



Delaware Department of Transportation
**REQUEST FOR PROPOSALS
PROFESSIONAL SERVICES**



RFP Number: **2181S-2183S**

UPS Maintenance, Repair, and Install

Submission Due Date/Time: **Thursday, July 17, 2025 no later than 2:00 P.M. Local Time**

One (1) year term with four (4) possible one-year extensions

Agreement Type: IDIQ

Up to three (3) agreements may be awarded from this solicitation

Funding: State

The anticipated method of payment is cost plus fixed fee

29 Del.C. §6981

PROJECT INFORMATION

This Request for Proposal (RFP) issued by the Delaware Department of Transportation is for the purpose of acquiring Proposals from interested vendors to repair, maintain, and install Uninterruptible Power Supply (UPS) Systems, the Department's current estimates indicate 33 operational sites comprising 48 units.

UPS Requirements

1. Any unit should be sized to maintain network equipment for a minimum of 15 minutes (longer length could be required depending on the site).
2. Unit placement will need to be discussed with the customer.
3. Unit will power all network equipment in the communications closet at a minimum (more could be required depending on customers' needs).
4. All new units will be required to have network capabilities.
5. All units acquired will need to be new units; No refurbished units will be permanently installed.
6. Temporary units are allowed to be used (expected if parts have a lead time of more than a couple of weeks based on customers' needs).

Scope of Work: Install

1. Inspect the environment, and general room condition (cleanliness, security, access to equipment).
2. Remove and dispose of existing UPS (if applicable).
3. All new units will be purchased by the vendor.
4. Vendor will be responsible for any new units that are faulty on arrival and will be responsible for all costs to replace or RMA the unit.

5. Vendor will be responsible for any warranty work for the life span of the warranty.
6. Remove new equipment from the box.
7. Perform a complete visual inspection of the equipment.
8. Verify that the existing receptacle matches UPS plug type.
9. Install UPS – to manufacturer's recommendation, industry standards, and safety guidelines.
10. Install rack or tower mounting kits (if applicable).
11. Install battery kit in UPS (if applicable).
12. Configure UPS for external battery cabinet (if applicable).
13. Plug in or wire UPS to Street Power.
14. Perform start-up procedures.
15. Program IP address in UPS (provided by customer).
16. Organize cables.
17. Clean up any mess made by the installation.
18. Perform a status check of alarm circuits (if applicable).
19. Perform an operational test of the system.
20. Review system performance with customers to address any system questions.

Scope of Work: Maintenance

1. Inspect the environment, and general room condition (cleanliness, security, access to equipment).
2. Record ambient battery room temperature.
3. Check the integrity of the battery rack/cabinet.
4. Visually inspect each battery container for cracks, leaks, and acceptable physical limits.
5. Visually inspect terminals inter-cell/battery connectors, associated hardware, and cables.
6. Visually inspect for evidence of corrosion of the terminals and connectors (clean as required).
7. Ensure the general appearance and cleanliness of the battery system and clean the normal accumulation of dust and debris.
8. Verify all connections are free of any discoloration/corrosion.
9. Visually inspect battery external connections.
10. Open and inspect one battery module per string and confirm: quantity, make, model, date code, and terminal configuration.
11. Check air filters: (replace if necessary) cost should be covered by the maintenance agreement.
12. Ensure that all components are in working order in the UPS.
13. Visually inspect UPS switchgear components for signs of damage.

14. Visually inspect UPS switchgear circuit breakers and contactors.
15. Ensure switchgear components are in working order.
16. Test UPS switchgear transfer logic.
17. Thermal scan equipment for excessive heat.
18. Verify proper load sharing among modules and adjust system load share for correct levels (if needed).
19. Exercise the operation of the UPS circuit breakers and contactors.
20. Perform operational integrity verification, transfers, and battery discharge.
21. Perform and verify correct UPS system input fail operations (if approved by customer).
22. A maintenance check will be scheduled annually for all units covered in a maintenance contract (could be more if the customer requires).
23. A report of all issues, life cycles, run time, and recommendations will be provided for all units covered in a maintenance contract.

Scope of Work: Repairs

1. Repairs that will require a power outage to a site will need to be scheduled during off-hours.
2. Repairs will need to ensure that the malfunctioning unit is working in acceptable parameters.
3. Repairs will need to ensure that all safety guidelines are followed.
4. Repairs that require long outage of the unit will need to be discussed with the customer.
5. Any unit that needs repair that is at the end of life or within 6 months of being at the end of life should be quoted to be replaced.
6. Once repairs are completed, UPS will need to be tested to ensure the unit is working.
7. If the unit cannot be repaired a replacement quote will need to be issued within 72 hours.
8. A report of all issues with resolution, life cycles, run time, and recommendations will be provided to the customer when repairs are completed.

Response times

1. We expect a 48-hour business day turnaround to have a tech inspect a system that is malfunctioning.
2. If it is labeled a critical system in a maintenance contract with the vendor, then we expect a 24-hour business day turnaround to have a tech inspect a system that is malfunctioning.
3. We expect any requested quote to be submitted within 2 weeks of the request.

Customer engagement

1. All work will need to be approved by the customer.
2. All work will need to be scheduled with the customer.
3. All work will require a PO before any work can begin or parts can be ordered unless it is an emergency and agreed upon by the customer.
4. All work will be inspected and accepted by the customer before the invoice is issued (unless agreed upon by the customer and the vendor).
5. Customer has 30 days to pay any invoice from the day the customer receives it.
6. Contractor shall provide a full-time Project Manager and key personnel who will be responsible for project oversight and delivery of the UPS. The Project Manager shall be the single point of contact for the customer and will be responsible for the management, implementation, and on-going troubleshooting of the UPS during its installation. Project Manager shall coordinate efforts with the customer. The Project Manager shall be available to the customer at all times by telephone during the course of the project and on-site within seventy-two hours of notification if necessary and requested, to respond to customer's needs, questions and/or issues.

QUESTIONS

Questions must be submitted before the due date identified in the Procurement Schedule for this RFP. All inquiries must be submitted in the Q/A section of the project listing in the [Bonfire Procurement Portal](#).

The Department's response to questions will be posted, according to the procurement schedule, under the project listing in Bonfire and to the State of Delaware Bid Solicitation Directory Website: <http://www.bids.delaware.gov/>.

Direct contact with State of Delaware employees other than DelDOT's Contract Administration staff regarding this RFP is expressly prohibited without prior consent. Firms directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

PROCUREMENT SCHEDULE

Action Item	Date	Time
Deadline for Questions to ensure response:	Ten (10) business days prior to the proposal due date	2:00 P.M. Local Time
Final Response to Questions posted by:	Five (5) business days prior to the proposal due date	2:00 P.M. Local Time
Proposals Due no later than:*	Thursday, July 17, 2025	2:00 P.M. Local Time

NOTE: Only asterisk (*) marked date changes will be communicated (via posted Addendums).

PROPOSAL REQUIREMENTS

Interested firms must submit the material required herein or they may not be considered for the project:

1. Proposals must be received before the Proposal Due Date and Time, as identified in the Procurement Schedule for this RFP. Responses submitted by hard copy, mail, facsimile, or e-mail will not be accepted. Responses received after the Proposal Due Date and Time will not be considered.
2. **Upload your submission at:** <https://deldot.bonfirehub.com/portal/>

Important Notes:

- Logging in and/or uploading the file(s) does not mean the response is submitted. Users must successfully upload all the file(s) and MUST click the submit button before the proposal due date and time.
- Users will receive an email confirmation receipt with a unique confirmation number once the submission has been finalized. This will confirm that the proposal has been submitted successfully.
- Each submitted item of Requested Information will only become visible to DelDOT after the proposal due date and time.
- If the file is mandatory, you will not be able to complete your submission until the requirement is met.
- Uploading large documents may take significant time depending on the size of the file(s) and your Internet connection speed. The maximum upload file size is 1000 MB.
- Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. JavaScript must be enabled.

Need Help? Please contact Bonfire directly at Support@GoBonfire.com for technical questions related to your submission. You can also visit their help forum at <https://bonfirehub.zendesk.com/hc>.

3. **The Prime Consultant must be Registered**, or submit application for registration, with DelDOT at or before the time of submission in order to be considered. For registration information, click [here](#).
4. **Submit one (1) Original and one (1) Redacted copy** of the Proposal. The original must be a .pdf file of the original signed proposal and should be clearly marked “**Original**” on the first page of the document. The redacted copy must be a .pdf file of the original signed proposal with any proprietary or confidential information redacted, and this copy should be clearly marked as “**Redacted**” on the first page of the document. The redacted copy is required even if the submission contains no proprietary or confidential information.

To determine what information may be considered proprietary or confidential and may be redacted from their Proposal, firms should review Delaware’s Freedom of Information Regulations [here](http://regulations.delaware.gov/AdminCode/title8/1400.shtml#TopOfPage); <http://regulations.delaware.gov/AdminCode/title8/1400.shtml#TopOfPage>. Under Delaware FOIA law, 29 Del. C, §10002(l)(2), “Trade secrets and commercial or financial information...which is of a privileged or confidential nature” are “records that shall not be deemed public” and are therefore exempt from disclosure under FOIA.

5. **Joint venture** submissions will not be considered.

6. DelDOT reserves the right to reject any and all submissions. Submissions become property of the Department and shall be retained electronically for a minimum period of three (3) years from the date of receipt. DelDOT reserves the right to any and all ideas included in this response without incurring any obligations to the responding firms or committing to procurement of the proposed services.
7. **Required Certification Forms.** All firms responding to the RFP must complete and return the submission forms located in ‘Appendix A’ of this document.

RATING CRITERIA

#	Criteria Description:	Weight
1	Firm’s resources and capability to accomplish proposed work on schedule	30 %
2	Key staff and project team qualifications	25 %
3	Firm’s ability to respond to emergency	20 %
4	Project understanding, approach, services required	15 %
5	Firm’s ability to provide detailed documentation (quote, invoice, site reports)	10 %
TOTAL :		100%

OVERVIEW OF SELECTION PROCESS

- This is an indefinite-delivery/ indefinite-quantity agreement utilized for the performance of services for a number of projects under task orders issued on an as-needed basis. The dollar value of each individual agreement cannot exceed five million dollars (\$5,000,000.00). There is no guarantee of actual agreement value.
- This is a single-phase solicitation process with the availability for discussions with up to five (5) of the most highly qualified firms. Based upon the listed criteria and evaluation of each firm’s submitted proposal, the Selection Committee may decide if a small sample task and/or discussions will be held with the most highly qualified consultants. If discussions are held, they will serve to clarify the technical approach, qualifications, and capabilities provided in response to the RFP, after which the committee will determine the ranking of the candidate firms.
- Selection Committee members will individually score each firm’s submitted proposal which determines individual ranking. The Department’s ranking is the combined ranking of all Committee members. Firms, in order of ranking, will have the opportunity to negotiate an agreement with the Department. If the Department cannot reach agreement with the highest ranked firm(s), the Department terminates negotiations and begins negotiations with the next highest ranked firm, and so on until an agreement is reached. The Department notifies via email the awarded firm(s) of the opportunity to enter into an agreement with the Department. This notification also includes information on the next steps for the agreement process.
- After the ranking process has been completed, applicable price information will be requested from the successful candidate firm(s), such as; salary rates for various classifications of personnel; and an indirect cost derivation for the most current accounting period.

- Payroll burden and overhead will be computed on direct salary costs only (not including overtime) at the consultant's audited rate, as per Federal Acquisition Regulations Part 31, and Department policies. Computer and CADD costs are not allowable as a direct cost to this project. Rate determination and applicability is subject to audit by the Department. Additionally, candidates should be prepared for the Department to work with your current accounting firm to provide information and backup documentation. Full and immediate cooperation is required to avoid delays in execution of an agreement. Failure to cooperate may result in breaking off of negotiations and moving to the next ranked firm.
- Shortlist and Selection Committee membership appointments are confidential. The Department's Professional Services Procurement Manual may be viewed [here](#).
- Each specific task order shall be awarded to the selected, qualified consultants:
 Through an additional qualifications-based selection procedure, which may include, but does not require, a formal IDIQ RFP;
 O R
 On a regional basis whereby, the State is divided into regions and consultants are selected to provide IDIQ services for an assigned region(s) identified within the solicitation.

INSURANCE REQUIREMENTS

The selected firm(s) must obtain at its own cost and expense and keep in force and effect during the term of the agreement, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State.

- a. Worker's Compensation and Employer's Liability Insurance in accordance with applicable law.
- b. Commercial General Liability - \$1,000,000 per occurrence/\$3,000,000 per aggregate.
- c. Product Liability - \$1,000,000 per occurrence/\$3,000,000 aggregate.
- d. Automotive Liability Insurance covering all automotive units used in the work (including all units leased from and/or provided by the State to Vendor pursuant to this Agreement as well as all units used by Vendor, regardless of the identity of the registered owner, used by Vendor for completing the Work required by this Agreement to include but not limited to transporting Delaware clients or staff), providing coverage on a primary non-contributory basis with limits of not less than:
 1. \$1,000,000 combined single limit each accident, for bodily injury;
 2. \$250,000 for property damage to others;
 3. \$25,000 per person per accident Uninsured/Underinsured Motorists coverage;
 4. \$25,000 per person, \$300,000 per accident PIP benefits if carrying any of our clients or employees; and
 5. Comprehensive coverage for all vehicles leased from the State of Delaware Fleet Services which shall cover the replacement cost of the vehicle in the event of collision, damage or other loss.

Certificate of Insurance and/or copies of the insurance policies will be requested at time of award.

In no event shall the State of Delaware be named as an additional insured on any policy required under this agreement.

MISCELLANEOUS

The Department is not liable for any cost incurred by the consultant in the preparation or presentation of the Proposal.

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subconsultants currently debarred or suspended is ineligible to participate as a candidate for this process. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

The Department of Transportation will affirmatively insure individuals and businesses will not be discriminated against on the grounds of race, creed, color, sex, or national origin in consideration for an award. Minority business enterprises will be afforded full opportunity to submit bids/proposals in response to this invitation.

Department of Transportation
State of Delaware
By: Shanté Hastings
Secretary
Dover, DE

Appendix A - REQUIRED FORMS

The following completed forms are required to be returned with each proposal:

- Certification of Eligibility
- Certificate of Non-Collusion

CERTIFICATION OF ELIGIBILITY

Delaware Department of Transportation

Request for Proposal 2181S-2183S – UPS Maintenance, Repair, and Install

We have read Request for Proposal number 2181S-2183S and fully understand the intent of the RFP as stated, certify that we have adequate personnel and knowledge to fulfill the requirements thereof, and agree to furnish such services in accordance with the contract documents as indicated should we be awarded the contract.

_____ hereby certifies that it is not included on the United States Comptroller General’s Consolidated List of Persons or Firms Currently Debarred for Violations of Various Public Contracts Incorporating Labor Standard Provisions.

_____ Signature of the Bidder or Offeror’s Authorized Official

_____ Name and Title of the Bidder or Offeror’s Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20__

Notary Public

My commission expires: _____ / _____ / 20____
Month Day Year

CERTIFICATE OF NON-COLLUSION

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- 1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement for the purpose of restricting to such prices, with any other bidder or with any competitor;
- 2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- 3) No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

_____ Signature of the Bidder or Offeror's Authorized Official

_____ Name and Title of the Bidder or Offeror's Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20__

Notary Public

My commission expires: _____ / _____ / 20____
Month Day Year