

Automation Equipment Maintenance, RFB# DAJ-049

Questions and Answers

1. The bid reads in the unit cost column, list the annual cost for a single machine for each of the categories identified. Can you elaborate? Does this cost include service maintenance and hardware? For example, if we receive a service call for a machine and we determine the machine is non-repairable, would we have to account for the service labor to troubleshoot and determine the machine is not repairable, hardware replacement and the labor to install a new machine? Any insight would be greatly appreciated.

Yes, the annual cost of a single machine should include any/all time, labor and hardware that is necessary to repair and/or replace a malfunctioning machine.

Also, on page 18 of the bid package, item 4 reads "Return Attachment VI with the bid package". Where is attachment VI located?

Attachment VI is the Bid Response Form, which follows directly after page 18 (Bid Response Form instructions). A Bid Response Form is required for all bid submissions. The attachment number was inadvertently omitted from the Bid Response Form.

2. Can I get a list of equipment at each location?

An inventory of current (July 1, 2015) equipment is provided in Exhibit I. This inventory is provided for informational purposes only and is intended to provide the bidder with the types of equipment and number of units, along with their location, which might be covered under this contract.

3. I am checking on the above project that is bidding on July 31, 2015 to verify that it is a Service Maintenance & Supply project?

The project includes service/maintenance and replacement products when an item is determined to be inoperable. The only "supply" portion of the project would be hardware, software and/or parts required for maintenance. The 7JD will not be purchasing consumables, such as toner, as part of this project/contract.

Are there are documents available at this time?

**An inventory of current (July 1, 2015) equipment and software is provided in Exhibit I. All required documents for this bid are listed on the following website under "DAJ-049: Automation Equipment Maintenance"
<http://www.nycourts.gov/admin/bids/currentsolicitations.shtml>**

4. I noticed that the attachments are listed in numerical order, but there is no Attachment II. Is there an Attachment II that we should be aware of and if so, how would we go about obtaining it?

Attachment II is not applicable to this bid (as noted on the Document Enclosure Checklist).

5. Can you provide a more clear scope of work. Is this RFP for complete IT support, in other words, will we be supporting user access to internal IT system, user software assistance, AD setup, etc...or is the RFP just for hardware and/or software issues?

The scope of work for this Request For Bid is detailed on page two and again on page seven. The Request For Bid is not for complete IT Support (i.e., no AD set up or access or access to internal IT system), however, IT support must be provided to successfully address service issues so as to return the equipment to original working order.

6. I would like to include a few more questions regarding the RFB# DAJ-049: Can you provide a scope of services? Is there a price sheet 7th will provide? If not, what is the format in which the pricing is required? Are there any insurance requirements that need to be submitted with the bid?

The complete bid package, including scope, pricing information and insurance requirements, is available at:

<http://www.nycourts.gov/admin/bids/currentsolicitations.shtml>