PROFESSIONAL IMPLEMENTATION AND SUPPORT AND MAINTENANCE SERVICES FOR MICROSOFT DYNAMICS 365

RFP # 2020-01-NXG

CLARIFICATION REGARDING WARRANTY PERIOD

Given the vendors' pre-proposal inquiries pertaining to the warranty period in the RFP, the NHLC provides the following clarification:

Pursuant to RFP Section 3B(1), the Implementation contract's deliverables include a warranty period of no less than 90 days.

This warranty period begins after two successful monthly financial closings. One of these successful closings must include **all** of the NHLC's top ten stores. Successful means that, for the month at issue, the NHLC was able to implement the platform without critical failures that impeded its ability to conduct business.

The intent of the warranty period is to support the NHLC as it completes implementation. Specifically, the NHLC envisions the vendor's implementation work fading out after the two successful monthly closings. The warranty period is intended to ensure that the NHLC has continued implementation support should defects arise during this transitional period as the NHLC brings any remaining retail stores onto the platform.

Proposers are scored on both the duration of the warranty period offered and the comprehensiveness of the warranty coverage offered. Therefore, although there is a minimum coverage period of 90 days following the successful monthly closings, proposers may offer a longer warranty period. Similarly, the scope of the warranty coverage offered during the warranty period is within the proposer's discretion, except that such coverage must include the resolution of any defect that impedes the NHLC's ability to conduct its business.