

BID 385-23-72185 EOC Video Wall

Clarification Questions

INSTRUCTIONS: Please supply the requested information in the yellow shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.

Response Due: Thursday September 1, 2022, at 2:00 PM ET

1. Please explain what all is included in the Barco Essential care 5yr warranty (labor, material, etc.).

Essential Care changes the Standard Warranty from three years to five years total. It also gives priority placement to any service repair. Both the Standard Warranty and Essential Care cover parts and labor.

2. Will the State be given the option to opt out of the warranty?

Yes, you can deduct that line. That will give you 3 yrs. of standard warranty.

3. How does the Barco Essential care 5yr warranty differ from the CTI Complete Service Agreement?

In this scenario the Barco essential care covers the parts and labor for repair of the Barco product. CTI complete covers the video wall as well as the other products. CTI complete works to cover things that some manufacturers do not cover such as labor, shipping, return labor for any product that would need repair at the manufacturer. It also covers on demand service visits for other repairs and things like firmware upgrades as/if needed. Critical meeting support, Remote monitoring (as allowed) of the whole system.