



Telecommunications Bulletin

Customer Service Center (CSC)

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Ficek Electric Replacing AT&T as Statewide Maintenance Vendor

Central Management Services has procured a Statewide Maintenance contract with Ficek Electric and Communication Systems that will take effect July 25, 2013. This contract will replace the current AT&T Global Services contract.

All areas throughout the State of Illinois where AT&T/CFS has been the Statewide Maintenance vendor will now be serviced by Ficek. Ficek has been performing these duties in the 815 area code since 2005 and is very familiar with the needs of the agencies covered under this contract. There will not be any changes in the contract terms and conditions. Maintenance rates are increasing so CMS “strongly recommends” that agencies address the annual “True Up” notification that CMS will soon be sending out to assure the accuracy of the monthly Telecom bill.

The new per-station Statewide Maintenance rates are as follows:

Centrex - \$4.00
EKS - \$4.30
PBX - \$4.40

The new hourly labor rates are as follows:

	<u>Standard</u>	<u>Overtime</u>	<u>Double OT</u>
Dedicated Technicians	\$112.00	\$169.40	\$224.40
Non-Dedicated Technicians	\$121.00	\$181.50	\$240.90

The new rates will take effect August 1, 2013. CMS will update the BCCS website to reflect the new rates by the time they take effect. Maintenance and labor rates are going up for the first time since 2005.

CMS is very confident in this vendor and does not expect any difficulties to occur once this contract goes into effect.

For any additional questions regarding this bulletin, please contact your CSS2.