

DULUTH AIRPORT AUTHORITY

DULUTH INTERNATIONAL AIRPORT

REQUEST FOR PROPOSALS:

Addendum 2 – December 2, 2019

SECURITY SYSTEMS UPDATE

AND

SERVICE ASSURANCE AGREEMENT

NOVEMBER 2019

DULUTH AIRPORT AUTHORITY

DULUTH INTERNATIONAL AIRPORT

SECURITY SYSTEMS UPDATE AND SERVICE CONTRACT

REQUEST FOR PROPOSALS – ADDENDUM 2

RFP Questions with Responses:

1. We understand the RFP states the following: *3.1.3 Service Reliability*
As part of the quality of service, “The Service Provider” has designed the service to be resilient; enhancing in that way reliability.

The commitments in this SLA are as follows:

- *No more than 2 (two) Failures in 12 (twelve) months, and*
- *Mean Time Between Failures equal to or greater than 180 days.*

For the provision of the Service covered by this SLA, a Failure will be considered any Incident with Impact = Critical. See the referenced document (“The Client”. Help Desk Service. List of Incidents and Services to Request.) To determine the Impact of an Incident.

This measurement is only intended to convey the desired level of operation by the covered systems but does not constitute any penalties for exceeding these measurements.

Recommendations provided by the service contractor to help ensure these measurements are met, will be accepted for consideration by the client.

We request a copy of the document (“The Client”. Help Desk Service. List of Incidents and Services to Request)

RESPONSE: Section 3.1.3 will be removed from the SLA.

2. We request a schedule for the service & maintenance prior to entering into an agreement.

RESPONSE: A Preventative Maintenance schedule will be provided and included in the SLA documentation prior to execution.

3. Please see the attached Standard Bid Clarification for review & discussion.

RESPONSE: Include all relevant documents in the RFP response for consideration.

END of Addendum 2