

**CONTRACT**

**DINWIDDIE COUNTY**  
**PHONE SYSTEM MAINTENANCE & SUPPORT**

The Agreement is made this 17<sup>th</sup> day of December 2019, by and between **Mid-Atlantic Business Communications, Inc.**, of 9830 Mayland Drive, Suite F, Richmond, VA 23233 (party of the first part, and hereinafter known as "Contractor"), and the **County of Dinwiddie**, Virginia (party of the second part, and hereinafter known as "County").

**WHEREAS**, pursuant to the Virginia Public Procurement Act, County used cooperative procurement to procure maintenance and support for the County Phone System; and

**WHEREAS**, Contractor submitted a quote for same, consistent with the County's needs; and

**WHEREAS**, Contractor was selected to provide service; and

**NOW THEREFORE**, in consideration of the mutual benefits, promises, and undertakings, the sufficiency and receipt of which are acknowledged, the following terms and conditions are agreed to by the parties to this Contract:

1. **Incorporation by Reference.** The following are made a part hereof as if the same were fully set forth herein, and if any discrepancies arise between the documents, they will prevail in the following order: (1) this Contract including the General Terms and Conditions, and (2) Spotsylvania County's Contract #17-03-TV including any amendments. This procurement is governed by the Virginia Public Procurement Act and the Dinwiddie County Purchasing Policies and Procedures. All terms and conditions of the Act and the Policies and Procedures are hereby adopted and incorporated by reference herein.
2. **Term of Contract.** The initial term of this contract shall be from January 1, 2020 through June 30, 2020, with the option for one year renewals under the terms, conditions and pricing of the original contract for up to two (2) additional years, unless either party gives written notification to the other party forty-five (45) days prior to expiration of the then-current term that they do not wish to renew.

Both the Contractor and the County retain the right to terminate this Contract with cause at any time based solely upon the specific performance of the Contractor or nonpayment or abuse to any equipment covered under this Contractor by the County. Termination with cause shall be made by providing the other party with forty-five (45) days written notice. In the event that either party becomes insolvent or declares bankruptcy, the contract may be cancelled in writing by the other party with no further liabilities, other than outstanding debts.

The contract and any renewals are subject to the availability of funds and annual appropriations by the Board of Supervisors. Price increases, if any, shall be in accordance with the original contract or negotiated at time of renewal. **At no time shall the cumulative cost of the Contract exceed Fifty Thousand and no/100 dollars (\$50,000) without proper authorization by the Board of Supervisors.**

3. **Costs.** Contractor agrees to perform all work pursuant to this Contract for the following yearly prices (the "Contract Price"):

Year 1 (January 1, 2020 – June 30, 2020)	\$5,400.00
Year 2 (July 1, 2020 – June 30, 2021)	\$10,800.00
Year 3 (July 1, 2021 – June 30, 2022), includes Avaya Support IPOSS	\$13,360.00

Payment shall be made to Contractor within thirty (30) days after receipt of invoice.

4. **Notices.** Any notices required shall be in writing, unless otherwise permitted hereunder, and shall be deemed received five (5) days after mailing of same in the U. S. Mail with postage prepaid at the addresses set forth below or upon actual receipt:

Notice to County shall be made to:

W. Kevin Massengill  
County Administrator  
P. O. Drawer 70  
Dinwiddie, Virginia 23841  
(804) 469-4500  
accounting@dinwiddieva.us

Notice to Contractor shall be made to:

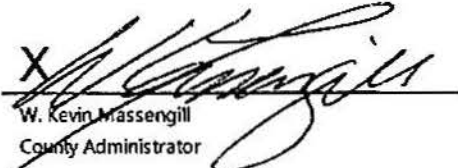
Ben Murphy  
Mid-Atlantic Business Communications  
9830 Mayland Drive, Suite F  
Richmond, Virginia 23233  
(804) 237-6538  
bmurphy@mabc.com

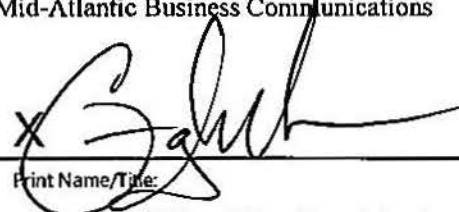
5. **General Terms and Conditions.** During the term of this Contract, Contractor agrees to procure and maintain insurance which meets all County's requirements in the General Terms and Conditions.
6. **Counterparts.** This Agreement may be executed in one or more counterparts each of which shall be deemed an original but all of which together shall constitute one and the same instrument. Signed signature pages may be transmitted by facsimile or as an attachment to an email, and any such signature shall have the same legal effect as an original.
7. **Severability.** If any provision of this Agreement is determined to be unenforceable, invalid or illegal, then the enforceability, validity and legality of the remaining provisions will not in any way be affected or impaired, and such provision will be deemed to be restated to reflect the original intentions of the parties as nearly as possible in accordance with applicable law.
8. **Miscellaneous.** This Contract shall be governed by the laws of the Commonwealth of Virginia. Jurisdiction and venue for any litigation arising out of or involving this Agreement shall lie in the Circuit Court of the County of Dinwiddie, Virginia, and such litigation shall be brought only in such courts. All pronouns used herein shall refer to every gender. Headings or titles in this Contract are only for convenience and shall have no meaning or effect upon the interpretation of the provisions of this Contract. This Contract is the entire agreement between the parties and may not be amended or modified, except by writing, signed by each party. If any provision of this Contract is determined to be unenforceable, then the remaining provisions of this Contract shall be interpreted as in effect as if such unenforceable provision were not included therein.

IN WITNESS WHEREOF, the parties hereto have executed this Contract as of the day first written above.

County of Dinwiddie, Virginia


Mid-Atlantic Business Communications


X   
W. Kevin Massengill  
County Administrator

X   
Print Name/Title:  
Greg Miller, Vice President

Approved as to form:

Department Approval:

X   
Legal Counsel

X   
Norm Cohen  
Director of Information Technology

**PART I**  
**GENERAL TERMS AND CONDITIONS**  
**to be included in every contract over \$10,000**

**A. Anti-Discrimination Against Faith-Based Organizations Statement by County:**

The County does not discriminate against faith-based organizations. Contractor certifies to the County that it will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If Contractor is a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).

**B. Anti-Discrimination Statement by Contractor**

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the Contractor agrees as follows:

- a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, status as a service disabled veteran, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
- c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or Contractor.

**C. Immigration Reform and Control Act of 1986:**

Contractor certifies that it does not and will not during the performance of this contract knowingly employ unauthorized alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.

**D. Insurance:**

Contractor certifies that it will have the following insurance coverage at the time the contract is awarded. If any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. Contractor further certifies that the Contractor and any subcontractors will maintain this insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission. Subcontractors, if any, will maintain similar insurance coverage during the entire term of the contract.

**MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED:**

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the County of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability - \$100,000.
3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The "County of Dinwiddie, Virginia, its Officers, agents, and employees" shall be named as additional insured on a primary basis and so endorsed on the policy. Such additional insured status shall be primary without participation by County's insurers.
4. Automobile Liability - \$1,000,000 per occurrence.
5. Professional Liability - \$1,000,000 per occurrence.
6. Umbrella Liability - \$1,000,000 per occurrence.

**E. Drug-Free Workplace:**

During the performance of this contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or Contractor.

For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a Contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

**F. Payment:**

- (1) To Prime Contractor(s):
  - a. Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the Accounts Payable address shown on the purchase order/contract. All invoices shall show the County contract number and/or purchase order number; social security number (for individual Contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
  - b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
  - c. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.

- d. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, Contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the County shall promptly notify the Contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A Contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve the County of its prompt payment obligations with respect to those charges which are not in dispute (Code of Virginia, § 2.2-4363).
- e. Unless otherwise provided under the terms of this contract, interest shall accrue at the rate of one percent (1%) per month (Code of Virginia, § 2.2-4354).

(2) ***To Subcontractor(s):***

- a. Within seven (7) days of the Contractor's receipt of payment from the County for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract a Contractor awarded a contract under this solicitation is hereby obligated:
  - 1. To pay the subcontractor(s); or
  - 2. To notify the County and the subcontractor(s), in writing, of the Contractor's intention to withhold payment and the reason.
- b. The Contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the Contractor that remain unpaid seven (7) days following receipt of payment from the County, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier Contractor performing under the primary contract. A Contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the County.

**G. Authorization to Transact Business in the Commonwealth:**

In order to contract with Dinwiddie County, contractors organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Code of Virginia, Title 13.1 or Title 50 or as otherwise required by law. Pursuant to competitive sealed bidding or competitive negotiation, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 shall include in its bid or proposal the identification number issued to it by the State Corporation Commission. Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law shall include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Any bidder or offeror that fails to provide the required information shall not be awarded a contract unless a waiver of this requirement is granted by the County Administrator. Any business entity as described above that enters into a contract with a public body pursuant to the Virginia Public Procurement Act shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth to be revoked or cancelled at anytime during the contract. Dinwiddie County may void any contract with a business entity if that entity fails to remain in compliance with the provisions of this section.

**II. Negotiation with the Lowest Bidder**

Unless all bids are cancelled or rejected, the County reserves the right granted by § 2.2-4318 of the Code of Virginia to negotiate with the lowest responsive, responsible qualified Bidder to obtain a contract price within the funds available to the County whenever such low bid exceeds the County's available funds. For the purpose of determining when such negotiations may take place, the term "available funds" shall mean those funds which were budgeted by the County for this contract prior to the issuance of the written Request for Quotations. Negotiations with the low qualified Bidder may include both modifications of the bid price and the Scope of Work/ Specifications to be performed. The County shall initiate such negotiations by written notice to the lowest responsive, responsible qualified Bidder that its bid exceeds the available funds and that the County wishes to negotiate a lower contract price. The times, places, and manner of negotiating shall be agreed to by the County and the lowest responsive, responsible qualified Bidder.

**I. Availability of Funds**

It is understood and agreed between the parties herein that the County shall be bound hereunder only to the extent of the funds available, or which may hereafter become available for the purpose of this agreement, and the agreement will be contingent upon annual appropriations by the Board of Supervisors of Dinwiddie County. Failure of the Board of Supervisors to appropriate adequate funds for the terms of this Contract shall result in the immediate cancellation of this Contract. There shall be no penalty should the Board fail to make annual appropriations for this contract.

**PART II**  
**MID-ATLANTIC BUSINESS COMMUNICATIONS**  
**SCOPE OF WORK AND QUOTE**

**1. Contractor's Obligations:**

- a. The Contractor's service includes preventive maintenance and remedial maintenance required by products and equipment when used under normal operating conditions. Replacement products and equipment may, at the discretion of the Contractor, be new, remanufactured, or refurbished, and will be furnished on an exchange basis. The removed parts, products or equipment will become the property of the Contractor.
- b. The Contractor shall furnish the necessary trained personnel and all tools and test equipment necessary to provide ongoing support, repair, or replacement of the products and equipment described and listed herein as agreed by the County and acknowledged by the Contractor.
- c. The Contractor agrees that all services will be rendered under the supervision of fully qualified individuals experienced in the installation, operation, and maintenance of telecommunications products and holding any license required by law.
- d. Contractor employees performing services shall comply with all rules and regulations applicable to conduct, safety, security, and procedures governing site entry and exit.
- e. All work will be accomplished in direct support of and under the direction of the Voice Communications Administrator, who shall be the designated point of contact, representing the County and responsible for giving notification of service to the Contractor as required from time to time.
- f. The Contractor agrees to provide managed services in accordance with the option selected by the County as indicated and described below.
- g. In addition to the service level selected by the County, Major System Failures are herein defined as one or more of the following:
  - i. Twenty-five percent (25%) or more of the total central office trunks and stations associated with the product or equipment being out of service.
  - ii. Controller or processor outage.
  - iii. Attendant console outage.
  - iv. Applications Outage (Voice Mail, Contact Center, WFO)

Service calls should be placed to the Contractor's main telephone number which is (757) 673-2200 or (888) 398-2622. The Contractor maintains office hours Monday through Friday from 8:00 A.M. to 5:00 P.M. Out-of-hours calls are forwarded by Voice Mail and email.

**2. Scope of Work**

- a. **Service Level Agreement (SLA):**  
8 x 5 Service: Coverage during regular business hours, 8:00 AM to 5:00 PM, Monday-Friday, excluding County and Contractor holidays. Upon receipt of request, a system engineer will service the product or equipment on site from 8:00 AM to 5:00 PM, Monday through Friday, excluding all County and Contractor holidays.

Major System Failure – Major System Failures are defined as failures which materially affect the operation of the product or equipment and as defined in Section 1g. Upon receipt of a request, an engineer will service the product or equipment within four (4) business hours.



Minor System Troubles – Minor System Troubles are all other failures. Upon receipt of a request, an engineer will service the product or equipment within twenty-four (24) hours.

Move, Add or Change (MAC) – Upon receipt of a request for a Move, Add or Change (MAC) to system configuration or programming, an engineer will be dispatched with best level effort based on the Contractor work load.

- b. Contractor requires an active Avaya support contract (IPOSS) to coincide with Managed Services.
- c. Managed Services:
  - i. Remote Diagnostic  
Contractor will troubleshoot and resolve any hardware and software faults related to the system. Resolution of any trouble will always be attempted via remote connection first. Shall further troubleshooting be required onsite, MABC dispatch will coordinate the site visit. Contractor will remotely diagnose and clear any system generated critical or major alarms.
  - ii. Remote MAC's included  
Contractor will provide all remote labor at no charge to the customer. This will include all moves, adds and changes (MAC), and troubleshooting done as a result of a current carrier trouble. A service order must be opened in accordance with normal operation through the MABC Customer Service Center (CSC).
  - iii. Discounted Rates – MAC Orders Onsite  
Contractor will offer a discounted rate for all work performed found to be outside the above break/fix labor definition. This will include MAC's performed on customer site. Discounted rates will reflect a 35% discount on the current published Labor Rates (Section 11). Current labor rates are subject to change without prior notification. Travel rates will apply in ¼ hour increments. *The normal Site Visit charge and Travel charges will be waived.*
  - iv. Remote backups with every IPO connection  
Contractor will gather and maintain a current copy of the configuration file for each IP Office 500V2 Control Unit upon each connection to the unit. Contractor will maintain the configuration file in an offsite secure storage location.
  - v. Labor included on software upgrades  
Contractor will provide the labor required to perform a software upgrade. The current software release must be within 2 releases of the most current release to qualify. Contractor will coordinate and perform the upgrade at no additional charge. If next day support of the upgrade is required, Contractor will provide the engineer at no additional charge to the customer.
  - vi. Helpdesk Support  
Contractor will answer any general software application questions from the customer. A service order must be opened in accordance with normal operation through the MABC Customer Service Center (CSC).
  - vii. Unlimited Remote Training  
Contractor will provide unlimited remote training to Reception Console users or administrators. A service order must be opened in accordance with normal operation through the MABC Customer Service Center (CSC) and the work must be scheduled.

viii. **Quarterly Onsite Training**

Contractor will provide on-site training for administrators and end users once every quarter for purposes of new employees or refresher classes. Classes must occur during the same day over a single 8 hour time period. A service order must be opened in accordance with normal operation through the MABC Customer Service Center (CSC) and the classes must be scheduled. Class sites must reside within three hours of a MABC office location.

ix. **Annual Site Survey & Source Book Documentation**

Contractor will provide a detailed accounting of each of the major hardware and software components of a IP Office Server. Concise and detailed, the Site Survey not only provides a knowledgebase of purchased resources, it also allows for effective asset management by specifying spare as well as used total resources available. The SourceBook defines all the system programming that makes your communications system uniquely yours. Graphics of each set, identification of each software group, Trunks Groups, call routing and even Action Items are assembled uniquely for your system.

**3. Contractor Requirements:**

The Contractor requires that all products and equipment listed herein and covered by this Contract must first be inspected and certified to be properly installed, in good working order, and properly protected from electrical surge and line over-voltage, except that those products and equipment sold and installed by the Contractor shall be deemed certified and not require inspection. Any deficiency discovered will be noted by the Contractor and corrective measures and cost reported to the County. The County must correct all listed deficiencies to the satisfaction of the Contractor or this Contract shall be null, void, and non-executable except that the County agrees to pay the Contractor the aforementioned, for performance of the certification process.

**4. Contractor Rights Granted By the County:**

The Contractor shall have the right to subcontract any and all work as required to satisfy the terms of this Contract, however, the Contractor shall retain sole responsibility for any and all work performed whether by the Contractor or its subcontractors.

**5. Guarantee of Spare Parts:**

- a. The Contractor agrees to stock an inventory of the manufacturers' specific list of recommended parts and components necessary to perform emergency repair to the listed system and hereby assures the County speedy access to those parts and components.
- b. The Contractor shall use all reasonable efforts to perform its responsibilities under this Contract in a timely fashion. However, the Contractor shall not and will not be liable and the County agrees not to hold the Contractor liable for loss of profits, special, incidental or consequential damages suffered by the County under any circumstance or delays in performance which are due to causes beyond the reasonable control of the Contractor. Such causes shall include, but not be limited to, labor strikes, supplier's inability to provide replacement parts, civil riot or insurrection, flood or other natural disasters which hinder or delay service. Upon the occurrence of such events, the Contractor shall use all reasonable efforts to notify the County of the nature and extent of any such condition.

**6. Exclusions From Service:**

- a. The Contractor shall not be liable and the County agrees that the Contractor will not be liable for loss of profits, delays, losses, damage or damages, or product and equipment failure or failures which occur after any services, maintenance or actions performed by any other person or persons, company or companies not in the employment or association of the Contractor. Any such unauthorized change or action shall and will be cause to void this Contract, exonerating the Contractor from all harm, liability or damage.

- b. Products and equipment or parts of products and equipment which have been abused, willfully or accidentally, or which have been lost, stolen or removed, damaged by Act of God or accident, war, fire, lighting, flood, pest damage, power failure or surges, tampering or negligence and any other event or events not arising under normal operating conditions are excluded from this Contract.

**7. County Requirements:**

During the term of this Contract, the County agrees as follows:

- a. The County, his agent or assignees shall be the sole owners of all products and equipment herein listed and covered by this contract.
- b. The County grants the Contractor and agrees to aid the Contractor in obtaining full access to the premises of the County in connection with the Contractor's performance of its obligations under this Contract.
- c. The County shall furnish adequate working space, including necessary utilities, electrical power, and telephone access, and a suitable equipment installation environment which shall include but not be limited to the provision of adequate power, air conditioning and humidity control consistent with the manufacturer's recommendations. Contractor shall be responsible for the routine care, maintenance and cleanliness of the space provided.
- d. The County agrees to pay the Contractor the annual charge as specified in Section 10, payable within 30 days of receipt of invoice for the services provided herein.

**8. Modifications or Amendments:**

No modification or amendment to the Contract shall be binding unless it is submitted in writing and accepted and signed by the appropriate person of the Contractor and County. The County retains the right to add locations to this Contract with the execution of a signed Contract Amendment indicating the location, equipment list and cost of the Managed Service Coverage for the specified location(s). All locations added to the Contract will be covered for a period of one (1) year from the date of the properly executed Contract Amendment. At the end of the Amendment period the added location(s) will default to the date of the original Contract and be pre-rated to the renewal expiration date.

**9. Equipment Covered Under MABC Gold Annual Support:**

Item Description	Qty
IPO IP500 V2 CNTRL UNIT	2
IPO R10+ 3RD PTY IP ENDPT 1 LIC	3
IPO R10+ ASIPP VM PRO 2 LIC	12
IPO R10+ ASIPP AV IP ENDPT 1 LIC	201
IPO R10+ IP500 T1 ADD 2CH LIC	32
IPO R10+ AV IP ENDPT 1 LIC	60
IPO R10+ SIP TRNK 1 LIC	46
IPO IP500 TRNK PRI UNVRSL SNGL	1
IPO IP500 V2 SYS SD CARD MUL	1
IPO IP500v2 COMBO CARD ATM V2	1
IPO R10+ AV IP ENDPT 1 LIC	20
MM710B E1/T1 MEDIA MODULE - NON	2
IPO IP500 RACK MNTG KIT	1
OBSLT SAL GTWY SFTW ONLY	1

**10. Cost:**

Year	Item Description	Unit of Measure	Unit Price	Total Price	Required or Optional
1	MABC Gold Annual Support	6-month	Fixed	\$5,400.00	Required
2	MABC Gold Annual Support	Yearly	Fixed	\$10,800.00	Optional
3	MABC Gold Annual Support	Yearly	Fixed	\$13,360.00	Optional

**11. Labor Rates:**

Published Labor Rates as of 12/12/19.

	On Site Technician Hourly Rates (Discounted)	On Site Technician Hourly Rates (Standard)	Travel Hourly Rate	Site Visit Charge
Monday – Friday 08:00-17:00 1 Hour Minimum Remote Support ½ Hour Minimum	\$95.00	\$145.00	Included	Included
Monday – Friday 17:01-07:59 2 Hour Minimum Remote Support 1 Hour Minimum	\$142.50	\$217.50	Included	Included
Saturday or Sunday 2 Hour Minimum Remote Support 2 Hour Minimum	\$142.50	\$217.50	Included	Included
Holiday 4 Hour Minimum Remote Support 2 Hour Minimum (list of MABC holidays provided upon request)	\$190.00	\$290.00	Included	Included
Hourly travel rates are applied Portal to Portal in 1/4 hour increments				