AMENDMENT # 1

DATE: April 3, 2013

TO: All Bidders of Record

FROM: Gil Rivera, Buyer

SUBJECT: Amendment #1 to P-333, “Managed Services for Data Center and Network”

This amendment becomes part of the Contract Documents and modifies the original bidding documents as noted below:

_Bidders are required to acknowledge receipt of this Amendment in the space provided in Section E._

1. CLARIFICATION: The due date & time has been extended.
   
   WAS: On or before 4:00 PM MDT, April 9, 2013
   
   IS NOW: On or before 4:00 PM MDT, April 30, 2013

2. CLARIFICATION: The following terms and conditions are added to Section A, Standard Proposal Terms and Conditions and shall apply to any award made against this RFP # P-333:

   51. **EXCLUSIVE RIGHTS.** Under no circumstances shall this Agreement be construed or deemed to be a contract whereby CNM grants Contractor exclusive right to furnish CNM its needs or requirements for services described herein.

   52. **NEW MATERIALS REQUIRED.** All materials and equipment delivered and or installed under this Invitation shall be new and be the standard products of a manufacturer regularly engaged in the production of the materials and equipment (unless otherwise specified in the supplementary bid terms and conditions). Where two or more units of the same class of materials and or equipment are required, the units shall be the products of the same manufacturer. Any manufacturer's data supplied with the items shall be submitted to CNM's authorized representative.
3. CLARIFICATION: The following specification has been added to Section D: Scope of Services & Evaluation Criteria for RFP # P-333, paragraph 2, Scope of Work:

CNM may at CNM’s sole discretion, include as part of the indefinite quantity price agreement, the provision to request from the awarded Contractor Cisco, NetApp, and VmWare Hardware, Software, and Maintenance products as may be required for the continued operation and maintenance of CNM’s Data Center and Network. Offerors wishing consideration for this must be an Authorized reseller for the product(s) offered and should provide the minimum percent discount from the manufacturer’s current list pricing for these items. If hardware, software, and maintenance products are deemed by CNM to be required from the awarded vendor, the awarded vendor shall provide by manufacturer the following information with their proposal response to Section VI, Economy and Price:

For CISCO Products:
One discount rate shall be quoted and apply to all hardware items
One discount rate shall be quoted and apply to all Software products
One discount rate shall be quoted and apply to all Maintenance products.
Confirmation / proof that the vendor is an Authorized Cisco Reseller

For NetApp Products:
One discount rate shall be quoted and apply to all hardware items
One discount rate shall be quoted and apply to all Software products
One discount rate shall be quoted and apply to all Maintenance products.
Confirmation / proof that the vendor is an Authorized NetApp Reseller

For VmWare Products:
One discount rate shall be quoted and apply to all Software products
One discount rate shall be quoted and apply to all Maintenance products.
Confirmation / proof that the vendor is an Authorized VmWare Reseller

The quoted discount rates (one rate for all Hardware, one rate for all Software, and one rate for all maintenance) shall be effective throughout the price agreement term and apply to the Manufacturer’s current published North American list prices. The quoted discount rates may be increased upon written mutual agreement between the awarded vendor and CNM. The discount rates may not decrease during the price agreement term. The awarded Price Agreement holder shall supply to CNM upon request at any time during the Price Agreement term, a search capable, electronic copy of Manufacturer’s current North American Price List. All products purchased under this agreement shall require verification by CNM’s Purchasing Department that the item(s) is (are) available from the manufacturer’s then current North American list price and that the minimum percent discount rates have been applied.

4. QUESTION: Would it be possible to know who is on the evaluation committee and what their position is at CNM?

ANSWER: No. This information is not disclosed to prospective vendors unless they are shortlisted and contacted by CNM for Oral Presentations. In this case, only the shortlisted vendors would have the opportunity to meet the Evaluation Committee members.
5. QUESTION: As you may or may not know, manufacturers are now in the habit of providing what is called deal registrations to the first reseller who brings an opportunity to them. This provides them with special pricing which makes it difficult, if not impossible, to compete with based on pricing. Normally, this is for specific opportunities, but in this case, at least one of the major manufacturer’s may have chosen to give the incumbent provider this special pricing, which will, in effect make this a non-competitive situation and a waste of effort for others to bid on. Would you be willing to request from your manufacturers that all resellers be given level pricing, according to their current authorization level as would be the normal case, and then once the contract is awarded, registered pricing could be available for appropriate individual procurements under the contract?

ANSWER: No. CNM cannot intervene in any manufacturer’s contracts or agreements with its resellers.

6. QUESTION: You refer to training in the RFP, but it is not clear if this would require formal classroom training on products and technology as well, or just informal installation, implementation, and daily usage training. For example, do you expect us to provide formal classroom training for things like VMware, including certification training, under this contract. Would that have to be included at no extra charge incurred, or could it be quoted at a current price at the time that it is requested? The RFP only requests operational training, but there was a mention of classroom training in the Pre Proposal conference.

ANSWER: Paragraph 2.3.2.7 under Section 2.3.2, Consultation, Engineering and Implementation Services states: The Vendor shall provide adequate knowledge transfer for CNM/ITS staff enabling them to demonstrate operational proficiency following all implementations. The delivery method for any resulting training may vary with the nature and complexity of the implementation. Respondents shall refer and respond to paragraphs 3.3.2.23 and 3.3.5.4. As per section 3.3.6. the vendor shall include all charges associated for services requested. Specific requests for knowledge transfer may be quoted by the successful Vendor at the time they are requested, however the pricing for all services provided will be established as a price agreement resulting from this RFP. CNM does not require certification training as part of the resulting contract.

7. QUESTION: In the meeting, you expressed that you would like the managed services to be quoted as a fixed price so that you may budget annually to correspond to this. In the RFP, under section 2.3.1, it says that managed services includes local on-site support as deemed necessary (2.3.1.5) and identify and recommend operational design and/or configuration modifications (2.3.1.7) among some of the items required as mandatory. While it might be possible to propose a fixed price for 24x7x365 performance monitoring and notification services (2.3.1.9) based on the description of your environment, it is, practically speaking, impossible to attach a fixed price to the two items mentioned above, as well as some of the other mandatory required services requested in section 2.3.1., without having any idea of how many hours of support this might entail. Can you please give us further detail on how you would like the pricing presented, if other than hourly rates, so that we may be as accurate as possible and so that it allows you to fully evaluate the pricing between proposals?
ANSWER: CNM expects a basic level of managed services quoted at fixed price as the Vendor deems appropriate for the environment described in the RFP. In addition there may be mandatory and desired services that the Vendor may consider over and beyond the basic level of managed services as defined by their proposal. As per section 3.3.6 the vendor shall include all charges associated for services requested.

8. QUESTION: Who currently covers the hardware maintenance of all the data-center equipment for CNM?

ANSWER: CNM and the current Contractor by working directly with the equipment manufacturers including but not limited to:

- Cisco
- INX
- NetApps
- VMWare
- GE
- Emerson
- D&B Electric
- Cummins
- Dell
- HP
- 3M
- Starline
- EMI

9. QUESTION: Should subcontractors be listed or identified in our response to this RFP?

ANSWER: Yes. Identify all subcontractors and their responsibilities to fulfilling the Work in your response.

**Bidders are required to acknowledge receipt of this Amendment in the space provided in Section E.** All other specifications, terms and conditions remain unchanged. This amendment may also be downloaded from CNM’s website [http://www.cnm.edu/purchasing/proposals.php](http://www.cnm.edu/purchasing/proposals.php).