



## Solicitation Addendum

**Solicitation Number:** ITS-400277

**Solicitation Description:** IT Infrastructure Solutions

**Solicitation Opening Date and Time:** **December 19, 2017** at 2:00 PM Eastern Time

**Addendum Number:** 1

**Addendum Date:** **November 28, 2017**

**Purchasing Agent:** Debbie Patterson, Procurement Officer  
[Debbie.patterson@nc.gov](mailto:Debbie.patterson@nc.gov)  
919-754-6619

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1. Return one properly executed copy of this addendum with bid response prior to the Solicitation Opening Date and Time listed above.
  2. The solicitation is hereby modified as follows:

***M1. The Deadline to Submit Offer in Section B, Subsection 1 has been changed to  
December 19, 2017 at 2:00 PM Eastern Time***

***M2. Section C, Subsection 14d has been replaced in its entirety:***

- d. Invoice Accuracy

Vendor shall issue invoices that match the Agency Purchase Order issued to the Vendor and the Vendor's quote.

***M3. Section C, Subsection 15 has been replaced in its entirety.***

- 3.

15. **PERFORMANCE ASSURANCE:** Vendor shall support NCDIT and Agencies to track, measure, and report on each of the Service Level Agreements in Section C, Subsection 14. The minimum threshold for each Service Level Agreement is listed in Table 3 of this IFB.

Service Level Agreement	Minimum Threshold
Delivery Time	95%
Quote Time	95%
Order Accuracy	98%
Invoice Accuracy	98%

Table 3: Service Level Agreement Minimum Thresholds

All Service Level Agreements shall be tracked and reported by the Vendor from the beginning of the contract.

**M4. Section C, Subsection 16 has been replaced in its entirety.**

16. **ADDITIONS/DELETIONS OF QUALIFIED OFFERINGS:** Replacement and/or supplemental products that meet or exceed the minimum IFB requirements may be added to this contract at the sole discretion of the State. Replacement products shall be offered at a price equal to or lower than the original offer price of the product being replaced. Vendor shall submit the request to add or replace products via process established by NCDIT Contract Administrator. The State is under no obligation to accept the offerings.

Vendor shall remove all discontinued IT Infrastructure Solution devices and related peripherals from the contract within one hundred eighty (180) calendar days after the product's end of life date.

**M5. Section C, Subsection 31 has been replaced in its entirety:**

31. **WARRANTY:** Vendor warrants that all equipment furnished under the contract will be new and of good material and workmanship. Vendor shall provide direct un-infringed unlimited USA Original Equipment Manufacturer warranties on the equipment and related peripherals delivered under this contract. Vendor shall describe their standard warranty for each proposed Segment in Attachment B. The report of a problem does not presuppose that every call shall result in an "on-site" visit for service/repair. Vendor and/or service subcontractor shall utilize best efforts to resolve problems in a timely fashion through the use of acceptable servicing methods to include, but not limited to, verbal problem analysis and remote diagnosis. The warranty requirement does not impose any additional duty on the State to make other than normal and good faith problem resolution efforts or expenditures of time. Vendor is responsible for compliance with warranty terms by any third-party service provider.

Upon request by the State, Vendor shall provide a copy of the manufacturer's standard warranty within two (2) business days.

**M6. Section G, Subsection 5 has been replaced in its entirety:**

5. **SUBCONTRACTING:** The Vendor may subcontract the performance of required Services with other Vendors or third parties, or change subcontractors. Upon request, Vendor shall provide the State with complete copies of any agreements made by and between Vendor and a subcontractor. The selected Vendor remains solely responsible for the performance of its subcontractors. Subcontractors, if any, shall adhere to the same standards required of the selected Vendor. Any contracts made by the Vendor with a subcontractor shall include an affirmative statement that the State is an intended third party beneficiary of the contract; that the subcontractor has no agreement with the State; and that the State shall be indemnified by the Vendor for any claim presented by the subcontractor. Notwithstanding any other term herein, Vendor shall timely

exercise its contractual remedies against any non-performing subcontractor and, when appropriate, substitute another subcontractor.

**M7. Attachment B: Offer Response Template Question SR6 has been replaced in its entirety:**

SR6	Per Section C, Subsection 25, Vendor shall provide evidence that it has a minimum sales volume of \$50,000,000 of IT Infrastructure Solutions that are within the scope of this IFB to customers in the United States within each of the last two (2) years. Vendor should provide below its yearly sales data for the last two (2) Full Calendar Sales Years (e.g., 2015, 2016).
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**M8. Attachment B: Offer Response Template Question GS2 has been replaced in its entirety:**

GS2	Vendor should explain how it will provide, apply, and keep current software security patches and firmware upgrades for all Vendor supported IT Infrastructure Solution devices at no additional cost to the Agency. Installation of security patches and firmware upgrades shall be in compliance with North Carolina Statewide Information Security Manual (see <a href="http://it.nc.gov/document/statewide-information-security-manual">http://it.nc.gov/document/statewide-information-security-manual</a> ).
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4. Following are questions received about the solicitation and the State’s answers to the questions.

Question #	IFB Section	IFB Subsection	Vendor’s Question	State’s Response
1	General	General	Will the State provide an editable response template? (Word or PDF form)	Yes. Vendor should submit request for editable versions of IFB attachments to <a href="mailto:debbie.patterson@nc.gov">debbie.patterson@nc.gov</a>
2	General	General	Could the State please provide a copy of the Attachment D in the Excel format required as part of the response?	Yes. Vendor should submit request for editable versions of IFB attachments to <a href="mailto:debbie.patterson@nc.gov">debbie.patterson@nc.gov</a>
3	General	General	On IPS, it appears only a PDF version of the IFB is attached. Could the State provide Attachments A-G in either Word or Excel format in order to complete?	Yes. Vendor should submit request for editable versions of IFB attachments to <a href="mailto:debbie.patterson@nc.gov">debbie.patterson@nc.gov</a>
4	General	General	2. Do we have to be previously registered as a vendor to be able to bid on this IFB?	A Vendor does not have to be a registered vendor in the NC Integrated Purchasing System (IPS) or NC E-Procurement @ Your Service to submit a bid. However, per Section B, Subsection 15b, within two (2) business days after notification of award of a contract, Vendor shall register in NC E-Procurement @ Your Service at the following web site: <a href="http://eprocurement.nc.gov/Vendor.html">http://eprocurement.nc.gov/Vendor.html</a>

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
5	Section A	Subsection 2	Does the State consider any infrastructure premise as covered under this contract (i.e. state-owned data centers, independent service providers, and cloud providers)?	No. The contract can be used by Executive State Agencies and non-Executive State Agencies permitted by law. Such entities include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the North Carolina Community College System, as well as local (municipal and county) governments. These eligible users may purchase goods or services within the scope of this contract for deployment across infrastructure premises (facilities) that are owned or leased by the eligible user for the purposes of deploying IT infrastructure solutions to meet their business needs.
6	Section A	Subsection 2	Reference: "Physical servers, including rack-mounted, blades, and tower models, <b>virtual servers</b> , and related emerging technologies" Question: Is it the State's intent to procure server virtualization (hypervisor) software through this contract in addition to physical hardware? If yes, does the State desire to purchase accompanying software technologies such as automation, network, and storage virtualization software?	Yes, it is the State's intent to procure server virtualization (hypervisor) software through this contract in addition to physical hardware.  Yes, the State may purchase accompanying software technologies such as automation, network, and storage virtualization software.
7	Section A	Subsection 2	As the OEM can we provide a letter of authorization to another <u>manufacturer</u> who also resells/rebrands our product line; but not limit ourselves to having them be the only, single authorized partner? We would like to have (7) additional designated resellers on contract, and do not want our OEM agreement with another manufacturer limit us.	An Original Equipment Manufacturer (OEM) Vendor can select other OEMs to be on their list of approved Resellers to provide their goods or services within the scope of this contract.  If the OEM authorizes another manufacturer to rebrand and sell their products, then that manufacturer must submit a separate bid response.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
8	Section A	Subsection 3	To confirm, if, for example, a respondent bids on both the Servers and Storage Segments then per requirement 3.b. both Server Peripheral Components and Server Value Added Services are required as well as Storage Peripheral Components and Storage Value Added Services are required, correct?	Yes. Vendor shall provide <u>applicable</u> Peripheral Components and Value Added Services for any Segments included in its offer.
9	Section A	Subsection 2	The interpretation of Value Added Services is that this section should contain the services required to complete the work? Is this assumption correct?	No. Value Added Services are defined in Section A, Subsection 2 as "related to IT Infrastructure Solutions (e.g., roadmap planning, site assessments, design, configuration, manufacturing (e.g., assembly, configuration), installation, implementation, training, move / add / changes, hard drive retention, end of life disposal / recycling, and support and maintenance, including extended maintenance renewals for hardware and associated software, middleware, and firmware." Some services (e.g., Supplemental Staffing) would not be considered in scope for this contract.
10	Section A	Subsection 2	Regarding Networking Equipment, does this include wireless, cybersecurity components other than firewalls, IOT components, and other infrastructure technologies? Please advise.	Yes, the State's intent is to include wireless networking gear (WiFi), cybersecurity components other than firewalls (e.g. Intrusion Prevention Systems, VPN concentrators, load balancers, and network proxies), and some IOT components if they provide networking infrastructure connectivity (e.g. Bluetooth devices that communicate to WiFi gear).
11	Section A	Subsection 2	There are several specific technologies or solutions spelled out in the IFB and they include the phrase "and related Emerging technologies". Is it acceptable for respondent Vendor to provide their complete and full Global Price List catalog of technologies and solutions including post award updates in response to this IFB? For example, Unified Communications, IOT, Cybersecurity, etc. Please advise.	No. Vendor may only offer products or services that are within the defined scope of the contract per Section A, Subsection 2. Emerging technologies will be reviewed by the State and added to the scope of this contract at the State's discretion.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
12	Section A	Subsection 2	Under Table 1: IFB Scope page 4 of 61 #5, Vendor shall be the Original Equipment Manufacturer... With regards to a Vendor offering the category of Value Added Services (page 3 of 61), does the offering Vendor of these services have to also be an Original Equipment Manufacturer?	Vendor submitting an offer shall be either an OEM, or an OEM's single authorized representative. Vendor shall include in its offer at least one (1) of the following Segments: Servers, Storage, or Networking Equipment. Upon award, an OEM Vendor may select up to seven Resellers to provide its products or services that are within the scope of this contract.
13	Section A and Section G	Subsection 2	The terms and conditions identify the definition, access and use of SaaS services. Is it the intent of the State that subscription based licensing to be sold under this contract by a manufacturer is for use at a public cloud provider other similar hosted solution provider and such licensing should be sold under the IT Infrastructure Software segment?	Yes. It is the intent of the State to procure SaaS and deploy it on our internal private cloud infrastructure or a contracted community or public cloud infrastructure. Such software shall be used in the operation, maintenance, or management of IT Infrastructure Solutions within the scope of this contract (e.g., IT hardware management software, software defined storage, network modeling software, performance monitoring software). This software licensing should be offered under the IT Infrastructure Software segment.
14	Section A	Subsection 3	To qualify, do we have to offer one product that falls under either Servers, Storage, or Network Equipment, or do we have to offer at least one product for each of these categories?	Vendor shall offer at least one product that falls under <u>any</u> of the following Segments: Servers, Storage, or Networking Equipment.
15	Section A	Subsection 5	If an OEM does not bid on a segment, how will NCDIT determine the number of awards to make to VARs for that segment?	If an OEM Vendor or its single authorized representative chooses not to submit an offer for a Segment listed in Table 1 of the IFB, then no Resellers would be added to the contract to carry that OEM's products within that Segment.
16	Section A	Subsection 5	1. It states in various parts of the IFB that we must be the single representative of the OEM to be allowed to bid that OEM's products. What if we were one of the seven resellers named on the OEM proposal, are we still allowed to propose the OEM's equipment under our own bid to the State of NC?	No. Only an OEM Vendor or its single authorized representative may submit an offer. The awarded OEM Vendor will be asked after the award to provide the State with a list of up to seven Resellers.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
17	Section A and Section C	Subsection 5 and Subsections 7 and 21	<p>Section A 5. Vendor shall be the Original Equipment Manufacturer of the equipment proposed in its offer, or the Original Equipment Manufacturer's single authorized representative of the equipment proposed in its offer. Additionally, Section C., 7. Letter of Authorization from Original Equipment Manufacturer requires that Oracle provided a letter stating Mythics is their single authorized representative. Section C, 21. Use of Resellers/Distributors appears to reaffirm that the State is looking to for the OEM or a single authorized representative to submit a bid and have the ability to designate Resellers to the contract.</p> <p>Some OEMs have multiple Partners that are authorized to resell equipment, can these Value Add Resellers/Partners submit a bid?</p>	Only the single authorized representative for an OEM can submit an offer on behalf of the OEM.

<p>18</p>	<p>Section A and Section C</p>	<p>Subsection 5 and Subsections 7 and 21</p>	<p>In Section A subsection 5 section states "Vendor shall be the Original Equipment Manufacturer of the equipment proposed in its offer, or the Original Equipment Manufacturer's single authorized representative of the equipment proposed in its offer."</p> <p>In Section C Subsection 21 of the RFP it states, "The State reserves the right to limit the number of Resellers per Original Equipment Manufacturer who are authorized under the awarded contract. At this time, the State will accept a maximum of seven (7) authorized Resellers per Original Equipment Manufacturer. The Original Equipment Manufacturer may also be on the statewide term contract in addition to their seven (7) authorized Resellers."</p> <p>- Does the reference to "Original Equipment Manufacturer's single authorized representative" mean, the OEM can authorize a single Reseller or can OEM authorize up to 7 Resellers but must provide an individual authorization for each Reseller?</p> <p>- Is OEM's authorized representative different than a Reseller that submits this form as a Vendor?</p> <p>- If the State is purchasing exclusively through an OEM's authorized Reseller, are there specific requirements with which the OEM must meet? Other than the Letter of Authorization and pass-through documentation (i.e. OEM Warranty, End User License Agreement) is there any portion of the RFP the OEM would be required to submit.</p>	<p>An OEM can choose to submit an offer in response to this IFB or authorize a <u>single</u> representative to submit an offer on behalf of the OEM.</p> <p>Yes, the OEM's single authorized representative is different than a reseller. The Vendor submitting an offer shall be the OEM or the OEM's <u>single</u> authorized representative. If the OEM Vendor is awarded a contract, the OEM Vendor may select up to seven Resellers to provide its products and services within the scope of the IFB to the State.</p> <p>If the OEM chooses to have a single authorized representative submit an offer on its behalf, the OEM shall comply with Section C, Subsection 7.</p> <p>The NCDIT Contract Administrator will collect after contract award the Reseller information (up to seven from awarded OEM Vendors. OEM Vendors may change or drop Resellers at any time during the contract, as long as the total number of Resellers does not exceed seven.</p>
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Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
			<p>- Does the State want OEMs to list their authorized Resellers?</p> <p>- Does the State need to pre-approve any Reseller that we list prior to the due date of the RFP and is the expectation that each such Reseller is a Vendor and submits this RFP as an offer?</p> <p>- If a partner is disapproved by the state or if a partner is removed in the future (by our partner program or by the State of NC) can we add another partner mid-contract to fill the vacancy?</p>	
19	Section A	Subsection 7	The solicitation states: "7. Original Equipment Manufacturers are not precluded from including third parties, subcontractors, and partners to deliver the goods and services of this IFB to Agencies during the contract period." Can the State confirm that any responding Single Authorized Representatives of OEMs are also permitted to include third parties, subcontractors, and partners to deliver the goods and services of this IFB?	Yes, the single authorized representative for an OEM that is awarded a contract is not precluded from including third parties, subcontractors, and partners to deliver the goods and services of this IFB to Agencies during the contract period. However, the single authorized representative may not identify <u>Resellers</u> to provide the OEM's products and services in the scope of this contract to the State.
20	Section A	Subsection 8	3. Are the higher education schools in NC allowed to utilize this state-wide price agreement?	The North Carolina University System and its member campuses, and Instructional components of the North Carolina Community College System are eligible to use this statewide contract.
21	Section A	Subsection 10	Can the state please advise as to how the historic annual spend was calculated? What contracts contributed to this estimate? Does this figure represent spend only by state agencies? Are educational, local municipality, and other purchasers represented in this number?	The estimated historic annual spend was calculated by adding <u>only the State Agency</u> purchases from the current 204C, 204J, 204L, and 204S statewide term contracts. Historic annual spend from the DIT agency-specific networking contract was also included.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
22	Section B	Subsection 1	Can we have an extension on responding to this RFP. Between Veteran's Day, Thanksgiving and the end of fiscal year activities, our limited resources are committed to several activities and may not be able to adequately response.	The State has extended the offer due date to December 19, 2017 per Modification M1.
23	Section B	Subsection 1	Would the state please grant an extension and adjust the due date of responses to December 28th? Given the complexity of the state's request, the level of effort required to generate a compliant response, the need to await responses from the state via the question submission process, and other similar items which would effect the timeline for response preparation, an extension is being requested in order to provide a cost effective solution to the state.	The State has extended the offer due date to December 19, 2017 per Modification M1.
24	Section B	Subsection 1	Will the State consider extending the Questions' deadline for a period of 5 business days?	No.
25	Section B	Subsection 1	Would NCDIT consider an extension to the due date to permit adequate time for response preparation and mandatory internal reviews for a statewide contract? Please advise.	The State has extended the offer due date to December 19, 2017 per Modification M1.
26	Section B	Subsection 1	Following Question submittal, will the State entertain clarification discussions on State's responses to submitted questions? Please advise.	No. The State does not intend to have an additional round of Vendor Questions and Answers for this solicitation.
27	Section B and Section F	Subsection 5 and Subsection 13	It is understood the State wants vendors to include a copy of the IFB in their response. Is it acceptable to include the copy of the IFB and all pages in the electronic submission only?	No. Per Section B, Subsection 5, Vendor shall submit one original paper version and one paper copy version of its offer. Per Section F, Subsection 13.b.12, paper version (both original and copy) shall contain copy of IFB that includes all pages.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
28	Section B	Subsection 8e	Please confirm that the State does not intend to preclude Vendor exceptions on Ts & Cs before finalizing the contract.	The State acknowledges that the scope of this IFB is broad and includes multiple technologies. Per Section C, Subsection 1, the State may consider proposed terms and conditions of Vendor's standard services, license, maintenance or other agreement(s) applicable to Services, Software and other Products acquired under this Agreement as they relate to ONLY software license grant, warranties, service level agreements, and maintenance or support services. The State will evaluate Vendor's proposed terms and conditions related to above areas ( <u>as submitted in the Appendix of its offer</u> ).
29	Section B	Subsection 10	Will the State consider any bidder proposed modifications to the Terms and Conditions or Specifications? Since this IFB is a broad based solicitation for multiple OEMs and various technologies, some of the requirements are not applicable or appropriate. An inability to negotiate may exclude some manufacturers from this IFB. Please advise.	The State acknowledges that the scope of this IFB is broad and includes multiple technologies. Per Section C, Subsection 1, the State may consider proposed terms and conditions of Vendor's standard services, license, maintenance or other agreement(s) applicable to Services, Software and other Products acquired under this Agreement as they relate to ONLY software license grant, warranties, service level agreements, and maintenance or support services. The State will evaluate Vendor's proposed terms and conditions related to above areas ( <u>as submitted in the Appendix of its offer</u> ).
30	Section B	Subsection 15	Will SONC send a separate invoice from Lenovo (United States) Inc. to Lenovo Global Technologies for the 1.75% fee payments?	The E-Procurement transaction fee invoice will be sent to the Vendor who is listed on the Agency's purchase order. Vendor should contact NC E-Procurement @ Your Service to update their supplier information or to answer additional questions related to E-Procurement fees and billing.
31	Section C	General	If any Specifications paragraphs needing bidder response are not listed in Attachment B, how shall bidders respond? Please advise.	Vendor may provide response in Appendix of their offer, referencing the applicable section and subsection of the IFB.
32	Section C	Subsection 7	Who is responsible for submitting the LOA to the State? Bidder or Manufacturer?	The Vendor submitting an offer is responsible for including the signed letter of authorization from the OEM if applicable.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
33	Section C	Subsection 7	Can an OEM name different resellers for different segments? I.E. Name one reseller for the Servers segment and another reseller for the Network segment.	<p>Yes. An OEM Vendor can name up to seven Resellers to provide products and services that are within the scope of this contract.</p> <p>However, an OEM can only select a single authorized representative to submit an offer on its behalf per Segment (e.g., OEM can name one single authorized representative for Servers and Related IT Infrastructure Peripheral Components and related Value Added Services, one single authorized representative for Storage and Related IT Infrastructure Peripheral Components and related Value Added Services, and one single authorized representative for Networking Equipment and Related IT Infrastructure Peripheral Components and related Value Added Services).</p>
34	Section C	Subsection 7	Does the Manufacturer need to obtain a letter of authorization for third party equipment it is selling? For example, must a storage vendor obtain a letter of authorization for network switches that are on its price list that can only be sold as part of a storage solution?	An OEM Vendor that carries products that are within the scope of this contract from other OEMs as part of its standard catalog does not need to provide letters of authorization from the other OEMs with its offer. The State reserves the right to request the OEM Vendor to provide letters of authorization from the other OEMs at any time during the contract.
35	Section C	Subsection 7	"1. Vendor submitting the offer is the Original Equipment Manufacturer's single authorized representative of the Original Equipment Manufacturer's product line as it relates to the scope of this IFB." An OEM may have multiple resellers, distributors, and other means of selling. In this situation, is the issuance of this letter acceptable?	An OEM can choose to submit an offer in response to this IFB <u>or</u> the OEM can authorize a <u>single</u> representative to submit an offer on behalf of the OEM. If the OEM chooses to submit an offer and is awarded a contract, the OEM Vendor can select up to seven Resellers to carry its products and services that are in the scope of this IFB. The NCDIT Contract Administrator will collect the Resellers' information from the OEM Vendor after award of the contract.
36	Section C	Subsection 7	Are resellers responding to this solicitation allowed to offer more than one OEM? If so, how would the State like these respondents to price out separate vendors? Can we add tabs to the pricing document (per vendor), or submit a separate copy of Attachment D for each OEM?	Yes. If a Vendor is named as the <u>single</u> authorized representative for multiple OEMs, Vendor may submit a single offer that contains a signed letter of authorization for each OEM and a separate Attachment D: Price Proposal for each OEM.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
37	Section C	Subsection 7	Will the state allow for multiple responses to the solicitation from a single company?	Yes. If a Vendor is named as the single authorized representative for multiple OEMs, the Vendor may submit a separate offer for each OEM authorization <u>OR</u> Vendor may submit a single offer that contains a signed letter of authorization for each OEM and a separate Attachment D: Price Proposal for each OEM.
38	Section C	Subsection 7.a.2	Please confirm that if Vendor submits offer, that vendor will be allowed to have fulfillment partners under their awarded contract.	An awarded Vendor that is an OEM may select up to seven Resellers to provide its products or services that are in the scope of this contract to the State.
39	Section C	Subsection 8b	By "customer" is the state referring to an end-customer (such as a school or library) or is the state referring to a contracting vehicle (such as NASPO or State of Texas - DIR)?	In Section C, Subsection 8b, Customer refers to an organization (end-customer) that the Vendor has directly provided products or services that are within the scope of this solicitation.
40	Section C and Section E	Subsection 9 and Subsection 13	Due to the number of pages included in a publicly traded company's annual reports (generally 90+), can the Vendor provide a URL to their annual reports for the State to review? If not, can Vendors provide these electronically instead of including in the hard copy submissions?	The Vendor may provide electronic copies of Annual Reports on the USB Flash Drive that they submit with their offer. The Vendor does <u>not</u> need to print out copies of Annual Reports to include in its offer.
41	Section C	Subsection 10	Please provide the State's definition of "subcontractor"; is it limited to resellers/fulfillment partners only? Please advise. If the definition of Subcontractor is broad, and requires State approval for every subcontractor, it will be problematic for OEMs who subcontract out on a regular basis and as a normal course of business (i.e., customer support, distribution services, etc.) to participate in this IFB. Our recommendation is to limit the definition of subcontractors to resellers only.	No, the State's definition of "subcontractor" is not limited to resellers/fulfillment partners only. The State has modified Section G.1(5) Subcontracting in Modification M6.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
42	Section C	Subsection 10	If the State's definition of "subcontractor" is limited to resellers only, then would the State be agreeable to the authorized resellers submitting the required reports and notifications as set forth in this section (10) directly to the State? Please advise.	The State's definition of "subcontractor" is not limited to resellers/fulfillment partners only. The State has modified Section G.1(5) Subcontracting in Modification M6.
43	Section C	Subsection 14	<p>Under delivery time, the IFB states Orders for Converged IT Infrastructure Solutions or complex, highly configured IT Infrastructure Solutions are excluded from this Service Level Agreement.</p> <p>1. Does the exemption apply to all the subsections (a-d) or only a. Delivery Time?</p> <p>2. Is the State in agreement that data storage solutions, such as SAN &amp; NAS solutions, qualify as complex, highly configured solutions?</p> <p>3. Does this also imply that solutions that have the exemption are also exempt from the service level credit?</p> <p>4. Are items that are also complex exempt from having to include said products on any online ordering website due to the complexity and increased possibility of missing parts or wrongly ordered parts by end users ordering instead of utilizing Vendor experts to order solutions?</p>	<p>1. Yes, the exemption for Converged IT Infrastructure Solutions or complex, highly configured IT Infrastructure Solutions only applies to Delivery Time.</p> <p>2. Yes, the State agrees that data storage solutions such as SAN &amp; NAS qualify as complex, highly configured solutions.</p> <p>3. Since only transactions involving Converged IT Infrastructure Solutions or complex, highly configured IT Infrastructure Solutions are exempt from the Delivery Time SLA, the Performance Assurance provision does not apply only to these specific transactions for Delivery Time only. <u>Performance Assurance does apply to Quote Time, Order Accuracy, and Invoice Accuracy.</u></p> <p>4. Vendor may work with the NCDIT Contract Administration after award to identify appropriate items to include or exclude in online ordering website.</p>
44	Section C	Subsection 14a	Will the State accept longer lead times when communicated to the State agency during the sales cycle and clearly documented on quotes provided to the State by the OEM or their reseller? There are a number of solutions that are built to customer specifications that routinely exceed 30 day lead times.	Yes, but only for orders for Converged IT Infrastructure Solutions or complex, highly configured IT Infrastructure Solutions. Orders for Converged IT Infrastructure Solutions or complex, highly configured IT Infrastructure Solutions are excluded from the Delivery Time Service Level Agreement. Delays in delivery due to industry-wide component shortages or region-wide transportation delays that are submitted in writing to the Agency with supporting documentation are not included in the calculation of this Service Level Agreement.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
45	Section C	Subsection 14a	Will SONC provide forecasting to help with this Service Level Agreement and the 95% accuracy?	No, the State will not provide a consolidated forecast to Vendor. Vendor may request forecasts from Agencies, and Agencies may be able to provide forecasts to Vendor.
46	Section C	Subsection 14b	Please clarify whether or not is mandatory for the Vendor and Authorized Resellers to respond to every RFQ under the contract.	No, a Vendor is not required to respond to every RFQ under this contract.
47	Section C	Subsection 14d	The stated Specification "Vendor shall invoice Agency by model, not by individual component and individual component price" does not match this Vendor's global sales model. We sell some solutions in a BOM format, with individual components listed and priced separately. As an example, selling solutions by model would be like specifying a Honda Accord, but not the trim level, entertainment system, etc. Please advise.	The State has modified this term in Modification M2. Vendor shall issue invoices that match the Agency Purchase Order issued to the Vendor and the Vendor's quote.
48	Section C	Subsection 15	Can the State further clarify the one (1) percent invoice credit for each instance that does not meet the minimum threshold? How is the credit calculated and what is an "instance"? An example or two would be helpful.	The State has modified the Section C, Subsection 15 "Performance Assurance" in Modification M3 to remove the one (1) percent invoice credit for failure to meet the minimum threshold for each Service Level Agreement.
49	Section C	Subsection 15	Are the performance percentages shown (95% for all metrics) based on the total number of transactions or the total dollar value of transactions? When utilizing our reseller partners is this metric tracked on a reseller by reseller basis or across all resellers authorized to sell a particular OEM's product?	The State has modified the Section C, Subsection 15 "Performance Assurance" in Modification M3 to remove the one (1) percent invoice credit for failure to meet the minimum threshold for each Service Level Agreement.
50	Section C	Subsection 15	Will SONC accept a check instead of a credit on account for any instances that do not meet the minimum threshold performance?	The State has modified the Section C, Subsection 15 "Performance Assurance" in Modification M3 to remove the one (1) percent invoice credit for failure to meet the minimum threshold for each Service Level Agreement.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
51	Section C	Subsection 15	Are the SLA penalties tracked by each individual Agency/entity or by the overall contract?	The State has modified the Section C, Subsection 15 "Performance Assurance" in Modification M3 to remove the one (1) percent invoice credit for failure to meet the minimum threshold for each Service Level Agreement.
52	Section C	Subsection 15	1.) Would the State entertain negotiating the Performance Assurance section? 2.) Please clarify what is meant by "each instance". Please advise.	The State has modified the Section C, Subsection 15 "Performance Assurance" in Modification M3 to remove the one (1) percent invoice credit for failure to meet the minimum threshold for each Service Level Agreement.
53	Section C	Subsection 16	Is the State agreeable to negotiating the last sentence of this paragraph "Vendor shall remove all discontinued IT Infrastructure Solution devices and related peripherals from the contract within forty-five (45) calendar days after the product's end of life date" due to limitations of our global business processes regarding Global Price List updates? Please advise.	The State has modified this term in Modification M4. Vendor shall remove all discontinued IT Infrastructure Solution devices and related peripherals from the contract within one hundred eighty (180) calendar days after the product's end of life date.
54	Section C	Subsection 17	Knowing this is potentially a 10 year contract, is it the intent to allow new products to be added to the award if they fit within the scope of the contract without restriction? Can these updates be submitted year round or are there any limitations to the frequency updates can be submitted?	An awarded Vendor may submit updates to its product or services that are in the scope of the contract no more frequently than on a monthly basis.
55	Section C	Subsection 19	The IFB has conflicting right of return requirements. Section C(19), Return of Merchandise, states that there is a 30 calendar day ROR and Section G, Section 1(2)(b), Goods Return, states that there is a right to return for the duration of the Contract. Could the State please clarify which ROR will apply?	Section C, Subsection 19 term applies.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
56	Section C	Subsection 19	Please clarify the apparent conflict between this section (30 day acceptance period) and page 25/61, section G.2.b where the return period is open ended.	Section C, Subsection 19 term applies.
57	Section C	Subsection 20	Please confirm that refurbished equipment is not allowed, even as a replacement equipment under a maintenance services agreement. It should be noted that refurbished equipment for some OEMs may have the same warranty as new equipment and could be substantially discounted (i.e., 50% or more).	This contract is for new equipment only and not refurbished.
58	Section C	Subsection 21	Do you want us to list the resellers and their contact info in our response?	No. The NCDIT Contract Administrator will collect the list of up to seven Resellers from awarded OEM Vendors after the award is published.
59	Section C	Subsection 21	Can the State increase the maximum number of authorized Resellers per Original Equipment Manufacturer from 7 to 11?	No. The maximum number of Resellers for an awarded OEM Vendor remains seven (7).
60	Section C	Subsection 21	We currently have more than 20 resellers across our multiple contracts with the State, we request the ability to maintain a higher number of partners than noted in the IFB?	No. The maximum number of Resellers for an awarded OEM Vendor remains seven (7).
61	Section C	Subsection 21	If we have a distributor respond to the IFB, would the State allow resellers to buy through the distributor? If so, would there be a limit to the number of resellers?	No. If an OEM Vendor elects to have a <u>single</u> authorized representative respond to this IFB on its behalf, the single authorized representative (if awarded a contract) could not name Resellers to carry the OEM's products and services that are in the scope of this contract.
62	Section C	Subsection 21	If we have a distributor, can the State still purchase from the OEM directly?	No. If the OEM Vendor elects to have a single authorized representative submit an offer on its behalf, the OEM Vendor cannot also submit an offer.
63	Section C	Subsection 21	Will there be an opportunity to add new resellers after award?	Yes. The NCDIT Contract Administrator will collect after contract award the Reseller information (up to seven) from awarded OEM Vendors. OEM Vendors may change or drop Resellers at any time during the contract, as long as the total number of Resellers does not exceed seven.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
64	Section C	Subsection 21	Are vendors required to submit a list of resellers they plan to use with the RFP response, or is this to be provided post award notice?	The NCDIT Contract Administrator will collect after contract award the Reseller information (up to seven) from awarded OEM Vendors. OEM Vendors may change or drop Resellers at any time during the contract, as long as the total number of Resellers does not exceed seven.
65	Section C	Subsection 21	If the OEM plans to leverage partner (s) or Reseller (s) to fulfill the purchase requests do those partners need to be listed in the original response or can they be added after the award? Our preference would be to do this after award to ensure the proper vetting.	The NCDIT Contract Administrator will collect after contract award the Reseller information (up to seven) from awarded OEM Vendors. OEM Vendors may change or drop Resellers at any time during the contract, as long as the total number of Resellers does not exceed seven.
66	Section C	Subsection 21c	As the OEM, where are we supposed to provide a list of our (up to 7) "designated resellers." Attachment E is for the Vendor (i.e OEM's) contact information, not the "designated reseller", correct?	Attachment E is for the Vendor contact information. The NCDIT Contract Administrator will collect after contract award the Reseller information (up to seven) from awarded OEM Vendors.
67	Section C	Subsection 21d	Can resellers provide their own reporting to SONC?	No. An OEM Vendor shall consolidate reporting from its Resellers to provide a single report to the State.
68	Section C	Subsection 22	Is this Specification negotiable? Some of the requirements under this section will be difficult for some OEMs to comply with given the type of technologies and global processes that the OEMs employ. Please confirm whether or not the State is open to exceptions and/or negotiation of these contract negotiation requirements.	No, the specification remains unchanged.
69	Section C	Subsection 22a	For clarification, there is nothing that is required to fill out on the "Purchase Activity Report" for the final submission of the RFP, correct? This document is to exemplify what is expected from the State, once the contract has been awarded, and purchases from state entities have been made. This document is expected to be submitted on a quarterly basis by the VENDOR for each designated reseller. Correct?	Yes, that is correct. Section C, Subsection 22(a-d) lists the data that shall be included in the awarded Vendors quarterly reports that will be provided to the Statewide IT Procurement Office Contract Administrator using the Attachment G Contract Reporting Template. The OEM Vendor shall consolidate reporting from its Resellers to provide a single report to the State.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
70	Section C	Subsection 22d	Will there be a mandatory percentage contribution for HUB businesses?	No.
71	Section C	Subsection 24	Who determines what is considered an abnormal quantity? Who is able to request additional discounts?	The Statewide IT Procurement Office will determine the Abnormal Quantity Threshold after the award of the contract. The Statewide IT Procurement Office or the Agency may contact the Vendor to request additional discounts.
72	Section C	Subsection 25	Does the minimum sales volume apply to just the manufacturer or also the reselling vendor?	The Minimum Sales Volume applies to the OEM Vendor submitting an offer, or the OEM's single authorized representative submitting an offer on behalf of the OEM.
73	Section C	Subsection 25	Is it acceptable for Vendors to include sales made through reseller partners when demonstrating minimum sales volumes?	No. A Vendor may only use sales made to its customers for purposes of demonstrating minimum sales volume.
74	Section C	Subsection 25	This section states: "Vendor shall provide evidence that it has a minimum sales volume of \$50,000,000 (USD) of IT Infrastructure Solutions..." Attachment B, SR6 states: "Per Section C, Subsection 25, Vendor shall provide evidence that it has a minimum sales volume of \$10,000,000..." Please confirm which minimum sales volume vendors must possess?	The minimum sales volume threshold is \$50,000,000 of IT Infrastructure Solutions that are in the scope of this IFB to customers in the United States within each of the last two (2) years. The State has corrected Attachment B SR6 in Modification M7.
75	Section C	Subsection 25	The minimum sales volume of \$50,000,000 in this subsection is not consistent with the \$10,000,000 figure from Attachment B: Offeror Response Template, SR6. What is the actual minimum sales volume threshold?	The minimum sales volume threshold is \$50,000,000 of IT Infrastructure Solutions that are in the scope of this IFB to customers in the United States within each of the last two (2) years. The State has corrected Attachment B SR6 in Modification M7.
76	Section C	Subsection 25	There appears to be a discrepancy in minimum sales volume as Section C 25 states minimum sales of \$50,000,000 and Attachment B SR6 states \$10,000,000. Can the state clarify the correct minimum sales volume?	The minimum sales volume threshold is \$50,000,000 of IT Infrastructure Solutions that are in the scope of this IFB to customers in the United States within each of the last two (2) years. The State has corrected Attachment B SR6 in Modification M7.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
77	Section C	Subsection 25	Regarding the minimum sales volume requirement, can this be waived or reduced for vendors that qualify as HUB vendors under Section E, part 1, in order to facilitate increased HUB participation?	No, the requirement remains unchanged.
78	Section C	Subsection 26	To clarify, is the link to an internet web site that contains vendors' current MSRP List for all products offered under the scope required with the RFP submission or post contract award?	Yes, the link is required as part of a Vendor's offer.
79	Section C	Subsection 26	To confirm, a link to an internet web site will suffice for the list of MSRP for all products offered under this IFB. Please advise.	Vendor shall include in its offer an <u>electronic</u> copy of the OEM's current U.S. Manufacturer's Suggested Retail Price List in its offer. The current U.S. Manufacturer's Suggested Retail Price List does <u>not</u> need to be included in Vendor's <u>printed</u> offer. <u>Simply submitting a link to a website with this information is not acceptable.</u>
80	Section C	Subsection 29	If a market or part changes price, how can we effectively change normal business procedure pricing given the requirements in the IFB?	Vendor shall maintain or exceed the Minimum Discount Percentage off MSRP by Segment from its accepted offer.
81	Section C	Subsection 29	Is there an acceptable form of alternative documentation for manufacturers who do not maintain publicly available MSRP or Price Lists?	The Vendor must provide the State the OEM's U.S. MSRP or Price List for the duration of the contract.
82	Section C	Subsection 31	This vendor's standard global warranty is 90 days, not 12 months. The requirement for a 12 month warranty for equipment will be in conflict with some manufacturer's standard global warranty, and may preclude participation in this IFB. We are requesting that this requirement be negotiable to be consistent with a manufacturer's standard global warranty terms.	The State has modified Section C, Subsection 31 in Modification M5.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
83	Section C	Subsection 31	<p>Section states "The warranty must be for a minimum period of twelve (12) months from date equipment is delivered to Agency. Such replacement shall include all parts, labor, and transportation cost to the location where equipment is down, free of any charge to the owner or his representative."</p> <p>However Section G, Subsection 8 seems to imply that the standard warranty expectation is a return-to-depot for repair &amp; telephone support warranty.</p> <p>We have the following questions to clarify the State's expectations.</p> <ol style="list-style-type: none"> <li>1. Is the intent of the state that all hardware purchased under this contract will have onsite warranty support (i.e. a technician is sent out with replacement parts instead of replacement parts only being provided?)</li> <li>2. Is there a target SLA for when the technician and parts are to arrive (Next business day, four hours, two hours etc.)</li> <li>3. Is the intent that the initial warranty be "included" in the hardware costs or are separate warranty uplifts (from a return to depot and phone based support level) acceptable as different part numbers/options for each product</li> </ol>	<p>The State has modified Section C, Subsection 31 in Modification M5 to remove the cited content.</p> <ol style="list-style-type: none"> <li>1. Per Section C, Subsection 31, Vendor shall describe its standard warranty for each proposed Segment in Attachment B.</li> <li>2. There are no target SLAs for Maintenance / Support Services at the contract level. SLAs may be mutually determined under a separate Statement of Work between the Vendor and an Agency.</li> <li>3. The initial warranty cost may be included in initial cost or itemized separately by the Vendor.</li> </ol>
84	Section C	Subsection 32	<p>Please provide the State's definition of "inside delivery".</p>	<p>The State defines inside delivery as delivering shipments to the Ship to address listed on the purchase order. Inside Delivery may require trucks with lift gates or delivery of products to a specific floor/suite inside a building location.</p>

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
85	Section D	Subsection 5	After contract award, how are new products/spare parts added? How can we put additional products on the price list, as in the case of acquisitions?	Per Section C, Subsection 16, Vendor may add new products or services that are within the scope of this contract after contract award. An awarded Vendor may submit updates to its product or services that are in the scope of the contract on no more frequently than on a monthly basis. Vendor acquisitions of other companies are subject to Section G, Subsection 23 (Assignment).
86	Section D	Subsection 7	pp. 20, "Vendors shall not submit non-numeric values..." Can the vendor further define those into subcategories? If no, are we allowed to add a maximum discount column to the pricing table?	Yes, Vendor may define the Segments into sub-categories and provide specific Minimum Percentage Discount Off MSRP values using the lines provided in Table D.2 on the worksheet labeled Pricing Sheet in Attachment D. See detailed instructions on worksheet labeled Instructions in Attachment D.
87	Section F	Subsection 13 b 13	Please confirm that the link to MSRP list of products and any other items may be included as part of this Appendix.	Vendor shall include in its offer an electronic copy of the OEM's current U.S. Manufacturer's Suggested Retail Price List <u>and</u> a link to a website with this information in the Appendix of its offer. The current U.S. Manufacturer's Suggested Retail Price List does <u>not</u> need to be included in Vendor's <u>printed</u> offer.
88	Section G	All	If unable to honor all of the pricing terms, will we be disqualified?	The State acknowledges that the scope of this IFB is broad and includes multiple technologies. Per Section C, Subsection 1, the State may consider proposed terms and conditions of Vendor's standard services, license, maintenance or other agreement(s) applicable to Services, Software and other Products acquired under this Agreement as they relate to ONLY software license grant, warranties, service level agreements, and maintenance or support services. The State will evaluate Vendor's proposed terms and conditions related to above areas (as submitted in the Appendix of its offer).

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
89	Section G	General Question	How would the State like Vendors to submit redlines/ requested exceptions to the terms and conditions of the IFB?	The State acknowledges that the scope of this IFB is broad and includes multiple technologies. Per Section C, Subsection 1, the State may consider proposed terms and conditions of Vendor's standard services, license, maintenance or other agreement(s) applicable to Services, Software and other Products acquired under this Agreement as they relate to ONLY software license grant, warranties, service level agreements, and maintenance or support services. The State will evaluate Vendor's proposed terms and conditions related to above areas (as submitted in the Appendix of its offer).
90	Section G	Subsection 14	This says..."the State shall have the obligation to notify Vendor, in writing ten calendar days following installation of any Deliverable described in the Contract if it is not acceptable." What if the installation is delayed by the State? What is the maximum time the State is allowed to delay an installation thus further delaying acceptance?	The State does not have a maximum time for installation.
91	Section G	Subsection 24c	Does this apply to only the person coming on site or all employee vehicles?	This applies to only to owned, hired and non-owned vehicles used in conjunction with the contract.
92	Attachment B	GS1	"Vendor will describe how it will manage the State of North Carolina account during the contract..." - is this where we are to list the list of designated resellers? Or is this just for the OEM's local support team?	Vendor should describe its account support team in response to this question.  The NCDIT Contract Administrator will collect after contract award the Reseller information (up to seven) from awarded OEM Vendors.
93	Attachment B	GS2	GS2 – Please confirm that Premiere Support Services provided by the manufacturer are acceptable to meet this requirement.	Vendor should describe in detail in its response how it will meet this specification. The State will review the Vendor's response to determine if it substantially conforms to the specification.
94	Attachment B	GS2	Can the State please provide a URL to the NCDIT Change and Release Management process as we cannot locate the specifics?	The State has modified Attachment B, GS2 in Modification M8 to remove reference to NCDIT Change and Release Management URL.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
95	Attachment B	GS12	GS12 - Please confirm that Premiere Support Services provided by the manufacturer are acceptable to meet this requirement. Vendor will provide documentation to Oracle Support policies.	Vendor should describe in detail in its response how it will meet this specification. The State will review the Vendor's response to determine if it substantially conforms to the specification.
96	Attachment B	GS13	GS13 – Please confirm that Premiere Support Services provided by the manufacturer are acceptable to meet this requirement. Vendor will provide documentation to Oracle Support policies.	Vendor should describe in detail in its response how it will meet this specification. The State will review the Vendor's response to determine if it substantially conforms to the specification.
97	Attachment B	GS14	GS14: "One Year, Next Business Day, Onsite With Defective Media Retention warranty service". Oracle HW Warranty and Support policies standard SLAs vary based on severity, as well as type of equipment and problem (what Oracle refers to as "Delivery Method" and Customer-Replaceable vs Field Replacement). This requirement would need the "Data and Device Retention" support add-on, and potentially the Onsite Spares service as well. Please confirm the addition of both of these support add-ons. Data and Device Retention" and Onsite Spares service, will be at the discretion of the customer at time of order.	Vendor should describe its standard and upgraded/extended warranty offerings for items offered under this contract in its response to GS14. Each Agency will determine the level of upgraded/extended warranty purchase (if any) at time of order.
98	Attachment B	GS14	GS14 begins stating: "Vendor should, at minimum, offer One Year, Next Business Day, Onsite With Defective Media Retention warranty service..." Is this stating that at a minimum all support must also include the ability for the State to retain all defective media (disks, SSDs, etc.) to be disposed/destroyed by the State? Can the end user opt to not include defective media retention as part of the support?	Yes, Vendor shall provide ability for Agency to retain all defective media.  An Agency may elect to retain or not retain defective media in accordance with their security policies.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
99	Attachment B	GS15	GS15 - Please confirm that Premiere Support Services provided by the manufacturer are acceptable to meet this requirement. Vendor will provide documentation to Oracle Support policies which include an online portal provided by the manufacturer with a ticketing system to open and track service issues as well as an 800# to open service tickets by phone.	Vendor should describe in detail in its response how it will meet this specification. The State will review the Vendor's response to determine if it substantially conforms to the specification.
100	Attachment B	GS16	Please confirm that any advanced level of technical support can be offered as an additional procured service.	Yes, Vendor may offer advanced level of technical support as an additional value added service. Each Agency will determine which value added services (if any) that it will purchase.
101	Attachment B	GS17	GS17 - Please confirm that Premiere Support Services provided by the manufacturer are acceptable to meet this requirement. Vendor will provide documentation to Oracle Support policies which include an online portal provided by the manufacturer with a ticketing system to open and track service issues as well as an 800# to open service tickets by phone.	Vendor should describe in detail in its response how it will meet this specification. The State will review the Vendor's response to determine if it substantially conforms to the specification.
102	Attachment B	GS18 - GS20	Pp. 52, 18-20: Do we have to build a dedicated e-procurement site, or can we leverage the state's existing site?	<p>The State is not requesting Vendor to provide a full e-procurement site, but rather an Internet web site designated solely for the State of North Carolina to review contract pricing, track status of orders placed with Vendor, support Agencies in finding and procuring contract items, and ordering user-replaceable warranty items.</p> <p>Vendor should describe in detail in its response how it will meet the specification listed in GS18, GS19, and GS20. The State will review the Vendor's responses to determine if it substantially conforms to the specification.</p>
103	Attachment B	GS18 - GS20	Will Vendor be disqualified if we are unable to provide an Internet Website designated solely for the State of North Carolina?	Vendor should describe in detail in its response how it will meet this specification. The State will review the Vendor's responses to determine if it substantially conforms to the specification.

Question #	IFB Section	IFB Subsection	Vendor's Question	State's Response
104	Attachment B	GS21	Please provide further clarification on "Electronic Orders." Is there an expectation of Web Ordering Capabilities?	No. Electronic orders from State Agencies will be issued to the Vendor through the State's E-Procurement system. Vendor must be registered as a Vendor in the State's E-Procurement system per Section B, Subsection 15.
105	Attachment B	GS26	"It is the State's expectation that Vendor will offer Imaging services for applicable products procured under this contract. Vendor should describe how it will meet this expectation." Please elaborate on what will be required for 'Imaging services.'	Some Agencies may request Vendor to load an approved image onto certain products (e.g., servers) purchased under this contract prior to delivery as a Value Added Service. Vendor should describe its capabilities to meet this request in its response to this question.
106	Attachment B	GS26	Can you explain what you mean by "Vendor will offer imaging services for applicable products?"	Some Agencies may request Vendor to load an approved image onto certain products (e.g., servers) purchased under this contract prior to delivery as a Value Added Service. Vendor should describe its capabilities to meet this request in its response to this question.
107	Attachment B	GS27	GS27: "Vendor will offer Asset Tagging services for applicable products". The Oracle hardware products are tagged with serial numbers. Please confirm if the State is requesting a secondary Asset tagging/tracking capability on top of that.	Some Agencies may request Asset Tagging services for certain products purchased under this contract as a Value Added Service. This would be in addition to serial number tags provided by the Vendor. Vendor should describe its capabilities to meet this request in its response to this question.
108	Attachment C		If the vendor is on existing 204c/204J and has been selling to DIT/State for decades, are references still required?	Yes.
109	Attachment D		If mfg discounts are different between gov't and education, should they be listed separately on the pricing table?	Yes, Vendor may indicate different Minimum Percentage Discount Off MSRP values for specific customers (e.g., Education) using the lines provided in Table D.2 on the worksheet labeled Pricing Sheet in Attachment D.
110	Attachment F		In the attachment, there is column for three years of data, but in the body of the RFP it asks for four years. Please clarify.	Vendor should complete Attachment F, which requests 3 years of Financial information <u>and</u> provide the past four fiscal years of Financial Statements in their electronic offer for publicly traded companies.

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**Failure to acknowledge receipt of this addendum may result in rejection of the response.**

Check ONE of the following options:

- Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- Bid has been mailed. No changes resulted from this addendum.
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**Execute Addendum:**

**Offeror:** Click here to enter text.

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