

## RFP 6415 Printer Equipment Repair & Maintenance

VENDOR NAME	Laser Comp	Sterling Office Systems	BPI Information Systems	Governor Business Solution	ImageOne Corporation
Minimum Labor Chg/hr on site repairs	\$90 flat rate/call	\$40 first hr +\$10/qtr hr thereafter	\$45/hr	\$105/hr wide format printers; \$125/hr IBM 6400's (3 Hr min); Laser \$75/hr	\$70 flat
Add'l Labor/hr for onsite	0	0	\$45/ 30 minutes	30 minutes	0
Minimum Labor Chg/hr at bidder's shop	\$60 flat rate/call	\$40 first hr +\$10/qtr hr thereafter	\$45/hr	\$65/hr 1 hr minimum	\$45 flat min of 5 machines
Add'l Labor/hr for bidder's shop	0	0	\$45/ 30 minutes	\$65/hr	0
Minimum Overtime labor chg/hr of onsite repair	0	\$80 first hr+\$20/qtr hr thereafter	67.50/hr	8-5 only	\$105/hr
Additional Overtime labor chg onsite repair	0	0	\$67.50/ 30 minutes	8-5 only	\$25/ qtr hr
Minimum overtime labor chg/hr at bidders shop	0	\$80 first hr+\$20/qtr hr thereafter	67.50/hr	8-5 only	N/A
Add't overtime labor chg/hr at bidders shop	0	0	\$67.50/ 30 minutes	8-5 only	N/A
Days of week/times of day considered overtime:	none	M-F 5pm-8am; S-S anytime	M-F 5pm-8am; S-S anytime	M-F 8-5 only No OT	M-F 5pm-8am, S-S & holidays anytime
Travel Time included in labor chg Y/N	no	No	Yes - No add'l travel within 30 mi of 3830 Packards Ann Arbor	No ----\$24/call travel charge	Yes, No travel chgs apply
Response Time - Emergency Repairs	Same day before 3 pm next day after 3 pm	2 hrs	4 hrs	24 hours	4 hrs or free
Response Time - Normal Repairs	Next am	4 hrs	next day	24 hours	4 hrs or free