



County of El Paso Purchasing Department
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ADDENDUM 1

To: All Interested Bidders
From: Araceli Hernandez, Inventory Bid Technician
Date: April 2, 2014
Subject: BID# 14-008, SMARTnet Maintenance for the Cisco Equipment

This addendum has been issued to notify the vendors of the following questions and answers:

1. Is it possible to have the list revised to include the serial numbers?

Response: ITD will not be releasing proprietary information such as serial numbers. The information on the bid sheet should be sufficient to respond to the Smartnet Bid.

2. Is this bid a renewal of coverage or for new uncovered equipment?

Response: This bid is a renewal of coverage and for lapsed previously covered equipment.

3. Will the County except Cisco maintenance coverage from a Cisco Partner using 3rd party coverage that will guarantee 100% case resolution to any problem and provide escalation to the OEM on any matter that can't be resolved by our own Cisco certified Technicians.

Response: No

4. In regards to items 26 to 72, is the County looking for prices to be pro-rated on a monthly basis? Or fraction of a month?

Response: Items 26 to 72 will be prorated from the "Item Begin Date" as indicated on the Bid and the support to end as indicated by the "Item End Date" of 4/30/2015.

5. On page 13, and relating to the option of the County to renew a second and/or a third year, is there a time frame of when the County, if it elects, might exercise this option?

Response: We would re-evaluate this option prior to April 30, 2015.