



NEW YORK CITY DEPARTMENT OF CORRECTION  
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September 4, 2014

**ADDENDUM # 1**

Re: PIN 072201409NSD-On Call Repair and Preventative Maintenance Services for Floor Scrubbing Machines.

Dear Prospective Bidders:

Pursuant to Section 3-02 (i) and 3-03 (f)(2) of the Procurement Policy Board (PPB) Rules, the Department of Correction (DOC) is issuing **Addendum #1** to 072201409NSD-On Call Repairs and Preventative Maintenance Services for Floor Scrubbing Machines.

**BID EXTENSION**

The bid due date has been extended from September 5, 2014 to **September 12, 2014 @ 11:00am**. Please provide all bid packages to the NYC Department of Correction, 75-20 Astoria Blvd, Suite 160, East Elmhurst, New York 11370-Attention: Shaneza Shinath.

**QUESTIONS**

Question 1. Weather issues-Will you allotted (sic) for extra time on site in the event of bad/inclement weather?

Answer: All on-site repairs would be done indoors. The specification clearly explains the sign in and sign out procedure. The clock begins when technicians sign in at the front gate log book, and the clock stops when the repair and work ticket is completed. It further explains that if there is an alarm or other emergency that prevents the contractors from leaving the facility after they have completed repairs, they will be compensated for the additional time

Question 2. Will the mechanics Windsor Factory Trained Certification supplement for the required certificate from Tennant, Tomcat and Clarke? If not, will the vendor be allotted extra time to fulfill that requirement if the bid is awarded to us?

Answer: The Department does not currently (nor do we have future plans to) utilize Windsor machines. As such, this certification is not relevant to our equipment. Bidders must be trained and certified by the Tennant manufacturer to repair and to perform warranty service on Tennant machines at the time of the bid opening. Additional time can be allowed to get

factory training on the Tomcat and Clarke machines. Warranty service authorization is not required for the Tomcat and Clarke units.

Question 3. How will hours be calculated for a driver who needs to pick up a machine from the site, to complete repair here in our shop?

Answer: The driver will be considered "on the clock" from the time that he/she arrives and checks in at the DOC facility (Riker's Island bridge security trailer, or Borough Facility front gate) until they have successfully loaded the equipment onto the truck and left DOC property. Travel time to and from DOC facilities is not covered under this contract.

Question 4. Could we have an extension of 8 hours (as opposed to the 2 hours listed in contract) for initial response to call/email for repair, with the stipulation that I will provide a mobile number, in addition to the business line and work email?

Answer: The two (2) hours stipulated in the contract refers to a return call or email acknowledging receipt of the initial call. The Department requires contact with the contractor to arrange for service/repair within two (2) hours of placing a service call.

Question 5. Could we have an extension of 48 hours to respond to service call (not related to scheduled 60 day preventative maintenance?) And, in the case of inclement weather, vehicle malfunction or any "act of God" where variables are not in our control, could we extent (sic) that 48 hours to 72 hours (or 3 business days?)

Answer: The 24 hour time period, specified in the contract is only for 'emergency repair work.' All other repairs/assessments will be scheduled at the time of the return call (referenced above in response to question #4) for a time that is suitable to both the DOC and the contractor. However, by definition, 'emergency repair work' does not adhere to this normal schedule, and extension cannot be allowed while still meeting the criteria for an emergency call. This is why there is a provision for the bidders to charge a premium rate for emergency service. Inclement weather, Force Majure, or any other claims of hardship will be evaluated on a case by case basis but no extension will be granted in advance. Contractor's vehicle malfunction is also not something that the DOC makes provisions for in advance. At the time of the malfunction, the vendor can contact the DOC contract manager and explain the situation. In most cases, if a contingency plan is established immediately and the delay appropriately mitigated, a short grace period may be permitted. But, in short, 48 to 72 hours falls outside of DOC's definition of emergency service, and is not an acceptable time frame for such calls.

Question 6. Can scheduled maintenance will (sic) be split up into either 2 or 3 days throughout the course of 60 days?

Answer: Preventative Maintenance scheduling is flexible as long as each machine is inspected/serviced once every 60 days.

**Please submit this addendum with your Bids.**

  
Deputy Agency Chief Contracting Officer

**I acknowledge receipt of this addendum.**

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**Bidder/Company Name (Print)**

\_\_\_\_\_  
**Authorized Representative (Print Name)**

\_\_\_\_\_  
**Authorized Representative (Signature)**

\_\_\_\_\_  
**Date**