

**RFP # CJER-AVSDI-08-CT**  
**AV Systems Maintenance and Services**

**Questions and Answers**

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.

2) **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.

3) **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.

4) **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.

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

**Answer:**

Burbank, Sacramento, San Francisco.

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6) **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

7) **Question:** there a previous contract for this equipment?

**Answer:**

No.

8) **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.

9) **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.

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10) **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.

11) **Question:** Is there a service history available?

**Answer:**

No.

12) **Question:** Is all the equipment up and running?

**Answer:**

Yes.

*End of Questions and Answers*