# Award criteria, manufacturer maintenance and operating time

Fictional case data and worked reasoning

A fictitious public procurement agency plans to operate networked technology monitors for seven years from 2028. The pre-documented criteria require a confirmed supply during this period, a reachable security contact point and the reconstructable assignment of an updated component. The offer confirms the conformity documents for the offered version. Contact point and component sample are successfully confirmed in the sample. The manufacturer documents five years of support. A reliable contractual commitment for the last two planned years is missing. The purchasing team keeps the criterion open in its evaluation.

| Test point | Purpose or comparison | Observation | Decision |
|---|---|---|---|
| **Operation and maintenance** | 7 years confirmed | 5 years evidenced | 2 years remain open |
| **Safety control and component reference** | Both samples can be traced | 2 of 2 evidenced | to secure the present partial proof |
| **Assessment per version** | Originals and commitment to the tender | Product proofs are available, care commitment remains open | The criteria are not considered to be fulfilled |

## Expected result

Comparable procurement documents with gaps in evidence and actual product status.

Recognise needs, wording and criteria from the procurement basis

Compare support commitment, product documentation and observable care.

ensure deviation and allow for clarification in the procurement file.

## Counter-test and next decision

Complete an indeterminate statement "Support can be extended in principle" from a sales presentation. Check the liability, version and concrete duration. Without corresponding proof, the comparison level remains at five years.

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For your observation, specify a findable document.

Compare the required operating time and practical manufacturer's proofs with the specific offer.

Verification identification, legal entity and date of processing and responsible body

Product range and concrete scope of use

Estimated time of use and evaluation criteria

Confirmed support per version

Safety contact and component sample

Reliable legal and reference documents

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Refer remedial and post-test to the original test order.

Findings and supporting evidence

Open care time and procedure step

Tested follow-up test with date, observation and version documentation

Responsible and decision-making date

Release by and on the open order and date