

18-024-08-19 WAN Wireless Maintenance**OPENS: 11AM - 08/20/2018**

Renewals 2x 1 yr terms 19/20 20/21

COMPANY NAME	Particle Communications
ADDRESS	2325 Old Eola Road San Angelo, TX 76905
CONTACT NAME	Chris Shrum
PHONE #	325.658.7484
FAX #	325.655.5336
E-MAIL	csrum@particlecomm.com
WEBSITE	www.particlecomm.com

1. Price for Mail-in and return of defective bridge radios for, repair, alignment, or adjustment.	cost +9%
2. Price for Repair of bridge radio units mailed-in by SAISD with a spare unit being shipped to the District until the malfunctioning unit is repaired and returned.	cost +9% + \$15.00/day
3. Price for initial response for service call. It should be within 24 hrs of notification of problem to vendor. This cost is for telephone support to resolve problems or troubleshoot a problem prior to a determination that an onsite response is necessary.	\$85.00 per hour
4. Price for onsite response within 48hrs if requested. This cost is to respond onsite and will include travel and first hour of work.	\$95.00 per hour
5. Price for extended hour charge to resolve problems.	\$145.00 per hour
6. Percent of mark up for replacement parts or new unit end items.	10%

SCORE: