

## ADDENDUM 2

### I. VENDOR'S INQUIRIES AND CITY'S RESPONSES

#### QUESTIONS AND ANSWERS:

Note: Spelling, grammar, and punctuation of the questions are shown exactly as submitted by the potential respondents.

#	Question	Answer
1	Is there a warehouse location for stock equipment that the City of Phoenix has or does the vendor need to provide the location?	Contractor is responsible to maintain their own stock of equipment. Please refer to Section 3.10, paragraph O. in the Solicitation document.
2	Are street cameras involved in this equipment maintenance?	No.
3	Is the awarded contractor expected to provide asset management?	No.
4	Are you purchasing new equipment or using existing stock equipment?	The resultant Contract allows the purchase of the new equipment as well as covering the maintenance of existing stock equipment. Please refer to Section 1, Introduction, paragraphs 1.1 and 1.2, as well as Section 3, Scope of Work, paragraph 3.1. Introduction, for the scope of services under the resultant Contract.
5	What's your process for RMA? (page 81 bid price schedule)	Please refer to Section 3.10. paragraph C.
6	What percentage of your cameras are currently supported by the OEM?	Aviation Department's cameras covered under the resultant contracts are beyond the OEM warranty periods.
7	Are you looking for us to warranty existing equipment or are you looking for replacement schedules?	Contractor is not required to provide a warranty for the existing equipment. Please refer to the answer to Question 4 above for additional information.
8	Regarding Minimum Qualification: Can experience with different types of VSS impact the evaluation of the offer? Is there a specific template to use when providing a list of contracts to demonstrate experience?	Please refer to Addendum 1 - Section I. Changes, paragraph 1.A. and 1.B.  Please use the forms/template provided in the REVISED Exhibit A - Required Submittal Documents - Minimum Qualifications Certification to submit the required information.

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9	What are the specific makes and models of the existing VSS and PEDS equipment that would need servicing including purchase data and existing warranty.	Please refer to Exhibit B - Equipment List in the Solicitation document for a list of existing equipment.
10	Could you provide more details on the integration requirements with the existing software system(s)?	See Section 3.10. Service Requirements, paragraph C. Each project will have its own requirements, to be determined at the time of request.
11	Are there specific requirements or standard for remote access and securing devices used for preventive maintenance duties?	Contractor must have equipment necessary to provide services to the equipment as described in Section 3. Scope of Work. Please also refer to the answer to Question 13 below for additional information.
12	Any concerns or restrictions on remote work being performed by non-US staff?	The Service to be provided under the resultant Contract requires the Contractor to be onsite while performing the Service. Additionally, Contractor staff must pass the required background check, regardless of their US staff status.
13	What are the "City's standards for remote access and securing such devices"?	The Successful Offeror will receive guidance on City standards for remote access and securing such devices prior to services being performed.
14	Can the City provide examples of situations that would be considered "additional coordination" or "restricted access" requiring additional coordination for camera locations?	Should the Service be performed on a busy roadway, the airport's airfield, or in buildings that are temporarily closed with no access, then the "additional coordination" and/or "restricted access" restrictions may apply. Contractors and their staff must comply with all safety guidelines and obtain any necessary clearances or approvals before beginning work.
15	Will those additional requirements waive the 2 hour response time?	No.
16	Can you clarify the process for WSD personnel to provide subcontractor info to the Security Management Unit for access to plants without badging?	Please refer to Section 3.10. Service Requirements, paragraph N Subcontracting.
17	Is there a preferred method for updating camera and PEDS unit locations?	Please refer to Section 3.10. Service Requirements, paragraph C. Each project

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		will have its own requirements, to be determined at the time of request.
18	Is there a standard format or requirement for the "camera PMI checklist"?	Please refer to Section 3.11, paragraph C which requires the Contractor to provide a camera PMI checklist for CDR review and approval within 30 days of Contract award.
19	What specific qualifications or certifications are expected for the assigned service representative?	See the answer to question 9 above. Please note that the Assigned Service Representative qualifications and certification requirement are outlined in the REVISED Exhibit A - Required Submittal Documents - Minimum Qualifications Certification.
20	Can you provide more information regarding requirements related to customer service and professionalism?	Please refer to Section 3.9. General Requirements, paragraph H.
21	Are there specific requirements for the communication devices that contractor must maintain?	Please refer to Section 3.10. Service Requirements, paragraph H.
22	Is there a preferred file format for submission other than .pdf?	No, please refer to Section 2.14. Submission of Offer, paragraph B.
23	Confirm that exhibit A and signed addenda should be submitted and not the entire solicitation document	Yes. Please refer to Section 9 Submittal Information, paragraph 9.1. Copies for additional information.
24	Please provide clarification on levels of background checks that will be required and what levels of clearance are required for going on city sites.	Please refer to Section 5. Special Terms and Conditions paragraphs 5.37 through 5.75 for background check requirements. Please note that different departments may have varying requirements.
25	Could you provide more details on the two levels of risk for Contract worker background checks: standard risk and maximum risk?	Please see Section 5.49. for standard risk background check requirements and Section 5.62 for Maximum Risk background check requirements.
26	When trying to get pricing for Milestone for the licensing they are saying that they need the Citys SLC number. Thats the Software License Contract number. Can you please reach out to each entity to get us that number?	M01-C01-242-01-6C42CB

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27	Can we have current blueprints of all buildings and areas under surveillance?	No. The Contractor will coordinate with the representatives from each department to conduct site visit(s) for the locations covered under the Contract before starting the Service.
28	What is the current condition of the surveillance system? Are all cameras, licenses, and maintenance up to date and currently running? Are there any known issues to the surveillance system at this time, or an area that is in need of specialized support?	The surveillance system receives regular and preventative maintenance. The successful Offeror will be responsible for continuing the required maintenance, repair, and replacement services for the existing system.

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the bid or proposal submittal.

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_