Bonney Lake Food Bank Locker Project

Vendor Questionnaire [TEMPLATE]

Hello,

This document will be used to help us gather information for our lockers project.

We have pre populated the document with the questions we would like your help in answering these questions to the best of your ability.

If you have additional documents or items that you would like to send alongside we will be providing you a shared file drive location where you can land those documents in addition to this form.

If you have any questions on any of this please reach out to Jenson (jenson@bonneylakefoodbank.org) and he can help.

Thanks for your participation in our project. We look forward to learning more about your product through this process.

Notion Site

We have created a Notion site where we will be tracking all of our research, findings and information related to this project. This will include all information (excluding price quotes) that you provide as part of this project.

You can find that site at the link below:

Bonney Lake Food Bank Lockers Notion Site

Requirements Matrix

On the Notion site mentioned above you will find a requirements matrix page. This is where we have developed criteria for our lockers (to the best of our ability based on what we know right now) and derived the questions for this questionnaire.

Notion Site Requirements Matrix

If you feel there are items missing or should be represented differently you can reach out to Jenson directly to discuss.

Vendor Questions

Access Controls
Please describe how access controls work for your product. Be specific on the different options and if proprietary applications are needed for either client or administrator or if they can be accessed via open web or SMS/Text.

Aesthetics
Please describe the customization options available for your product. Can they have custom graphics or coloring from build?

Analytics
Please describe the analytics provided by your product. This could include types of usage data, food quality metrics (using sensors) and/or maintenance information. Please also describe how analytics are accessed and if available through an open web application or proprietary software.

Authentication
Please describe to what extent a user (both client and administrator) must authenticate and the process for doing so to use the product. For clients we would like to know if they can anonymously request services and for administrators we are curious how authentication works for elevated privileges to product administrative tools.

Construction Quality
Please describe the construction quality of your product. Be specific on materials and extreme weather resistance thresholds. If there are different options available for construction and durability please describe.

Delivery Time
Please describe the average delivery time for products to ship. We understand this is just your best estimate based on the information you have from us.

End User Interface
Please describe how end users will interact with your product. Be specific on the application they will use and if available via open web or SMS/Text versus proprietary (installed) application.

Expansion Bay Options
Please describe the options for expansion on top of the base unit after initial purchase and how that process may work.

Indoor/Outdoor Placement
Please describe if the unit can be placed outside and if there are any environmental considerations.

Internet Connectivity
Please describe the type of connectivity that your product has and if any redundancy in that internet connection (multiple connections)

Locker Size Options
Please describe the size options for your lockers. We believe our minimum size per locker will be 19"x15"x15" and will need to fit at least two of this type of paper bag:
https://www.amazon.com/Stock-Your-Home-Kraft-Brown/dp/B08JH9DBVT/

Maintenance
Please describe how maintenance services work with your product. Describe if parts replacement and phone support are available along with how software/hardware upgrades may work over time.

Management Software
Please describe the management suite that administrators will use for your product. Describe how that suite is accessed and if available over open web or via a proprietary application.

Minimum Configuration
Please describe the minimum configuration that your lockers start with.

Notifications and Alerts
Please describe the notifications and alerting capabilities with your product. Please describe how alerts are sent and if multiple options are available.

Ongoing Fees
Please describe how the ongoing Service and Support (S&S) fees associated with your product work.

Power (Electric)
Please describe the requirements for power with your product. If there differences between minimum and preferred specs for power or further expansion requires different power than standard base units please describe.

Refrigeration
Please describe if refrigeration is available as an option with your product and what temperature ranges your lockers are rated at and their level of thickness/insulation. If there are advanced features like defrost available please list those as well.

Security
Please describe the security options available for your product. This could include everything from basic cameras and alarms to video or motion sensors.

Self Service
Please describe to what extent human intervention or control is needed to allow service from lockers. Please describe if some lockers can be locked down and only controlled by an admin while others can be self service or if settings for one or the other are global across the site(s).

Sensors
Please describe the sensors that are present and how they are used for your product.

Setup Time
Please describe the average setup time for your product and the expertise level (and number) of individuals needed.

Vendor Support
Please describe how vendor support may work. This could include response times, types of support (end user versus admin) and hours of operation. Would also be curious as to parts dispatch and response times.