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Questions/Responses No.1 to the Request for Bid (RFB)
Polycom Maintenance
K11-0015-29
April 20, 2010

Ladies and Gentlemen:

The following questions for the above referenced RFB were received by e-mail and are answered and posted for all prospective Offerors who received the RFB. The statements and interpretations contained in the following responses to questions are not binding on the Maryland Judiciary unless the RFB is expressly amended. Nothing in the Maryland Judiciary's response to these questions is to be construed as agreement to or acceptance by the Maryland Judiciary of any statement or interpretation on the part of the offeror asking the question.

1. Question: Who is the vendor currently servicing the equipment?

Response: The equipment, when purchased from Verizon, came with a one-year service agreement. This agreement has since lapsed.

2. Question: Is there a service history available?

Response: There is no service history. The Codex in Towson and Rockville (Polycom 9000) were replaced, as was 1 monitor at the Judiciary Education and Conference Center in Annapolis.

3. Question: Is all the equipment up and running?

Response: All the equipment is up and running and is less than 2 years old.

4. Question: Is there a previous contract for this equipment?

Response: There is no previous contract for this equipment. The one-year service agreement was included in the purchase of the equipment.

5. Question: What was the cost of the last year's contract and is this the same equipment as last year's contract?

Response: There was no previous service contract.

Page 2
Questions/Responses No.1
K11-0015-29

6. Question: Is the contract available for viewing?

Response: There was no previous service contract.

Date Issued: April 20, 2010
Anna Pfeifer, Procurement Specialist