



## ADDENDUM NO. 1

SEPTEMBER 26, 2012

Re: HACC, Central Pennsylvania's Community College  
RFB13-05 Cisco SmartNet Maintenance

From: HACC, Central Pennsylvania's Community College  
Garry Crider, Procurement Services Manager  
One HACC Drive  
Harrisburg, PA 17110

To: All Bidders

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This Addendum is hereby made part of the Request for Bid No. RFB13-05 dated September 24, 2012. The provisions of this Addendum are intended to supplement the provisions and scope of work and/or supersede them where contradictory thereto.

### QUESTIONS

**Question 1:** I don't see the service level / response time listed in the documentation provided. Can you clarify?

**Answer 1:** Column "A" – Contract Type will indicate the required response time. HACC desires this response time associated with only SmartNet.

**Question 2:** Exhibit A, HACC Request for Bid RFB13-05 Bid Sheet Detail has quantity 1 for all the below items. Please let us know if we should be quoting the below quantities.

**Answer 2:** Please modify the following items in Exhibit A to the following:

|                                  |                         |
|----------------------------------|-------------------------|
| UNITY-VM-USR (Line Item 203)     | QTY 300                 |
| L-UCSS-MSG (Line Item 196)       | QTY 300                 |
| L-UCSS-UCM (Line Item 198)       | QTY 300                 |
| CM7.1-U-K9-7835= (Line Item 135) | QTY 1 Stays<br>the same |

**Question 3:** I know the bid mentioned not other options. Just want to you confirm.

**Answer 3: SmartNet only.**

**Question 4:** I just need some clarification regarding the end dates for the items requested. Certain items are covered until 2013 and I am not sure if the customer is looking for a co-term date to encompass this or just quote all of the items for 1, 2 & 3 years.

For example, serial number FDO1421X3KF is covered until 4/15/2013. Does the customer want:

- A quote that covers serial number FDO1421X3KF for a full year until 4/15/2014
- A quote that covers serial number FDO1421X3KF until the co-term end date, most likely being 10/31/2013

**Answer 4: Yes, HACC wants everything covered for the term of the contract. So if an item comes up short of that date, we want to coterm to our end of the contract date.**

**END OF ADDENDUM**