

BID TABULATION - MAINTENANCE AGREEMENT FUSION SUITE OF PRODUCTS 2011

MAINTENANCE AGREEMENT FUSION SUITE OF PRODUCTS BID OPENING 3-29-11	BUSCOMM INC	TOPP BUSINESS SOLUTIONS
	449*9 LILBURN PARK ST. LOUIS MO 63146-3535	1110 SAGINAW ST SCRANTON PA 18505-3638
ANNUAL MAINTENANCE SERVICE AGREEMENT	\$8,334.04	NO BID
SERVICES INCLUDED	BUSCOMM INCORPORATED IS CERTIFIED TO SUPPORT THE FUSION SUITE OF PRODUCTS. CONTRACT COVERAGE TO BEGIN MONDAY MAY 9, 2011. 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	