

Memorandum

To: IT Hardware EPL 3760 – Manufacturers Selling in the Storage Category
From: Susan McMichael, ITS
Date: February 8, 2017
Re: Scope of EPL Storage Category and Clarification of Products Excluded
CC: Project File Numbers 40731 and 42993

ITS wishes to clarify certain specifications in the IT Hardware EPL RFP No. 3760 Section IX, Technical Specifications:

- Per Item 5.11.1.1, the intent of the Storage product category, “is to provide storage devices used to perform on-site backups in a LAN environment. Also, the intent is to provide primary storage appropriate to the level of servers on the EPL and for the backup of these servers.” Converged storage devices are not within the intended scope of the RFP/EPL.
- Item 5.11.2.1 excludes virtual backup or storage devices. Customers must purchase physical storage solutions. Software or virtual solutions are not within the intent of this category. However, physical devices that can be used to provision virtual storage to business units within an agency’s organization are not specifically excluded as long as the devices are in line with the other specifications of this RFP/EPL.
- Item 5.11.2.2 excludes cloud-based services. Storage solutions sold using the EPL should not allow the customer to store data in the manufacturer’s public cloud or another third party cloud-based solution such as Amazon or Google.

Because this may not have been clear in the past, we may have asked that you remove items from your price list that would be allowed under this clarification. Therefore, given the stated intent of the category and \$200,000 per project EPL spending limit, we ask that you review the complete Technical Specifications for the Storage category (Section IX, Item 5). We also ask that you review the list of Global Exclusions for the EPL (Section IX, Item 2). This section of the RFP is attached for your reference. Once you have reviewed these items, please make any necessary adjustments to the products on your Storage price list.

Attachment: RFP No. 3760, Section IX, *Technical Specifications*
(Extracted from <http://www.its.ms.gov/procurement/rfps/3760rfp.pdf>)

SECTION IX TECHNICAL SPECIFICATIONS

Section II, Item 9.11 of this RFP requires the Vendor to respond to the *Technical Specification* section with a point-by-point response to each requirement. However, for this RFP Vendors will not submit a point-by-point response but will sign off on the specifications within this section in their respective sections: Section XI: *Manufacturer Information Submission* and Section XIII: *Seller Information Submission*.

1. **IT Hardware Product Categories**

Listed below is a summary of the IT Hardware EPL categories that may be proposed. Vendors are not required to propose products in all categories. There is not a minimum number of products that must be proposed in a category.

- 1.1 Desktop-based Computers
- 1.2 Mobile-based Computers
- 1.3 Engineering and GIS-level Workstations
- 1.4 Desktop Monitors
- 1.5 Printers/Scanners
- 1.6 Large Format Printers and Scanners/Plotters
- 1.7 Projectors
- 1.8 Interactive Devices (whiteboards, voting devices, displays)
- 1.9 Large Displays
- 1.10 Servers
- 1.11 Storage
- 1.12 UPS
- 1.13 Racks
- 1.14 Switches
- 1.15 Wireless Components
- 1.16 Thin Client Systems
- 1.17 Video Conferencing
- 1.18 Audio/Video Components

2. **Global Exclusions**

- 2.1 Products with an EPL discounted price exceeding the EPL dollar limit of \$200,000.
- 2.2 Products designated for use outside the United States.
- 2.3 Application software.
- 2.4 Products including cellular service plans.
- 2.5 Professional development and training as it applies to applications and not how to operate/manage the proposed hardware.
- 2.6 Products designed for home use.
- 2.7 Products such as projector screens, charging carts, tables, chairs, and podiums are considered furniture and fall under Department of Finance and Administration's (DFA) purview. Exceptions to this exclusion, if any, will be noted within the individual categories.
- 2.8 Security or surveillance products to include software security as well as hardware.

3. **Global Requirements**

- 3.1 Only the Manufacturer-branded products may be proposed.
- 3.2 All products, options, and accessories must be available for any EPL customer.
- 3.3 The proposed EPL not-to-exceed price is for any EPL customer. Sellers can quote lower pricing.
- 3.4 All Reseller Group members listed for a particular category must be able to sell all products proposed for that category.
- 3.5 Freight must be FOB Destination for a standard delivery. If the delivery is beyond a standard delivery such as "white glove treatment" or because of weight/size, the freight/transportation charges may be line-items.
- 3.6 Only software needed to manage or run the hardware may be proposed.
- 3.7 Only commercially-branded products may be proposed.

4. **Warranty**

- 4.1 General Warranty Requirements and Definitions

- 4.1.1 “On-Site Warranty”: The warrantor will, without charge, repair or replace a defective product. During the “on-site” period, the warrantor must come to the customer’s site to repair or pick-up the defective product.
 - 4.1.2 “Parts and Labor”: The warrantor must replace or repair the defective product but it is the customer’s responsibility to return the defective product to the warrantor for repair. This includes “return to depot”, “carry-in”, or “shipping to warrantor”, subject to shipping charges as defined below.
 - 4.1.3 The warranty must include the BASE Product and any EPL-published items purchased with the base product.
 - 4.1.4 The “BASE Product” includes the components required to meet the minimum specifications as outlined for each of the categories.
 - 4.1.5 The “Internal EPL Components” are those selected from the EPL options at the time of purchase that are internal to the product.
 - 4.1.6 Non-EPL items are not automatically covered in the BASE Product or as an EPL Component purchased with the base product. Customer and Seller must negotiate a warranty separately if needed. NOTE: Vendor-defined options in any open-ended specifications are EPL items.
 - 4.1.7 Charges for shipping and handling must be borne by the Seller during the on-site warranty period or for the first year of the warranty if the items are not covered by an on-site warranty.
 - 4.1.8 After the expiration of the first year (for items without on-site coverage) or of the on-site warranty period and for the remainder of the warranty period, Seller is required to pay shipping from the manufacturer or repair facility back to the customer, however, Seller is not required to pay shipping from the customer to the manufacturer or repair facility.
- 4.2 EPL Product Categories Requiring Warranties Over One (1) Year
- 4.2.1 *Desktop-based Computers* must have a minimum three (3) years parts and labor or exchange with the first year on-site for the Base Product and all Internal EPL Components.
 - 4.2.2 *Engineering/GIS – Level Workstations* must have a minimum three (3) years parts and labor or exchange with the first year on-site for the Base Product and all Internal EPL Components.
 - 4.2.3 *Servers* must have a minimum three (3) years on-site for the Base product and all Internal EPL Components.

- 4.2.4 The *Keyboard* and *Mouse* are considered plug-and-play items. Therefore Sellers may opt to exchange the keyboard and mouse in lieu of coming on-site, with Seller paying shipping both to and from the manufacturer or repair facility. Should the Seller choose not to provide on-site service, the replacement keyboard or mouse should be shipped first, with instructions for the customer to return the damaged keyboard or mouse in the same box.
- 4.2.5 EPL proposed *External Components*, such as a USB drive, must have a minimum one (1) year warranty, on-site or exchange. If using exchange in lieu of on-site, Seller must pay shipping both to and from the manufacturer or repair facility. Should the Seller choose not to provide on-site service, the replacement item should be shipped first, with instructions for the customer to return the damaged component in the same box.
- 4.3 One (1) Year Parts and Labor or Exchange: Mobile-based Computers, Desktop Monitors, Printers/Scanners, Large Format Printers and Scanners/Plotters, Projectors, Interactive Devices, Large Displays, Storage, UPS, Racks, Switches, Wireless Components, Thin Client Systems, Video Conference Equipment, Audio/Visual Components
- 4.3.1 The *BASE Product* and all *Internal EPL Components* must have a minimum one (1) year parts and labor or exchange warranty.
- 4.3.2 EPL proposed *External Components* must have a minimum one (1) year parts and labor or exchange warranty.
- 4.3.3 If using exchange in lieu of repair. Seller must pay shipping both to and from the manufacturer or repair facility.
- 4.3.4 Exception: For the projectors, the minimum warranty requirement does not include the lamp.
- 4.4 Seller will warrant software against defects in workmanship of product for a period of ninety (90) days from the date of sale of the licensed software or the system on which the software is loaded, whichever is applicable.
- This warranty specification only applies to software that is part of the management of the EPL hardware and either included with the base system or proposed as an optional accessory.
- 4.5 Manufacturers that provide warranties that exceed the minimum length of warranty required in this EPL must still ensure that the **ITS** EPL warranty requirements are met for the initial periods stated above. Should a Manufacturer offer a warranty period longer than the base minimum EPL warranty, Manufacturer and Seller must provide the customer with the warranty description for the extended period.

- 4.6 Due to the fluidity of this EPL, a Manufacturer might accidentally propose a product with a warranty less than the minimum specification. If this occurs, the Manufacturer will be required to honor the minimum warranty for that category without additional cost to the customer.

5. **Scope and Category Minimum Specifications**

Detailed for each category is a scope or category definition, minimum specifications, products that are excluded, and a list of required accessories and upgrades. Additional global minimum specifications and warranty requirements are provided in items 2 through 4 in this section.

5.1 Desktop-based Computers

5.1.1 Scope, Category Definition, and Minimum Specifications

- 5.1.1.1 Any commercially-branded personal computer that is designed to reside in a single location to provide single-user processing.
- 5.1.1.2 It may be a desktop configuration, a tower configuration, or an all-in-one unit.
- 5.1.1.3 It may operate as a stand-alone unit or as a node on a LAN.
- 5.1.1.4 It uses a Windows domain-compliant version of a Microsoft operating system such as Windows 7 Professional or Windows 8 Professional.
- 5.1.1.5 Must include or have proposed as an option a keyboard and mouse.
- 5.1.1.6 Components must be FCC Class B certified.
- 5.1.1.7 System must be fully configured prior to shipment. This configuration must include any pre-ordered hardware options supplied by the base manufacturer. The customer has the right to waive the requirement of configuration of pre-ordered hardware options.
- 5.1.1.8 Three (3) years parts and labor or exchange warranty with first year on-site. Refer to item 4: "Warranty" for additional requirements.

5.1.2 Exclusions

- 5.1.2.1 Systems using processor designed for gaming use.
- 5.1.2.2 Systems with no operating system in order that an alternative OS such as Linux may be loaded. If

customers require systems without the Windows OS in order to load an alternative OS, they should submit a request to **ITS** for approval to waive the minimum Windows OS specifications and to negotiate with the Seller for a reduced price.

5.1.2.3 COMPONENTS/OPTIONS that are excluded:

5.1.2.3.1 Software other than the operating system.

5.1.2.3.2 Displays that are not branded and/or warranted by the system manufacturer.

5.1.2.4 Refer to item 2: "Global Exclusions" for any additional exclusions.

5.1.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

5.1.3.1 Processors

5.1.3.2 Memory

5.1.3.3 Hard drives

5.1.3.4 Warranty

5.2 Mobile-based Computers

5.2.1 Scope, Category Definition, and Minimum Specifications

5.2.1.1 Any commercially-branded personal computer that is designed for mobility to provide single-user processing, including word processing and spreadsheets.

5.2.1.2 It may be a notebook, a ruggedized notebook, a tablet PC, slate (touchscreen pad), or netbook.

5.2.1.3 It may operate as a stand-alone unit or as a node on a LAN.

5.2.1.4 For notebooks and tablet PCs, it must use a Windows domain-compliant version of a Microsoft operating system such as Windows 7 Professional or Windows 8 Professional.

5.2.1.5 For slates and netbooks, a Windows domain-compliant version of a Microsoft operating system is preferred but

not required. **ITS** reserves the right to reject products not using the above noted OS.

- 5.2.1.6 Screen size of at least 7”.
- 5.2.1.7 Must include an AC cord.
- 5.2.1.8 Must include a pointing device or stylus. Slates may alternatively be touch screen driven only.
- 5.2.1.9 System must be fully configured prior to shipment. This configuration must include any pre-ordered hardware options supplied by the base manufacturer. The customer has the right to waive the requirement of configuration of pre-ordered hardware options.
- 5.2.1.10 One (1) year parts and labor or exchange warranty. Refer to item 4: “Warranty” for additional requirements.

5.2.2 Exclusions

- 5.2.2.1 Chromebooks.
- 5.2.2.2 Systems using processors designed for gaming use.
- 5.2.2.3 Handheld devices such as smart phones.
- 5.2.2.4 Handheld devices without general computing ability such as book readers, Kindles, Nook, etc.
- 5.2.2.5 COMPONENTS/OPTIONS that are excluded:
 - 5.2.2.5.1 Software other than the operating system.
 - 5.2.2.5.2 Cellular service options.
- 5.2.2.6 Refer to item 2: “Global Exclusions” for any additional exclusions.

5.2.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

- 5.2.3.1 Processors
- 5.2.3.2 Memory
- 5.2.3.3 Hard drives

- 5.2.3.4 Port replicators/docking station/cradle
- 5.2.3.5 Warranty
- 5.2.3.6 Wi-Fi
- 5.2.3.7 OS business/Pro versions

5.3 Engineering and GIS-level Workstations

5.3.1 Scope, Category Definition, and Minimum Specifications

- 5.3.1.1 Any commercially-branded personal computer designed for technical or scientific applications. Typically considered a high-end system. Intended primarily to be used by one person at a time, they are commonly connected to a LAN and run multi-user operating systems.
- 5.3.1.2 It may be a desktop, tower, or mobile configuration.
- 5.3.1.3 It may have multiple sockets.
- 5.3.1.4 It may operate as a stand-alone unit or as a node on a LAN.
- 5.3.1.5 It uses a Windows domain-compliant version of a Microsoft operating system such as Windows 7 Professional or Windows 8 Professional.
- 5.3.1.6 Must include or have proposed as an option a keyboard and mouse.
- 5.3.1.7 Components must be FCC Class B certified.
- 5.3.1.8 System must be fully configured prior to shipment. This configuration must include any pre-ordered hardware options supplied by the base manufacturer. The customer has the right to waive the requirement of configuration of pre-ordered hardware options.
- 5.3.1.9 Three (3) years parts and labor or exchange warranty with first year on-site. Refer to item 4: "Warranty" for additional requirements.

5.3.2 Exclusions

- 5.3.2.1 Gaming systems.
- 5.3.2.2 Home system with a high-end graphics card.

5.3.2.3 COMPONENTS/OPTIONS that are excluded:

5.3.2.3.1 Software other than the operating system.

5.3.2.3.2 Displays that are not branded and/or warranted by the system manufacturer.

5.3.2.4 Refer to item 2: "Global Exclusions" for any additional exclusions.

5.3.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

5.3.3.1 Processors

5.3.3.2 Memory

5.3.3.3 Hard drives

5.3.3.4 Warranty

5.4 Desktop Monitors

5.4.1 Scope, Category Definition, and Minimum Specifications

5.4.1.1 Any LCD or touchscreen display up to 24".

5.4.1.2 If the monitor is DVI capable, a DVI to VGA cable must be included or proposed as an option.

5.4.1.3 One (1) Year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.

5.4.2 Exclusions

5.4.2.1 CRT monitors.

5.4.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.

5.4.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

5.4.3.1 Cables

5.4.3.2 Warranty

5.5 Printers/Scanners

5.5.1 Scope, Category Definition, and Minimum Specifications

- 5.5.1.1 Any standalone scanner designed for routine office network and desktop printing.
- 5.5.1.2 Any printer designed for routine office network and desktop printing.
- 5.5.1.3 It may be black and white or color.
- 5.5.1.4 The multi-functioning device must have printing capability as a standard base component.
- 5.5.1.5 It may be print only or print with copy, scan, and/or fax capability.
- 5.5.1.6 It may be laser, thermal, liquid ink, or solid ink.
- 5.5.1.7 If proposing a pre-networked printer, NIC must be Ethernet 10/100 at minimum.
- 5.5.1.8 Include toner/ink and all necessary start-up supplies. *It is highly suggested that the customer contact Seller for information regarding toner capacity, toner yield, and any other variables that may affect total cost of ownership.*
- 5.5.1.9 If providing toner/ink cartridges as an option, these cartridges may only be purchased from the EPL at the time of initial printer purchase.
- 5.5.1.10 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.

5.5.2 Exclusions

- 5.5.2.1 Line printers.
- 5.5.2.2 Special application printers.
- 5.5.2.3 Multifunction devices that have no print capability as a standard base function.
- 5.5.2.4 Printers using roll paper or "ft/hour" instead of "page per minute".
- 5.5.2.5 Application-specific document imaging scanners requiring specialized software.

- 5.5.2.6 Furniture is excluded. However, Manufacturer's branded printer stand may be proposed.
- 5.5.2.7 Refer to item 2: "Global Exclusions" for any additional exclusions.
- 5.5.3 Required Accessories and/or Upgrades
At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.5.3.1 Paper drawers and accessories
 - 5.5.3.2 Memory
 - 5.5.3.3 Cables
 - 5.5.3.4 Warranty
- 5.6 Large Format Printers and Scanners/Plotters
 - 5.6.1 Scope, Category Definition, and Minimum Specifications
 - 5.6.1.1 Any printer, scanner, or plotter designed for GIS-type printing/plotting.
 - 5.6.1.2 Compatible with Engineering/GIS applications (Examples are MicroStation, Imagine, Esri, Intergraph, CAD)
 - 5.6.1.3 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
 - 5.6.2 Exclusions
 - 5.6.2.1 Furniture is excluded. However, Manufacturer's branded printer stand may be proposed.
 - 5.6.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.
 - 5.6.3 Required Accessories and/or Upgrades
At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.6.3.1 Warranty
- 5.7 Projectors
 - 5.7.1 Scope, Category Definition, and Minimum Specifications

- 5.7.1.1 Any device that projects a video signal from a computer.
- 5.7.1.2 May be proposed with or without a lens. If lens is not included, then at least one (1) lens must be proposed as an option.
- 5.7.1.3 Must include a wireless remote control with plug and play presentation control (not software driven). This may be proposed as an option if not a standard accessory.
- 5.7.1.4 If projector is DVI capable, a DVI to VGA cable must be included or proposed as an option.
- 5.7.1.5 FCC Class A certified.
- 5.7.1.6 One (1) year parts and labor or exchange warranty not including lamp. Refer to item 4: "Warranty" for additional requirements.
- 5.7.2 Exclusions
 - 5.7.2.1 Projection screens.
 - 5.7.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.
- 5.7.3 Required Accessories and/or Upgrades
At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.7.3.1 Spare lamp
 - 5.7.3.2 Ceiling mount kit
 - 5.7.3.3 Cables
 - 5.7.3.4 Warranty
- 5.8 Interactive Devices (whiteboards, voting devices, touch display, etc.)
 - 5.8.1 Scope, Category Definition, and Minimum Specifications
 - 5.8.1.1 Types of devices that may be proposed are interactive whiteboards, slates or tablets, student response/voting systems, bundle systems with manufacturer-branded components, and accessories that are integrated and branded/warranted by the manufacturer.

- 5.8.1.2 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
- 5.8.2 Exclusions
 - 5.8.2.1 Point of Sale devices.
 - 5.8.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.
- 5.8.3 Required Accessories and/or Upgrades
At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.8.3.1 Warranty
- 5.9 Large Displays
 - 5.9.1 Scope, Category Definition, and Minimum Specifications
 - 5.9.1.1 Large displays over 24 inches to include touchscreen, LCD, plasma, HDTV, and digital signage.
 - 5.9.1.2 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
 - 5.9.2 Exclusions
 - 5.9.2.1 Furniture is excluded. However, Manufacturer's branded monitor stand may be proposed.
 - 5.9.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.
 - 5.9.3 Required Accessories and/or Upgrades
At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.9.3.1 Cables
 - 5.9.3.2 Mounts
 - 5.9.3.3 Warranty
- 5.10 Servers
 - 5.10.1 Scope, Category Definition, and Minimum Specifications
 - 5.10.1.1 Any commercially-branded computer capable of operating in a Windows environment and designed to

run software applications under the heavy demand of a network environment.

- 5.10.1.2 It may be a single-socket, 2-socket, or multi-socket server.
- 5.10.1.3 Configurations may be rack mount, tower, or blade.
- 5.10.1.4 Components must be FCC Class B certified.
- 5.10.1.5 The server must be proposed without an operating system.
- 5.10.1.6 System must be fully configured prior to shipment. This configuration must include any pre-ordered hardware options supplied by the base manufacturer. The customer has the right to waive the requirement of configuration of pre-ordered hardware options.
- 5.10.1.7 Three (3) years on-site parts and labor warranty with next business day response (Monday through Friday, 8 to 5). Warranty on external components may be on-site or exchange. Refer to item 4: "Warranty" for additional requirements.

5.10.2 Exclusions

- 5.10.2.1 Servers not capable of operating in a Windows environment.
- 5.10.2.2 COMPONENTS/OPTIONS that are excluded:
 - 5.10.2.2.1 Operating System.
 - 5.10.2.2.2 Displays that are not branded and/or warranted by the system manufacturer.
 - 5.10.2.2.3 Options other than displays that are covered under another category such as UPS, printers, switches, racks, storage.
- 5.10.2.3 Refer to item 2: "Global Exclusions" for any additional exclusions.

5.10.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

5.10.3.1 Processors

- 5.10.3.2 Memory
 - 5.10.3.3 Hard drives
 - 5.10.3.4 Warranty
- 5.11 Storage
- 5.11.1 Scope, Category Definition, and Minimum Specifications
 - 5.11.1.1 The intent of this category is to provide storage devices used to perform on-site backups in a LAN environment. Also, the intent is to provide primary storage appropriate to the level of servers on the EPL and for backup of these servers.
 - 5.11.1.2 Storage types that may be included are shown below:
 - 5.11.1.2.1 Tape Storage: Internal or external single tape, autoloaders, and small-scale tape libraries
 - 5.11.1.2.2 NAS
 - 5.11.1.2.3 SAN
 - 5.11.1.3 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
 - 5.11.2 Exclusions
 - 5.11.2.1 Virtual backup or storage devices.
 - 5.11.2.2 Cloud-based services.
 - 5.11.2.3 Refer to item 2: "Global Exclusions" for any additional exclusions.
 - 5.11.3 Required Accessories and/or Upgrades
 - At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.11.3.1 Tape cartridges
 - 5.11.3.2 Hard drives
 - 5.11.3.3 Warranty

- 5.12 UPS
 - 5.12.1 Scope, Category Definition, and Minimum Specifications
 - 5.12.1.1 This category is for uninterruptible power supplies (UPS) designed for personal computer, server, and network backup.
 - 5.12.1.2 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
 - 5.12.2 Exclusions
 - 5.12.2.1 Large-scale or "enterprise" solutions that are intended for a server farm or enterprise-type environments.
 - 5.12.2.2 Chillers.
 - 5.12.2.3 Refer to item 2: "Global Exclusions" for any additional exclusions.
 - 5.12.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

 - 5.12.3.1 Remote Network Management Card
 - 5.12.3.2 Warranty
- 5.13 Rack
 - 5.13.1 Scope, Category Definition, and Minimum Specifications
 - 5.13.1.1 Racks proposed in the category should be designed for computer and networking equipment.
 - 5.13.1.2 Types of racks include 19-inch open frame, 2x enclosures, and 4x enclosures.
 - 5.13.1.3 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
 - 5.13.2 Exclusions
 - 5.13.2.1 Large-scale or "enterprise" solutions that are intended for a server farm or enterprise-type environments.
 - 5.13.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.

- 5.13.3 Required Accessories and/or Upgrades
At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.13.3.1 Shelves
 - 5.13.3.2 Keyboard Drawer/Tray
 - 5.13.3.3 Warranty
- 5.14 Switches
 - 5.14.1 Scope, Category Definition, and Minimum Specifications
 - 5.14.1.1 The intent of this category is to provide switches for local area network (LAN) use. Products in this category utilizing fiber and/or gigabit are intended to provide a low-end solution for these technologies within the general focus of this EPL.
 - 5.14.1.2 Types of switches that may be included are 10/100, 100BaseT, Gigabit, 10GB, or Fiber. These switches may be chassis-based, standalone, or rack mounted using the port types just mentioned.
 - 5.14.1.3 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
 - 5.14.2 Exclusions
 - 5.14.2.1 Traditional routers.
 - 5.14.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.
 - 5.14.3 Required Accessories and/or Upgrades
At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.14.3.1 Modules
 - 5.14.3.2 Warranty
- 5.15 Wireless Components
 - 5.15.1 Scope, Category Definition, and Minimum Specifications
 - 5.15.1.1 The intent of this category is to provide the customer with the ability to add to or upgrade existing LAN-based

wireless solutions or provide LAN-based wireless connectivity for DATA.

5.15.1.2 The following is a list of the types of components that may be proposed:

5.15.1.2.1 Antennas

5.15.1.2.2 APs

5.15.1.2.3 Authentication

5.15.1.2.4 Bridges

5.15.1.2.5 Cables

5.15.1.2.6 Centralized Management Server or Appliance Software

5.15.1.2.7 Mounts/Enclosures

5.15.1.2.8 Option Cards

5.15.1.2.9 Power Injectors

5.15.1.2.10 Software

5.15.1.2.11 Wi-Fi Cards

5.15.1.3 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.

5.15.1.4 **ITS** highly recommends that the customer obtain a site survey from Seller before making any wireless purchases. However, **ITS** makes no requirements for a site survey at this time. One of the hourly rates for services may be used for the purpose of a site survey.

5.15.2 Exclusions

5.15.2.1 Wireless video

5.15.2.2 Wireless voice

5.15.2.3 Refer to item 2: "Global Exclusions" for any additional exclusions

5.15.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

- 5.15.3.1 Warranty
- 5.16 Thin Client Systems
 - 5.16.1 Scope, Category Definition, and Minimum Specifications
 - 5.16.1.1 A thin client system is a network computer without a hard disk drive. These systems are designed to be especially small so that the bulk of the data processing occurs on the server.
 - 5.16.1.2 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
 - 5.16.2 Exclusions
 - 5.16.2.1 Refer to item 2: "Global Exclusions" for any additional exclusions.
 - 5.16.3 Required Accessories and/or Upgrades
 - At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.16.3.1 Warranty
- 5.17 Video Conferencing Equipment
 - 5.17.1 Scope, Category Definition, and Minimum Specifications
 - 5.17.1.1 The focus of this category is to provide customers with endpoint equipment for long distance learning and two-way or one-way video conferencing.
 - 5.17.1.2 Types of equipment include
 - 5.17.1.2.1 CODECS
 - 5.17.1.2.2 CSU/DSU
 - 5.17.1.2.3 Video Streaming
 - 5.17.1.2.4 Video Conferencing System Control Pads
 - 5.17.1.2.5 Firewall Traversal Solutions
 - 5.17.1.2.6 Gatekeepers
 - 5.17.1.2.7 MCUs

5.17.1.2.8 Video Conferencing Software

5.17.1.3 One (1) year parts and labor or exchange. Refer to item 4: "Warranty" for additional requirements.

5.17.2 Exclusions

5.17.2.1 MCU, bridges, or networking equipment appropriate for use at the central control of the Statewide Network.

5.17.2.2 Paging systems.

5.17.2.3 Systems requiring tailored room construction.

5.17.2.4 COMPONENTS/OPTIONS that are excluded:

5.17.2.4.1 VOIP.

5.17.2.4.2 Furniture is excluded unless it is an option to the manufacturer's base product such as the CODEC manufacturer's branded cart or a printer stand for a manufacturer's printer.

5.17.2.5 Refer to item 2: "Global Exclusions" for any additional exclusions.

5.17.3 Required Accessories and/or Upgrades

At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.

5.17.3.1 Warranty

5.18 Audio/Visual Components

5.18.1 Scope, Category Definition, and Minimum Specifications

5.18.1.1 The focus of this category is to provide the pieces and parts to complete a video conferencing system.

5.18.1.2 Types of equipment include

5.18.1.2.1 Microphones

5.18.1.2.2 Speakers

5.18.1.2.3 Distribution Amps

5.18.1.2.4 Switchers

- 5.18.1.2.5 Cameras
- 5.18.1.2.6 Document Cameras
- 5.18.1.2.7 Touch Panels
- 5.18.1.2.8 Remotes
- 5.18.1.2.9 Archiving Components
- 5.18.1.3 One (1) year parts and labor or exchange warranty. Refer to item 4: "Warranty" for additional requirements.
- 5.18.2 Exclusions
 - 5.18.2.1 Video Surveillance.
 - 5.18.2.2 Refer to item 2: "Global Exclusions" for any additional exclusions.
- 5.18.3 Required Accessories and/or Upgrades
 - At a minimum, Manufacturer must provide the following options/upgrades, if available, for that product.
 - 5.18.3.1 Warranty

6. Leveraging State Technology Resources

- 6.1 **ITS** statute, **House Bill 1450, Section 3**. Section 25-53-5, Mississippi Code of 1972 Amended, article (t), requires that **ITS**, the authority, shall manage one or more State Data Centers to provide information technology services on a cost-sharing basis to all State agencies. This is done in an effort to promote consolidation and cooperation in the acquisition of technology infrastructure for State government and that **ITS** acquires and operates the information technology necessary to provide services to the State agencies in a manner that maximizes efficiency and economy. Budgetary constraints require us to assess how we do business and to consider Mississippi State government as one enterprise, and where possible, build a technology infrastructure once, to be used by many.
- 6.2 Pooling one-time purchasing and operating power on items that work across the enterprise (servers, storage, networking, software tools, etc.)
 - 6.2.1 Results in savings to the State as a whole.
 - 6.2.2 Improves and enhances the security and reliability of the State's information and business systems.
 - 6.2.3 Optimizes the efficient use of the State's information technology assets.

- 6.2.4 Leverages the investment in the State Data Center to the fullest extent.
- 6.3 Customers are encouraged to explore existing State resources, including those available at the State Data Center, in an effort to effectively share resources and leverage the State's investments in technology.
- 6.4 Customers may use off-site backup, but are encouraged to consider the benefits of the **ITS** Data Center that offers storage and is staffed 24 x 7 x 365 days a year.
- 6.5 **ITS** will publish in the *Instructions for Use* for this EPL an additional instruction to the customer as follows: "Prior to purchasing high-end storage items, you are highly encouraged to consider off-site backup solutions as well as storage opportunities offered by **ITS**."
- 6.6 **ITS** reserves the right to limit the use of this EPL to our customers, particularly agencies, due to legislation or to ensure more effective use of the State Data Center.