



## Request for Proposals

### Computer End Point Support Services

**PROPOSALS WILL BE RECEIVED UNTIL**

**12:00 Noon, Friday, March 23, 2018**

**in**

**Purchasing Department, City Hall Building  
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

### ADVERTISEMENT FOR PROPOSALS

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Sealed proposals endorsed **Computer End Point Support Services** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 12:00 Noon, Friday, March 23, 2018**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org) (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates  
Purchasing Director

**This document IS NOT the complete proposal.** To obtain the completed proposal specifications contact Jerry Bates via email [jerryjb@cityofws.org](mailto:jerryjb@cityofws.org), by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

## Bidding Schedule

The succession of events leading to an award of a contract under this Request for Proposals are intended to be as follows however, are subject to change:

Activity	Dates
Deadline for Submitting Written Questions	12:00 Noon, Thursday, March 15, 2018
Proposals Due	12:00 Noon, Friday, March 23, 2018

## Bid Selection Process

This RFP establishes the requirements and specifications needed, and intends to provide the prospective service provider with sufficient information to understand the scope of this request. Bidders are expected to submit a formal proposal that will include service provider's qualifications, pricing, service descriptions, and performance commitments that meet the minimum requirements of this RFP.

All proposals received within the established due date/time will be evaluated and considered based on the completeness of the responses to the defined specifications. The City of Winston-Salem reserves the right to award this contract to the vendor deemed best suited to achieve the goals and desires outlined in this proposal.

## Evaluation Criteria

Respondents will be evaluated for selection on the basis of the Proposer most qualified to meet the requirements of this RFP. Major criteria to be considered in evaluation may include, but shall not necessarily be limited to:

- A. **M/WBE Commitment** – Proposer's efforts to comply with all the terms and conditions of the City of Winston-Salem's Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract.
- B. **Local Business (Distance from City)** - Proposer's business location/distance from the City of Winston-Salem.
- C. **Ability to meet all requirement outlined in the RFP** – Depth of RFP questionnaire responses including but not limited to vendor experience, industry knowledge, tools and resources, etc.
- D. **Experience** – How long has the provider been in business. How long has the provider been performing the required services outlined in the RFP. Bidder's relationship with equipment manufacturers – Dell, HP, Lenovo, Apple, etc.
- E. **Methodology/ Proposed Plan of Action** – Bidder's proposed plan of the support model based on the detailed requirements outlined in the RFP.
- F. **Price/ Total cost for Services** – The total cost of providing all required services and any start-up cost and/or additional cost needed to provide services that are not in the basic cost structure.

The bid selection review panel includes the following:

- Infrastructure Services Coordinator
- Networks and Telecommunications Supervisor
- Information Systems Operations Center and Endpoint Device Supervisor
- Business Inclusion Manager
- Office of Performance and Accountability

The following “Weighted Scale” will be used to evaluate each proposal

	Criteria	Weight
A.	M/WBE Commitment	20.00
B.	Local Business (Distance from City of Winston-Salem)	20.00
C.	Ability to meet all requirements outline in the RFP	20.00
D.	Experience Years in Business	20.00
E.	Methodology / Proposed Plan of Action	10.00
F.	Price / Total cost for Services	10.00

## Project Overview

In an effort to ensure high availability of services, the City of Winston Salem is accepting proposals from service providers to deliver warranty certified technicians and engineering services for installation, configuration, maintenance, and servicing of all end point devices. This includes computing, printing, scanning and plotting devices for all departments of the City of Winston-Salem in accordance with the requirements, terms and conditions of this document.

The service provider must be able to provide senior level support and must work directly with hardware manufacturers to guarantee quick turnaround of equipment repair/replacement parts and services when needed (*see Appendix B for a listing of current hardware*). In addition, the selected service provider is required to maintain this relationship with hardware manufacturers throughout the length of this contract.

As used in this Request for Proposal (RFP), “the City” refers to the Municipal Government of the City of Winston-Salem and its’ divisions and affiliates, including without limitation on-going relationships with other contracted vendors involved with the City’s Information Systems (I.S.) Department.

## Current Technology Environment

The City of Winston-Salem’s I.S. Department supports approximately 1,000 end point computing devices (i.e. laptops, desktops, tablets) manufactured by Hewlett Packard, Lenovo, Dell, Apple, and Microsoft. Current end point operating systems include Windows 7, Windows 10, OSX and Citrix desktop. Support of these devices will require travel to locations throughout the City of Winston-Salem and Forsyth County (*see Appendix C*). Additionally, there are approximately 900 iOS mobile devices, iPhones, iPads Mac Books, and Android tablets.

The City also has an enterprise printer fleet that is maintained by Ricoh. Ricoh works directly with City staff to push drivers and updates via the City’s Microsoft Active Directory policies and print services.

## Vendor Requirements

- Service Provider must disclose the years of service providing computer endpoint device support.
- Service Provider must disclose the current number of municipal clients, such as States, Counties, Cities, Towns and Villages.
- Service Provider must disclose the number of endpoint computing devices supported by largest customer.
- Service Provider must disclose the total startup cost to fully support the city’s computer endpoint devices.
- Service Provider must have a process to obtain parts as required by the I.S. Operations Manager.
- Agree to conduct any business with their assigned employee(s) before or after the City’s normal hours of operations which are 8:00AM to 5:00PM Monday through Friday excluding specified holidays.
- Provide and maintain a dedicated company vehicle with sufficient capacity to transport equipment to and from customer sites. Overnight parking for one vehicle is provided by the City. However, if the service provider chooses to store the vehicle at their company site and make it available to their assigned field engineer daily, vehicle pick up and return must occur before 8AM and after 5 PM on all scheduled work days.

- Provide any diagnostic tools and hardware required to perform assigned responsibilities. All maintenance shall be performed by certified engineers. The Bidder will not subcontract work covered under this contract to other firms without prior written consent from the City.
- At some point the Service Provider may be asked to extend services to additional areas that are not outlined in Appendix C.

## SCOPE OF WORK

### Service Requirements

The scope of this agreement calls for the contractor to provide a variety of IT support services, including, but not limited to:

- Hardware and software configuration, installation, maintenance and troubleshooting/repair, software and hardware upgrades, technology refresh projects, and enhancement services.
- Reimage endpoint computers, equipment moves, adds, and changes.
- Hardware/software consultation and advisement as requested.
- Maintain BIOS and driver versions for all devices.
- Maintain an accurate inventory of all incoming and outgoing inventory.
- Maintain and update a complete driver library.
- Support, Service, and Maintenance of printing devices to include plotters and scanners.
- Assemble, set-up, test, and deliver personal computers, printer devices, peripherals, and other related equipment for City departments.
- Staffing is required on site to provide service during official office hours: Monday through Friday, 8 AM to 5 PM, with 1 hour break for lunch, excluding City recognized holidays.
- Throughout the length of the contract a fully trained and qualified backup staff person familiar with the City's needs and requirements shall be available during the absence of the primary support person at no additional cost to the city.
- Maintain an acceptable level of on-site spare/replacement parts in a designated city space.
- Service Provider must have the resources to obtain parts as required by the I.S. Operations Center Manager.
- Management of parts sourcing and depot services as required.
- Provide after hours or emergency response support staff as directed by I.S. Management.
- Assist technical staff with special projects as requested by I.S. Management.
- Provide basic end-user training (*i.e. how to use a new piece of equipment, how to log in, how to map a drive, etc.*)
- Provide support in setting up, configuring, deploying and servicing Mac Books and Mac Pro devices as assigned by the I.S. Operation Center Manager.
- The contractor shall furnish the necessary skilled personnel on-site with the appropriate manufacturer certifications to ensure quick turnaround of warranty/non-warranty repair of supported equipment.
- All support requests will be submitted to the City's I.S. Operations Center for evaluation and assignment through the Ivanti HEAT application.
- Details of all service and maintenance related activities must be entered into Ivanti HEAT in a timely manner.
- Incident/problem request may only be considered closed when the requestor confirms the problem to be satisfactorily resolved.
- The selected service provider's representative will comply with the City's reporting requirements, including daily accounting of how time is spent.
- Repairs requiring non-warranty parts will be reported to the City's Information Systems Operation Manager prior to ordering for approval.
- All out of warranty repair parts will be provided to the City at the actual replacement cost.
- Immediate response to critical equipment failures is expected.
- Maintain contact with the customer to keep them informed of service status.

- Make and keep appointments with clients to perform service.
- Be an authorized warranty service provider for the makes, models and brands of equipment supported by the City.
- Maintain certification(s) required by the equipment manufacturer to prevent interruption of the equipment warranties and to permit warranty repairs at no additional cost to the City.
- Periodically visit manufacturers' web sites to stay abreast of service advisories, product recalls, etc., and present that information to the Information Systems Operations Center Manager to determine an appropriate plan of action.

### **Proactive/Preventive Maintenance Requirements**

The selected service provider will perform all required preventive maintenance service to equipment in accordance with the manufacturers' specifications. Maintenance service includes scheduled preventive maintenance (PM) as determined by the manufacturer or City of Winston Salem personnel, and required unscheduled on-demand remedial maintenance. The selected service provider's representative will:

- Follow the equipment manufacturers' specified maintenance schedule for all equipment covered under the support contract that requires regular maintenance servicing.
- Perform periodic scheduled health assessments on supported equipment to determine if preventive action is required or if remedial actions are necessary to restore performance levels. This includes all printing devices, scanners, and any other PC peripheral equipment whose manufacturers specify regular maintenance for proper operation.
- Provide a quarterly report on proactive and preventive maintenance to the Information Systems Operations Manager.

### **Repair Parts Management**

The selected service provider will be required to become knowledgeable and adhere to the City's policies and procedures for documenting, maintaining, recording and notifying designated staff immediately when changes are made to the status of all asset tagged equipment including but not limited to:

- Installation of software image on spare systems.
- Maintaining the naming of spare units in accordance with established I.S. procedures.
- Updating inventory forms for equipment installations, adds, and replacements.
- Asset tagging and completing inventory forms for the receipt of new equipment.

The selected service provider will be responsible for acquiring all warranty repair parts from the manufacturer and, where applicable, will be responsible for the return of the defective parts back to the manufacturer in accordance with the manufacturer's policies. The City will not incur any expenses associated with the acquisition, shipping, and return of any repair parts.

All computer equipment, devices, and spare parts, as well as all documentation, diagnostics tools, and other material required to fulfill the conditions of this contractual agreement are considered to be the property of the City and will be kept on-site at the City and will not be used by the contractor for any purpose other than the support of the equipment associated with this contract.

The selected provider will be responsible for all troubleshooting and component level repair of the City's out-of-warranty hardware. The selected vendor's assigned field engineer/technician will be responsible for troubleshooting to determine the defective part/parts, locate supply chains for acquiring the needed part, make the purchase on the City's behalf and invoice the City for the repair parts at the bidder's actual cost. The City requires the vendor's assigned personnel to get prior approval from the Information Systems Operations Manager before ordering any repair part that will be billed back to the City.

Repair parts for all out of warranty equipment must be OEM, if available, and if not available, must be OEM equivalent or better. Parts must be new. The City recognizes that occasionally, new parts for older equipment that is out of warranty may not be available and that the only part available may be a refurbished part. The vendor will make every effort to acquire new parts for all out of warranty repairs. If a refurbished part is all that is available, the vendor must notify the City that the part is used or refurbished before acquiring the part.

For any out of warranty parts purchased to be invoiced back to the City, the vendor will provide detailed documentation to the City including:

- Part Purchased
- Supplier part was purchased from
- Vendor's purchase cost with separate line items showing the actual part cost, tax and shipping costs
- Device it was purchased for including make, model, SN and/or work station number
- Tracking call number associated with the repair

The successful vendor will be responsible for tracking all warranty information on all parts purchased on behalf of the City and acquiring warranty replacements when needed. All out-of-warranty repair parts will carry a warranty of not less than 90 days.

### **City of Winston-Salem Requirements**

- Provide a secure workspace and minimal storage for spare parts.
- Provide one city designated parking space.
- Provide one desktop PC and one desktop phone.
- Access to I.S. Operation Center's incident and problem management tracking system- Ivanti HEAT application.
- Assignments to Service Provider staff will be made by the I.S. Operation Center through the Ivanti HEAT application.
- City staff shall submit requests for support services through the I.S. Department's Operations Center staff.
- The city contracting officer shall approve any change order.
- The City keeps an inventory of endpoint devices on hand in an effort to minimize service interruption for our clients.

### **Customer References**

All bid respondents must provide **three (3)** customer references to which you are providing consolidated maintenance services that you consider relevant to our situation. References should be chosen for the similarity of their business requirements and needs and for the similarity of their platform requirements and services provided. For each reference, please indicate your reasoning for selecting them and how you believe their circumstances are comparable to our own.

*Note: Appendix A of this RFP contains the forms to be used for response to this proposal. Bidders must review and respond to **all** sections included and refer to the previous sections of this document for clarification.*

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*The tables contained on these pages are designed to aid the City in identifying the best proposal for our needs. All other information required in other sections of this document shall be included in the Bidder's proposal as specified.*

## **BID RESPONSE FORMS**

### *Appendix A*

**Bidders responding to this proposal must agree to the following:**

<b>Detailed Vendor Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
1. Service Provider must disclose the years of service providing computer endpoint device support.		
2. Service Provider must disclose the current number of municipal clients, such as States, Counties, Cities, Towns and Villages.		
3. Service Provider must disclose the number of endpoint computing devices supported by largest customer.		
4. Service Provider must disclose the total startup cost to fully support the city's computer endpoint devices.		
5. Service Provider must have a process to obtain parts as required by the I.S. Operations Manager.		
6. Agree to conduct any business with their assigned employee(s) before or after the City's normal hours of operations which are 8:00 AM to 5:00 PM.		
7. Provide and maintain a dedicated company vehicle with sufficient capacity to transport equipment to and from customer sites. Overnight parking arrangements is provided by the City. However, if the service provider chooses to store the vehicle at their company site and make it available to their assigned field engineer daily, vehicle pick up and return must occur before 8AM and after 5 PM on all scheduled work days.		
8. Provide any diagnostic tools and tool hardware to perform assigned responsibilities. All maintenance shall be performed by certified engineers. The Bidder will not subcontract work covered under this contract to other firms without prior written consent from the City.		

<b>Detailed Vendor Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
9. At some point the successful vendor may be asked to extend services to additional areas that are not outlined in Appendix C.		

<b>Detailed Service Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
1. Service Provider must have the resources to obtain parts as required by the I.S. Operations Center Manager.		
2. Management of parts sourcing and depot services as required.		
3. Provide after hours or emergency response support staff as directed by I.S. Management.		
4. Assist technical staff with special projects as requested by I.S. Management.		
5. Provide basic end-user training ( <i>i.e. how to use a new piece of equipment, how to log in, how to map a drive, etc.</i> )		
6. Provide support in setting up, configuring, deploying and servicing Mac Books and Mac Pro devices as assigned by the I.S. Operation Center Manager.		
7. The contractor shall furnish the necessary skilled personnel on-site with the appropriate manufacturer certifications to ensure quick turnaround of warranty/non-warranty repair of supported equipment.		
8. All support requests will be submitted to the City's I.S. Operations Center for evaluation and assignment through the Ivanti HEAT application.		
9. I.S. Management or the Operations Center Manager are the only persons authorized to assign support requests to the Service Provider designated support staff.		
10. Details of all service and maintenance related activities must be entered into Ivanti HEAT in a timely manner.		
11. Incident/problem request may only be considered closed when the City user and/or contact confirms the problem to be satisfactorily resolved.		
12. The selected service provider's representative will comply with the City's reporting requirements, including daily accounting of how time is spent.		



<b>Detailed Service Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
13. Repairs requiring non-warranty parts will be reported to the City's Information Systems Operation Manager prior to ordering for approval.		
14. All out of warranty repair parts will be provided to the City at the actual replacement cost.		
15. Respond immediately to critical equipment failures.		
16. Maintain contact with the customer to keep them informed of service status.		
17. Make and keep appointments with clients to perform service.		
18. Be an authorized warranty service provider for the makes, models and brands of equipment supported by the City.		
19. Maintain certification(s) required by the equipment manufacturer to prevent interruption of the equipment warranties and to permit warranty repairs at no additional cost to the City.		
20. Periodically visit manufacturers' web sites to stay abreast of service advisories, product recalls, etc., and present that information to the Information Systems Operations Center Manager to determine an appropriate plan of action.		
21. Hardware and software configuration, installation, maintenance and troubleshooting/repair, software and hardware upgrades and technology refresh projects, and enhancement services.		
22. Repair, reimage, equipment moves, adds, and changes.		
23. Hardware/software consultation and advisement as requested.		
24. Maintain BIOS and driver versions for all devices.		
25. Maintain an accurate inventory of all incoming and outgoing inventory.		
26. Maintain and update a complete driver library.		
27. Support, Service, and Maintenance of printing devices to include plotters and scanners.		
28. Assemble, set-up, test, and deliver personal computers, printer devices, peripherals, and other related equipment for City departments.		

<b>Detailed Service Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
29. Staffing is re required on site to provide service during official office hours: Monday through Friday, 8 AM to 5 PM, with 1 hour break for lunch, excluding City recognized holidays.		
30. Throughout the length of the contract a fully trained and qualified backup staff person familiar with the City's needs and requirements shall be available during the absence of the primary support person at no additional cost to the city.		
31. Maintain an acceptable level of on-site spare/replacement parts in a designated city space.		

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**Bidders responding to this proposal must agree to adhere to the following service processes:**

<p style="text-align: center;"><b>Detailed Ongoing Maintenance Bid Requirements</b></p>	<p style="text-align: center;"><b>Bidder Complies With no additional cost Yes/No</b></p>	<p style="text-align: center;"><b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b></p>
<p>1. The selected service provider will provide <u>all</u> required maintenance and repair service to equipment covered by the manufacturer’s warranty necessary to keep the machines in good operating condition in accordance with manufacturers’ specifications.</p> <ul style="list-style-type: none"> <li>a. The service provider’s representative will follow the equipment manufacturers’ specified maintenance schedule for all equipment covered under the support contract that requires regular maintenance servicing. This includes all printers, scanners, and other PC peripheral equipment whose manufacturers specify regular maintenance for proper operation</li> <li>b. Maintenance service includes scheduled preventive maintenance (PM) based upon specific needs of individual machines as determined by the manufacturer and unscheduled on-call remedial maintenance.</li> <li>c. Maintenance service will include equipment configuration, equipment imaging/re-imaging, inventory, BIOS and driver updates as deemed necessary, installation, move and/or relocation of all supported equipment, and the assembly set-up, testing, and delivery of personal computers, printers, peripherals, and related PC-equipment for City departments.</li> </ul>		
<p>2. Only new standard O.E.M. parts or O.E.M. refurbished parts shall be used in effecting repairs. The vendor shall be prepared to submit Certification of Quality accompanying any rebuilt part.</p>		
<p>3. Warranty and non-warranty maintenance and repair services are not limited to the equipment identified in this document. As equipment brands and models are added to the City’s installed base, the selected service provider will ensure that their staff is trained and certified to repair and maintain them. The City will not incur any additional cost for these certifications.</p>		
<p>4. The selected service provider’s representative will perform all upgrades or enhancements for client equipment regardless of quantity and manufacturer of equipment.</p>		

<b>Detailed Ongoing Maintenance Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
5. Service logs for each covered piece of equipment must be recorded in the service request database. These logs must include details of each service performed, along with the date and the name of the technician.		
6. The selected service provider's representative will take all reasonable precautions to preserve the integrity of user files that reside on PCs or other equipment being serviced.		

**Response Criticalities**

Service requests that are submitted to the Bidder's service provider will be assigned a criticality based on the urgency conveyed by the City's Service Desk Agent. Bidders responding to this proposal must agree to the following service response requirements:

**Criticality Response Scale**

- **Priority 1 - One-HOUR (1 Hour) Response Time Designation:** Contact end-user within one (1) working hour. Arrive and diagnose the equipment within two (2) working hours. Equipment is operational within four (4) hours. *(Average Call Volume: 1%)*
- **Priority 2 - FOUR-HOUR (4 Hour) Response Time Designation:** Contact end-user within two (2) working hours. Arrive and diagnose the equipment within four (4) working hours. Equipment is operational within eight (8) hours. *(Average Call Volume: 4%)*
- **Priority 3 – FOUR-HOUR (4 Hour) Response Time Designation:** Contact end-user within four (4) working hours. Arrive and diagnose the equipment within eight (8) working hours. Equipment is operational within three (3) business days. *(Average Call Volume: 95%)*

<b>Detailed Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
1. The Bidder will provide adequate staffing to the City to meet the estimated response criticalities defined.		
2. The Bidder service provider must contact the customer immediately after a work assignment is communicated to begin work toward troubleshooting and resolution if not actively working on another call.		

<b>Detailed Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
<p>3. The Bidder's service provider shall comply with the response/operational times as designated below for every system or item.</p> <p>a. If operational times cannot be complied with, the service provider shall notify the City's Contract Support Agent immediately so that an alternative solution can be identified and implemented</p>		
<p>4. The service provider is expected to be onsite and working the reported issue within the indicated response time requirements.</p>		

**Warranties for Repair** All responding bidders **must** provide the following information about your support, configuration and maintenance services. Failure to note a limitation or potential limitation at this time will result in later disqualification.

<b>Detailed Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
<p>1. All out of warranty work performed by the Bidder must be guaranteed for at least ninety days from the work's completion date. All out of warranty repairs and parts will carry a warranty of not less than 90 days. It is the sole responsibility of the Bidder to obtain replacement for the failed part under warranty at no additional cost to the City. All warranty parts will be shipped overnight to minimize down time and facilitate quickest possible repair.</p>		
<p>2. Any damage done to any equipment as a result of the technician's transport, repair effort, etc. will be the sole responsibility of the Bidder. The Bidder will replace or repair, at the City's discretion, with equipment equivalent or better. Replacement equipment, as a result of this damage, will be the manufacturer's brands and models approved by the City.</p>		
<p>3. All repairs and parts for equipment under warranty will assume the remainder of the warranty period for the equipment in which it is installed. It is the Bidder's responsibility to obtain overnight shipping for repair parts to minimize down time.</p>		

<b>Detailed Bid Requirements</b>	<b>Bidder Complies With no additional cost Yes/No</b>	<b>Bidder Complies with Additional Cost - If Applicable (Please specify amount)</b>
4. Any component or piece of equipment that fails within the warranty period will be the Bidder's sole responsibility to replace with a new, genuine manufacturer replacement at no additional cost to the City.		
5. The Bidder is solely responsible for manufacturer invoicing and any follow-up required for warranty work performed for which the Bidder is entitled reimbursement by the manufacturer. The City <b>will</b> not incur any cost for warranty parts replacements. Non-warranty parts (i.e. maintenance kits, fusers, etc.) <b>must</b> be competitively priced to ensure the City is getting pricing comparable to or less than what we could purchase directly from the equipment manufacturer or other OEM source. Out of warranty repair parts will be provided to the City at actual replacement cost.		

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