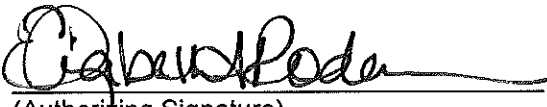


Missouri Department of Transportation  
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## ADDENDUM 002 Remote Managed Services Request for Informal Quotation (RFQ) I4ZR115BR

Offerors should acknowledge receipt of Addendum 002 (TWO) by **signing and including it** with the original quote in response to the RFQ. The due date for receipt of quotes has not changed by this Addendum. The due date remains unchanged as **1/15/2014 @ 2:00P.M.**, central time. The below questions and answers, changes, and clarifications, are believed to be of general interest to all potential Offerors and shall be included as mandatory requirements for this solicitation. All other terms and conditions remain unchanged and in full force.

Name and Title of Signer (Print or type)	Name and Title of Department Authority  Name: Elizabeth Rodeman Title: General Services Specialist
Contractor/Offeror Signature  (Signature of person authorized to sign)	Department of Transportation  (Authorizing Signature)
Date Signed:	Date Signed: 01-10-14

The following questions were received and the responses are noted.

### Question 1:

In going through the RFP and the recent addendum, MoDOT seems to have a fairly large IT footprint (Oracle Core, SQL Server, Storage, etc.) with many instances associated. The RFP states a requirement of around 20 hours per month of support is being sought – our question is if that 20 hours would be sufficient for an IT footprint the size of MoDot's? We currently support another state's transportation IT organization, and they are a fairly heavy client of ours.

So, in a nutshell, should vendors build pricing and proposals based on 20 hours per month, or based on the amount of instances to be supported?



**ADDENDUM 002**  
**Remote Managed Services**  
**Request for Informal Quotation (RFQ) I4ZR115BR**

**Response 1:**

It is MoDOT's intent to award based on evaluation of responses in accordance with the RFQ and an estimated 20 hours of work per month for the initial contract period. Offerors should submit a quote with the unit of measure as an hourly rate as requested in the RFQ. The front page of the RFQ states, "All responses to this Request For Quote - MUST be submitted on this form". Note that the 20 hours is an estimated number of hours and as is stated in the RFQ, "...All estimated numbers provided herein are for informational purposes only and are not intended to reflect any guaranteed usage of this RFQ. MoDOT does not guarantee any minimum or maximum amount of the Offeror's services that may be required under this RFQ. MoDOT reserves the right to adjust the number of managed services hours required by MoDOT". If the Offeror would like to submit an alternate proposal, or more than one proposal option, Offerors should do so by submitting separate responses.

**Question 2:**

Are there any database technical or support issues currently outstanding, such as performance problems, backup and recovery issues, critical updates required or application interface issues?

**Response 2:**

There are currently no known issues outstanding.

**Question 3:**

To what extent will in-house staff be involved with the remote support vendor?

**Response 3:**

In house staff would be involved every time MoDOT asks for remote support. Any support options would need approval by MoDOT staff prior to implementation.

**Question 4:**

Regarding Exhibits A and B, we are a corporation and not a partnership nor sole proprietorship. Are these forms required?

**Response 4:**

Yes, either Exhibit A or Exhibit B is required. Generally, Exhibit A applies most often and should be used unless you are a partnership or sole proprietorship in which case Exhibit B would apply.

**Question 5:**

Will MoDOT consider a combination of fixed price support plus a defined hourly rate for base/primary support?

**Response 5:**

See Response 1 to Question 1.

**Note:** RFQ response submissions may be submitted via e-mail to [elizabeth.rodeman@modot.mo.gov](mailto:elizabeth.rodeman@modot.mo.gov) , faxed to (573)526-1218 or mailed to one of the following addresses:

**Standard Mailing Address**

Beth Rodeman  
General Services Procurement  
Missouri Department of Transportation  
PO Box 270  
Jefferson City, MO 65102

**Express Mailing/Hand Delivery Address**

Beth Rodeman  
General Services Procurement  
Missouri Department of Transportation  
830 MoDOT Drive  
Jefferson City, MO 65109