

Office of State Procurement
State of Louisiana
Division of Administration
Office of State Procurement

JOHN BEL EDWARDS
Governor



JAY DARDENNE
Commissioner of Administration

August 24, 2016

ADDENDUM NUMBER 02

Your reference is directed to **Solicitation Number 3000006082**, Polycom Brand Name Networking Products ITB which is scheduled to open at 10:00 a.m. (CT) on August 30, 2016.

Response to Inquiries Received

Solicitation No. 3000006082

File Number: W 92902 YT

Polycom Brand Name Networking Products

Inquiry #1: In the request it says that the awarded vendor will provide sales and support. Can you clarify how the State of Louisiana views **support**? Is this in a presales fashion they are referring to, because post-sales support would usually fall under the service contract that is purchased through Polycom?

Response: The support on the request is referring to presale which are two (2) types of support: 1) Equipment Installation; and 2) Initial Software Configuration. Both types of support shall only be made available by the bidder and purchased by the using agency in direct support of, and in conjunction with, a purchase order for the purchase of hardware and software. ***See Section 3. Bidder Responsibilities, Page #2 of solicitation***

Post-sales support would be considered, Manufacturer Maintenance and is defined as manufacturer offered and supported maintenance plans to include access to the manufacturer's technical assistance center, advanced replacement of parts (drop shipped) or advanced replacement of parts with labor. Plans typically will provide the purchaser options related to the level of support and responsiveness/delivery intervals (e.g. 8-5 next business day, 24/7 with 4 hour delivery).

See Section 2, Page #2 of solicitation



This Addendum Is Hereby Officially Made A Part Of The Referenced Solicitation.

ACKNOWLEDGEMENT: If you have already submitted your bid and this Addendum **does not** cause you to revise your bid, you should acknowledge receipt of this Addendum by identifying your business name and by signing where indicated. You may return this Acknowledgement by mail to: Office of State Purchasing, Post Office Box 94095 Baton Rouge, LA 70804-9095 by hand delivery to: 1201 N. Third Street, Suite 2-160 Baton Rouge, LA 70802 or by fax to: (225) 342-9756. The State reserves the right to request a completed Acknowledgement at any time. Failure to execute an Acknowledgement shall not relieve the bidder from complying with the terms of the bid.

Addendum Acknowledged / No Changes:

For: _____ By: _____

REVISION: If you have already submitted your bid and this Addendum requires you to revise your bid, you must indicate any change(s) below, identify your business name and sign where shown.

Revisions shall be delivered prior to bid opening in a sealed envelope marked with the file number and the bid opening date and time, either by mail to: Office of State Purchasing, Post Office Box 94095, Baton Rouge, LA 70804-9095, or by hand delivery to: 1201 North Third Street, Suite 2-160, Baton Rouge, La 70802, or by fax to: 225-342-9756. Electronic transmissions other than by fax are not being accepted at this time.

Revisions received after bid opening shall not be considered and you shall be held to your original bid.

Revision: _____

For: _____ By: _____