

University of Massachusetts, Amherst
RFB – AA09-RH-2851
Printer Parts for FY'09 Hardware Support Department

Addendum # 1 – Dated 7/8/08

Below is a listing of vendor questions that were submitted prior to the deadline on RFB# AA09-RH-2851 – Printer Parts for FY'09 – Hardware Support Department.

The bid opening date will be revised to open on: Tuesday, July 15, 2008 @ 1:00 p.m.

Question # 1: What service level are you looking for to purchase printer parts as an outright purchase? Refurb outright? New outright?

Answer # 1: The University of Massachusetts, Amherst is expecting a 95% service level or better on each purchase order. Please include within this bid all warranty information on parts. Please quote both new purchase outright and refurb exchange.

Questions # 2: What service level are you looking for to purchase printer parts on exchange? Refurb on exchange? New on exchange?

Answer # 2: The University of Massachusetts, Amherst is expecting a 95% service level or better on each purchase order. Please include within this bid all warranty information on parts. Please quote both new purchase outright and refurb exchange.