

**Addendum 1**  
**To RFP 25-1065 for Surveillance Camera System Maintenance**  
**Questions and Answers**

*Issued on May 13, 2025*

RFI #	Question/RFI	Answer/Clarification
1.	Does Corporation expect Contractor to factor renewal pricing for Corporation's current software (Milestone) in the bid? What version is currently in place?	Yes. The current version is XProtect Professional + 2022 R1.
2.	Is Corporation a 24/7 facility?	Yes.
3.	Can Corporation provide a list that identifies the different heights for each camera throughout the inside and outside of the building? Are there cameras located in areas that are not a flat surface?	Corporation does not have this information readily available. Contractor may utilize Corporation's lift equipment for cameras that are installed high off the ground.
4.	Are there current as-builts in place that show the different camera locations and IDF's?	Corporation does not have as-builts available. However, a map of camera locations, IDF's, etc. will be provided upon request by e-mailing Margaret McCloskey, Procurement Analyst at <a href="mailto:margaret.mccloskey@visitsandiego.com">margaret.mccloskey@visitsandiego.com</a> .
5.	Are there any limitations to when Contractor can schedule maintenance work? Can Contractor work overnight or weekends?	Work may be conducted anytime, as long as it does not interrupt event activity.
6.	How many exhibit halls are there? How many cameras are located in each exhibit hall?	Seven (7) halls. Two (2) cameras per hall.
7.	How many abandoned cameras does Corporation have onsite? Will Contractor be required to perform any work on the abandoned cameras?	There are approximately thirty (30) cameras from a decommissioned system that are no longer working and would not require any additional maintenance or service.
8.	How many cameras does Corporation have on exterior poles of the building?	Approximately twelve (12).
9.	Is Corporation planning on replacing any cameras in the near future?	Yes. Camera replacements will be addressed separately in the future and are not a part of this RFP.
10.	Would it be permissible for Contractor to install monitoring equipment in Corporation's IDF room(s)?	No.
11.	Does Corporation have a list of cameras that have been re-positioned?	No.

12.	What are the main issues Corporation currently has with the cameras?	Corporation's issues are primarily with exterior cameras. Exterior cameras are subject to extreme harsh conditions due to salt air, sun exposure, and normal weather conditions, such as rain and wind.
13.	Does Corporation have analytics in use for the cameras, i.e. license plate identification, facial recognition, etc.?	No.
14.	Are all cameras installed as camera to switch through conduit, or are there other methods the cameras have been installed?	Corporation does not have this information readily available.
15.	Will Contractor have access to Smart City ("SCN") for accessing systems as needed?	Yes, along with access to Corporation's IT Department as needed via written request.
16.	Are all external cameras hardwired?	Yes.
17.	How many cameras are located in the Sails Pavilion?	Two (2).
18.	Does Corporation provide lifts for Contractor during maintenance?	Yes. However, Contractor shall be responsible for providing their own certified lift operator(s).
19.	Will Corporation provide parking for Contractor during maintenance?	Corporation typically provides parking near the Contractors entrance area (depending on event activity).
20.	Will Corporation provide keys or an escort while Contractor is performing maintenance?	Keys can be checked out to non-high security areas. Contractors checking out keys must leave a valid photo ID and return the keys daily. Areas that are deemed high security will require public safety staff to escort.
21.	For areas of the building that are considered sensitive or access restraints, what is Corporation's protocol for Contractor performing work in these areas? May Contractor leave the room open while performing maintenance?	This will be a case-by-case evaluation. Depending on the area, it may be acceptable to leave the door open.
22.	How many IDF rooms does Corporation have?	Corporation does not have this information readily available.
23.	Are cubes separated by service or shared?	Shared.
24.	Are cameras on a separate VLAN? Is it a single VLAN?	Cameras are on a non-routable VLAN.
25.	How do you get to the IDF's in the Sails Pavilion?	Contractor may access IDF's in the Sails Pavilion through Corporation's provided lift equipment.
26.	Are there recent inspection reports available?	No.

27.	What is the check-in procedure?	Contractor shall check in with security (near Contractors Entrance).
28.	How long does security check-in take?	Approximately two-five minutes.
29.	How does Contractor obtain necessary keys?	Contractor shall go to the main security office on the dock level, behind Exhibit Hall C and provide a photo ID to check out any keys. Keys must be returned daily.
30.	What is the camera count under the current agreement?	167. Please base your bid on 167 cameras.
31.	What are the features that Smart City has on the platform for the cameras?	SCN provides a layer 2 network on Cisco switches.

This Addendum and all RFP documents are available for download at: [Procurement - San Diego Convention Center \(visitsandiego.com\)](#)