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| Proposal Summary   |   |   |
| Phone Maintenance<br>PBX-Voice Mail/Call Accounting Maintenance Contract & Hardware /<br>Equipment |   |   |
| RFP-RH-24-033  |   | BSB Communications<br>41150 Technology Park Dr., Suite 101<br>Sterling Heights, MI 48314<br>Chris Athanson        |
| Contract Price:  |   |   |
| Year 1   |   | \$22,904.06   |
| Year 2   |   | \$25,077.00   |
| Year 3   |   | \$25,600.00   |
| Material / Hardware Cost Plus Percentage:  |   | 33% - 40% discount  |
| M.A.C. Work based on Time & Material Basis   |   |   |
| Hourly Rate 1st Year   |   | \$166.25  |
| Trip Charge  |   | \$247.00  |
| Exception: Additional Charges -  |   | Maximum one (1) hour charge shall include all travel to the job site<br>and work performed during the first hour. |
| Hourly Rate 2nd Year   |   | \$166.25  |
| Trip Charge  |   | \$247.00  |
| Hourly Rate 3rd Year   |   | \$166.25  |
| Trip Charge  |   | \$247.00  |
| Overtime formula:  |   | \$232.75 overtime hourly rate   |
| Cabling Rates  |   |   |
| Hourly Rate  |   | \$100.00  |
| Trip Charge  |   | \$180.75  |
| Exception: Additional Charges -  |   | Maximum one (1) hour charge shall include all travel to the job site<br>and work performed during the first hour. |
| Flat Rate Pricing:   |   |   |
| Cat 6 150' trip/install/labor  |   | \$155.75  |
| Cat 6 over 150' trip/install/labor   |   | \$180.75  |
| Complies with valid Mitel Dealer Certification?  |   | Complies  |
| Comply or Non-compliance:  |   |   |
| 1  | 1hr work on issued called in remote & 4hrs "on location" for major critical<br>outages. Minor repairs shall be during normal business hrs. 8am-5pm<br>within 12hrs after request.   | Comply  |
| 2  | 32 business hour response for all required M.A.C. and other items   | Comply  |
| 3  | Provider shall assist with up a 1 hour per problem/ event with carrier<br>problems  | Comply  |
| 4  | Provider shall have staffed help desk with technicians able to assist with<br>questions and problems during normal business ours  | comply  |
| 5  | All labor and hardware included as necessary to maintain and repair<br>systems (excluding UPS's, desk sets and server/pc's)   | Comply  |
| 6  | Annual Preventative Maintenance shall be performed under contract on<br>all systems at a time agreed to by both parties.  | Comply  |
| 7  | Provider shall have a 24x7 phone number an escalation list, including<br>after hours contact numbers of service technicians & management  | Comply  |
| 8  | All MAC work shall be on a Time & Materials basis and be charged in one-<br>quarter (1/4) hour increments. Maximum of one hour trip charge shall be<br>billed. One hour shall include all travel and work performed during the<br>first hour. All MAC requests shall be initiated within 32 business hours of<br>the request. | Comply  |
| 9  | Costs shall also be listed for cabling requirements during the contract<br>period   | Comply  |

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| 10   | Provider shall warehouse parts necessary to maintain the systems and should be located within a travel reasonable travel area from City   | Comply   |
| 11   | All new hardware/equipment and system upgrades requested by the City shall be on cost plus basis.   | Comply   |
| 12   | Please be prepared to supply documentation of certification and the number of Mitel certified technicians on staff, years of experience with specified products listed and 24 x 7 service | Comply   |
| 13   | The City of Rochester Hills reserves the right to disqualify any, or all proposals received.  | Comply   |
| 14   | Provide the City with an assessment report including any problems or repairs requiring attention.   | Comply   |
| 15   | Provider must maintain insurance requirements of the city through either term of contract.  | Comply   |
| 16   | Provider shall confine work to assigned area. City not liable for damage due to contractor's negligence. Contractor responsible for repairing any damage                                  | Comply   |
| 17   | Provider shall furnish all supervision, labor insurance and supplies necessary to perform services.   | Comply   |
| 18   | City reserves the right to withhold any or all payments until any defects have been corrected.  | Comply   |
| 19   | Upon completion and final acceptance, Contractor will promptly remove all equipment and leave premises clean and neat   | Comply   |
| 20   | All exceptions shall be clearly indicated   | Comply   |
| 21   | Provide a copy of standard maintenance contract.  | Comply   |
| Will a primary technician be assigned to the account?  |   | Yes, John Kargol   |
| Method of providing 24 x 7 service/ After hours procedures   |   | Uses a 24-hour answering service for calls outside of normal business hours. The answering service for calls outside of normal business hours. The answering service will contact the primary technician with the service details. If the primary on call technician is unreachable the answering service will call the secondary technician and then operations management. |
| Address of Service Center  |   | 41150 Technology Park Dr. Suite 101, Sterling Heights, MI 48314  |
| At least three (3) references  |   | Provided   |
| Any Exceptions?  |   | Left blank   |
| Payment Method:  |   | ACH  |
| Comments:  |   | None   |
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