**RFP 22-71967 Vending Machines**

**TECHNICAL PROPOSAL ATTACHMENT F**

Instructions: Please supply **all** requested information in the yellow-shaded areas and indicate any attachments that have been included. Document all attachments and which Section and question they pertain to.

**2.4.1 General and Machine Specifications**

1. How do you propose to meet or exceed all general and machine-specific specifications as outlined in this Attachment K Vending Machines & Concession Equipment Specifications?

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| By getting all pertinent information before ordering the machines from the manufacturer. Having parts in stock to make changes to machine/setup as needed |

**2.4.2 Physical Assets**

1. Per the RFP the successful respondent will need a space to temporarily store machines please provide a description of the proposed space for use and how it will accommodate the needs of the State as well as the location of the proposed space.

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| We have ample warehouse space to temporarily store machines. Our warehouse is located at 6801 Hillsdale Ct, Indianapolis, IN 46250 |

1. Please explain the process for BEP staff to gain access to this space for auditing purposes.

NOTE: The BEP reserves the right to tour your current space, within 24-hour notice.

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| Call Chuck Ropke at 614-421-6800 ext 1114 to make arrangements |

**2.4.3 Customer Service**

1. Describe in detail the method used to administer the requirements for Braille, recorded/accessible media, and initial training of BEP Licensed Managers, who are blind or visually impaired and how your company will deliver this service.

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| The only braille we offer is the braille provided on the selection buttons on the AMS and USI products. Training on the functions of machines will be done onsite by our technician. |

1. Explain your process (online, phone, etc.) that will be used to report machine and/or customer service issues?

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| To report an issue you would call our service line 800-282-0194 option 4 we will schedule a service call to resolve the issue |

1. How will your company handle service/repair issues related to the State Replacement Machine Policy? Machines that have continuous and immediate mechanical issues that your repair technicians cannot resolve in a timely manner. Will a refund or an exchange be given? Please explain the process and the timelines that a refund or exchange would be warranted.

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| Should this situation arise, Shaffer will work with the program and the manufacturer to resolve the issue. Should a refund/exchange be warranted Shaffer will in a timely fashion |

1. Explain the process for sending / receiving PO’s and invoices.

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| All equipment invoices are sent to…Claimsinfo.fssa@fssa.in.gov Purchase orders can be sent to mturner@shafferdistributing.com |

1. Explain what repairs services you offer that will not void the manufacture warranty? Please include any relevant certification staff may have.

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| We provide factory trained service on all equipment we sell. None of which will void any warranty |

**2.4.4 Experience**

1. What experience does your staff have working with blind and visually impaired individuals? What are their position titles and responsibilities on this contract?

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| All of our drivers, service technicians, sales personal, and customer service reps have been working with blind and visually impaired individuals for many years. |

1. Explain your typical involvement in training recipients on the proper use of vending machines.

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| We send our service tech on installations to train the operators at time of install. |

**2.4.5 Sales and Support**

1. What systems do you use for data and information? What standard reports could be provided, as requested? Please include examples of inventory audits, outstanding invoice reports, reports for specific sales periods, delivery scheduling and tracking, etc.

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| All of our data is stored electronically, and we are able to generate date specific reports as needed. Outstanding invoices can be reviewed on the Account Statement that is automatically sent every month or can be sent upon request. |

1. What is your company's standard process for problem resolution, including standard response times? What is the escalation process if the standard process cannot resolve the issues?

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| Shaffer addresses all issues in a timely fashion. The process would begin with the service manager. If it can not be resolved at this level the escalation would be, service director,COO |