

SPECIFICATIONS

1. One (1) year maintenance agreement, effective from date of execution.
2. Each piece of equipment must include quarterly inspections with full preventative maintenance service. All technicians must be factory certified from the manufacturer or approved training facility.
3. Each piece of equipment must include four (4) non-emergency service calls and two (2) emergency service calls.
4. Service technician **must** contact the Print Shop within two (2) hours from time of placement of service call for non-emergency calls.
5. All emergency calls **must** be responded to within four (4) hours from the time of service call (must be on-site response).
6. Cost of all shipping, travel time and taxes must be included in awarded bid price.
7. Bid must include cost of all parts, including electrical components, (except for normal wear and tear parts, i.e., rollers, belts, suckers, hoses, bearings and worn gears, etc.).
8. All hourly rates must be billed based on the quarter hour. No full hour charges will be accepted on partial hours of service.
9. A list of pricing of all wear and tear parts must be included with bid. Any percentage of discounts off list price must be noted.