

<b>RFQ-RH-04-028</b>			
	Suntel Services	Technology Solutions LLC	RRP Review:
	3949 Hamlin West	37699 Schoolcraft Rd	Recommend accept and continue with Suntel Services
	Rochester Hills, MI 48309	Livonia MI 48150	Contract Issues:
	Tim Griggs		Suntel Services quote of \$42,812 was only \$332.00 more over the 3-year period than Technology Solutions LLC, but Suntel service plan offers:
Contract Price:	\$42,812 first 3-years	\$42,480 first 3-years	3-hours more time a day under contract hours
	\$15,279 for 4th year	\$14,870 for 4th year	A 3-hour response instead fo a 4-hour response for major failure
	\$15,736 for 5th year	\$15,610 for 5th year	An assigned technician to the City
			Material:
Material/Hardware Cost Plus %		15% n/a	Both indicated they can offer GSA Pricing so the Mark Up over Cost would be n/a
			MAC Work:
MAC Work based on Time & Materials	\$84.15 hrly rate for first 3-years	\$80 hrly rate for first 3-years	Suntel Services hourly rate is \$4.15 more than Technology Solutions per hour, but Suntel only charges a 30-minute travel versus 1-hour; and with most calls on site only lasting 1-4 hours their rate would be less:
	\$42.07 trip charge*	\$80 trip charge*	Example: Suntel Services
*One (1) hour charge shall include all travel and work performed during the first hour	\$90.00 hrly rate for 4th year	\$90 hrly rate for 4th year	Technology Solutions
	\$45.00 trip charge*	\$90 trip chargel	Travel \$42.07
			Travel \$80.00
	\$TBA huorly rate for 5th year	\$90 hrly rate for 5th year	Work 2 hours \$168.30
	\$--- Trip charge*	\$90 trip chargel	Total Charge \$210.37
			Total Charge \$240.00
			Cabling:
			Suntel Services is \$15 less per hour and have quotes less for all typical pulls.
Describe overtime formula:	Mon-Sat Base Rate x 1.5 factor with 4-hour minimum	We charge 1.5 times for evenings & Saturday's; and	
	Sun & holidays Base Rate x 2 factor with 4-hour mimimum.	double time on Sunday's and	
		Holidays.	
Cabling rates:	\$55.00 hourly rate	\$70 hourly rate	
	\$128 Cat 5 150' install w/labor	\$175 Cat 5 150' install w/labor	
	\$138 Cat 5E 150' install w/labor	\$175 Cat 5e 150' install w/labor	
	\$155 Cat 6 150' install w/labor	\$175 Cat 6 150' install w/labor	
	Assumes Testing & minimum		
	of 5 Runs		