



**Superior Court of California
COUNTY OF ALAMEDA**

Finance and Facilities Division
René C. Davidson Courthouse
1225 Fallon Street, Oakland, CA 94612
Telephone: (510) 891-6279

Memorandum

Date: April 15, 2019 **Action Requested:** Please Note Changes.
To: Potential Bidders **Contact:** bidquestions@alameda.courts.ca.gov

From: Superior Court of
California, County of
Alameda
Finance and Facilities
Division

Subject: Addendum No. 1, RFP No. SC 1900.2019.1 Scanner Maintenance & Support

This is Addendum No. 1 issued for RFP No. SC 1900.2019.1 Scanner Maintenance & Support which was issued on Friday, February 15th, 2019.

Changes to the originally posted RFP are outlined with the revised information below.

1. **Page 1, Proposal Due**
 - The Latest Date and time proposals may be submitted is April 26, 2019.
2. **Page 3, Section 2.2 Service Requirement.**
 - Removed: "The Court Anticipates the Contractor will provide a two hour maximum Help Desk time from the initial service request"
3. **Page 3, Section 2.2 A Service Requirement**
 - Replaced: "4 to 6 hours" with "within the next business day"
4. **Page 3, Section 2.2 C Service Requirement**
 - Removed: "Contractor must maintain a First Response "on site" repair rate of 80% or higher"
5. **Page 3, Section 2.3 Preventative Maintenance Service**
 - Included: "On an as needed basis"

6. **Page 4, Section 2.3 C: Preventative Maintenance Services**
 - Removed: "Contractor to provide all parts and supplies, including but not limited to glass, bulbs, rollers and maintenance kits shall be included as part of the Agreement and furnished at no additional charge. This includes replacement for any supplies or parts that may be caused by operator neglect"

7. **Page 4, Section 2.3 D: Preventative Maintenance Services**
 - Removed: "Unlimited", "and maintenance kits shall be included"

8. **Page 4, Section 2.4 Equipment Maintenance Service**
 - Removed: "Emergency service required and performed during normal business hours is included at no extra charge"

9. **Page 4, Section 2.5 Equipment Maintenance Service-Shop Work**
 - Removed: "Included in this agreement at no extra charge. A comparable piece of equipment will be loaned, when required, at no extra charge"

10. **Page 4, Section 2.6 Equipment Maintenance Service – Parts**
 - Removed: "Any parts other than those manufactured by the original equipment manufacturer shall be approved by the Court before being incorporated in the work performed by the contractor under this Agreement"

11. **Page 4, Section 2.6 Equipment Maintenance Service – Parts**
 - Removed: "All parts will be provided to the Court at no additional charge"

12. **Page 4, Section 2.7 Equipment maintenance service standard**
 - Removed: "The Contractor further agrees that all components will be OEM components. At the termination of the Agreement the Contractor guarantees that equipment will meet OEM equipment certification standards."

13. **Page 7, Section 5.5 Payment Information**
 - Removed: "Monthly"

14. **Page 7, Section 5.6 Payment Information**
 - Removed: "and the State does not make any advance payment for services"

15. Page 5, Section 3 Timeline for this RFP

- Dates Revised.

EVENT	DATE
RFP issued	April 15, 2019
Deadline for questions to bidquestions@alameda.courts.ca.gov	April 19, 2019 at 5:00 PM
Questions and answers posted	April 24, 2019
Latest date and time proposal may be submitted	April 26, 2019 at 3:00 PM
Evaluation of proposals (estimate only)	April 29 - May 3, 2019
Interview period (<i>estimate only</i>)	May 6 - 10, 2019
Notice of Intent to Award (<i>estimate only</i>)	May 13 - 17, 2019
Negotiations and execution of contract (<i>estimate only</i>)	May 20 - 31, 2019
Contract start date (<i>estimate only</i>)	June 1, 2019
Contract end date (<i>estimate only</i>)	Initial Term: May 31, 2020 First Option Term: May 31, 2021 Second Option Term: May 31, 2022