

September 25, 2023

To: All Potential Respondents
From: David Kundid, Purchasing Agent
Subject: 005-RFB-0616-2024

Addendum One

Please amend the subject RFB to include the changes to Group 4 Scope of Work:

- 4.3 RESPONSE TIME: The Respondent shall provide onsite service to resolve police and emergency vehicle equipment issues such as, but not limited to, electronics, lighting, or programming issues. Respondent shall provide onsite service to the regions (See Group 5: Regional Service Map) that you submit a proposal on within six (6) hours of the request. This applies to normal business hours Monday thru Friday from 8:00 A.M. to 5:00 P.M. for all service call requests received that business day. The Respondent shall provide onsite service between 8:00 A.M. and 12:00 P.M. on the next business day for all service requests made after normal business hours. Respondent shall provide after normal business hours service options for high priority items, solutions with a guaranteed acknowledgement within one (1) hour.
- 4.3 **Language Change:** RESPONSE TIME: The Respondent shall provide onsite service to resolve police and emergency vehicle equipment issues such as, but not limited to, electronics, lighting, or programming issues. Respondent shall provide onsite service to the regions (See Group 5: Regional Service Map) that you submit a proposal on within thirty-six (36) hours of the request. This applies to normal business hours Monday thru Friday from 8:00 A.M. to 5:00 P.M. for all service call requests received that business day. Service calls Monday thru Friday between 5:00 P.M. to 8:00 A.M. and weekends shall be acknowledged on the next business day by 10:00 A.M. Respondent shall provide onsite service within thirty-six hours (36) of the request starting at 10:00 A.M.
- 4.5 MECHANICAL CAPABILITIES: Respondent shall have the capability to handle inevitable, minor mechanical problems that may develop such as, but not limit to, dead batteries, flat tires, etc.
- 4.5 **Language Change:** MECHANICAL CAPABILITIES: Respondent shall have the capability to handle inevitable, minor mechanical problems that may develop such as, but not limit to, dead batteries, flat tires, etc. This only applies to work performed by the upfitting company. Work performed by second party may void any warranty claim.
- 4.8 INSTALLATION STANDARD & TURNAROUND: Installation of all equipment for police and emergency vehicle equipment shall be completed within ten (10) business days upon receipt of the vehicle. The state may provide multiple vehicles to the Respondent early for prewiring installation. In this scenario, the total installation time should not exceed the standard mentioned in the previous line. The Respondent shall supply available dates for the vehicle to begin and the date

when the vehicle shall be ready for pick up to the purchasing entity. If no arrangement for prewiring has been made, the vehicles scheduled for install shall be at the Respondent's location the day before the date of install.

- 4.8 **Language Change:** INSTALLATION STANDARD & TURNAROUND: Installation of all equipment for police and emergency vehicle equipment shall be completed within ten (10) business days upon installation start date of the vehicle. The state may provide multiple vehicles to the Respondent early for prewiring installation. In this scenario, the total installation time should not exceed the standard mentioned in the previous line.
- 4.19 WARRANTY: All warranties from equipment manufacturers shall be passed on to the State. Respondent shall be held responsible for any repairs due to defects in materials and workmanship for period of one (1) year from the acceptance of the vehicle by the State. Respondent shall explain their warranty policy on all parts and components installed in the vehicle and on all labor costs for repair and replacement of any installed component that is no longer covered by warranty.
- 4.19 **Language Change:** WARRANTY: All warranties from equipment manufacturers shall be passed on to the State. Respondent shall be held responsible for any repairs due to defects in materials and workmanship for period of one (1) year from the acceptance of the vehicle by the State. Respondent shall explain their warranty policy on all parts and components installed in the vehicle and on all labor costs for repair and replacement of any installed component that is no longer covered by warranty. This only applies to work performed by the upfitting company. Work performed by second party may void any warranty claim.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.

Signature

Date

Typed or Printed Name