

ADDENDUM NO. II

BID NUMBER: 305797

BID TITLE: Remote Monitoring Services for the Cryogenic Oxygen Generation System

DEPARTMENT: Waste Resources Division

DATE OF ADDENDUM: February 21, 2020

BID DUE DATE: March 5, 2020

ORIGINAL BID DUE TIME: 2:00 p.m., e.s.t.

REASON: ANSWERS TO QUESTIONS:

Q. What software and/or communications protocol is currently being used for remote access? Is the communication set up thru a VPN, Internet remote access, phone connection or ?

A. We have VPN'S set up for accessing the networks. We also utilize Remote Desktop connections as well.

Q. Is it your expectation that we would check on the plant every day, including weekends and holidays?

A. We wouldn't expect a daily check but definitely every few days.

Q. For the quarterly visits, is travel to and from the site on Monday mornings/Friday afternoon acceptable or would we be expected to be on site eight hours each of those days?

A. We believe this would be determined by the planned work load. We might need you here for the entire time; however, workload permitting, we see no issue with Monday and Friday travel.

Q. For the quarterly and emergency visits, would you expect us to bring our own tools and instruments or will your staff provide those? Will your staff perform the hands-on work, e.g. replacing a valve or transmitter, or would Solutionwerks be expected to perform the hands-on tasks?

A. We have quite a bit of tools which you can use; however, it's definitely not all inclusive. What we lack, we want to procure.

Q. Do you anticipate extending the bid due date?

A. No

Q. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

A. Best bid meeting specifications.

Q. Was this bid posted to the nationwide free bid notification website at www.mygovwatch.com?

A. No.

Q. Other than your own website, where was this bid posted?

A. Local Paper.

Q. I have a question regarding the Quantity for **Item 2 Quarterly Inspection: Troubleshooting & Training Visits.**

Is the Quantity 8 as shown per Quarter;

- 8 work days (40 hours) **OR** 40 hours per quarter
- (8 visits X 40 hours/visit) 320 hours

A. 40 hours per quarter

Q. Will we be connecting directly to the Automation Direct Touchscreens? Or are we to figure in a separate PC to connect to the network to try and view what is there?

A. you can connect directly to the touchscreens)

Q. We would like to know if the systems that are there support an RDP connection in? This is so we could see the screens from a separate computer.

A. We currently use RDP.

Q. Or could we install our software “Net Ops” directly on to the touch screens?

A. We have no issue with installing Net Ops.

Q. As we have different levels of services available, could you expand what “Continuous Monitoring” means for you? Are you thinking 24/7 monitoring from a service center or more towards the economic routine periodic remote checking?

A. 24/7 monitoring means that you have the capability to monitor at any time, so if there is an issue, you can get onto the system and start troubleshooting. It does not mean that someone is sitting there, or there is a system in place that continuously monitors the network.

(SIGNED): _____(DATE): _____

(COMPANY): _____

Sign one (1) copy of this page and return it with your bid, or separately and clearly labelled only if your bid has already been submitted to the Purchasing Department. Mail to Purchasing Dept., Attn: A Berkowitz, 101 E. 11th Street, Suite G-13, Chattanooga, TN 37402

Retain a copy for your file.