

RFP 5660001125 - Attachment B

Supplier Services (Capability) Summary

Provide inclusive description of the listed service, reference RFP sections for further details. Attach an extra sheet if needed.

Section	Service	Inclusive Description	Cost above base machine cost		
			1 st Year	2 nd Year	3 rd Year
C.10	Installation				
C.8.1	Vendor provided IT; security; banking and telecommunication requirements.				
E.9.7	VPAT Information Provided				
C.10.1	User manual available to end user				
C.10.4	Return Material Authorization Process outlined				
C.10.2	Vendor installation of AFM				
C.10.3	Initial Machine Programming				
C.10.3	Vendor will provide Go-Live testing				
C.11.1	Training				
C.11.1.	Installation training				
C.11.1.	Operation training				
C.11.1.	Maintenance and troubleshooting training				

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Section	Service	Inclusive Description	Cost above base machine cost		
			1 st Year	2 nd Year	3 rd Year
C.11.1.1	Training per park Install				
C.12	Service level agreements				
C.12.1	Annual SLA Option Available				
C.12.1	Hourly Support SLA Available				
C.12.1.1	Support Mode				
C.12.1.2	Service Options				
C.12.1.3	Average/Maximum Response Time				
C.12.1.4	Access to Configurations for User IT Staff				
C.12.1.5	Issue Resolution - Average/Maximum times				

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Section	Service	Inclusive Description	Cost above base machine cost		
			1 st Year	2 nd Year	3 rd Year
C.13	Warranty				
C.13.1	Warranty attached?				
C.13.1.1	Length of warranty				
C.13.1.1	Start date of warranty				
C.13.1.1	Ending date of warranty				
C.13.1.2	Warranty reporting procedures				
C.13.1.3	Maximum time from report to repair/replacement?				
C.13.1.4	Warranty duration for replaced equipment				
C.13.1.5	Explain difference between on-site versus remote warranty service.				
C.13.1.5	What is provided onsite or remote service				
C.13.1.6	Cost and process for exented warranties				