



Fulton County, GA

Department of Purchasing & Contract Compliance

March 19, 2012

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

Dear bidders:

Attached is one (1) copy of Addendum 2, 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:** Is there a detailed configuration of each device available?
Answer: No
2. **Question:** On the HP Servers, can you provide us with which "G" Series they are and the part number?
Answer: No... Part number/model detail beyond what is already provided within the pricing section is not presently available.
3. **Question:** How many service events did you have in the previous contract?
Answer: Unknown
4. **Question:** Are all of the units in the bid currently functional & in operation?
Answer: Yes
5. **Question:** Who is the present Maintenance Vendor?
Answer: Solid Systems CAD Services (SSCS)
6. **Question:** Must every line be bid on to be eligible to bid?
Answer: Yes... There must be price entered on every line of the price form.
7. **Question:** Would a "Proactive" Monitoring solution for a fee help to greatly reduce the meantime between failure & uptime?
Answer: Unknown... A "proactive monitoring solution for a fee" is not part of the specifications for this ITB.
8. **Question:** Do you presently use a monitoring solution to report the health of your servers?
Answer: Yes... SolarWinds is currently used by our internal technical staff for monitoring purposes.

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8. **Question:** Can we still be considered if we are not able to provide maintenance on some of the equipment? **Answer:** No

9. **Question:** Can you send a word copy of the bid? **Answer:** There is no WORD copy of the bid available

10. **Question:** Would it be possible to list which items on the attached inventory sheet are under warranty and which are not?

Answer: It should be assumed that all items on the list are out of warranty. All pricing must be for out-of-warranty maintenance.

11. **Question:** Do you have any information relating to the ages of all the devices?

Answer: No.

12. **Question:** Do you have any maintenance records from the previous 12 months that we can review? **Answer:** No.

13. **Question:** For the server systems, do you have any information related to the hard drive sizes? **Answer:** No.

14. **Question:** If no new parts are available from OEMs or in the after-market, how would the process work for obtaining the necessary approvals from the county?

Answer: After being notified of said situation; an authorized Fulton County employee would provide any decided special approvals and/or instructions to the maintenance vendor in writing.

15. **Question:** Are all listed equipment items currently covered under manufacturer's warranty? If no, can Fulton County provide a list of items NOT currently covered under manufacturer's warranty?

Answer: All bid systems should be considered out of manufacturer's warranty. Please provide out-of-warranty pricing for ALL items on the price list.

16. **Question:** Did the previous contract include a renewal option? If yes, are details available as to why Fulton County did not renew the previous contract?

Answer: Although last year's solicitation did contain the possibility for optional annual renewals, no renewal was exercised for internal administrative reasons unrelated to the selected vendor.

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17. **Question:** Many manufacturers' OEM replacement parts are refurbished. Will Fulton County accept these parts for required repairs?

Answer: Use of any replacement parts known to be other than OEM factory new must be individually approved in writing by an authorized Fulton County employee. Selected bidder must take reasonable steps to identify source of replacement parts and assure that factory new parts are provided whenever available from the manufacturer or other sources.

18. **Question:** Is the total number of service tickets for the previous contract available?

Answer: No.

19. **Question:** Are all of servers listed physical servers? If yes, does Fulton County have intentions of virtualizing any servers during the term of this contract? If yes, what server virtualization software does Fulton County intend to utilize?

Answer: Although the environment could change, the vast majority (almost all) of the listed servers are currently NOT running virtualization software. Most of the County's virtualized environment is currently on other OEM maintained hardware. The County's future intentions regarding virtualization of existing hardware which will be a part of the contract resulting from this bid is unknown. VMWare and Oracle VM are both software products which are utilized by the County. Bidders are reminded that this solicitation is for HARDWARE maintenance only. In-house County technical staff will maintain the software environment; including the operating system, virtualization software, utilities, databases, applications, etc..

20. **Question:** How will Fulton County track response and resolution times?

Answer: The County employee who makes the request for service will monitor response and resolution times.

21. **Question:** Does the previous contract provider have parts in stock that they would be willing to sell to the new contract provider? **Answer:** Unknown.

ACKNOWLEDGEMENT OF ADDENDUM NO. 2

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the bid 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. 2, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title