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Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA

Service and maintenance for three (3) S3140 Max scanners Specification

- 12 Months contract
- **Two annual services per scanner** (covering travel, labour, and parts, including consumables).
- **Unlimited call-outs**, with travel and labour included.
- **Response time standards:**
 - Service provider to respond within 4 hours of a logged call, providing a call number and assigned technician.
 - Technician to be on site within the next 4 hours (depending on time of call).
 - Calls logged in the afternoon are attended to the following day.
- Must be an authorised partner and distributor of Kodak Alaris and Kodak products, and are authorised to install, maintain and support Kodak Alaris product range.
- Machines must be functional for at least 7 days after maintenance and/or service.