



**AMENDMENT #2  
 INVITATION FOR BID  
 MDM0031036361  
 Red Hat JBOSS License Renewal  
 January 10, 2018**

This Amendment is being issued to amend and clarify certain information contained in the above named IFB. All information contained herein is binding on all Offerors who respond to this IFB. Specific parts of the IFB have been amended. The following changes/additions are listed below; new language has been underlined and language deleted has been marked with a strikethrough (ex. ~~language deleted~~).

1. Amend the Section 2.3 Support as follows:

MHBE requests Premium support for all the subscriptions mentioned in Section 2 above **except for Red Hat JBoss Enterprise Application Platform, 64- Core, SKU # MW0186831, which MHBE is requesting Standard Support.** The following table provides the specification for the Premium support:

	Premium	
<b>Hours of Coverage</b>	Standard Business Hours and 24x7 for Severity 1 and 2	
<b>Support Channel</b>	Web and Phone	
<b>Number of Cases</b>	Unlimited	
<b>Software Maintenance</b>	via Red Hat Portal	
<b>Response Guidelines</b>	Initial Response	Ongoing Response
<b>Severity 1 (Urgent):</b> A problem that severely impacts your use of the Software in a production environment (such as the loss of production data or production systems not functioning). The situation halts your business operations and no procedural work around exists.	1 hour	1 hour
<b>Severity 2 (High):</b> A problem where the Software is functioning but your use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural work around exists.	2 hours	4 hours

	<b>Premium</b>	
<b>Severity 3 (Medium):</b> A problem that involves partial, non-critical loss of use of the Software in a production environment or development environment. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural work around. For development environments, the situation is causing your project to no longer continue or migrate into production.	4 Business Hours	8 Business Hours
<b>Severity 4 (Low):</b> A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. For development environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural work around.	8 Business Hours	2 Business Days

**The following table provides specifications for Standard Support:**

	<b><u>STANDARD</u></b>
<b><u>Hours of Coverage</u></b>	<b><u>Standard Business Hours</u></b>
<b><u>Support Channel</u></b>	<b><u>Web and Phone</u></b>
<b><u>Number of Cases</u></b>	<b><u>Unlimited</u></b>
<b><u>Response Guidelines</u></b>	<b><u>Initial &amp; ongoing response</u></b>
<b><u>Severity 1 (Urgent): A problem that severely impacts the Software in a production environment (such as the loss of production data or production systems not functioning). The situation halts business operations and no procedural work around exists.</u></b>	<b><u>1 hour</u></b>
<b><u>Severity 2 (High): A problem where the Software is functioning but use in a production environment is severely reduced. The situation is causing a high impact to portions of business operations and no procedural work around exists.</u></b>	<b><u>4 hours</u></b>
<b><u>Severity 3 (Medium): A problem that involves partial, non-critical loss of use of the Software in a production environment or development environment. For production environments, there is a medium-to-low impact on business, but business continues to function, including by using a procedural work around. For development environments, the situation is causing project to no longer continue or migrate into production.</u></b>	<b><u>1 Business day</u></b>
<b><u>Severity 4 (Low): A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on the business or the performance or</u></b>	<b><u>2 Business days</u></b>



<b><u>functionality of the system. For development environments, there is a medium-to-low impact on business, but business continues to function, including by using a procedural workaround</u></b>	
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2.3.2 The Contractor shall make available to Customer each new Upgrade on its General Release Date.

Date Issued: January 10, 2018

Michelle Compton  
Procurement Officer