



Forsyth County Procurement Department

November 15, 2021

ADDENDUM #1 BID NO. 21-161-1620

For: ***To Provide a full-service preventive maintenance and repair service agreement covering County owned UPS systems for the calendar year 2022***

This addendum supersedes and supplements all portions of the bidding documents and becomes part of the contract documents for the above-referenced project.

Where any item called for in the specifications or indicated on the drawings is supplemented hereby, the original requirements shall remain in effect.

Where any original item is amended, voided or superseded hereby, the provision of such item not so specifically amended, voided or superseded shall remain in effect.

Questions received and responses (*in italics*) thereto:

1. Please confirm all emergency services / repair services are billable.
Answer: Yes, emergency services and repairs that cannot be completed as part of the PM would be billable.
2. At what battery age does the county proactively replace batteries?
Answer: Follow the OEM Manufacturer's recommendation for replacements.
3. Is all troubleshooting work billable?
Answer: As stated above any repairs and maintenance outside normal PM services would be billable. This would include troubleshooting.
4. Does the "No charges for any minimum number of hours for repairs will be accepted" apply to proactive replacement quotes or is that only applicable for repair service?
Answer: Proactive services recommended by the provider would be handled separately provided the equipment is in service and not down and the vendor is just making recommendations for improvements.
5. Regarding a cost estimate for replacement/repair, if the repair ends up taking more labor hours than expected, we are to bill more than estimated and if labor hours are less, we are to bill less?
Answer: Estimates would be provided but actual labor hours would be billed. If the repairs take less than estimated only the required hours should be billed. If the vendor notes they are going to exceed the estimated hours we would expect to be notified and request authorization to proceed



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6. Does the county expect to pay the same rate for a rental UPS regardless of the KVA...whether it is a 3kva or a 100kva? Will the county provide electrician to wire in unit if needed?

Answer: No, we would expect to have different rates depending on the size of the rental. Yes, we would provide support with electricians to help connect the rental equipment.

7. How are supplier invoices audited? What information would be required to be provided?

Answer: Service records, time sheets, materials and supply lists, and other costs associated with the invoices.

Larry Holtzclaw
Contract Administrator