to the respondent with lowest cost or highest rating when accounting for other factors such as balancing services to customers.
12. Any quote approved for funding is contingent on the results of a pre-award site visit that may be conducted by MLJT staff. This site visit will establish, to MLJT's satisfaction, whether the bidder is capable of conducting and carrying out the provisions of the proposed contract. If the results of the site visit indicate, in the opinion of MLJT, that the bidder may not be able to fulfill contract expectations, MLJT reserves the right not to enter into contract with the organization, regardless of MLJT approval of the bidder's service proposal.
13. MLJT is required to abide by all Workforce Innovation and Opportunity Act legislation and regulations. Therefore, MLJT reserves the right to modify or alter the requirements and standards set forth in this RFQ based on program requirements mandated by state or federal agencies.
14. MLJT reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the program purpose or content substantially, or to prohibit such a program.
15. Proposers will be expected to adhere to MLJT procedures to collect and verify data and submit invoices to MLJT on a regular basis.
16. All grievances arising out of Workforce Innovation and Opportunity Act or this RFQ must be filed according to MLJT's established grievance procedures.
17. All proposers must ensure equal opportunity to all individuals. No individual in the MLJT Regional area shall be excluded from participation in, denied the benefits of, or subjected to discrimination under any Workforce Innovation and Opportunity Act funded program or activity because of race, color, religion, sex, national origin, age, disability, English proficiency, or

political affiliation or belief. All proposers must ensure access to individuals with disabilities pursuant to the Americans with Disabilities Act.

18. Proposers must accept liability for all aspects of any Workforce Innovation and Opportunity Act program conducted under contract with MLJT. Proposers will be liable for any disallowed costs or illegal expenditures of funds or program operations conducted.
19. Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a bidder fails to meet expenditure, participant, and/or outcome goals specified in the contract or when anticipated funding is not forthcoming from federal or state governments.
20. Proposers will allow local, state, and federal representatives access to all Workforce Innovation and Opportunity Act records, program materials, staff, and participants. In addition, proposers are required to maintain all Workforce Innovation and Opportunity Act records for three years, beginning on the last day of the program year.
21. The contract award will not be final until MLJT and the bidder have executed a mutually satisfactory contractual agreement. MLJT reserves the right to make an award without further discussion of the quote submitted. No activity may begin prior to final MLJT Executive approval of the award and execution of a contractual agreement between the successful bidder and MLJT.
22. MLJT reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determination will depend upon overall fund availability and other factors arising during the review process. Bids submitted which are over the maximum amount of funds specified for this RFQ will be rejected.
23. The service proposal warrants that the costs quoted for services in response to the RFQ are not in excess of those that would be charged any other individual for the same services performed by the bidder.
24. MLJT reserves the right to reject any or all quotes received and to negotiate with any and all offers on modifications to service proposals.
26. Respondents are advised that most documents in the possession of MLJT are considered public records and subject to disclosure under the federal and state public records laws.
27. The Appeals Process - MLJT must receive written notice of the Respondent's intent to appeal the decision within five (5) working days of receipt of notice of award. Respondent will have a total of 15 days in which to submit a written appeal of MLJT's decisions.

Attachment A. Cost Quote/Service Proposal Evaluation

Total points will be calculated from each scoring panel committee member, providing a total point value for each respondent. The Respondent, meeting all outlined criteria, that also accumulates the highest total point value will be awarded the contract.

Cost Quote/Service Proposal Evaluation			
		Point Range	Points Earned
Prior Experience with Similar Organizations		0 - 10	
	Experience with Government organization network systems		
	Prior experience with grant-funded organizations		
Understanding of Workforce Innovation and Opportunity Act		0 - 25	
	Prior experience working with organizations receiving WIOA funds		
Organization, size, and structure of Proposer's firm		0 - 5	
	Minority-owned/small business/women's business enterprise		
Qualifications of staff to be assigned to the services to be performed		0 - 25	
	Prior experience of the individual team members		
	Adequate size of the firm		
Proposer's understanding of work to be performed		0 - 15	
	Adequate knowledge and coverage		
	Realistic time estimates of service calls		
	Price	0 - 20	
Total Points		0 - 100	

STAFF/CLIENT EQUIPMENT TYPES

This list is subject to change and should be used only as a reference for the types of technology and computers that MLJT requires servicing.

Laptop Types

HP ProDesk 600 G6
Logitech C920E HD 1080P
HP ProBook 450
Lenovo 3000 500 T320
Dell Inspiron

Sound/Video Conference Equipment

HP ProDesk Computer
Crown 2 Channel Amp
ClearOne Converge Pro 2 DSP Platform and
Microphone/Speakers
Sennheiser XSW 2-835-A Handheld Wireless
Microphone System

Responses to IT RFQ Questions 4/17/2025

1. How many users will need to be covered?

We have approximately 23–25 staff across four job centers (Tuolumne, Mariposa, Amador, and Calaveras). Tuolumne has 6 customer computers, one kiosk, and the community room, Amador has about five customer computers, and one community room. Calaveras has 3 customer computers and a community room, Mariposa has two customer computers, and one community room. We have been told 3 kiosk computers need to be replaced.

2. How many servers are used across all sites?

We currently have one server in the Tuolumne Center. An audit is needed to assess existing infrastructure and identify how to move forward without physical servers.

3. Are you using Microsoft 365?

Yes, we use Microsoft 365 and purchase the licenses directly.

4. Do you currently use VOIP phones? If so, is VOIP something you'd like the future IT partner to support?

Yes, we use VOIP through Ring Central and own our phones. We may need assistance with provisioning only.

5. Is data available that shows helpdesk request types, resolution times, or other performance metrics?

Not at this time, but we are open to developing such metrics with the selected provider.

6. How are patch management and Windows updates currently handled?

Patch management is handled through a managed network client with forced restart protocols after business hours.

7. How is remote monitoring of endpoints, routers, and switches currently managed?

We are currently unsure and are seeking a provider to assess and implement appropriate monitoring solutions.

8. How is remote management and maintenance currently performed?

Remote access is provided through a network management portal. Our existing vendor installs software on each computer and manages them remotely.

9. Cybersecurity Measures in Place:

Firewall: We have a firewall that Coneth provides, but we don't have additional details.

VPN: We do not currently use VPN.

Multi-Factor Authentication (2FA/MFA): MFA is used, but we are seeking better solutions, especially those that do not rely on staff phones.

Endpoint Antivirus: Managed by current IT vendor.

Cybersecurity Training & Testing: We have basic cybersecurity awareness training and certification from DOD for staff in place. Staff receive phishing emails regularly and we are open to alternative cybersecurity training suggestions.

10. Is data backup currently provided?

Yes, data is backed up to both cloud on OneDrive and an onsite NAS device.

11. Are there any on-premises servers?

Yes. Existing network hardware will need to be reviewed by the incoming IT provider.

12. Is a complete list of hardware available (e.g., routers, switches, firewalls, etc.)?

Yes, we maintain a complete hardware inventory list, although some clarification may be needed around router/wifi controller distinctions.

13. Are after-hours or weekend support services required?

Regular business hours are Monday–Friday, 8AM to 5PM. After-hours and weekend support may be needed infrequently.