

**WSCA Data Communications Equip & OEM Associated Maintenance and Training**  
**Contract AR1464**  
**3COM Maintenance and Support Information**

**Warranty and Service**

Many 3Com products including, SuperStack and OfficeConnect switches and hubs provide a lifetime warranty. 3Com further reduces the cost of ownership by bundling service and support with each product. This gives customers quick and easy access to help when they need it most. This bundled service includes telephone support during normal business hours, advance hardware replacement, and access to all of the software updates made available for the product.

The length of the warranty and the level of support services available vary by product. More detail on the warranties available for specific products is included in the Supporting Materials Section of this bid.

Service upgrade options are available for purchase for customers that require 24x7 coverage, a faster response time, or on-site assistance. A comparison chart of our offerings as well as descriptive summaries and pricing information is provided below.

**Comparison Chart of Standard Contract Options**

<b>Standard Contract Options</b>	<b>On-Site Support</b>	<b>Telephone Support</b>	<b>Software Updates</b>	<b>Hardware Replacement</b>
Guardian <sup>SM</sup>	☑	☑	☑	☑
Express <sup>SM</sup>		☑	☑	☑

**Guardian<sup>SM</sup>**

For customers who require maximum uptime, Guardian is 3Com's premier support service. The service is provided for single-site as well as multi-site installations in the same country or over multiple national boundaries. The Guardian service contract is an excellent choice for networks running mission-critical applications. Contracted customers receive the highest priority in our technical escalation process and a full range of services. Basic features include:

- ◆ Unlimited telephone support with one-hour response (shorter times available in some locations)
- ◆ An on-site engineer when required; response options of Next Business Day or 4 hours (if available)
- ◆ 24x7 or 8x5 phone options available
- ◆ On-site fault resolution
- ◆ Next Business Day and 4-hour (if available) hardware replacement options available
- ◆ Latest software updates

## **Express<sup>SM</sup>**

Express is a service package designed to let customers leverage their in-house resources with supplemental 3Com support. If you have the staff to troubleshoot and replace components in your network, but also need rapid hardware replacement and telephone technical support, you are a good candidate for Express. Basic features include:

- ◆ Unlimited telephone support with one-hour response
- ◆ Next day advance hardware replacement
- ◆ Door-to-door delivery of replacement products
- ◆ Next Business Day and 4-hour (if available) hardware replacement options available
- ◆ 24x7 or 8x5 phone options available
- ◆ Latest software updates

**Pricing can be found at:**

**[http://www.3com.com/solutions/en\\_US/government/pricelist/wsca.html](http://www.3com.com/solutions/en_US/government/pricelist/wsca.html)**

## ***Installation Services***

Hardware installation consists of the following services:

**Placement: Unpacking, physical inspection of equipment, and placement in the computer room. Unless otherwise specified, installation does not include the setup of racks, pulling of cables, or other miscellaneous work.**

Verification: Any modular system components are inserted and connected. Firmware configuration and parameters are verified; diagnostic self-tests are performed.

Connection to the network: Device is powered up, applicable licensed 3Com software loaded, and tests run to ensure that the device is recognized on the network and its basic configuration is correct. Software configuration optimization, verification of the Telco line, and DSU/CSU cabling and configuration are available for an additional charge.

## **Service Contract Cost Information**

Service pricing is calculated on band pricing. Please refer to the quote tool located on 3Com.com or contact [Service\\_Quotedesk@3com.com](mailto:Service_Quotedesk@3com.com).

<http://pa.3com.com/secure/na/secwebdocs.nsf/HTML/ServicePartnerQuoting>

## **Quarterly or Monthly Billing Surcharge**

Standard contract terms are for a minimum of 12 months with payment in advance. Should an exception to this practice be required, the following uplifts apply. A minimum contract annual value of \$2000 applies to any contract with recurring billing.

Monthly billing contract	5% uplift applied to the total value of the contract
Quarterly billing contract	5% uplift applied to the total value of the contract
Multi-year with annual payment contract	5% uplift applied to the total value of the contract

Product may be added to an existing contract. Prorate the service prices as follows: Determine the annual service price after applicable discounts and surcharges. Divide this price by 12 to find the monthly price. Multiply the monthly price by the number of months remaining in the existing contract.

### **Installation Pricing Terms**

All Hardware Installation quote requests must be sent to [Service\\_Quotedesk@3com.com](mailto:Service_Quotedesk@3com.com) for quoting.

### **Non-Contract Support**

Fixed Rate Depot Repair services are available at 35% of the product list price. Advance replacement can be provided for an additional 15% of the product list price.

Technical Support services are available at a per incident fee ranging from \$75 – \$350 for Normal Business Hours and \$750 - \$1000 After Hours and Weekends.

### **Product Obsolescence Policy**

A product is labeled “obsolete” when it can no longer be ordered from 3Com. Many products that are labeled obsolete are simply replaced with a newer revision level of the same product. However, some products are named obsolete when their technical capabilities no longer suit the needs of the marketplace (as indicated by order levels), and therefore no further revisions will be available. To encourage customers to take advantage of new products or technologies, upgrade or exchange promotions are sometimes offered when a given product is labeled obsolete.

Major product obsolescence announcements are communicated to 3Com reseller partners at least 30 days before the effective date through normal vehicles such as newsletters. End-user customers can determine whether products have been declared obsolete by contacting 3Com technical support organizations or their nearest 3Com office. Customers with 3Com service contracts will be monitored regularly.

Product obsolescence has implications for the availability of technical support and other services. A “service availability period” is a period of time for which 3Com will support a given product with a specified service level after its obsolescence date. Service availability periods vary depending on the type of service in question. The table below indicates our standard guidelines; these were established based on analysis of historic usage patterns and commercial feasibility. If resources are available beyond the periods indicated below, 3Com will continue to provide specific services on a case-by-case basis as long as it is commercially reasonable to do so. 3Com honors any existing government or commercial contracts which call for service availability periods that are different from those charted below.

### Service Availability Periods

	1 Year	2 Years	3 Years	4 Years	5 Years
<b>Standalone Services</b>					
Sustaining Engineering (hw/sw) <sup>1</sup>					
Training					
Software Telephone support					
Hardware Telephone support					
Spares <sup>2</sup>					
Repairs					
<b>End User Service Contracts<sup>3</sup></b>					
Guardian <sup>SM</sup>					
Express <sup>SM</sup>					

1. 3Com will maintain engineering expertise to develop code fixes and assist with complex problem isolation during this period. Bug fixes may or may not be developed, depending on the severity level and availability of alternate solutions.
2. In some cases, spare components are available for three years or longer; it depends on demand. If customers anticipate needing spares available for longer than two years post-obsolescence, the most conservative approach would be to purchase them in advance and store them on site.
3. The date shown for service contracts refers to the last date service will be provided under a one-year contract. 3Com may elect to discontinue selling 12-month service contracts one year earlier.