ADDENDUM NO.2
REQUEST FOR PROPOSAL NO. 0572U
ELEVATOR, ESCALATOR AND WALKWAY MAINTENANCE AND MODERNIZATION SERVICES AND RELATED SOLUTIONS

The following is a list of updates to be applied to Attachment 1: Denver Pricing.

1. **Item no. 6 - Permit Center:** The document shows (1) traction elevator. Vendors do not need to include this elevator in their pricing.
2. **Item no. 7 - Communications Center:** The document incorrectly lists the unit as a traction elevator. The unit should be listed as a hydraulic passenger elevator. Vendors should price as a hydraulic passenger elevator.
3. **Item no. 11 - Denver County Jail:** The facility does not have a traction elevator as noted on the list. Vendors should not include this elevator in their pricing. Also, the document incorrectly describes the Schindler 330A as a pit lift.
4. **Item no. 12 - Red Rocks Visitor Center:** The facility has (1) Gillespie Hydraulic Freight Elevator and (1) MCE Hydraulic Passenger Elevator.
5. **Item no. 14 - Roslyn Admin Bldg. 5:** The document incorrectly lists a traction elevator. The unit is a hydraulic passenger elevator. Vendors should include pricing for a hydraulic passenger elevator.
6. **Item no. 16 - Police Admin Building:** The document incorrectly lists (7) traction elevators. The administration building has (5) traction elevators and the dumbwaiters have been decommissioned and are not maintainable. Vendors should include pricing for (5) traction elevators only.
7. **Item no. 17 - Police Pre-Arraignment Detention Facility (PADF):** The document incorrectly lists (7) traction elevators and (2) dumbwaiters. The PADF building has (2) traction elevators and (0) dumbwaiters. Vendors should include pricing for (2) traction elevators only.
8. **Item no. 19 - Denver Performing Arts Complex (Boettcher):** The document notes (3) hydraulic elevators, but there is only (1) hydraulic passenger elevator. Vendors should include pricing for (1) hydraulic passenger elevator.
9. **Item no. 24 - City & County Building:** Vendors should include pricing for an additional (2) wheel chair lifts.
10. **Item no. 28 - Wellington Webb:** Change to the equipment in terms of the freight elevator; this is not a true freight elevator it is a service car.
11. **Item no. 29 - Denver Performing Arts Complex (Ellie Caulkins):** In addition to the (2) traction passenger elevators listed, there is an additional traction passenger elevator for a total of (3) traction passenger elevators.
Addendum No. 2
Request for Proposal No. 0572U

12. Item no. 30 - City and County Building (1437 Bannock): This a repeat of the City and County Bldg. listed on line item 24. Vendors should only provide pricing for Item no. 24.

The following questions and their answers are hereby incorporated into and made part of the above referenced Proposal:

(Q) QUESTIONS and (A) ANSWERS

Q1. Is the pricing vendors are to submit for the properties outside of the Denver area (in the "sample pricing" tab of attachment 1) were to be considered a firm bid or are they more for informational purposes only. The response I received during the call led me to believe these prices are for informational purposes only, especially since there will not be an opportunity to survey the equipment.

A1. The Sample Pricing in Attachment 1 is for typical projects Participating Public Agencies may have around the country and will be used for several purposes. It will potentially be used for evaluation as well as building contracts and to give Participating Public Agencies an idea of costs in the respective areas. Proposer pricing shall correspond with pricing in Attachment 2.

Q2. C.9, page 23 – Specs require “Supplier shall provide copies of all service tickets, initialed and checked Maintenance Report form to City and any Participating Public agency with invoice”--- Does the following procedure meet the reporting requirements? Currently the Supplier’s procedure for time tickets follows an electronic means of communication in an effort to reduce our carbon footprint. When a technician is onsite for maintenance or a callback, the time ticket is emailed from the technicians PDA phone to the facility manager. In cases where the technician is onsite for a callback, he obtains a signature onsite and then emails the time ticket to the facility manager. In addition, when supplier’s invoices are submitted to the City and County of Denver we provide the electronic tickets in conjunction with the invoices. Please confirm this is acceptable (it is what is in place now and fits well with the green initiative the city is looking to achieve).

A2. This is acceptable as described above. It is expected that each proposer detail the process by which time tickets will be handled.
Q3. **C.12 page 25** -- When the City and County of Denver places a callback and the technician arrives to find the elevator operating without fault or any technical issues this beyond the supplier’s control is classified as part of the City’s negligence/misuse. The supplier has no way to regulate who is calling in, number of calls placed, if the person is qualified, if the unit has been looked at or confirmed there is a issue. Please confirm this is the logic that will be utilized.

   **A3. The City does not subscribe to this logic as presented in the question. The scenarios presented above are the exceptions not the norm. Demonstrate your suggested best process in C.25.15 of the RFP.**

Q4. **C.12 page 25** -- We request the following also be added under the scope of work excluded since these are systems or items connected or provided by a 3rd party – (not elevator contractor) “Work involving but not limited to security systems, mainline disconnect switches, card readers, cameras, smoke detectors, firemen’s phone jacks or can not be maintained by the supplier “underground hydraulic cylinders and piping for hydraulic elevators are excluded from this contract’s scope of work”.

   **A4. The City generally agrees that the work described above is not part of the scope of this RFP. If necessary please suggest exclusions in your proposal so that it may be considered in contract negotiation.**

Q5. **C.13.e page 26** – We interpret the coverage of the wheel chair lift maintenance to be limited maintenance or in our industry referred to as an Oil and Grease Agreement.” Should the unit malfunction and a service request is needed, is the City expected to be billed on a time and material basis for the materials and labor per the agreed upon billing rates and material mark ups? Please confirm. This is what the units are currently under.

   **A5. Please propose your preventative maintenance description for Wheelchair lifts in your response to question C.25.4.**

Q6. **C.13.f page 26** -- We interpret the coverage of the platform lift maintenance to be limited maintenance or in our industry referred to as an Oil and Grease Agreement. Should the unit malfunction and a service request is needed, is the City expected to be billed on a time and material basis for the materials and labor per the agreed upon billing rates and material mark ups? Please confirm. This is what the units are currently under.

   **A6. Please propose your preventative maintenance description for platform lifts in your response to question C.25.4.**
Q7. **C.16 page 27** – The standard range of response time for non-emergency trouble calls in the industry is 2-4 hours. A fair expectation given the many factors (controllable and uncontrollable that exists). The specifications is asking for 1 hour on all calls. Response times can sometimes be dependent upon weather conditions, traffic, and other unforeseen circumstances. Is it acceptable to modify the response times to 2-4 hours for non-emergency calls? The” One hour” response time or less for emergency calls (entrapments) is reasonable and a industry standard and is in line with the current agreement with the City & County of Denver.

A7. *The response time for non-emergency calls has been amended and will be two hours.*

Q8. **C.17 page 28** – Per the specifications the elevator subcontractor agrees to provide all testing in conjunction with the scope of work. Please confirm the 3rd party inspection fees for witnessed testing and annual inspections will be the responsibility of the City and County of Denver? This is typical in the industry since it is a neutral 3rd party and it keeps separation of contractor and the regulatory agency.

A8. *Agreed.*

Q9. **C.23 page 30 Service Category 2** -- The following 3rd party equipment is not installed and maintainable by the elevator contractor: security features (including but not limited to smoke sensors, mainline disconnects, card readers, security push button stations, cameras, etc). Communication devices (phone or intercoms) elevator ceiling lights in cab, cab fans/blowers, Escalators: if applicable- escalator brushes

Please confirm these items will not be included in the elevator maintenance agreement by the elevator contractor.

A9. *Agreed (see response from Question 4.)*

Q10. **Emergency Services** -- Per the scope of work included, callback services are not addressed. In order to align the new agreement with the existing scope of work and with the pricing bid sheet item #5 note, please add the following language:

a. 24/7 Emergency Services to be provided by contractor. Callbacks are covered under this agreement from Monday – Friday, from 8am – 5pm (normal business hours). Should a technician need to respond after these standard hours, contractor will absorb the straight time portion of the callback and the City and County of Denver will be responsible for the overtime portion.

b. During callback services on a billable trouble call, travel time to and from the location is also billable per the agreed upon labor rates in the contract.

A10. *Please provide these suggestions in your response for question C.25.15.*
Q11. **Attachment 1** – The pricing spreadsheet does not provide a field for labor rates outside the normal hours. Will you please add a field for holiday hours and overtime service?

   **A11. Proposer shall use the applicable hourly rate in Attachment 2 when completing Attachment 1.**

Q12. **D.3 page 36**: “All prices quoted shall be firm and fixed for 5 years“. Does this apply to both the City and County of Denver maintenance contract and the “national labor rates“?

   **A12. This applies to all prices. Please reference B.9.b, Tab5 – Proposer may submit costs of labor rates for each year) of the term of this contract for evaluation. i.e. 2014, 2015, 2016, 2017, 2018.**

Q13. **Taxes**: No reference is made concerning taxes. Bid prices will not include taxes “if applicable “since the contractor has no control of changes or timing of changes, new tax laws and vary greatly state to state, city to city. Please confirm.

   **A13. The City of Denver does not intend to provide a mechanism in our contract for price escalation.**

Q14. 1) **Section G.6 SubSection 5.1 Administrative Fees**: Please clarify what services this fee will apply to? Maintenance sales, modernization sales, extra billing on maintenance contracts and repairs? All of these or some of these? Please confirm. Also these fees will NOT apply if the City and County of Denver or local agency elects to competitively bid any project outside US Communities. Please confirm.

   2) **Section 5.1 Administrative Fees**: Fees will only be paid on and only after supplier has been “paid” by the local agencies for the services provided, correct? This eliminates bad debt, credits issued or adjusted invoices and constant reporting changes.

   **A1) This applies to all products, services and solutions that become a part of the Master Agreement. Reference Administration Agreement, Section 3.3 (b) (iv) for Supplier’s options in responding to a third party procurement solicitation. If an eligible Public Agency chooses not to use the Master Agreement and Supplier is in full compliance with all Provisions set forth in 3.3 (b)(ii) and 3.3 (b)(iii) of the Administration Agreement, then Supplier would not be subject to the administration fee.**

   **A2) Reference Administration Agreement, Section 5.1, monthly fees and reports shall be made with respect to all purchases shipped and billed pursuant to the Master Agreement for the applicable month. Such fees and reports shall be net of any bad debt expense arising from such purchases that is similarly recorded to the Supplier’s financial statements in accordance with generally accepted accounting principles.**
Q15. Does the City want 24/7/365 phone monitoring to elevator company’s call center? If so, must it be a Call Center with trained agents, not a 3rd party answering service?

A15. The City requires access to vendor on a 24/7/365 basis. Please provide detail as to how you will provide this access in your response to Question no. C.25.1.

Q16. Proposal submittal Section E (sample contract City of Denver) - Standard proposal submittal practice is to submit a redline marked up version of proposed changes to contract (Easier to track and follow changes).

A16. This is acceptable.

Q17. Can the final bid date be extended?

A17. The due date will not be extended.

Q18. Will all work be awarded to one vendor or is there a possibility that multiple vendors could be selected?

A18. The City reserves the right to make multiple awards or a single award based upon the City’s best interests. See Section B.1 of the RFP.

Q19. Will certified payroll be a requirement?

A19. Yes.

Q20. Please clarify unit visit frequency. May vendors offer a specialized and customized preventative maintenance schedule?

A20. Unit visit frequency is provided in Attachment 1. Vendors should provide information about their proposed preventative maintenance schedules in their response to questions C.25.1

Q21. May vendors provide their own scope of work for service and repair?


Q22. What is your standard check in process for the technicians?

A22. The City requests vendor’s notification process in Question C.25.9 of the RFP.
Q23. Will electronic copies of maintenance performance suffice?

   A23. See response to Question 2.

Q24. Are any federal funds being allocated to this contract?

   A24. This information is unknown.

Q25. Can you provide the Prevailing Wages schedule?

   A25. Please see attachment "Bldg Mod 08 07 05 13"

Q26. Can you provide the bid tabulation for the Elevator Maintenance solicitation from 2008?

   A26. Please see attachment "0572UEVAL2008Corrected112508"

Proposer shall initial here ________ and attach to their Proposal. Failure to do so may be cause to consider your proposal non-responsive and cause for rejection.

Company: ____________________________________________

Joe Saporito

Senior Buyer