**RFI 18-020**

**TECHNICAL PROPOSAL**

**ATTACHMENT D**

Please supply all requested information in the blue-shaded areas and indicate any attachments that have been included. Document all attachments and which section and question they pertain to.

1. **General Information**
	1. Provide a narrative that illustrates the Respondent’s understanding of the State’s requirements.

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* 1. Provide a narrative that illustrates how the Respondent will complete the delivery of goods or scope of services, accomplish required objectives, and meet the State’s overall needs.

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* 1. Provide a narrative that illustrates how the Respondent will manage the project, ensure delivery of specified goods or completion of the scope of services, and accomplish required objectives.

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* 1. Describe how the Respondent has provided products and services that are the same or similar to those products and services requested in this RFI within the last two (2) years for three large similar clients.

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* 1. In which area(s) of the specifications will the Respondent be able to exceed State expectations? Explain how these areas are superior to other options.

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1. **Service**
	1. Describe the timeline and process for delivery of products, from the start from the purchase request receipt to the delivery to the State or agency. Further, describe what issues or specific requests would lead to delays in orders, including whether programming requests or special features would alter the normal timeline and process.

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* 1. Describe the process for getting models ready for service if specific pre-programming is requested by the State or agency. Describe what is required and what is optional for models to become ready for service. Indicate whether the Respondent would help “wipe” a radio to prepare it for other users or to be taken out of service.

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* 1. Describe the procedure and average timeline for resolving billing, service, and equipment complaints

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1. **Warranty**
	1. Describe the warranties offered by the Respondent and how it meets the requirements as listed in the Scope of Services. Further describe any limitations or restrictions in coverage. For extended warranties, describe if and how the warranty coverage and limitations change over the life of the warranty.

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1. **Repairs and Maintenance**
	1. Describe how the Respondent will handle a typical repair, whether the repair services are directly handled by the Respondent, and what backup plans for repair are in place in the case that the Respondent goes out of business.

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* 1. Describe how the Respondent’s technical staff will handle and resolve a complex performance or compliance issue in operations on a system involving more than one radio.

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* 1. Describe the position and title for who performs radio repairs for the Respondent. Please list the required credentials, qualifications, and any mandatory certifications needed to become a technician for the Respondent. Describe how the Respondent ensures technicians maintain certifications and stay current on the latest updates in technology and repairs--both in the industry and for the Respondent’s radio products.

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* 1. Describe how the Respondent manages the service plans for radios. Describe the repair turnaround times for various levels of service, including standard and emergency repairs. Further, describe how the Respondent ensures the latest, standard parts are being utilized for repairs.

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1. **Product and Part Replacement**
	1. Describe, in the instance where a product or parts must be replaced. Parts should be only new for repairs. No refurbished or used parts should be used. **Also, describe your policy of product replacement when the same product has been repaired more than once.**

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1. **Returns**
	1. Describe the Respondent’s process for returns, including stipulations, restrictions, or limitations for returns. Indicate whether the speed of returns and replacements differ for out of the box failures versus failures that occur during the life of the warranty.

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* 1. Describe whether the Respondent has an internal metric goal or commitment they are willing to make for the percentage of returns accepted. Indicate the Respondent’s metric today as well as the metric the Respondent is willing to commit to contractually as a Service Level Agreement.

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1. **Training**
	1. Describe the Respondent’s offerings for training and user instruction.

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1. **Product Ordering**
	1. Describe how the Respondent ensures the product catalog is user-friendly, succinct, and current. In the case of assistance requested for a product order, describe what customer service options are available, when they are available, and the average wait or response time.

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1. **Product Removal and Disposal**
	1. Provide a narrative for the disposal of radios and batteries. Describe what green initiatives the company is taking for recycling and disposal.

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1. **Product Replacement**
	1. Describe the Respondent’s trade-in programs and any stipulations with this program, including the types of products accepted, the types of products offered. Also describe the amount of time needed to receive a replacement or credit for a replacement.

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1. **Product Replacement**
	1. Describe the Respondent’s trade-in programs and any stipulations with this program, including the types of products accepted, the types of products offered. Also describe the amount of time needed to receive a replacement or credit for a replacement.

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1. **Reporting**
	1. Describe the Respondent’s process for providing accurate, complete and timely reports; ensuring correct invoices are issued; and providing the level of detail requested.

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