RFP #120980435
Service Being Requested: Espresso Machine Servicing

Firm Name: __________________________________________________________

Location: __________________________________________________________

E-mail address: ______________________________________________________

Phone No. _______________ Name: (print)_______________________________

Number of Employees: _______ _______________________________________

Date: _______________ Signature

Annual Cost of Service Agreement for all three machines:

- Year 1 - $ per year: ________________
- Year 2 - $ per year: ________________
- Year 3 - $ per year: ________________
- Travel/Trip charge (per trip): _______________

Rates for repairs not in connection with all preventative maintenance and normal use will be as follows:

- Regular work week hours: $ per hour: __________
- Overtime for over 8 hours per day or Saturday: $ per hour: __________
- Overtime for Sundays or holidays: $ per hour: __________
- Parts/Equipment (overhead & profit %) % __________

Additional/optional rates (Please explain details or impact):
List three (3) most recent projects completed for MSU/other:

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<tr>
<th>Project</th>
<th>Location</th>
<th>Brief Description</th>
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Statement of Availability:

The call back response time for a request for service will be within two (2) hours, at which time vendor will schedule a time for a service technician to repair the equipment. If the equipment is still able to produce coffee beverages, a technician will be onsite within 48 hours to repair the equipment and replace any necessary parts. If the equipment is unable to produce coffee beverages, a technician will be onsite within 24 hours or within the next business day to repair the equipment and replace any necessary parts.

Can company respond as noted above?  YES  NO

Qualifications & Technical Competence:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Geographic Location (nearest vendor service site):

________________________________________________________________________

________________________________________________________________________

Comments:

________________________________________________________________________

________________________________________________________________________