

# ADDENDUM NO. 2

Date: June 2, 2017

for

## Service Desk Software and Services BID No. 353D

South Orange County Community College District

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General-All project documents including contract documents, drawings, and specifications, shall remain unchanged with the exception of those elements added, revised, deleted, or clarified by this addendum.

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## **2-1 Questions and Answers**

**Q1:** Under the license counts, it mentions 22 named users and 59 concurrent. Is that 59 concurrent licenses or 59 total concurrent users that would be sharing licensees?

**A1:** **These license counts were based on department estimates. It is possible that they will not reflect the numbers to be acquired initially. Please provide licensing options and costs for various levels up to and including these estimates in the Bid.**

**Q2:** Are you interested in having an Asset Management component added to this and if so, how many critical assets will you be tracking?

**A2:** **Not at this time.**

**Q3:** On page 21, you list integration services for Active Directory, Exchange, TFS, Workday, SharePoint and Tableau, which will be included in the implementation schedule. You also have a full list of currently held software provided on page 8. Will you require the integration or migration of any of these software systems not listed above?

**A3:** **Not at this time.**

**Q4:** You request pricing costs for a total of 5-years. Should we set-up a separate pricing sheet for both the on premise subscription and Cloud hosting offerings, or do you have a preference for one or the other?

**A4:** **The District would like to see the pricing for both options.**