



**BARROW COUNTY**  
*Georgia*

**MEMORANDUM – ADDENDUM NO. 1**

**To:** Parties Interested In RFP2017-13  
**From:** Misty Landers  
**Date:** March 30, 2017  
**Re:** RFP2017-13 – 9-1-1 Telephone System

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**The following questions have been submitted for RFP2017-13**

**Questions:**

1) Whether companies from Outside USA can apply for this? (like, from India or Canada)

**RESPONSE:** Barrow County will consider all proposals submitted, however this is not a guarantee of acceptance.

2) Whether we need to come over there for meetings?

**RESPONSE:** There are no meetings scheduled for this proposal.

3) Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**RESPONSE:** You must be able to meet all requirements of this RFP. Please refer to the technical requirements of this RFP (insert from page 9 of the technical requirements is as follows):

***Maintenance and Support***

- 1. The proposed system shall be maintained and supported by qualified personnel continually 24 X 7 X 365.*
- 2. The maintenance provider must provide comprehensive support and maintenance for the system inclusive of all hardware and software provided by the vendor.*
- 3. Maintenance and support must also include costs for minor and major software updates as well as upgrades for new versions.*
- 4. Maintenance and support must also include the replacement of any hardware components or equipment that may become necessary to maintain system reliability.*

5. The Contractor must have robust support procedures that facilitate the rapid resolution of system issues and replacement of failed hardware components.  
6. The maintenance provider for the proposed system must provide 24 x 7 telephone support.

7. The maintenance provider for the proposed system must provide on-site customer maintenance available from certified service technicians, with a maximum of two (2) hours on site response time.

8. The maintenance provider for the proposed system must provide remote monitoring services of solution provided by certified personnel 24 X 7 X 365.

9. The maintenance provider for the proposed system must provide the capability to query trouble tickets through an online portal.

4) Can we submit the proposals via email?

**RESPONSE:** The RFP states how proposals should be submitted. Below is an insert from page 3 of the Request for Proposal:

**SEALED PROPOSALS: An original and four copies of the proposal and one CD must be submitted in a sealed envelope/package, addressed to Owner.** Each proposal must be submitted in a sealed envelope, addressed to Owner. Each sealed envelope containing a proposal must be plainly marked on the outside as **“RFP2017-13 – 9-1-1 Telephone System”**. If the proposal is forwarded by mail, the sealed envelope containing the proposal must be enclosed in another envelope to the attention of the Owner at the address previously given and also plainly marked with **“RFP2017-13 – 9-1-1 Telephone System”**. The county will not be responsible for late mail deliveries and **no proposal will be accepted if received after the time stipulated by this RFP**. No proposal may be withdrawn or modified in any way after the deadline for RFP opening. **FAILURE TO COMPLY WITH THE ABOVE INSTRUCTIONS WILL DISQUALIFY PROPOSAL SUBMITTED.**