



March 23, 2016

William S. Hart School District  
21380 Centre Pointe Parkway  
Santa Clarita, CA 91350-2048

Attention: Pam Smith

Reference: Maintenance Agreement Renewal  
PO # P19-00368 Expiring 6-30-2019

Bear Communications, Inc. is pleased to provide the following multi-year renewal for the maintenance of your mobile, bases and remote equipment. This renewal package includes the following information:

**A. MOBILE RADIO COVERAGE**

- 8:00 A.M. to 5:00 P.M., Monday – Friday, excluding legal holidays
- Mobile Antennas – 1 per radio per contract year
- Next business day response, when possible
- Annual PMI

**B. BASE AND REMOTE COVERAGE**

- 8:00 A.M. to 5:00 P.M., Monday – Friday, excluding legal holidays
- Next business day response, when possible
- Annual PMI
- Exclusions: Base Antennas

**C. GENERAL TERMS AND CONDITIONS**

**D. INVENTORY AND PRICING**

**E. SIGNATURE PAGE**

## **A. MOBILE RADIO COVERAGE**

### **1.0 On-Site, 8:00 A.M. to 5:00 P.M., Monday – Friday, excluding legal holidays:**

On-Site Radio Response provides for Bear Communications, Inc. to be on-site to analyze a problem with a mobile radio and to repair the radio on-site if possible. Response will be on the same day if possible, or the next business day, as the trouble call is received by Bear Communications, Inc. If a mobile radio cannot be repaired in the field, Bear Communications, Inc. will remove the radio and reinstall a FRU (Field Replacement Unit) if provided by the customer. Bear Communications, Inc. will then take the radio to its facility to perform the repair, return and reinstall the radio, then give the FRU back to the customer.

- **On-site Mobile radio repair, including “travel-time”**
- **Antenna replacement on each vehicle, one per unit per year if needed**
- **All new, genuine Motorola replacement parts to repair each radio**
- **All labor to repair each radio**
- **Motorola Repair Depot services, should a radio not be repairable at our office**
- **Programming verification and archiving of each mobile radio that we repair**
- **Preventative Maintenance Inspection and level setting on each mobile radio**

### **2.0 Bear Communications, Inc. has the following responsibilities:**

- 2.1 Add the following customer information to the Bear Communications, Inc. JD Edwards tacking system:
  - 2.1.1. Customer name, contact and address.
  - 2.1.2. System type and equipment descriptions.
  - 2.1.3. Site identification (site names, site ids, addresses and zip codes)
  - 2.1.4. Provide equipment list including type and quantity, when available.
- 2.2 Provide an operational check of equipment to determine the nature of the problem.
- 2.3 Restore equipment with external defects that can be restored without opening the radio case.
- 2.4 Remove/reinstall mobile or data equipment from vehicles as needed for service.
- 2.5 Service shall be performed at the Bear Communications, Inc. facility during standard business days.
- 2.6 Generate service ticket in JD Edwards.

## **B. CONTROL AND BASE STATION OPTIONS:**

### **1.0 On-Site Control and Base Station Response**

Bear Communications, Inc. will provide On-Site Control and Base Station Response services which will be facilitated by the customer placing a "Request for Service" telephone call to the Bear Communications, Inc. office. On-Site Control and Base Station Response provides for on-site technician response as determined by pre-defined severity levels set forth in Table A.

Table A

<b>Response Types</b>	
	Response during Standard Business Day, 8:00 am to 5:00 pm Monday – Friday, excluding legal holidays.  Annual PMI.  <b>Exclusions: Base Antennas</b>

### **2.0 Preventative Maintenance Inspection (PMI):**

Bear Communications, Inc. will provide Annual Preventative Maintenance Inspections (PMI) services to customer, depending on the Customer Service Support Plan agreed to.

Preventative Maintenance Inspections will provide operational test and alignment, on the customer's equipment to ensure the equipment meets original manufacturer's specifications, all of which are hereby incorporated by this reference. Infrastructure Preventative Maintenance Inspections will be performed during standard business days, 8:00 A.M. to 5:00 P.M., excluding legal holidays.

Service requirements that occur after-hours or on weekends (outside of standard business days) may be purchased by the customer at an additional fee or billed on a time and material basis.

### **3.0 Bear Communications, Inc. has the following responsibilities.**

- 3.1 Schedule the annual PMI with the customer.
- 3.2 Notify the Customer of any possible System downtime needed to perform this service.
- 3.3 Select and manage any subcontractors required to perform preventative maintenance on original equipment manufacturer (OEM) equipment.
- 3.4 Dispatch the technical resources upon receiving Customer date(s) for Infrastructure Preventative Maintenance Inspection to be performed.
- 3.5 Receive and log the following information from the customer to the JD Edwards system:
  - 3.5.1 Dates to perform Infrastructure Preventative Maintenance Inspection.
  - 3.5.2 Task number.

- 3.5.3 Site identification.
- 3.5.4 Customer and address.
- 3.5.5 Customer primary contact.
- 3.5.6 Access requirements.
- 3.5.7 Close Task Number upon receiving notice of completion from assigned technician or project manager.
- 3.6 Have on hand equipment list including type and quantity.
- 3.7 Have on hand original equipment manufacturer (OEM) Equipment manuals for system specifications as available.
- 3.8 Inspect and clean cabinets.
- 3.9 Inspect:
  - 3.9.1 General circuitry.
  - 3.9.2 Fault indicators.
  - 3.9.3 Cables, connections and grounding.
  - 3.9.4 Remove any dust, and/or foreign substances from the equipment.
  - 3.9.5 Clean filters, if applicable.
  - 3.9.6 Complete all preventative maintenance requirements and manufacturers specification.
  - 3.9.7 Measure, record and adjust the equipment parameters in accordance with the manufacturer's service manuals and the Rules and Regulations of the Federal Communications Commission (FCC), where applicable.
  - 3.9.8 Consult equipment manuals for system specifications per system configuration.
  - 3.9.9 Complete and sign (by technician) system specific Infrastructure Preventative Maintenance Inspection checklist:
    - 3.9.9.1 Electronically file one copy of the system specific Infrastructure Preventative Maintenance Inspection checklist at the Bear Communications, Inc. office.
    - 3.9.9.2 Identify any service problems that require customer or Bear Communications, Inc. action.
    - 3.9.9.3 Schedule post PMI meeting with customer to discuss service problems or other issues that require specific action by Bear Communications, Inc. or by customer.



#### 4.0 Example of technician check list when performing Infrastructure PMI

Conventional System Equipment	Operational Check (where applicable)
Base Station (s), Repeater (s), Control Station (s)	Transmitter modulation,
	RF power output/reflected
	RF Frequency Measured/adjusted
	Receiver Sensitivity Measured! Adjusted
	Audio Input & Output Levels
	Combiner & Circulator Loss
Consoles Positions/Remotes	Audio Input & Output Levels
	Ethernet Operation
	Controller Power Supply Voltage, and AC supply
	Switches, Lights, CRT
	CEB Signal Levels
	Wiring and Grounding for each Position
	Back-up the CDM database to disk
	Check and Clean keyboards, CPU, CRT's
Comparators (Voting) and / or Satellite Receivers	Audio Input & Output Levels
	Receiver Sensitivity Measured/Adjusted
	Comparator power supply voltage
	Check for proper signal voting
UPS	Batteries
	Switch Over Operations
	AC/DC Voltages
Other Equipment	Check an system printers
	Check all modems for proper levels & settings

### **C. GENERAL TERMS AND CONDITIONS**

Bear Communications, Inc. and the customer agree that if this proposal is acceptable to the customer that this document will be the basis for a maintenance agreement.

The Maintenance Agreement may be cancelled by either party with thirty (30) days written notice.

Unless otherwise stated Bear Communications, Inc. services excludes repairs to: optional accessories; non-standard mobile microphones; iDEN mobile microphones; portable remote speaker microphones; mobile external speakers; mobile power and antenna cables; and power supplies. Radio and battery engraving service is not covered unless an engraved battery is replaced with a new battery. Equipment will remain on contract subject to the availability of parts from the manufacturer. Should a unit requiring repair, need a part that is no longer available, the unit will be returned to the customer unrepairs and removed from contract.

Equipment may only be added or deleted to the agreement, via a customer signed or emailed Bear Communications, Inc. Inventory Adjustment Form (Service Addendum). Complete and accurate serial numbers and model descriptions must be supplied.

All inventory adjustment requests for add-on subscriber units received during any given month will be effective the 1<sup>st</sup> of that month.

Equipment deletions from the agreement may only be deleted under the following limited conditions:

- a) Equipment was stolen and notice of theft is provided to Bear Communications, Inc.; or
- b) Bear Communications, Inc. determines Equipment is damaged beyond repair; or
- c) Bear Communications, Inc. determines Equipment is no longer supportable or is obsolete; or
- d) Customer has deemed said equipment as obsolete and has been replaced with new equipment

Equipment deletions, where applicable, will be effective at the 1<sup>st</sup> of the following month in which the request was received.

The terms and conditions of this proposal are an integral part of the Bear Communications, Inc. service agreement or other applicable agreements to which it is attached and made a part thereof by this reference.

If there are any inconsistencies between the provisions of the Bear Communications, Inc. service agreement or other applicable agreements and this proposal, the provisions of this proposal shall prevail.

### **D. INVENTORY AND PRICING**

Please see attached for list of equipment and rates.

7-1-2019 through 6-30-2020	Monthly Maintenance Amount	\$649.76
7-1-2020 through 6-30-2021	Monthly Maintenance Amount	\$662.48
7-1-2021 through 6-30-2022	Monthly Maintenance Amount	\$675.73

CONTRACT # 27131

\$649.76

BILLTO# 1631145  
 WILLIAM S HART UNION HIGH SCHOOL DISTRICT  
 21380 CENTRE PAINTE PKWY  
 SANTA CLARITA, CA 91350-3050

SHIPTO# 1631163  
 WILLIAM S HART UNION HIGH SCHOOL DISTRICT  
 21429 CENTRE POINTE PKWY  
 SANTA CLARITA, CA 91350-2684

PAM SMITH 661-259-0033  
 psmith@hartdistrict.org

FREQ 33.1000 (186.2)

DESKTRAC 100 - OAT MTN.

OAT MTN TELCO CIRCUIT # 44UCXS000026-001

ANNUAL PMI - ALL EQUIPMENT

NOTE: MAXTRAC AND MITREK MOBILES ARE NO LONGER SUPPORTED BY MOTOROLA AND WILL REMAIN  
 ON CONTRACT SUBJECT THE THE AVAILABILITY OF PARTS

MOBILE ANTENNAS - 1 PER RADIO PER YEAR ON MOBILES ONLY  
 EXCLUDES BASE ANTENNAS

'Start Date	End Date	'Item Number	'Item Description	'Serial Number	Location	Amount
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TBSE805	BUS #6	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TCJ1451	V-311	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TCJ1452	V-308	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TCJ1455	V-313	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TCJ1748	BUS #27	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	103TCNM294	V-310	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TFGB660	BUS #11	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TFGB738	BUS #46	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TFGB739	BUS #33	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TFGB746	BUS #35	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TFGB747	BUS #12	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TFGB748	BUS #17	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TGN2316	BUS #32	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TGN2317	BUS #4	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	'103TGN2318	BUS #18	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	103TGYX806	V-312	\$ 9.74
7/1/2019	06/30/2020	'CDM750	'CDM750	103THC6498	BUS #2	\$ 9.74
7/1/2019	06/30/2020	CPI TR20	CPI TR20 REMOTE	2151017	PAM OFFICE	\$ 16.14
7/1/2019	06/30/2020	CPI TR20	CPI TR20 REMOTE	3211117	BRAD OFFICE	\$ 16.14
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TAE0769	BUS #47	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TAE0785	BUS #16	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ0593	BUS #25	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ0596	BUS #9	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1314	BUS #36	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1315	BUS #37	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1326	BUS #21	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1327	BUS #31	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1328	BUS #20	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1329	BUS #22	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1330	BUS #15	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1331	BUS #29	\$ 9.74
7/1/2019	06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1332	BUS #26	\$ 9.74

7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	356TXJ1333	T-018	\$ 9.74
7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1334	BUS #24	\$ 9.74
7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1335	BUS #8	\$ 9.74
7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TXJ1336	BUS #38	\$ 9.74
7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TYA0803	BUS #13	\$ 9.74
7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'356TYA0805	BUS #23	\$ 9.74
7/1/2019 06/30/2020	XPR4550	XPR4550	038TPJ3770	BRAD OFFICE	\$ 43.10
7/1/2019 06/30/2020	XPR4350	XPR4350	563TMS2171	PAM OFFICE	\$ 16.14
7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'428AQ54644	BUS #1	\$ 9.74
7/1/2019 06/30/2020	'MAXTRAC MOBILE	'MAXTRAC MOBILE	'428AQ54646	BUS #28	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	'442B540018	BUS #19	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	'442B540019	BUS #30	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	'442B540020	BUS #39	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	443B560126	BUS #41	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	443B560127	BUS #43	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	443B560128	BUS #44	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	443B560129	BUS #40	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	443B560130	BUS #42	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	445B630016	BUS #49	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	445B630021	BUS #48	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	445B660096	BUS #34	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	445B660098	BUS #51	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	445B660099	BUS #45	\$ 9.74
7/1/2019 06/30/2020	'VX5500LA	'VX5500LA MOBILE	445B660100	BUS #50	\$ 9.74
7/1/2019 06/30/2020	VX5500LA	VX5500LA MOBILE	447B77067	BUS #52	\$ 9.74
7/1/2019 06/30/2020	'MARATRAC MOBILE	'MARATRAC MOBILE	'776TDJ0925	RICHARD'S EXPLORER	\$ 9.74
7/1/2019 06/30/2020	CPI TR20	CPI TR20 REMOTE	2150817	DISPATCH	\$ 16.14
7/1/2019 06/30/2020	CPI TR20	CPI TR20 REMOTE	4040117	DISPATCH SUPERVISOR	\$ 16.14



**E. SIGNATURE PAGE**

If the above mentioned terms and conditions are agreeable, please indicate so by signing both copies this page and returning 1 copy to Bear Communications, Inc. along with your purchase order. **The Maintenance Agreement will be effective from July 01, 2019 through June 30, 2022.**

**Contract # 27131**

\_\_\_\_\_  
Customer Signature

*Vickie L Dubois*  
Signature

Vickie L. Dubois, Customer Service Manager

\_\_\_\_\_  
Customer Print Name

\_\_\_\_\_  
Print Name

William S. Hart School District  
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Santa Clarita, CA 91350

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E-mail: [vickie.dubois@bearcom.com](mailto:vickie.dubois@bearcom.com)

5-15-2019

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**VISIT OUR WEB SITE AT**  
**[www.bearcom.com](http://www.bearcom.com)**