

## Service Level Agreement for Santa Fe Public Works Statement of Work

### Equipment Sites: Tesuque

1. Advanced Communications and Electronics, Inc. (hereafter referred to as Advanced) and Santa Fe Public Works (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.

2017-0217-PW1TR



**Advanced**  
Communications & Electronics, Inc.

**Price Agreement**

Company Name: Santa Fe County Public Works Start Date: 11/1/2016  
Billing Address: 424 NM Highway 599 Renewal Date: 10/31/2017  
City / State: Santa Fe, New Mexico Term: 1 year  
Phone Number: (505)992-3015 Fax Number: \_\_\_\_\_  
Contact Name: Robert Martinez Email Address: robmtz@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 X

CLIENT: Santa Fe County Public Works

**ADVANCED COMMUNICATIONS  
& ELECTRONICS, INC.**

Signature: Katherine Miller

Name: Katherine Miller

Title: Santa Fe County Manager

Date Signed: 1-5-2017

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: Robert A. Jones

Date: 1-2-9-16

Monthly Subtotal	\$150.74
Gross Receipts Tax 7.3125%	\$11.02
Total Monthly Amount	\$188.59
Total Quarterly Amount	\$485.29
Total Annual Amount	\$1,941.15

Reviewed and Approved  
for SIGNATURE  
Don Moya DM Date 1-4-17

# SERVICE AGREEMENT

**Advanced**  
Communications & Electronics, Inc.

To: Santa Fe County

From: Advanced Communications & Electronics, Inc.  
2417 Baylor SE  
Albuquerque, NM 87106  
505-244-3321

Effective Date: 11/1/2016  
Renewal Date: 10/31/2017

State Contract: 60-000-16-00048

60-000-15-00003

Item	Quantity	Description	Service Location		2016/2017 Agreement		2017/2018 Agreement		2018/2019 Agreement	
			Site	Location	Per Unit	Extended	Per Unit	Extended	Per Unit	Extended
1	1	Quarter Public Works Repeater	Leaue	State Building	\$112.55	\$112.55	\$115.93	\$115.93	\$119.40	\$119.40
2	1	EMR Multi-ported/Combiner PW	Leaue	State Building	\$11.67	\$11.67	\$12.02	\$12.02	\$12.38	\$12.38
3	1	Revenue Maintenance PW			\$26.52	\$26.52	\$27.32	\$27.32	\$28.14	\$28.14
Subtotal						\$300.00		\$300.00		\$300.00
Gross Receipts Tax (7.3125%)						\$150.74		\$155.26		\$159.92
Total Monthly Amount						\$11.02		\$11.35		\$11.69
Total Quarterly Amount						\$485.29		\$499.85		\$514.84
Total Annual Amount						\$1,941.15		\$1,999.39		\$2,059.37

Optional \$25 monthly service fee for phone (waived if ended quarterly or annually)