

RFP Addendum # 1

Request for Proposals for Emergency Elevator Phone Installation and Monitoring Service (Solicitation # 5697)

Date of Addendum # 1: November 22, 2022

The Request for Proposals (RFP) for the above named project is amended as noted in this Addendum. This Addendum consists of two pages.

The following is a list of questions received and SHA's responses to those questions.

Question 1. The replacement of the technology from the POTs lines to a wireless platform and in elevator solution is absolutely a strong part of our portfolio with great benefits to you as our Public Sector customer. Deinstallation, installation, IoT Platform, full technical support, with a robust UI for reporting, adding devices (elevators).

As you move into the Dispatch requirement from the elevator to the dispatch center, this is not a 'part' of our technology bundle. Who do you use today for that service, and are they a consideration for integration with the new in-elevator solution? Otherwise, we can offer recommended partners.

Response: *Currently, Sound Telecom is providing dispatch services when a call is placed from inside the elevator. Sound Telecom is not able to meet all jurisdictional code requirements for elevator communications and therefore would not be in consideration for this RFP. Per Section-C, SCOPE OF WORK in the RFP, the awarded service provider must meet the following minimum requirements: Able to provide monitoring and dispatch services. Able to monitor elevators to meet new 2019 ASME A-17.1 / 2.27.1 Car Emergency Signaling Devices for Visual Communication in elevator cab. Provide 24/7/365 emergency phone monitoring. Operators shall be able to provide translation for non-English speaking and ASL residents and dispatch appropriate emergency response personnel including but not limited to: Seattle Fire Department, Seattle Police Department, and SHA's Elevator Service Provider. It is preferred that responding operators are Red Cross CPR, Advanced Emergency Medical Dispatch (AEMD), and HIPAA Certified. Ability to record all phone calls placed on emergency devices and provide copies as requested by SHA.*

Though it is preferred that the awarded service provider can self-perform all tasks in this RFP, SHA will entertain proposal submittals that identify partners or subs that can provide services the submitting proposer is not capable of. Any partners or subs must be identified and their qualifications included in your proposal.

Question 2. The visual component, in elevator screens, are not part of our Wireless technology solution. We can certainly partner on this as well, knowing that it would be an integration scenario, and not part of the contract. Thoughts on that?

Response: *The intent of this RFP is to consolidate all of the aspects of elevator emergency phones to one provider. Currently SHA uses four-different entities, including*

internal staff, to provide support to the elevator phones. The intent of this RFP is to have one service provider that can meet all the minimum requirements for elevator communications, including the visual component; this is a major item as current jurisdictional codes requires this to be installed in elevator modernizations. Per Section-C, SCOPE OF WORK in the RFP, one of the minimum requirements of the service provider is the ability to monitor elevators to meet new 2019 ASME A-17.1 / 2.27.1 Car Emergency Signaling Devices for Visual Communication in elevator cab.

Though it is preferred that the awarded service provider can self-perform all tasks in this RFP, SHA will entertain proposal submittals that identify partners or subs that can provide services the submitting proposer is not capable of. Any partners or subs must be identified and their qualifications included in your proposal.

END OF RFP ADDENDUM # 1