# Product Identification

Rule 2-1: The interviewer shall provide to the product vendor the following information regarding the product for which market surveillance data is to be collected in order to facilitate the interview process.

***Company Name:***

***Product Name:***

***Product Part Number:***

# Product Description

1. Please provide a brief description of the product.

**2. What Operating Systems are supported?**

3. If this product is part of a family/series of products that uses a base product, what portion of the part number (if any) identifies the family/series?

**4. Please provide a Brochure, Data Sheet or Operation Manual of this product.**

5. If firmware is associated with the product, please describe the firmware and give firmware version numbers.

6. Is the product Restriction of Hazardous Substances (RoHS)-compliant?

**7. Is the product a matched set to any other hardware?**

# Start of Production (SOP)

**Rule 2-3:** Vendors **shall** provide the **start of production (SOP) date** for the product being surveyed. The date provided can be the actual start of production or it can be the date that the part was introduced for sale into marketplace (Start of Sale), whichever the vendor prefers to provide.

**SOP date:**

## End of Production

**Rule 2-5:** Vendors **shall** provide an actual or estimated end of production date for their product. The following questions listed in this section **shall** be answered in the response.

**1. If the product is no longer being produced, when was production discontinued?**

2. If the product is no longer being produced, how much stock is available for purchase?

**3. Has an End of Life (EOL) letter (or similar notice) been issued? (If so, please provide a copy).**

**4. What is the last date this product can be purchased (End of Procurement date)?**

**5. If product is still in production, for planning purposes only, what is the planned or estimated End of Production (EOP) date?**

# End of Support (EOS)

**1. How long after EOP will (the interviewer) be able to have this product repaired?**

**2. What is the condemnation (scrap) rate of the product?**

# Product Cost

**1. What is the cost of the product? List pricing options and volume discounts.**

**2. What is the average repair cost?**

# Failure Rate

**1. What is the Mean Time Between Failure (MTBF) and how is it calculated? (hours and method). Please state whether predicted or measured.**

# Recommended Replacement

1. Is there a recommended replacement for this product?

**2. If yes, provide part number and list price.**

**3. If yes, how difficult (in your opinion) will it be to replace the old part with the new part? (Direct, Minor or Complex). If it is known that this varies depending on the application, please describe the variances.**

# Warranty

**1. Describe the provisions for the standard warranty for this product.**

**2. Is an extended warranty offered? If so, what are the cost, length and conditions?**

3. Do you enter into maintenance agreements? If so, can you provide general costing information?

4. What trade-in value options do you offer (if any)?

## Aftermarket Vendor

**1. Do you plan to enter into an agreement with an aftermarket vendor when you discontinue production or support of this product?**

**2. If yes, what is the manufacturer's name and POC? (If there are multiple agreements, please list them all).**

**3. If no, would you be willing to enter into such an agreement?**

## Other Potential DMSMS Case Solutions

**1. Is this product identified by any other name or part number? If yes… please provide p/n or name.**

**2. Does your company use distributors? If yes, please list.**

**3. Do you know of other Department of Defense or government programs using this product? If yes, please list.**

## Firmware Upgrades and Engineering Design Changes

**1. Does the product contain firmware? If yes, please provide the current revisions of all firmware used on the product in the following table.**

|  |  |  |
| --- | --- | --- |
| Date of change | Description of (Reason for) Change | Revision or Version #  (if applicable) |
|  |  |  |
|  |  |  |
|  |  |  |

**2. Does your company offer a notification service for firmware upgrades and design changes for this product? If yes, please describe this service, including the cost of the service (if any), as well as how to subscribe to this service.**

**3. Does your company offer the opportunity to freeze the firmware version on this product? If yes, please provide the cost of this service (if any).**

**4. Is any of the firmware on this product upgradeable by the end user (customer)? If the answer is yes to any of the firmware on the product, please describe the process for the end user upgrading the firmware for this product.**