

RFP 22-71967 Vending Machines

Clarification Questions

Attachment F Technical Proposal

INSTRUCTIONS: Please supply the requested information in the yellow shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.

Response Due Thursday August 4,2022, at 1:00 PM ET

1. Does any of the proposed machines have the ability to be modified for text to voice synthesizer? If yes, please indicate which machines and what would be the additional charge for this addition.

NO

2. Attachment K Model # AMS 39 BOT / FOOD had the incorrect dimensions. The correct dimension is 72 x 32 ½ x 35, can you please confirm that you have a proposed machine that can meet these dimension requirements?

THE AMS 39 BOT/FOOD MACHINE IS 72 X 39 X 35

3. Please confirm that Shafer cannot provide manuals in an electronic format.

WE CAN PROVIDE ELECTRONIC MANUALS

4. Attachment F Q-2 please define what is meant by "ample space"? Please provide a detailed description of this space.

WE HAVE 10,000 SQ FT OF WAREHOUSE SPACE IN INDIANAPOLIS TO STORE EQUIPMENT FOR A PERIOD OF TIME (NO LONGER THAN 30 DAYS), AS EQUIPMENT WAITS TO BE INSTALLED OR TAKEN TO YOUR WAREHOUSE

5. Attachment F Q-4 Which of the proposed machines do not include the braille overly?

BOTH AMS AND USI MACHINES HAVE BRAILLE ON THE KEYPADS.
ALL OTHER MACHINES DO NOT

6. Attachment F Q-9 Please provide detail on what the responsibilities of staff that will be a part of this contract?

OUR STAFF WILL DELIVER, LEVEL AND TRAIN THE OPERATORS ON LOCATION AT TIME OF INSTALL. OUR STAFF HAS BEEN WORKING WITH THE VISUALLY IMPAIRED FOR MORE THAN 20 YEARS.

7. Attachment F Q-10 Please explain what the training that will be provided for program participants at the time of install includes.

OUR TECHNICIAN WILL TRAIN THE OPERATOR ON THE BASIC OPERATIONS OF THE MACHINE. FROM SETTING PRICES, COLLECTION THE MONEY FROM THE BILL AND COIN UNITS. THEY WILL ALSO SHOW THE OPERATOR HOW TO TAKE AND INTERPRET THE RESETABLE SALES DATA.

8. Attachment F Q-12 Please define what Shafer considers 'a timely fashion'?

WITHIN 30 DAYS

9. Please provide your turn-around time between ordering a machine (receipt of purchase order & delivery) and delivering the machine.

30 DAYS

10. Please provide a copy your 2019 financial statements.