



Purchasing Department
530 Water Street
Oakland, CA 94607

Date: **June 19, 2017**

ADDENDUM No. 2

BID No. 16-17-21 CISCO SMARTnet Renewal

This Addendum modifies the original BID Documents for the above mentioned BID. **Acknowledge receipt of this addendum in the space provided on the BID Form (Attachment 2). Failure to do so may disqualify your bid.**

The following questions were submitted by the deadline and are answered in this addendum:

- 1. Supplier Question:** Will the Port accept third party maintenance provider other than SMARTnet?

Port Response: No, only SMARTnet is acceptable.

- 2. Supplier Question:** What services level of SMARTnet is required for this bid; 24x7x4 vs 8x5xNBD; on-site vs. remote only?

Port Response: Product Specification - Addendum 1, Table column titled "Service Level" notes SNT, SNTP, & 3SNT service levels. Cisco defines SNT as SMARTnet 8x5xNext Business Day - **SNT**, SNTP as SMARTnet 24x7x4 - **SNTP**, and 3SNT as SMARTnet three years of 8x5xNext Business Day – **3SNT**. Cisco SMARTnet services are to be provided remotely.

- 3. Supplier Question:** Will the Port accept additional terms from supplier to supplement the Port's Standard PO Terms and Conditions as stated in the Bid document?

Port Response: No.

4. **Supplier Question:** Are bidders required to provide the following categories of insurance coverage that are noted in Bid document under “Supplier Insurance Requirements”?
- Commercial General Liability Insurance
 - Business Automobile Liability Insurance
 - Workman’s Compensation and Employers Liability Insurance
 - Professional “Liabilities and Omission” Liability Insurance

Port Response: Yes, the insurance requirements noted in the Port’s Supplier Insurance Requirements document are to be provided; see Bid document Attachment 4.

There are no other changes to Bid No. 16-17/21.