



PURCHASING DEPARTMENT

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Questions and Answers II

VMware Servers, Installation and Migration Bid #20-0928

1. Question: In regard to warranty and support – what service level do you require? NBD , 24/7 or 4hr response?
Answer: 4 hour response on all equipment not on VM Ware.
2. Question: Is the 5 yrs. on hardware and software?
Answer: 9x5 next business day onsite on hardware, not on VMware.
3. Question: What are the available connection types at main and backup network switching RJ45 sfp qsfp 1G, 10G, or 25G?
Answer: 1G

Thanks,
Bill Gilliland
Purchasing Director
Floyd County Board of Commissioners

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