

Questions and Answers for Statement of Work (SOW)-009 & SOW-10

Basic Maintenance of Existing Network Infrastructure Indianapolis-Marion County Public Library 470 # 240026129 & Renewal of WildFire License 470 # 240026129

Q1. Can you please provide the serial number or instance number for all items you would like SMARTnet on for items 1-4?

Q2. In reviewing the specifications, we noticed that the document list's part numbers for the equipment to be maintained but does not specify the serial numbers of the individual devices.

Q3. TD SYNEX and Palo Alto is needing the current Serial Numbers, Models, Licenses, Dates in order to create a new quote. Could you help us with that information?

A: Due to security concerns, they will be provided to anyone that requests them by email up to the bid deadline.