

DIR-CPO-4870 APPENDIX D
SERVICE AGREEMENT
ENGAGEMENT CONTRACT ORDER FORM

Customer Name:

Customer Address:

This Order Form shall be governed by the terms of the STATE OF TEXAS DEPARTMENT OF INFORMATION RESOURCES CONTRACT (CONTRACT NUMBER DIR-CPO-4870) dated _____ (the “Contract”) between the State of Texas, acting by and through the Department of Information Resources and World Wide Technology, LLC (“World Wide Technology, LLC”). In the event of any conflicts between this **Appendix D Service Agreement** and the Contract, the Contract will prevail. Capitalized terms used but not defined herein have the meanings given to them in **Appendix A, Standard Contract Terms and Conditions**.

1 SERVICES

1.1 World Wide Technology, LLC Obligations

1.1.1 Scope of Services

World Wide Technology, LLC will provide the following services to Customer (“Services”):

<(Describe Services including schedule)>

2 RATES AND PAYMENTS

2.1 Labor Rates

Services shall be provided under this Order Form in accordance with **Contract** Section 4 Product and Service Offerings.

<(List Technician Level(s), Rate (Rates are inclusive of the Department of Information Resources Administrative Fee) Hours, and Total Labor Fee.)>

2.2 Travel, Meals, and Lodging Reimbursement

Rates for Services do not include travel, meals, and lodging.

2.3 Payment Type

To the extent allowable by the Contract the Services are provided on a time and materials (“T&M”) basis; that is, Customer shall pay World Wide Technology, LLC for all of the time spent performing such Services. World Wide Technology, LLC will bill for time and materials no more often than once every thirty (30) days. World Wide Technology, LLC acknowledges that Customer is an entity exempt from the imposition and collection of Texas sales taxes under Section 151.309 Texas Tax Code. Any estimate related to the Services performed under this Order Form is intended only to be an estimate for Customer’s budgeting and World Wide Technology, LLC’s resource scheduling purposes. Once fees for Services reach this estimate, World Wide Technology, LLC will cooperate with Customer to provide continuing Services on a T&M basis.

2.4 Purchase Order

The purchase order will reference CONTRACT NUMBER DIR-CPO-4870.

2.5 Purchase Order Number

Purchase Order number. _____ has been provided to World Wide Technology, LLC as of execution date of this Order Form.

2.6 Invoicing

All fees will be invoiced monthly and will be payable within thirty (30) days of the receipt of invoice, and in accordance with Chapter 2251, Texas Government Code.

2.7 Customer Billing Accounts Payable Contact/Mail Invoices To:

Name:

Address:

Telephone:

Fax:

E-mail:

3 PROJECT INFORMATION

3.1 Customer Facility Location

Name:

Address:

3.2 World Wide Technology, LLC/Contact Information

Name:

Address:

Telephone:

Fax:

E-mail:

3.3 Customer Project Manager/Contact Information

Name:

Address:

Telephone:

Fax:

E-mail:

3.4 World Wide Technology, LLC Contract Manager/Contact Information

Name:

Address:

Telephone:

Fax:

E-mail:

(Insert Customer Name:)

By: _____

Name (Print): _____

Title: _____

Effective Date: _____

World Wide Technology, LLC

By: _____

Name (Print): _____

Title: _____