



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

**Winner 2000- 2007 Achievement of Excellence in Procurement Award
National Purchasing Institute**

Jerome Noble, Director



October 16, 2007

Re: 07ITB58099YB-BR
Open Systems Hardware Maintenance

Dear Bidders:

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced ITB.

Except as provided herein, all terms and conditions in the bid referenced above remain unchanged and in full force and effect.

Sincerely,

Brian Richmond
Brian Richmond
Assistant Purchasing Agent

Addendum No. 1
Page Two

This Addendum forms a part of the contract documents and answers questions posed by interested vendors and makes a change in the specifications:

1. Question: Pg 60 - Does this contract include preventative maintenance for printers? If so, will Fulton County supply the maintenance kits? How many printers are included under this contract? **Answer: No preventative maintenance for printers is required in this bid. See equipment list in section 8 of the bid for listing of current equipment inventory associated with this bid.**

2. Question: Who is the incumbent vendor for the current contract? How long has the company been the maintenance provider for Fulton County? What was the value of this contract for the past full year? **Answer: To date, the items in this bid have been either in manufacturer's warranty or part of a much more encompassing maintenance contract with IBM. For many years IBM has been providing a multitude of maintenance services on a variety of platforms for Fulton County. Since we've never before implemented a maintenance contract limited only to this particular category and group of equipment, there is no equivalent or comparative contract to site for relevant past year costs.**

3. Question: What was the number of service calls placed for the past full year? **Answer: Not Known**

4. Question: Can Fulton County provide a Service Activity Report for the present year, Jan 2007 through present? **Answer: No**

5. Question: Does this bid require the vendor to support software? If so, does this include all software or only the OS and firmware? If all software is included, please provide a list of software to be maintained by vendor under this bid. **Answer: No operating system or applications software support is required in this bid. Firmware is required to be furnished by vendor in situations where firmware is necessary to restore malfunctioning hardware to proper working condition; such as BIOS restore/fix, etc. Vendor must also provide own software tools (if needed) to accomplish any necessary troubleshooting or diagnostics, etc. in the course of a repair.**

6. Question: Will the vendor be responsible for warranty and maintenance of any accidental/incidental damage (i.e. spillage, viruses, damage other than manufacturer's defect) under this bid? **Answer: This bid is primarily intended to provide maintenance for equipment which is already outside the manufacturer's warranty period. The vendor will be responsible for making any requested repairs on listed equipment for hardware malfunctions which occur during the course of normal operation. As is customary, the vendor shall not be responsible for repairs that are the direct result of accident or abuse.**

7. Question: Will the vendor be responsible for data recovery for the servers under this bid? **Answer: No... Fulton County IT staff will be responsible for data recovery.**

8. Question: In the replacement of the hard drive, will the service provider be required to have the OS/NOS installed? **Answer: No... Fulton County Staff will install OS/NOS.**

9. Question: Pg 69-79 - Are all the parts listed on the inventory out of warranty? If not, will Fulton County provide a list of items specifying which items are under warranty and those that are out of warranty? **Answer: Items on the list are currently out of warranty or scheduled to be out of warranty relatively soon. Yes, Fulton County will provide the most current warranty status information upon implementation of maintenance agreement.**

10. I need clarification on page 68, Section 8 Pricing Forms:

Question: In the sentence beginning " Also, quoted monthly billing prices shall be inclusive of all costs to Fulton County..."

you mention software. Can you explain what the word software refers to? **Answer: In this sentence "software" refers to any diagnostic utilities or other software tools needed by service personnel to diagnose hardware problems, restore hardware BIOS, or otherwise restore failed hardware to normal "factory" functional status. We do not intend for vendor awarded this contract to be responsible for maintenance of operating systems, applications, or any data which may reside on our equipment.**

Question: Also the last sentence refers to no cost associated for switching from one service level to another. We assume that means there is no administrative cost to switch service levels but the appropriate monthly cost will be billed. Correct? **Answer: That is correct... There shall be no "administrative" or other extra service charge associated with switching service levels. However monthly billing amount is expected to change, reflecting the new service level to which equipment is switched.**

11. Question: Who is the incumbent service provider, and how long have they been the incumbent? **Answer: In the past this equipment was either maintained under manufacturer's warranty or included as a component of a much more encompassing contract with IBM which included other platforms and environments. This is the first time we have singled out these particular items for a maintenance bid.**

12. Question: What was the total spending for each of the contract years the current agreement has been in place? **Answer: We cannot accurately provide this information. No contract comparable to this bid has been awarded in the past. See #11.**

13. Question: Is the current service provider meeting SLA requirements? **Answer: Yes**

14. Question: How is the current contract structured? T&M, per call, per-per unit, or fixed cost? If it's a mixture of all three, what were the breakdowns for call volumes and costs for the past full year? **Answer: Fixed cost.**

15. Question: Please provide 12 months of historical call data (equipment failure) by category or any call data that may be available under the current contract. **Answer: We do not currently maintain this data.**

16. Question: How many supported personnel and devices are located at each supported site? **Answer: This is a hardware maintenance and support bid. Not end users, but only a relatively small group of our IT Department technical employees will be asking vendor for hardware support or maintenance services. Vendor will not be contacted until our technical staff has determined that we likely have a hardware maintenance issue. The majority of the listed equipment for maintenance services is located at our central data-center in downtown Atlanta, GA. However, we do have a relatively small number of devices outside of this centralized location. All are currently located within Fulton County Georgia with exact locations subject to change.**

17. Question: Does the current service provider occupy space within your facilities? **Answer: No**

18. Question: How many personnel are currently providing the services being requested? **Answer: Unknown**

19. Question: Will any triage be completed prior to dispatch by the Fulton County Helpdesk? **Answer: Yes. See #16**

20. Question: How much IMAC (installations, moves, adds, and changes) activity was performed last year and how much is anticipated under this contract? **Answer: Unknown. This bid is for hardware maintenance and support services only. It is unknown how many "adds" and/or "changes" will be made to equipment list. However; the physical, moving, installing, or modifying of equipment, unless part of maintenance activity, is beyond the scope of this bid.**

21. Question: How many critical server calls were placed last year, and how many non-server critical calls were placed last year? **Answer: Unknown.**

22. Question: Which versions of Operating Systems are utilized by supported personnel? **Answer: This bid does not solicit support for operating systems. This is a hardware maintenance & support bid. For informational purposes, most of the servers on this bid run various versions of MS Windows Server. Our own in-house technical staff maintains the operating systems.**

23. Question: Is there a current list of Core and Approved applications for reference when determining if currently installed software is authorized? **Answer: Yes, with some miscellaneous exceptions. However, software or applications maintenance and support is outside the scope of this bid.**

24. Question: What is the domain hierarchical structure used? Are there multiple domains? **Answer: Active Directory. Single Domain. Please keep in mind that this is hardware maintenance and support bid and has a relatively specific scope. Due to the makeup of our listed equipment, and the fact that we are not expecting vendor to perform operating system or applications maintenance, it is doubtful that network domain issues will arise.**

25. Question: How many mobile users will be supported under the proposed contract? **Answer: None**

26. Question: What is the current vehicle used for remote access by users, if allowed (smart card, VPN, DDI?) **Answer: VPN**

27. Question: Is this RFI for Level 1 Helpdesk staffing as well? **Answer: No**

28. Question: Will replacement parts be billed on a Time and Materials basis or included as part of the contracted price? **Answer: Parts are to be included as stated in section 7 of bid specifications**

29. Question: Do you currently have a call management tool that you would like vendors to utilize or are we to supply our own? **Answer: We have no call management tool that we expect or require vendor to utilize.**

30. Question: What software/hardware is currently being utilized to support Help Desk Operations (e.g. LANDesk, HEAT, Remedy, Altiris Helpdesk Solution, Peregrine ServiceCenter, etc.)? **Answer: A custom solution is currently in place.**

31. Question: Is the current Help Desk system extensible to include an Asset Management module to provide birth-to-death reporting of all issues and trend analysis? **Answer: No**

32. Question: What, if any, imaging tool is currently being utilized? **Answer: Symantec Ghost. However, imaging of hard drives is beyond the scope of this bid and will be performed by our own in-house personnel.**

33. Question: Does the current tool, if utilized, include a centralized reporting function? **Answer: No**

34. Question: Are Software installations/updates automated through package delivery by a management tool, scripted to run locally, or installed manually? **Answer: Management tool which runs automatically.**

35. Question: Is there a current library of images, and what are the properties of those images. **Answer: Yes, Symantec Ghost. See #32.**

36. Question: Are those images hardware-dependent or independent?
Answer: Dependent on hardware.

37. Question: Do images include installed software or is that applied as part of the image process via script or package? **Answer: Images include installed software. However, installation of drive images is outside the scope of this bid and performed by our in-house technical personnel.**

38. Question: Is there a remote-control tool for utilization by helpdesk support staff currently authorized and in use by your current IT personnel? **Answer: No**

39. Question: Is Remote Access and Resolution an option under this proposal? **Answer: Possibly... However onsite response, per designated service level, is required whenever requested by Fulton County.**

On page 5 of the bid document, under Section #4, Preparation and Submission of Bids, please change the sentence that reads "All dollar amounts must be BOTH in writing and figures and represent prices for the published scope of work without exceptions" to read "All dollars amounts must represent prices for the published scope of work without exceptions."

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the ITB due date and time of Tuesday, October 23, 2007, 11:00 A.M.

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 2007.

Legal Name of Bidder

Signature of Authorized Representative

Title