

Warranty Policy for Contract No. DIR-TSO-4235

RFD & Associates, Inc. works with clients to define warranty and service level agreements.

Warranty under DIR-TSO-4235 covers production, maintenance, and support for all delivered Comprehensive Web Development and Managed Services. To the maximum extent possible, warranty support will be provided by members of the original project team to maintain continuity of knowledge, expertise and client engagement.

In compliance with DIR-TSO-4235 – Exhibit A.16.B.iii, RFD certifies that we are authorized to provide warranty support for the services we provide under the contract. We do not sell products under this contract.

For a standard managed service contract, RFD proposes a 30-day warranty period, beginning 15 days after approval of User Acceptance Test. RFD commits to providing support to customer personnel during the warranty period with the same expert resources that make up our delivery team. This allows us to be responsive and resolve issues quickly during the warranty period.

