

- Annual maintenance on 40 EMC Application Xtender and WebXtender user licenses to include product upgrades
- Annual maintenance on one license for Application Xtender Image Capture
- Annual maintenance for EMC Report Management Server (ERM Xtender)
- Annual maintenance for EMC WebXtender Server
- Annual maintenance for Application Xtender Report Management PDF Solution
- Annual maintenance on Cannon DR5060F Scanner with SCSI interface
- Annual maintenance on Plasmon AA80 Archive Appliance
- Vendor must be an authorized reseller of EMC Xtender software suite of products.
- Vendor must have technicians that are accredited and certified by EMC in Content Management and Archiving
- Vendor must have technicians that are certified in Cannon scanners and Plasmon Archive Appliances
- Vendor must be able to provide a certified technician onsite within four hours of a service call.