

**August 1, 2019**  
**BOARD OF COUNTY COMMISSIONERS**  
**ORANGE COUNTY, FLORIDA**  
**INVITATION FOR BID (IFB) Y19-1123-KB; ADDENDUM # 2**

**INFORMATION SYSTEM SERVICES HARDWARE MAINTENANCE**

This Addendum is hereby incorporated into the bid documents of the project referenced above. The following items are clarifications, corrections, additions, deletions, and/or revisions to and shall take precedence over the original documents. Additions are indicated by underlining and deletions via ~~strikethrough~~.

**A. Questions and Answers**

1. **Question:** Please elaborate on the term “code updates”, in regards to Item# B3 – “Provide and install all code upgrades for listed equipment”. Are we speaking of firmware upgrades?

**Answer:** Yes, the code updates are to provide and install firmware upgrades for listed equipment.

2. **Question:** When was the last time these codes were upgraded?

**Answer:** The last upgrades vary based on equipment. Code upgrades are performed as needed if triggered by a hardware replacement determined by Orange County.

3. **Question:** Please elaborate and provide details of what is included in a “full inventory”, in regards to Item# F – “The Contractor shall upon written notice from the County, perform an annual inventory of all equipment at no additional cost. The Contractor shall submit a full service tag inventory report within fourteen (14) calendar days after receipt of notice.”

**Answer:** The vendor, with Orange County personnel, shall inventory the items the Contractor is responsible for providing services on so they can provide the cost for each item. The report shall provide data for expired inventory and new equipment in inventory.

4. **Question:** When is the specific start date for the hardware maintenance the contractor will provide?

**Answer:** The contract anticipated effective date shall be September 29, 2019.

**5. Question:** Does the units currently have any manufacture warranty? (sic)

**Answer:** The units do not currently have manufacturers' warranty.

**6. Question:** Are we allowed to install any hardware monitoring software that will aid us in notification and faster response time?

**Answer:** No, the County has monitoring software on all equipment. When the County is notified, the County will contact the vendor.

**7. Question:** For units that are EOL (End of Life) what is your hardware refresh rate?

**Answer:** The refresh rate varies by equipment. Some units may be as old as 8-10 years.

**8. Question:** On new units do you obtain manufactures warranty with it or will that fall on the Contractors?

**Answer:** The County obtains a manufacturer's warranty for one year. At the end of the warranty this contract would become effective.

**9. Question:** Do you require monthly or quarterly reports on the hardware status?

**Answer:** A monthly or quarterly review of work completed is sufficient.

**10. Question:** If a unit is EOL and parts cannot be purchased what will the next step be? Will this hurt the Contractor's requirements?

**Answer:** It is expected that the awarded contractor make every effort possible to find parts. If the County has agreed and determined parts are obsolete, the County will request replacement of the equipment.

**11. Question:** When will this contract begin after awarded?

**Answer:** The contract will begin immediately after the contract execution.

**12. Question:** What was last years or previous Contractors purchase statement for the equipment?

**Answer:** The current contract amount is \$67,042.22.

**13. Question:** What is the current amount being spent for this service now?

**Answer:** The bid tabulation for the current contract can be found at <http://apps.ocfl.net/OrangeBids/TermContracts/listtermcontract.asp?ID=137801&CT=application/pdf&FN=Y14-1014.pdf>

**14.Question:** Who is the provider of these services now?

**Answer:** CHE Consulting, Inc. is the current provider.

**15.Question:** How many service incidents have taken place in the past year?

**Answer:** The estimated service incidents that have taken place is between 24-30 incidents.

**16.Question:** What were those incidents?

**Answer:** The estimated failures were due to hardware failures.

**B. ACKNOWLEDGEMENT OF ADDENDA**

1. The bidder shall acknowledge receipt of this addendum by completing that applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned no later than the date and time for receipt of the bid.
2. All other terms and conditions of the IFB Y19-1123-KB remain the same.
3. Receipt acknowledge by:

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Firm