

SOURCES SOUGHT VA246-16-N-1497

ATTACHMENT A - EQUIPMENT LIST AND SERVICE LEVELS

<u>Equipment to Be Maintained</u>	<u>Service Level Terms and Conditions</u>	<u>Additional Service Options</u>
GE WORKSTATION XELERIS WORKSTATION 3.X (NX31UP)	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-9PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-9PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-NUC ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ ILINQ RESPONSE TIME: 30 MIN. <p>EXCLUDED:</p> <ul style="list-style-type: none"> ☑ PERIPHERAL DEVICES ☑ UNINTERRUPTED POWER SUPPLY ☑ XELERIS FLOATING LICENSE ☑ XELERIS SUITE
GE XR FlashPad - Digital Wireless Detector (XRA614)	<ul style="list-style-type: none"> ☑ Acc Cov: 1-replac./contract yr-\$0; ea addl replacement-\$6K ☑ Note 01: Unlimited Replacements Due to Normal Wear & Tear ☑ Replacements Due to Abuse, Theft, Loss, Fire: Excluded ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ BATTERY REPLACEMENT COVERAGE
GE XR FlashPad - Digital Wireless Detector (XRA614)	<ul style="list-style-type: none"> ☑ Acc Cov: 1-replac./contract yr-\$0; ea addl replacement-\$6K ☑ Note 01: Unlimited Replacements Due to Normal Wear & Tear ☑ Replacements Due to Abuse, Theft, Loss, Fire: Excluded ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ BATTERY REPLACEMENT COVERAGE
GE XR FlashPad - Digital Wireless Detector (XRA614)	<ul style="list-style-type: none"> ☑ Acc Cov: 1-replac./contract yr-\$0; ea addl replacement-\$6K ☑ Note 01: Unlimited Replacements Due to Normal Wear & Tear ☑ Replacements Due to Abuse, Theft, Loss, Fire: Excluded ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ BATTERY REPLACEMENT COVERAGE

<p>GE XR FlashPad - Digital Wireless Detector (XRA614)</p>	<ul style="list-style-type: none"> ☑ Acc Cov: 1-replac./contract yr-\$0; ea addl replacement-\$6K ☑ Note 01: Unlimited Replacements Due to Normal Wear & Tear ☑ Replacements Due to Abuse, Theft, Loss, Fire: Excluded ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TIP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ BATTERY REPLACEMENT COVERAGE
<p>GE NM INFINIA - WITH HAWKEYE 4 (NMH922)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-NUC ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TIP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ ACQUISITION PROCESSOR ☑ CRYSTAL COVERAGE ☑ HAWKEYE ☑ ILINQ RESPONSE TIME: 30 MIN. ☑ TABLE <p>EXCLUDED:</p> <ul style="list-style-type: none"> ☑ MFC ☑ PERIPHERAL DEVICES ☑ UNINTERRUPTED POWER SUPPLY ☑ VCR ☑ WORKSTATION
<p>GE NM INFINIA - WITH HAWKEYE 4 (NMH922)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-NUC ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TIP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ ACQUISITION PROCESSOR ☑ CRYSTAL COVERAGE ☑ HAWKEYE ☑ ILINQ RESPONSE TIME: 30 MIN. ☑ TABLE <p>EXCLUDED:</p> <ul style="list-style-type: none"> ☑ MFC ☑ PERIPHERAL DEVICES ☑ UNINTERRUPTED POWER SUPPLY ☑ VCR ☑ WORKSTATION
<p>GE NM OPTIMA NM/CT 640 (NMH970)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-NUC ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TIP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ ACQUISITION PROCESSOR ☑ CRYSTAL COVERAGE ☑ ILINQ RESPONSE TIME: 30 MIN. ☑ TABLE ☑ TUBE COVERAGE <p>EXCLUDED:</p> <ul style="list-style-type: none"> ☑ MFC ☑ PERIPHERAL DEVICES ☑ UNINTERRUPTED POWER SUPPLY ☑ VCR ☑ WORKSTATION

<p>GE XR FlashPad - Digital Wireless Detector (XRA614)</p>	<ul style="list-style-type: none"> ☑ Acc Cov: 1-replac./contract yr-\$0; ea addl replacement-\$6K ☑ Note 01: Unlimited Replacements Due to Normal Wear & Tear ☑ Replacements Due to Abuse, Theft, Loss, Fire: Excluded ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ BATTERY REPLACEMENT COVERAGE
<p>GE XR FlashPad - Digital Wireless Detector (XRA614)</p>	<ul style="list-style-type: none"> ☑ Acc Cov: 1-replac./contract yr-\$0; ea addl replacement-\$6K ☑ Note 01: Unlimited Replacements Due to Normal Wear & Tear ☑ Replacements Due to Abuse, Theft, Loss, Fire: Excluded ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ BATTERY REPLACEMENT COVERAGE
<p>GE XR PRECISION 500D (XRF888)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ Analog to Digital Upgrade Kit ☑ DIGITAL ☑ ILINQ RESPONSE TIME: 30 MIN. ☑ IMAGE INTENSIFIER ☑ TUBE COVERAGE <p>EXCLUDED:</p> <ul style="list-style-type: none"> ☑ PERIPHERAL DEVICES ☑ Printers ☑ UNINTERRUPTED POWER SUPPLY ☑ VCR ☑ WIRELESS DETECTOR ☑ WORKSTATION
<p>GE XR DISCOVERY XR656 1-D (XRA610)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 4-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-GDXR ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> ☑ ILINQ RESPONSE TIME: 30 MIN. ☑ TABLE ☑ TUBE COVERAGE <p>EXCLUDED:</p> <ul style="list-style-type: none"> ☑ PERIPHERAL DEVICES ☑ Printers ☑ UNINTERRUPTED POWER SUPPLY ☑ WIRELESS DETECTOR ☑ WORKSTATION

<p>GE WORKSTATION XELERIS WORKSTATION 3.X (NX31UP)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-9PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-9PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-NUC ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED: ☑ ILINQ RESPONSE TIME: 30 MIN.</p> <p>EXCLUDED: ☑ PERIPHERAL DEVICES ☑ UNINTERRUPTED POWER SUPPLY ☑ XELERIS FLOATING LICENSE ☑ XELERIS SUITE</p>
<p>GE WORKSTATION XELERIS WORKSTATION 3.X (NX31UP)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-9PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-9PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-NUC ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED: ☑ ILINQ RESPONSE TIME: 30 MIN.</p> <p>EXCLUDED: ☑ PERIPHERAL DEVICES ☑ UNINTERRUPTED POWER SUPPLY ☑ XELERIS FLOATING LICENSE ☑ XELERIS SUITE</p>
<p>GE WORKSTATION XELERIS WORKSTATION 3.X (NX31PR)</p>	<ul style="list-style-type: none"> ☑ FE Coverage Weekdays: MON-FRI, 8AM-9PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ iCenter - Maintenance: SILVER ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-9PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-NUC ☑ Software Upgrades and Updates: Software and Quality Updates ☑ TiP Answer Line ☑ Uptime Commitment: 97% 	<p>INCLUDED: ☑ ILINQ RESPONSE TIME: 30 MIN.</p> <p>EXCLUDED: ☑ PERIPHERAL DEVICES ☑ UNINTERRUPTED POWER SUPPLY ☑ XELERIS FLOATING LICENSE ☑ XELERIS SUITE</p>
<p>GE UL LOGIQ E9 R4/R5 (ULO9Y)</p>	<ul style="list-style-type: none"> ☑ Accident Damage Probe Replace: Unlimited ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-UL ☑ Uptime Commitment: 97% 	<p>INCLUDED: ☑ DVR ☑ EXTERNAL DVD R/W ☑ GENERAL/SPECIALTY PROBES: 1-99 General/Specialty Probes ☑ PEDOF PROBE ☑ Printers ☑ VCR</p>
<p>GE UL LOGIQ E9 R4/R5 (ULO9Y)</p>	<ul style="list-style-type: none"> ☑ Accident Damage Probe Replace: Unlimited ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-UL ☑ Uptime Commitment: 97% 	<p>INCLUDED: ☑ DVR ☑ EXTERNAL DVD R/W ☑ GENERAL/SPECIALTY PROBES: 1-99 General/Specialty Probes ☑ PEDOF PROBE ☑ Printers ☑ VCR</p>
<p>GE UL LOGIQ E9 R4/R5 (ULO9Y)</p>	<ul style="list-style-type: none"> ☑ Accident Damage Probe Replace: Unlimited ☑ FE Coverage Weekdays: MON-FRI, 8AM-5PM ☑ FE Coverage Weekend: NO COVERAGE HRS ☑ FE Onsite Response Time: 6-Hours ☑ InSite Response: 30 ☑ InSite/Tech Phone Support ☑ PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM ☑ Repair Parts: Included, Next Day 10:30 AM LST-UL ☑ Uptime Commitment: 97% 	<p>INCLUDED: ☑ DVR ☑ EXTERNAL DVD R/W ☑ GENERAL/SPECIALTY PROBES: 1-99 General/Specialty Probes ☑ PEDOF PROBE ☑ Printers ☑ VCR</p>

<p>GE UL LOGIQ E9 R4/R5 (ULOE9Y)</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Accident Damage Probe Replace: Unlimited <input checked="" type="checkbox"/> FE Coverage Weekdays: MON-FRI, 8AM-5PM <input checked="" type="checkbox"/> FE Coverage Weekend: NO COVERAGE HRS <input checked="" type="checkbox"/> FE Onsite Response Time: 6-Hours <input checked="" type="checkbox"/> InSite Response: 30 <input checked="" type="checkbox"/> InSite/Tech Phone Support <input checked="" type="checkbox"/> PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM <input checked="" type="checkbox"/> Repair Parts: Included, Next Day 10:30 AM LST-UL <input checked="" type="checkbox"/> Uptime Commitment: 97% 	<p>INCLUDED:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DVR <input checked="" type="checkbox"/> EXTERNAL DVD R/W <input checked="" type="checkbox"/> GENERAL/SPECIALTY PROBES: 1-99 General/Specialty Probes <input checked="" type="checkbox"/> PEDOF PROBE <input checked="" type="checkbox"/> Printers <input checked="" type="checkbox"/> VCR
<p>NANOSONICS UL TROPHON (UCCTRO)</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Re-Fresh PM: NONE <input checked="" type="checkbox"/> Accessories Discount: 20% <input checked="" type="checkbox"/> Accidental Damage Replacement: No Accidental Damage System Replacement <input checked="" type="checkbox"/> FE Coverage Weekdays: NO COVERAGE HRS <input checked="" type="checkbox"/> FE Coverage Weekend: NO COVERAGE HRS <input checked="" type="checkbox"/> PM Buy-up: Standard+1, Depot Repair Only <input checked="" type="checkbox"/> PM Coverage HOURS/DAYS: MON-FRI, 8AM-5PM <input checked="" type="checkbox"/> Repair Parts: Included, Next Day 10:30 AM LST-UL <input checked="" type="checkbox"/> Technical Phone Support 	<p>INCLUDED:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> LOANER COVERAGE <p>EXCLUDED:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CARTS