



SYSTEM MAINTENANCE AGREEMENT

CONTRACT NO. 100117 PD

EFFECTIVE DATE: 10/1/18 thru 9/30/19

BILLING PERIOD: MONTHLY

CUSTOMER: Town Palm Beach - Police
Finance Dept - Acct Payable
P. O. Box 2029
Palm Beach, FL 33480

Telephone: 561-227-6460
Contact: Mark Neilsen
P.O. Number: Police Dept

SYSTEM DESCRIPTION

QTY	NOMENCLATURE*	TYPE OF SERVICE	PRICE	TOTAL
103	Harris Portables	D,R	\$ 11.00	\$ 1,133.00
26	Harris Mobiles	D,R	\$ 12.00	\$ 312.00
6	Harris Motorcycles	D,R	\$ 18.00	\$ 108.00
1	Harris Base Station	E,F	\$ 20.00	\$ 20.00
3	Harris Consoles ½	E,F	\$ 37.50	\$ 112.50
1	Harris Microwave Hop ½	E,F	\$ 25.00	\$ 25.00
1	Administrative Fee		\$ 50.00	\$ 50.00

*** Note: Headsets not covered by maintenance contract**

*Attach Serial Number List

- C=Carry In
- E=Emergency Services (24 Hr)
- R=Regular Hour Service
- D=Delivery/Pick up
- F=Field Service

Equipment Total	\$ 1,760.50
Sales Tax	.00
Monthly Total	\$ 1,760.50

If tax exempt, please attach copy of sales tax exempt certificate. Base stations and associated equipment will be maintained at customer location. Handhelds and mobiles will be serviced at Citation Communications. Client acknowledges statements on reverse side of this contract.

ACCEPTED BY: _____

ACCEPTED BY: _____

FOR: TOWN OF PALM BEACH - POLICE

FOR: CITATION COMMUNICATIONS

DATED: _____

DATED: _____



- 1) **BREAKDOWN SERVICE:** Citation Communications will perform all repairs and required to keep the system operating at factory specifications. Repairs include all parts and labor resulting from normal usage. Service will be performed either in the field or at Citation's shop according to the agreement.
- 2) **FCC RESPONSIBILITIES:** As part of this agreement, Citation will maintain all required FCC records relating to technical requirements and perform all measurements and adjustments required by law. You will also be advised on the rule changes affecting your system operations.
- 3) **QUALITY CONTROL:** All communications systems will be maintained to full factory specifications for performance. Only quality parts are used. All service will be performed only by the most qualified, trained technicians with years of service experience.
- 4) **EXCLUSIONS:** Not covered by this agreement are damages caused by fire, theft, water, physical abuse or acts of God. The general intent is to cover all repairs and outages caused by normal usage. Base station antennas, transmission lines, duplexers, isolators and other items that are a part of the antenna system are also excluded from this agreement. Technicians' time on phone line malfunctions are billable after initial diagnosis of difficulty. Also excluded are pager/portable batteries, antennas, shoulder microphones, headsets, installations and removals. Units where manufacturer's parts are no longer available are exempt from repair under this contract.
- 5) **PAYMENT:** Invoicing will be in advance for the period to be serviced. Additions or deletions from this agreement will be per unit shown on page 1. Prices quoted are binding for a period of one year.
- 6) **TERM OF AGREEMENT:** The term of this agreement is one year from the effective date on the cover page, unless otherwise noted. Afterwards, contract will automatically renew, but may be terminated by either party with 30 days notice delivered by hand or certified mail.
- 7) **OTHER RATES:**

Non-Contract bench repairs:	\$50.00 hr
Non-Contract field tech	\$65.00 hr
Non-Contract field install/repair	\$65.00 hr
Non-Contract tower services	\$75.00 hr