

Service Call Response Times:

Vendor	Response Time - Major Calls	Response Time - Minor Calls
Novatech	1 hour	2 hours
Gdp Technologies	Next call completed	4 Hours
Consolidated Copier	loaner same day	if tech cannot resolve issue, will deliver loaner same day

Customers:

Vendor	Organizations Served by Vendor:
Novatech	Atlanta Falcons Clayton County Schools Dade County
Gdp Technologies	Thomas Eye Group McKenney's City of Suwanee Ritz Carlton, Reynolds Plantation
Consolidated Copier Services	Butts County Henry County BOC City of Jenkinsburg City of Hampton Clayton County Water Authority