

UNIVERSITY OF HAWAI'I	AMENDMENT OF SOLICITATION	PAGE 1 of 5
1. AMENDMENT NO. 1	3. INVITATION FOR BIDS (IFB) NO. <u>25-613</u> Dated <u>JULY, 2024</u> PROVIDE MOBILE VIDEO CAMERA SURVEILLANCE TRAILERS WITH LIVE MONITORING SERVICES FOR LEEWARD COMMUNITY COLLEGE, UNIVERSITY OF HAWAII, PEARL CITY, HAWAII	
2. EFFECTIVE DATE July 16, 2024		
4. ISSUED BY Director, Office of Procurement Management 1400 Lower Campus Road, Room 15 Honolulu Hawai'i 96822 BUYER: <u>K. Minato</u>	5. CONTRACTOR (NAME AND ADDRESS) N/A	

6. The IFB referenced above is amended as set forth in block 7. The hour and date for receipt of offers is extended is not extended. This amendment is attached to HlePRO solicitation B25000014 for distribution and acknowledgement purposes.

7. DESCRIPTION OF AMENDMENT

- A. The University's response to questions have been incorporated herein and are attached hereto.
- B. TECHNICAL SPECIFICATIONS Pages 7 and 9 shall be replaced with AMENDMENT NO. 1, IFB 25-613, REVISED Page 7 and 9.

EXCEPT AS PROVIDED HEREIN, ALL TERMS AND CONDITIONS OF THE DOCUMENT REFERENCED IN BLOCK 3 UNLESS HERETOFORE AMENDED, REMAIN UNCHANGED.

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Questions for solicitation: IFB No. 25-613 to Provide Mobile Video Camera Surveillance Trailers with Live Monitoring Services

1. Is this to rent or outright purchase?

UH RESPONSE: This procurement is for outright purchase.

2. What are your expectations of Unlimited high-speed cellular data usage?

UH RESPONSE: The University is expected to be provided unlimited high-speed cellular data in order to monitor the security system on an as-needed basis for end-users to have remote viewing and control access at any time of the day or night, and the University does not want to be capped at a data limit per month.

3. What are your expectations of Unlimited technical support?

UH RESPONSE: No limitations for end-users to obtain/receive technical support of the equipment during the warranty period.

4. What are your expectations of Unlimited maintenance support?

UH RESPONSE: No limitations for end-users to obtain/receive in-field maintenance support. This is primary focused around performing preventative maintenance tasks in accordance with the Component Manufacturer's recommendations, including but not limited to:

- **Camera and Camera Lens cleaning as requested.**
- **General lubrication of various mechanical components.**
- **Tire pressure compliance**
- **Maintaining overall good battery health (i.e. battery water level compliance)**
- **Maintaining overall good recharging capability (i.e. cleaning of solar panels as needed for optimum charging performance)**

5. What are your expectations of Unlimited service and repair technical support?

UH RESPONSE: No limitations for end-users to obtain/receive in-field service and repairs during the warranty period.

6. What are your expectations of Unlimited liaison support?

UH RESPONSE: No limitations for end-users to obtain/receive support from one point of contact (generally this would be the account representative of the winning bidder) who will act as a primary liaison to coordinate and manage the setup, programming, and updates with the Video Management System provider and the Monitoring Services provider. This also includes coordinating the “after-hours” monitoring schedule (as further described in response # 8 below) with the Monitoring Services.

7. What are your expectations of 24/7 monitoring services?

UH RESPONSE: The expectation is that there will be a Monitoring Service provider who will be readily available 24/7/365 to receive alarm signals generated from these Trailers. When the alarm signal is received, the Monitoring Service provider would investigate the cause of the alarm by reviewing the associated live or recorded video footage. If the Monitoring Service provider determines nefarious activity may be occurring or has occurred, the Monitoring Service provider would take appropriate action as defined in the bid specifications.

8. Do you plan to have the system on set after hour schedule?

UH RESPONSE: No, we do not plan to have the system on a set “after-hours” schedule. The “after-hours” schedule will vary depending on the day of the week. Holidays and special events at the facilities where the Trailers will be located will also cause the “after-hours” schedule to vary.

2. CONTRACTOR'S RESPONSIBILITIES

- A. On-site and in-person training shall be provided to include for manufacturer-recognized training of how-to setup, configure, deploy, breakdown, transport, and perform maintenance of the trailers. The equipment manufacturer shall be required to issue a Certificate of Training, or equivalent manufacturer-issued recognition) issue by the equipment manufacturer attesting to the successful completion of the training of the aforementioned elements.
- B. Shall provide unlimited high-speed cellular data connectivity for a period of ONE (1) year beginning on the date of the final and full acceptance of the trailers. This is to ensure all components of each trailer will be able to operate as intended throughout the one-year period. No additional charges for any data use and/or overages shall be assessed to the University. Any agreement related to the providing of the unlimited high-speed cellular data connectivity shall be the sole responsibility of the Contractor and University shall not be required to execute any agreement related to this service. Services shall automatically terminate at the end of the one-year period under this contract. Renewal, if any, shall be done as a new procurement and new contract.
- C. Shall provide unlimited technical support during Leeward Community College's normal business hours for a period of ONE (1) year beginning on the date of the final and full acceptance of the trailers. The unlimited technical support shall include technical support via telephone and also via on-site and in-person technical support assistance upon request by Leeward Community College. No additional charges shall be assessed to the University for providing telephone or on-site/in-person technical support throughout the one-year period. Any agreement related to the providing of the unlimited technical support shall be the sole responsibility of the Contractor and University shall not be required to execute any agreement related to this service. Services shall automatically terminate at the end of the one-year period under this contract. Renewal, if any, shall be done as a new procurement and new contract.
- D. Shall provide unlimited maintenance support during Leeward Community College's normal business hours for a period of ONE (1) year beginning on the date of the final and full acceptance of the trailers. Maintenance support shall be primary focused around performing preventative maintenance tasks in accordance with the Component's Manufacturer's recommendations which shall include, but not be limited to, camera and camera lens cleaning as requested, general lubrication of various mechanical parts, tire pressure compliance, maintaining overall good battery health, & maintaining overall good recharging capability. The unlimited maintenance support shall include on-site and in-person maintenance support upon request of Leeward Community College. No additional charges shall be assessed to the University for providing on-site/in-person maintenance support throughout the one-year period. Any agreement related to the providing of the unlimited maintenance support shall be the sole responsibility of the Contractor and University shall not be required to execute any agreement related to this service. Services shall automatically terminate at the end of the one-year period under this contract. Renewal, if any, shall be done as a new procurement and new contract.
- E. Shall provide unlimited service and repair support during Leeward Community College's normal business hours for a period of ONE (1) year beginning on the date of the final and full acceptance of the trailers. The unlimited service and repair support shall be via telephone and also via on-site and in-person upon request of Leeward Community

- I. The video-based security monitoring services shall be active 24/7 (i.e. programmed triggers shall be received and reviewed by the monitoring service 24 hours a day, 7 days a week). By default, the video-based security monitoring services shall be armed 24/7. The monitoring service shall be readily available 24/7/365 to receive alarm signals generated from the trailers. When an alarm signal is received, the monitoring service provider shall investigate the cause of the alarm by reviewing the associated live or recorded video footage. If the monitoring service provider determines nefarious activity may be occurring or has occurred, the monitoring service provider shall take appropriate action. The term “armed” for this section means the equipment shall automatically generate a pre-programmed trigger-based alarm signal/condition and transmit it for immediate review by the video-based security monitoring service. Leeward Community College shall maintain the option to define custom disarmed periods throughout the contract period. The term “disarmed” for this section shall mean no alarm signals shall be generated and no monitoring is required while the equipment is in a “disarmed” condition.
- J. Leeward Community College must be able to contact the video-based monitoring services via telephone to arm and disarm the equipment and related monitoring service on-demand on an as-needed basis. The term “arm” for this section means the equipment shall automatically generate a pre-programmed trigger-based alarm signal/condition and transmit it for immediate review by the video-based security monitoring service. The term “disarm” for this section shall mean no alarm signal shall be generated and no monitoring is required while the equipment is in a disarm condition.
- K. All physical items and components of each trailer shall be and remain the property of Leeward Community College. Leeward Community College shall have full and unrestricted access to all physical items, physical components, and logical components of each trailer upon its delivery. All physical and electronica security measures preventing such access shall be disabled or the means to bypass/disable such security measures shall be provided/disclosed to Leeward Community College upon delivery of the trailers.

3. TRAILER DELIVERY AND SET-UP LOCATIONS

TWO (2) trailers shall be delivered and set-up at 1001 California Avenue, Wahiawa, Hawaii 96818 and ONE (1) trailer shall be delivered and set-up at 96-045 Ala Ike Street, Pearl City, Hawaii 96782. Contractor shall contact and coordinate the delivery and set-up of the trailers with the Technical Representative.

4. WARRANTY

All trailers shall be covered under a ONE (1) year manufacturer warranty, with the exception of the cameras and speakers which shall be covered under a FIVE (5) year manufacturer warranty, covering all parts, repairs, and labor.

All questions pertaining to the Technical Specifications must be submitted electronically through HlePRO. Questions must be submitted by **July 10, 2024**. Responses will be posted on **July 16, 2024**. The University may refuse to answer any questions received outside of HlePRO or after the Questions/Answers deadline.