

Questions to Ask a Prospective Vendor

When you're evaluating bids for the design and installation of a trim collection system, what you don't know can hurt you. It can also cost you. Ask the vendors you invite to submit bids on your next project to answer these questions:

Design

- How many systems have you installed in plants similar to mine?
- How much access will I have to the engineering drawings of the system you are designing for my facility? Will I be able to view the drawings online? How will I be kept up to date on revisions?
- What level of detail do engineering drawings of my system include?
- How much will you be involved in the process of applying for and securing the required building permits from local and state authorities?

Manufacturing

- Which subcontractors who will be building/fabricating the components?
- What are the qualifications of the vendors?
- What is your quality policy?

Installation

- How many trim collection systems has my installation crew installed in plants like mine?
- Are installers on your payroll or do you use subcontracted help?
- Describe the training your installation crews receive?

Commissioning

- What kind of training do operators receive?
- What kind of system documentation will I receive?
- What guarantees and warranties do you and/or your subcontractors provide for each component in the system?
- Describe your company's guarantee that the entire system will function as promised. What remedies does your company offer if the system does not perform as promised?

Service

- What kind of post-installation support do you offer?
- Explain your emergency service policy. What kind of response time do you guarantee?
- Who performs your on-site service?
- What kind of remote monitoring service do you offer?
- What kind of remote troubleshooting service do you offer?
- How quickly can you retrieve information about the system in my plant in order to diagnose a problem?