



**Based Upon**  
**Motorola HGAC RA-0521 Cooperative Purchasing Agreement**

**Statement of Work**  
**Maintenance & Support Agreement**

**Prepared for:**  
**City of Santa Rosa**  
**635 1<sup>st</sup> Street, Second Floor**  
**Santa Rosa, CA 95404**

**Provided by:**  
**Day Wireless Systems**  
**4728 East Second Street, Suite 10**  
**Benicia, CA. 94510**

**July 1<sup>st</sup> 2024**



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## EXECUTIVE SUMMARY

This document is intended to serve as an “Open” Maintenance & Support Agreement. It is based on the Motorola HGAC RA-0521 Cooperative Purchasing Agreement. The **City of Santa Rosa** designated representative can request an amendment to this Maintenance & Support Agreement and add other Day Wireless Systems (DWS) Maintenance & Support Services any time during the 5-year period. Costs incurred by the **City of Santa Rosa** for additional Maintenance & Support Services will be prorated for the remaining months of the initial Maintenance & Support Agreement, and an amended Maintenance & Support Agreement will be endorsed by the **City of Santa Rosa** and DWS. DWS will provide Service Support to include troubleshooting and repair services as described in this Statement of Work (SOW).

All equipment that is under the manufacturer’s warranty will be repaired at no charge, and under the Maintenance & Support Agreement any necessary labor to facilitate those repairs will be performed at no charge. Also, equipment outside of the manufacturer’s warranty will incur no charge for the repair under the Maintenance & Support Agreement.

## STATEMENT OF WORK

DWS will provide technical labor and materials for the maintenance, service, troubleshooting and repair of equipment as listed in Appendix A.

DWS will be notified of issues requiring a response, from the **City of Santa Rosa** via a telephone call-out. The telephone number to contact DWS for call out response is (707) 746-5920. Acknowledgement of call-out will be confirmed by a call back to the person designated by the **City of Santa Rosa**.

All Technical work requested that is not explicitly defined in this contract will be considered outside of the responsibility of DWS per this contract and performed at the request and approval of the **City of Santa Rosa** on a Time & Materials basis at our labor rate of \$170.00 per hour during normal business hours of 8am-5pm or \$255.00 per hour during afterhours.

DWS will not cover “false” call outs due to operator error or negligence. Call outs due to operator error or negligence will be billed to the **City of Santa Rosa** on a Time & Materials basis at our normal labor rate of \$170.00 per hour during normal business hours of 8am-5pm or \$255.00 per hour during afterhours.

DWS will perform one (1) preventative maintenance check annually on all equipment listed in Appendix A.

Preventative maintenance will consist of the following parameters:

1. Motorola MCC7500 Dispatch Consoles
  - a. Visual inspection
  - b. Functionality inspection of all peripheral devices connected to CPU
  - c. CPU cleaning
  - d. Software updates as required by the manufacturer
2. Portable Radios
  - a. Visual inspection
  - b. Check power output
  - c. Check RX Sensitivity
  - d. Check frequency error
  - e. Alignment of radio to manufacturer specifications
3. Mobile Radios
  - a. Visual inspection
  - b. Check VSWR & power output with Thru-Line wattmeter
  - c. Check RX Sensitivity
  - d. Check frequency error
  - e. Alignment of radio to manufacturer specifications
4. Repeaters
  - a. Visual inspection
  - b. Check VSWR & power output with Thru-Line wattmeter
  - c. Check RX Sensitivity
  - d. Check frequency error
  - e. Alignment of radio to manufacturer specifications

DWS will document the preventative maintenance check and services and provide that documentation to the person designated by the **City of Santa Rosa**.

## SERVICE RESPONSE TIME

### SEVERITY LEVEL 1

- Major System Failure
- 33% of system down or inoperable
- 33% of site channels down or inoperable
- Site environmental alarms (smoke, power failure, fire)

**Response time will be 4 hours or less, or as scheduled with customer.**

### SEVERITY LEVEL 2

- Limited system impairment
- Intermittent problems that are causing partial outages or inoperability

**Response time will be 4 hours or less, during standard business hours, 8am-5pm, Monday thru Friday.**

### SEVERITY LEVEL 3

- Parts questions
- Preventative maintenance
- Upgrades
- Non-emergency maintenance and repair requests

**Response time will be within 24 hours, next business day, or as scheduled with customer.**

## WARRANTY

### WORKMANSHIP:

- DWS will warranty all workmanship for services provided under Time & Materials for a period of 2-years.
- Corrective maintenance actions to include factory level repairs will be at no cost to the customer under the provisions of this Service Agreement. Depot level repairs, as well as technician labor associated with the removal, programming, and reinstallation of the equipment are covered as a part of this Service Agreement.
- The **City of Santa Rosa** will be responsible for releasing/receiving the equipment to facilitate fault diagnosis & equipment repairs.

## EXCEPTIONS

All Technical work requested that is not explicitly defined in this contract will be considered outside of the responsibility of DWS per this contract and performed at the request and approval of the **City of Santa Rosa** on a Time & Materials basis at our normal labor rate of \$170.00 per hour during normal business hours of 8am-5pm or \$255.00 per hour during after hours, unless otherwise agreed upon by both **City of Santa Rosa** and DWS.

DWS will not be responsible for the resolution of any pre-existing conditions unless mutually agreed upon by both the **City of Santa Rosa** and DWS.

Interference: DWS will verify proper transmit and receive functionality of the radio system within manufacturer's specifications. If it is determined that the radio system is being interfered with by other RF sources, DWS will not be responsible to investigate or resolve the interference under the terms of this agreement.

DWS does not cover the cost to replace equipment should it be out of the service window by the manufacturer or is regarded as obsolete equipment.

Portable radio antennas and batteries are not covered under this contract.

Mobile radio antennas are not covered under this contract.

The diagnostics, configuration, or repair of T1, network, PBX, Telco-POTS connectivity are not covered under this contract.

Physical and/or liquid damage will not be covered under this contract.

Non-performance or delayed performance caused by a third party such as an act of God, labor disturbance, government entity, wind, lightning, or any other similar cause (Force Majeure)

## PRICING

Upon acceptance of this SOW, the **City of Santa Rosa** will be invoiced **\$9,303.05** monthly, net 30, from **08/01/2024 to 07/31/2027**.  
 The **City of Santa Rosa** will be invoiced **\$9,584.10** monthly, net 30, from **08/01/2027 to 07/31/2028**.  
 The **City of Santa Rosa** will be invoiced **\$9,874.59** monthly, net 30, from **08/01/2028 to 07/31/2029**.  
 Pricing will increase 3% for contract year 4 and 3% for contract year 5. See yearly pricing below.

**TOTAL PRICE FOR YEAR 1: \$111,636.60**

**TOTAL PRICE FOR YEAR 2: \$111,636.60**

**TOTAL PRICE FOR YEAR 3: \$111,636.60**

**TOTAL PRICE FOR YEAR 4: \$115,009.20**

**TOTAL PRICE FOR YEAR 5: \$118,495.08**

### **ABOVE CONTRACT PRICING**

Removal of mobile voice radio equipment	\$420.00 per vehicle
Installation of mobile voice radio equipment	\$650.00 per vehicle
Removal of mobile computing equipment	\$345.00 per vehicle
Installation of mobile computing equipment	\$495.00 per vehicle
Labor cost per hour Installer	\$145.00 per hour
After hours labor cost per hour Installer	\$217.50 per hour
Parts percentage mark-up from cost	30%

## CONTRACT DATES

Date Maintenance Begins 08/01/2024

Date Maintenance Ends 07/31/2029

## CONTACT INFORMATION

### **DAY WIRELESS SYSTEMS**

4728 E 2<sup>ND</sup> St. Suite #10  
 Benicia, CA 94510  
 Tel. (707) 746-5920

### **AREA SERVICE MANAGER**

Amador Macias  
 amacias@daywireless.com  
 Tel. (707) 746-5920

### **CUSTOMER**

City of Santa Rosa  
 635 1st Street, Second Floor  
 Santa Rosa, CA 95404

### **CUSTOMER CONTACT**

Tracy Vera  
[tvera@srcity.org](mailto:tvera@srcity.org)  
 Tel. (707) 543-3708

The signing of this document indicates that both parties entering into this contract agrees to the Terms, Conditions, and Pricing required to support this Service Agreement and Scope of Work.

\_\_\_\_\_  
CUSTOMER PRINTED NAME:

\_\_\_\_\_  
CUSTOMER SIGNATURE:                      DATE:

\_\_\_\_\_  
CUSTOMER TITLE:

\_\_\_\_\_  
DWS SERVICE MANAGER  
PRINTED NAME:

\_\_\_\_\_  
DWS SERVICE MANAGER                      DATE:  
SIGNATURE:

YOUR CHALLENGES. OUR EXPERTISE. RESULTS YOU CAN DEPEND ON.



## APPENDIX A – HGAC RA-0521 And Cost Breakdown

### COST BREAKDOWN YEARS 1 – 3 (08/01/2024 TO 07/31/2027)

MAINTENANCE AND REPAIR  
OF RADIO EQUIPMENT

CITY OF SANTA ROSA

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#### COST PROPOSAL

#### PART I MAINTENANCE

All prices are to be shown as a one (1) month charge. The quantity shown is an estimate of the City's current inventory in service. Prices must be shown for all contract items. The City reserves the option to add or remove contract items as needed. The type and quantity of radio equipment listed herein is an estimate only. The City will assist the contractor, if required, in verifying actual types and quantities of equipment to be serviced under the contract. **However, the contractor will be responsible for the verification of location and actual count of the equipment.** Such verification will be subject to approval by the City.

Item	Estimated Quantity	Unit	Equipment Description	Monthly Amount per unit	Total Monthly Amount
1.	20	Ea	Repeaters	\$ 67.00	\$ 1,340.00
2.	8	Ea	Voters	\$ 26.00	\$ 208.00
3.	20	Ea	Bases	\$ 15.50	\$ 310.00
4.	2	Ea	Channel Bank	\$ 31.00	\$ 62.00
5.	2	Ea	Microwave IDU Card	\$ 31.00	\$ 62.00
6.	2	Ea	Microwave ODU Card	\$ 31.00	\$ 62.00
7.	1	Ea	RX Multicoupler	\$ 15.50	\$ 15.50
8.	2	Ea	Combiners	\$ 51.50	\$ 103.00
10.	4	Ea	Receivers	\$ 46.50	\$ 186.00
11.	3	Ea	Monitors	\$ 6.25	\$ 18.75
13.	10	Ea	Comm Tech FS Model 10 – with Motorola Receiving End	\$ 21.00	\$ 210.00
14.	48	Ea	Desksets	\$ 8.25	\$ 396.00
15.	151	Ea	Mobile Radios	\$ 15.50	\$ 2,340.50
16.	458	Ea	Portable Radios	\$ 8.25	\$ 3,778.50
17.	68	Ea	Minitor Pagers	\$ 3.10	\$ 210.80
48.	20	Ea	David Clarke Headsets	\$	\$

Total Monthly Amount \$ 9303.05

**PART II – LABOR FOR REMOVALS AND INSTALLATIONS**

19. Removal of mobile voice radio equipment	\$ 420 /job
20. Installation of mobile voice radio equipment	\$ 650.00 /job
21. Removal of mobile computing equipment	\$ 345.00 /job
22. Installation of mobile computing equipment	\$ 495.00 /job
<del>23. Removal of cellular telephone car kit</del>	<del>\$ /job</del>
<del>24. Installation of cellular telephone car kit</del>	<del>\$ /job</del>

**PART III – MODIFICATIONS OF RADIO SYSTEMS**

26. Labor cost per hour Installer/Technician	\$ 145/170 /HR
27. Parts percentage of mark-up from cost.	30 %

**PART IV – AFTER HOURS LABOR EXCLUDING EMERGENCY CALLS**

28. Labor cost per hour Installer/Technician	\$ 217.50/255/HR
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**PART V – LABOR FOR EMERGENCY CALL-OUT (4 4-HR RESPONSE TIME)**

29. Labor Cost Per Hour Technician	\$ 255.00 /HR
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**COST BREAKDOWN YEAR 4 (08/01/2027 TO 07/31/2028)**MAINTENANCE AND REPAIR  
OF RADIO EQUIPMENT

CITY OF SANTA ROSA

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**COST PROPOSAL****PART I MAINTENANCE**

All prices are to be shown as a one (1) month charge. The quantity shown is an estimate of the City's current inventory in service. Prices must be shown for all contract items. The City reserves the option to add or remove contract items as needed. The type and quantity of radio equipment listed herein is an estimate only. The City will assist the contractor, if required, in verifying actual types and quantities of equipment to be serviced under the contract. **However, the contractor will be responsible for the verification of location and actual count of the equipment.** Such verification will be subject to approval by the City.

Item	Estimated Quantity	Unit	Equipment Description	Monthly Amount per unit	Total Monthly Amount
1.	20	Ea	Repeaters	\$ 69.01	\$ 1,380.20
2.	8	Ea	Voters	\$ 26.78	\$ 214.24
3.	20	Ea	Bases	\$ 15.97	\$ 319.40
4.	2	Ea	Channel Bank	\$ 31.93	\$ 63.86
5.	2	Ea	Microwave IDU Card	\$ 31.93	\$ 63.86
6.	2	Ea	Microwave ODU Card	\$ 31.93	\$ 63.86
7.	1	Ea	RX Multicoupler	\$ 15.97	\$ 15.97
8.	2	Ea	Combiners	\$ 53.05	\$ 106.10
10.	4	Ea	Receivers	\$ 47.90	\$ 191.60
11.	3	Ea	Monitors	\$ 6.44	\$ 19.32
13.	10	Ea	Comm Tech FS Model 10 – with Motorola Receiving End	\$ 21.63	\$ 216.30
14.	48	Ea	Desksets	\$ 8.50	\$ 408.00
15.	151	Ea	Mobile Radios	\$ 15.97	\$ 2,411.47
16.	458	Ea	Portable Radios	\$ 8.50	\$ 3,893.00
17.	68	Ea	Minitor Pagers	\$ 3.19	\$ 216.92
18.	20	Ea	David-Clarke Headsets	\$	\$

Total Monthly Amount \$ 9584.10

**PART II – LABOR FOR REMOVALS AND INSTALLATIONS**

19. Removal of mobile voice radio equipment	\$ 420 /job
20. Installation of mobile voice radio equipment	\$ 650.00 /job
21. Removal of mobile computing equipment	\$ 345.00 /job
22. Installation of mobile computing equipment	\$ 495.00 /job
23. Removal of cellular telephone car kit	\$ /job
24. Installation of cellular telephone car kit	\$ /job

**PART III – MODIFICATIONS OF RADIO SYSTEMS**

26. Labor cost per hour Installer/Technician	\$ 145/170 /HR
27. Parts percentage of mark-up from cost.	30 %

**PART IV – AFTER HOURS LABOR EXCLUDING EMERGENCY CALLS**

28. Labor cost per hour Installer/Technician	\$ 217.50/255/HR
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**PART V – LABOR FOR EMERGENCY CALL-OUT (4 4-HR RESPONSE TIME)**

29. Labor Cost Per Hour Technician	\$ 255.00 /HR
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**COST BREAKDOWN YEAR 5 (08/01/2028 TO 07/31/2029)**MAINTENANCE AND REPAIR  
OF RADIO EQUIPMENT

CITY OF SANTA ROSA

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**COST PROPOSAL****PART I MAINTENANCE**

All prices are to be shown as a one (1) month charge. The quantity shown is an estimate of the City's current inventory in service. Prices must be shown for all contract items. The City reserves the option to add or remove contract items as needed. The type and quantity of radio equipment listed herein is an estimate only. The City will assist the contractor, if required, in verifying actual types and quantities of equipment to be serviced under the contract. **However, the contractor will be responsible for the verification of location and actual count of the equipment.** Such verification will be subject to approval by the City.

Item	Estimated Quantity	Unit	Equipment Description	Monthly Amount per unit	Total Monthly Amount
1.	20	Ea	Repeaters	\$ 71.08	\$ 1,421.60
2.	8	Ea	Voters	\$ 27.58	\$ 220.64
3.	20	Ea	Bases	\$ 16.45	\$ 329.00
4.	2	Ea	Channel Bank	\$ 32.89	\$ 65.78
5.	2	Ea	Microwave IDU Card	\$ 32.89	\$ 65.78
6.	2	Ea	Microwave ODU Card	\$ 32.89	\$ 65.78
7.	1	Ea	RX Multicoupler	\$ 16.45	\$ 16.45
8.	2	Ea	Combiners	\$ 54.64	\$ 109.28
10.	4	Ea	Receivers	\$ 49.34	\$ 197.36
11.	3	Ea	Monitors	\$ 6.63	\$ 19.89
13.	10	Ea	Comm Tech FS Model 10 – with Motorola Receiving End	\$ 22.28	\$ 222.80
14.	48	Ea	Desksets	\$ 8.76	\$ 420.48
15.	151	Ea	Mobile Radios	\$ 16.45	\$ 2,483.95
16.	458	Ea	Portable Radios	\$ 8.76	\$ 4,012.08
17.	68	Ea	Minitor Pagers	\$ 3.29	\$ 223.72
48.	20	Ea	David Clarke Headsets	\$	\$

Total Monthly Amount \$ 9874.59

**PART II – LABOR FOR REMOVALS AND INSTALLATIONS**

19. Removal of mobile voice radio equipment	\$ 420 /job
20. Installation of mobile voice radio equipment	\$ 650.00 /job
21. Removal of mobile computing equipment	\$ 345.00 /job
22. Installation of mobile computing equipment	\$ 495.00 /job
<del>23. Removal of cellular telephone car kit</del>	<del>\$ /job</del>
<del>24. Installation of cellular telephone car kit</del>	<del>\$ /job</del>

**PART III – MODIFICATIONS OF RADIO SYSTEMS**

26. Labor cost per hour Installer/Technician	\$ 145/170 /HR
27. Parts percentage of mark-up from cost.	30 %

**PART IV – AFTER HOURS LABOR EXCLUDING EMERGENCY CALLS**

28. Labor cost per hour Installer/Technician	\$ 217.50/255 /HR
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**PART V – LABOR FOR EMERGENCY CALL-OUT (± 4-HR RESPONSE TIME)**

29. Labor Cost Per Hour Technician	\$ 255.00 /HR
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## APPENDIX C – Observed Holidays

Day Wireless observes (10) ten paid holidays annually as follows:

- New Year's Day
- Martin Luther King Junior Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day