Appendix B: Support Processes

1. Support services
    a. Do you offer support services beyond the sale of equipment?

    b. If so, how are such support services provided inside and outside the equipment warrantee period?

    c. If support services are offered, are there additional cost implications?

    d. If there are additional cost implications, kindly provide a detailed breakdown of these costs?

2. How will Level 2 and Level 3 support queries be handled? Please describe the process that would be followed for each support level. As part of the process descriptions, kindly make reference to the following aspects:
    - Who will be responsible for handling Level 2 and Level 3 support queries

    - Access to Level 3 support engineers

    - Availability of local subject-matter experts

3. Repair of faulty equipment
    a. How will in-warranty and out-of-warranty repairs be handled? What is the process to be followed for each and what turnaround times can be expected?

b. Will spares be kept inside the country?

c. Will repairs be done inside the country?

d. Will modules / equipment / batteries be readily available for swop-out during failures?

4. Training

a. What training is offered on purchase, and what is offered on an ongoing basis?

b. Will training be conducted inside the country or outside of the country?

c. What training is offered / required in terms of continuous certification of staff and contractors?

d. Is an online help / training facility available?

e. Is a “train the trainer” concept supported whereby experts are created locally?

5. If applicable, please describe how firmware / software upgrades are handled, including licensing issues, etc?

6. Supplier to provide an end-of-life management, which include the disposal process.