

1. Are you requesting pricing for maintenance or price to replace batteries. If to replace the batteries we need to know are they full string or just one battery as stated on your pricing sheet. Please note that the APC unit have battery modules and each module has multiple batteries. Please clarify

In this contract we are only requesting the needed inspections, testing, cleaning and documentation of the systems. If something is obviously loose it is to be tightened. Everything else will be an extra that will be considered by a provided and approved quote. Where needed, an entire module will be replaced or one battery at a time as required by the system. Awarded vendor must have the technical knowledge and skill to repair units if needed but anything over and above the testing cleaning & inspections will be extra.

2. For UPS that are not APC, are you requesting pricing for each one jar of battery? Awarded vendor must be able to quickly switch "modules" of batteries. If after that, if individual batteries can be removed from the module and replaced it will be considered. This is all extra from this contract

3. APC UPS batteries are modular - are you requesting pricing for one battery module for each APC unit? One module consists of multiple jars of batteries. This will be determined by the unit. Units that can have an entire module pulled and checked without disrupting load power, then each battery can be checked and replaced as needed once module is out. Units without bypass switches that must have entire modules replaced right away then it must be the entire module unit

4. The stocking of 30% of the battery, will the cost be added to the PM pricing? No, but we need a vendor that is established enough to produce that amount of batteries at a moment's notice. Vendor must have an adequate supply of batteries.

5. Using the first set of line items as an example, is line item 0001 the cost for the semi-annual PM/Inspection visits for all 12 UPS units, and then line items 0002 through 0008 are unit prices for batteries for each type of UPS? We need to know what the batteries will cost if and when the batteries are needed.

6. The solicitation asks that the contractor keep at least 1/3 of the quantity of batteries for each type of UPS in stock. This isn't typically done as we don't want batteries that have been sitting around uncharged "in stock" waiting to be needed. When batteries replacements are necessary you will want freshly manufactured batteries. There are vendors large enough to meet this requirement. Vendor must be established enough to either stock needed batteries or prove they can get them on the same day as needed. We cannot afford to wait for days or even a week for some of the batteries needed for our life safety supporting units. Such as the main computer lab, Blood Lab, Cat Scan

7. The requested guarantee 1-hour response time during normal business hours and 2-hour response time during non-business hours may be hard to manage/guarantee. Is there any wiggle room with this requirement or possibility of increasing required response time? No, there are vendors in our area that can meet this requirement. Once again this does depend on the unit. If the UPS for the network computer goes down we will need someone here within the hour.

