

Amendment #1 to RFP# 08-05-13

Questions:

1. Can we receive the RFP in a word format for editing for our response? – No, we cannot provide our RFP in word format as the original document is not meant to be edited. The tables for cost, etc are provided as a courtesy, but contractors are not required to use our tables.
2. In regards to support hours of 10 hours per day is that from 7am - 5pm or 8am to 6pm? – 7am to 5pm
3. With some of our specialty products we would utilize 3rd Party Support. This way we can assure the most knowledgeable person working on your systems, Is that acceptable? – Yes, please state any 3rd Party vendors that may be used and what services they would be providing in order for the needs of the RFP to be met.