

**Bid Number: RFB-18-5JD-001**

**Bid Opening: Friday, December 28, 2018**

**Automation Equipment Maintenance**

**2:00 PM. EST.**

## **QUESTIONS**

Question #1: Can you provide previous contract dollar amount awarded, and vendor name under the Freedom of Information Act (FOIA)?

ANSWER: It would be difficult to answer this. Annual inventory lists are provided to the vendor at the start of each year with specific number of equipment items in each category that are to be covered for maintenance for the year. However, this annual list is subject to periodic quarterly updates as items are added or removed from service.

Question #2: Of the equipment items provided in RFB, how many are considered to be spare/functional equipment? How many are considered obsolete or scheduled for replacement/upgrading?

ANSWER: The listing of equipment items in the RFB was provided only as a sample list of equipment. This list is not comprehensive as the number of items in any category may be higher or lower. We do not maintain an inventory of spare or non-functional items. When an equipment listing is provided to a vendor under this contract all items are up to date, functioning and in service.

Question #3: Can equipment servicing take place outside of normal business hours, weekends, and/or holidays?

ANSWER: No, all service must be performed during our normal working hours. Currently the hours are Monday – Friday, 8:30 AM – 4:30 PM.

Question #4: What is the purpose of bidding if we are invoicing after the work is done? Is there an upfront contract award to cover some of the unknowns of this proposal? We have done contracts in the past where an agreed upon amount was decided, and a check was written. All labor/parts/travel, etc. were then deducted from that contract amount. If more services were needed than the agreed upon amount, then the contract was adjusted accordingly the following year or years. Is that the case here?

ANSWER: Billing/invoicing is to be done in arrears quarterly as per specifications in the RFB. There is no upfront contract award to cover any unknowns. There is no deduction for labor/parts/travel. Bid prices are net and include all parts, labor and travel. There is no additional billing for any additional service not contained within the RFB. Should there be times

when additional service might be required outside the scope of the RFB specifications, these issues will be addressed individually and on a situation by situation basis to determine if any additional services should be performed by the vendor and, if so, if additional invoicing is permitted.

Question #5: The proposal seems somewhat vague, and I'm not finding enough information to properly bid. For example, without knowing previous issues encountered at the different locations, I'm finding it difficult to properly quote an "average annual" cost of maintaining a single computer, let alone 600. Am I to assume that the bid is for a "replacement" computer if necessary?

ANSWER: The bid price for any category of items include repair/ replacement of all parts, up to and including the replacement of an item.

Question #6: In the example of a file server issue, I see that the window for response is (4) hours. We don't have a problem with that, but if the server is unable to be fixed, then the proposal mentions a suitable replacement must be installed, so people can continue to work. File servers are usually part of a domain with tens, or hundreds of users. If a backup is unavailable or incompatible with a loaner system, then users, shares, permissions all have to be recreated. This could definitely take a day, or more. Especially in this scenario, is there a Network Administrator that would be handling the restoring of backups, or would we be presented with all the logins/passwords necessary to complete the job?

ANSWER: We historically have not included file servers when the annual equipment listing is provided to a vendor. The category is included on the RFB to cover a future potential should this procedure change. We have network administrators on staff that will handle file server issues.

Question #7: I notice that there is no networking equipment listed (routers, switches, etc.), but there is cabling (although listed at 10BaseT – and I believe it is meant to be 1000BaseT). Is there networking equipment that would need to be serviced? Or, is there a network administrator on site, that has the proper configuration necessary to restore a broken switch/router, etc.?

ANSWER: Networking equipment will not need to be serviced and is not included as part of the equipment list under this RFB.

Question #8: Most of the equipment listed in the proposal is old and outdated (i.e. Pentium IV or higher). I am assuming that the equipment that is on site is up to date, and is capable of operating with regards to the newest operating systems, and I'll also assume PRO/Enterprise versions are used.

ANSWER: The category equipment descriptions were listed to give an indication of sample equipment. It would be reasonable to presume that a Pentium IV computer is replaced by the

next generation of similar equipment. All current equipment is up to date and compatible with newest operating systems. We replace our computer equipment on a rotating cycle of approximately 3-4 years to ensure computer equipment is up to date. Maintenance service under this contract is for hardware only.

Question #9: What software is in use at these locations? Is this in the contract purview? Would we also be called for virus removals, and malware cleanups? Is a domain network in use? Are all the sites connected via the internet, or are all the sites separate?

ANSWER: Software, virus removals and malware cleanups are not included in this RFB and will not be part of any contract awarded from this RFB.

Question #10: I asked this previously, but I figured I would just include it in the larger volume of questions. None of our techs here are Dell or HP certified. However, we have Apple, Microsoft, and A+ certifications. This business has been here since 1999 - and we work on all models of computers, so I'm unsure how important these certifications are, and why. Maybe you could elaborate?

ANSWER: Dell and HP certification is required and will be part of the evaluation process of any bids submitted.

Question#11: In the RFB it is requested for two (2) originals and two (2) complete copies for sets of bids/proposals and documentation be submitted. Please elaborate.

ANSWER: All bid proposals must contain two (2) complete sets of all requested/required documents bearing original signatures. In addition to this the bid proposal must also include two (2) complete sets of all requested/required documents that do not need to bear original signatures. Total bid submission will consist of 4 complete sets of requested/required documents, two (2) with original signatures and two (2) copies for a total of 4 complete sets.

