Appendix C

Pricing Index

DIR-SDD-2169

State Zones 1, 4 and 5 only	*Hourly Rate*
Response Times	
1 Hour	$137.75
4 Hours	$104.50
Next Day	$61.75
Other:	N/A
Overtime (applies to all zones)	25% over normal hourly rate
Parts Upcharge (applies to all zones)	25% over cost
*Response Time is defined as the duration from receipt of a repair call by the Vendor to the time that the technician arrives at the customer site.	

1. The Vendor shall furnish all labor, equipment, tools, parts, materials and transportation necessary to repair the equipment at each customer's site in accordance with the Original Equipment Manufacturer's (OEM) service manual.

2. The Vendor must provide a toll free hot line/dispatching service available for calls from Customers during business hours. Vendor must provide a contact name and toll free telephone number.

3. Vendor shall provide, on an on-call basis, qualified personnel at the Customer's site within the following response times:
   - One hour or,
   - Four (4) hours or,
   - Next Day or,
   - Other (as defined by the Vendor)

   The level of response time required will depend on the urgency of the need by the Customer. This service shall be available Monday through Friday excluding

authorized State holidays. A service call for a one hour response time received after 4:00 pm will require that a service technician be on–site by 9:00 am the following business day. A service call for a four hour response received after 2:00 pm will require that the service technician be on-site by 9:00 am the following business day. Next Day service requests received after 2:00 pm will require a service technician to be on-site by 4:00 pm the next business day.

Please note that some Customers may have expanded operating hours that Vendor may observe in responding to service calls.

4. The Vendor is required to make repairs during business hours, 8:00 am to 5:00 pm, Monday through Friday excluding State holidays. However, if requested and approved in writing by the Customer and agreed upon by the Vendor, repairs may be during hours other than normal business hours stated above. Vendor must provide the overtime rate they are proposing to charge for work done after normal business hours.

5. Labor hours paid under this contract shall be only for productive hours at the job site. Time spent for transportation of workers or the acquisition, handling, and delivery of parts or materials is not a direct charge but shall be considered an overhead charge and included in the hourly rates bid for labor.

6. If a service call is requested for the purpose of inspecting equipment and making a cost estimate to repair equipment, the time required visiting and inspecting (excluding travel) is chargeable.

7. Service shall be on a per-call basis, as needed, and will be charged at an hourly rate in increments of quarter hours (15 minutes) after the first hour. The minimum charge for a service call will be the established hourly rate for one hour.

8. Per-call shall mean a service visit to the office requesting repairs. If the technician repairs more than one piece of equipment per service call at the same location, the Vendor is not entitled to a one hour minimum charge for each piece of equipment repaired, but is only entitled to bill for the total time required for repair of all machines repaired during the visit.

9. If the service technician has to return to the repair site due to a lack of parts, then Vendor is not entitled to the minimum hourly charge for the subsequent visit. The subsequent visit will be billed based on the time spent on repairs, at the quarterly hourly rate, plus the cost of repair parts.

10. The length of time allowed for service charge will be measured from the time the service technician reports to the Customer's site until completion of the last equipment repair during the service call. The Vendor will not be allowed to charge for time spent during lunch or break periods.

11. All repairs will be made on-site whenever possible. In the event major repairs require removal of machines to the Vendor's place of business, or it is estimated that repair costs will exceed $250.00, the Vendor must provide the Customer with a written estimate of the costs of repairs and time required to complete the repair

and receive written authorization to proceed with repairs. In the event repairs exceed seven (7) calendar days and at the Customer's request, the Vendor must provide a similar and compatible piece of equipment until the repaired equipment is returned.

12. All replacement parts for a specific device must be that of the original manufacturer, new or reconditioned like new, or a fully compatible unit from another manufacturer. A fully compatible part is defined as any component that meets or exceeds the original manufacturer's specifications for that item. Parts repaired and certified by the Vendor may be utilized; however, only a fair market value may be charged for the part. A description of how the Vendor determined the fair market value may be required by the customer. All parts must be warranted for a minimum period of 90 days from the date of repair or standard warranty period of the OEM, whichever is longer.

13. Any repeated service required within this warranty period because of a defective replacement part shall be performed at no charge to the customer.

14. Cost of parts to complete a repair will be the actual price paid by the Vendor to the manufacturer or distributor of the repair part plus a predefined mark up to offset the administrative costs to order, track, and deliver a part. A copy of the Vendor's paid invoice for parts shall be provided to customer upon request for the purpose of verifying the actual Vendor's costs for parts.

15. To ensure comprehensive and adequate coverage of all potential customers in all parts of the State, Vendors are required to respond by State Zone. These zones are identified by the map in Appendix D. Partial coverage of an individual State Zone is not permitted. Quoted rates must be applicable to an entire State Zone.

16. BreakFix Service for Software is not within the scope of this contract.

17. BreakFix Service for large data center equipment is not within the scope of this contract.