

1 Q. Re: 2013 Capital Projects Over 200,000 but less than 500,000: p. D-259  
2 Replace Peripheral Infrastructure:  
3 It states at p. D-259, "This is the continuation of the Peripheral Infrastructure  
4 Replacement Project to replace peripheral devices as they reach the end of their  
5 useful lives." How is it determined when a device has reached the end of its  
6 useful life? Does duration of useful life depend on the amount of use in addition  
7 to age?

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10 A. The Multi-Function Devices (MFDs) are the larger heavily used centralized office  
11 machines, incorporating the functionality of multiple devices (printer, scanner, copy  
12 and fax). Due to the heavy usage and criticality to day to day operations, these  
13 devices are replaced when the five year maintenance contract and warranty  
14 expires. Usually, these devices experience problems as they near the end of the  
15 warranty period. Hydro monitors the usage and system performance issues to  
16 ensure that the MFDs are available and reliable to support printing, scanning, and  
17 copying services.

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19 The smaller units normally have a one to three year warranty but are normally not  
20 replaced after the warranty expires due to lower usage. These smaller units are  
21 monitored periodically for usage and age. When one of these units reaches five  
22 years old, the usage and maintenance history is analyzed to determine if they  
23 should be replaced. Most of these smaller units reach six years of age before being  
24 replaced.