


Vendor: _____

	City of Rocky Mount Addendum 2	
	Refer ALL Inquiries regarding this RFQ to: Debra Harris Purchasing Clerk	RFQ #320- 280121DH
		RFQ Due Date: 3/2/2021 4:00 pm.
Contract Type: Goods/Service		

FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS MAY SUBJECT YOUR PROPOSAL TO REJECTION ON THE AFFECTED ITEM(S):

RFQ Schedule Reminder

Event	Responsibility	Date and Time
Pre-bid	City	Friday 2/5/2021 10:00 a.m.
2nd Pre-bid	City	Friday 2/19/2021 10:00 a.m.
Submit Written Questions/Question Deadline	Vendors	Wednesday 2/24/2021
Provide Response to Questions/Addendum	State	Thursday 2/25/2021
Submit Bids	Vendors	Tuesday 3/2/2021 4:00 p.m.
Award Contract	State	TBD

Questions and Answers:

1. Hello, in reading the Specs for the Control Contract Quote requirements, it lists in 5.2 that the vendor shall have a response time of 2 Hours for Emergency Service. Is the City expecting onsite personal within the 2 Hours or Remote Access Login within the 2 Hours? Please clarify. **We are looking for a two-hour response. This could change depending on the situation. A site visit is not required for issues that can be resolved remotely. If the system cannot be repaired remotely, a site visit is required.**
2. Also, in Specs in section 4.2 it says " Parts shall be cost plus, and contractor mark up. Contractor shall provide markup percentage in pricing proposal. Contractor shall provide a copy of the parts and markup rates." Please clarify in more detail what the City is looking for. **Parts should not be included in the preventative maintenance base cost in Attachment A. The city would like for any needed parts to be billed in addition to the PM cost. Parts should not exceed the vendors cost plus markup. The city would like to lock in those part rates through this RFQ.**
3. Does the Owner have the master user name and password for the system? **This would be required before any outside company could service the system. This can be provided by the current vendor once bid is awarded**
4. Is the IT-8000 open licensed or locked down to a specific vendor? **This is vendor specific and would only require a letter to Cylon (formerly American Automatrix) from the CRM stating who the new owner of the license would be.**
5. Can you provide "as build" control prints, sequence of operations, and material list for the installed system? **See addendum attachments at <http://www.rockymountnc.gov/bids>**
6. How will offsite access be handled to the system? **Access through a secure VPN.**
7. Are any parts of the control system under warranty? **No**

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8. Are there known issues with the control system or functions of the control system that you are looking to improve or correct? **Yes, we do have some outstanding issues from installation. Our expectations are that they will be resolved prior to this contract starting.**