

1. Is there a previous contract for this equipment?
2. Who is the vendor currently servicing the equipment?
3. What was the cost of the last years contract and is this the same equipment as last years contract?
4. Is the contract available for viewing?
5. Is there a service history available? Such as, how many flat rate calls did you experience last year, and how many T&M calls we placed?
6. Is all the equipment up and running?
7. Do you have a listing of the equipment that will be covered? With makes, models and quantities?

procurement.dadeschools.net

Most of the required information can be found at the above link, previous bid number 118-FF04.

From 07/01/10 to 06/30/11 there were 437 calls placed to our service provider. The approximate breakdown is as follows:

Server calls.....	23
Laptop calls.....	18
Printer calls.....	09
Monitor calls.....	05
Apple Mac calls.....	02
PC calls.....	380

The breakdown figures are a close approximation, the variation is a small percentage, less than 10%, and it's due to how the tickets are reported in HEAT; i.e. some tickets were reported as application, some as other, some as hss, etc. Those were counted as PC calls. Let me know if there are any questions.