



Government Support Services – Contracting
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April 20, 2011

TO: ALL OFFERORS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM 1
NO.: GSS11553-FLD_SVC_MAINT
FIELD SESERVICE MAINTENANCE

ADDENDUM #1

The purpose of this addendum is to answer questions received regarding the solicitation.

All documents relating to the current contract can be found at:
<http://gss.omb.delaware.gov/contracting/contracts/553.shtml>

Questions regarding Appendix A – Scope of Work:

1. What is the amount (volume) of the project? Specifically, how many of each type of product will be covered through this contract (How many SCBA, Level A, instruments, etc.)?

Please refer to the Appendix C for inventory descriptions and estimated quantities.

2. What are the brand names of every item involved (manufacturer names?)

Please refer to Appendix C for inventory descriptions and estimated quantities.

3. Can you provide a list of locations where the equipment would need to be picked up for service?

The contract covers various Fire Departments, Department of Natural Resources and Environmental Control (DNREC), Department of Health and Social Services (DHSS), and Department of Correction (DOC). A list of location addresses and point of contact information will be supplied to the awarded vendor at a start-up meeting.

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4. Please clarify in Item 4 reference to 72 hour turn over and lead time? Is this for the results of the test after a sample is taken or related to response time to the location?
The equipment shall be picked up, tested, and returned with results within 72 hours.
5. Can service be provided at the customer site vs. pickup and delivery?
Appendix C does request Annual Service and Repair pricing for both onsite and offsite.
6. Number 5 outlines preventive maintenance services, for which products / manufacturers is this list of items for? Also, who determines the frequency of the schedule of preventive maintenance?
The services listed may not be applicable for all equipment. The vendor's price will include all testing and maintenance of each item. Per the solicitation, the maintenance is to be done on an annual basis.
7. Will the state require that the contract holder's service technician(s) be authorized manufacturer's service technicians to work on a manufacturer's piece of equipment (i.e. – Does work on a Bauer compressor have to be performed by a technician with credentials showing him/her to be a Bauer certified service technician?)
As stated in Appendix A, "service is preferred to be conducted on site in the State of Delaware by a factory trained and certified repair technician. Vendor must provide proof of certification from manufacturer."
8. Hydro testing of SCBA cylinders is not included in the RFP, was that an oversight, or will this be required under the scheduled preventive maintenance?
Per #6 of Appendix A, the vendor's price will include all testing and maintenance of each item; therefore, Hydro testing should be included in the annual maintenance and service cost for the SCBA cylinders.

General Questions regarding the solicitation:

9. Exceptions – page 11: Are the terms of the contract negotiable?
All exceptions will be reviewed. In the event an exception is not acceptable, the vendor will be notified and given the opportunity to retract the exception.
10. General Provisions – 13. Prices – Page 23, Section B: Stated we must provide pricing for the full spectrum of services provided, what if a supplier will not authorize / certify our technician to do the work due to their service policy, how will that be treated in the evaluation of our proposal?
Equipment requiring service by only the manufacturer would be priced as "off site" and notated at the bottom of the pricing document.
11. Most Favored Customer: Who are we precluded from giving lower prices to, is this agencies in the State of DE? Please clarify who we are being not providing lower prices to then this contract?
Most Favored Customer is saying that if you offer another customer better pricing that the pricing awarded in this contract that the State wants the same pricing.

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12. Price Adjustment: What conditions for increase will be allowed if fuel charges increase to the point that this would affect our profitability on the contract? Since this contract is heavily reliant on our picking up and delivering items, fuel will play a significant part of the contract. Will conditions be permitted during a contract year if fuel increases x% that an increase will be granted?

The initial contract term is for one year and pricing awarded will be firm for that term. All indirect expenses, material and supplies normally used, use of any equipment and the contractor's overhead and profit should be considered when bidding the service.

13. Will an extension be granted to provide an additional week for preparation, as much of the work cannot begin on the pricing and RFP responses until after the answers are posted?

Due to the quick turnaround time of the Q&A session, the bid opening will remain as scheduled, May 10, 2011 at 1:00PM Local Time.

All other terms and conditions remain the same.