ADDENDUM #1 to the University of Florida ITB22WB-118, scheduled to open on November 9th, 2021 at 3pm at the University of Florida, Elmore Hall Conference Room, 971 Elmore Drive, Gainesville, Florida.

This addendum shall be considered part of the Contract Documents for the above mentioned ITB22WB-118 as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

This addendum consists of:

- Answers to questions asked prior to the deadline of 5pm, October 20th, 2021
- New Attachment 1 – Price Sheet

Sincerely,

Wendy Byrne
Wendy Byrne

Please acknowledge receipt of Addendum #1 by signing below and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.
Q1. (a) Upon reviewing the solicitation, our team noticed that there is the requirement that the service includes software diagnosis and repair, without calling in the manufacturer. While legally third-party companies can perform preventative maintenance and battery work, they cannot provide software maintenance without the manufacturer being present. This is something that is mandated legally so we would be required to have them come in for any software maintenance. We could include the associated costs in our proposal, but as stated before, we would need to have the original equipment manufacturer included. Please let us know if this is something that is acceptable, or if this bid is only open to the original equipment manufacturers.

Q1. (b) Under the Service requirements there is a bullet point that says “All technicians shall have OEM training certification for the UPS models to be serviced. Service Provider shall provide proof of OEM training attached to Company’s response to this ITB”. The only way to have an OEM training certificate is to work for the OEM directly. Even if the technician previously worked for the OEM, they no longer have that certification. Can that be removed from the service requirements?

A1. (a&b) The scope of this ITB is the quarterly battery PMs, the annual and semi-annual servicing of the UPS. For any service that requires the use of the OEM, UF would expect that the awarded vendor would subcontract that work. The new Pricing Sheet (Attachment 1) should include hourly rates charged to UF for this work when work must be subcontracted to the OEM (24/7 corrective service in the event of a component or system failure), along with any markup applicable to parts, but this will be for informational purposes only. (Also include on Attachment 1 Price Sheet hourly rates charged to UF for this work when done by the vendor) UF is looking to identify one point of contact to schedule work and request corrective maintenance and expects the awarded vendor to subcontract to the OEM when required.

Q2. Are these batteries sealed VRLA or wet cell batteries? Please provide the current battery make/model(s).

A2. Sealed VRLA; batteries consist of two strings of DataSafe 12HX505-FR and two strings of DataSafe 12HX540-FR.

Q3. Please provide the total battery quantity per UPS.

A3. There are 120 batteries per UPS (3 cabinets of 40 batteries per cabinet).

Q4. For the 8 hour service window, does the university expect all 4 units get their major PM and battery PMs completed within this service window?

A4. In an 8-hour window, all four (4) sets of batteries are to be completed. In a different 8-hour window, the four (4) UPS Systems would receive service. There would be a maximum of six (6) potential visits: four (4) quarterly battery PMs, one of which could include the semi-annual UPS inspection. If conducted independently of a battery PM, one (1) semi-annual UPS inspection. Finally, there is one (1) annual UPS PM. The preferred schedule is four (4) visits for battery maintenance, one (1) visit for semi-annual service and one (1) annual service visit. Any alternate schedule could be proposed and reviewed, and may be possible when awarded vendor has sufficient specialists available. There should be no more than six (6) visits to campus for scheduled maintenance on an annual basis. (Corrective maintenance is not included in the six (6) visits.)

Q5. The scope lists PM service on “communication cards”. Do the UPS units have SNMP cards installed? If so, does the university expect them to be replaced/repaired if they fail as part of the annual maintenance fee?

A5. The UPS units do have SNMP cards installed but the repair/replacement of these cards would be considered corrective maintenance not preventative or pro-active.