

# Absolute Communications

We have prepared a quote for you

**City of Manor City Hall and Public Works Cabling**

Quote # BN007043  
Version 1

Prepared for:

**City of Manor**

Michael Pachnick  
[mpachnick@manortx.gov](mailto:mpachnick@manortx.gov)

# Absolute Communications

(210) 892-3800

brandon\_newman@callabsolute.com

www.callabsolute.com

5/13/2024

City of Manor  
Michael Pachnick  
105 E Eggleston St  
Manor, TX  
mpachnick@manortx.gov

Dear Michael ,

I am very pleased to provide you with Absolute's service proposal. Our proposal has been hand tailored to solve your challenges and to add value to your enterprise.

Having served the Texas marketplace since 1989 and national customers since 2014, Absolute's reputation, experience, knowledge and technical capabilities are unmatched. With over 8,000 customers across Texas and the United States, Absolute has superior experience in providing solutions to help improve our customer's efficiency and profitability. Our team lives our Value System and is ready to go to work to help ensure your business's success.

I am your "Go To" representative and am happy to answer any questions you may have. Thank you for your business!



Sincerely,  
Brandon Newman  
Director of Sales  
Absolute - Central Texas

## Executive Summary

### Corporate Overview

Absolute Communications and Network Solutions, Inc. is a network services company founded in 1989. We are a turnkey solution provider for voice, data, network and security. We can provide a variety of services from design, engineering, installation to management and service. Absolute has a long and successful history of providing high quality services to our customers over the past 30 plus years. This, along with our attention to detail, are key to building trust and long lasting relationships with our customers.

### Our Team

Our team of qualified professionals, designers, engineers, IT specialists, tower climbers and field technicians lives by our value system and is managed by a highly experienced executive management team. This team of driven industry veterans have extensive experience and success across a broad spectrum of telecom markets and technologies, including wireless networks, fiber networks, cable TV, VoIP, security access and control systems, IT networks, CLECs, tower leasing and more.

### Our Products and Services

Absolute can handle the full range of your Communications and Network requirements including:

**Wireless Infrastructure** - Absolute has extensive experience designing, building and operating large outdoor wireless networks. The company has done extensive work for all of the major wireless carriers and has a customer set that includes large international telecommunications equipment providers, Oil & Gas companies, RV Parks, large ranches, governmental entities and enterprise customers both large and small.

**Voice** - Absolute is an authorized dealers in several system and Operates its own VOIP cloud environment and provides the full range of services – unified communications, virtualization, business phone systems, contact center. Absolute has install thousands of systems big and small and can deliver the right solution for your business.

**IP Network and Data Services** - Absolute Communications provides cost-effective, customized IT services solutions to small and medium-sized businesses. Even if your business has a small IT staff and technology budget, your network can still have the same high availability and performance that once required a large internal support organization. Absolute Communication's 24x7x365 Network Support Services are led by our experienced IT technicians and consultants.

**Cabling and Infrastructure** - Our staff is here to assist you in the design and implementation of a cabling system. Our technicians are highly trained, experienced and fully licensed and insured. We also specialize in cabling for specific applications such as Surveillance, Paging, A/V, and Projection. We can handle all of your needs: CAT5e, CAT6, CAT6A, 25 pair, Burial, RS232, Plenum, PVC, Coax, and Fiber

Optics Splicing. We staff Certified Elite Installers™ and Absolute Communications (CEI) offers a 25 Year Performance Limited Warranty on structured cabling installations supported by Manufacture products.

**Maintenance and Support** - One of the best methods for avoiding unbudgeted IT Support costs during the year may be the implementation of a IT Managed Support contract to cover failures of your customer on site, cloud or hybrid solutions. Our customized support contracts cover the support of any wide range of networks. We can tailor a contract to specific applications or entire networks for phone, cloud and data together including: Desktop, Server Support, Backups, Email, Network Support, Phone Support. Aside from our IT Support Contracts, our Field Technicians are always available for onsite and remote Design and Support demands.

**Professional Services and Engineering** - The Absolute team is made up of experienced telecommunications professionals that have practical experience engineering, building and maintaining some of the largest private networks deployed in the United States. The Absolute team has designed and engineered wireless networks covering over 100,000 square miles, constructed networks covering over 10,000 square miles, and deployed more than 25,000 VoIP connections throughout the country.

## Services Include:

Large Scale Network Design and Engineering, In field survey including Line of Sight, Engineer, Furnish and Install (EF&I), Construction, Implementation and Project Management, Network testing and Acceptance and Ongoing Network Monitoring and Maintenance

**Network Operation Center** – Absolute manages networks through its state of the art NOC with 24 X 7 capabilities to monitor your network proactively. The NOC analyzes network issues, performs troubleshooting, dispatches and communicates with on-site technicians for successful resolution of a network issues. The NOC is equipped to monitor IP based networks and has extensive network management capable technicians and software. The NOC systems are housed in a hardened co-location facility with physically diverse transport facilities and emergency power capabilities.

**Video and Surveillance** - The average business loses 18% of their revenue to shrinkage, theft and employee non-productivity. A quality surveillance system can help reduce these losses, and give business owners peace of mind. Our installation and implementation includes training your personnel in the day-to-day operations of a surveillance system. Absolute is licensed by the State of Texas in the design, sales, installation and service of Surveillance Solutions and Access Control. TX # B04079301.

## Ongoing Support and Commitment to Excellence

Our business is built on a team of people dedicated to informing and supporting your business. With our Sales, Service, Support and Technicians; you will always find friendly knowledgeable professionals that are always eager to assist.

**Warranty** - Newly installed equipment and systems are warranted by the manufacturer to be free from defect pursuant to the manufacturer's limited warranty. All manufacturer warranties are conveyed to the customer pursuant to the terms of that warranty. Please see the Absolute Proposal for the applicable

warranties. Starting 30 days after the installation is complete, labor to correct installation defects will be charged per Absolute's then standard rates. Any existing customer furnished equipment and cabling are not covered under this warranty.

**Training** - Absolute realizes that training of your employees is a top priority. Depending on the type of equipment installed or service provided we may recommend training for your enterprise's personnel. If we believe training will help your business we have included training within the Proposed Solution section. Absolute has a staff of world class trainers to assist you with implementation and to ensure your enterprise reaps the full benefits of our solution. Training will include user guides and manuals as furnished with respective systems including telephone, voice mail, etc.

## Maintenance and Support

Once the warranty period has lapsed the customer has the following options available:

Purchase an Absolute Service Plan for parts, cabling and/or labor. Please see Proposal section.

Absolute can provide service on a time and material basis. The rate for this service is the cost of equipment and materials plus labor and mileage at the then current standard rate.

Service is available 24 hours a day, 7 days a week. Absolute provides Normal Service response time within 24 hours of receipt of service call from the customer. In Emergency Service situation the response time is within four (4) hours of receipt of service call from customer.

## Project Implementation

**Implementation Methodology** - Absolute has a proven methodology to ensure a successful implementation of your system and associated services. The keys elements of our implementation methodology are efficient communications, project definition, process verification and training. Upon your written acceptance of this proposal we will commence the methodology by assigning a project manager to execute on this methodology. The Project Manager will work with your representative to develop a successful installation plan. For many of our projects Absolute will develop a Scope of Work as detailed below to ensure proper communications, customer review and authorizations.

**Scope of Work** - For large more complex installations we will develop a written Scope of Work to ensure proper coordination during the install. Key elements of the Scope of Work are as follows:

- Project Overview: General project overview, Macro start and completion dates, etc.
- Phase 1 Discovery: Questionnaire, project team contact roster, order outside services.
- Phase 2 Preparation: Pre-programming of equipment and set up.
- Phase 3 Transition: Final review and communications prior to implementation.
- Phase 4 Implementation: System install, feature verification, testing and training.
- Phase 5 Completion – Final review, Customer acceptance

The Scope of Work is developed in coordination with our customer to ensure a seamless installation.

## How to Contact Us

Service Area	Sales Inquires	Service, Support and Network Operation Center
Austin	(800) 955-6703 Option 2 <a href="mailto:Sales@CallAbsolute.com">Sales@CallAbsolute.com</a>	(800) 955-6703 Option 1 <a href="mailto:Service@CallAbsolute.com">Service@CallAbsolute.com</a>
Corpus Christi	(361) 888-6776 Option 2 <a href="mailto:Sales@CallAbsolute.com">Sales@CallAbsolute.com</a>	(361) 888.6776 Option 1 <a href="mailto:Service@CallAbsolute.com">Service@CallAbsolute.com</a>
San Antonio	(800) 955-6703 Option 2 <a href="mailto:Sales@CallAbsolute.com">Sales@CallAbsolute.com</a>	(800) 955-6703 Option 1 <a href="mailto:Service@CallAbsolute.com">Service@CallAbsolute.com</a>

## Statement of Work

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### Cabling Requirements

- Run (4) data cable runs from the existing network to desired locations at courthouse per Michael Pachnick or Phil Green
- Technician will need to work with customer's current IT company in order to set up voice mail to email, and will need to gather that information from customer for remote access
- Additional cabling, if needed, will be priced separate

### Customer Requirements

- POC available and on site if possible for any changes needed.

### Training

- Provide 30 day follow up training, if needed to verify customer is familiar with the system and operating efficiently

### Warranty

- Manufacturer's Warranty
- Extended warranty is available and can be quoted separately
- Software Assurance provided Optional. Onsite labor will be charged to customer to update system due to software fixes if not covered under Absolute Managed Services Advanced or Platinum Packages

### View Terms and Conditions

<https://www.callabsolute.com/terms-and-conditions/>

### Hardware

Description	Price	Qty	Ext. Price
Cable, Cat 6e, Plenum, Blue	\$0.36	1500	\$540.00
Cable, Cat 6e, Plenum, Blue			

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## Hardware

Description	Price	Qty	Ext. Price
Hardware Hardware	\$220.00	1	\$220.00

**Subtotal: \$760.00**

## Set Up, Installation and Training

Description	Price	Qty	Ext. Price
North, South, West San Antonio Austin, Kyle, Roll Out Fee North, South, West San Antonio Austin, Kyle, Roll Out Fee	\$75.00	1	\$75.00
Installation, Onsite Installation, Onsite	\$125.00	6	\$750.00

**Subtotal: \$825.00**



## City of Manor City Hall and Public Works Cabling

### Prepared by:



#### Absolute - Central Texas

Brandon Newman  
 (210) 892-3800  
 brandon\_newman@callabsolute.com

### Prepared for:

#### City of Manor

105 E Eggleston St  
 Manor, TX  
 Michael Pachnick  
 (512) 272-5555  
 mpachnick@manortx.gov

### Quote Information:

#### Quote #: BN007043

Version: 1  
 Delivery Date: 13/05/2024  
 Expiration Date: 10/06/2024

## Quote Summary

Description	Amount
Hardware	\$760.00
Set Up, Installation and Training	\$825.00

**Subtotal:** \$1,585.00

**Estimated Tax:** \$130.77

**Total:** \$1,715.77

## Payment Options

Description	Payments	Interval	Amount
Term Options			
Payment requirements			
<b>50% Down Payment / 50% Completions</b>	<b>1</b>	<b>One-Time</b>	<b>\$857.88</b>

## Summary of Selected Payment Options

Description	Amount
Payment requirements: 50% Down Payment / 50% Completions	
<b>Total of Payments</b>	<b>\$857.88</b>

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

THE PERSON SIGNING BELOW ON BEHALF OF CUSTOMER REPRESENTS AND WARRANTS TO ABSOLUTE THAT HE OR SHE HAS THE AUTHORITY TO SIGN ON BEHALF OF CUSTOMER AND BIND CUSTOMER TO THE STANDARD TERMS AND CONDITIONS AGREEMENT, AND AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF SERVICE THEREOF. CUSTOMER AUTHORIZES ABSOLUTE TO OBTAIN BILLING INFORMATION AND CUSTOMER SERVICE REPORTS WITH RESPECT TO CUSTOMER'S TELEPHONE NUMBERS, AND CUSTOMER'S CREDIT INFORMATION.

## Absolute - Central Texas

## City of Manor

Signature:



Signature:

Name:

Brandon Newman

Name:

Michael Pachnick

Title:

Director of Sales

Date:

Date:

13/05/2024