



## Department of Purchasing

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November 8, 2021

To All Interested Parties:

**Subject: Addendum #1, RFP 1775-P  
Technology Ticketing & Asset Management System**

Please note the following response to questions received regarding the above solicitation. All available information has been provided.

**Question:** How much money do you have set aside for the project?

**Answer:** Since this is a Request for Proposal, the award is not based on a dollar amount, but the best value of the product outlined in the solicitation.

**Question:** Is it a must have to have past performance with a Virginia school entity or is having experience with large state entities feasible?

**Answer:** Having past performance with a Virginia school entity is a preference.

**Question:** What is the estimated number of Help Desk technicians that will require a license to access the new system and the number of Asset devices that would need managing?

**Answer:** 30 Help Desk technicians with 30,000 or more number of Asset devices.

**Question:** How many users actually need to use the system?

**Answer:** Potentially 18,000 users would need to be able to submit tickets.

**Question:** Why do you not want to use Java?

**Answer:** Java is not supported on a Chromebook.

**Question:** Are there any additional requirements that will be added in the future? If so, when?

**Answer:** There is no additional requirements anticipated with this solicitation.

**Question:** Can companies from outside USA apply for this?

**Answer:** This is open to anyone able to meet the requirements of this solicitation.

**Question:** Will a company outside of the USA need to come there for meetings and can we perform the tasks outside of the USA?

**Answer:** No, provided **all** specifications outlined in the solicitation are met.

**Question:** Can we submit the proposals via email?

**Answer:** Yes

**Question:** Is the software you're looking for technology ticket centered, or does it include maintenance equipment as well?

**Answer:** This is primarily a software for technology needs

**Question:** Is there already a preferred vendor chosen?

**Answer:** No; there are no "preferred vendors". All vendors that respond will have an opportunity to earn the contract.

**Suffolk Public Schools will allow additional questions until 2:00 PM on November 15, 2021. No questions will be considered after that time.**

Addendum 1 Acknowledged:

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Date\_\_\_\_\_

Sent by:

Linda Bates  
Purchasing Technician