



CITY OF HOUSTON

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February 17, 2014

SUBJECT: Letter of Clarification No. 5 Repair, Inspection And Preventive Maintenance Services of Lab Equipment for Various Departments

REFERENCE: Bid Invitation No. S55-L24549

TO: All Prospective Bidders:

This Letter of Clarification is issued for the following reasons:

• **To revise the above referenced solicitation as follows:**

1. Page 7, Provision 2.0, Scope of Services has been changed to read as follows:

Scope of Services, Department of Public Works & Engineering and Department of Health and Human Services

2. Page 11, Provision 15.0 Scope of Services Health and Human Services Department has been changed to read as follows:

Scope of Services: Health and Human Services Department, Additional Requirements

3. Page 9, Provision 3.3.1, Description of Required Maintenance has been changed to read as follows:

B++ **Bi-Annual (To be performed twice a year)** or annual maintenance of Analytical Balances, per Section 3.2, b, above.

~~M1 Monthly inspection, maintenance, replaces consumables, adjustments to Water System at EWPP Plant 1 Federal.~~

~~M2 Monthly maintenance and supply softener to Water System at EWPP Plant 3 Federal.~~

Quarterly inspection, maintenance, replaces consumables, adjustments to Water System at **SEWPP Genoa Redbluff**

4. Page 11, Provision 15.1, Scope of Services Health and Human Services Department has been changed to read as follows:

The Contractor agrees to provide repairs of autoclaves, **steam generators/boilers** dryers, glassware washers, and other equipment "on site" wherever possible.

LETTER OF CLARIFICATION No. 5
REPAIR, INSPECTION AND PREVENTIVE MAINTENANCE SERVICES OF LAB EQUIPMENT FOR
VARIOUS DEPARTMENTS
SOLICITATION NO. S55-L24549

5. The following questions were received regarding this solicitation:

Question:

Does the Cost for PM's to include the price of consumable or incidental parts, or are the cost for all materials included in the parts prices entered by the City?

Response:

The cost for consumable or incidental parts and supplies is part of the PM cost as stated in the invitation to Bid Section 3.2.1.1.

Question:

If Manufacturer Service is required does the invoice for that service passed through to the City with the contractor's mark-up?

Response:

Analytical Instrument platforms are covered by separate contracts with the individual manufacturers. However, the PM does include annual Electrical Safety Inspections as stated in the Invitation to Bid Sections 2.3 and 3.1

Question:

Can you provide the request to Security so we can get badges to Access City Facilities?

Response:

Due to Federal security requirements, badges are provided to the contractors; however, the badges must be issued by security at the laboratory facility and returned to security each day. In addition, all contractor employees must be escorted by laboratory personnel that are designated by the Compliance Officer when performing maintenance in specific, highly-secured areas.

Question:

For the City of Houston Health Department, the four steam generators must be broke down, and all gaskets and seals replaced, for city inspection and put back together once a year. We currently invoice this service under line item 85, repair of Specialized Equipment. If this is acceptable, we will continue to invoice it this way, if not, a line item reflecting this service should be added.

Response:

The four steam generators that supply the autoclaves, will be overhauled and continued to be inspected annually as stated on Item # 4 of this letter of clarification.

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Question:

On page 9, Description of Required Maintenance, Type M1 and M2 reference just the plant I and plant III locations of PWE. The locations need to either be removed, or Wastewater and Health Department need to be added as all locations now have water systems needing monthly service.

Response:

The reference to plant I and plant III was removed from the bid document as stated on Item No. 3 of this Letter of Clarification.

Question:

In reference to Letter of Clarification #2, Question #2, there are some very specialized analyzers that are under contract or leased directly from the manufacturer in each department. On any unit covered by OEM, we would perform the ESI inspection only.

Response:

For some of the very specialized analyzers that are under contract or leased directly from the manufacturer in each department, they must have a periodic Electrical Safety Inspection (ESI) only.

When issued, Letter(s) of Clarification shall automatically become a part of the proposal documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

If you have any questions or if further clarification is needed regarding this Request for Proposal, please contact me.

Joseph Badell

Joseph Badell
Senior Procurement Specialist
Strategic Purchasing Division
832-393-0209

END OF LETTER OF CLARIFICATION 5

**SECTION B
SCOPE OF WORK/SPECIFICATIONS**

All Departments

1.0 General

Contractor shall furnish all management, supervision, labor, equipment, supplies, parts (unless otherwise specified) and materials required for repair, calibrations, adjustments, inspections and preventive maintenance services for laboratory equipment listed in Exhibit "BB" in accordance with specifications herein. Contractor shall maintain equipment in good working order and shall have replacement parts readily available. All work shall be performed by trained and skilled persons having experience in the type of work and equipment specified in this scope of work. Service shall be performed during normal business hours of 7:30 a.m. – 4:30 p.m., Monday through Friday, excluding holidays designated by City Council. **The laboratory representative will provide the necessary clearance for work after business hours.**

2.0 Scope of Services, Department of Public Works & Engineering and Department of Health and Human Services

- 2.1 Contractor shall repair the equipment listed in Exhibit "BB" when requested by the City during normal business hours. Contractor shall provide to the designated City representative a signed estimate of the cost of repair. Contractor shall begin repair upon authorization of the designated City representative. Should the City opt not to have equipment repaired, Contractor shall charge the City its minimum charge listed in Exhibit "H", Fee Schedule of the contract.
- 2.2 Should the City determine that Manufacturer or Manufacturer's Representative must perform repairs, Contractor shall coordinate repairs between City and Manufacturer or Manufacturer's Representative.
- 2.3 Contractor shall perform annual Electrical Safety Inspections (ESI) and Preventive Maintenance in accordance with Manufacturer's recommendation and in accordance with the scope of services.
- 2.4 Contractor shall ensure that technicians are dispatched to the repair site within twenty-four (24) hours of receipt of notification for repair or maintenance services and shall ensure that *all inoperative equipment is back into service within twenty-four (24) hours after technician is dispatched*. Should a longer period of time be required to complete service, Contractor shall request an extension of time from the designated City representative. Any discrepancies in the amount of time required shall be in the City's favor.

3.0 Inspections and Maintenance

3.1 Electrical Safety Inspections (ESI)

Contractor shall perform annual Electrical Safety Inspections (ESI) on all equipment listed in Attachments "BB". Contractor shall attach an inspection sticker to equipment upon completion of inspection. Inspection sticker shall note the date ESI was performed

3.2 Preventive Maintenance (PM)

3.2.1 General

- 3.2.1.1 Contractor shall perform Preventive Maintenance (PM) in accordance with Manufacturer's recommendations for equipment specified in Exhibit "BB". Maintenance shall include, but shall not be limited to, replacement of belts,

- B++ **Bi-Annual (To be performed twice a year)** or annual maintenance of Analytical Balances, per Section 3.2, b, above.
- M1 ~~Monthly inspection, maintenance, replace consumables, adjustments to Water System at EWPP Plant 1 Federal.~~
- M2 ~~Monthly maintenance and supply softener to Water System at EWPP Plant 3 Federal.~~
 Quarterly inspection, maintenance, replace consumables, adjustments to Water System at **SEWPP Genoa Redbluff.**

4.0 Consumables

Examples of consumables: salt cubes, 1 cubic foot activated carbon, R.O. pre-filter 0.4 micron and 0.2 micron bacterial filters, U.V. lamp(s), mixed bed D.I. exchange tank.

5.0 Response Time

5.1 Contractor shall arrive at the designated City facility ~~within twenty-four (24) hours of receipt of request for service and begin service,~~ **within twenty four (24) hours of the next working day and begin service.**

6.0 Repair Technicians

6.1 Contractor's repair technician shall be skilled and experienced in repairing the types of equipment listed in Exhibit "BB" and shall have a minimum of one year experience in the repair of the same. Should the City determine that repairs must be performed by Manufacturer or Manufacturer's Representative, Contractor shall coordinate repairs between City and Manufacturer or Manufacturer's Representative.

7.0 Replacement Parts and Equipment

7.1 Contractor shall furnish required parts if the required parts are not available in the City's inventory. Contractor shall maintain a stock of commonly used service parts to ensure immediate availability and have a system in place that will ensure the repair parts are on-hand for installation within 24 hours. Contractor shall supply all OEM parts, or parts meeting OEM specifications, for all repair work. At times, the City may elect to purchase parts only, no repair required. Purchased parts may include, but are not limited to, bulbs, gaskets, etc. In some instances, if repair cost(s) exceeds replacement cost(s), the City may elect to purchase small equipment ~~(under \$1,000 in value, e.g. microwaves, stir plates, etc.)~~ **(under \$3,000 in value, e.g. microwaves, stir plates, etc.)** from Contractor. All parts and equipment shall be based on Contractor's mark-up/discount, in Exhibit "H", Fee Schedule.

8.0 Warranty

- 8.1 Contractor shall warrant that each repair shall meet specifications and requirements of the Manufacturer.
- 8.2 Contractor shall warrant that each replaced part shall be new and meet OEM requirements.
- 8.3 Contractor shall provide warranty to the City for parts and equipment purchased by the City.

9.0 Quality Assurance

9.1 Contractor shall observe the highest standard of diligence and care in the performance of its preventive maintenance and repair responsibilities and shall meticulously follow the standards and procedures required by the Manufacturer, including all service bulletins.

14.1 Contractor shall submit invoices monthly, by the tenth calendar day of the month, all invoices for the previous month. Invoices must be submitted in triplicate (one original and two copies). All invoices shall be original invoices or certified original invoices on Contractor's company stationery with the original signed by an authorized agent of the company. The invoice number shall not be duplicated during the term of the contract. Each invoice shall detail the following information:

14.1.1 City Contract No. and Ordinance No.

14.1.1.1 Copy of Work Order

14.1.1.2 Ordering Department and Facility Name and address where services were performed

14.1.1.3 Date(s) and time(s) services performed

14.1.1.4 Parts or components repaired or replaced, Manufacturer Model/Part Nos. installed, detailing net unit pricing, percentage markup/discount and total cost per line item. (Contractor shall attach a photocopy of the supplier's invoice for each part having an individual cost of \$5.00 or more.)

14.1.1.5 Total invoice cost.

14.2 All unit prices for labor and parts shall be listed and easily identified against the quoted Contract pricing. Contractor shall mail invoices to:

Public Works and Engineering Department
Service Contract Accounting
P.O. Box 61449
Houston, Texas 77208-1449

Health and Human Services Department
8000 N. Stadium Drive, 7th Fl.
Houston, TX 77054

15.0 Scope of Services: Health and Human Services Department, Additional Requirements

15.1 The Contractor agrees to provide repairs of autoclaves, **steam generators/boilers** dryers, glassware washers, and other equipment "on site" wherever possible.

15.2 The Contractor agrees that the response time from the "time of notification" must be within forty-five (45) minutes via telephone, and within six (6) working hours or less for "on site" repair service.

15.2.1 Routine preventive maintenance inspection and repair shall be performed as listed. Failure to make routine maintenance, inspection and repair visits within the specified time frame shall result in termination of the Health and Human services portion of this Contract.

15.2.2 At clinic sites having several pieces of equipment of a given type (e.g. two autoclaves) only one unit can be nonfunctional per day for the preventive maintenance inspection.

15.2.3

~~15.2.2~~ Each preventive maintenance inspection and repair visit shall include an inspection of all equipment manufacturer models and serial numbers as listed in Exhibit "BB". At the time of the visit, inspection shall be made as listed per each piece of equipment with corrections and repairs being made as required