

# Cancellation of Existing Maintenance Contracts Form Letter

A Text-Only Sample

---

Date:

Vendor:

Dear

We appreciate the service you have provided under the present service contract agreement(s). However, the University of Florida has entered into a maintenance management agreement with CIC Agency, Inc. effective July 1,1996. Please do NOT renew the service contract agreement(s) listed on APPENDIX A which is attached to this letter.

Under the new maintenance management program, we may contact you to provide services on a time and materials basis. The following procedures have been established to ensure timely payments for services and repairs rendered.

At the time you are contacted to perform maintenance and/or repair services, please confirm that you are being asked "to service equipment covered by the CIC Agency, Inc. Maintenance Management Services Agreement." ..(Note: If the equipment you are being asked to service is NOT covered by the CIC Agency Agreement, you should obtain a University of Florida (UF) Purchase Order and follow established UF Purchasing Procedures.) For service to CIC Agency covered equipment, you should obtain a Maintenance Contract Order number from the service requester instead of a Purchase Order number. All invoices for services must cite the Maintenance Contract Order.

Please provide the following information which will become part of the terms and conditions of each Maintenance Contract Order.

----- [Page Break] -----

page 2  
Notification

1. Hourly rates to be charged for labor and travel are:

Standard rate (8:00 a.m. to 5:00 p.m., Monday thru Friday)	\$ _____
Overtime rate	\$ _____
Holiday rate	\$ _____
Travel rate or Zone Charge	\$ _____
Overtime travel rate	\$ _____
Distance traveled	_____
Maximum travel hours	_____

2. Please enclose your current standard published prices for parts and credits for the equipment you may be servicing.
3. A completed and legible service report must be left in the department with an explanation, in layman's text, of the work performed. If you use computer codes, please enclose, in layman's text, what those codes mean.
4. Your Service Report should include the estimated or actual cost, if possible. This report must be approved and signed by our authorized personnel.
5. Repairs that exceed \$5,000 will require the signature of our authorized personnel before your repair work can be performed.
6. Your invoices for service must be received within 45 days of the date of service for consideration of payment.
7. Any service call-backs for the same problem within 48 hours will be at no cost for travel and labor. Any parts

previously installed that did not solve the problems should be removed with credits given.

If you have any questions regarding our new maintenance management program or the above terms and conditions, please contact me at (352) 392-1331.

Sincerely,

Emily J. Hamby, C.P.M.  
Director of Purchasing

---

[Back](#) to Deans, Directors, and Department Chair Memos List