



**ADDENDUM #1  
CATS+ TASK ORDER REQUEST FOR PROPOSALS (TORFP)  
DoIT Service Desk Support Services  
TORFP # F50B3400074  
Amendment Issued: 11/26/2013**

To CATS+ Master Contractors / FA6:

This Addendum #1 is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. For the following changes/additions, any new language has been double underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikethrough (i.e., ~~deleted~~).

**1. Closing Date on the Key Information Summary Sheet (p. 4):**

Closing Date and Time:	<del>November</del> <b>December 25<del>6</del></b> , 2013 at 2:00 PM Local Time
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**2. TORFP Section 2.6 – PERFORMANCE AND PERSONNEL**

**2.6.1 WORK HOURS**

- Business Hours Support: The TO Contractor’s collective assigned personnel shall support core business hours (8:00 AM to 6:00 PM), Monday through Friday except for State holidays, Service Reduction days, and Furlough days observed by the Agency. **Service hours may be extended beyond the core business hours in the future. If Service Desk Services hours are extended, TO Support Personnel may be required** ~~Should DoIT expand Service Desk hours of operations, future TO Contractor personnel may also be required to provide occasional support outside of core business hours, including evenings, overnight, and weekends. to support specific efforts and emergencies to resolve system repair or restoration.~~ **Additional costs for extended hours should be provided in Attachment #1, Price Proposal. Although part of an offeror’s proposal, the cost for support outside of core business hours will not be evaluated.**



**3. TORFP ATTACHMENT #1 – PRICE PROPOSAL**

PRICE PROPOSAL (TIME AND MATERIALS) FOR CATS+ TORFP # F50B3400074

The actual number of hours is at the sole discretion of DoIT.

<b>Company Name:</b>						
Record the fully loaded hourly labor rates chargeable during each contract year for the labor categories defined in Section 2.5 of the TORFP. Offerors shall submit a Price Proposal (Attachment 1) that provides labor rates for all labor categories.						
#	Labor Category	Hourly Labor Rates / Contract Year				
		Year 1 (A)	Year 2 (B)	Year 3 (C)	Year 4 (D)	Year 5 (E)
1	Help Desk Specialist (Senior)	\$	\$	\$	\$	\$
2	Help Desk Specialist (Junior)	\$	\$	\$	\$	\$
3	Network Administrator	\$	\$	\$	\$	\$
4	Network Technician (Senior)	\$	\$	\$	\$	\$
5	Network Technician (Junior)	\$	\$	\$	\$	\$
	Total	\$	\$	\$	\$	\$
				<b>Grand Total Total Evaluated Price (A+B+C+D+E)</b>		\$
<b><u>Extended Hour Pricing (if applicable - See 2.6.1 Work Hours). The costs below are not part of the evaluation</u></b>						
<u>6</u>	<u>Help Desk Specialist (Senior) – Extended hours -</u>	\$	\$	\$	\$	\$
<u>7</u>	<u>Help Desk Specialist (Junior)</u>	\$	\$	\$	\$	\$
<u>8</u>	<u>Network Administrator</u>	\$	\$	\$	\$	\$
<u>9</u>	<u>Network Technician (Senior)</u>	\$	\$	\$	\$	\$
<u>10</u>	<u>Network Technician (Junior)</u>	\$	\$	\$	\$	\$

Issued by: Terraceta Tubaya, Procurement Officer