



Georgetown County, South Carolina

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ADDENDUM #1 TO BID #15-009

BID NUMBER: 15-009

ISSUE DATE: Wednesday, April 08, 2015

OPENING DATE: Wednesday, April 29, 2015

OPENING TIME: 4:00 PM (Eastern NIST)

Bid Opening Location: Georgetown County Courthouse, Suite #239, (Purchasing Conference Room)

MANDATORY Pre-Bid Conference/Site Inspection: Thursday, April 16, 2015 at 11:00AM on Site (Pg 3)

PROCUREMENT FOR: IT Managed Support and Hosted Services Provider
Commodity Code(s): 91828, 91829, 91895

This addendum will amend **RFP #15-009, IT Managed Support and Hosted Services Provider** originally issued on Friday, April 03, 2015. This clarification is being provided to all known and registered correspondents in response to questions received. All addenda and original bid documents are also available online at: www.gtcounty.org, select "Bid Opportunities" from the *Quick Links* box on the home page.

Question 1: Please advise as to what type of voip system Georgetown is currently using?

Answer: Cisco Call Manager and Unity with integrated unified communication (UC).

Question 2: Is the County expecting the bidder to provide all onsite support personnel (including help desk etc.) in addition to the remote managed services? If so how many current IT positions exist and what are their roles?

Answer: As stated on page 5, the awarded contractor will provide supervisory guidance of the County IT Supervisor and staff. The IT staff is currently comprised of 4 General IT Support Engineers (3 for all departments, 1 focused on library), one Networking specialist, one AS/400 & PC support specialist, and one AS/400 software specialist. They will additionally provide ad hoc technology consulting.

Question 3: Is the bidder expected to provide pricing per unit for the software licenses or should the bidder calculate the price for all personnel (including the bidder's contract staff)? If so please provide the number of personnel who will need a software license for Microsoft Office and Outlook Exchange.

Answer: Each proposer should base their response on their understanding of the totals to support the environment as published on page 4 of the original RFP.

“The County IT environment is approximately made up of:

- a) 25 County Sites**
- b) Public Safety and Administration**
- c) 285 Hosted Desktop Users — Hosted Desktop**
- d) 17 Multi use computers—Managed Services**
- e) 83 Computers — Managed Services**
- f) 120 Public Safety devices — Managed Services**
- g) 32 servers — Blending of Hosted Desktop and Managed Services”**

You may state the number of each software license you are providing in your response for clarity of understanding. In the Pre-Bid Conference, we can also discuss the best way to include a Schedule of Values for additional services, licenses and on-going services as changes may require.

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ADDENDUM ACKNOWLEDGEMENT

Bid #15-009 **IT Managed Support and Hosted Services Provider** **Mandatory Submittal Form**

To be returned with the final proposal submission to Georgetown County.

COMPANY NAME: _____

- | | | |
|-------------------------------------|----------------------------------|---------------------|
| <input checked="" type="checkbox"/> | Addendum #1 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #2 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #3 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #4 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #5 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #6 Received Date: _____ | Initialed By: _____ |

If your Bid submission has already been mailed, acknowledgment may be provided by faxing this form to (843)545-3500, or attaching a digital scan and sending by e-mail. .

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