

Bidder Registration Form

Company Name	
Owner's Name & Expertise - Tech/Prog/Mgm't./Sales	
Years in Business	
Person Bidding	
# of Installers	
Subcontracting - Wiring Yes/No	
Subcontracting - Programming Yes/No	
Subcontracting - Security Yes/No	
Subcontracting - Motorized Window Treatments Yes/No	
Systems Expertise - AV (Minimal/Good/Expert)	
Systems Expertise - Security (Minimal/Good/Expert)	
Systems Expertise - CCTV (Minimal/Good/Expert)	
Systems Expertise - Access Control (Minimal/Good/Expert)	
Systems Expertise - Network (Minimal/Good/Expert)	
Systems Expertise - Crestron (Minimal/Good/Expert)	
Systems Expertise - Control 4 (Minimal/Good/Expert)	
Systems Expertise - Savant (Minimal/Good/Expert)	
# of Servicemen	
Do Installers do Service? Yes/No	
Initial Warranty - Length of Time (90 Days / 1 Year)	
Initial Warranty - Coverage (Parts & Labor / Equipment Only)	
Showroom Yes/No	
Guarantee 2 Hour Emergency Response 24/7? (Lighting - Security, etc) Yes/No	
4 Hour? Yes/No	

Dealer Comparison - Evaluation

[illegible]

Homeowner & Dealer Match Criteria		Column1	Column2	Column3	Column4	Column5
Bid Analysis - Service Support for		Typical Preferences/Options	Homeowner	Dealer 1	Dealer 2	Dealer 3
Security, Network & Lighting		Preference				
Emergency Response Time (Guaranteed)		1 Hour Must / 2 hr or 4 hr Acceptable				
Emergency Response Time (Typical)		Expect best, tolerate good				
Non-Emergency Response Time (Typical)		Same-day preferred				
24/7/365 Service?		Preferred				
Number of Dedicated Servicemen (within 30 miles)		More = Better				
Number of Certified Technicians - Security		1+				
Network		1+				
Lighting		1+				
Backup Policy for After-Hours Support		Must Have/Not				
Inventory of Critical Items Locally (Processors, etc)		Must Have/Not				
Client Communication Policy (Callback by Technician)		Prompt callback expected				
Initial Inlcuded Maintenance		10 days/1 year - Parts only/Parts & Labor				
Manufacturer Extended Warranty		Honored and Contained in Warranty				
Ongoing Maintenance - % or Contract Yearly						
Other Notes / Commitments						