



**Business Services
Contracts Office**

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ADDENDUM NO. 1

Date: March 1, 2024

Issued by: Sacramento City Unified School District

**Project: Project #: 24-0321BMH
eRate Basic Maintenance Hours**

This addenda shall supersede the original Information, attachments, and specifications regarding Project No. 24-0321BMH where it adds to, deletes from, clarifies or otherwise modifies them. All other conditions and any previous addenda shall remain unchanged.

Part A – Bidding and Contract Requirements

AD1.01 QUESTIONS

I am wondering about how many people/employees/technicians you think is realistic to tackle a job like this? Correct me if I am wrong, but this contract would be to service Tier 2 tickets for every single school in the proposal (looks like about 77 schools). I am assuming 1-2 network technicians would not be able to handle the workload for this contract, right?

ANSWER:

Yes, this would be Tier 2 support for all of our network infrastructure. I think 1-2 individuals would be sufficient for our needs. The intent for these services is that they are used for escalation of issues from within our existing team. Estimate of hours the work will take is 50 hours per month.

AD1.02 Question about your recently released 470 spec'ing PAN, among other equipment. Does your RFP request a hardware and support replacement? Or is it simply requesting support for your existing PAN firewalls?

ANSWER:

This is intended to support our existing PAN implementation.

END OF ADDENDUM NO. 1

Acknowledgement of this Addendum will be required at time of bid: