

21-016-08-22 WAN Wireless Maintenance**Effective 09/01/2021-08/31/2022****Renewals 2x 1 yr terms 2022/2023 and 2023/2024****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** cshrum@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% + \$20.00/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.** \$90.00 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.** \$100.00 per hour**5. Price for extended hour charge to resolve problems.** \$150.00 per hour**6. Percent of mark up for replacement parts or new unit end items.** 10%**SCORE:**