



ADDENDUM 3

Questions regarding IT25.03.10.2 Website Content Management System & Web Hosting

QUESTIONS

1. My team and I had a question on “SECTION VI RESPONSE TO BID.” This section 6.1 of the RFP states that Vendor must provide confirmation of the “Support Warranty” and that Vendor may state any additional vendor-supplied warranty. This seems to be referencing a specific “Support Warranty” but I’ve been unable to locate this in any of the RFP documents. Can you please provide some additional context on what this section is asking for so my team and I can appropriately respond?

A. The warranty typically references warranties for any hardware or other items that may have a warranty associated with them. In this instance, there may or may not be a warranty associated with the service(s). This could/may take the form of a SLA (Service Level Agreement) if there is one associated with your product/service.