





**University of Massachusetts Amherst  
Department of Procurement  
Request for Bids:**

**Hewlett Packard Rack-Mount Server Equipment Maintenance Contract  
per the attached specifications**

**RFB# AA10-RH-3498**

**Bid Opening Date – September 2, 2009 @ 1:00 p.m.**

The Office of Information Technologies at the University of Massachusetts Amherst is seeking bids to provide the Hewlett Packard Rack-Mount Server Equipment Maintenance Contract per the following specifications.

***Specifications:***

**Contract Term:**

- Contract coverage for systems currently out of warranty (start date of 9/1/09) shall be offered starting September 1, 2009 and terminating on August 31, 2010.
- Contract coverage for systems with warranty expiring after 9/1/09 shall be offered starting on the indicated start date for that individual system and terminating on August 31, 2010.

The vendor must offer both a 4-business-hour same day and an 8-business-hour next day on-site response time for equipment covered under this contract.

Vendors must also provide separate pricing for:

1. A four (4)-business-hour response time contract.
2. An eight (8)-business hour response time contract.

Business hours are defined as 8:00 am to 5:00 pm – Monday through Friday; except holidays – as defined in the vendor's terms and agreements.

Vendors must include a copy of their standard terms and conditions in their Bid Response.

**Coverage:** Contract coverage is to include and not be limited to:

- Server chassis
- Processors
- Memory
- Disk drives
- CD/DVD drives
- Fans
- Power supplies
- Motherboard
- Controllers
- All other internal elements

**Not** covered under this contract:

- Keyboard
- Mouse
- Monitor
- External Devices (e.g. tape drive, disk array)

The awarded vendor must cover all equipment listed in this bid with no exceptions. Refer to Document # 1 which is included in this request for bid.

Parts for systems must be available from a local parts depot that is within the response time radius from Amherst, MA.

On-site service personnel must be appropriately certified and fully qualified to rapidly trouble-shoot and repair the equipment listed in this bid.

**References:**

List three (3) customers with similar requirements as those of the University of Massachusetts Amherst whom the University may contact for reference purposes, including the company name, contact person, telephone number, address and brief description of business done with the company within the past year. By submitting this information the vendor authorizes the University of Massachusetts Amherst to contact these clients for the purposes consistent with the review of this bid.

Delivery lead-time after receipt of order: \_\_\_\_\_

Delivery: FOB Destination, Amherst, MA

All pricing is to include delivery to:

University of Massachusetts  
Attn: Amy Westwood, Budget Manager  
Office of Information Technologies  
Room A106 - Lederle Grad Research Center Lowrise  
740 North Pleasant Street  
Amherst, MA 01003  
Phone: (413) 545-2407

Each bidder is solely responsible for the accuracy and completeness of its bid. Errors or omissions may be grounds for rejection, or may be interpreted in favor of the University. The University will not increase the purchase order to the successful vendor for omissions or oversights not due to the fault of the University or its agents. All changes must be approved in writing.

The successful bidder will be required to provide original signed W-9 form to the University if they are not already a recognized University vendor. A copy of this form can be accessed at: [www.umass.edu/procurement](http://www.umass.edu/procurement) - Click on "Forms" – Click on "University of Massachusetts Substitute W-9 Form".

Bidders shall deliver **two (2) copies** of their bid response to the following address by **Wednesday, September 2, 2009 at 1:00pm, at which time the bids will be opened and publicly read.** Bids shall be clearly marked and addressed to:

**University of Massachusetts  
Procurement Department  
407 Goodell Bldg. ~ 140 Hicks Way  
Amherst, MA 01003  
Fax 413-545-1643**

***Attention: RFB AA10-RH-3498***

It is the sole responsibility of the bidder to insure that its bid is delivered to the Procurement Department in its entirety by the due date and time. Late bids will not be considered, and will be placed, unopened, in the bid file. Faxed bids will be accepted, provided the original is received within 5 working days after bid deadline submission date.

All questions from prospective vendors regarding this Request for Bid shall be referred to the Purchasing Manager in the Procurement Department by email or fax only, by Wednesday, August 26, 2009 at 2:00 PM. No telephone calls will be entertained. Inquiries received after the specified date and time will not be accepted. The University will E-Mail its response to all questions to all bidders of record by formal addendum by Thursday, August 27, 2009. The contact information for this individual is:

**University of Massachusetts Amherst  
Rosemary A. Hassay, Purchasing Manager  
Fax: (413) 545-1643  
Email: [procurement@admin.umass.edu](mailto:procurement@admin.umass.edu)**

The University will extend the due date by written addendum if such information significantly amends this request for bid or makes compliance with the original proposed due date impractical.

The University of Massachusetts is an Affirmative Action, Equal Opportunity Employer.

**RFB# AA10-RH-3498 - Hewlett Packard Rack-Mount Server Equipment Maintenance Contract****Document # 1 - Equipment Listing**

ITEM	MODEL	PRODUCT DESCRIPTION	UNIQUE SYSTEM IDENTIFIER	SECONDARY SYSTEM IDENTIFIER	START DATE
1	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE523A33P	auth-ldap1.oit.umass.edu	9/1/09
2	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE613N6B7	auth-ldap2.oit.umass.edu	9/1/09
3	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE522A7SS	dhcp1.oit.umass.edu	9/1/09
4	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE522A7ST	dhcp2.oit.umass.edu	9/1/09
5	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE509A25H	dns1.oit.umass.edu	9/1/09
6	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE509A25G	dns2.oit.umass.edu	9/1/09
7	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE522A6Y5	ipcontrol.oit.umass.edu	9/1/09
8	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE613N6B4	krb1.oit.umass.edu	9/1/09
9	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE613N6B6	krb2.oit.umass.edu	9/1/09
10	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM52801HB	mail-0.oit.umass.edu	9/1/09
11	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE614N5TZ	mail-1.oit.umass.edu	9/1/09
12	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM528017U	mail-2	9/1/09
13	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM52801H7	mail-3	9/1/09
14	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM52801H8	mail-4	9/1/09
15	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM5280134	mail-backup	9/1/09
16	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE614N50S	mail-www-1.oit.umass.edu	9/1/09
17	CPQDL380-G3	Compaq Proliant DL380 Server G3	EBK2LDN733	mail-www-2.oit.umass.edu	9/1/09
18	CPQDL380-G3	Compaq Proliant DL380 Server G3	EAWRLDN733	mail-www-3.oit.umass.edu	9/1/09
19	CPQDL380-G4	Compaq Proliant DL380 Server G4	USE513A2BN	mediasrv2	9/1/09
20	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE522A7SN	ns1.umass.edu	9/1/09
21	CPQDL360-G4	Compaq Proliant DL360 Server G4	use522a7sp	ns2.umass.edu	9/1/09
22	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE522A7SR	ns3.umass.edu	9/1/09
23	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE513A8GC	radsrv1.oit.umass.edu	9/1/09
24	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE513A8GD	radsrv2.oit.umass.edu	9/1/09
25	CPQDL380-G3	Compaq Proliant DL380 Server G3	EAPKLDN733	sid.oit.umass.edu	9/1/09
26	CPQDL380-G4	Compaq Proliant DL380 Server G4	USE523A1YK	sysl	9/1/09
27	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE607N0ZS	sysl2	9/1/09
28	CPQDL580-G3	Compaq Proliant DL580 Server G3	USE533C0Q5	udrvdb1.oit.umass.edu	9/1/09
29	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM5320288	udrvfs1.oit.umass.edu	9/1/09
30	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM532027P	udrvfs2.oit.umass.edu	9/1/09
31	CPQDL360-G4	Compaq Proliant DL360 Server G4	USM532027X	udrvfs3.oit.umass.edu	9/1/09
32	CPQDL380-G3	Compaq Proliant DL380 Server G3	EAXDLDN733	umweb2.oit.umass.edu	9/1/09
33	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE607N0ZR	umweb3.oit.umass.edu	9/1/09
34	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE607N0ZT	umweb4.oit.umass.edu	9/1/09
35	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE631NAAV	umwebdev.oit.umass.edu	9/1/09
36	CPQDL380-G3	Compaq Proliant DL380 Server G3	EANJLDN733	webdb2.oit.umass.edu	9/1/09
37	CPQDL380-G3	Compaq Proliant DL380 Server G3	EBYGLDN733	webdev1.oit.umass.edu	9/1/09
38	CPQDL360-G4	Compaq Proliant DL360 Server G4	USE631NAAZ	weblogin1.oit.umass.edu	9/1/09
39	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF6T	auth-ldap3.oit.umass.edu	1/25/10
40	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF8F	herzog	1/25/10

41	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF6X	netid2.oit.umass.edu	1/25/10
42	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF6V	netreg3.oit.umass.edu	1/25/10
43	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF6S	netreg4.oit.umass.edu	1/25/10
44	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF8D	pubweb1	1/25/10
45	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF8C	pubweb2	1/25/10
46	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE716N7C3	sparta.oit.umass.edu	5/26/10
47	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE716N7C2	sparta2.oit.umass.edu	5/26/10
48	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF6R	t3b.oit.umass.edu	1/25/10
49	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF6Z	toolshed.oit.umass.edu	1/25/10
50	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF79	webadmin1	1/25/10
51	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF77	webadmin2.oit.umass.edu	1/25/10
52	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF78	webcgi1.oit.umass.edu	1/25/10
53	CPQDL360-G5	Compaq Proliant DL360 Server G5	USE651NF76	webcgi2.oit.umass.edu	1/25/10

List three (3) customers with an institution of higher learning with similar requirements as those of the University of Massachusetts Amherst whom the University may contact for reference purposes, including the company name, contact person, telephone number, address and brief description of business done with the company within the past year. By submitting this information the vendor authorizes the University of Massachusetts Amherst to contact these clients for the purposes consistent with the review of this bid.

**Reference #1**

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Description of Services:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Contract Term:** \_\_\_\_\_

**Through:** \_\_\_\_\_

**Reference # 2**

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Description of Services:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Contract Term:** \_\_\_\_\_

**Through:** \_\_\_\_\_

**Reference #3**

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Description of Services:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Contract Term:** \_\_\_\_\_

**Through:** \_\_\_\_\_

**Your signature below signifies that your company complies with the RFB.**

Vendor Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Name of Person Submitting Bid: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_