



ADDENDUM NO. 1 TO ALL OFFERORS:

Reference: Request for Sealed Proposals: **RFP #PR5075PM**
Commodity: **Maintenance of Virginia Lottery Security System**
Issue Date: June 23, 2021
Due Date: **August 11, 2021, 3:00 PM ET**
Date of Addendum: July 30, 2021

All Offerors are required to acknowledge all RFP addenda in the original solicitation document on page 45.

The above solicitation is hereby clarified or revised by the following.

1. Page 9, III. STATEMENT OF NEEDS, B. Existing Equipment, AXIS CAMERA SYSTEM, Cameras at HQ and CSCs. Last line of the listing reads Richmond – HQ with 36 cameras + NVR. There isn't an NVR at HQ; a Windows server is being utilized. Listing should read Richmond – HQ with 36 cameras + Windows server (Contractor not responsible for maintaining).

The following questions have been received and the applicable response follows.

1. Q: Does Lottery define “monitoring capabilities” as video to be viewed 24/7 by a person(s) either motion activated or live stream? If so, what action does the person(s) watching this video take with what they're viewing? Please define.

A: “Monitoring capabilities” will be defined as a Contractor having the ability to determine 24/7 whether or not all AXIS NVRs, AXIS cameras are functioning at full capacity and recording all motion activities at all of the CSCs. Whether this involves a person(s) viewing the camera feed or some other type of system monitoring the camera feed, that will be for the Contractor to describe in their proposal response. In the event questionable activity is detected at a Lottery location, the Contractor shall call the Investigation Team Manager, Head Investigator, or the Audit & Security Director at HQ to notify them of the activity.

2. Q: Does Lottery define “monitoring capabilities” as video lost connections/restored video alerts, etc. sent by AXIS VMS 24/7 and then responded to the following workday by contractor?

A: The Lottery agrees that monitoring capabilities do involve recognizing if there are lost video connections and restored video alerts, etc. sent by AXIS NVRs. Contractor shall address any lost connections, restored connections, alarms, alerts that come from any AXIS cameras or AXIS NVRs on a 24/7 basis. The Contractor shall have a 24/7 level one help desk to perform immediate remote technical troubleshooting to determine what caused the issue or outage and take appropriate steps to resolve the issue or outage, by the requirements defined within the RFP. If an issue or outage occurs

during normal business hours, the Contractor shall contact the CSC during that same day. If the events occur outside of normal business hours, the vendor shall contact the designated contact person for that CSC to inform them of the issues or outage that has occurred and advise them of what options are available to correct the matter and if the issue or outage requires a service/repair call during normal business hours. The Contractor shall keep in contact with the designated contact person for that CSC. The Contractor shall send emails or send updates from its incident ticketing system to the CSC Manager, CSC Investigator, and the Information Security Team keeping them abreast of the situation. Once the issue has been resolved, the Contractor shall create a report documenting all the steps taken from start to finish to correct the issue and the cause of the issue, if known.

3. Q: Does "24/7" only apply to "monitoring capabilities" and "be responsible for responding, troubleshooting, and managing the Lottery's AXIS digital cameras and NVRs at all locations" infer these tasks should typically be performed during normal working hours with Lottery being briefed on the issue(s) needing troubleshooting, management, and onsite response?

A: The Lottery defines "24/7" as a Contractor monitoring 24 hours a day/7days of the week the functionality (being operational and actively recording) of the Lottery's AXIS cameras and NVRs being responsible for responding, troubleshooting, and managing the Lottery's AXIS cameras and NVRs at all locations addressing any lost connections, restored connections, alarms, alerts that come from the AXIS Cameras or AXIS NVR. The Contractor shall have a 24/7 level one help desk to perform technical troubleshooting remotely to investigate and troubleshoot issues or outages involving the cameras and NVRs. The Contractor shall send updates by email or use its incident ticketing system to provide updates to the CSC Manager, CSC Investigator, and the Information Security Team keeping them informed off the tasks being completed. Typically, most of these tasks can be performed during normal working hours with the Lottery being briefed on the tasks or issues requiring troubleshooting, management, and/or onsite response. Some tasks may need to take place after hours. This would be determined on a case-by-case basis. If a task can be performed during normal business hours, it shall be approved by either the CSC Manager or CSC Investigator. The CSC Manager or CSC Investigator will inform the Information Security Team of the date and time the task shall occur. If a task requires performance after normal business hours, the task shall be approved in the same manner. Once the task has been completed, the Contractor shall provide a report that documents what task was performed, the date started, date completed, and all the steps taken to complete the task. The same format shall apply to issues or outages.

4. Q: Do all the cameras currently have SD cards installed in them?

A: There is a place for a SD card, but there are no cards currently inserted.

5. Q: Can you provide historical data for how much disk space is used on each NVR at each site?

A: For a small CSC like "AXISNVRROANOKE", they use 300 GB out of a 3.52 TB hard drive. For a large CSC like "AXISNVRHAMPTON", they use 542 GB out of a 3.63 TB hard drive.

6. Q: If so, is that for the same retention period, camera quantity, resolution, frame, rate as you are looking for going forward?

A: Yes

7. Q: In other words, if you currently use X TB to store 6 months of video for Roanoke Valley, are you expecting that you will need the same X TB for any 6-month period for the duration of this contract? If not, please indicate the retention period, camera quantity, resolution, frame, rate used for the historical data.

A: Yes. The Lottery needs to have six (6) months on all the AXIS NVR's and the HQ server (Contractor not responsible for maintaining the server). In addition, the Lottery will need to have another six (6) months on our SANS or Cloud Storage Solution. Note: The Lottery currently has six (6) months of recording on the AXIS NVR's and HQ server. Camera quantity, resolution, frame and rate shall remain at the same level as what is currently in place.

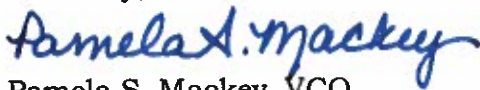
8. Q: The "Lottery Equipment List" spreadsheet does not seem to provide the type and capacity of NVR used at "HQ" – can you provide that information?

A: See solicitation clarification/revision #1 on page 1 of this Addendum.

9. Q: For the VA Lottery Security System bid, specifically Cameras and NVRS, can we suggest an alternative manufacturer or are they wanting to stick with current system or Axis manufacturer? I ask because a lot of those equipment are discontinued and historical.

A: The Lottery has no immediate plans/budget to replace the current NVRs and cameras. Offerors are encouraged to share information regarding concerns of equipment/repair part availability in their proposal response, however, services to be provided will be based on the current NVRs and cameras.

Sincerely,



Pamela S. Mackey, VCO
Senior Contract Officer