



WSCA/NASPO Contract Administration

112 Administration Building, 50 Sherburne Avenue, St. Paul, MN 55155
Fax: 651.297.3996, TTY: MN Relay Service 1.800.627.3529
<http://www.mmd.admin.state.mn.us>

WSCA-NASPO COMPUTER CONTRACTS

BULLETIN NO. 3

XIOTECH MAGNITUDE PRODUCTS

Xiotech sells two storage systems, the original (base) Magnitude system and the Magnitude 3D system. Xiotech will be discontinuing the sale of their original Magnitude storage system. The following information has been supplied to us:

Magnitude End-of-Sales and End-of-Service dates are as follows:

- End-of-Sales for New Systems: September 30, 2005
- End-of-Sales for Add-on Purchases: September 30, 2006
- End-of-Service: September 30, 2010

Xiotech is committed to providing service and support for Magnitude beyond the End-of-Sales dates. Magnitude support options will be as follows:

- All Magnitude purchases up to the respective End-of-Sales date will carry a standard warranty and will be eligible for extended warranty purchases.
- Add-on purchases, drives, software, and supported third-party products will be available up to one (1) year from the End-of-Sales date for new systems.
- Access to Xiotech Customer Support will be available for a five (5) year period from the End-of-Sales date for new systems for both hardware and firmware issues.
- Spares and replacement parts will be available for a five (5) year period from the End-of-Sales date for new systems.
- Where available, Xiotech will provide bug fixes, maintenance releases, and workarounds or patches for critical bug fixes (Severity 1 issues) for a five (5) year period from the End-of-Sales date for new systems. In some instances, it may be necessary to upgrade to a higher software release level to correct particular problems.



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- The Magnitude system must be covered by a current Xiotech maintenance contract to be eligible for support and upgrades.

To ensure continued support for Magnitude products, note the following:

- Hardware or software not currently under a service contract or warranty is eligible for a new service contract for up to three (3) months after the End-of-Sales date for new systems, assuming compliance with program requirements.
- Service contracts not renewed within three (3) months of the End-of-Sales date for new systems are not renewable.
- Service contract renewal will be generally available for four (4) years from the respective end-of-sales date, but the term of such agreement will not extend beyond the End-of-Service date.

If you have any questions, please e-mail them to one of us:

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