



## Addendum No. 1

**DATE: December 8, 2016**

Joliet Junior College  
1215 Houbolt Road  
Joliet, IL 60431

**TO:** Prospective Respondents  
**SUBJECT:** Addendum No. 1  
**PROJECT NAME:** IBM Maintenance Services  
**JJC PROJECT NO.:** Q16008

This Addendum forms a part of the Quotation Documents and modifies the original quote document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the bottom of page 2. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

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### **Questions Received:**

1. We are an IBM partner and also supply compatible support. This is equipment you are asking for support on is not brand new and we can cover with our compatible support. I was wondering the levels you have listed 7x24 and then it doesn't say 4 hours or NBD onsite. What is full shift?

***All levels listed as 24x7 are 24x7x4. Full shift is 24x7 software support. It is an uplift for all severity issues at 24x7 support. This is often purchased when the hardware support is 24x7x4.***

2. IF you are just going to ask for IBM Global Service Maintenance you are not doing an actual bid. They are the only source. Can we offer compatible support?

***The college is looking for IBM Maintenance support at this time. Compatible support will not be considered.***

**End of Addendum #1**



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**Please acknowledge receipt of these addenda by including this page with your quote. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your quote.**

Issued by:

Janice Reodus  
Director of Business & Auxiliary Services  
Joliet Junior College  
815.280.6643

I acknowledge receipt of Addendum #1.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature