



AMENDMENT #1
Department of Information Technology
Computer Aided Dispatch/Records Management Service (CAD/RMS) Project Personnel Support
Services
TORFP # F50B3400051

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

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SECTION 2.5 RESOURCE REQUIREMENTS

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- ~~• Two (2) Junior Help Desk Specialist~~
- ~~• Two (2) Computer Technician~~
- **Four (4) Junior Help Desk Specialist**

SECTION 2.6 TO CONTRACTOR PERSONNEL DUTIES AND RESPONSILITIES

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2.6.3 Computer Technician

The Computer Technician shall:

- ~~• Develop, manage, maintain and evaluate current state of the art computer hardware, software and software development tools.~~
- ~~• Make recommendations for system improvements that will result in optimal hardware and software use.~~
- ~~• Provide bi weekly status report on work performed and planned (See Deliverable 2.10.2.1 Bi-Weekly Status Report).~~

SECTION 2.6.4 Senior Help Desk Specialist, Junior Help Desk Specialist, and Computer

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Technician

SECTION 2.12 TO CONTRACTOR PERSONNEL MINIMUM QUALIFICATIONS
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2.12.3 Computer Technician

- ~~A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business or other related discipline, or three (3) years of equivalent experience in a related field.~~
- ~~Possess professional hardware maintenance certification in combination with at least two (2) years of additional related experience may be substituted for the required education, at the discretion of the TO Manager.~~
- ~~Minimum of three (3) years of experience performing PC hardware maintenance including, but not limited to: hard drive replacement, memory upgrades, network and graphics card replacement, troubleshooting of cabling issues, installation of network and local printers, installation of computer monitors.~~
- ~~Minimum of two (2) years of experience supporting Microsoft operating systems, XP or greater.~~
- ~~Minimum of one (1) year of experience supporting users in a geographically diverse environment using remote desktop connection utilities.~~
- ~~Must have valid driver's license and own cell phone.~~



DELETE THIS PAGE ENTIRELY AND REPLACE WITH REVISED ATTACHMENT 1
ATTACHMENT 1 – PRICE PROPOSAL
PRICE PROPOSAL FOR CATS II TORFP # F50B3400051
LABOR CATEGORIES

| Labor Category | A | B | C |
|------------------------------|--------------------------------------|----------------------|---|
| | Fully Loaded Hourly Labor Rate | Evaluation Hours* | PERIOD 1 Evaluation Price (A x B) |
| Senior Help Desk Specialist | \$ | 2000 | \$ |
| Junior Help Desk Specialist | \$ | 2000 | \$ |
| Computer Technician | \$ | 2000 | \$ |
| Computer Systems Analyst | \$ | 2000 | \$ |
| Network Administrator | \$ | 2000 | \$ |
| Quality Assurance Specialist | \$ | 2000 | \$ |
| Total Evaluated Price | | | \$ |

Authorized Individual Signature Company Name

Name/Title Company Tax ID #

The Hourly Labor Rate is the actual fully loaded, all inclusive rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate cannot exceed the Master Contract Rate, but may be lower and must include all direct and indirect costs and profit for the Master Contractor to perform under the TOA. Time for travel will be reimbursed as allowed in Section 2.2.4 of the Master Contract.

***Evaluation hours are a best estimate and for evaluation purposes only. Hours listed may not be assumed to represent actual hours to be billed, based on the Time and Material nature of the Agreement.**

SUBMIT WITH THE FINANCIAL RESPONSE
MUST INCLUDE A SIGNATURE



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END OF AMENDMENT #1