



RESPONSE TO INQUIRIES

Date: 8/13/2021

Bid ID #2769

**IFB #2769
Facility Automation Preventive Maintenance (HVAC)**

**The following information is in response to inquiries received regarding this solicitation.
Any actual amendments to the solicitation will be issued via an Addendum:**

Q1. The RFQ references "Maintenance scheduled for systems and equipment will be determined by run time, system use and manufacturer's recommendations." And the Equipment list references the number of inspections and inspection type. Can you clarify and define the scope of the maintenance activities to be performed for each inspection type, and per equipment type, to ensure uniformity of scope between all interested bidders? Inspection types in question are listed below:

RESPONSE:

- a. Comprehensive inspection: Definition/maintenance activities expected to be performed
- *Check thermostat operation*
 - *Clean filter and replace if needed*
 - *Check that air temperature differential between supply and return is within tolerance*
 - *Inspect disconnect*
 - *Inspect fuses and wiring*
 - *Tighten all electrical connections*
 - *Inspect and test contactors for burned, pitted contacts*
 - *Inspect and test relays and pressure controls*
 - *Check supply voltage and amperage to all motors*
 - *Inspect line set and connections for leaks*
 - *Inspect and clean condenser coil with hose*
 - *Inspect duct seal at unit and secure panels*

- *Inspect ductwork for energy loss*
 - *Flush and treat condensate drain with anti-algae tablets*
 - *Check that access panel is in place*
 - *Drain pan and evaporator coil surface clean*
 - *Monitor operating pressure of refrigerant*
 - *Test that refrigerant levels are within specs*
 - *Inspect safety devices for proper operation*
 - *Inspect disconnect box*
 - *Inspect and test capacitors*
 - *Inspect condenser fan blade*
 - *Inspect service valves for proper operation*
 - *Monitor compressor for proper amperage draw and wiring connections*
 - *Check/Replace belts*
 - *Lubricate any moving parts*
- b. Operational inspection: Definition/maintenance activities expected to be performed.
- *Clean filter and replace if needed*
 - *Drain pan and evaporator coil surface clean*
 - *Monitor operating pressure of refrigerant*
 - *Test that refrigerant levels are within specs*
 - *Inspect safety devices for proper operation*
 - *Inspect disconnect box*
 - *Inspect and test capacitors*
 - *Inspect condenser fan blade*
 - *Inspect service valves for proper operation*
 - *Check/Replace belts*
 - *Lubricate any moving parts*
- c. Unit Cleaning: Definition/Maintenance activities expected to be performed.
- *Clean filter and replace if needed*
 - *Drain pan and evaporator coil surface clean*
 - *Clean coils and condensers*
 - *Clear clogs and clean drain lines to ensure proper flow*
 - *Remove any standing water from drain pans to avoid overflows*
 - *Clean all cages and cabinets to clear dust and debris*
- d. Filter Change: MERV rating specification.
MERV Rating of 8 or higher

Q2. *Per the coverage definitions, response time is indicated as follows: basic within 3 days, Premium within 1 day including weekends and holidays, and Premium 24/7 with 4 hours 24/7/365. Can York Co. provide clarification on what items constitute service escalation for emergency and afterhours service and/or provide a call priority assignment levels with definitions based on impact to your operations.*

a. *What issues require immediate response?*

RESPONSE: *Unit not operating, heating or cooling.*

b. *What emergencies constitute after hours/weekend response?*

RESPONSE: *Unit not operating, heating or cooling*

c. Versus a problem that needs to be checked out & corrected in a timely fashion per general response and/or priority guidelines but may not need an immediate response or after-hours service?

RESPONSE: Due to the nature of some of the 24/7 facilities; i.e. Prison, Detention Center, Animal Shelter, IT, Emergency Management; these facilities never shut down and require rapid response to get back to full operational status.

Q3. Full Coverage Service Contract 100% coverage:

a. Can you define what is not covered under this agreement, specifically what constitutes a catastrophic failure? As well as any other exclusions:

RESPONSE:

- i. Acts of God-Unit is struck by lightning, tree falls on unit
- ii. Cabinetry,-The housing around the unit
- iii. Piping,-The piping to and from the unit
- iv. Duct, -Ductwork
- v. Etc.

b. Is refrigerant to be covered under this agreement as a material?

RESPONSE: *There should be a basic allowance for refrigerant*

Q4. Obsolete Parts

a. Please clarify what is billable in terms of an obsolete part:

i. If a part is found to be obsolete, Is the labor, travel, and misc. expenses required to diagnose the system, and install/replace the obsolete part with a new part are to be covered under this agreement?

RESPONSE: **Yes**

ii. If a non OEM/3rd part is a suitable to replace the obsolete part, Would this would be a billable item not covered under the agreement (once an estimate for the part was provided and approved)?

RESPONSE: The part, if not a factory part and if the manufactor does not produce the part any longer, can be a OEM/3rd party part. As long as all guidelines are followed in the bid, the part can be billed.

b. Can York Co. provide further explanation on item 1.3.D.4? Is there a reasonable limit to the cost of an obsolete part bidder is required to purchase, if found by York Co?

RESPONSE: If York County finds the factory part, then the award bidder is responsible for the cost or purchase of that part. YC is not looking to find 3rd party parts, only factory produced parts.