




Purchasing Department

209 Water Street
Johnson City, TN 37601
(423) 975-2715

ADDENDUM

TO: All Prospective Vendors

FROM: Debbie Dillon, 
Director of Purchasing

SUBJECT: Addendum No. 1 –RFP #6240
All-in-one IT Service Management Solution

DATE: June 26, 2018

Consider this addendum an integral part of the above referenced Request for Proposal:

Additional information:

- **There will be 29 people that regularly access the system to update tickets**
- **We have 7500 devices currently that we plan to manage**
- **No plans to import records from the current system**

All other specifications/requirements remain the same. **Vendor to acknowledge receipt of this addendum by initialing and returning the addendum notice with the return solicitation package or via e-mail if it has already been submitted.** Failure to acknowledge this addendum could be cause for rejection of your submittal. Your unopened response envelope can be returned to you for re-submittal upon request. Any questions regarding addendum submittal please contact this office.

/DD