

October 25, 2007

Linda Boles, Purchasing Supervisor  
Dallas County Purchasing Department  
509 Main Street  
Dallas, TX 75202

**Re: RFP No. 2007-117-3023 Request for Proposals for Dallas County’s Desktop Technical Support – BAFO Clarifications**

Dear Ms. Boles:

Thank you for inviting Unisys to participate in the BAFO Clarification session. The Unisys team would like to be a value add partner for Dallas County and have expressed our desire to work with the County in a true partnership context. We believe that we have structured a solution for Dallas County with exceptional value from an industry-leading provider of exceptional qualifications.

In response to the BAFO Clarification Meeting with the Dallas County Team on October 24, 2007, Unisys agreed to provide a response to the following four questions:

1. Provide an explanation of the approach for integrating the Dallas County incident management system with the Unisys Service Request Management System (SRMS).
2. Provide an example project pricing framework for Dallas County.
3. Provide the total warehouse square footage that has been included in the Unisys RFP response.
4. Please update your M/WBE participation level.

**Unisys has provided a response to these questions below:**

1. Provide an explanation of the approach for integrating the Dallas County incident management system with the Unisys Service Request Management System (SRMS).

**Unisys Response:** Unisys will provide a response to this question on Friday, October 26, 2007 by close of business.

2. Provide an example project pricing framework for Dallas County.

**Unisys Response:** Unisys has provided our clients several project pricing frameworks and will provide Dallas County with the project flexibility necessary to meet your business requirements. The pricing model example below does not represent all of our models. Unisys is willing to work with Dallas County to define the right pricing model to support your key business drivers. The Table below depicts an example of one of our flexible project pricing models:



Sample Dallas County Project Pricing		
	During Business Hours	After Business Hours
Time and Material hourly rate (Desktop Technical)	\$65 per hour	\$80 per hour
Desktop Project IMACs	\$ 120.00 per IMAC	\$ 145.00 per IMAC

3. Provide the total warehouse square footage that has been included in the Unisys RFP response.

**Unisys Response:** Unisys has included a total of 150 square feet of staging area and a maximum of seventy five pallets of storage in our RFP Response dated August 13, 2007.

4. Please update your M/WBE participation level.

**Unisys Response:** Unisys updated the M/WBE participation sheet on 10/24/07 indicating a total of 10% participation by our selected and certified M/WBE firms, ARC and Vignon Corporation. **Our MWBE goal is 30%** which we will work towards throughout the contract period and will keep updating the participation data for Dallas County to review.

We value the opportunity to work with you. If you have any questions on the Unisys proposal, please contact me at 512-828-9034 or via email: [kate.connolly@unisys.com](mailto:kate.connolly@unisys.com). Again, thank you for your consideration of Unisys. We look forward to hearing back from you soon on the County's next steps in this evaluation process.

Sincerely,



Kate Connolly  
Executive Director  
Texas Public Sector