



OFFICE OF COUNTY MAYOR GLENN JACOBS

Procurement Division, 1000 N. Central Street, Suite 100, Knoxville, TN 37917

ADDENDUM I INVITATION FOR BID 3388 FULL SERVICE AND PREVENTATIVE MAINTENANCE OF UPS UNITS

ADDENDUM DATE: March 28, 2023

BUYER: Jay Garrison, CPPO, CPPB

ORIGINAL CLOSING DATE: April 4, 2023 at 2:00 PM

THE FOLLOWING IS FOR CLARIFICATION:

QUESTION 1: It is interpreted that by full service, you mean to incorporate a cost that takes into account the risk of part replacement or complete replacement of the UPS if repair is not possible. If so the cost of the UPS maintenance contract would be significantly more cost than a PM only contract. Can you confirm that is the intent of this contract- to assume complete responsibility of cost for the functional operation of all unit, including all parts and labor, along with the potential replacement of said units with new systems if the cost to repair is greater than the value of a new system?

ANSWER 1: Coverage for UPS shall be 24/7 and cover all parts and labor. This does not include replacement of UPS if repair is not possible or include caps, fans & batteries.

QUESTION 2: It is understood that "current" factory training for each of these units by Eaton, Gammatronics & Best is required for performing PMs. However almost of these systems have reached end of life; where the manufacturer no longer supports these systems or offers any current training. This means current training on these UPS systems is not available. Furthermore Eaton does not provide 3rd party service providers with factory training, which means that to be Eaton certified, you must be an Eaton Field Service Engineer, employed by Eaton directly. As such, that creates a conflict with the requirement that contractors cannot subcontract. Please confirm that you want all Eaton systems PM'ed or serviced on emergency callouts by the manufacturer Eaton, or waive this requirement.

ANSWER 2: Delete Section 3.9. However, you must show training and qualifications of the technicians as per Section 4.10.

QUESTION 3: Re: 4.9, where FSEs must be direct employees, See #2 above. This requirement conflicts with the training requirement, where only Eaton FSEs are factory trained. Please clarify the intent

ANSWER 3: Service Technicians shall be direct employees of the Provider of Full-Service Contract. Direct employee means no sub-contracting will be allowed.

QUESTION 4: Do all bidders need to be set up with a business license in Knox County prior to the bid, or can the winning bidder be set up after award?

ANSWER 4: A Knox County business license is not required of any Respondent or proposed sub-contractor or sub-consultant who does not have a permanent office in Knox County. For more information, contact the Knox County Clerk's office at (865) 215-2392.



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QUESTION 5: Please clarify 5.10.

ANSWER 5: Bidder must be an authorized dealer for any parts that will be utilized under this Contract.

QUESTION 6: Please clarify if 5.18 includes the cost of used/refurbished parts, or if all parts must be provided by OEM. IF parts cannot be provided by OEM. Please advise if there is a preference in equipment OEM for full UPS replacement.

ANSWER 6: All replacement parts shall be new and unused unless documentation can be provided that these parts are no longer available as new. Any refurbished parts must be approved by KCECD.

QUESTION 7: Please advise in section 6 if the cost per PM pricing should include the complete full service cost, which would mean coverage on parts and labor to replace parts, and/or cost to replace UPS.

ANSWER 7: The cost in the bid shall be for the preventative maintenance only. Work under the "full-service" portion shall be quoted on an as-needed basis. Quotes must contain the anticipated number of hours at the stated rate, the cost of parts, the stated discount off catalog and final cost to the County.

QUESTION 8: Please also provide direction on routine maintenance part replacement recommended by the manufacturer, such as capacitors, fans, and batteries. It is expected that parts requiring routine replacement such as caps, fans & batteries are not included in full service contract pricing.

ANSWER 8: Correct. Those are quotable / billable parts.

QUESTION 9: The percentage discount off of current catalog for parts is confusing. Is the cost of parts NOT included? Does current catalog parts pertain to routine maintenance part replacement, & not full service part replacement? If parts and labor to replace parts typical of full service contracts are not included, please clarify.

ANSWER 9: The discount percentage is for the cost of parts if any are needed, other than capacitors, fans and batteries. KCECD will be responsible for the replacement of these items.

QUESTION 10: Is it possible to provide a complete list of equipment, including number of batteries/battery cabinets, along with age of batteries? Can you also provide the date of manufacture of each of the UPS systems?

ANSWER 10: All available information is stated in Section 4.1. Manufacture date, age, etc., is not available. The bidder(s) will only be testing the batteries. KCECD will be responsible for replacement, if needed.

QUESTION 11: For a full service contract, an initial inspection is typically required prior to assuming ownership, in order to determine any existing faults for the UPS systems that need to be corrected in order to restore the UPS systems to 100% operating condition. Since the requirement is not listed, it is thought that the use of the term full service in this RFQ. Does not mean assuming full operating ownership of the UPS systems. Otherwise, Is it expected to load the cost of the preliminary inspection into the cost of PMs per system, or to break it out?



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ANSWER 11: There is no initial inspection required. This may be conducted during the initial PM visit but must be included in the cost. The County will not pay additional fees for a pre-inspection.

QUESTION 12: Also, is it expected that we break out the actual cost of emergency call out coverage with full service parts & labor coverage for each system as well?

ANSWER 12: See Answer 7.

QUESTION 13: Would the proposal detail cost of (2) PMs per year, ECO, & then Full Service Parts & Labor?

ANSWER 13: The pricing in the bid is for each PM service for each unit. As stated above, full-service parts and labor will be quoted on an as-needed basis.

QUESTION 14: Would Full Service Parts & Labor not include caps, fans & batteries?

ANSWER 14: See answers above.

QUESTION 15: 4.2 - Is proactive component billable? We would normally quote proactive capacitor/fan replacement when they reach 7yrs in age. Is battery replacement billable?

ANSWER 15: See answers above.

QUESTION 16: 4.6 - Can PM services be performed during Normal Hours?

ANSWER 16: Please reference Section 4.2.

THE FOLLOWING SHALL BE DELETED:

3.9 CERTIFICATIONS: Vendor **must** include with the bid response all current factory training certificates and factory training records for all UPS units included in this bid.

SECTION VI PRICING Replace with the attached revised Section VI, PRICING.

End of addendum.

Jay Garrison, CPPO, CPPB
Procurement Coordinator



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SECTION VI PRICING BID 3388 FULL SERVICE AND PREVENTATIVE MAINTENANCE OF UPS UNITS

VENDOR _____

Bidders are to price the annual cost of maintenance for each UPS unit. Knox County will pay each invoice separately when the annual maintenance is completed and accepted by the KCECD designee. Bidders must also list the discount percentage off of their current catalog for any parts that may be used in the preventative maintenance of the UPS units.

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|------|--|----------------------|
| 6.1 | Powerware 9315-80/80 Serial Number EU323ZBA09 3 Phase: | \$_____ per PM visit |
| 6.2 | Powerware 9315-80/80 Serial Number EU323ZBA10 3 Phase: | \$_____ per PM visit |
| 6.3 | Eaton 93PM LV-60-2 Serial Number EQ073UJJ06 3 Phase: | \$_____ per PM visit |
| 6.4 | Gammatronic Serial Number 1030-710900 Single Phase: | \$_____ per PM visit |
| 6.5 | Gammatronic Serial Number 1030-710902 3 Phase: | \$_____ per PM visit |
| 6.6 | Best Power FE12.5 KVA SN# FE12.5K01908 Single Phase: | \$_____ per PM visit |
| 6.7 | Best Power FE18 KVA SN# FE18K03136 Single Phase: | \$_____ per PM visit |
| 6.8 | Eaton 9155-12-15 15 KVA SN# EQ411FBB03 Single Phase: | \$_____ per PM visit |
| 6.9 | Eaton 9155-12-15 15 KVA SN# EQ411FBB05 Single Phase: | \$_____ per PM visit |
| 6.10 | Eaton 9155-12-15 15 KVA SN# EQ411FBB06 Single Phase: | \$_____ per PM visit |
| 6.11 | Eaton 9155-12-15 15 KVA SN# EQ411FBB04 Single Phase: | \$_____ per PM visit |

TOTAL: \$_____ per PM visit

Hourly rate for calls beyond preventative maintenance: \$_____ per hour

Percentage discount off current catalog for parts: _____%

****NOTE: If responding electronically, bidders must attach Sections V and VI to their electronic submittal.**