

REQUEST FOR PROPOSAL

THREE YEAR MAINTENANCE CONTRACT FOR THREE UNINTERRUPTIBLE POWER SUPPLY (UPS) UNITS

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1.0 INTRODUCTION

The San Joaquin Valley Air Pollution Control District is a public health agency whose mission is to improve the health and quality of life for all Valley residents through efficient, effective and entrepreneurial air quality-management strategies. The San Joaquin Valley Air Pollution Control District is made up of eight counties in California's Central Valley: San Joaquin, Stanislaus, Merced, Madera, Fresno, Kings, Tulare, and the San Joaquin Valley Air Basin portion of Kern.

2.0 BACKGROUND

The District presently operates three Liebert NPower Uninterruptible Power Supply units. These units are located in three offices;

- Fresno Office
1990 East Gettysburg Ave.
Fresno, CA 93726
(559) 230-6000
- Modesto Office
4800 Enterprise Way
Modesto, CA 95356
(209) 557-6400
- Bakersfield Office
34946 Flyover Court
Bakersfield, CA. 93308

These UPS units provide continuous power to mission critical equipment such as the phone system, data servers, and video conferencing equipment located in the computer room of each office. The data servers and phone system operate 24 hours a day 7 days a week 365 days a year.

In order to maintain the condition and availability of service from the UPS units the District requires "Annual Maintenance" be performed on each unit. The "Annual Maintenance" consists of two "System PMs" and quarterly (4) "Battery PMs." The goal of this work is to assure continuity of service by servicing, repairing, and providing support for the equipment and also identify any possible problems.

The current maintenance contracts for all three sites begin and end at different times (see image below).

ID	Contracts	Start	Ends	Q3 12		Q4 12			Q1 13			Q2 13			Q3 13			Q4 13						
				Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				
1	Modesto UPS	9/13/2012	9/12/2013	[Redacted]																				
2	Fresno UPS	11/22/2012	11/21/2013				[Redacted]																	
3	Bakersfield UPS	12/17/2012	12/16/2013							[Redacted]														

It is the desire of the District to have all three site contracts coterminous. This would allow for efficient management of the maintenance contracts. The District prefers all three site contracts to commence in September (see image below).

ID	Contracts	Start	Ends	Q3 13		Q4 13			Q1 14			Q2 14			Q3 14			Q4 14	
				Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
1	Modesto UPS	9/12/2013	9/11/2014	[Redacted]															
2	Fresno UPS	9/12/2013	9/11/2014	[Redacted]															
3	Bakersfield UPS	9/12/2013	9/11/2014	[Redacted]															

The Modesto site will be the first of the three sites to expire, which is in September. The Modesto site expires in September, which is one month earlier than the Fresno site and two months earlier than the Bakersfield site. The District is aware that in order to get the sites coterminous it will require a longer duration for two sites for the first year of the contract with all three sites on the same cycle by the second year of the three year contract.

3.0 REQUESTED MAINTENANCE

The purpose of this RFP is to secure a three year maintenance contract with a UPS maintenance vendor for all three sites. The following is a scope of work to be performed during the contract period.

The annual maintenance of the UPS system should include all associated equipment of the units. This would include the battery cabinets, capacitors, circuit control boards, and all associated components.

The “System” and “Battery PMs” required shall be in accordance with the manufacturer’s operations and maintenance manual and any other applicable documents. In addition, the following are requirements of the maintenance contract as well as items that will need to be checked, recorded, and measured or performed.

- Guaranteed 4-hour on-site emergency response, 7 days/week, 24 hours/day.
- Resolution of incidents within 72 hours.
- Includes 100% parts coverage (excluding batteries, and proactive full bank capacitor replacement.)
- Includes one Semi-Annual and one Annual System Preventive Maintenance Service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays).
- Includes 100% labor and travel coverage.
- Performed by Liebert factory trained Customer Engineers.

3.1 UPS Full System Preventive Maintenance Service

3.1.1 Semi-Annual Service

1. Perform temperature check on all breakers, connections, and associated controls. Repair and/or report all high temperature areas.
2. Perform a complete visual inspection of the equipment including subassemblies, wiring harnesses, contacts, cables, and major components.
3. Check air filters for cleanliness.
4. Check module(s) completely.
5. Rectifier and inverter snubber boards for discoloration.
6. Record all voltage and current meter readings on the module control cabinet or the system control cabinet.

3.1.2 Annual Service Includes the Above, Plus

1. Check the inverter and rectifier snubbers for burned or broken wires.
2. Check all nuts, bolts, screws, and connectors for tightness and heat discoloration.
3. Check fuses on the DC capacitor deck for continuity (if applicable).
4. With customer approval, perform operational test of the system including unit transfer and battery discharge.
5. Check and verify the units are operating with the current firmware from the manufacturer, and update as necessary.
6. Calibrate and record all electronics to system specifications.
7. Check or perform Engineering Field Change Notices (FCN) as necessary.
8. Measure and record all low-voltage power supply levels.
9. Record phase-to-phase input voltage and currents.
10. Review system performance with customer to address any questions and to schedule any repairs.
11. Check power capacitors for swelling or leaking oil. (if applicable)
12. Inspect DC capacitor vent caps that have extruded more than 1/8". (if applicable)
13. Measure and record harmonic trap filter currents. (if applicable)

During the initial PM visit, an Annual Service PM must be performed

3.2 UPS Battery Preventive Maintenance Service

- Guaranteed 4-hour on-site emergency response, 7 days/week, 24 hours/day.
- Resolution of incidents within 72 hours.
- Includes 100% corrective labor and travel coverage 7 days/week, 24 hours/day.
- Includes battery recycling as required, with documentation meeting EPA requirements.
- Performed by Liebert factory trained Battery Specialist or Customer Engineers.

- Preventive Maintenance Service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays).
- Single Jar Replacement Service for Batteries: Includes freight, labor, disposal and batteries.

3.2.1 Battery Inspection Service

1. Check integrity of battery cabinet.
2. Visual inspection of the battery cabinet and/or room to include:
 - Check for NO-OX grease or oil on all connections (if applicable).
 - Check battery jars for proper liquid level (if flooded cells).
 - Check for corrosion on all the terminals and cables.
 - Examine the physical cleanliness of the battery room and jars.
3. Measure and record DC bus ripple voltage (if applicable).
4. Measure and record total battery float voltage.

3.2.2 Quarterly Battery Service

1. Inspect the appearance and cleanliness of the battery and the battery room. Clean normal jar top dirt accumulation (to be done only with battery off line).
2. Measure and record the total battery float voltage and charging current.
3. Measure and record the overall AC ripple voltage.
4. Measure and record the overall AC ripple current.
5. Visually inspect the jars and covers for cracks and leakage.
6. Visually inspect for evidence of corrosion.
7. Measure and record the ambient temperature.
8. Verify the integrity of the battery rack/cabinet.
9. Measure and record 100% of the jar temperatures.
10. Measure and record the float voltage of all jars.
11. Measure and record all internal ohmic readings.
12. Record installation date of each battery.
13. Provide a detailed written report noting any deficiencies and corrective action needed, taken and/or planned.

3.2.3 Annual Battery Service Includes the Above, Plus

Re-tighten all connections to the battery manufacturer's specifications, if required. Refer to the manufacturer's literature to determine if re-tightening is required.

Measure and record all battery connection resistances, when applicable.

3.2.4 Single Jar Replacement

The District prefers to replace batteries as they fail instead of full string replacement every five years. This allows the District to avoid a saw-tooth budget. We budget a certain amount per year every year for battery replacement. This maintains a flat level budget.

To maintain that requirement the District prefers to have a set price per battery replacement during the (3) year contract. This set price must include the cost of the battery, shipping, installation, and removal of old battery. This set price per battery will make budgeting and purchasing much more efficient.

Along with the set price per battery replacement, each new battery purchased and installed will be covered by a (3) year warranty regardless of the age of the string. The (3) year battery warranty includes the cost of the battery, shipping, installation, and removal of old battery. All covered expenses at no cost to the District.

3.3 Corrective Maintenance Performed as Required

- Refurbish jar connections as deemed necessary by the detailed inspection report.
- All issues classified as “non-emergency” incidents, such as a defective LCD panel, shall be scheduled with customer for corrective action.
- Resolution time for corrective maintenance items shall fall within the expected resolution time of 72 hours once corrective maintenance begins.

3.4 Problem definitions

3.4.1 Critical Problems

Definition: A **Critical Problem** is defined as an incident that renders the District’s system(s) unusable until the problem is resolved. There are no acceptable alternatives or workarounds available to restore partial and/or temporary service. Resolution of the problem is considered to be of utmost priority.

Example: A **Critical Problem** would include operational or total failure of the following equipment but is not limited to: Main control board, failed battery causing an open in the battery string, Inverter or Rectifier.

Expectations: For **Critical Problems**, an industry qualified technician would be onsite within the required 4-hour response time from the time of the reported incident with the appropriate replacement part/s or equipment based upon availability of the part or equipment which needs replacing. The replacement may be a newer version of equipment as older and discontinued parts may not be available or hard to procure. If the replacement part or equipment is not available, the vendor will make the best effort to obtain the part or equipment as quickly as possible. The vendor will provide an estimate on when this part or equipment will be onsite.

3.4.2 Major Problems

Definition: A **Major Problem** is defined as an incident that prevents normal operation of the District's system(s), but does not preclude the system(s) usability. There are acceptable alternatives or workarounds available to restore partial and/or temporary service until the problem is resolved.

Examples: A **Major Problem** would include partial or total failure of any of the following equipment but is not limited to: Leaking battery case, System cooling fan.

Expectations: For **Major Problems**, an industry qualified technician would be onsite the business day following the reported incident to diagnose the reported problem, identify and order the appropriate replacement part/s or equipment. The technician would be back onsite no later than the second business day along with the ordered parts/equipment, and affect the repair by End of Business that day. The replacement may be a newer version of equipment as older and discontinued parts may not be available or hard to procure. If the replacement part or equipment is not available, the vendor will make the best effort to obtain the part or equipment as quickly as possible. The vendor will provide an estimate on when this part or equipment will be onsite.

3.4.3 Minor Problems

Definition: A **Minor Problem** is defined as an incident that hinders normal operation of the District's system(s), and does not preclude the system(s) usability, but is a non-normal condition. There are acceptable alternatives or workarounds available to restore partial and/or temporary service until the problem is resolved. (By default, a Minor Problem is any incident that cannot be classified as Critical or Major.)

Examples: A **Minor Problem** would include partial or total failure of any of the following equipment but is not limited to: Non-functioning LCD display, alarm buzzer.

Expectations: For **Minor Problems**, an industry qualified technician would be onsite no later than the second business day following the reported incident to diagnose the problem, identify and order the appropriate replacement part/s or equipment. The technician would be back onsite no later than the third business day along with the ordered parts/equipment, and affect the repair by End of Business that day. The replacement may be a newer version of equipment as older and discontinued parts may not be available or hard to procure. If the replacement part or equipment is not available, the vendor will make the best effort to obtain the part or equipment as quickly as possible. The vendor will provide an estimate on when this part or equipment will be onsite.

4.0 SITE SPECIFIC INFORMATION

4.1 **Fresno Office:**

The Fresno office (1990 E. Gettysburg Avenue, Fresno, CA 93726) contains:

Description	Part #
Liebert 40 KVA NPower	37SA040C0C6B227
Battery Cabinet	37BP040XRJABNL
Battery Cabinet	37BP040XRJBBNL

The unit was put into service on October 4, 2004. Current contract expires November 21, 2013.

4.2 **Modesto Regional Office:**

The Modesto office (4800 Enterprise Way, Modesto, CA 95356) contains:

Description	Part #
Liebert 30 KVA NPower	37SA030C0C6BA16
Battery Cabinet	37BP030XLJ1BNL

The unit was put into service on September 5, 2005. Current contract expires September 12, 2013.

4.3 **Bakersfield Regional Office: Description**

The Bakersfield office (34946 Flyover Court, Bakersfield, CA 93308) contains:

Description	Part #
Liebert 30 KVA NPower	37SA030C0C6BA03
Battery Cabinet	37BP030XMX1BNL

The unit was put into service on November 24, 2008. Current contract expires December 16, 2013.

5.0 MAINTENANCE AND SERVICE

For purposes of this RFP, you are requested to describe the maintenance and service alternatives your firm offers that are suggested for the District's Liebert UPS units. Pricing options should be clearly outlined as well.

In responding to this portion of the RFP, the District has a special interest in the following:

- **Source of services.** Are these services provided by company personnel or out-sourced? If out-sourced, to whom?
- **Telephone support.** Is first level telephone support available? Describe.
- **Remote diagnostics.** Can in-depth diagnostic checks be performed remotely? Via what method (i.e. dial vs. IP)?
- **Response time.** What on-site response time alternatives are available – including the relative cost of each? Are technicians available locally in Fresno, Modesto and Bakersfield, or from where will they be dispatched?
- **Sparing.** What sparing levels of equipment, if any, are recommended – including related costs?
- **Warranty alternatives.** Describe how manufacturer warranties on given facility components are integrated into the maintenance and service alternatives offered by your firm. Include:
 - Clarification of what constitutes customer abuse, normal wear and tear, and acts of God.
- **Troubleshooting.** How do your maintenance and service programs address troubleshooting situations that involve other entities such as the local utility company?
- **Renewal options.** Describe renewal or extension options of your maintenance and service offerings - including related costs.
- **Parts availability.** Describe the level of parts availability your organization has.

6.0 BIDDER'S CONFERENCE

In order to clarify any questions about this RFP, as well as allow prospective vendors the opportunity to physically see District facilities, the District will convene a mandatory Bidders Conference on July 2, 2013 @ 10:00am. This conference will be conducted in the District's Fresno office located at 1990 E. Gettysburg Avenue, Fresno, California 93726. Directions to the office can be found on the District's web site www.valleyair.org. The meeting is anticipated to last approximately two hours.

It is mandatory for prospective vendors to attend this conference in order to submit a proposal and receive serious or otherwise consideration. Due to the technical interests to be discussed at this meeting, the District strongly recommends that service personnel at the managerial level also be in attendance.

The tentative agenda for this conference is as follows:

- Introduction of District staff involved with this project.
- Brief review of the RFP.
- Tour of the Fresno UPS unit, computer room, Governing Board Room, and VTC Room.
- Brief question and answer period.

Please advise Brandon Swedblom no later than June 25, 2013 @ 5:00pm regarding your intention to attend this conference. Brandon Swedblom's address, and telephone

number is on the Title Page of this RFP. An email response with the names and positions of the attendee(s) will be sufficient notification. Brandon Swedblom's email address is brandon.swedblom@valleyair.org

7.0 CONTRACT APPROACH

The steps to be taken in implementing this contract are as follows:

- a. The District issues this RFP, which provides the maintenance and service requirements.
- b. Interested service providers have approximately 2 weeks to respond to the RFP with their proposals and proposed costs for the District. During these 2 weeks, the District will field questions and supply answers as needed to provide additional information and clarification on the District's requirements.
- c. District staff recommends the selection of one service provider based on best value for the District and negotiates an agreement based on the RFP and submitted proposal. Governing Board approves.
- d. The selected service provider is notified of the contract approval and will coordinate site visits with the IT department accordingly.

Dates for this contract proposal:

- June 21, 2013 RFP Released to Vendors
- July 2, 2013 Bidder's Conference
- July 18, 2013 Proposal Due from Vendors
- August 8, 2013 Contract Finalized with Selected Vendor
- August 15, 2013 Governing Board Meeting for Potential Approval

8.0 PROPOSAL DESCRIPTION

Each proposal submitted must include, at a minimum, the following four sections:

1. Company profile
2. Technical proposal
3. Pricing summary

The District's evaluation process will primarily focus on responses as presented in these sections. A title page reflecting your proposal title, your firm's name, address, telephone number, fax number, the name and contact information of your firm's contact person, and date is also requested.

8.1 Company Profile

At a minimum, this section should include:

- Specific responses to requested "System" and "Battery" items in Section 3 of this RFP. This should include your firm's understanding of the items and how you propose to complete each task.
- At least three references who can provide a recommendation and insight into your firm's performance on maintenance of similar project(s).

8.2 Technical Proposal

At a minimum, this section should provide detailed descriptions of:

- Maintenance and services being proposed.
- Any alternative maintenance and services being proposed.

8.3 Pricing Summary

At a minimum, this section must include your estimated cost for that which is being specifically requested in this RFP – including options where indicated. Additionally, any alternative maintenance & service options your firm might wish to propose, are also encouraged.

To assist the District in its evaluation process, this section should be formatted to easily reflect:

- Maintenance and Service offerings that address the items listed in Section 3.

8.4 Prohibited Interest

Each proposal must contain a statement disclosing to the District in writing any financial interest in proposer's business or in this transaction held by any District Board member or any District officer or employee. The District reserves the right to refuse any proposal if the District determines a conflict of interest exists. A conflict of interest may be determined to exist in any instance where a District officer or employee participates in or influences any decision-making process affecting a bid or contract in any way whatsoever.

9.0 PROPOSAL EVALUATION

The District will consider the following factors in selecting a maintenance and service provider for this proposal:

- Completeness and clarity of the proposal.
- Your firm's overall experience in the field of auxiliary power units.
- Responses from references.

The evaluation process will be directed primarily at those capabilities clearly shown in the written proposal submitted. However, the District may request any or all firms submitting proposals to make oral presentations to provide additional information.

The District shall be the sole judge of all proposals, particularly, which one best qualifies for acceptance. The District reserves the right to accept other than the lowest-priced proposal and to negotiate with respondents if it appears to be in the best interest of the District to do so. The District reserves the right to reject any and all proposals.

10.0 PROPOSAL DEADLINE

Three (3) printed copies and an electronic version of your proposal submitted in response to this RFP must be forwarded to:

Brandon Swedblom, Network Systems Analyst
San Joaquin Valley Air Pollution Control District
1990 E. Gettysburg Avenue
Fresno, CA 93726
brandon.swedblom@valleyair.org

In order to be considered, the proposal must be received no later than 5:00 pm on Thursday, July 18, 2013. Postmarks, fax, and/or emails are NOT acceptable substitutes for formal printed proposal copies.