

**University of Massachusetts, Amherst
RFB# AA10-RH-3498
Hewlett Packard Maintenance Contract
Addendum # 1 – Dated 8-31-09**

Below is a listing of vendor questions that were submitted prior to the deadline on RFB # AA10-RH-3498 – Hewlett Packard Maintenance Contract

Due to the nature of this question the bid opening date will remain as:

Wednesday, September 2, 2009 @ 1:00 p.m.

Question # 1: Is there a previous contract? What was the cost of the last year's contract and is this the same equipment as last year's contract?

Answer # 1: These systems were previously covered under an extended warranty purchased from HP when the system was ordered. These systems have either expired or expiring warranty coverage during the term specified for this contract. There is currently no annual maintenance contract covering these systems, so there is no existing contract to compare equipment lists and costs to.

Question # 2: Who was the previous contract vendor?

Answer # 2: These systems were previously covered under an extended warranty purchased from HP when the system was ordered. These systems have either expired or expiring warranty coverage during the term specified for this contract. There is currently no annual maintenance contract covering these systems, so there is no existing contract vendor to name.

Question # 3: Who is the incumbent vendor supplying hardware maintenance to the HP rack-mount servers identified in the solicitation?

Answer # 3: These systems were previously covered under an extended warranty purchased from HP when the system was ordered. These systems have either expired or expiring warranty coverage during the term specified for this contract. There is currently no annual maintenance contract covering these systems, so there is no existing contract vendor to name.

Question # 4: What is the current SLA, 4-business hour response same day or 8-business hour next business day response?

Answer # 4: 8-business hour/next business day coverage on systems with existing HP warranty services.

Question # 5: Do you have the ability to state what the current annual costs are?

Answer # 5: These systems were previously covered under an extended warranty purchased from HP when the system was ordered. These systems have either expired or expiring warranty coverage during the term specified for this contract. There is currently no annual maintenance contract covering these systems, so there is no existing contract cost information available.