

**Pee Dee Regional Transportation Authority
Purchasing Department
Amendment of Solicitation /Modification-Purchase Order**

<u>AMENDMENT/MODIFICATION NO.</u>	<u>EFFECTIVE DATE</u>	<u>AGENCY/LOCATION</u>
1	4/15/2010	PDRTA/Florence, SC

<u>ISSUED BY:</u> Pee Dee Regional Transportation Authority Purchasing Department 313 Stadium Road Florence, SC 29506	<u>ADMINISTERED BY:</u> Sandy Garris Purchasing Manager
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CONTRACTOR NAME & ADDRESS: Amendment of:
RFP# 0510-01
Computer Maintenance Services

THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth below. The hour and date specified for receipt of offers () is extended. (X) is not extended.

Offerors must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation, or as amended, by one of the following methods: (a) by signing and returning one copy of this amendment, (b) by acknowledging receipt of this amendment on each copy of the offer submitted or (c) by separate letter or telegram which includes a reference to the solicitation & amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE ISSUING OFFICE PRIOR TO THE HOUR & DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If, by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation & this amendment, & is received prior to the opening hour & date specified.

The changes set below are made to the above numbered order.

DESCRIPTION OF AMENDMENT/MODIFICATION:

This amendment is to answer the following questions:

1. Of the 7 servers, can you tell me the associate Server platforms, versions and the Application Software running on each?

Servers

PDRTA-DC1	HP ML350	Server 2008	SQL, MAS90, ABRA, FAS
PDRTA-DC2	HP ML370	Server 2003	Exchange, File Server
ITMSSERVER	WHITEBOX	Server 2003	ITMS
ITMSBACKUP	WHITEBOX	Server 2003	ITMS
ITMSTRNG	WHITEBOX	Win XP	ITMS
ITMS-MARION	WHITEBOX	Server 2003	ITMS - Marion office
ITMS-CHERAW	WHITEBOX	Server 2003	ITMS – Cheraw office

2. Are the 7 servers split up between sites? If so, explain which servers are in what location, and what role each server plays at each location.

ITMS-MARION WHITEBOX Server 2003 ITMS - Marion office
ITMS-CHERAW WHITEBOX Server 2003 ITMS – Cheraw office

The remainder is in the Florence office.

3. Are site connected via VPN, or? **ATT MPLS**
Are the PDRTA servers under warranty? If so, what level? **Not all are covered**
4. How is PDRTA backing up data? **Daily tape back up**
5. What device(s) are used to backup data? **Tape drive**
6. Is PDRTYA utilizing a 3rd party back up programs such as Symantec Backup Exec, etc...? or?
Back-up Exec
7. What is the LAN/WAN infrastructure comprised of? **WAN managed by ATT – EVPN** Please indicate brand and models of routers, switches, firewalls, VPN devices, etc... **see previous response**
8. Is your network infrastructure components covered under a maintenance warranty with a manufacturer, (i.e. Cisco SmatrNet)**WAN – ATT, LAN – not covered**
9. Do you have a (SLA) Service Level agreement with the following software providers?
- MAS90 – **YES**
 - FAS - **YES**
 - ABRA - **YES**
 - Vehicle Maintenance Software- **NO**
 - ITMS Scheduling Software –**NO**
10. What is the percentage of onsite service requests received in any given month? **Unspecified**
11. What is the percentage service requests handled remotely within any given month?
Unspecified
12. What percentage of service requests are made outside of normal business hours within any given month? **Unspecified**
13. Has the PDRTA been outsourcing the services outlined in the RFP in the past, or has the network been support internally? **Outsourced**
14. If PDRTA has been utilizing an IT contractor in the past, IS PDRTA satisfied with the level of service provided by the contractor. **YES**
15. How is IT service requests currently being handled? Does PDRTA utilize helpdesk software? If not, how are service requests currently executed. **Point of contact – Director of Operations**
16. What is the total number of users on the network? **35-40**

() CONTRACTOR/OFFEROR IS NOT REQUIRED
SIGN THIS DOCUMENT

**(X) CONTRACTOR/OFFEROR
IS REQUIRED TO SIGN
THIS DOCUMENT &
RETURN TO PDRTA AT
ADDRESS SHOWN ABOVE**

CONTRACTOR'S SIGNATURE

BY _____
(Signature of Authorized Rep.)

DATE: _____

(Company Name)

BY _____
(Signature of PDRTA's Authorized Rep.)

DATE: _____