



Purchasing Department
530 Water Street
Oakland, CA 94607

January 24, 2024

ADDENDUM No. 1

RFP No.: 23-24/11, Maintenance of Airport Special Systems

This Addendum modifies the original RFP Documents for the above-mentioned 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 corrections (highlighted in yellow) have been made to the above referenced RFP:

A. Correction – Project Overview:

1. Page 1, section 1 Project Overview, Bullet number 2 states “~~Content~~”, replace with “**Content Management System**”
2. Page 1, section 1 Project Overview, Bullet number 6 states “~~Security Systems~~”, replace with “**Desktop Support of the Airport Badge Office Computers**”

There are no other changes to RFP No. 23-24/11.

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

1. **Question:** In reference to Attachment 7, City of Oakland City Charter 728 Living Wage Information, Paragraph 5: Can the Port please provide a sample template of the report required to be submitted?

Answer: See attached. An awardee would need to fill out the report if Living Wage applies to their contract.

2. **Question:** In reference to the Scope of Services, The Second Level Maintenance Support to be performed by the on-site technicians: Please confirm that training, monitoring tools and admin access to the PPS will be provided by the Port of Oakland in order to resolve application issues.

Answer: The winning proposer will need to have the approval of the solution providers to work on their systems. The Port will arrange solution specific training with the solution providers for new contracted staff.

3. **Question:** In reference to the Maintenance and other requirements, Will the port of Oakland provide a ticketing system?

Answer: Yes, the Port currently supplies ServiceNow for issue ticketing.

4. **Question:** In reference to Attachment 11, Professional Services Agreement, Paragraph 6.2: Please provide a copy of the Port's Discrimination Complaint Procedures/Unlawful Harassment Policy and Complaint Procedures.

Answer: The Port of Oakland's Non-Discrimination and Small Local Business Utilization Policy can be found here:

<https://www.portofoakland.com/files/PDF/responsibility/00810-FINAL%20Jan2019.pdf>

Complaints would be addressed via the Port-Appointed Ombudsperson outlined in Section M of the Policy.

5. **Question:** In reference to Appendix A-2 Service Level Agreement SLA penalties: Please confirm that SLA penalties will only be applicable if the incident is directly caused/controlled by the Proposer's employees and not a third-party provider.

Answer: That is correct. The Port does not envision adding penalty language to the executed contract.

6. **Question:** In reference to Proposal worksheet, A. Number of Proposed Staffing personnel: If transition labor is required to be added under the pricing sheet, please confirm how this will be evaluated compared to an incumbent who will not be incurring this cost.

Answer: If proposed staff is only for transition, note that in the cost spreadsheet. Transition staff and cost will not be scored under cost scoring.

7. **Question:** (from pre-proposal meeting) Can you elaborate on the 2nd level support that is required by the winning proposer?

Answer: The Port does not tend to buy suites of applications but instead selects its solution by what is the best for the airport. This can be tricky since there are now multiple vendors solutions and needing one company that can support them all. The Port is not looking for someone to just call the solutions desk for support but be able to diagnose the problem at the server and network level. Staff will not only maintain but work with the solution vendors to do OS and application updates.

8. **Question: (From pre-proposal meeting)** Can you elaborate on the SLA and system uptime listed in the draft contract that it would not be the responsibility of the winning proposer?

Answer: The draft contract is boiler plate and while we do plan to establish some SLA's, the Port does not envision adding penalty language to the executed contract.

There are no other questions to RFP No. 23-24/11.

