

#### **4.1.1 Overview**

**D.** The contractor agrees to provide support for the appliances including but not limited to:

1. Full-Service Source Help

Support for every aspect of the Google Search Appliances including access to information and assistance from Google experts.

2. Full Access to On-Line Resources

Available 24/7 online resources that provide a wide range of help options including discussion forums, support documentation, the latest software updates and release notes and best practices.

3. Hardware Replacement Coverage

If for any reason the Backup Google Search Appliances stop working during the term of the Contract, ITS or any of our customer agencies will receive a new appliance.