

March 11, 2025

**Subject: Request for Proposal #2532-P: Security Camera Sys Maintenance
Addendum #1**

Gentlemen/Ladies:

Below, please find responses to questions, clarification, or additional information for the above referenced **RFP**. You will need to consider this information when preparing your proposal.

1. **Any cameras installed or replaced under this agreement must be new, unused, and in original manufacturer condition. Refurbished, used, or previously owned equipment will not be accepted.**
2. **What is the incumbent VMS (Video Management Software)?** Exaqvision is the current software used.
3. **Is a new VMS required?** No
4. **What is the video retention required? 30 days?** Yes. A minimum of 30 days is required.
5. **Are we able to quote Avigilon cameras?** Yes. Other cameras with the same functionality can be quoted.
6. **Do you have a list of items that you need done for Maintenance – upgrade of firmware, software upgrade, cleaning lens, adjusting lens etc or need us to outline it?** The vendor will need to list the maintenance items you propose in your response.
7. **Do you have a standard list of items that you need done for support activity - Email, call, consult, train etc?** The vendor will need to list the support items you propose in your response.
8. **Who is maintaining and supporting these cameras currently? When was the last time they were firmware upgraded?** Adapt to Solve has been performing the maintenance. I am unsure about when the last firmware upgrade was done.
9. **What type and number of service calls have you had in the last 2 years on these cameras?** Numerous service calls regarding cameras not operating, servers going down, cameras out of focus, and others.

- 10. Do you have a state of health report on these cameras currently?** No.
- 11. Do you have warranty or extended warranty on any of the cameras now?** All cameras are installed with a one-year warranty.
- 12. Do you have video surveillance software licenses currently?** It's my understanding that all of our cameras have current licenses
- 13. Do you have TV monitors for viewing these cameras and are they included or excluded in this RFP?** We use computers to view the cameras, and they are not included.
- 14. Can we do a site visit at any time to see where these cameras are, or do we need to coordinate with someone? What dates and time can we visit?** Most of the cameras are in public locations and can be viewed at any time.

Camera location, brand, and total number per location:

- a) Animal Control - Hanwa Vision - 13
 - b) Brooks Park - Samsung - 18
 - c) Water Field Operations- Samsung - 9
 - d) Elections Building - Samsung - 11
 - e) Health Building - Hanwa Vision - 44
 - f) Kenwood Park - Arecont Vision, HikVision, Illustra3, Samsung - 17
 - g) Lake Horton - Samsung - 10
 - h) Lake Kedron - Samsung - 1
 - i) Lake McIntosh - Samsung - 11
 - j) Library - HikVision, Samsung - 23
 - k) McCurry Park and McDonough Road County Offices - Arecont Vision, Axis Vapix, HikVision, Samsung - 87
 - l) Starr's Mill - Samsung - 4
 - m) Stonewall Office - Samsung - 14
 - n) Kiwanis Park - Arecont Vision, HikVision - 17
 - o) Transfer Station - Samsung - 5
- 15. Are these cameras all alive and working now or how many are inactive or dead?** Most are functioning properly. However, we have three locations, McDonough Road offices, Kiwanis and McCurry parks with inactive cameras.
- 16. What max height are the cameras at – do you have a layout of the buildings showing the location of the cameras and can we have access to them? When can we have access to these layouts?** We do not have a layout of the buildings, locations or camera heights.
- 17. Where is the NVR/Server for these cameras located?** Each location has an onsite server.
- 18. Are there any video intercoms included in this RFP or needing support and maintenance?** No. We do not have any video intercoms.

- 19. Who has admin access currently to the servers to coordinate the maintenance with?**
Currently our Chief Marshal and the Information Technology Department. The Chief Marshal would be the primary contact to coordinate maintenance and service.
- 20. What is the compatibility of the cameras to the NVR/Servers – Are they IPC or ONVIF compliant?** All the cameras are on a NVR server and ONVIF compliant.
- 21. Do you have the model numbers of the cameras installed?** No. There are several brands and models installed across the county.
- 22. Do you have an allocated budget in 2024 /2023 for this support and maintenance or a copy of the contract you issued for this service in the past?** No. This is the first time a maintenance contract is being initiated.
- 23. Do you have an allocated/affordable targeted budget range and maximum for the annual maintenance and support services as guideline for us for this RFP?** No.
- 24. Is there a plan in place for upgrading the existing Hikvision cameras or transitioning away from the noncompliant cameras?** I am aware they need to be replaced; we do not currently have a plan in place. I expect this would be one of the winning bidder's first projects.
- 25. Is a 16 business hours response time adequate for nonemergency service request?** Yes.
- 26. Is the intent of the RFP to supply parts and labor coverage, or only labor coverage with response time?** The intent of the RFP is to provide parts and labor coverage.
- 27. What VMS are they using? I don't think I saw it listed in the RFP?** See question number #2.
- 28. Is the intent of the RFP to keep the on-premises solution, or are you interested in a cloud, or hybrid solution?** Our current preference is to keep the cameras on-premises.

Received by (Name): _____ Company _____

Note: If this addendum is not returned to the Fayette County Purchasing Department or if it is returned not signed, responding individuals, companies or other organizations will still be responsible for the requirements of this addendum and the specifications or changes herein.

The opening date for this RFP has not changed. **The opening time and date are 3:00pm, Friday, March 21, 2025.** Proposals must be received by the Purchasing Department at the address above, Suite 204, at or before the opening date and time.

The deadline for inquiries has passed, so the Purchasing Department will not be able to accept any additional questions after this time.

If you have questions, please contact Sherry White, Contract Administrator at (770) 305-5314, fax (770) 719-5544 or email at swhite@fayettecountyga.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ted L. Burgess", enclosed within a blue oval scribble.

Ted L. Burgess
Chief Procurement Officer

TLB/sw