



Fulton County, GA

Department of Purchasing & Contract Compliance

March 12, 2012

**Re: 12ITB82803B-BR
OPEN SYSTEMS HARDWARE MAINTENANCE**

Dear bidders:

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced Bid (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
Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in
Procurement Award • National Purchasing Institute



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This Addendum forms a part of the contract documents and answer questions asked by interested vendors:

1. **Question:** Will you please upload to the Fulton County Bid site an MS Word version of Section's 6 and 7 of the bid PDF so vendors may more easily answer questions and complete the large pricing table?
Answer: We cannot upload a word version of the bid document.
2. **Question:** Can you clarify what type of remote support you would be requesting as well as monitoring? Do you have a current solution in place?
Answer: Telephone support must be available to assist County technical personnel with problem resolution if required. However, most calls placed by the County will be to request onsite service. No real-time offsite monitoring of equipment technical parameters or operating status by service vendor is requested, or currently in place.
3. **Question:** Do you have Technicians onsite to-do basic hardware swaps if parts are provided?
Answer: No... All required parts replacements are expected to be performed on-site by the vendor.
4. **Question:** Do you have a previous contract, or who is the current incumbent? Is it available for viewing? How many calls were placed for hardware support? What was the total amount of the previous contract and for how many years?
Answer: The current incumbent vendor is Solid Systems CAD Services (SSCS). Bid archives are available for viewing via an Open Records Request, go to www.fultoncountyga.gov, then click Bid Opportunities. The previous bid was #11ITB76429YB-TR which resulted in an award for a total of 1 year. Total cost was \$44,808.00/yr. Information on the number of calls placed is not available.
5. **Question:** Would you allow us to store spare parts onsite? Is this something you have done in the past?
Answer: No... Due to lack of space, and other concerns, onsite storage of spare parts by vendor is not currently allowed; nor is it expected to be allowed in the future.
6. **Question:** Is there a previous contract for this equipment?
Answer: Yes
7. **Question:** Who is the vendor currently servicing the equipment?
Answer: Solid Systems CAD Services (SSCS)

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8. **Question:** What was the cost of the last year's contract and is this the same equipment as last year's contract?

Answer: Last year's cost was \$44,808.00. The equipment list is constantly undergoing minor changes due to items being retired or new items added as needed. The items listed in the bid reflect only the current status.

9. **Question:** Is the contract available for viewing?

Answer: Bid archives are available for viewing via an open records request, go to www.fultoncountyga.gov, then click Bid Opportunities.

10. **Question:** Is there a service history available?

Answer: No

11. **Question:** Is all the equipment up and running?

Answer: Yes

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 Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the Bid due date and time of Tuesday, April 3, 2012, 11:00 A.M.

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title