



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
DIVISION OF PURCHASES
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ADDENDUM # 1

December 11, 2019

RFQ #7599863

**TITLE: MAINTENANCE SUPPORT FOR EMC VNX5400 & VNX5200 STORAGE ARRAYS
- CCRI**

BID CLOSING DATE & TIME: DECEMBER 23, 2019 2:00 PM (Eastern Time)

ATTACHED ARE THE VENDOR QUESTIONS WITH STATE RESPONSES.

NO FURTHER QUESTIONS WILL BE ANSWERED.

Interested Parties should monitor this website on a regular basis, for any additional information that may be posted.

Robert DeAngelis

Senior Buyer

The following are the questions received with State responses regarding RFQ #7599863
Maintenance Support for EMC VNX5400 & VNX5200 Storage Arrays - CCRI

Vendor A

1. Is there a previous contract for this equipment?
Yes, Expired October 31, 2019
2. Who is the vendor currently servicing the equipment?
Was Dell / EMC
3. What was the cost of the last year's contract and is this the same equipment as last year's contract?
Yes, it is the same equipment. Cost is not provided.
4. Is the contract available for viewing?
It is a standard EMC maintenance SKU

Contract Details



SERVICE	SALES ORDER NUMBER	EXPIRATION DATE	
ProSupport 4HR/Mission Critical	30505966	31 OCT 2019	Request contract renewal

5. Is there a service history available?
No
6. Is all the equipment up and running?
Yes 24x7