



ENDPOINT PATCH MANAGEMENT ASSET INVENTORY SOLUTION

BID NO: 19-19084

**Addendum No. 1
July 23, 2019**

Questions and Responses

1. **Question:** The RFP excludes any providers that are solely Cloud or Hybrid Cloud solutions. Does the reference to Cloud based offerings in Section 5 – Features, Item G mean that the proposed solution should be capable of providing the listed feature for SAWS Cloud based assets? If not please provide examples of the services this is referring to.

Response: *Remove Section i. on page 2 under item 3 Hardware section b.*

2. **Question:** Section 3 paragraph A refers to a list of prioritized group that need to be completed within 30 days of award. Please provide this list of prioritized groups if it is known at this time.

Response: *Revise to: Furnish, install and configure all specified solution components, as requested by SAWS, within 30 days of the contract or an agreed upon schedule.*

3. **Question:** Is it SAWS expectation that all required functions can be supplied by a single software vendor? Will proposals with multiple vendor's software integrated for the solution be considered?

Response: *Yes, it is the expectation that all required functions be provided by a single software vendor.*

4. **Question:** Which Linux distributions do you currently support?

Response:

- *Oracle Linux 6*
- *CentOS 7*
- *Debian Linux 9*

5. **Question:** Does SAWS currently have a Ticketing System? If so, can you elaborate on which one you use and how it is integrated?

Response: *Cherwell Service Management Version 9.3.1 (9.3.1.1669). It is installed on premise.*

End of Questions and Responses

ACKNOWLEDGEMENT BY RESPONDENT

Each Respondent shall acknowledge receipt of this Addendum No. 1 by noting such and signing below.

This undersigned acknowledges receipt of this Addendum No. 1 and the bid proposal submitted herewith is in accordance with the information and stipulations set forth.

Date

Signature of Respondent

End of Addendum
