



**CONTRACT RENEWAL LETTER**

**Date:** November 14, 2025  
**Contract #:** UCPJMU6805  
**Service:** Band Instrument Repair Services  
**Renewal Period:** 1/8/2026 to 1/7/2028  
**Renewal #:** 1 of 2 Two-Yr  
**Issued By:** James Madison University  
Adriana Mariscal, Buyer Senior Ph: 540-568-7523  
Fx: 540-568-7935

**Contractor:** Guitar Center Stores, Inc. dba Music & Arts  
Attn: Monica Durmisevic  
5925 Westview Dr. Suite 300  
Frederick, MD 21703 Ph: (770) 686-7728

**Contract Administrator:** Scott Rikkers, Band

**Description of Renewal Notice:**

In accordance with the renewal provision of the original contract all terms, conditions, and specifications of the original contract remain the same during the contract renewal period, along with any modifications that have been incorporated up until this point. The contract pricing will remain the same and is attached to this renewal.

All invoices shall be submitted within sixty days of contract renewal term expiration as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.

Return one executed renewal notice to my attention within ten days.

**Guitar Center Stores, Inc. dba Music & Arts**  
By: Monica Durmisevic  
*Monica Durmisevic*  
Name (print)  
School Services Coordinator 11/18/2025  
Title Date Signed

**James Madison University**  
By: Adriana Mariscal  
*Adriana Mariscal*  
Name (print)  
Buyer Senior 11/14/2025  
Title Date Signed

**Contract #:** UCPJMU6805

**Contractor:** Guitar Center Stores, Inc. dba Music & Arts

**Renewal Period:** 1/8/2026 – 1/7/2028

**Commodity:** Band Instrument Repair Services

**Pricing Schedule**

1. Parties agree that this Negotiation Summary modifies RFP # ASF-1185 and the Contractor's initial response to RFP # ASF-1185, and in the event of conflict this negotiation summary shall take precedence.
2. Contractor's pricing schedule is as follows on the attached price list. The price list reflects a 15% discount off of labor and a 20% discount off of parts.
3. James Madison University shall receive free delivery and pick up of instruments. Other purchasing Agency's shall contact Contractor to discuss possibility of free delivery and pick up of instruments.
4. Purchasing Agency shall be charged a 1.5% fee for credit card transactions.
5. Contractor has disclosed all potential fees. Additional charges will not be accepted.

V. PROPOSAL PREPARATION AND SUBMISSION  
B. SPECIFIC PROPOSAL INSTRUCTIONS  
7. Proposed Cost.

# MUSIC & ARTS™



## Repair Pricing Guide

Rack Labor Per Hour Rate
<b>\$85.00</b>

Baseline Labor Rate is set @ \$85.00 per hour

Discount %	
Labor	Parts
15.00%	20.00%

Prepared for  
James Madison University

Discounted Rate is currently set @ \$72.25 per hour



V. PROPOSAL PREPARATION AND SUBMISSION  
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 7. Proposed Cost.

Class 1 Woodwind Service Plans- Flat Rate	Piccolo		Piccolo		Flute		Flute		Oboe		Oboe		Clarinet		Clarinet		Bass		Bass	
	Plastic	Wood/Metal	Closed	Open	Plastic	Wood	Plastic	Wood	Plastic	Wood	Plastic	Wood	Plastic	Wood	Plastic	Wood	Plastic	Wood	Plastic	Wood
Play Condition 1	\$ 50.75	\$ 50.75	\$ 50.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 50.75	\$ 50.75	\$ 50.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75	\$ 67.75
Playing Condition Repairs & Adjustments 0 pads replaced	\$ 75.85	\$ 75.85	\$ 75.85	\$ 92.85	\$ 92.85	\$ 105.40	\$ 105.40	\$ 105.40	\$ 105.40	\$ 105.40	\$ 105.40	\$ 105.40	\$ 75.85	\$ 75.85	\$ 75.85	\$ 117.95	\$ 117.95	\$ 117.95	\$ 117.95	\$ 117.95
Play Condition 2 **Most Common Service**	\$ 100.95	\$ 100.95	\$ 100.95	\$ 117.95	\$ 117.95	\$ 146.90	\$ 146.90	\$ 146.90	\$ 146.90	\$ 146.90	\$ 146.90	\$ 146.90	\$ 100.95	\$ 100.95	\$ 100.95	\$ 168.15	\$ 168.15	\$ 168.15	\$ 168.15	\$ 168.15
Playing Condition Repairs & Adjustments Up to 4 Pads Replaced	\$ 126.05	\$ 126.05	\$ 126.05	\$ 143.05	\$ 143.05	\$ 188.60	\$ 188.60	\$ 188.60	\$ 188.60	\$ 188.60	\$ 188.60	\$ 188.60	\$ 126.05	\$ 126.05	\$ 126.05	\$ 218.35	\$ 218.35	\$ 218.35	\$ 218.35	\$ 218.35
Play Condition 3	\$ 201.50	\$ 201.50	\$ 201.50	\$ 235.50	\$ 235.50	\$ 314.25	\$ 314.25	\$ 314.25	\$ 314.25	\$ 314.25	\$ 314.25	\$ 314.25	\$ 188.75	\$ 188.75	\$ 188.75	\$ 419.75	\$ 419.75	\$ 419.75	\$ 419.75	\$ 419.75
Playing Condition Repairs & Adjustments Up to 12 Pads Replaced	\$ 244.00	\$ 244.00	\$ 244.00	\$ 278.00	\$ 278.00	\$ 378.00	\$ 378.00	\$ 378.00	\$ 378.00	\$ 378.00	\$ 378.00	\$ 378.00	\$ 231.25	\$ 231.25	\$ 231.25	\$ 462.25	\$ 462.25	\$ 462.25	\$ 462.25	\$ 462.25
Repair Playing Condition Repairs & Adjustments All Pads, Corks, & Felts Replaced; Includes Cleaning Wood Bodies are oiled	\$ 72.25	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 80.00	\$ 80.00	\$ 80.00	\$ 80.00	\$ 80.00	\$ 80.00	\$ 80.00	\$ 63.75	\$ 63.75	\$ 63.75	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00
Overhaul Playing Condition Repairs & Adjustments All Pads, Corks, & Felts Replaced; Includes Cleaning. All nickel/silver keys polished	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Clean & Polish Adds on Clean & Polishing Service Applies to Play Conditions 1 thru 4 Minimum service plan Play Condition 1 required	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
1 Itemized Repairs- Total Cost to Install:	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Head Cork	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Tenon Cork	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Trill Key Corks (up to 3)	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Solder work (ea. point)	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25
All Other Work Hourly Rate	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25

\*If a technician determines playing condition repairs exceed the pre-approved amount, the customer will be provided with an estimate.  
 \*\*Itemized repair prices reflect a single item in this category, unless otherwise stated  
 \*Pricing includes synthetic, bladder, cork, or leather pad replacement  
 \*Services completed by estimate only include: specialty pad replacement, key fitting & crack repair  
 \*Professional level repairs are priced by estimate only (Applies to full conservatory)

V. PROPOSAL PREPARATION AND SUBMISSION  
 B. SPECIFIC PROPOSAL INSTRUCTIONS  
 7. Proposed Cost.

Class 2. Woodwind Service Plans- Flat Rate	Bassoon		Bassoon Wood		Sop Sax	Alto Sax	Tenor Sax	Bari Sax
	Plastic	Wood						
<b>Play Condition 1</b> Playing Condition Repairs & Adjustments Up to 2 Pads Replaced	\$ 71.60	\$ 71.60	\$ 71.60	\$ 71.60	\$ 71.60	\$ 71.60	\$ 84.35	\$ 105.60
<b>Play Condition 2 **Most Common Service**</b> Playing Condition Repairs & Adjustments Up to 5 Pads Replaced	\$ 105.00	\$ 105.00	\$ 105.00	\$ 105.00	\$ 105.00	\$ 105.00	\$ 126.25	\$ 147.50
<b>Play Condition 3</b> Playing Condition Repairs & Adjustments Up to 10 Pads Replaced	\$ 210.25	\$ 210.25	\$ 210.25	\$ 210.25	\$ 210.25	\$ 210.25	\$ 252.75	\$ 295.25
<b>Play Condition 4</b> Playing Condition Repairs & Adjustments Up to 15 Pads Replaced	\$ 315.50	\$ 315.50	\$ 315.50	\$ 315.50	\$ 315.50	\$ 315.50	\$ 379.25	\$ 443.00
<b>Repad</b> Playing Condition Repairs & Adjustments All Pads, Corks, & Felts Replaced; Includes Cleaning; Wood Bodies are oiled	\$ 504.75	\$ 589.75	\$ 589.75	\$ 504.75	\$ 504.75	\$ 504.75	\$ 589.75	\$ 674.75
<b>Overhaul</b> Playing Condition Repairs & Adjustments All Pads, Corks, & Felts Replaced; Includes Cleaning. All nickel/silver keys polished	\$ 568.50	\$ 653.50	\$ 653.50	\$ 568.50	\$ 568.50	\$ 568.50	\$ 653.50	\$ 738.50
<b>Clean &amp; Polish</b> Adds on Clean & Polishing Service Applies to Play Conditions 1 thru 4 Minimum service plan Play Condition 1 required	\$ 85.00	\$ 106.25	\$ 106.25	\$ 85.00	\$ 85.00	\$ 85.00	\$ 106.25	\$ 127.50
<b>1 Itemized Repairs- Total Cost to Install:</b>								
Tenor Cork	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Neck Cork	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bocal Cork	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Boot Cork	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Restring Tenon	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Solder work (ea. point)	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
<b>All Other Work Hourly Rate</b>	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25

\*If a technician determines playing condition repairs exceed the pre-approved amount, the customer will be provided with an estimate.

\*\*Itemized repair prices reflect a single item in this category, unless otherwise stated

\*\*Pricing includes synthetic, bladder, cork, or leather pad replacement

\*\*Services completed by estimate only include: specialty pad replacement, key fitting & crack repair

\*\*Professional level repairs are priced by estimate only (Applies to full conservatory)

V. PROPOSAL PREPARATION AND SUBMISSION  
 B. SPECIFIC PROPOSAL INSTRUCTIONS  
 7. Proposed Cost.

Brasswind Service Plans- Flat Rate	French Horn Single	French Horn Double	Trumpet/ Cornet	Trombone	F-Attach. Trombone	3 Valve Baritone/ Euphonium	4 Valve Baritone/ Euphonium	3 Valve Tuba/ Sousaphone	4 Valve Tuba	Rotor Tuba
<b>Ultrasonic Cleaning **Most Common Service**</b>	\$ 105.75	\$ 127.00	\$ 80.10	\$ 80.25	\$ 105.75	\$ 105.60	\$ 126.85	\$ 135.35	\$ 160.85	\$ 175.05
Disassemble, degrease and Clean; Includes Play Condition	\$ 67.50	\$ 80.25	\$ 72.25	\$ 72.25	\$ 88.75	\$ 75.85	\$ 101.35	\$ 84.35	\$ 109.85	\$ 127.05
<b>Play Condition</b>										
Up to 2 Solder Points; Service Slides; Minor Alignment New Corks & Felts as needed, Remove Minor Accessible Dents <i>Service &amp; Restring Rotor(s)</i>										
<b>Handslide Only</b>	N/A	N/A	N/A	\$ 63.25	\$ 63.25	N/A	N/A	N/A	N/A	N/A
Ultrasonic Clean Hand Slide; All Functional Dents Removed; Straighten, Align, Reround Tubing;										
Up to 2 Solder Points; New Corks & Felts as needed										
<b>Itemized Repairs-</b>										
Restring all Rotors	\$ 25.00	\$ 25.00	N/A	N/A	\$ 25.00	N/A	N/A	N/A	N/A	N/A
Repair Single Rotor (incl. restring)	\$ 25.00	\$ 25.00	N/A	N/A	\$ 25.00	N/A	N/A	N/A	\$ 25.00	\$ 25.00
Repair Piston	N/A	N/A	\$ 25.00	N/A	N/A	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	N/A
Pull Slide	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
Repair Slide Lock	N/A	N/A	N/A	\$ 25.00	\$ 25.00	N/A	N/A	N/A	N/A	N/A
Solder work (ea. point)	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00
<b>Remove Minor Accessible Dents Only</b>	\$ 50.75	\$ 50.75	\$ 42.25	\$ 42.25	\$ 42.25	\$ 63.50	\$ 63.50	\$ 80.50	\$ 80.50	\$ 80.50
<b>All Other Work Hourly Rate</b>	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25

\*If a technician determines playing condition repairs exceed the pre-approved amount, the customer will be provided with an estimate.

\*\*Itemized repair prices reflect a single item in this category, unless otherwise stated.

†Professional level repairs are priced by estimate only

**V. PROPOSAL PREPARATION AND SUBMISSION**  
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**7. Proposed Cost.**

String Repair Services- Flat Rate	Violin	Viola	Cello	Bass
Sound Post Re-Set	\$ 21.00	\$ 21.00	\$ 25.25	\$ 25.25
Bridge reset- existing	\$ 21.00	\$ 21.00	\$ 25.25	\$ 25.25
Sound Post Replace	\$ 37.95	\$ 37.95	\$ 42.00	\$ 67.15
Bridge replacement- fit new	\$ 50.35	\$ 50.35	\$ 82.95	\$ 140.40
Saddle or Nut replacement	\$ 50.65	\$ 50.65	\$ 84.45	\$ 67.20
Tailgut replacement	\$ 37.80	\$ 37.80	\$ 41.90	\$ 67.25
Tailpiece replacement	\$ 37.20	\$ 37.20	\$ 83.10	\$ 199.85
Endpin replacement	\$ 50.50	\$ 50.50	\$ 104.60	Estimate Only
Fingerboard Re-Glue	\$ 76.25	\$ 76.25	\$ 106.00	\$ 131.50
Single Peg replacement	\$ 37.80	\$ 37.80	\$ 41.70	N/A
Peg Set Replacement	\$ 75.45	\$ 75.45	\$ 103.75	N/A
Glasser Fiberglass Bow Exchange	\$ 28.50	\$ 28.50	\$ 44.50	\$ 52.50
Wood Bow Re-Hair (horse hair)	\$ 50.50	\$ 50.50	\$ 59.00	\$ 67.50
Heat treat to correct warp (includes re-hair)	\$ 71.75	\$ 71.75	\$ 80.25	\$ 88.75
Replace leather grip (includes re-hair)	\$ 71.35	\$ 71.35	\$ 79.85	\$ 88.35
Replace tip facing (includes re-hair)	\$ 96.85	\$ 96.85	\$ 105.30	\$ 113.75
Replace wire wrap (includes re-hair)	\$ 97.00	\$ 97.00	\$ 105.50	\$ 114.00
All Other Work Hourly Rate (Structural Repairs- i.e. neck resets, cracks, etc.)	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25

- \*If our technicians determine the repairs needed will exceed the service level selected, the customer will be provided with an estimate
- \*All structural repairs except for seam re-glues are estimate only
- \*Prices reflect a single item in each category
- \*Professional level repairs are priced by estimate only
- \*All string repair prices are á la carte unless otherwise specified

V. PROPOSAL PREPARATION AND SUBMISSION  
 B. SPECIFIC PROPOSAL INSTRUCTIONS  
 7. Proposed Cost.

Electronic Repair Services	Rate	Unit
All electronic repairs are to be done by estimate only.		
Electronic Repair Services are priced at half hour and hourly rates:	\$ 31.88	/30 Mins
	\$ 72.25	/Hourly
Parts will be provided at a discount percentage off of Manufacturer's Suggested Retail	20%	Discount off MSRP
Pricing (MSRP) or supply house pricing.		

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Drum Service Plans- Flat Rate	Snare Drum	Tom	Hand Drum	Bass Drum	Timpani
<b>Replace Head <b>**Most Common Provided Service**</b></b> Remove existing head and replace with new. Includes Play Condition	\$ 38.00	\$ 38.00	\$ 67.75	\$ 67.75	\$ 101.75
<b>Play Condition</b> Service drum, adjust tension rods, lugs, throw, pedals, & snares as needed. Remove Minor Accessible dents from existing heads	\$ 25.25	\$ 25.25	\$ 38.00	\$ 38.00	\$ 67.75
<b>All Other Work Hourly Rate</b>	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25

- \*Prices are for Labor only. String & Parts pricing is in addition to the listed prices.
- \*Percussion prices are only guidelines based on average time to complete repairs.
- \*Price may fluctuate based on the time it takes to complete the repair.

Mallet Service Plans- Flat Rate	Bells/ Glockenspiel	Xylophone	Marimba	Vibraphone	Chimes
<b>Restrung/Reset Bars</b> Remove existing string and replace with new. Includes Play Condition	\$ 38.00	\$ 67.75	\$ 67.75	\$ 101.75	\$ 131.50
<b>Play Condition</b> Service bars, adjust tension, repair or replace posts & felt as needed.	\$ 25.25	\$ 38.00	\$ 38.00	\$ 67.75	\$ 67.75
<b>All Other Work Hourly Rate</b>	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25	\$ 72.25

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- \*Percussion prices are only guidelines based on average time to complete repairs.
- \*Price may fluctuate based on the time it takes to complete the repair.

