

Rockingham County Security, PM, Repairs and Upgrade Services

ITB #17-051617-01

Addendum #1

REQUIREMENTS OF PREVENTIVE MAINTENANCE DUTIES RELATIVE TO THE **DETENTION SYSTEMS** AT THE HARRISONBURG/ROCKINGHAM COUNTY JAIL/SHERIFF'S OFFICE COMPLEX SHALL BE CONDUCTED ON A QUARTERLY BASIS.

The service requirements listed below are considered to be illustrative and the actual service is to be directed and scheduled based upon Virginia Department of corrections standards and manufacturer's recommendation, equipment location, application, type, run time and Bidder's own experience. The County is to be kept informed of the equipment's performance and the successful contractor is to provide a detailed service report after each service call.

The following activities are considered to be typical components that will be included in the agreement:

- ⊗ TEST AND INSPECT: Job labor, travel labor and travel and living expenses required to visually inspect and test equipment to determine its operating condition and efficiency. Typical activities include:
 - ✓ Testing of Detention and Monitoring systems, monitoring devices, manual and electronic devices and controls, including system performance evaluation, adjustments, and calibration of system components.
 - ✓ Inspecting for worn, failed or doubtful parts, mountings, wiring, programing etc.
- ⊗ PREVENTIVE MAINTENANCE: Job labor, travel labor and travel and living expenses required to clean, calibrate, lubricate and adjust equipment. These activities are intended to extend equipment life and assure proper operating condition and efficiency. Typical activities include:
 - ✓ Cleaning electrical contacts; lenses and operating devices etc. annually.
Example: focus, cleaning and adjusting of cameras, including tightening of components and contacts as to create proper operation.
 - ✓ Calibrating adjustments to mechanical operation of devices etc. annually.
 - ✓ Tightening electrical connections; mounting bolts; fittings; etc. annually.
 - ✓ Adjusting set point of controls and limits; etc. annually.
 - ✓ Lubrication of motors, hinges, locks, grease fittings; gears; tracks; etc. annually.
 - ✓ Doors to booking, vehicle sallyports, monitor stations, monitor sallyports, and day area entrys will be done quarterly.
 - ✓ Doors to cells will be done annually 25% per quarter.
 - ✓ Backup and cleanup of computer operated systems annually.
 - ✓ Eye Wash Stations in District Courts and Jail should be included in the contract and should be tested semi-annually.

COUNTY OF ROCKINGHAM - Bidder Questionnaire

V. APPENDIX

A. **BIDDER QUESTIONNAIRE** [Please use back of page for additional space, as needed]

1. Background and Structure

- a. State company name, corporate office address and telephone.

- b. Provide the name(s) and telephone number(s) of those preparing the bid and authorized to deal directly with the County in this matter; also, the address of the office directly concerned with development of this bid.

2. Support and Prior Experience

- a. How long has your firm been in business?

- b. What experience has your firm in the DETENTION AND MONITORING systems service maintenance field? How many years has your company been providing such services?

- c. Provide the names and addresses of at least four recent customers for whom your firm has provided similar services. Include the name, address and phone number of the persons the County has your permission to contact.

- d. Provide resumes of work history of primary employees that will be assigned to the work under this agreement. Resumes must show job experience for similar type work within the last three years.

COUNTY OF ROCKINGHAM - Bidder Questionnaire

3. Maintenance Procedures

- a. Describe the procedure for reporting problems for service and the information required at the time of the service call.

- b. Describe in detail the problem escalation procedure and what happens in those cases where the field technician is unable to resolve the problem on a timely basis.

- c. Describe in detail the testing, inspection and preventive maintenance program proposed based on the list of equipment and controls listed in Appendix 2. Bidder should include in this description an explanation of all costs that are included in the program to be provided. More than one option may be provided. These options could offer higher levels of service. (Attach additional pages if necessary)

4. Service and Support Commitments

- a. What is the minimum service call response time that the company will guarantee?

- b. Describe the hours of service for the proposed plan. If multiple plans are proposed, describe the hours of service available under each plan, the guaranteed response times, and costs to the County

- c. State the dispatch location for field technicians and the length of travel time.

- d. Describe the company's system for supplying parts to the field and how that approach can provide assurance to the County that parts will be available when -3-needed, especially parts for critical equipment. Stipulate the types of replacement parts that your firm stocks, and what types will need to be ordered.

COUNTY OF ROCKINGHAM – Bidder Questionnaire

- [1.] At what location does your firm store the parts which would serve our account?

- [2.] What parts delivery response time will your firm commit?

- [3.] How will you expedite parts delivery for emergency situations?

- [4.] Other features
Comment here on any other features which you feel uniquely advantageous to the County with respect to this bid or for future use.