

Title: **Maintenance Plans and Rates – City of Tucson**

Index: 203-E

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Owner: Technical Working Group (TWG)

1. Purpose

- a. The purpose of this procedure is to delineate the services provided for Pima County Wireless Integrated Network (PCWIN) radio subscribers by City of Tucson Facilities and Communication Maintenance Division.

2. Background

- a. All agencies that regularly access the PCWIN radio network (members and non-members) are required to have their PCWIN subscriber equipment maintained by one of the PCWIN Board of Director's Approved service providers. Currently, Pima County Wireless Services and City of Tucson General Services are the only authorized service providers.
- b. A goal for the Facilities and Communications Maintenance Division (F&CM) is to provide a robust, flexible option for PCWIN radio repair services for those customers outside the City organizational structure. To meet this intent this concept will be based on a menu of fixed charges with the non-menu worked charged at time and material.

3. Procedure Statement/Description of Service

- a. The following are service options and charges associated with this plan
 - i. Programming 20 Min = \$24
 - ii. Warranty w/o Replacement 15 Min = \$18 + S&H
 - iii. Warranty Replacement/Activation 45 Min = \$54 + S&H
 - iv. Activation/Deactivation 15 Min = \$18
 - v. Annual/Performance Test (Preventative Maintenance) \$20
 - vi. Special Request Programming 30 Min = \$36
 - vii. Replace Battery 15 Min = \$18 + Parts
 - viii. Replace Antenna 15 Min = \$18 + Parts
 - ix. Replace Belt Clip 15 Min = \$18 + Parts
 - x. Replace Knobs 15 Min = \$18 + Parts
 - xi. Repairs that require opening the radio 30 Min = \$36
- b. Labor Charge for each menu item is fixed as shown.
- c. All time estimates reflect actual work performed to include recording and documentation. Any other requested work over and above will be charged on a time and material basis.

- d. Agreements are for one year minimum
- e. All PCWIN radio network users must select an authorized service provider and service plan to remain connected to the 800 MHz radio system.
- f. Non-City customer base participating in PCWIN fall under the governance structure, so an additional IGA is not required. Those customers who desire this service will meet with F&CM and establish a maintenance agreement for a commitment period of a minimum of one year. The attached menu of services includes fixed labor charges for specified items. Other work will be charged on a time and material basis.
- g. Points of Contact
 - i. Ross Adelman, Ross.Adelman@tucsonaz.gov, Facilities & Communications Maintenance Division, (520) 837-6331 Office, (520) 780-6437 Cell.
 - ii. Bob Morton, Robert.Morton@tucsonaz.gov, Facilities & Communications Maintenance Division, (520) 837-6353 Office, (520) 820-2549 Cell.

4. Applies to

- a. All PCWIN radio equipment subscribers

5. Supporting Rules

- a. Annual Preventive Maintenance Requirement
- b. Maintenance Plans and Rates – Pima County

6. Conditions for Exemption or Waiver

- a. None