

Effective Jan 01, 2020

**ENGINEERING / TECHNICAL SERVICE RATES and TERMS**

**Daily Rates**

\$ 950.00	Travel / Standby	<i>See items Labor / Engineering #2 and #4 below.</i>
\$ 1350.00	Straight	<i>7:00AM to 5:00PM Monday through Friday</i>
\$ 1750.00	Premium	<i>All hours other than above, including Saturdays and Sundays</i>
\$ 1950.00	Holiday	<i>New Year's Day, Good Friday, Easter Sunday, Memorial Day, Independence Day, Thanksgiving, Christmas : No Exceptions</i>
\$ 1600.00	Engineering	<i>Engineering charges are quoted on a per job basis according to terms specified; Rate shown applies to change orders or minor job requirements</i>
\$ 155.00/hr	Overseas: Straight	<i>7:00AM to 5:00PM Monday through Friday, minimum billing: 12hrs/day</i>
\$ 225.00/hr	Overseas: Premium & Holiday	<i>All hours other than above, including Saturdays, Sundays and National Holidays as indicated above</i>

**Labor / Engineering**

1. For all service calls, a normal workday is considered as a 10-hour period between 7:00 AM and 5:00 PM with ½ hour for lunch. All other hours, including Saturday and Sunday are considered overtime. A minimum of 10 hours per day will apply at the appropriate hourly rate for all jobs. At sea jobs will be invoiced for a minimum 12-hour day.
2. Travel will be charged at the appropriate daily rate according to the guidelines stated above.
3. There will be a minimum of 4 hours charged at the appropriate rate for engineering or technical services required after hours. This will include telephone assistance when called after 6:00 PM.
4. There will be a Stand-by charge if personnel are required to do so either on-site or at a nearby location, including weekends and holidays or any other time when conditions beyond the control of CIA, Inc. result in a work stoppage. The appropriate hourly/daily rate will apply.
5. To protect personnel from undue hazards, working excessive hours is not expected. On extended jobs/installations, personnel are allowed off one day per week [if desired and job conditions permit].

**Expenses**

1. All travel Expenses will be invoiced at cost + 10%. All expenses will be itemized and receipts provided upon request.
2. Per Diem will be charged at \$55.00 per day or according to the G.S.A. guidelines (whichever is greater). Per Diem rates for overseas jobs will be according to the G.S.A. guidelines and quoted prior to job commencement. A daily Per Diem rate of \$45 will be charged for all underway jobs.
3. All government jobs will be charged at the appropriate G.S.A. published rate for lodging, per diem, and M&I (meals and incidentals). All other billable expenses will be itemized and receipts provided.
4. Domestic Flights within the continental United States exceeding four hours in duration and all overseas travel will be in Business Class (or higher).

5. Whenever possible, travel to the jobsite will be done by company provided vehicle. Mileage will be charged the approved G.S.A. rate. Total private vehicle travel charges will be limited to comparable transit using air transportation (this to include the ticket fare and nominal travel time charges). A daily rate of \$35.00 per day will be charged for vehicle use at the job location or a rental car will be provided and resulting charges invoiced according to the above guidelines.
6. All expenses incurred to provide quotations and proposals will be invoiced upon submission of the requested quotation.
7. All rates are negotiable on a per job basis. However, any revised pricing must be done prior to job acceptance; Otherwise, published rates apply.

### **Contracts**

1. A purchase order is required for all services. Payment terms are net 30 days. A 5% discount (excluding expense charges) is applied to all payments received within 10 days of the invoice date. A 10% service charge will be applied to all invoices not paid within 15 days of the due date. Additional charges of 10% per month will be levied for each month late after the due date.
2. All CIA, Inc. engineering services and software provided are done on a per job/ship basis. Any additional use requires written acknowledgement from CIA, Inc. and will be invoiced at the originally quoted rates unless other provisions have been specified.
3. A contract will be provided for all engineering and software services. This contract will be submitted along with the original quotation or proposal and must be acknowledged prior to starting the projects.
4. Claims for defective workmanship must be made in writing within 60 days. No labor or engineering charges will be accessed to correct any problems resulting from such valid claims. All invoice questions must be noted within 10 business days of receipt; otherwise, all charges will remain as charged (except for mathematical errors).
5. CIA, Inc. does not assume responsibility for any product warranty. If a product failure is later determined as warranty, service labor and travel expenses are billable according to the stated rates and conditions outlined above.
6. A progressive billing will apply to all jobs/installations exceeding 30 days.

Rates are subject to change Jan 2021

Bruce Colburn  
President  
**Custom Instruments & Automation, Inc.**  
Jan 01, 2020