

Title: **Maintenance Plans and Rates – Pima County**

Index: 203-D

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1. Purpose

- a. The purpose of this procedure is to delineate the services provided for Pima County Wireless Integrated Network (PCWIN) radio subscribers by Pima County IT Wireless Services 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.

3. Procedure Statement/Description of Service

- a. Monthly Radio Subscriber Plan (mandatory for all Pima County agencies)
 - i. Monthly fee \$8/radio
 - ii. Services Provided
 1. Programming
 2. New Radio Activation
 3. Radio deactivation
 4. Encryption/no Encryption
 5. Basic Troubleshooting
 6. Radio Kill (lost or compromised)
 7. Loaner Radio during radio repairs
 8. Preventative Maintenance Services on agency premises or in Maintenance Provider shop to tune radios and replace various parts (antennas, clips, knobs, batteries, etc)
 - iii. Motorola Radio Repair Costs (including shipping and applicable taxes) will be charged directly to the agency
 - iv. Separate radio reactivation fee of \$50/occurrence
- b. Time and Material Radio Maintenance Plan (non Pima County agencies)
 - i. Time and Material services provided at \$40/hour (minimum 1 hour charge)
 - ii. Services Provided
 1. Programming

2. New Radio Activation
 3. Radio deactivation
 4. Encryption/no Encryption
 5. Basic Troubleshooting
 6. Radio Kill (lost or compromised)
- iii. Other costs associated with T&M Services not included in the basic hourly charge. These will be charged directly to the customer agency
1. Motorola repair charges and taxes for dealer service
 - a. Agency will pay shipping costs (minimum \$20 shipping charge)
 2. Spare parts and materials used in basic repairs
 3. Mileage fees (\$1.16/mile roundtrip) for any T&M Services (including Annual Preventative Maintenance) provided at the customer agency's location.
 4. Radio Reactivation fee \$50/occurrence
 5. Annual Preventative Maintenance Service
 - a. \$20/radio to tune equipment
 - b. Customer agency will pay applicable additional T&M costs
- c. All PCWIN radio network users must select an authorized service provider and service plan to remain connected to the PCWIN 800 MHZ radio system.

4. Applies to

- a. All PCWIN radio equipment subscribers

5. Supporting Rules

- a. Annual Preventive Maintenance Requirement
- b. Maintenance Plans and Rates – City of Tucson

6. Conditions for Exemption or Waiver

- a. None