1. **Question:** When does the warranty start on the equipment?

***Answer***

Warranty starts upon the installation date of that equipment or when portable/field gear was initially deployed.

1. **Question:** What are the warranty terms for the equipment?

***Answer:***

Warranty terms are typically, the manufacturer’s warranty. In some cases this has been supplemented by an extended warrantee provided by the installer.

1. **Question:** Any way to see the value / price paid for the equipment?

***Answer:***

No. It was typically close to or a little less than list price when purchased. That info should be available online.

1. **Question:** What service level would they like? Response times, after hour support, etc.

***Answer:***

That information is included in the RFP. Please refer to the information section 3.0 of the RFP.

1. **Question:** Is there a further breakdown of the locations in regards to cities they are near?

***Answer:***

Burbank, Sacramento, San Francisco.

1. **Question:** Please provide the exact address’ of the facilities being covered in this contract.

***Answer:***

455 Golden Gate Avenue

San Francisco, CA 94102

350 McAllister Street

San Francisco, CA 94102

2255 North Ontario Street, Suite 200

Burbank, CA 91504-3188

2860 Gateway Oaks Drive, Suite 400

Sacramento, CA 95833

2850 Gateway Oaks Drive, Suite 300

Sacramento, CA 95833

1. **Question:** there a previous contract for this equipment?

***Answer:***

No.

1. **Question:** Who is the vendor currently servicing the equipment?

***Answer:***

Typically, it is the installer or integrator handling problems and/or in-house staff providing regular maintenance.

1. **Question:** What was the cost of the last year's contract and is this the same equipment as last year's contract?

***Answer:***

This is the first contract of its kind. In the past maintenance and repair was accomplished through the AOC’s purchase order process for items requiring service.

1. **Question:** Is the contract available for viewing?

***Answer:***

No. Please see response to question #9. As this is the first contract of its kind, there is no prior contract for review.

1. **Question:** Is there a service history available?

***Answer:***

No.

1. **Question:** Is all the equipment up and running?

***Answer:***

Yes.

*End of Questions and Answers*