

**RFP- 87747 IT Information Technology Service Management Solution  
Addendum #1**

**Dated on 04/28/2020**

The following is additional information regarding **RFP – 90144** titled **Information Technology Service Management Solution**. **The due date and time for responses remains 5/13/2020 (PDT)**. This addendum includes both questions from prospective proposers and the Port’s answers, and revisions to the RFP. This addendum is hereby made part of the RFP and therefore, the information contained herein shall be taken into consideration when preparing and submitting information.

| Item # | Date Received | Date Answered | Vendor’s Question   | Port’s Answer                  | RFP Revisions   |
|--------|---------------|---------------|---|--------------------------------|---|
| 1.     | 4/23/20       |               | How many total employees do you have in your IT Department  | 23                             |   |
| 2      | 4/24/20       |               | Is there further scope to increase the number of pages that the proposal must adhere to from the current stipulated 30? The solution proposal document prior to entering any responses totals 15 pages including both the attachment D and F requirements as well as the supplementary questions posed in the evaluation criterion (excluding title, contents and cover page) and therefore this leaves little room for responses and/or screenshots given that the proposal must strictly adhere to portrait format? |                                | RFP 90144, page 3, section E Document format is revised to read:<br><br>Proposals are limited to <u>30 numbered pages</u> (8 ½ by 11 inch) <b>not</b> including the cover letter and attachments D, F and H. All pages shall be in portrait orientation with 1- inch margins. Font size shall be 11 point or larger. Proposals that do not follow this format will not be reviewed. |
| 3      | 4/24/20       |               | With regards to IT Asset Management is the port looking for native auto-discovery or integration e.g. SCCM as per your current technical environment?   | Native is the preferred method |   |
| 4      | 4/24/20       |               | When would the port like to go live if the anticipated start date of the contract is Q3 2020?   | Late Q3 or early Q4            |   |

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| 5  | 4/24/20 |  | Is it permissible to the Port that the solution proposal, compensation proposal and supplementary appendices be supplied in the submission email via a web transfer service with a link to download the documentation e.g. DropBox, WeTransfer etc. in order to alleviate concerns surrounding the 9MB stated limit as advised in the solicitation? If this is permissible, does the 9MB size limitation still apply?           | Use of DropBox and WeTransfer services are not permitted.   | RFP 90144, page 7 Attachment A, section: Submittal Process is revised to read:<br><br>Please submit one electronic copy in Adobe Acrobat PDF format, including all appendices. Submittals to be limited to <b>35 MB in total email size</b> . It is the Proposer's responsibility to verify the receipt of the submittal. Electronic verification will be provided upon request. |
| 6  | 4/24/20 |  | Could the Port clarify that the proposal should form one PDF document including appendices within or can appendices be referenced in the proposal and attached as separate documents e.g. Appendix A, Appendix B etc? In addition, the Port stipulate that the Compensation Proposal should be a separate document to that of the main solution proposal therefore one single PDF document cannot be submitted, please confirm. | The proposal along with required attachments may be submitted as one PDF document except for Attachment H which shall be submitted as a separate document. If you run into file size limitations submit your proposal, the attachments D & F and Attachment H- price as separate files. |  |
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