



## City of Raleigh

**Request for Qualifications #:** 274- *ESIFS-MSVS-2025*

**Title:** Video Surveillance System Professional Services

**Submittal Due Date and Time:** *Tuesday, December 9, 2025 no later than 12:00 pm EST*

### **ADDENDUM NO. 1**

Issue Date: 12-3-2025

**Issuing Department:** Engineering Services

**Direct all inquiries concerning this RFQ to:**

*John Andrews*

*Information Technology Supervisor*

*Email: [john.andrews@raleighnc.gov](mailto:john.andrews@raleighnc.gov)*

**Issue Date: 12-3-2025**

To: All Proposers

This Addendum, containing the following additions, clarifications, and/or changes, is issued prior to receipt of qualification packages and does hereby become part of the original RFQ documents and supersedes the original RFQ documents in case of conflict.

Receipt of this addendum must be acknowledged by signing in the area indicated below. Please make the follow additions, clarifications, and/or changes to the RFQ as listed below and **sign and return this addendum with your submittal package.**

**Question 1:** For this RFP, would equivalents be acceptable for the servers that Milestone is loaded on? Also, do you provide your own servers?

**Response 1:** No equivalents are acceptable for the servers running the Milestone application. All servers will be provided by City IT.

#### **Sec 2.1.3 Financial Information**

**Question 2 :** If financial documentation is required, please advise whether your organization is able to execute a Non-Disclosure Agreement. We also request information on the processes and controls you have in place for the protection, storage, and handling of confidential information.

**Response 2:** The City will not be signing an NDA. Your firm may mark things such as their financial disclosures as "Confidential". Any documents marked as such would be redacted for public records requests.

#### **Volume Expectations**

**Question 3:** Since this is a term contract with no guaranteed minimum or maximum, is there any historical data or anticipated annual volume available to help vendors plan resource allocation and pricing?

**Response 3:** While this is a term contract with no guaranteed minimum or maximum volume, historical data indicates an average of approximately 20 service calls per year. The majority of these calls involve IP camera repairs, Milestone VMS support, and procurement of new licenses.

It is important to note that the IP camera infrastructure is continuously expanding, which may lead to an increase in service volume over time. Additionally, vendors should be prepared to provide support on a 24/7 basis.

This information is intended to assist vendors in planning appropriate resource allocation and pricing strategies, though actual service needs may vary.

### **Labor Category Utilization**

**Question 4:** To better inform our labor pricing, can you share a general expectation of how often work is performed during standard vs. after-hours or holiday/weekend timeframes?

**Response 4:** The majority of work is expected to occur during standard business hours. While after-hours, weekend, or holiday work is not typical, it is occasionally required in rare circumstances. Vendors should be prepared to respond during these timeframes if necessary, though such instances are infrequent.

This general expectation should assist in informing labor pricing models, particularly for differentiating standard and premium rate structures

### **Sec 4 - System Integration Scope – As Built**

**Question 5:** On what platform are as built required to be provided? Are drawings or risers expected after each repair? What is entailed by “responsible for maintaining and updating all relevant documentation, including system specifications, network diagrams, and As-Built drawings.”

**Response 5:** As-Built drawings are to be provided in **PDF format**. These files will be supplied to the contractor, who is responsible for importing them into their own drawing tool to make any necessary modifications.

Drawings or risers are **not required after each repair**. They are only expected when a repair or change results in a modification to the existing system layout—such instances are rare.

The requirement to be “responsible for maintaining and updating all relevant documentation, including system specifications, network diagrams, and As-Built drawings” entails the following:

- **Updating documentation** only when changes occur to the system (e.g., new equipment models, software upgrades, or infrastructure modifications).
- **Providing updated specifications** for new equipment or software by submitting manufacturer cut-sheets or equivalent documentation.

### **Sec 4 - Repair Process and quoting repairs**

**Question 6:** Please better define the repair process and the relationship to quoting, when a WO is created is a technician visit required then a quote needed to finish the repair? (per the non-emergency request section) If a visit is required before a quote, is there a not to exceed expectation for the labor spent on initial visit if the quote for repair not accepted?

**Response 6:** For non-emergency service requests, the repair process typically follows these steps:

1. **Work Order (WO) Creation:** A WO is initiated based on a service need.
2. **Initial Technician Visit:** A technician visit may be required to perform diagnostics and assess the scope of work.
3. **Quote Development:** Following the assessment, a quote is prepared. This quote will include:
  - Parts and materials list

- Diagnostic labor
- Repair labor
- Programming labor
- Number of hours and labor rates for each category

If a technician visit is required prior to quoting, and the quote is **not accepted**, the labor associated with the initial diagnostic visit is still billable. However, a “**not-to-exceed**” (**NTE**) **amount** for this initial visit can be established to provide cost predictability. This NTE amount should be agreed upon in advance.

#### **Service Expectations / SLAs – Emergency calls**

**Question 7:** What is the criteria/conditions for emergency after-hour service? The mentioned SLA 2-hour response time, is that onsite or acknowledgement?

**Response 7:** Emergency after-hours service is determined at the discretion of the City and is typically based on the severity and operational impact of the issue. Common criteria include:

- A critical site experiencing a failure or disruption in the **Milestone VMS application**, or
- A **significant number of field devices** (e.g., IP cameras or sensors) being damaged or rendered inoperable.

The stated **2-hour SLA** refers to **acknowledgement and initial engagement**, not onsite arrival. Within this timeframe, the contractor is expected to acknowledge the issue and initiate a discussion with the designated City representative to determine the appropriate plan of action.

#### **Sec 4 System Integration Scope - Remote System Access for Troubleshooting**

**Question 8:** Is the awarded vendor permitted to remotely access the Milestone Security Management System to assist with triage, diagnostics, or minor remote resolution? If so, are there any City of Raleigh-specific security protocols or approvals required to enable remote access?

**Response 8:** Yes, the awarded vendor will be permitted to remotely access the Milestone Security Management System to assist with triage, diagnostics, or minor remote resolution. However, remote access is contingent upon the successful completion of a **City of Raleigh IT Security Assessment**. Upon approval, the vendor will collaborate with the City to configure a secure **jump box** through which all remote access to the Milestone VMS system will be conducted. The vendor is responsible for installing and maintaining all necessary software tools on the jump box to support Milestone VMS operations. The City will not provide or manage these tools.

#### **Sec 4 Repair Process Parts**

**Question 9:** What products other than Milestone are deployed for the video system, namely are their standards for cameras, wire, termination, or other products used? Is there a City of Raleigh warehouse that a “contractor shall utilize City-provided parts and equipment”?

**Response 9:** Milestone is the sole Video Management System (VMS) deployed by the City’s Facility Technology Team. In support of this system, the City has established standards for video system components, including cameras, cabling, and terminations, as defined in City specifications. The two primary camera manufacturers currently in use are Hanwha and Axis, in alignment with City Specifications. While the City may provide replacement cameras from existing attic stock, there will be

instances where the contractor is expected to include cameras and other equipment in their quote when City-provided inventory is unavailable.

At this time, there is no centralized City warehouse that contractors are required to utilize for parts and equipment. Use of City-provided materials is contingent upon availability and will be coordinated on a case-by-case basis.

**Sec 4 System Integration Scope - Site Badging**

**Question 10:** Will the vendor be required to have their technicians badged, or will they be escorted while conducting business for the City of Raleigh? We have technicians that are badged and work for the County of Wake are there shared building access between City of Raleigh and Wake Co?

**Response 10:** Vendors will not be required to have their technicians badged for general work conducted on behalf of the City of Raleigh. In most cases, technicians will be escorted by City personnel while on-site.

If the City determines that a badge is necessary for a specific assignment or location, the technician will be required to complete the process to obtain a temporary badge, which must be returned to the City upon completion of the work.

Regarding shared access between the City of Raleigh and Wake County: Technicians badged for Wake County will not automatically have access to City of Raleigh facilities and will still be subject to the City's access protocols.

**Reference: 274-ESIFS-MSVS-2025 – Pricing Questions-Price Adjustments During Optional Extension Years:**

**Question 11:** If City of Raleigh elects to extend the contract beyond the initial term, will vendors have an opportunity to update pricing based on current market conditions?

**Response 11:** If your firm is concerned about potential market volatility, please factor it into your cost proposal for future years.

**Question 12: Tariff-Driven Exceptions:** Are there any special considerations for tariff-driven or supply chain-related cost increases that would allow for mid-contract price adjustments without risk of cancellation?

**Response 12:** The City would consider price adjustments mid-contract in the event that the awarded vendor can clearly demonstrate that the increases are a direct result of a new tariff.

*John Andrews  
Information Technology Supervisor*

**Sign below and return this addendum with your submittal response.**

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**Proposer Name & Company:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Title:** \_\_\_\_\_