



June 8, 2026

**Addendum #1  
RP020-26**

**The due date has changed. Bids Should Be Received By: 2:50 pm on May 12, 2026.**

**Questions:**

- Q1. Is there a previous contract for this equipment?  
**A1. Yes, there is currently a contract in place.**
- Q2. Who is the vendor currently servicing the equipment?  
**A2. Technology Information Group**
- Q3. What was the cost of the last year's contract and is this the same equipment as last year's contract?  
**A3. \$158,000**
- Q4. Is the contract available for viewing?  
**A4. There is no formal contract. The most recent bid tabulation is attached. If any other documents are needed, you can submit an open records request.**
- Q5. Is there a service history available?  
**A5. This is not available at this time.**
- Q6. Is all the equipment up and running?  
**A6. The asset inventory reflects equipment currently in service or maintained by Gwinnett. While Gwinnett strives to keep equipment operational, it does not guarantee that all listed assets are fully operational at all times. Vendors should assume that equipment may require maintenance, repair, or replacement during the term of the contract.**
- Q7. Can Gwinnett clarify whether replacement hardware for non-repairable covered equipment must be included in the fixed monthly maintenance cost, or whether those replacements will be handled as separate County-approved purchases?  
**A7. Replacement hardware for non-repairable equipment is not included in the fixed monthly maintenance cost unless specifically identified in the vendor's proposal and accepted by Gwinnett. Replacement of non-repairable equipment will generally be handled as a separate County-approved purchase in accordance with applicable procurement procedures.**
- Q8. For outages exceeding 8 hours, are loaner devices required for all covered equipment types, or only specific critical systems such as servers, scanners, printers, or public safety devices?  
**A8. Loaner devices are required only for critical equipment where extended outages would significantly impact County operations. Gwinnett will work with the selected vendor to identify equipment categories and situations where loaner devices are appropriate. Proposers should describe their ability to provide loaner equipment and the types of devices available.**

- Q9. Does the 4-hour onsite response requirement apply to every Gwinnett location and every device type, or only priority/critical incidents?
- A9. The 4-hour onsite response requirement applies to priority and critical incidents that require onsite support. Response requirements for non-critical incidents may vary based on the nature of the issue, equipment type, and service level requirements established under the contract.**
- Q10. Is the 4-hour onsite response time measured from ticket creation, vendor acknowledgement, vendor dispatch, or technician arrival onsite?
- A10. The 4-hour onsite response time is measured from the time the vendor is notified of the service request until a technician arrives onsite at the designated County location.**
- Q11. Does Gwinnett have predefined incident priority levels, or should the service provider propose its own severity/priority model?
- A11. Gwinnett County utilizes internal incident prioritization processes. Proposers may include their standard severity and priority model in their response, but Gwinnett reserves the right to define final priority classifications and response requirements.**
- Q12. Can Gwinnett provide the full current equipment inventory in Excel or CSV format, including location, warranty status, age, and support status?
- A12. A list of the devices included in the original proposal is attached. We are not providing location, warranty status, age, and support status information at this time.**
- Q13. Are any listed devices currently end-of-life, unsupported by the OEM, or excluded from OEM parts availability expectations?
- A13. No**
- Q14. For servers and storage arrays, is the selected service provider expected to perform full hardware repair directly, or coordinate OEM/vendor parts and support where specialized coverage is required?
- A14. The selected service provider is expected to coordinate and manage hardware repair services for covered equipment. This may include performing repairs directly when qualified and authorized to do so, or coordinating with the original equipment manufacturer (OEM) or other authorized service providers when specialized parts, expertise, certifications, or warranty coverage are required. The service provider shall remain responsible for managing the repair process, coordinating resources, and ensuring that service levels and contract requirements are met.**
- Q15. What specific background check, CJIS, badge, escort, or site access requirements apply for technicians entering police, 911, corrections, or other sensitive Gwinnett locations?
- A15. Technicians performing services in sensitive County facilities will be required to complete a Police 20-year background investigation, Solicitor's Office background check, and DMV records check. Personnel will also be required to obtain County-issued identification badges, maintain CJIS certification, and comply with facility-specific security procedures, including escorted access where applicable.**

Q16. Does the cyber liability insurance requirement apply if the service provider only performs hardware maintenance and does not store, host, or transfer Gwinnett data?

**A16. Yes. The cyber liability insurance requirement applies to all contractors performing services under this contract, including those providing hardware maintenance services. Although the contractor may not store, host, or transfer County data, technicians may have access to County systems, devices, or facilities during the performance of their duties. Therefore, the required cyber liability coverage shall be maintained throughout the term of the contract.**

Q17. Can Gwinnett provide the bid tabulation from the most recent award of this or a similar maintenance contract for reference purposes?

**A17. Yes, bid tabulation is attached.**

Q18. Is subcontracting of technical maintenance services permitted under this contract? If so, is there a minimum percentage of work the prime contractor must self-perform?

**A18. Yes. Gwinnett County will accept proposals from a prime contractor that has entered into a formal teaming agreement with a qualified IT maintenance firm to perform technical services under the contract. The proposal may include the subcontractor's certifications, references, and relevant past performance experience to demonstrate the team's overall qualifications and ability to perform the required services. The prime contractor shall clearly identify the subcontractor, describe its role and responsibilities, and remain fully responsible for contract performance.**

Q19. Will Gwinnett accept a proposal from a prime contractor that has executed a formal teaming agreement with a certified IT maintenance firm to perform the technical services? If so, may the subcontractor's certifications, references, and past performance be included in the proposal to satisfy qualification requirements?

**A19. Yes. Gwinnett County will accept proposals that include a formal teaming arrangement between a prime contractor and a qualified subcontractor. The subcontractor's certifications, references, and relevant past performance may be included in the proposal to demonstrate the team's qualifications. The prime contractor must clearly identify the subcontractor's role and remain fully responsible for contract performance.**

Q20. May references submitted to satisfy the three-reference requirement include references from a proposed subcontractor performing similar maintenance services, in addition to or in place of prime contractor references?

**A20. Yes. References submitted to satisfy the three-reference requirement may include references from a proposed subcontractor that will be performing similar maintenance services under the contract. The County may consider the experience and qualifications of both the prime contractor and proposed subcontractor when evaluating the team's ability to perform the required services. At least two reference must be from the prime contractor.**

- Q21. Must the prime contractor hold HP, Dell, and Panasonic certifications directly, or is it acceptable for a certified subcontractor to hold these certifications on behalf of the prime?
- A21. The prime contractor is not required to hold HP, Dell, and Panasonic certifications directly, provided that the subcontractor performing the repair services maintains the appropriate manufacturer certifications. The prime contractor remains responsible for ensuring that all work is performed by qualified and certified personnel and for meeting all contract requirements.**
- Q22. Does the requirement for locally based Atlanta support staff apply to the prime contractor, the subcontractor, or both?
- A22. The requirement for locally based Atlanta support staff applies to the personnel providing support under the contract, regardless of whether they are employed by the prime contractor or an approved subcontractor. The contractor is responsible for ensuring that all support resources meet the requirements outlined in the solicitation.**
- Q23. The RFP requires specific insurance coverages. Is proof of insurance required at the time of proposal submission or only upon contract award?
- A23. This will be required upon award.**
- Q24. Will Gwinnett County provide an updated complete asset list prior to the June 10 proposal deadline so that pricing can reflect the most current device counts?
- A24. All assets are current and up to date; however, they are provided for reference purposes only. Gwinnett County reserves the right to modify, update, add, or remove assets at any time, with notification provided to the vendor as appropriate.**

This addendum should be signed in the space provided (page 12) in the original solicitation and returned with your proposal. Failure to do so may result in your quote being deemed non-responsive.

Sincerely,



Bethany White  
Purchasing Associate II