# Tab 12 – Sample Contracts, Warranty, and Escrow

1. SAMPLE CONTRACTS FOR EACH LICENSE MODEL PROPOSED

As an Exhibit to Tab 12, Respondent to provide their sample contract that would be used as basis for developing the final agreement with LFCHD. A sample contract for each license model proposed shall be provided.

Attached as an Exhibit:

Respondent to describe the overall contract structure, including how (if any) MOUs or other inter-party agreements between sub-contractors would be structured:

Are the proposed software/services available for purchase through any existing cooperative purchasing agreements or pre-competed contracting vehicles?

1. SERVICE LEVEL/MAINTENANCE AGREEMENT

As an Exhibit to Tab 12, Respondent to provide their proposed Maintenance and/or Service Level Agreement that would be used as basis for developing the final agreement with LFCHD. A sample is to be submitted for each license model proposed, unless the same Agreement applies to all products proposed.

Attached as an Exhibit:

1. THIRD-PARTY LICENSE AGREEMENTS

As an Exhibit to Tab 12, Respondent to provide any third-party license agreements that would be separate from the Respondents license agreement, i.e., Adobe or other partner/third-party modules proposed.

Attached as an Exhibit:

1. WARRANTY

A comprehensive warranty in form and content satisfactory to the LFCHD is sought by LFCHD for all software and implementation services covered by this RFP. The entire system solution as proposed in this RFP must include a first-year warranty (for Respondent-supplied hardware and software) to conform to contractually agreed specifications, and to protect against any defects or damage caused by Manufacturer, Respondent, or subcontractors, in the systems’ equipment or software. The year-one warranty will begin (for products accepted in phases) at the point that the system is officially accepted by LFCHD. All repairs made under warranty will be at the sole expense of the Respondent (or Manufacturer), including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair.

Respondent to provide as an Exhibit to Tab 12 or submit below a detailed explanation of their Warranty provisions. Respondent to be explicit in when the warranty period expires and when the fees for maintenance will start and be invoiced.

Attached as an Exhibit:      or detailed below as: