



State of Indiana

Request for Proposal 18-051

Addendum #3

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf of
Indiana Family and Social Services Administration**

Solicitation For:

Enterprise Data Warehouse Services

Response Due Date March 13, 2018 @ 3:00 PM

Teresa Deaton-Reese, Account Manager
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W461
Indianapolis, Indiana 46204

Summary of Changes:

- A. Additional responses to the written questions submitted via Attachment I (Question and Answer Template) have been posted.
- B. Attachment C, Scope of Work Section 9.2.1 *Resolution Timeliness* has been amended to state, “The required response time SLAs by severity code and phase for opened items are provided below. Response and resolution times are measured from when the request/incident/defect/bug is ~~received~~ reported by the State.”
- C. Attachment D, Scope A Cost Proposal Template has been updated and replaced – see the answers to submitted questions for more detail on the change to Table 4.
- D. Question 6 in Attachment F, Scope A Technical Proposal has been updated to request proposed SLAs for Average Time to Answer and Abandonment Rate.
- E. Tab 5 of Attachment K has been updated to include the operating system for the listed servers.