



Purchasing Department
530 Water Street
Oakland, CA 94607

February 13, 2015

ADDENDUM No. 1

RFP No. 14-15/22, Automated Passport Control Kiosks at Oakland International Airport

This Addendum modifies the original RFP Documents for the above RFP. **Acknowledge receipt of this addendum in the space provided on the RFP Acknowledgement and Signature Form (Attachment 3). Failure to do so may disqualify your proposal.**

The following questions were submitted by the deadline and are answered in this addendum:

1. Question: Will the Port and/or its First Level service provider (currently ServiceTec) be responsible for the physical placement and securing the Kiosks?

Answer: Yes

2. Question: Will the First Level service provider staff participate in the Kiosk software/hardware installation and formal acceptance testing process?

Answer: Yes

3. Question: Will the Port be responsible for updating the Microsoft Windows Operating system security patches and updates?

Answer: The Port can if that is the preferred process. Please specify in your proposal what you recommend.

4. Question: In reference to Section II. Scope of Services (Page 2 of 11 of RFP, Section A, Second Paragraph):

A. Will the Port provide public or private wide area network connectivity to the CBP?

Answer: The Port can provide the connection, but currently does not have any interconnect agreement with CBP. The Port will be looking to the selected proposer to help establish any needed connections.

B. Will the Port provide VPN connectivity to facilitate remote second level support or should the vendor install its own connectivity infrastructure?

Answer: The Port can provide VPN access, please specify the best practice for handling such a connection while ensuring security on the CBP network. The Port currently does not have any interconnect agreement with CBP.

5. Question: In reference to section II. Scope of Services (page 2 of 11), can the requirement for "providing second level maintenance support with software updates at the Oakland International Airport for a period of seven (7) years" be performed remotely?

Answer: Yes. Please list any additional cost associated with issues that cannot be resolved by first level support.

6. Question: In reference to Section II.B.D (page 2 of 11), can the requirement that "All kiosks must be fully ADA compliant, (Section 508) including accessible to the sight impaired" be satisfied by providing braille on the kiosk enclosure and then the option of a visually impaired person receiving assistance from an ambassador or by plugging in their headset and listening to prompts followed by using the EZ access keypad?

Answer: Each proposer should demonstrate how their solution meets or exceeds current ADA requirements.

7. Question: In reference to Section II.B.J.ix (page 3 of 11), what requirement is the "Integrated dual speaker system" meeting?

Answer: The desire for dual speakers was to ensure any supplied audio is of high quality for anyone with impaired hearing. Dual speakers would only be required if the proposer's solution has an integrated speaker. If the proposer's solution only supplies audio for a user supplied headset, and does not have an integrated speaker, then dual speakers would not be required.

8. Question: In reference to Section III. Port Policy Requirements, page 4 - if the proposer is bidding existing technology, could the requirement for "Small Local Business" be waived for this RFP?

Answer: No. The purpose of the policy is to facilitate the utilization of local firms on Port projects. The Project scope is not a requirement of the NDSLBP.

9. Question: In reference to Section IV Submission Requirements (Page 6 of 11 of RFP, first paragraph), Can we attach additional technical material pertinent to this proposal such as brief attachments that provide further explanation of our proposed solution in response to specific requirements in the RFP?

Answer: Yes