

CITY OF HOUSTON HOUSTON
PUBLIC WORKS INFORMAL BID DOCUMENT
I06531 CUSTOMER SUPPORT/MAINTENANCE SERVICE FOR Four each (4)
SKALAR ANALYZERS

Houston Public Works is requesting bids for providing one (1) year of customer support/maintenance services for four each (4) Skalar Analyzers.

All prospective bidders are encouraged to contact the buyer, Steven Martin at Steven.martin@houston.tx.gov any questions regarding this solicitation.

PART I – OVERVIEW

1.0 General Information

The City of Houston’s Wastewater Laboratory at 10500 Bellaire Blvd, Houston, TX 77072 requires a fixed price yearly service contract for the following Skalar Analyzers.

Two each (2) Skalar Ammonia Analyzer SAN++ Model Number: 3000-01.
Two each (2) Skalar BOD Analyzer Model: 21088905-01 and 21088903-01.

The service agreement on all four instruments should be valid for a one (1) year term from January 29, 2023, through January 28, 2024. Vendor must be certified to work on Skalar equipment.

2.0 Solicitation Schedule

EVENT	DATE
DATE OF SOLICITATION OPENS	<i>01/24/2023 3:00 PM CST</i>
QUESTIONS FROM BIDDERS DUE TO COH	<i>01/25/2023 3:00 PM CST</i>
LAST DATE TO SUBMIT BIDS (ON-LINE)	<i>01/27/2023 3:00 PM CST</i>
NOTIFICATION OF AWARD (ESTIMATED)	<i>01/30/2023</i>

PART II – Scope of Work

1.0 Performance Requirements

SERVICE CONTRACT:

Under the service agreement, the vendor must provide one annual Preventative Maintenance visit and one emergency visit. Service must include all labor and travel expenses. Does not include parts and consumables.

City of Houston will purchase any additional emergency trips, as required, to maintain our system according to published performance specifications. All field work done under this fixed-price option must carry a 30-day warranty. If the specific repair or correction fails, the vendor will absorb the entire rework cost, including parts, field labor, and transportation.

SPECIFIC TERMS AND CONDITIONS:

This service agreement will include labor, travel and living expenses. Parts and consumables are not included. Accessories and third-party items are not covered unless specified. The agreement includes one emergency visits during regular business hours to meet published performance specifications for service other than operator function, damage by third party, acts of nature, etc. This agreement applies only to standard configurations. All Service Agreement rates are based on providing service during hours of coverage as stated in this bid.

CONSUMABLES:

Consumable parts used in everyday operation of equipment such as sample holders, pump tubes, dialysis membranes, digestion tubes, photometer lamps, flow cells, coils, chart paper, printer paper, manuals, tools, etc. are not required to be covered.

PARTS:

All parts must be charged at list price and should be warranted for a period of 30 days.

SYSTEM MOVES:

Movement of the system is not required to be covered under this Maintenance Agreement.

LOANER EQUIPMENT:

All loaner equipment must be provided to the City of Houston free of charge, excluding shipping charges.

The vendor may reserve the right to request a purchase order for the loaner unit if it is not returned in a reasonable timely manner.

SERVICE HOURS:

8:00 a.m. to 5:00 p.m., Monday through Friday, local time, excluding holidays.

The service plan should be offered as an extension of the original manufacturer's warranty and begins immediately upon expiration of same. It will be in effect for a period of one year.

ACCESS:

The City of Houston will provide the vendor with the following:

1. Access to the products covered.
2. Adequate workspace and facilities within a reasonable distance of the products.
3. Access to, and use of, all information and facilities determined necessary by the vendor to service the products (including telephone).

DATA RECONSTRUCTION:

The City of Houston is responsible for maintaining a procedure to reconstruct any lost or altered files, data, or programs.

OPERATING AND MAINTENANCE PROCEDURES:

The City of Houston will follow routine operator and maintenance procedures as specified in the Skalar product operator manuals. Customer routine maintenance includes, but is not limited to, functions such as changing pump tubing, and other routine maintenance functions normally associated with the operation of the instrument.

OPERATING SUPPLIES

The City of Houston is responsible for providing operating supplies, consumables, and usage dependent items (for example: recorder paper and pens).

CUSTOMER REPRESENTATIVE:

A City of Houston representative will always be present at the site when service is being performed by the vendor, on-site or by telephone. Vendor personnel will not enter or remain at the facility in the absence of a City representative.

DATA SECURITY:

The City of Houston is responsible for the security of its confidential, proprietary, and classified information.

USAGE OF TOXIC SUBSTANCES:

The City of Houston shall notify the vendor in writing if any product covered by this agreement is used for analysis of toxic substances (LDL of 100mg/kg of body weight, or less). Skalar equipment used for analysis of toxic substances should be decontaminated before the vendor is called for service. When instruments cannot be decontaminated, the customer will perform the repair under the supervision of a vendor representative.

2.0 Required Documents

- 2.1 Valid certifications must be available upon request.
- 2.2 Vendor must provide general liability, auto and workers' compensation insurance that list the City of Houston as an additionally insured as well as a waiver of subrogation for general liability and auto policy. All documents must be submitted within 1 week of bid closing or upon request. No vendor will be allowed on City property prior to receipt of ALL requested documents.
- 2.3 COH Drug compliance forms.

PART III – SOLICITATION PROVISIONS**1.0 Informal Bid Terms and Conditions****1.1 [Strategic Procurement Division \(houstontx.gov\)](http://www.houstontx.gov)****2.0 Hire Houston First**

THIS PROCUREMENT IS SUBJECT TO THE HIRE HOUSTON FIRST PROGRAM, WHICH GIVES A PREFERENCE TO CERTAIN LOCAL BIDDERS IN AWARD OF THE PROCUREMENT. FOR MORE INFORMATION, GO TO:

<http://www.houstontx.gov/obo/hirehoustonfirst.html>