

22-02CM RFP IT SUPPORT SERVICES

ADDENDUM 3

Bidders must acknowledge the receipt of this addendum in writing in the bid proposal. This addendum amends and/or supplements the contract documents. Contract document provisions not specifically amended herein remain in full force and effect.

Clarifications/Explanations: In response to questions posed:

1. Can you provide an example of the technology strategy scorecard referenced in the performance requirements matrix in the addendum?
 - a. The technology strategy scorecard will be developed with City of Palmer, focusing on stewardship, stakeholders, business processes, and organizational capacity.
2. Can you provide current Avaya version and if manufacturer support is in force?
 - a. IP Office Admin Suite version 11.0.4000.74
 - b. IP Office Voicemail Pro version 9.0.100.53
 - c. Third party support
3. Do client computers use Windows 10 operating systems?
 - a. Yes
4. What type of wireless devices are requested to be supported?
 - a. Wireless devices including but not limited to phones, tablets, computer accessories, routers.
5. Can you provide details on the number of physical servers and number of virtual servers in need of service?
 - a. Twenty-eight (28) physical servers and three (3) virtual servers.
6. Is there any technology equipment or software not owned by customer or not located in City of Palmer facilities?
 - a. No.