

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF GENERAL SERVICES



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Invitation for Bid  
Closed Caption Television (CCTV) System On-Call Repair Services  
**DCAM-16-NC-0012**

Addendum No. 1  
Issued: February 26, 2016

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This Addendum No. 1 is issued by DGS on February 26, 2016. Except as modified herein, the Invitation for Bid (IFB) remains unmodified and is hereby published on the DGS website.

**ITEM NO.1 The time for Bid Submission and Bid Opening is amended as follows:**

**Delete:** All references to Submission Date and Time and Bid Opening; Cover page, Sections A.5, F3 and F4 Deadline listed on the cover page.

**Replace With:** Bid Due Submission: Friday, March 4, 2016 at 12:00 p.m.  
Bid Opening: Friday, March 4, 2016 at 12:15 p.m.

**ITEM NO.2 Section F.4**

**Delete:** 2<sup>nd</sup> Floor Community Room, Reeves Center.

**Replace:** 8<sup>th</sup> Floor Potomac Conference Room, Reeves Center

**ITEM NO.3 Section B.1**

**Add:**

The Contractor shall be certified in Aventura CCTV and hold Cisco and Axis Partner Certification. The Repair Technician shall have a minimum five years' and the Repair Technician Assistant shall have a minimum two years' experience with Closed Circuit Television (CCTV).

**ITEM NO.4 ATTACHMENT A – BID FORM**

**Delete:** Attachment A - Bid Form

**Replace:** Attachment A – Bid Form – Revision 1

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**ITEM NO.5 QUESTIONS & ANSWERS**

- Question No. 1**      On the Bid Form, Attachment A is the District Government requesting a per hour cost for services rendered during standard business hours with added burden and profit?
- Answer:**              The Department expects Bidders to provide fully loaded rates. The fully loaded rates shall be inclusive of all the contractors cost per Section A.4.
- Question No. 2**      Referring to Section B2.2.5 can a different price schedule be provided to the District Government for services rendered during after hours, emergency response, weekend and holidays to reflect the change in wage rate the contractor has to pay employee during non-standard business hours?
- Answer:**              The Department has provided Bidder's a revised Bid Form Attachment A.
- Question No. 3**      Section B2.2.5 Emergency Services refers to CCTV emergency calls being responded to within 2 hours from the initial request. And emergency services shall be provided to the District, 24 hours a day, 7 days a week to include weekends and holidays.
- Answer:**              Yes, the Contractor shall respond by phone to all emergency calls with- in two hours, twenty-four hours a day, seven days a week.
- Question No. 4**      Was there or will there be a pre-bid conference or walk through?
- Answer:**              No, there was no pre-bidder's conference or walk through scheduled for this IFB.
- Question No. 5**      Supporting the CCTV platform may require different levels of skilled technicians for maintenance and network issues, should we include different hourly rates as an addendum with this bid or are to abide by submitting a single hourly rate per according to bid solicitation?
- Answer:**              Bidders shall provide fully loaded rates for a capable Repair Technician and Technician Assistant per revised Bid Form.
- Question No. 6**      Will Bidders be able to invoice according to the level of skilled technician/Assistant pending on the competency requirement to complete the task?

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- Answer:** No, the Contractor shall bill in accordance to the fixed hourly rates as set forth in the contract.
- Question No. 7** Will there be a minimum service charge for each on-site call/inspection.
- Answer:** No, there shall be no minimum service charge.
- Question No. 8** Will we be able to invoice for administrative hours for all related paperwork and document submittals? Or, should this cost be built into our billable hourly rate?
- Answer:** The Department expects Bidders to provide fully loaded rates to include all overhead cost as per Section A.4. Bidders shall provide their rates in the Attachment A, Bid Form Revision 1.
- Question No. 9** Is the GSA schedule scale at any consideration for this solicitation?
- Answer:** No, this bid is subject to the Service Contract Act Wage Determinations and the District of Columbia Living Wage Act. The Contractor must pay whichever of the two is the highest.
- Question No. 10** How would we deal with remote support, telephonic or email support, which is also a regular occurrence with integrated systems, such as username and password resets, new users to be created on the system, user problems, user software installation, etc.?
- Answer:** The Contractor will coordinate all technical issues with the Contracting Officer's Technical Representative (COTR) identified in Section I.2.2.16.
- Question No. 11** Will we be required to keep standing order of equipment on hand to preform rapid or swap and replace issues, for example having server components, cameras and other critically- related equipment on hand?
- Answer:** No.
- Question No. 12** What type of equipment will be serviced?
- Answer:** The equipment will vary per location.
- Questions No. 13** Is there existing manufactures warranties on NVR, cameras or other devices?

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- Answer:** Manufacturer warranty exist for equipment that is less than one (1) year old and this applies to all new equipment purchases through the turn of the contract.
- Question No. 14** Are there drawings available of locations?
- Answer:** No, there are no drawings available.
- Question No. 15** Would repair services include traffic cameras?
- Answer:** Repair services will not include traffic cameras.
- Question No. 16** Is there a minimum expectation of having managed systems of a minimum size and scale in the past and have such experience?
- Answer:** No.
- Question No. 17** What are the minimum certification expectations?
- Answer:** As per the revised Section B.1 of the SOW, the Bidder shall be Aventura CCTV Certified and have CISCO and Axis Partner Certifications.
- Question No. 18** How many sites are included or is it all of the DPR sites indicated on the DPR website?
- Answer:** The Department estimates 80 DPR Sites.
- Questions No. 19** Is there a list of hardware that needs to be supported server types, makes and models, camera types, makes and models? We assume there is a mix of analog and IP infrastructures, is that correct?
- Answer:** No, there is no list for hardware to be supported. Yes, there is a mixture of analog and IP infrastructures.
- Question No. 20** Will there be any expectations for preventative maintenance, either on-site or remote?
- Answer:** No, there is no expectation for preventative maintenance.
- Question No. 21** Since OCTO and DCnet manages the network infrastructure, the CCTV maintenance company will need to interface with OCTO and DCnet on a

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fairly high level, there is no rate requested for network support. Should that be separately indicated?

**Answer:** No, CCTV maintenance will be a responsibility of the repair technician; therefore, billed at the repair technician rate.

**Question No. 22** Are there any ancillary certifications required to be able to support any onsite workstations or user support issues where ITserv US or OCTO is not able to help?

**Answer:** No.

**Question No. 23** Will we be able to advise and/or bid on new installation taking place on DPR locations as well as perform maintenance?

**Answer:** Yes, this IFB does not include restrictions preventing Contractors from participating in future DPR related solicitations.

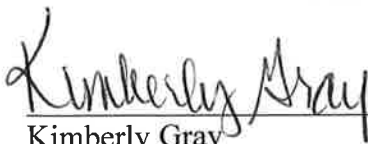
**Question No. 24** Are any of the systems integrated with Access Control that would require any certifications?

**Answer:** No.

**Question No. 25** The service contract act wage determinations "Attachment G" identifies several possible occupation codes which could be used as the wage rate. See the following codes - 23181, 23182, 23931, 23932. Which occupation should be used for the CCTV On-Call Repair Service Solicitation?

**Answer:** The Bidder shall use the code that reflects the qualifications added to Section B.1 of the SOW.

All other terms and conditions remain unchanged.



Kimberly Gray  
Supervisory, Contract Specialist  
Goods & Services



Date

- End of Addendum No. 1-

**BID FORM - ATTACHMENT A - Revision 1  
DCAM-16-NC-0012**

**Closed Circuit Television (CCTV) On-Call Repair Services  
Fully Loaded Labor Rates**

**Contractor Name:** \_\_\_\_\_

(CLIN) Contract Line Item Number	Labor Category	Base Year Hourly Rate	OPTION YR-1 Hourly Rate	BASE (+) Option Year
001	Repair Technician (Standard Service Rate)			
002	Repair Technician Assistant (Standard Service Rate)			
003	Repair Technician (Non- Standard Service Rate)			
004	Repair Technician Assistant (Non-Standard Service Rate)			
<b>TOTAL</b>		<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**District of Columbia Department of General Services - Contract Terms & Conditions**

- All calls place between the hours of 6:00 a.m. - 8:00 p.m. EST for same-day services shall be billed at the STANDARD RATE, even if the Contractor arrives on-site after 8:00p.m. EST (including weekends and Holidays).
- All call placed after 8:00 p.m. EST for same-day services shall be billed at the Non-STANDARD RATE (including weekends and Holidays).
- Services under this Contract will be paid on a time and materials basis only.

\_\_\_\_\_  
Authorized Contractor Representative (Printed Name)

\_\_\_\_\_  
Authorized Contractor Representative (Signature)