

Addendum # 5
Request for Proposals
CLOUD MESSAGING AND COLLABORATION SERVICES
July 25, 2011

Ladies/Gentlemen:

This Addendum #5 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 double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a ~~strikeout~~ (i.e., ~~word~~).

1. Revise RFP Section 3.5.2 page 40 as follows:

Remedies

- System Availability. The State of Maryland shall receive a Service Credit if it experiences performance issues in which System Availability (measured in a calendar month) is less than 99.9% and the source of the performance issue is within the sole control of the Offeror **or a subcontractor associated with the Offeror.**
- Continuous Downtime in Excess of 120 Minutes. The State of Maryland shall receive a Service Credit if it experiences performance issues in which System Availability is unavailable for a continuous period that exceeds two hours and the source of the performance issue is within the sole control of the Offeror **or a subcontractor associated with the Offeror.**
- Failure to Report an outage and point of failure in Excess of ONE (1) Hour. The State of Maryland shall receive a Service Credit if the Offeror fails to provide a report of the outage and point of failure within the time periods described. **This is applicable if the outage is within the sole control of the Offeror or a subcontractor associated with the Offeror.** If possible, this report should also indicate the root cause and proposed fix of the downtime.