



County of El Paso Purchasing Department
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El Paso, Texas 79901
(915) 546-2048 / Fax: (915) 546-8180

ADDENDUM 1

To: All Interested Proposers

From: Lucy Balderama, Inventory Bid Technician

Date: August 1, 2008

Subject: BID # 08-113, BID Hardware Maintenance on Dell Servers and Racks

The Purchasing Department received questions relating to the above referenced proposal; the response to the following question:

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1. Do you currently have your EMC CX700 systems being monitored 24x7 by the service support providers or is the County of El Paso responsible for monitoring the systems and calls in repair request?

Answer: 24x7 monitoring by Dell.

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2. I will like to know if there is a vendor currently providing this service.

Answer: Yes there is.

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3. What was the total contract award?

Answer: This question is irrelevant to the bid.

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4. What was spent in the last year on this equipment for maintenance?

Answer: This question is irrelevant to the bid.

5. Who is currently servicing this equipment?

Answer: This question is irrelevant to the bid.

6. How many service requests were made in the last year?

Answer: This question is irrelevant to the bid.

7.

Last Question:

The information from the Dell site is incomplete and does not add up to as many DAE's and Disks that are shown on your list. Dell's Service Tag Number site lists a CX400 system for **GJY7B31** and the bid list does not indicate a CX400. That would be two systems and we cannot tell what drives or DAE's belong to either system. If tag **GJY7B31** is in error, then disregard the rest of this request.

ANSWER: The Service Tag of GJY7B31 is correct. It is not a CX400 system. It is in use as a DAE.