

## QUESTIONS AND ANSWERS

### RFP #200903: District-Wide Commercial Refrigerator & Freezer Preventative Maintenance & Repair

The following questions have been submitted. The questions received have been answered and are provided verbatim from what was received:

RESPONDER QUESTION #1: Is there a specific envelop that is required for the sealed proposal?

**ANSWER #1: No, we do not require a specific type of envelope. Per Section VIII.C on Pages 14 – 15 of the RFP, the requirements with regard to the packaging of the proposal are that the pricing be provided in a separate envelope from the rest of the proposal and that the packages be sealed. The Responder must submit the pricing and proposal in separate, sealed envelopes.**

RESPONDER QUESTION #2: What is the availability of school access year round for preventative maintenance? Scheduling for maintenance may fall under time of year schools are closed.

**ANSWER #2: The awarded Responder's employees will be required to be badged contractors/vendors for the District. Except for Christmas break, keys would be checked out from the Maintenance Department in order to provide scheduled Preventative Maintenance services.**

RESPONDER QUESTION #3: Are there any school locations that are open year round?

**ANSWER #3: No.**

RESPONDER QUESTION #4: In the event a repair is needed while on site during maintenance what is the protocol for moving forward?

**ANSWER #4: Per section IV. A on Page 10 of the RFP, the awarded Responder must provide a quote detailing the nature of the problem, the corrective action needed, an estimated cost of the necessary repairs, and the estimated duration of the work. This quote must be approved by the Director of Food Services or designee prior to the commencement of any repair work.**

RESPONDER QUESTION #5: Are our main points of contact through the child nutrition department or facilities? I assume you will provide these contacts in the event the bid is awarded to REMCO.

**ANSWER #5: Yes, contact information will be provided upon award. The main point of contact will be the Food Services Department.**

RESPONDER QUESTION #6: For repairs do you work with a PO process?

**ANSWER #6: If possible, we would like to pay via credit card after repairs have been completed, inspected, and invoiced. If credit card payment is not possible, then we would issue a Purchase Order prior to commencement of work.**

RESPONDER QUESTION #7: Do PO's come with a "Not To Exceed" limit?

**ANSWER #7: Yes.**

RESPONDER QUESTION #8: In the event a repair goes beyond the Not To Exceed limit who is our point of contact to send the quote?

**ANSWER #8: The point of contact would be the Food Services Director or designee.**

RESPONDER QUESTION #9: On page 36, line item 45 it asks for Maximum Shop Supplies Fee Per Repair Visit. Please detail an example of what this could entail so we can best understand.

**ANSWER #9: The term "Shop Supplies" are generally referred to as "incidentals" or "consumables" and include, but are not limited to electrical connections, wire nuts, valve caps, valve cores, pipe insulation, duct tape, etc.**