

CITY OF CONWAY, ARKANSAS

Office of the Mayor
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ADDENDUM #2

RFP Project 25 Phase 2 Trunked Radio System

Notice Date: July 21th, 2015 @ 4:00pm

City of Conway IT Department

A. Purpose

The purpose of this Addendum No. 2 is to clarify Section 4.3 Warranty and Section 5.6 Warranty

Section 4.3 Warranty

All equipment must have a full warranty against any failures for a minimum of 36 month parts, labor, and shipping

Bidder must address the following items:

Identify the entity that will provide warranty response, including location and technician experience/training.

What are their operational hours during the warranty period?

What is the technician response time that is included?

Are spare parts included in the price?

Are there additional technician resources in the immediate area?

Are there other resources available, such as a toll free technical assistance number?

Will replacement radios be provided to the user during repair or replacement of failed radios?

Are radios repaired at the local facility or sent to a depot? What is the location of the depot?

Section 5.6 Warranty

Section 5.6 has been deleted from the RFP, Section 4.3 has been revised for clarification.

If you have any additional questions regarding this addendum, please contact Lloyd Hartzell, at Lloyd.Hartzell@cityofconway-ar.gov or 501.513.3521.