

Emergency and On-Call Water System SCADA Integrator Services

Response to Questions

Addendum 1

1. In situations where outage tickets require a support person to be present on-site, what are the arrival-on-site expectations in both the Regular and Emergency Response situations?

2 hours for an Emergency Response, 7 days for Regular.

2. How many PCMC PLC, SCADA, and Instrument technicians are on staff?

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3. I am having difficulty reaching all the insurance requirements, how should I proceed?

The insurance requirements are an important part of this procurement, and we also understand that financial and underwriting restrictions may exist. Please provide your standard pricing under your current insurance policy, and then provide options to increase coverage up to the limits outlined in the RFP, and the added price to the City of those options. If coverage up to the limits stated in the RFP is not available, please provide the cost of the highest available coverage.