

MAINTENANCE AGREEMENT FUSION SUITE OF PRODUCTS 2012 BID OPENING 4-17-12	BUSCOMM INC
	449*9 LILBURN PARK ST. LOUIS MO 63146-3535
ANNUAL MAINTENANCE SERVICE AGREEMENT	\$6,563.05
SERVICES INCLUDED	BUSCOMM INCORPORATED IS CERTIFIED TO SUPPORT THE FUSION SUITE OF PRODUCTS. CONTRACT COVERAGE TO BEGIN MONDAY MAY 9, 2012. PROMPT RESPONSE TO ALL SERVICE CALLS PROVIDED 24/7/365. ON-SITE SUPPORT WITHIN 60 MILES. PRIORITY SERVICE/RESPONSE. DIAGNOSTIC CALL WITHIN 30 MINUTES OF SERVICE REQUEST. REPLACEMENT PARTS, IF COVERED, REPLACED AT NO COST. PROVIDE & INSTALL UPDATES WITHOUT ADDITIONAL CHARGE. MAKE AVAILABLE SOFTWARE UPGRADES.
LABOR	
MOVE / ADD / CHANGE - NORMAL BUSINESS HOURS	\$150.00 PER HOUR
MOVE / ADD / CHANGE - AFTER - HOURS SERVICE	\$225.00 PER HOUR
SUNDAY / HOLIDAY SERVICE OR MOVE / ADD / CHANGE	\$300.00 PER HOUR
TRAVEL	
NORMAL BUSINESS HOURS	\$75.00 PER HOUR
AFTER - HOURS	\$112.50 PER HOUR
SUNDAY / HOLIDAY	\$150.00 PER HOUR
AFFIDAVIT COMPLETED	YES
COPY OF INSURANCE PROVIDED	YES
COMMENTS:	ONE HOUR MINIMUM CHARGE FOR ALL LABOR INCLUDING TELEPHONE SUPPORT