



Georgetown County, South Carolina

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ADDENDUM #2 TO BID #15-009

BID NUMBER: 15-009

ISSUE DATE: Wednesday, April 08, 2015

“REVISED” OPENING DATE: Wed., May 06, 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: What release are Call Manager, Unity and Unified Communication running?

Answer: CUCM v6.1.3.3000-1 and Unity v5.0(1)

Question 2: Are the applications running on Physical or Virtual Servers?

Answer: All machines are physical.

Question 3: Are the Publisher and Subscriber at the same location?

Answer: The publisher and subscriber are in the same data center.

Question 4: How many Pri’s do you have?

Answer: One PRI at Sheriff’s Office. One PRI at the Emergency Operations Center. Two PRIs at the Historic Courthouse (where CUCM/Unity reside)

Question 5: If you have multiple Pri’s do they terminate on different Routers?

Answer: Yes.

Question 6: What is the model of desk phones you're using?

Answer: 7911/7912/7921/7937/7940(most)/7941/7942/7945/7960.

Question 7: Do you currently have Smartnet?

Answer: The CUCM and Unity software along with the MCS servers are EOL. To my knowledge, the voice gateways and phones are not on SmartNet.

Question 8: [We] respectfully requests an extension of the Proposal Deadline by one month, to May 29, based on the rationale [we] provided...

Answer: **“REVISED” Time Line: Request for Proposal #15-009**

Item	Date	Time	Location*
Advertised Date of Issue:	Friday, April 03, 2015	n/a	n/a
Pre-Bid Conference/Site Inspection:	Thursday, April 16, 2015	10:30AM	Council Chambers
Deadline for Questions:	Wednesday, April 29, 2015	3:00PM ET	Suite 239
Bids Must be Received on/or Before:	Wednesday, May 06, 2015	4:00PM ET	Suite 239
Public Bid Opening & Tabulation:	Wednesday, May 06, 2015	4:00PM ET	Suite 239
County Council Consideration:	Tuesday, May 12, 2015	5:30PM ET	Council Chambers
Anticipated Agreement Start Date:	Wednesday, July 1, 2015	n/a	n/a

*All locations in the Old County Courthouse, 129 Screven Street, Georgetown, SC unless otherwise stated.

A revised submittal date of May 06, 2015 at 4:00PM Eastern NIST is all that can accommodated.

Question 9: I did have a question around liability and what the expectation will be around responding. In other words, we ... have come across some challenges in the past when customers have asked [us] to assume all liability or “unlimited liability”.

Answer: In terms of response to requests, please be guided by the “Service Levels” section of page 6 of 33 in which we ask for you to identify your response time. In terms of insurance liability, please be guided by items 28 and 29 beginning on page 12 of 33. The Hold Harmless Clause, item 30 on page 13 of 33, is to my knowledge, required by the state of its political subdivisions. I am not sure if this addresses your concern, but if not, please send a request asking about the specific clarification you need.

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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 checked="" 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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