

Service Level Agreement for Santa Fe Sheriff Statement of Work

Equipment Sites: Tesuque, Edgewood, Nambe, Goldmine

1. Advanced Communications and Electronics, Inc. (hereafter referred to as Advanced) and Santa Fe Sheriff (hereafter referred to as Client) have agreed that Advanced will provide maintenance services at the above referenced sites.
2. **General**
Advanced services at the above listed sites will generally consist one full year (11/1/2016-10/31/2017) of preventative maintenance, emergency call-out response, & updating of as-built documents. Response to emergency call-out maintenance services and restoral time will be of critical importance. Advanced will respond to system outages based on level of severity, see Section 7 for Severity classifications.

For 24-hour emergency service, please use the following numbers

Albuquerque and North/Central/East New Mexico 505-244-3321
(Including Chaves, Eddy, Roosevelt, De Baca, Curry and Lea Counties)

Las Cruces and Southwestern New Mexico 575-527-4072

When dialing the Albuquerque and Las Cruces numbers after hours you will be prompted to enter a 6 for the Albuquerque on call technician and a 7 for the Las Cruces on call technician. You will then be prompted to leave a brief message with your name and call back number. The technician will then be notified of the call immediately and will return your call promptly. If you do not get a return phone call within 30 minutes, please call our service manager at 505-934-0294.

All E911 related problems must be reported directly to Motorola at 800-323-9949.

3. **Maintenance Requirements**
 - a. **Advanced will:**
 - i. Respond to Client authorized representative on all maintenance activities.
 - ii. Coordinate all maintenance and emergency call-outs with Client.
 - iii. Follow established equipment repair and replacement procedures.
 - b. **Technicians:**
 - i. Technicians will be dispatched as soon as possible after notification from authorized Client representative. On site Arrival, will be in accordance with Section 7, Severity codes.
 - ii. Responding technician, upon completion of trouble repair, will perform any required routine/preventative maintenance and testing of equipment on site.
 - iii. Spare parts required for services will be provided to Advanced and replenished from designated supply points.
 - iv. Technicians will ship used and replaced parts to Depot as directed by Advanced Management. Shipments will be made within 48 hours of restoration services.
 - v. Advanced technicians will provide services in accordance with acceptable safety practices.
 - c. **Equipment to be Maintained**
 - i. See attached equipment/pricing breakdown

4. Test Equipment & Tools

Advanced will provide all special test equipment and associated tools of a non-standard nature to the technician to be used on this contract. Technician shall provide all standard tools and standard test equipment required to perform the services as described herein.

5. Performance Standards

All work performed under this contract will be subject to inspection or review by Client for acceptable performance. In case any work items are found to be defective or not in compliance with the requirements of this contract shall be corrected at no cost to Client. Advanced shall perform services so that the sites are maintained in a clean and orderly manner. Advanced will perform work only on designated equipment and interconnects. In return for those services, Client agrees to pay the rates found in service agreement Equipment price list.

6. Exclusions

- a. Replacements of antennas are not covered under this agreement. Advanced will troubleshoot the antennas. If antennas are found to be bad, Advanced will send Client a proposal for replacement.
- b. Weather related failures i.e. (lightning strikes, floods, tornado, wind damage, etc.) are not covered under this agreement. Advanced will provide Client with appropriate proposals to perform repairs.
- c. Acts of vandalism at sites i.e. (copper theft, cutting of coaxial cables, etc.) are not covered under this agreement. Advanced will provide Client with the appropriate proposals to bring sites back to specifications.
- d. Acts of vandalism on the equipment shelter are not covered in this agreement. Advanced will provide the appropriate proposals to bring site back to specification.
- e. Use of snowcat in winter months and boom truck (if needed) will be quoted to Client
- f. Replacements of batteries are not covered under this agreement. Advanced will troubleshoot batteries. If batteries are found to be bad, Advanced will send Client a proposal for replacement

7. Severity Codes

- a. Severity 1 – Major system failure. Dispatched 7 x 24 x 365 days within 4 hours of notification.
- b. Severity 2 – Significant system impairment. Dispatched 8:00am – 5:00pm, Monday – Friday, standard business days.
- c. Severity 3 – Technical question, upgrades or intermittent problems. Work to be scheduled based on technician availability.

8. Annual Preventative Maintenance shall consist of:

- a. Antennas will be tested to ensure they perform to specifications
- b. Ensure that RF cables perform to specifications by sweep test.
- c. All radios will be tuned and aligned to manufacturers specifications.
- d. Test all bi-directional amplifiers to ensure they pass all manufacturers tests
- e. Check and adjust rectifier voltages (if needed).
- f. Check batteries.
- g. Test all consoles and remotes for correct line levels.
- h. Test and tune (if necessary) all duplexers and/or combiners.
- i. As-built documentation - revisions will be made after each annual preventative maintenance visit.

Equipment List

Quantity	Description	Serial #	Site	Location
1	Quantar SO1 Repeater		Tesuque	State Building
1	Quantar SO2 Repeater		Tesuque	State Building
1	Quantar Base Station SO		Tesuque	State Building
1	Quantar Base Station SO		Tesuque	State Building
1	EMR Multicoupler/Combiner SO		Tesuque	State Building
1	ICOM Repeater w/MDC SO		Tesuque	Tesuque Radio
1	Quantar Repeater SO		Edgewood	Equipment Shelter
1	TX/RX Multicoupler/Combiner SO		Edgewood	Equipment Shelter
1	Quantar Repeater SO		Nambe	Equipment Shelter
1	TX/RX Multicoupler/Combiner SO		Nambe	Equipment Shelter
1	Quantar Repeater SO		Goldmine	Equipment Shelter
1	TX/RX Multicoupler/Combiner SO		Goldmine	Equipment Shelter
1	Edgewood Tower SO		Edgewood	Edgewood
1	Edgewood Generator SO		Edgewood	Edgewood
1	Goldmine Tower SO		Goldmine	Goldmine
1	Goldmine Generator SO		Goldmine	Goldmine
1	Nambe Tower SO		Nambe	Nambe
1	Nambe Generator SO		Nambe	Nambe
1	Preventive Maintenance SO			



Price Agreement

Company Name: Santa Fe County Sheriff Start Date: 11/1/2016
Billing Address: #35 Camino Justicia Renewal Date: 10/31/2017
City / State: Santa Fe, New Mexico Term: 1 year
Phone Number: _____ Fax Number: _____
Contact Name: Diana Lovato Email Address: dmlovato@santafecountynm.gov

NEW CONTRACT _____ ADDITION TO EXISTING CONTRACT _____ SUPERCEDES CONTRACT X

Please indicate (X) the payment cycle you would like to receive.

Monthly _____ Quarterly _____ Annually _____

CLIENT: Santa Fe County Sheriff

ADVANCED COMMUNICATIONS
& ELECTRONICS, INC.

Signature: _____

Name: _____

Title: _____

Date Signed: _____

TOHY FLORES
DEPUTY COUNTY MANAGER

By: Ben Lucero

Title: Service Manager

Address: 2417 Baylor SE
Albuquerque, NM 87106
Phone: (505) 244-3321
Fax: (505) 244-3675

Approved as to form
Santa Fe County Attorney
By: [Signature]
Date: 10/27/16

Monthly Subtotal	\$1,475.93
Gross Receipts Tax 7.3125%	\$107.93
Total Monthly Amount	\$1,610.69
Total Quarterly Amount	\$4,751.57
Total Annual Amount	\$19,006.29

Don Mayes
Interim Finance Director
10-31-16



**State of New Mexico
General Services Department**

Statewide Price Agreement

Awarded Vendor
6 Vendors

Telephone No. _____

Price Agreement Number: 60-000-15-00003

Payment Terms: Net 30

F.O.B.: Destination

Delivery: See Page 7

Ship To:

**All State of New Mexico agencies, commissions,
institutions, political subdivisions and local public
bodies allowed by law.**

Procurement Specialist: Sandra Lujan

Telephone No.: (505) 827-0499

Invoice:


As Requested by User

Title: *Communications Antenna Systems*

Term: April 1, 2016 thru March 31, 2017

This Price Agreement is made subject to the "terms and conditions" shown on the reverse side of this page, and as indicated in this Price Agreement.

Accepted for the State of New Mexico



New Mexico State Purchasing Agent

Date: 03/31/2016

Purchasing Division: 1100 St. Francis Drive, Santa Fe, NM 87505; PO Box 6850, Santa Fe, NM 87502 (505) 827-0472

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General Services Department
Purchasing Division
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Awarded Vendors:

(AA) 43614

Access Technologies, Inc
1301 Cuesta Arriba Ct. NE. Suite B
Albuquerque, NM 87113
505-341-2202

Terms: Net 30
FOB: Destination
Delivery: As Requested

(AB) 51480

Advanced Communications and Electronics
2417 Baylor Drive SE
Albuquerque, NM 87106
505-244-3321 ext 122

Terms: Net 30
FOB: Destination
Delivery: 2 weeks aro

(AC) 53740

Advanced Tower Services, Inc.
2417 Baylor Drive SE
Albuquerque, NM 87106
505-244-3321 X115

Terms: Net 30
FOB: Destination
Delivery: As Requested

(AD) 116813

Code 3 Service
323 Industrial Ave NE
Albuquerque, NM 87107
505-407-2310

Terms: Net 30
FOB: Destination
Delivery: As Requested

(AE) 54703

Durham Communications, Inc.
4611 E. Virginia St.
Mesa, AZ 85212
505-819-7019

Terms: Net 30
FOB: Destination
Delivery: As Requested

(AF) 8591

Sinclair Technologies, A Division of Norsat
International Inc.
Aurora, ON., Canada L4G 6X5
905-727-0165

Term: Net 30
FOB: Destination
Delivery: As Requested

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METHOD OF AWARD

The State of New Mexico reserves the right to obtain quotes from any and all successful bidders for particular communications equipment, parts and repairs and award the job to a contractor based on price, schedule and ability to perform satisfactorily. Awards will be made to meet the best interests of the State of New Mexico.

Item	Approx. Qty.	Unit	Article and Description	Unit Price
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Bidders shall provide a percentage discount for the Communication Antenna Systems Catalogs that are represented by their company.

001 Discount Discount from prices listed for items in parts catalog
Catalogs Represented:

Vendors:

(1)	GE MDS	5%
	BATS	5%
	EXALT	5%
	TALLEY	5%
	CAMBIUM NETWORK	5%
	PANORAMA ANNTENAS	5%
(2)	ALBER	2%
	AMPHENOL	10%
	ANDREW	10%
	ANRITSU	2%
	ANTENNEX	10%
	ASTRON	10%
	BENDIX KING	10%
	BIRD	5%
	CAMBIUM NETWORKS	10%
	CELLULAR SPECIALTIES	10%
	COMMSCOPE	10%
	COMPROD	10%
	COMTELCO	10%
	CSI	5%
	DANIELS	5%
	DRAGONWAVE	10%
	EMR CORP.	10%
	GABRIEL	10%
	GENERAL DYNAMICS	10%
	G-WAVE	10%
	HAVIS	10%
	HUTTON	10%
	ICOM	10%
	LAIRD	10%
	LARSEN	10%
	MAXRAD/PC TEL	10%
	MEGGER	2%
	MICROWAVE NETWORKS	10%
	MOTOROLA	10%
	NEWMAR	10%
	PANASONIC	10%

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	PYRAMID	3%
	RADIOWAVES	10%
	RAETHON	3%
	RFS	10%
	ROHN	10%
	SINCLAIR	5%
	TALLEY	10%
	TELEWARE	10%
	TIMES MICROWAVE	10%
	TX/RD	10%
	VERTEX	10%
	WILSON ELECTRONICS	10%
	ZETRON	5%
(3)	SINCLAIR	10%
	COMMSCOPE (ANTENNAS)	10%
	RFS	12%
	COMPROD	10%
	MAXRAD	10%
	RADIO WAVES	10%
	CAMBIUM	12%
	LAIRD	15%
	COMMSCOPE (WAVEGUIDE)	15%
	COMMSCOPE (HELIAZ CABLE)	15%
(4)	TESSCO	
	10-25%	
	RF SOURCE	10%
	TRAM BROWNING	5%
	UNICATION USA	10%
	GETAC	10%
	RELM WIRELESS	35%
	ICOM AMERICA	35%
	CAMBIUM NETWORKS	10%
	RF TECHNOLOGIES	15%
	COMMSCOPE	15%
(5)	ANDREW	5% - 25%
	SINCLAIR	(DISCOUNTS VERY FOR
	TELEWAVE	ALL MANUFACTURES)
	LARSEN	
	CUSHCRAFT	
	TIMES MICRWAVE	
	MTS WIRELESS	
	BIRD TECHNOLOGIES	
(6)	ALL SINCLAIR ANTENNA & RF	36%
	CONDITIONING PRODUCTS EXCLUDING COMSHEL	
	SHELTER PRODUCT LINE	
	CUSTOM RF CONDITIONING YA SYSTEMS	36%
	(SEE NOTE IN BID)	

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Bidders shall provide an hourly rate for the following Catalogs that are represented by their company for Communication Antenna Systems, Installation and Maintenance.

002	Hourly	Hourly rate for repairs Catalogs Represented:	
(1)		GE MDS	\$ 125.00
		BATS	\$ 125.00
		EXALT	\$ 125.00
		TALLEY	\$ 125.00
		CAMBIUM NETWORK	\$ 125.00
		PANORAMA ANTENNAS	\$ 125.00
(2)		INSTALLER	\$ 95.00
		LABORER	\$ 95.00
		TECHNICIAN	\$ 95.00
		ENGINEER	\$ 95.00
		PROJECT MANAGER	\$ 150.00
		OVERTIME (AFTER 5 PM, BEFORE 8 AM AND HOLIDAYS/WEEKENDS)	1 ½
		TIMES ABOVE RATES	
		PER DIEM	\$ 200.00
		TRAVEL (PER HOUR)	\$ 65.00
(3)		ALL OF THE PRODUCTS LISTED ABOVE	
		LABOR, TECHNICIAN	\$ 85.00
		LABOR, SENIOR TECHNICIAN	\$ 115.00
(4)		SERVICE TECH	\$ 95.00
		TOWER TECH	\$ 175.00
(5)		INSTALLER	\$ 80.00
		TECHNICIAN	\$ 95.00
(6)		OUT OF WARRANTY REPAIRS	\$ 200.00
		PER HOUR + PARTS	

Bidders shall provide a percentage discount on Communication Antenna Systems Accessories for the Catalogs that are represented by their company

003	Discount	Percentage discount for accessories from catalogs represented. Catalogs Represented:
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(1)	GE MDS	5%
	BATS	5%
	EXALT	5%
	TALLEY	5%
	CAMBIUM NETWORK	5%
	PANORAMA ANNTENAS	5%
(2)	ALBER	2%
	AMPHENOL	10%
	ANDREW	10%
	ANRITSU	2%
	ANTENNEX	10%
	ASTRON	10%
	BENDIX KING	10%
	BIRD	5%
	CAMBIUM NETWORKS	10%
	CELLULAR SPECIALTIES	10%
	COMMSCOPE	10%
	COMPROD	10%
	COMTELCO	10%
	CSI	5%
	DANIELS	5%
	DRAGONWAVE	10%
	EMR CORP.	10%
	GABRIEL	10%
	GENERAL DYNAMICS	10%
	G-WAVE	10%
	HAVIS	10%
	HUTTON	10%
	ICOM	10%
	LAIRD	10%
	LARSEN	10%
	MAXRAD/PC TEL	10%
	MEGGER	2%
	MICROWAVE NETWORKS	10%
	MOTOROLA	10%
	NEWMAR	10%
	PANASONIC	10%
	PYRAMID	3%
	RADIOWAVES	10%
	RAETHON	3%
	RFS	10%
	ROHN	10%
	SINCLAIR	5%
	TALLEY	10%
	TELEWARE	10%
	TIMES MICROWAVE	10%
	TX/RD	10%
	VERTEX	10%
	WILSON ELECTRONICS	10%
	ZETRON	5%
(3)	ALL OF THE PRODUCTS LISTED ABOVE	10%
(4)	TESSCO	10-25%

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RF SOURCE

10%	
TRAM BROWNING	5%
UNIFICATION USA	10%
GETAC	10%
RELM WIRELESS	35%
ICOM AMERICA	35%
CAMBIUM NETWORKS	10%
RF TECHNOLOGIES	15%
COMMSCOPE	15%

(5)	ANDREW	5% - 25%
	SINCLAIR	(DISCOUNTS VERY FOR
	TELEWAVE	ALL MANUFACTURES)
	LARSEN	
	CUSHCRAFT	
	COMMSCOPE	
	ATHTREIN	
	MOBILE MARK	
	LAIRD ANTENNEX	
	MAXRAD	
	PC TEL	
	RADIO WAVES	
	TIMES MICRWAVE	
	MTS WIRELESS	
	BIRD TECHNOLOGIES	

(6)	ALL SINCLAIR ACCESSORIES	36%
	(SEE NOTE IN BID)	

Bidders shall provide a Mileage and Per-Diem rate.

004 Mileage Rate / Per-Diem Rate.

	Mileage Rate (Per Mile)	
(1)		\$.85
(2)		\$ 1.75
(3)		\$ 1.75
(4)		\$.45
(5)		\$.55 PER VEHICLE,
		PER MILE
(6)		\$.575

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Per-Diem Rate (Day)

(1) \$ 175.00

(2) \$ 200.00

Travel (per hour) \$ 65.00

(3) \$ 150.00

(4) \$ 150.00

(5) \$ 125.00 PER DAY
(6) PER PERSON

\$ 215.00

**** IN ADDITION TO THE ABOVE, WHEN NECESSARY, FOR AIR TRAVEL
BE BILLED AT ACTUAL COST.**

*****4 Items Total*****

V(AE)

State of New Mexico RFB # 60-000-15-00003
Durham Communications, Inc.

Manufacturers of these products are too numerous to list in this document. In addition, the discounts vary from manufacturer to manufacturer and from product to product within the catalog of any specific manufacturer. For instance, an antenna from a specific manufacturer may have a discount of 10% while an accessory for that same antenna may only have a discount of 5%. Generally, our discounts to the State of New Mexico are a minimum of 10%, but may go as high as 25% or more.

Manufactures include, but are not limited to:

Andrew
Sinclair
Telewave
Larsen
Cushcraft
CommScope
Kathrein
Mobile Mark
Laird
Antennex
Maxrad
PC Tel
Radio Waves
RFS
RAD Data
Times Microwave
MTS Wireless
Bird Technologies

Other manufacturers are available as well. Please consult us for your specific needs and a quotation.