

PC Computer Maintenance

If you have determined, to your satisfaction, that you need repairs, you may contact any of these companies (see reverse side) directly and make the necessary arrangements for their services. Indicate to them who you are, your telephone number, where the equipment is located, and when it will be available for repair. Be sure to obtain 1) the name of the person who will be performing the service, 2) when they will arrive, and 3) when you can expect the repairs to be completed. If it is necessary for them to remove the equipment, be sure they provide you a written cost estimate.

If you need assistants in determining whether or not a service call should be placed to one of these companies in order to avoid unnecessary costs, you may still contact the Help Desk at 278-5000. Information Technology Services will help you determine if you have a hardware problem, or if it's a problem they can solve.

This service is for *State owned equipment only* and it must have a campus Tag Number. Service must be approved, in advance, by the department head, or their designee, and there must be sufficient funds in your budget to cover the costs. Payment for these services will be processed under the Direct Pay program. For information on this procedure, please contact Margaret Martinez in Accounting Services at 278-6810

This is a "service", and in order to provide the highest levels of support to the campus, the Procurement Office needs your feedback on these service providers. Please keep us informed as to how these companies are working for you. If you have worked with other service providers and they are interested in being added to this list, or if you have any questions, please contact Joe Sanders at 278-2111.

Dutch Green
Director

PC Maintenance Time and Material Schedule

	<u>On-Site</u>	<u>Their Facility</u>	<u>Special Conditions</u>
CompuBiz			
481 East Barstow Avenue, Fresno, CA 93612 (559) 221-9009 FAX (559) 221-7846			
Regular Hourly Rate	\$ 50.00	\$ 50.00	One hr min per call
Overtime Hourly Rate	\$ 50.00	\$ 50.00	
Premium Hourly Rate	\$ 50.00	\$ 50.00	
Material Charges	Cost Plus 15% average, plus freight		
HD Computer			
6481 N. Blackstone, Fresno, CA 93710 (559) 446-0809 FAX (559) 446-0819			
Regular Hourly Rate	\$ 60.00	\$ 50.00	None
Overtime Hourly Rate	\$ 75.00	\$ 65.00	
Premium Hourly Rate	\$ 90.00	\$ 80.00	
Material Charges	Cost Plus 15% average, plus freight		
Sierra Pacific Computer Services			
4175 W. Sierra Madre #109, Fresno, CA 93722 (559) 276-7000 FAX(559) 276-7715			
Regular Hourly Rate	\$ 60.00*	\$60.00#	(* \$45 Min # \$35 Min)
Overtime Hourly Rate	\$ 90.00	N/A	90.00 Minimum
Premium Hourly Rate	\$120.00		\$120.00 Minimum
Material Charges	Cost Plus 18% average, plus freight		
TechSource Macintosh Sales & Service			
128 West Nees, Fresno, CA 93711 (559) 438-6227 FAX (559) 451-0300			
Regular Hourly Rate	\$ 60.00	\$ 45.00	One hour min per call
Overtime Hourly Rate	\$ 75.00	\$ 45.00	Travel rate \$20.00 per hr
Premium Hourly Rate	\$ 90.00	\$ 45.00	not to exceed 2 hours
Material Charges	Cost Plus 15% average, Including Freight		
Central Valley Technology Center			
550 E Shaw, Fresno, CA 93710 (559) 226-2882 FAX (559) 226-			
Regular Hourly Rate	\$ 45.00	\$45.00	
Overtime Hourly Rate	\$ 45.00	\$45.00	
Premium Hourly Rate	\$ 45.00	\$45.00	
Material Charges	Cost plus 10% plus freight		
ValCom Computer Center			
7575 N. Del Mar, Fresno, CA 93711 (559) 436-6420 FAX (559) 436-6414			
Regular Hourly Rate	\$ 60.00	\$50.00	No charge for mileage
Overtime Hourly Rate	\$ 60.00	\$50.00	in a 30 mile radius
Premium Hourly Rate	\$ 60.00	\$50.00	
Material Charges	Cost plus 15% includes freight except emergency overnight		