

22-02CM RFP IT SUPPORT SERVICES ADDENDUM 5

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. How many trouble tickets are submitted for Help Desk and Phone Support every month?
 - a) Average monthly number of tickets is thirty-seven (37)
2. Could the City provide us with a list of publicly accessible websites?
 - a) Palmerak.org
3. Would the city like after-hours/on-call support for all tickets submitted or emergency services tickets only?
 - a) Emergency only