DCAM-21-NC-RFP-0010
ADDENDUM NO. 03 - EXHIBIT A

NO.	QUESTION	ANSWER
1	Will the DC Government provide office space for the Technician or Technicians to maintain the system?	Yes, office space will be provided for Technicians at the John Wilson Building.
2	Will the DC Government be providing parking space for the contractor technical staff?	No, the District will not provide parking spaces; however, parking spaces are available on first come first serve basis.
3	Can you give us an idea of how many hours were spent last year in supporting all your systems?	We cannot provide the number of hours spent last year in supporting all systems.
4	Are you expecting the contractor to have inventory (i.e. microcontrollers, readers, cameras, etc.) in place, especially now due to delays of COVID?	Yes, it is the District's expectation that the awarded Contractor have ample surplus inventory of equipment and parts that are currently in circulation at District properties. The full description, including manufacturer, make and model information are provided in Attachment J.15 Approved Product List.
5	Does the DC Government have some existing security systems' inventory in place?	Yes, the Department has existing security systems' inventory which is currently installed; however, the District does not have surplus equipment parts and materials.
6	How stable is the power in your facilities?	The power is very stable and most facilities have back-up generators.
7	Does the DC Government have an updated As Built drawings and manuals of all Security Systems installed?	Yes, the Department has all manuals and drawings for systems installed.
8	Can you provide information about the average age of your security systems?	The average age of the security system is seven (7) to ten (10) years old.
9	Were your systems installed by several security integrators?	No.
10	Is there a Centralized Command Control Center to monitor all facilities? Is there a redundancy of the Centralized Command Control Center into another location?	Yes, there is a Centralized Command Control Center that is on back-up power. In the event of a citywide emergency, there is a secondary location that a Command Center can be activated.
11	How stable is the current CCTV System?	The current CCTV system encounters minimal disruptions and downtime.
12	How many service calls did the CCTV System have in the previous year?	We cannot provide the number service calls received in the previous year.
13	When was the last time there were updates of firmware to the CCTV cameras and DVR or NVRs?	The DC Government updates firmware as needed by the contractor to maintain functionality. While the Department cannot provide the exact dates of firmware updates, the firmware is updated in accordance with the cadence established and rollout stablished by the software.

NO.	QUESTION	ANSWER
14	Are any of the NVRs or DVRs running on windows XP?	No, neither the NVRs or DVR run on Windows XP.
15	Do you have any cameras installed on parking areas, if yes how many of them are installed in poles?	There are multiple sites were cameras are installed in parking areas, including on poles; however, we do not have the exact number of installs.
16	Is there a parking area being viewed by any camera, which is mounted on a roof?	Yes, there are roof-mounted camera installations providing parking area views.
17	As an average, do the existing cameras use mostly coaxial or IP network communications?	The majority of the existing camera system use mostly coaxial cable and some IP network communications.
18	Is audio and video being capture/recorded at the same time?	No.
19	As you know Aventura CCTV systems are no longer in production, what is the plan to migrate the existing system?	As the Aventura equipment becomes inoperable and non-repairable, the awarded Contractor shall replace the equipment under the monthly fixed-price maintenance services cost and at no additional cost to the District.
20	Does the DC Government have Aventura spare parts?	The Department does not have Aventura spare parts.
21	GE Facility Commander is no longer in productions and has been discontinued, please tell us what is the plan to migrate the existing sensors? Does the DC Government have spare parts?	See Addendum No. 03, Item No. 03.
22	How many service calls did the Access Control have in the previous year?	We cannot provide the number service calls related to Access Control.
23	How many hours were spent on repairs during the year?	We cannot provide the number of hours spent on repairs last year.
24	When was the last time the controller or control panels were updated?	The controller/control panels were updated approximately seven (7) years ago.
25	When was the last time there were updates of firmware to the microcontrollers and servers?	The Department updates firmware as needed to continue proper functionality of the system. While the Department cannot provide the exact dates of firmware updates, the firmware is updated in accordance with the cadence established and rollout stablished by the software.
26	What version of Windows are the Servers and Workstations running on?	The servers and workstations are currently running Windows 7 and higher.
27	Do you currently use Weigant protocol to communicate the readers with the controllers?	Yes, the Department is using Weigant protocol technology to communicate with readers and controllers.
28	What types of badges are being used in your access control system?	The Department uses Proxy, PIVi on our access control platform.

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29	Is the District of Columbia using PIV Cards or PIVi cards? If the answer is yes, does the District of Columbia authenticates those PIV cards in full?	PSD is using PIV at some DC agencies, as well as some PIVi cards; however, the Department does not authenticate.
30	Can you provide the latest software revision of the existing access control system?	The Department's access control platform is currently using version seven (7).
31	Does the existing DMP protect any secure areas, such as SKIFs or vaults?	Yes, the DMP does protect SKIFs and vaults.
32	How many hours were spent last year making repairs on the DMP IDS System?	We can not provide the number of hours spent on DMP IDS system repairs during the previous year.
33	Based on the SOW, are we to assume there is a need to maintain the intrusion detection system (IDS), if yes can you tell us how many IDS points are installed?	The Departments expects the awarded Contractor to maintain the intrusion detection systems (IDS) and the IDS points at 4,480 within Rs2, and 1,127 within the DMP.
34	Is the Intrusion Detection communicating to a remote Command Center?	Yes, IDS communicates remotely with the Central Command Control Center.
35	Does this maintenance include the maintenance of X-Ray equipment?	No.
36	What other detection equipment should the contractor maintain?	The Contractor shall maintain all other systems and components identified in Section C.5.2.7.7 and all else as reasonably inferred.
37	Is the system installed in a secure network provided by the DC government?	Yes.
38	Is it the responsibility of the security integrator to address the cyber risk of the existing security systems?	The District will maintain cyber risk responsibility with respect to the network. The Contractor shall assume all cyber risk associated with maintaining all hardware.
39	There are some items included in the Spare parts list which are no longer available. How does the Department expect the Contractor to proceed?	It is the awarded Contractor's responsibility to ensure all replacement equipment and parts fully integrate and properly operate under the current system. The replacement and integration services live under the monthly fixed-price maintenance service cost.
40	Are there any systems or platforms that require annual license agreement subscriptions and/or maintenance subscriptions? These subscriptions need to be provided to either be included in the annual contract price or deducted from the $50,000 NTE Allowance.	In accordance with Section C.5.1.2, the contractor shall maintain and update all software support agreements for all installed systems as part of the location firm-fixed monthly maintenance rate. Should the Department encounter the need to purchase additional licenses, the Contractor shall be compensated for these services through the Cost Reimbursement component of the Contract.
41	Is it known what platform exists per site? Which Access Control, Intrusion Detection, CCTV and Turnstiles?	Access Control (Turnstiles and Card Readers): Rs2 Intrusion Detection: DMP & Rs2 CCTV: Milestone and Aventura

NO.	QUESTION	ANSWER
42	Is the contractor expected to self-warranty legacy system components that are no longer under manufacturer warranty? It would usually be expected that hardware that has warranties expired would need to be replaced at the customers' cost should they fail with the associated labor for the replacement being covered by the maintenance agreement.	Regardless to equipment condition and or age, effective date of award, the Contractor is expected to assume responsibility for all equipment including the maintenance, replacement and repair services, which shall be provided as part of the firm-fixed monthly maintenance rate for the applicable location.
43	Referenced in Section B.4.2.1 and G.4.2.1, does this mean that hardware price to the district must be less trade discount and without charging for transportation or handling?	No, transportation and handling are allowable expenses; however, the Department will not accept any mark-up to these and all other stated firm-fixed cost. For the abundance of caution and to provide additional clarification, the District does not accept nor with the District compensate the Contractor for any cost associated per-diem rates associated with the Contractor's travel to and between work-sites.
44	Would conversions / upgrades / renovations / modernizations be performed on a "project basis" and quoted?	Yes.
45	Are license costs for this to be deducted from the $50,000 NTE allowance? Or has sufficient licenses for current and future expansion already been procured? I.E. RS2 Enterprise with sufficient SCP Licenses?	In accordance with Section C.5.5.3.1 the Contractor as part of its maintenance monthly services shall maintain and keep current on behalf of the District all application software licenses and maintenance agreements currently owned by the District. Any new licenses shall be purchased through the Cost Reimbursement component of the Contract.
46	C.5.2.1 (i) Must the maintenance contract cover all foreseen modernization/renovations? If so, some expectation per year would need to be provided so this could be accounted for.	The Department does not have an estimated number of upcoming modernizations/renovations that could potentially take place in the proposed Contract term. In the event the District renovates/modernizes a facility with security equipment the Contractor shall provide all system changes, reconfiguration, etc. under its monthly maintenance services. However, should the District move to renovate/modernize a facility not included under the Contract, the Contractor shall provide a quote based on time and material services for the COTR's review and approval. The addition and or removal of locations shall only be authorized by the issuance of a Contract Modification executed by the Contracting Officer (CO) of record.
47	Is the contractor expected to warranty all existing software and hardware regardless of age and status of the software and hardware and cover the cost for replacing hardware from its own budget?	Regardless to equipment condition and or age, effective date of award, the Contract is expected to assume responsibility for all equipment including the maintenance, replacement and repair services, which shall be provided as part of the firm-fixed monthly maintenance rate for the applicable location.

NO.	QUESTION	ANSWER
48	When purchasing this list of "inventory spare parts", will this purchase be deducted from the $50,000 NTE allowance?	No, it is the District's expectation that the awarded Contractor have ample surplus inventory of equipment and parts that are currently in circulation at District properties. The full discerption, including manufacturer, make and model information are provided in Attachment J.15 Approved Product List.
49	Does "maintaining" mean the functionality of the system, or does this mean maintaining the database and staff added and removed from the system?	Both, the Contractor shall maintain all functionality, the database and staff system access including the add and or removal of individuals.
50	When elevator contractors are required to perform tasks and services on the elevator as part of their own service agreement or code regulations where we are not able to work on the systems or where we might be compelled to interface with the appropriate elevator company; will the costs associated to this be deducted from the $50,000 NTE or will the elevator company invoice DGS directly? These costs could be too random to necessarily include in the overall maintenance contract.	No, these cost are not considered reimbursable and shall be included as part of the firm-fixed monthly service cost per location.
51	Where PSD selects another firm to provide and/or install services will the contractor have the ability to charge T&M for corrective measures needed to make the installed system properly functional? It might be unreasonable to expect the SA to assist another company at no cost to perform the task that said other company is being paid to perform or provide.	Per Section C.5.4.12, and under the monthly firm-fixed maintenance service cost, the awarded Contractor's SA shall provide assistance to any third-party Technician hired by the District to ensure the proper integration of new system into overall ESS architecture.
52	Is there an estimated range of how many operators and administrators will/would be trained at each session?	The Department anticipates the awarded Contractor will train five (5) to ten (10) operators and administrators on a quarterly basis.
53	Will the appropriate training site or location be provided by DPR/PSD/COTR? Quantity of trained personnel could greatly impact the venue or associated costs incurred. Training 2 people on a day is very different to training a room of 40 people.	PSD will provide access to the training facility at its 64 New York Ave location this will be arranged by the COTR of the contact. Training will be on a quarterly basis. The training room will accommodate 20 to 25 people.
54	There is a 4-hour response time expectation for both Critical and Other system components service calls. Is the material difference between the two that for Critical issues the 4 hours is a real 4-hour, any time of day, and the "Other System Components" measured in 4 hours between 8:30am and 5pm?	Yes, the Contractor shall response to all defined critical systems service calls within 1-hour of notification by phone (regardless of the time of day) and arrive on site within 4-hours. Service calls for critical systems shall be addressed 7-days a week, 24-hours a day, 365-days a year. Monday - Friday during normal business hours (8:30 a.m. - 5:00 p.m. the Contractor shall response to all other non-critical system issues within 1-hour by phone to determine the nature of the problem and attempt to resolve the issue remotely and if the issue cannot be resolved remotely the Contractor shall send a qualified technician to the site within four (4) hours of determination and notification to the COTR that the service call issue cannot be resolved remotely.

NO.	QUESTION	ANSWER
55	Are Certified Business Enterprise ("CBE") firms required to complete and submit a Subcontracting Plan Form?	Yes, CBEs are required to complete and submit individual Subcontracting Plan Forms; one for the Base Period and one each for the individual Option Periods of the proposed contract. If self-performing the CBE firm **_must_** indicate its intent to self perform services by checking the box on the first page under "Beneficiary".