



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

**Winner 2000- 2007 Achievement of Excellence in Procurement Award
National Purchasing Institute**

Jerome Noble, Director



November 30, 2007

Re: 07ITB58000YB-BR
Web Hosting ISP Provider Re-Bid

Dear bidders:

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced bid.

Except as provided herein, all terms and conditions in the bid referenced above remain unchanged and in full force and effect.

Sincerely,

Brian Richmond
Assistant Purchasing Agent

This Addendum forms a part of the contract documents and answers questions asked by interested vendors as noted below:

The Scope and Technical Requirements of this Bid Specifically state that Fulton County IT Applications Division is searching for a vendor who can provide complete MANAGED, dedicated web hosting. That being said, please explain:

Question: Based on your requirement for an SLA of 99.5% Uptime, what assurances is a vendor given that they will not be penalized for violating the SLA's given that the County requires that County IT personnel have direct access to the vendors managed firewall as outlined in "Minimum Hardware Required"? **Answer: No assurances.**

Question: Managed firewalls, are managed by the vendor and policies and rule sets are changed through a change management procedure through the vendor's customer service. How is the County's request to have direct firewall access different than an industry standard managed security solution? **Answer: Not applicable**

Question: Based on your requirement under "County Capabilities" that "the County shall have full rights to change, modify, update, delete install etc....or perform any action deemed necessary to the server or servers at will and at any time" how does the County respond to the fact that they are in fact managing the server and not the vendor as specified in the Scope of Work? **Answer: No response, bid requirement is as is.**

Question: Based on the requirement that the vendor supply access to a server via a KVM switch including the BIOS level, and that managed servers generally are provisioned with the OS supplied, is the County requesting a collocated server for this purpose or in fact, are they seeking a vendor who provides OS level, hardware, and network managed services? **Answer: Vendor provided as outlined in the bid, co-location is another section**

Question: Under the section "expansion requirements", a 2 hour response time is not an industry standard for adding additional managed servers, operating systems or additional hardware. How was this time frame determined and can the County give an example on when this may be necessary? **Answer: No response. This is the requirement.**

General Conditions:

#9. The vendor will provide an uptime guarantee of at least 99.5% through the course of a week, month, and year.

Question: What is the metric you are using to calculate uptime and thus penalties – Is it daily, monthly or yearly?

Answer: Weekly, Monthly, Annually based on hours avail versus hours unavail.

Question: Is the County stating that failure to meet a 99.5% uptime in a single day would result in a 25% discount reduction/credit in the County's renewal terms for the following year? **Answer:** Yes, if the weekly figure is less than 99.5% - Vendor must refund to the County within 30 days of occurrence the adjusted amount due, there is no promise that the contract will be renewed the following year

Section 9 – Pricing Forms

Question: Under Vendor Services – The County has listed included bandwidth (Quantity in GB) and below that additional bandwidth (Quantity in GB). Since bandwidth is measured either per second, or in some cases per month, what incremental time period is the County requesting? Per Second or Per month?

Answer: No response. Vendor is to submit what they believe to be the most competitive submission.

Question: Will this be a rack server, or a tower server? **Answer:** Rack servers, 1u is typical.

Question: We do not use Core 2 Duo processors on our servers. These processors are mainly for home/desktop/workstation use. Our servers use Intel Xeon Dual-Core processors. Is this ok? **Answer:** No, Processor must be Core 2 Duo or better, better would be physical dual processors.

Question: Did you require SATA hard drives or SAS (Serial Attached SCSI) hard drives? Note there are 300GB SATA drives --> 250GB or 500GB options only.

Answer: Must be dual 300GB or larger, at least Raid 1 config, running at 7200 rpm.

Question: Please clarify this: "600GB or greater external backup server with restricted server only FTP access." --> did you want an entirely new sever for this? **Answer:** The backup MUST run on a separate server with closed network access.

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the bid package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the bid due date and time of Tuesday, November 4, 2007, 11:00 A.M.

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 2007.

Legal Name of Bidder

Signature of Authorized Representative

Title