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Purchasing Division  
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September 14, 2016

**REQUEST FOR PROPOSAL #16-2752GD  
REPAIR AND MAINTENANCE SERVICES FOR 9-1-1 VESTA SYSTEM**

**ADDENDUM No 1**

The following Addendum is issued to add to, modify, and/or clarify the Request for Proposals (RFP) documents. The items contained within this Addendum shall have the same force and effect as the original RFP documents. Proposers shall acknowledge receipt of this and any other addenda issued pursuant to this Request for Proposal in their proposal.

If you have submitted a proposal prior to receiving this Addendum, you may request in writing that your original, sealed proposal be returned to your firm. All sealed Proposals will be opened on the date stated, in conformance with the additions listed herein.

**Clarification Requests as submitted by Proposers**

**Question #1:** Can a 2 week extension be granted to allow for a comprehensive respond?

**Answer:** The County hereby grants a 2 week extension to the due date of RFP responses. The revised due date is October 4, 2016 at 3:00 P.M.

**Question #2:** Do the PSAP locations have building grounding rings? If so, do you have a certification of the work? B.01

**Answer:** All of the PSAP locations have earth ground that Vesta is terminated to. We do not have certification of the work.

**Question #3:** Does the county want all three Airbus services included in the RFP pricing? Monitoring, patch management and anti-virus? B.02.03

**Answer:** Yes, the connections meet the Airbus standard layer 2 requirements.

**Question #4:** Does the current ESInet connections meet the Airbus standard layer 2 requirements? B.01?

**Answer:** Yes, the connections meet the Airbus standard layer 2 requirements.

**Question #5:** Is there a vendor selected to work with Airbus to perform the R 7 upgrade in October? Who is the vendor?

**Answer:** Yes, Carousel will install the release 7 upgrade.

**Question #6:** Is the October upgrade still on target for October?

**Answer:** Yes, as of this time we are on target for an October installation.

**Question #7:** Does the County own the routers in the network today?

**Answer:** Yes, the county owns the routers. They were tuned up and configured by Carousel.

**Question #8:** RFP request 3 year pricing with option to extend for 2 additional years. 3 year pricing is higher than 5 year pricing. Do you want us to price separate 3 year term pricing and then separate 2 year term pricing? Or do you want priced on 5 year term discounted pricing and then after 3 years the county decides to move to another vendor then pricing charge backs could be required back to 3 year term pricing? Please explain how you want handled for RFP pricing and presentation.

**Answer:** The RFP is a competitive procurement. The Proposers should consider this in the overall Pricing approach, as the County will be looking for the overall Best Value with all factors considered, of which Price will be a key element. Should a Proposer elect to Price the 3 year term based on 5 year term discount the risk is on the Proposer. The County will not consider any charge backs should the County decide to terminate the agreement prior to the end of the 5 year term ( 3 year base plus 2 additional 1 year options).

**Question #9:** On the list of hardware provided I notice that (R41RR UPGD W/HASP) only had 6 units for a 20 position site, should I consider this HASP for all 44 positions?

**Answer:** We have a total of 45 positions, 20 in ECC, 12 in CBC, 6 in MSO, 4 at BPD, 2 at PPD and 1 at HBPD. Side A is located in the PSC which is where ECC and MSO are located. Side B is located in the Manatee County Administration building. Each workstation has its own HASP. We have Vesta View at ECC (two monitors), MSO and BPD. All Vesta Workstations are equipped with IRR.

**Question #10:** Does the side A and B have maintenance terminals?

**Answer:** Yes, there are maintenance terminals at Side A & B.

**Question #11:** The walk through names do not all match the names on the hardware list. Please clarify. Attachment D (the site survey list) has six (6) sites, the hardware is for seven (7) sites.

**Answer:** ECC (primary PSAP) and MSO (secondary PSAP) are collocated at the same address.

**Question #12:** The RFP does not include any pricing submission format sample or direction. Please let us know if you have any specific format in how you want pricing submitted?

**Answer:** Pricing Schedule attached reflecting Section B Scope of Work and Section C.05.



Also note subsections labeled B.05.01 thru B.05.04 should be C.05.01 thru C.05.04. Subsection C.05.03 and C.05.04 are also deleted as there are not Alternate 1 & 2.

**Question #13:** Are the LAN routers part of the support agreement and can we have model numbers and serial numbers and length of the current support if any exist?

**Answer:** Yes, the routers are to be included in the support agreement. Model and serial numbers will be provided along with the expiration dates of the current support agreements from Juniper

**Question #14:** Can the specs for the SRX 240 and SRX 550 be provided?

**Answer:** Yes, the specifications are attached.



SRX 550 hardware  
Guide.pdf



SRX 240 Hardware  
Guide.pdf

**Question #15:** Are there extended warranties still in effect on Servers, Workstation PCs and Juniper Routers?

**Answer:** Yes, there are extended warranties on Servers, and Workstation PCs. The Juniper routers are on maintenance with Juniper.

**Question #16:** Section C.03.2 refers to a Gantt chart. Is this required with the proposal? If so, what project scope does it relate to?

**Answer:** A Gantt chart is not required. However the Proposers should provide an average cycle time (turnaround time), based on experience on similar equipment, for repairs and maintenance of Hardware and Software listed on Attachment C. The County will use Microsoft SharePoint to track and status repair and maintenance activities.

All other terms and conditions of Request for Proposal 16-2752GD remain unchanged.

No additional questions will be considered after the issuance of this Addendum.

Proposals are to be submitted by **October 4, 2016 at 3:00 P.M.** in the Purchasing Division, 1112 Manatee Avenue West, Suite 803, Bradenton, FL 34205.

Sincerely,

Greg Davis  
Contracts Negotiator  
MANATEE COUNTY GOVERNMENT

**PRICING SCHEDULE - SECTION C.05  
SUMMARY PRICE**

Tasks	Scope of Work Section	Base - 3 Year Price	Option Year # 1 Price	Option Year # 2 Price	Total 5 Year Price	Comments
Maintenance Technicians 9-1-1 and MIS System Maintenance	B.02.01					
Technicians for all ESInet associated equipment	B.02.02					
Hardware Support, Warranties, Remote Monitoring & Virus Protection thru AirBus	B.02.03					
24x7 Emergency Communications Center Disaster Support	B.02.07					
Preventive Maintenance Service for ALL Airbus DS Communications Equipment	B.02.08					
Purchase and Maintenance - Crash Kit	B.02.09					
One (1) Technician On-Call Support - 2 hour response for after hours, weekends & holidays	B.02.11					
Airbus Contract for 24 hours per day , 7 days per week second tier Maintenance for Manatee County 9-1-1	B.02.11					
Emergency Equipment On-going Monitoring, Repair and Maintenance of Attachment C Equipment list and associated Software, including Vesta HUD equipment being installed in October.	B.02.12					
Other items not specifically called out which Proposers deem necessary to perform the Scope of Work - IF NONE are required so state N/A	Section B					
<b>TOTAL PRICE</b>						

Note: If price for any item above is included in another line item then so note it in the response

**MANATEE PUBLIC SAFETY COMPLEX - COUNTY BACKUP CENTER(B/C) - MANATEE COUNTY ADMINISTRATION (MCA)**

**PRICING SCHEDULE - SECTION C.05**

Tasks	Scope of Work Section	Base Year #1	Base Year #2	Base Year #3	Option Year #4	Option Year #5	Total 3 Year Base Price	Total 5 Year Price	Comments
Maintenance Technicians 9-1-1 and MIS System	B.02.01								
Maintenance Technicians for all EShet associated equipment	B.02.02								
Hardware Support, Warranties, Remote Monitoring & Virus Protection thru Airbus.	B.02.03								
24x7 Emergency Communications Center Disaster Support	B.02.07								
Preventive Maintenance Service for ALL Airbus DS Communications Equipment	B.02.08								
Purchase and Maintenance - Crash Kit	B.02.09								
One (1) Technician On-Call Support - 2 hour response for after hours, weekends & holidays	B.02.11								
Airbus Contract for 24 hours per day , 7 days per week second tier Maintenance for Manatee County 9-1-1 Emergency Equipment	B.02.11								
On-going Monitoring, Repair and Maintenance of Attachment C Equipment list and associated Software, including Vesta HUD equipment being installed in October.	B.02.12								
Other items not specifically called out which Proposers deem necessary to perform the Scope of Work - IF NONE are required so state N/A	Section B								
<b>TOTAL PRICE</b>									

Note: If price for any item above is included in another line item then so note it in the response

**PRICING SCHEDULE - SECTION C.05  
Manatee County Sheriff Office - PSAP**

Tasks	Scope of Work Section	Base Year #1	Base Year #2	Base Year #3	Option Year #4	Option Year #5	Total 3 Year Base Price	Total 5 Year Price	Comments
Maintenance Technicians 9-1-1 and MIS System Maintenance	B.02.01								
Technicians for all EBinet associated equipment	B.02.02								
Warranties, Remote Monitoring & Virus Protection thru AirBus	B.02.03								
24x7 Emergency Communications Center Disaster Support	B.02.07								
Preventive Maintenance Service for ALL Airbus DS Communications Equipment	B.02.08								
Purchase and Maintenance - Crash Kit	B.02.09								
One (1) Technician On-Call Support - 2 hour response for after hours, weekends and holidays	B.02.11								
Airbus Contract for 24 hours per day, 7 days per week second tier Maintenance for Manatee County 9-1-1 Emergency Equipment	B.02.11								
On-going Monitoring, Repair and Maintenance of Attachment C Equipment list and associated Software, including Vesta HUD equipment being installed in October.	B.02.12								
Other items not specifically called out which Proposers deem necessary to perform the Scope of Work - IF NONE are required so state N/A	Section B								
<b>TOTAL PRICE</b>									

Note: If price for any item above is included in another line item then so note it in the response

**PRICING SCHEDULE - SSECTION C.05  
Palmetto Police Department - PSAP**

Tasks	Scope of Work Section	Base Year # 1	Base Year # 2	Base Year # 3	Option Year # 4	Option Year # 5	Total 3 Year Base Price	Total 5 Year Price	Comments
Maintenance Technicians 9-1-1 and MIS System	B.02.01								
Maintenance Technicians for all ESInet associated equipment	B.02.02								
Hardware Support, Warranties, Remote Monitoring & Virus Protection thru AIRBUS	B.02.03								
24x7 Emergency Communications Center Disaster Support	B.02.07								
Preventive Maintenance Service for ALL Airbus DS Communications Equipment	B.02.08								
Purchase and Maintenance - Crash Kit	B.02.09								
One (1) Technician On-Call Support - 2 hour response for after hours, weekends & holidays	B.02.11								
Airbus Contract for 24 hours per day, 7 days per week second tier Maintenance for Manatee County 9-1-1 Emergency Equipment	B.02.11								
On-going Monitoring, Repair and Maintenance of Attachment C Equipment list and associated Software, including Vesta HUD equipment being installed in October.	B.02.12								
Other items not specifically called out which Proposers deem necessary to perform the Scope of Work - IF NONE are required so state N/A	Section B								
<b>TOTAL PRICE</b>									

Note: If price for any item above is included in another line item then so note it in the response

**PRICING SCHEDULE - SECTION C.05  
Holmes Beach Police Department - PSAP**

Tasks	Scope of Work Section	Base Year # 1	Base Year # 2	Base Year # 3	Option Year # 4	Option Year # 5	Total 3 Year Base Price	Total 5 Year Price	Comments
Maintenance Technicians 9-1-1 and MIS System	B.02.01								
Maintenance Technicians for all ESinet associated equipment	B.02.02								
Warranties, Remote Monitoring & Virus Protection thru Airbus	B.02.03								
24x7 Emergency Communications Center Disaster Support	B.02.07								
Preventive Maintenance Service for ALL Airbus DS Communications Equipment	B.02.08								
Purchase and Maintenance - Crash Kit	B.02.09								
One (1) Technician On-Call Support - 2 hour response for after hours, weekends & holidays	B.02.11								
Airbus Contract for 24 hours per day, 7 days per week second tier Maintenance for Manatee County 9-1-1 Emergency Equipment	B.02.11								
On-going Monitoring, Repair and Maintenance of Attachment C Equipment list and associated Software, including Vesta HUD equipment being installed in October.	B.02.12								
Other items not specifically called out which Proposers deem necessary to perform the Scope of Work - IF NONE are required so state N/A	Section B								
<b>TOTAL PRICE</b>									

Note: If price for any item above is included in another line item then so note it in the response