



# Housing Authority of the City of Pittsburgh

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**December 12, 2017**  
**Security Camera System Maintenance**  
**RFP# 350-50-17**

**ADDENDUM NO.1**

This addendum issued December 12, 2017 becomes in its entirety a part of the Request for Proposals RFP# 350-50-17 as is fully set forth herein:

**Item 1:**       Q:     Regarding the servers; how many physical drives have been replaced since the time of original installation and when?

          A:     Whenever workstations or equipment fails, current contractor salvages as many parts and pieces as he can. Per his order history, he hasn't ordered any new drives but rather took pieces from old equipment that still functioned properly. Estimated 25 times across the span of the contract, 2013-present.

**Item 2:**       Q:     On average, how many cameras are normally down?

          A:     We aim to be at 98% operation daily and that in 2017, we have averaged 99%.

**Item 3:**       Q:     Can you explain normal failure rate for servers, cameras, wireless components-if any?

          A:     We have upgraded and/or replaced all servers at every site in late 2016/early 2017. Since then, there have been no server failures.

-Camera failure rate is answered in Question 2 above

-Homewood and Glen Hazel are the only two communities with wireless. Homewood has had 2 failures in the past year. Glen Hazel wireless has never failed on its own. The only time it has failed is when physical damage has taken place due to poles being hit by cars and knocked over.

**Item 4:**       Q:     The PoE injectors, power supply boxes and servers; are they exposed and clean or buried in rooms? If in rooms, will we have key access or require calling someone?

          A:     All equipment is located either in enclosed 19" rack mount cabinets or on poles. At initiation of contract, vendor will be provided all necessary keys to access all equipment.

**Item 5:**       Q:     Are any of the buildings or equipment on a wireless or fiber network? If so, can you outline what devices and age?

          A:     All communities are on fiber except for part of Homewood and Glen Hazel.

**Item 6:** Q: For Item 15 on the Costs Submission Sheet, HACP is asking for a fixed cost to add, remove, relocate, and replace a camera. Should we base this on the worst-case scenario for the install piece? Requiring a bucket truck, etc?

**A:** The cost included in this section should be the cost to add/ change /move a camera. Add # 26 in the section and include the cost to use a bucket truck in that Item.

**Item 7:** Q: On the Requirements Schedule, item 9 states the winning integrator must maintain adequate spare inventory. What does HACP deem as adequate in this case? A certain percentage? Can you provide a list of spare parts we are to maintain?

**A:** Vendor should determine the amount of inventory needed to meet the performance requirements of the RFP. Current items stored as of 12/12/17 – includes the following:

-0 workstations

-6 SNV 7084 stationary cameras

-1 SNV 7120 license plate/camera we use for faces (We have compatible Access Q-1765 as the SNV 7120 has been discontinued)

--2 SNP 6320 RH PTZs and 2 power supplies for them

-1 small recording server

-1 large recording server

-1 management server

**Item 8:** Q: On page 4, second paragraph, proposal one maintenance and preventive maintenance, is it your intent that the labor for the first hour on site is covered under the maintenance contract and any material under \$100 dollars.

i. If a service call is place for multiple sites, our interpretation is that the first site visited would include the one hour of labor priced into the maintenance contract and the additional site visits would be billed on a time and material basis.

**A:** The First Hour and \$100 are attached to a reported incident. The number of locations is immaterial. After one hour of labor all labor is billable for the incident. After \$100 all materials is billable for the incident.

**Item 9:** Q: Is it the intent of the customer to not have the client workstation covered under the maintenance contract?

**A:** The primary camera workstation in each housing community installed as part of the camera installation is covered by this contract. Other HACP workstations are not part of this contract.

**Item 10:** Q: On page ten, minor outage, "HACP reserves right to determine any outage as critical (or other levels)". If the housing authority changes the outage severity that was predetermined in the RFP, would that service call become fully billable?

**A:** If HACP raises the severity level of an incident the terms and conditions of the higher level will become effective when the upgrade is reported. Any labor or materials already accrued to the incident remain and the minimums are still applied.

**Item 11:** Q: Please clarify the 24X7X365 help desk support staff to monitor status of all cameras with multiple contact options?

**A:** HACP expects that the vendor will have a support desk / staff available 24 x 7 x 365. This help desk will receive incident notifications from the camera system and

will accept telephone or web notifications from HACP staff. This helpdesk will be responsible for dispatching technical resources as indicated in the RFP and may or may not be able to address issues independently.

**Item 12:** Q: On page 11, are items 15 & 18 basically the same requirement but item 15 is asking for a fixed cost for material and item 18 is asking for a fixed cost for labor?

A: The items are NOT the same. Item #15 refers to work which specifically applies to the camera. Item # 18 refers to an hourly rate which will be applied to work on Radio Frequency or Fiber infrastructure. This rate does not apply to the work to add, remove, replace, or repair a camera.

**Item 13:** Q: On page 4 under Request for Proposal and on page 12 under Cost Submission Sheet, is it your intent in Proposal One for the vendor to include in their cost: cleaning, programming, software updates/fixes and one hour of labor with up to \$100 in material for troubleshooting and minor repair? However, material and labor will be billed for additional troubleshooting, replacement and repair of equipment?

i. In Proposal Two, is it your intent for a full maintenance contract including coverage on all parts and labor except needed repairs due to vandalism, damage, or Acts of God?

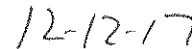
A: Yes

**Item 14:** The proposal due date is changed to December 20, 2017, time and location remain unchanged at 10:00 AM, at the HACP Procurement Dept., 100 Ross St. 2nd Floor, Suite 200, Pittsburgh, PA 15219.

**END OF ADDENDUM NO. 1**



Mr. Kim Detrick  
Procurement Director/Chief Contracting Officer



Date