

ADDENDUM NO. I

DATE: April 28, 2017
TO: All Proposers
FROM: Janice McClelland, Assistant Purchasing Agent
SUBJECT: Addendum No. 1 – School Flasher Beacon System
PROPOSALS TO BE OPENED: May 17, 2017, at 11:00:00 a.m.

This addendum becomes a part of the Contract Documents and modifies the original specifications as noted.

Change to Paragraph 5.6 of the Request for Proposals

Paragraph 5.6 of the RFP hereby is changed as noted below; insertions to the original language are noted in boldface. These are the only changes to Paragraph 5.6

5.6. Maintenance and Service

The City of Knoxville requires a minimum of one year warranty on all parts. The warranty shall include all parts and labor necessary to repair the equipment due to defective material, defective parts, workmanship, normal wear and tear, and failure to operate properly, with the exclusion of damages due to acts of nature and misuse of the equipment. Proposals must include detailed warranty information.

The City of Knoxville requires **non-emergency telephone and onsite** technical support for the Traffic Engineering Department during regular business hours, 8:00 a.m. to 4:30 p.m. Eastern time (except during holidays) at no extra charge for a period of one year from the date the SFBS is placed into service. **Onsite technical support will be scheduled with 72 hour advanced notice.** Proposals must include detailed information regarding availability of technical support and proposer's method of escalating urgent technical response.

Non-emergency technical support will be required in a timely manner, with a four (4) hour or less response time is preferred **for telephone support.** Any emergency request needs to be immediate. In the event of an emergency an extended service agreement must be quoted and with hourly rates and response times. Proposals must include detailed information regarding availability of non-technical support and proposer's method of escalating urgent non-technical response.

Proposer must provide free of charge to the City any software upgrades to the field controller or the cloud-based system for the duration of agreement.

END OF ADDENDUM NO. I