

**IBM iSeries Professional Services and Operational Support
Addendum #1**

Questions and Clarifications

1. Would it be possible to add a clause to the RFP for Option Two – Scope of Work for iSeries Programming Support regarding response time that is different than that requested?
Contractor/consultant shall submit a proposal with the response time they are able to provide. During the Evaluation of the proposals, the County will review all terms of the proposal and determine what vendor best meets the needs of the County.

2. As described in section A1, it looks like Yuba County has two iSeries systems that are connected in a High Availability configuration ("mirroring"). If this is true, what HA software are they using and is their staff responsible to performing swaps should problems occur?
The County uses ITerra. Yes our staff performs swaps. We would like the selected vendor to become familiar with the process, but this is not expected to be a primary responsibility of the vendor.

3. Within Section B it describes "as needed" projects, Is Yuba County expecting support for onsite when problems occur? If so, how long can they wait before someone is onsite. Are they willing to pay for travel expenses for planned on site visits to cover for absent employees?
The County's preference is for availability for on-site support as needed. We expect that for most projects up to 50% of projects will need to be on our premises, particularly early in the engagement. We can pay for travel expenses; however this will be a factor in determining the total cost of services. We prefer to limit travel expenses to a minimum.

4. What is the frequency of invoicing the County of Yuba for services provided for this RFP and what is the address that the awarded vendor needs to submit invoices?
We would expect that the selected vendor would bill once a month with our standard 30 day payment terms. If more frequent billings are necessary, please specify such in your proposal. The payment address is the address listed in the RFP.

5. Is there a quick payment incentive for vendors who are registered with the State of California General Services Agency as a certified small business?
No. We do not offer this incentive. Payment terms are net 30 days.

Questions shall be directed to:

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