

SCHEDULE X – HOURLY LABOR RATES

11-X-21415 Telecommunication Equipment & Services

Bidder: Samsung Telecommunications America

Brand Line: OfficeServ 7000 series

Bidder shall provide Schedule X reflecting its Hourly Labor Rates. (Schedule X must include Hourly Labor Rates for installation of new equipment or services not under warranty as described in Section 3.2.8, Warranty or not under Post-warranty maintenance as described in Section 3.2.9 Post-warranty maintenance.)

Labor rates may be provided for each type of labor (i.e., technician, custom development, project management, switch programming, professional services, etc.). If needed, additional pages may be provided by bidder for Schedule X. Additional Schedule X pages should include: type of labor, Bidder's Name and Brand Line as above.

Bidder to provide price list labeled Schedule X reflecting its Hourly Labor Rates

T&M support is based on (all-inclusive hourly rate) and materials (fixed material cost) support for equipment and software after the warranty and all inclusive maintenance coverage has expired. Material price shall not exceed the bid price of new material.

All inclusive hourly rate categories are defined as follows:

	Hourly Rate
Straight Time – The fixed hourly rate for on-site T&M support during normal business hours of Monday to Friday, 8:00AM to 5:00PM ET.	\$90.00
Over Time – The fixed hourly rate for on-site T&M support Monday to Thursday, 5:01PM to 7:59AM ET. Friday, 5:01PM to 11:59PM	\$135.00
Saturday – All Day	\$135.00
Sunday – All Day	\$180.00
Vendor Holiday – All Day	\$180.00