

Steven Banks
Commissioner

March 24, 2015

Martha A. Calhoun
General Counsel

Dear Prospective Bidders:

Vincent Pullo
Agency Chief
Contracting Officer

For your information, this **Addendum #5** for the contract to provide **Desktop Asset Management/PC Installation Services (PIN 15BSEMI17001/ EPIN 09615B0004)** contains the **"Hiring Requirement Exemption Request Form"** (attached hereto as **Exhibit 1**) from HRA's hiring requirement delineated in **Article 19** of the contract.

150 Greenwich Street
New York, NY 10007

Pursuant to Article 19 of the contract, the contractor can make a request for an exemption within thirty (30) days after the commencement date of this contract. Please note that the form does not have to be submitted with your bid.

929 221 6347

Attached as Exhibit 2 is a copy of the attendance sheet from the pre-bid conference held on Thursday, January 22, 2015.

Attached as Exhibit 3 is the PC Installation Checklist dated March 18, 2015.

Attached as Exhibit 4 is the Partial List of HRA Locations dated March 18, 2015.

Attached as Exhibit 5 is the pricing information for the current vendor Stellar Services.

Attached as Exhibit 6 is a revised page 86-R dated March 18, 2015. Vendors are to replace the existing page 86 with this revised version.

Attached as Exhibit 7 is a revised page 89-R dated March 18, 2015. Vendors are to replace the existing page 89 with this revised version.

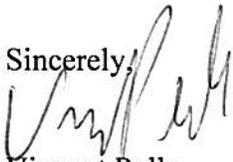
The answers to questions from prospective bidders is on Attachment A.

Please be advised that the last day for questions was **Monday, January 26, 2015**. In addition, the bid due date is **Wednesday, April 1, 2015 at 3:00 p.m.** Bid responses are to be submitted to the **Office of Contracts/Bid Administration Unit at 150 Greenwich Street, 37th Floor Bid/Proposal Drop-off Window, New York, NY 10007.**

When submitting your bid please be advised that all bidders are on notice of the security requirements of 4 World Trade Center (150 Greenwich Street). In order to enter the building, individuals must have a government issued identification. All

packages are subject to go through an x-ray machine before entering the building. It is the bidders sole responsibility to provide itself enough time to enter the building and submit their bid and are cautioned that enough time and planning should be allotted to do so. Bids received after the bid due date and time are late and shall not be considered.

Your interest in doing business with the City of New York is appreciated.

Sincerely,

Vincent Pullo

- Exhibits:
1. Hiring Requirement Exemption Request Form;
 2. A copy of the attendance sheet from the pre-bid conference held on Thursday, January 22, 2015;
 3. PC Installation Checklist dated March 18, 2015;
 4. Partial List of HRA Locations dated March 18, 2015;
 5. Pricing information for Stellar Services;
 6. Revised page 86-R dated March 18, 2015;
 7. Revised page 89-R dated March 18, 2015

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 1

Please let me know what software you are installing so we may consider responding. Yes, we are out of Utah but we have also provided similar services to NYCHA.

Answer 1

HRA agency software is mostly off the shelf and in-house created applications. MIS will provide detailed instructions for all software installations to the vendor that is awarded the contract.

Question 2

What are all the physical addresses at HRA where the services are to be performed? Can we provide a tentative listing of locations to the vendors?

Answer 2

The list of HRA's larger locations is attached to this addendum as Exhibit 4

Question 3

Is a Bid Bond required to be posted for this bid response? Please clarify.

Answer 3

A bid bond is not required for this contract. Please reference Section 37 of the solicitation document

Question 4

Will asset tags be provided by HRA or does the vendor have to provide these tags?

Answer 4

The asset tags will be provided by HRA.

Question 5

Are there any special security requirements or safety training required to access the locations where services will be delivered?

Answer 5

No, there are no special security requirements or safety training required to access the locations where services will be delivered.

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 6

If a Vendex Questionnaire has already been filed with the City, is a Vendex Questionnaire required to be submitted with this bid response? Is a Vendex Questionnaire also required to be submitted by the Prime Contractor for each subcontractor?

Answer 6

If a Vendex Questionnaire has been filed and it is still active, only a Vendex Certificate of No Change or Changed Questionnaire, whichever is applicable, will be required. The vendor who is under consideration for the contract award will be notified. The proposed subcontractor's Vendex Questionnaire must be submitted, if required, within thirty (30) days after the Agency Chief Contracting Officer (ACCO) has granted preliminary approval of the proposed subcontractor. Reference Article 11 (Section 11.2) of the solicitation document entitled Subcontracting.

Question 7

What data fields are required to be collected for asset to be installed/relocated? Please be specific.

Answer 7

All inventory movements and changes (installations, de-installations, relocations, etc.) are to be captured via HRA provided barcode and/or RFID scanners. The Vendor will be trained on the use of the scanner and its scanner inventory application. The main data elements to be captured include:

**Asset Category; Asset Type; Asset Model; Manufacturer; Operation By; Operation Date;
Serial Number; NYC Asset Tag Number; Parent Asset Tag Number ; End User ID;
End User Name; Computer Name; Jack Number; Responsibility Center Number;
Address; Floor; Room/Cubicle Number**

For all installations, in addition to the barcode/RFID scanner data capture, HRA MIS Inventory sheet must be filled out for each asset installed. The data elements are subject to change as MIS makes programming and application changes.

Question 8

Part III – Agreement (p. 27) will be provided by HRA to the winning vendor for completion and signature. Please confirm.

Answer 8

Part III- Agreement (page 27) will be completed by HRA after the vendor who is being awarded the contract is identified.

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 9

Is Proof of Insurance and Insurance Certificates (ACORD forms) required to be submitted with the bid response? Please clarify.

Answer 9

Yes, proof of insurance is required to be submitted with the bid response. Reference Section 37 of the solicitation document.

Question 10

Section 1.11 – Subcontracting (p.90). Is this section stating that the subcontractor is not to be more than 50% of the overall delivery team? Please clarify.

Answer 10

The prime contractor's team arrangement/partnership of sub-contracted partners cannot exceed 50% of the overall delivery team.

Question 11

Would it be possible for HRA to provide a checklist of those forms/documents/responses required in each vendor's bid response?

Answer 11

The required documents are listed in Section 36 of the solicitation document.

Question 12

Is a 'Supply and Services Employment Report' required for completion/submission as part of the bid response?

Answer 12

No, the Supply and Service Employment Report does not have to be submitted with the bid response. It will be requested from the vendor who is under consideration for the contract award.

Question 13

For companies with less than 50 employees, is the 'Less Than 50 Employees Certificate (Supply and Services Contracts Only)' form required for completion/submission as part of the bid response?

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 13

No, the Less Than 50 employees Certificate that is included in the Supply and Service Employment Report does not have to be submitted with the bid response. It will be requested from the vendor who is under consideration for the contract award.

Question 14

Is the 'EFT Vendor Payment Enrollment Form' required for completion/submission as part of the bid response?

Answer 14

No, the EFT Vendor Payment Enrollment Form does not have to be submitted with the bid response. After the contract is registered, the vendor who is awarded the contract will be able to follow up with The Vendor Payment Unit within the HRA/Office of Finance about processing the form.

Question 15

Is the 'Bidder's Certificate of Compliance with Iran Divestment Act required for completion/submission as part of the bid response?

Answer 15

No, the Bidder's Certificate of Compliance with Iran Divestment Act does not have to be submitted with the bid response. It will be requested from the vendor who is under consideration for the contract award.

Question 16

What is the estimated time to install each of the addition 9 applications that may need to be installed that are not currently on the base build with Ghost?

Answer 16

The 9 applications that may need to be installed are standard software, and would not be time consuming and may not need to be installed on a given PC(s). In addition, a service level agreement is not available to estimate the time to install applications that are not on the Agency's image.

Question 17

According to the current Project Plan what is the average number of installs per week?

ADDENDUM #5
Attachment A

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 17

The average number of installs per week is 50 to 100. However this number may vary. The vendor awarded the contract will be required to continue to provide the requested services if the actual number is higher or lower than previous averages, and shall not be entitled to any additional compensation due to fluctuations.

Question 18

Q14 in Part II. Bid documents "Have you any outstanding bids for contracts with the City of New York?"
What's the meaning of outstanding bids?

Answer 18

The question is asking whether there is participation in a solicitation with another city agency.

Question 19

On page 86 of the REP for PC Installation RFP, under the Qualifications section, it states that the vendors, in order to be eligible to bid, "must have prior relevant experience working with Government Social Service Agencies, including services with HRA."

Since we have only done business with HRA in the form of reselling hardware to you, we are concerned that it doesn't qualify us on its own.

However, we have services contracts with the NYC DOE and NYC HPD, which we consider to be Social Services Agencies. Would those agencies qualify us to bid on this RFP based on the qualification mentioned above?

Answer 19

Attached to this addendum is a revised page 86-R. Reference Exhibit 6

Question 20

Will the PC's be shipped to a secure area within HRA, so that we won't be held liable in the case of equipment "disappearing" ?

Answer 20

Yes, the PC's will be shipped and stored in a secure location within HRA.

Question 21

What is the connectivity to desktops (i.e., Gigabyte or ??) as that will play a role in determining in how long it could possibly take to install 3rd Party software with over 70 applications.

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 21

LAN access or digital media will be provided.

Question 22

How are we to pull user information from the "Z" Drive if we don't have access to the network? (using our credentials won't allow us to go to the Users Profile)

Answer 22

Administration rights will be provided when necessary.

Question 23

Will HRA be providing "moving equipment" (i.e., dollies, etc.) to allow us to move multiple PC's to their proper location (s)?

Answer 23

No, HRA will not be providing moving equipment to allow the vendor to move multiple PC's to the proper location (s).

Question 24

I hope you can help me with this, previously when we worked on a similar Bid we were provided with a check list for all of the required documents to return. Forgive me if this is a dumb question, but where in this Bid is check list for all required documents to return? Also where in the bid the pricing will go?

Answer 24

The list of required documents are located in Section 36 of the bid book. Pricing information is to be provided on the bid sheets that are on pages 21 and 21A of the bid book.

Question 25

Is this job is non prevailing wages as mentioned in specs of appendix I.

Answer 25

Yes, as indicated on Appendix I there are no prevailing wage requirements for this contract.

Question 26

Is this job non union?

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 26

This contract is neutral as to union requirements.

Question 27

Project cost: A. Can cost of project "desk top PC and cost of installation labor" submitted together?

Answer 27

Vendors cannot bill for deliverable # 2 and # 4 for the same PC system. The deliverables are indicated on the BID sheet. A more detailed explanation is stated in Section 2.2 of the specifications entitled Description of Services.

Question 28

HRA can pay cost of equipment "PCs" directly to the manufacturer?

Answer 28

All hardware is purchased by HRA and is not a part of this contract.

Question 30

Method of payment plan to be more simplify? For example payment will be release on weekly, monthly or as job completed ?

Answer 30

Invoices and all supporting documentation are to be submitted monthly for review and certification by the HRA Project Manager that the requested work has been completed. After the invoice is approved it will be forwarded to the Vendor Payment Unit for payment. Reference Section 1.16

Question 31

During the pre-bid conference we were informed there are approximately 100 HRA site locations. Does MIS intend to schedule concurrent installs at different locations on particular dates?

Answer 31

Concurrent installations at different locations on the same date(s) is not the norm but may happen.

Question 32

As locations are scheduled for installs will the winning bidder be provided with as much detail as possible for the install, such as: a) Will there be network access for imaging? b) Or will USB hard drives be

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

used? c) Will there be prior notice identifying how many existing PC's will need data transfer, or require additional software and applications installed outside the normal scope? d) Will we have advance notice as to where new equipment is being stored at the location?

Answer 32

- a. **Yes, network access for imaging will be provided if possible.**
- b. **If needed, MIS will supply the image(s) for copying. However, the vendor will be responsible for providing for their own flash drives.**
- c. **Yes, prior notification about the number of existing PC's that will need data transfer or require additional software and applications installed outside the normal scope will be provided. Reference Section 1.20 of the specifications entitled Extra Work.**
- d. **Yes, advance notice will be provided about the storage of new equipment at a location. Additional staff may be required if a 150 unit installation needs to be moved from a basement to the 15th floor at 15 Metrotech Center in Brooklyn.**

Question 33

- a) Would it be possible to have temporary storage for packaging material at each install location?
- b) Would it be possible to remove that material the first available week day during normal business hours?

Answer 33

No, the vendor must be prepared to remove packing material from the location. There is no temporary storage available at the locations.

Question 34

FOIL information regarding the contract for the current provider.

Question 34

The current vendor is Stellar Services. A copy of the pricing information is attached to this addendum as Exhibit 5.

Question 35

- a) PC Installation: Will there be a central location for techs to work while onsite?
- b) Subcontractor requirements: Can you provide more detail on those?

Answer 35

- a) **Yes, a central location will be available for techs to work while onsite.**

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

- b) **The vendor shall not enter into any subcontract for an amount greater than Five Thousand Dollars (\$5,000) for the performance of its obligations, in whole or in part, under this Agreement without the prior approval by the Department of the subcontractor. Reference Article 11 of the bid book entitled Assignment and Subcontracting.**

Question 36

The questions we need answers to is what 3rd party software do they expect us to install duration and licensing requirements

Answer 36

HRA agency software is mostly off the shelf and some in-house created applications. MIS will provide detailed instructions for all software installations.

Question 37

How will the IT group at HRA acknowledge the data transfer for each system is completed to their satisfaction?

Answer 37

Data transfer will be one of the items identified on the checklist for each PC. The vendor will check off that the data transfer was completed and the HRA Project Leader will sign off on completed work as approved by using the provided work order.

Question 38

How are we going to remove garbage dummy waiters? Will they coordinate garbage pickup locations?

Answer 38

The vendor is responsible for removing the garbage from the site after the installation is complete.

Question 39

What data is to be collected for each user and their work stations? Are they to provide a spread sheet with detail requirements?

Answer 39

The usual data collection includes, IP address, PC name, data jack number, user name, serial number, and barcode.

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 40

Although they require 24hour response time for upgrades what is the actual expected time frame are we to be on-site. "Example" 1 day after response 1 week etc?

Answer 40

The standard response time for non-emergency work must be twenty-four (24) hours from the time the request is initially sent to the contractor. Reference Section 1.10 of the specifications attached to this addendum as Exhibit 7.

Question 41

Any union requirement at any of the facilities for any of the work being performed including garbage removal and pickup

Answer 41

From past experience HRA has not encountered any union requirements at any of the facilities.

Question 42

Are all the printers and other peripherals compatible with new operating system? Are we to establish compatibility? And what if hardware is not compatible what are the expectations ?

Answer 42

Some older printers may not be compatible and those should be noted on the punch list. The punch list is a list of open issues that needs to be resolved either by the Vendor or HRA after the installation is complete. For example, if a PC is found to be defective it must be documented and the HRA Project Leader notified so appropriate action may be taken as this is something that HRA will handle.

Question 43

How long is the boot up process if they are uploading a new image?

Answer 43

The boot up process for uploading a new image is approximately 20 minutes.

Question 44

Do we need to load any device drivers, and or setup special Bios settings?

Answer 44

Yes, drivers for the peripherals are to be loaded and setup boot order BIOS settings.

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 45

Will we have a secure area to leave our tools, charts etc.?

Answer 45

No. The Human Resources Administration (HRA) will not be held liable or responsible for any equipment or tools that are left on the premises of a HRA location by the vendor.

Question 46

Will the PC's be located in a secure area? Who is responsible for the inventory accuracy?

Answer 46

HRA will arrange for a secure area to store the equipment. A count of the equipment must be done prior to starting the installation and inventory must be verified each day. The HRA Project Leader and the vendor must count the equipment together. The inventory scanned and recorded on inventory sheets must be accurate.

Question 47

Can HRA provide the model and type of all the old and new equipment?

Answer 47

No, the model and type of all the old and new equipment cannot be provided. HRA has an inventory of over 16,000 PCs installed citywide that are all standard desktop PCs.

Question 48

Can HRA provide an inventory report of all the equipment in all the sites? (model, type, serial number)

Answer 48

HRA does not have any specialized computer equipment that is to be installed. The agency has an inventory of over 16,000 standard desktop PCs that are installed citywide.

Question 49

Are the equipment being replaced still under warranty? Is the warranty expiration date used to determine when the equipment will be replaced?

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 49

Most of the equipment that are to be replaced are not still under warranty. Neither is the warranty expiration date used to determine when equipment will be replaced.

Question 50

Can HRA provide the addresses of all the sites?

Answer 50

A list of the larger sites is attached to this addendum as Exhibit 4.

Question 51

Can HRA provide a report that shows all the work (installations/relinquishment) in the past 12 months? It is preferred the report contains information on the equipment installed/relinquished, quantity, request submitted, date completed, time and site.

Answer 51

The bid sheet estimated quantities for each category is representative of potential volumes. Actual numbers for a given year can fluctuate depending upon Agency initiatives that impact where HRA will maintain leases and where staff are assigned.

All estimates are supplied for bidding purposes only, and the vendor awarded the contract will be required to continue to provide the requested services if the actual number is higher or lower than previous averages, and shall not be entitled to any additional compensation due to fluctuations. By submitting a bid, the bidder acknowledges that it does not have a right to additional compensation if the actual quantity of work performed is less than the estimated quantity.

Question 52

What operating system is installed in the old and new PC? (Windows 7, 8, Apple OS)

Answer 52

Windows 7 is installed on the old and new PC's.

Question 53

What is a "print release"? Is this a print driver? If yes, is this downloaded from the manufacturer website or is it in a HRA server?

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 53

A software solution for users to retrieve print jobs from printer securely. No, it is not a print driver. MIS will provide all necessary tools and instructions for installation / configuration.

Question 54

Will the equipment be asset tagged by the manufacturer? If no, will HRA provide the asset tags?

Answer 54

Yes, the equipment will be asset tagged by HRA or the manufacturer.

Question 55

Are there any tasks (configurations) that can be done several days in advance of the installation?

Answer 55

No, there are not any tasks that can be done several days in advance of the installation.

Question 56

It was stated in the meeting that new PC will come imaged but on a few occasion the vendor will be required to install an image on a PC. Please confirm.

Answer 56

Yes, on occasion the vendor will be required to image PC's.

Question 57

It was indicated that HRA uses Ghost software to install an image and it takes approximately 10 minutes to complete the whole process. Please confirm.

Answer 57

It takes approximately 20 minutes to use Ghost software to install an image.

Question 58

It was stated in the meeting that 1 technician can image 10 PC concurrently onsite and complete them in 10 minutes. Please confirm. If no, how long?

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 58

It takes approximately 20 minutes for one (1) technician to image ten (10) PC's concurrently.

Question 59

On the average, how long does it take the current vendor to complete each service for 1 unit?

- a) Relinquishment of Old System
- b) Unpack Equipment / Installation and Configuration of standard PC's and All in One PC's. c)
- c) Unpack Equipment & Disposal of Packing Materials / Installation of Peripherals / Installation of 2nd monitor and video card or adapter / installation and configuration of print release device on printers.
- d) Unpack Equipment & Disposal of Packing Materials / Installation of Network Multifunction Printers
- e) Relocation of Existing PC Systems within the Same Address; Perhaps a Different Floor
- f) Relocation of Existing Peripherals within the Same Address; Perhaps a Different Floor

Answer 59

MIS does not maintain time frames for these services. Bidders must maintain the timeframes, and estimate how long it would take to complete their tasks when putting together their bids.

Question 60

Can HRA provide a copy of the check-sheet and other documentations that will assist a vendor understand HRA configuration process?

Answer 60

A PC Installation Checklist is attached to this addendum as Exhibit 3.

Question 61

Can HRA provide the tests performed to confirm an installation is done correctly?

Answer 61

MIS will provide the winning bidder with instructions and a checklist for each PC to ensure all tasks are done correctly.

Question 62

Will the hard drive need to be wiped the same day when the new PC is installed or can it be wiped another day?

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Answer 62

The hard drive will need to be wiped the same day the new PC is installed.

Question 63

It was indicated in the meeting that HRA uses "Kill Disk" software to erase data in a hard drive and the process takes approximately 10 minutes to complete. Please confirm.

Answer 63

Yes, "Kill Disk" software is used to erase data in a hard drive and it takes approximately 10 minutes to complete the process.

Question 64

How big are the hard drives in the old PC?

Answer 64

The hard drives in the old PC's are 80GB to 500GB.

Question 65

Would HRA accept the hard drives being wiped offsite if the vendor can demonstrate 100% compliance with NY State and City disposal policies and laws?

Answer 65

No, HRA will not accept the hard drives being wiped offsite by the vendor.

Question 66

Can a vendor make an assumption that HRA will provide adequate space, power and network ports to image & configure new PC and erase hard drive?

Answer 66

Yes, adequate space and power will be provided to image and configure new PC's and erase hard drives.

ADDENDUM #5
Attachment A

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 67

As indicated on the RFP, work hours is between 9 am - 5 pm Monday thru Friday and after 5 pm on weekends & holidays. Please confirm.

Answer 67

The services must be available during the evening hours (after 5:00 pm.), on weekends (Saturdays and Sundays) and holidays in addition to the 9:00 a.m. to 5:00 p.m. Monday to Friday work week. HRA currently estimates that 80% of the work will be on weekends and holidays. Hours will be determined by HRA in accordance to the site needs. Reference Section 1.8 of the specifications entitled Hours of Work.

Question 68

What is the latest time an installation can START and END during the week, weekend and holidays?

Answer 68

The times will vary depending upon the job size and location. Most locations are closed after 10:00 pm.

Question 69

How much time will the vendor have to complete each service requested?

Answer 69

The deliverables/tasks must be completed within a timeframe specified by MIS. Reference Section 2.2 of the specifications entitled Description of Services.

Question 70

As indicated on the RFP, installations will be for about 50-150 PC units per day. Will the PCs be spread out in multiple sites? For example: 10 PC in site A, 20 PC in site B and 20 PC in site C.

Answer 70

Requested installations are anticipated to be approximately 50 to 150 PC's per day in a single site. However, this number may vary.

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 71

Will the range 50-150 unit count apply to all service request? (Relocation, 2nd monitor/adapter, network printers)

Answer 71

Yes, however it can be a combination of all services. However, this number may vary.

Question 72

Please provide any SLA to complete each service? (For example: 8 hours to Install 50 PC. All PC 100% operational and work area clean)

Answer 72

A Service Level Agreement (SLA) is not available to define how much time is needed for each task. There are variables such as the skill set of the installer(s), the number of installers, work environment, and the speed of the PC that may affect the time needed to complete a service. The vendor should be able to compute how long it will take to install 1 or 50 PCs. In addition, the vendor must be mindful that if the PCs are in boxes, discarding of the packing materials must be taken into consideration.

Question 73

Five (5) business day to respond on standard installation. Is this the time the vendor need to **complete the installation** or the time to **confirm it received** the request? This was clarified to read 24 hours for non-emergency work.

Answer 73

The standard response time for non-emergency work must be twenty-four (24) hours from the time the request is initially sent to the contractor. Reference Section 1.10 of the specifications attached to this addendum as Exhibit 7.

Question 74

How many days from the initial request the vendor has to begin and complete an installation?

Answer 74

The standard response time for non-emergency work must be twenty-four (24) hours from the time the request is initially sent to the contractor and completed within the timeframe specified by MIS.

**ADDENDUM #5
Attachment A**

March 23, 2015

Desk Asset Management/PC Installation Services
PIN 15BSEMI17001/EPIN 09615B0004

Question 75

How much advance notice will HRA give a vendor to do an emergency installation?
Approximately how many emergency installations were done in the past 12 months?

Answer 75

Only during an emergency, as identified by HRA, can the vendor perform emergency work. There were five (5) emergency installations performed within the past 12 months. However, the vendor awarded the contract will be required to continue to provide the requested services if the actual number of emergency installations requested is higher or lower than previous averages, and shall not be entitled to any additional compensation due to fluctuations.

Question 76

How will the vendor receive a service request? (email, phone, HRA incident management system).

Answer 76

A service request will be provided to the vendor by email.

HUMAN RESOURCES ADMINISTRATION

HIRING REQUIREMENT EXEMPTION REQUEST

Name of Contractor: _____

Address: _____

Contact Person: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

MAIL COMPLETED FORM TO: BUSINESS LINK - CONTRACTOR HIRING UNIT (C.H.U.)
348 WEST 34TH STREET
NEW YORK, NY 10001

Requests should be submitted as soon as your documentation is ready. Select only **one** boxed section below, and **one** subsection. Use the appropriate language (Exemption or Partial Exemption) on all accompanying materials. This request must be signed by an officer of your organization and notarized.

The undersigned hereby requests the following for *Fiscal Year 2012*, from July 1, 2011 – June 30, 2012

- I. COMPLETE EXEMPTION** from the hiring requirement because:
- a) New York City workforce is less than 20. (Attach a list of your NYC staff by title.)
- b) We have no entry level workers on our payroll. (Attach a list of your NYC staff by title.)
- c) A valid collective bargaining agreement covers all of our entry-level positions and limits us to a hiring pool which does not include Cash Assistance recipients. (Attach a copy of the applicable provisions and a list of your NYC staff by title.)
- d) Complying with the hiring requirement would cause extreme hardship. (Attach a description of the hardship.)

- II. PARTIAL EXEMPTION / REDUCTION** in the hiring requirement to _____ workers because:
- a) Our New York City workforce totals _____. The current hiring requirement exceeds 10% of our workforce. (Attach a list of your NYC staff by title.)
- b) We have _____ entry level workers on our payroll. (Attach a list of your NYC staff by title.)
- c) A valid collective bargaining agreement covers _____ of our entry-level positions and limits us to a hiring pool which does not include Cash Assistance Recipients. (Attach a list indicating the entry-level positions covered and a copy of the applicable provisions.)
- d) Complying with the hiring requirement would cause extreme hardship. (Attach a description of the hardship.)

Your request will be processed in an expeditious manner, and you will be notified of the disposition. If you have any questions you may call the Contractor Hiring Unit at (212) 643-2881 ext. 3128.

PRE-BID/PROPOSAL CONFERENCE ATTENDANCE SHEET

PROJECT NAME: Desktop Asset Management/PC Installation Services

PROJECT DESCRIPTION: Desktop Asset Management/PC Installation Services

EXHIBIT 2

PIN # 15BSEM17001/EPIN 09615B0004

DATE: January 22, 2015

PLEASE PRINT CLEARLY

COMPANY NAME	CERTIFIED MBE WBE	STREET ADDRESS CITY, STATE, ZIP	NAME OF ATTENDEE	PHONE #	FAX#	E-MAIL
Derive Teknology		110 William St, NY, NY	Miguel Cortez	212-383-1111		montez@derivetechnology.com
FAZAR INC	✓	1006 58th Street NY, NY	Bala Ahmedin	347-623-5855		Eahmedu@fazarinc.com
All Sector Tech Group		205 W 37th St, 16 Fl, NY, NY	Sarah Hannot	212-366-8510		shannot@allsector.com
Asset Innovations		12E 46th St, NY, NY	Chase McKee	212-595-5681		cmckee@assetinnovations.com
MANAGEMENT RESOURCES SERVICES		10910 Kings Highway East Edison, NJ	Shawn McRae	732-738-4700		shawn.mcrae@managementresources.com
JUSTICE SERVICES LLC		1824 Northern Blvd Brooklyn, NY 11226	Josée Fragalyn AKA: McDonald	347-241-3758		justicere@gmail.com
UNIVERSAL MGMT. SERVICES		475 Avenue C, Suite 130 NY, NY 10009	MVE QUINLAN	646-634-1970		mquinlan@umsg.com
KuTech Software Inc.	✓	22 Convent St, Suite 195 NY, NY	Isaac Mureu	862-839-4473		isaac@kutech.com
TRONNET	✓	1200 South Ave Staten Island, NY	Wagner Elye	718-761-2786		wagner@tronnet.com
AI Computer Services		589 Commerce Street Hawthorne, NJ 07090	Wade Frick	914-495-3473		wfrick@ais.com
O'Donnell Consulting	✓	153 West 23th St #903 NY, NY 10001	ANGELA O'DONNELL	212-838-3337	212-838-1611	angela@odonnell.com

M/WBE Officer / Designee Authorization NY NY 10001

Name: Mylene Molina-Summers Title: Director of Vendor Integrity/M/WBE Officer

Signature: [Handwritten Signature]

It is hereby certified that all attendees were provided with the following information relating to M/WBE contract requirements for the resulting contract from this solicitation: an explanation of M/WBE contract requirements; a review of how to properly complete Schedule B to ensure a responsive bid and request a waiver; the consequences for prime contractors that demonstrate non-compliance; an overview of the Online Directory; and the SBS Prime contractor resource sheets: Assistance Contacts for Primers and Online Directory links.

PRE-BID/PROPOSAL CONFERENCE ATTENDANCE SHEET

PIN # 15BSEM17001/EPIN 09615B0004

PROJECT NAME: Desktop Asset Management/PC Installation Services

DATE: January 22, 2015

PROJECT DESCRIPTION: Desktop Asset Management/PC Installation Services

PLEASE PRINT CLEARLY

COMPANY NAME	CERTIFIED MBE WBE	STREET ADDRESS CITY, STATE, ZIP	NAME OF ATTENDEE	PHONE #	FAX#	E-MAIL
Integrity Systems	✓	8 Bond St. Great Neck NY 11081	Michael Estrada	912-463-4205	912-675-4440	ME@ISS-SUPPORT.COM
	✓	" "	Joseph Cingulietani	" "	" "	ITC@ISS-SUPPORT.COM
ALLEN		55 Broad St 2 nd Flr NYC NY 10004	Bill Wagner	212-307-2600		bwagner@allen.com
ALLEN		55 Broad St 6 th Flr NYC NY 10004	Teri Gerson	212-307-2600		terison@allen.com
Cell		1 Penn Place	Rob Goydel	474 777 2244		rgoydel@cell.com
Debra	✓	70 W 36 th Street S16102	Han Lim	212-432-2848		hlim@debra.com
Debra		110 William Street NYC	Yaeli Skaret	212-363-6210		Tskaret@debra.com
Digital Packet		110 E 57 th St Fl 22	Alexander Lee	212-627-5900		alee@digitalpacket.com
Uvision		400 Broad Colton Rd	Andy Tonaf	631-694-3800		atona@uvision.com
ICP		20 Clifton Ave	Talud Shamygin	218-556-8113	718-556-1155	Tshamygin@icp.com
ASIT	✓	48 W 37 th St. NY NY	Bryson Perillo	212-736-0111		Bperillo@asist.com
ASIT	✓	48 W 37 th St NY NY	Kevin Sylvester	917-331-9930	973-457-1156	ksylvester@asist.com

MWBE Officer / Designee Authorization

Name Dolore Molina-Summers Title Director of Vendor Integrity; MWBE Officer Signature Dolore Molina-Summers

It is hereby certified that all attendees were provided with the following information relating to MWBE contract requirements for the resulting contract from this solicitation: an explanation of MWBE contract requirements; a review of how to properly complete Schedule B to ensure a responsive bid and request a waiver; the consequences for prime contractors that demonstrate non-compliance; an overview of the Online Directory; and the SBS Prime contractor resource sheets, Assistance Contacts for Primers and Online Directory tips.

PRE-BID/PROPOSAL CONFERENCE ATTENDANCE SHEET

PIN # 15BSEM17001/EPIN 09615B0004

PROJECT NAME: Desktop Asset Management/PC Installation Services

DATE: January 22, 2015

PROJECT DESCRIPTION: Desktop Asset Management/PC Installation Services

PLEASE PRINT CLEARLY

COMPANY NAME	CERTIFIED MBE/WBE	STREET ADDRESS CITY, STATE, ZIP	NAME OF ATTENDEE	PHONE #	FAX#	E-MAIL
E.O. Hall LLC		200 3rd St New York, NY 10003	James S. Sauer	845-857-0300		jsauer@probuild.com
Double Double Networks		3917 Forest	Franko Drusco	718-710-809		KOROVKO@RIB.COM
Protek						
Partner International		33-17 Kiss St. Elmhurst, NY	Maria Sanchez	945-346-6641		msanchez@pinnacle.com
Northern Interlocking		39-D Main St. Fiske NY	COUCELL EUGENE D	646-234-389		CEVEBERT@RILLIC.COM
ICAS COOP.		42-19 23rd Ave. L.I.C. NY	FRANCIS RUIZ	631-672-7666		RUIZ@ICASCOOP.COM
ICAS Corp		11-18 23rd Ave. Astoria NY	Nicholas Ruco	917-568-1956		nik@innovative.com
ACE Innovative Networks		277 Broadway, Ste 807, NY NY	MARY MOSS	212-868-2364 ext 28		mary@aceinnovative.com
VITEC SOLUTIONS		455 Commerce Dr NY 11422	Mart Edwards	718-204-9200		M.Edwards@VITECSOLUTIONS.COM
Computer Integrate Services		561 7th Ave 14th NYC	Terry McBride	646-725-9844		tmcbride@ciscis.com
Star-Networks LLC		1140 E. 92nd St Brooklyn 11236	James Lyons	718-513-6130		jlyons@starnetworks.com

M/WBE Officer / Designee Authorization

Name: Suelene Molina-Summers Title: Director of Vendor Integrity / M/WBE Officer Signature: [Signature]

It is hereby certified that all attendees were provided with the following information relating to MMWBE contract requirements for the resulting contract from this solicitation: an explanation of MMWBE contract requirements; a review of how to properly complete Schedule B to ensure a responsive bid and request a waiver; the consequences for prime contractors that demonstrate non-compliance; an overview of the Online Directory; and the SBS Prime contractor resource sheets: Assistance Contacts for Primers and Online Directory tips.

PRE-BID/PROPOSAL CONFERENCE ATTENDANCE SHEET

PIN # 15BSEM17001/EPIN 09615B0004

PROJECT NAME: Desktop Asset Management/PC Installation Services

DATE: January 22, 2015

PROJECT DESCRIPTION: Desktop Asset Management/PC Installation Services

PLEASE PRINT CLEARLY

COMPANY NAME	CERTIFIED MBE WBE	STREET ADDRESS CITY, STATE, ZIP	NAME OF ATTENDEE	PHONE #	FAX#	E-MAIL
Tokios Tecons		4513rd Ave NY NY 10065	Cassandra Campos	646-495-1117	646-495-1190	ccampos@tokios-tecons.com
Tokios Tecons		4513rd Ave NY NY 10065	Jane Fishken	646-495-1131	646-495-1190	fishken@tokios-tecons.com
S Business Solutions		43-01 21st St, NY 11101	Perma Mulkenyca	718-392-1991	718-392-1992	perma@mysbsbusiness.com
MBT Technology		35-51 DeKalb Ave, NY 11364	Ahmed Nabil	918-314-3694		Abtechnology@yahoo.com
AMERICAN SIGNATURE		9009 Calle Cerrillo, NY 11215	ALISA M. ABIL	912-410-1900		am@american-signature.com
American Grants Consultants	✓	21255 Jamaica Ave, NY 11423	Jose Vazquez	718-743-0442	718-743-7376	IVYARD@acq99.com

MWBE Officer / Designee Authorization
Dolene Molina-Summers

Name Title Director of Vendor Integrity

Signature

Dolene Molina-Summers

It is hereby certified that all attendees were provided with the following information relating to MWBE contract requirements for the resulting contract from this solicitation: an explanation of MWBE contract requirements; a review of how to properly complete Schedule B to ensure a responsive bid and request a waiver; the consequences for prime contractors that demonstrate non-compliance; an overview of the Online Directory; and the SBS Prime contractor resource sheets; Assistance Contacts for Printers and Online Directory tips.

[Handwritten mark]

PC Installation Checklist

SITE: _____

(Check off all items that are complete)

Date ___/___/___

Barcode _____

FL _____

Room _____

Data Jack # _____

- AC power OK**
- Bar codes and labels are attached to all peripherals**
- Data Jack and cabling installed and working (indicate jack above)**
- Network configured correctly (IP address, DNS, WINS, ETC.)**
- Computer sees ENTIRE NETWORK**
- Computer correctly named and member of domain (HRA)**
- HRA E-MAIL setup for assigned user**
- Internet Explorer Configured to access HRA INTRANET**
- Network printer configured for user**
- Additional software installed and configured Properly**

Check off all peripherals that are installed and/or working

<u>Type of peripheral</u>	<u>Installed</u>	<u>Working</u>
Network printer	<input type="checkbox"/>	<input type="checkbox"/>
Locally attached printer	<input type="checkbox"/>	<input type="checkbox"/>
Swipe Reader	<input type="checkbox"/>	<input type="checkbox"/>
Scanner	<input type="checkbox"/>	<input type="checkbox"/>
Card Reader	<input type="checkbox"/>	<input type="checkbox"/>
Dual Monitor	<input type="checkbox"/>	<input type="checkbox"/>

Use the space below to detail any problems encountered with system or installation

Technician's name: _____

MIS Project leader _____

**HUMAN RESOURCES ADMINISTRATION
PARTIAL LIST OF LOCATIONS**

	ADDRESS	BOROUGH
1	470 Vanderbilt Avenue	Brooklyn
2	240-250 Livingston Street	Brooklyn
3	109 E 16 Street	Manhattan
4	250 Church Street	Manhattan
5	1910-1916 Monterey Ave	Bronx
6	260 11th Ave	Manhattan
7	275-285 Bergen Street	Brooklyn
8	8-12 W 14th Street	Manhattan
9	88-11 165th Street	Queens
10	32-20 Northern Blvd	Queens
11	253 Schermerhorn Street	Brooklyn
12	132-140 W 125th Street	Manhattan
13	400 8th Ave	Manhattan
14	32-02 Queens Blvd	Queens
15	33-28 Northern Blvd	Queens
16	3050 W 21st Street	Manhattan
17	111 Livingston Street	Brooklyn
18	30 Thornton Street	Brooklyn
19	98 Flatbush Ave	Brooklyn
20	92-94 Flatbush Ave	Brooklyn
21	305 Rider Ave	Bronx
22	492-500 DeKalb Ave	Brooklyn
23	4055 10th Ave	Manhattan
24	530 W 135th Street	Manhattan
25	1790 Grand Concourse	Bronx
26	165 E 126th Street	Manhattan
27	404 Pine Street	Brooklyn
28	201 Bay Street	Staten Island
29	33-00 Northern Blvd	Queens
30	1365 Jerome Ave	Bronx
31	2551 Bainbridge Ave	Bronx
32	92-31 Union Hall Street	Queens
33	2865 W 8th Street	Manhattan
34	35 4th Ave	Brooklyn
35	219 Beach 59th Street	Queens
36	6734-6740 4th Ave	Brooklyn

Note: There are approximately one hundred (100) HRA locations citywide.

The locations indicated above are the agency's larger sites.

HRA reserves the right to add or subtract locations based upon the need of the agency.

Attachment G: Cost Proposal Sheet

Attachment G - Cost Proposal Sheet

1	Relinquishment of Old Systems.	<ul style="list-style-type: none"> • Most sites will have existing PCs that the Agency will categorize as to if they will be reused or disposed of. • Hard drive must be sanitized to the satisfaction of MIS and up to industries standards and system must be inventoried. • No data will remain on uninstalled computers. • MIS will instruct vendor as to how PCs will be relinquished. <ul style="list-style-type: none"> o Where PCs have been designated for nonuse, the Vendor will place this equipment in an MIS identified location for MIS pick up. o PCs designated to be redistributed will be packed in the boxes from new systems, labeled and gathered at a location at the site for MIS to deliver. • Complete Inventory will be provided. 	4,500	\$19.32	\$86,940
2	Unpack Equipment & Disposal of Packing Materials / Installation and Configuration of PC's.	<ul style="list-style-type: none"> o Equipment deinstalled/moved for relinquishment must be barcode scanned for NYC asset tags and manufacturer serial numbers, utilizing HRA's barcode scanners. Other inventory information to be captured includes equipment type, model name, location, etc. MIS will instruct vendor as how to utilize the barcode scanners and what information needs to be captured and vendor will be responsible for accuracy and completeness of inventory data captured. • Vendor will be provided with a check list and it must be completed for each device/system. • Vendor will be required to unpack all equipment @ HRA Site(s). • Any and all packing materials, except for the packing slips, will disposed of BY THE VENDOR unless otherwise stated (packing materials may need to be re-used for systems qualifying for redistribution). • All packing slips will be collected and handed over to HRA personnel. • Equipment will be scanned (by the vendor) for tracking/inventory purposes and the vendor will match this information against packing slips and report 	10,000	\$38.84	\$388,400

results.

- Upon the completion of any services rendered under this agreement, the Vendor shall leave the Agency's premises in broom clean and otherwise satisfactory condition.

- PC UNIT / DEVICE consist of CPU, monitor, mouse keyboard and signature pad.

- PCs and related equipment will be placed on designated workstations or in offices.

- All power cords, keyboards, mice, etc and the LAN communication cables to be connected.

- Vendor will ensure the PC is powered up to the point that the log-in prompt appears with correct computer name, verifying that the PC is operational.

- Vendor will login as Administrator (password to be furnished at site) to install additional EXISTING peripherals and/or devices including but not limited to network printers, stand alone printers, CD recorders, scanners, etc. at NO CHARGE.

- Vendor will login in as designated user to configure e-mail, mapped drives, connect user to network printers and or scanners, and any other tasks to be determined either prior to install or on-site by MIS Project leader.

- Vendor may also be required to install 3rd party software or software developed in-house. This software and any activation keys/serial #'s will be provided on the day of the install by MIS Project leader and must be returned by the end of the install day.

- MIS Project leaders and users will sign off on completed work as approved by using the provided work order.

- Complete Inventory will be provided.

- o Equipment Installed must be barcode scanned for NYC asset tags and manufacturer serial numbers, utilizing HRA's barcode scanners. Other inventory information to be captured includes equipment type, model name, location, computer name, end user id, etc. Paper forms ("inventory sheets") are to be filled out for each PC system (pc, monitor and attached peripherals) installed. MIS will instruct vendor as how to utilize the barcode scanners and what information needs to be captured and vendor will be responsible for accuracy and completeness of inventory data captured.

- Vendor will be provided with a check list and it

		must be completed for each device/system.			
		<ul style="list-style-type: none"> • Vendor will be required to unpack all equipment @ HRA Site(s). • Any and all packing materials, except for the packing slips, will disposed of BY THE VENDOR unless otherwise stated (packing materials may need to be re-used for systems qualifying for redistribution). • All packing slips will be collected and handed over to HRA personnel. • Equipment will be scanned (by the vendor) for tracking/inventory purposes and the vendor will match this information against packing slips or provided inventory list and report results. 			
3	Unpack Equipment & Disposal of Packing Materials / Installation of Peripherals	<ul style="list-style-type: none"> • Upon the completion of any services rendered under this agreement, the Vendor shall leave the Agency's premises in broom clean and otherwise satisfactory condition. • Complete Inventory will be provided. <ul style="list-style-type: none"> o Equipment Installed must be barcode scanned for NYC asset tags and manufacturer serial numbers, utilizing HRA's barcode scanners. Other inventory information to be captured includes equipment type, model name, location, computer name, end user id, etc. Paper forms ("Inventory sheets") are to be filled out for each PC system (pc, monitor and attached peripherals) installed. MIS will instruct vendor as how to utilize the barcode scanners and what information needs to be captured and vendor will be responsible for accuracy and completeness of inventory data. • Vendor will be provided with a check list and it must be completed for each device/system. 	5,000	\$12.57	\$62,850
4	Relocation of Existing PC Systems within the Same Address, Perhaps a Different Floor	<ul style="list-style-type: none"> • Vendor will be required to deinstall PC Unit and move to designated work station or office. • Vendor will be responsible to provide any dollies or other devices needed for movement. • All power cords, CPU, monitor, mouse, keyboard and signature pad will be disconnected and reconnected. • SEE Bullets 9 through 13 on Deliverable # 2. 	3,000	\$35.28	\$105,780

	<ul style="list-style-type: none"> • Complete Inventory will be provided. ○ Equipment moved to other locations within same building for installation must be barcode scanned for NYC asset tags and manufacturer serial numbers, utilizing HRA's barcode scanners. Other inventory information to be captured includes equipment type, model name, location, computer name, end user id, etc. Paper forms ("inventory sheets") are to be filled out for each PC system (pc, monitor and attached peripherals) installed. MIS will instruct vendor as how to utilize the barcode scanners and what information needs to be captured and vendor will be responsible for accuracy and completeness of inventory data. • Vendor will be provided with a check list and it must be completed for each device/system. • Vendor will be required to deinstall peripheral device and move to designated location. • Vendor will be responsible to provide any moving equipment; including but not limited to dollies, blankets etc. • All power cords will be disconnected and reconnected. • Vendor will ensure device is powered up to the point that the log-in prompt appears, verifying the device is operational. 	
<p>5 Relocation of Existing Peripherals within the Same Address; Perhaps a Different Floor</p>	<ul style="list-style-type: none"> • SEE Bullets 9 through 13 on Deliverable # 2. • Complete Inventory will be provided. ○ Equipment moved to other locations within same building for installation must be barcode scanned for NYC asset tags and manufacturer serial numbers, utilizing HRA's barcode scanners. Other inventory information to be captured includes equipment type, model name, location, computer name, end user id, etc. Paper forms ("inventory sheets") are to be filled out for each PC system (pc, monitor and attached peripherals) installed. MIS will instruct vendor as how to utilize the barcode scanners and what information needs to be captured and vendor will be responsible for accuracy and completeness of inventory data. • Vendor will be provided with a check list and it must be completed for each device/system. 	<p>1,500 \$12.65 \$18,975</p>

TOTAL AMOUNT (Deliverables 1 – 5) \$662,945 -

NOTE: HRA currently estimates that 80% of the work will be on weekends and holidays.

contractor to assist in their efforts, will be turned over to the Agency by the Contractor.

K. Ownership of Deliverables; Confidentiality

1. Any written reports and other written materials furnished by Contractor to the HRA concerning this Agreement shall be the exclusive property of HRA. HRA shall have the right to distribute, publicize, advertise, or otherwise disseminate all information, reports and/or software that are received from the Contractor as a deliverable under this Agreement.
2. Information that the Contractor acquires in connection with or pursuant to this Agreement, shall be deemed as confidential and proprietary to the HRA and Contractor shall not reveal any such information to any third party, unless such information becomes generally known or available to the public, is disclosed to the Contractor by others, or is released from confidential treatment by the HRA written consent delivered to the Contractor.

QUALIFICATIONS:

Bidders responding to this bid must meet the following criteria:

1. Bidders must have a minimum of three (3) years experience in performing such deliverable based services for large enterprises.
2. The Contractors are encouraged to submit evidence of any certifications/awards received in the past three years for performing similar tasks.
3. Must have prior relevant experience working on contracts of a similar size and scope.
4. Bidders must provide three (3) references along with their bid submission.
5. Bidders must have adequate equipment and organization to ensure prompt and efficient service. HRA reserves the right, before making an award, to inspect the bidder's premises to determine

improvements are identified as being necessary, review of records relating to Contractor's staff, and fiscal matters.

- C. Contractor shall allow authorized HRA personnel to inspect facilities and equipment before, during and after services are provided. When monitoring and evaluating Contract performance, HRA will concentrate on areas such as quality of service, Contractor's managerial control, fiscal accountability, and cost effectiveness. Both announced and unannounced inspections will be part of the monitoring process. Performance standards the Contractor will be evaluated against, includes, but is not limited to:
1. Accuracy any quality of communication with HRA personnel;
 2. Response time to both standard and/or emergency service request(s); and
 3. Quality and timeliness of completion of requested service(s).
- D. In accordance with Section 4-01 of New York City Procurement Policy Board (PPB) Rules, "Evaluation and Documentation of Vendor Performance", failure to conform to all terms and conditions governing quality of service and fiscal management of this Contract will result in an unsatisfactory contract evaluation and notification of deficient performance. At a minimum, HRA shall evaluate Contractor's performance on an annual basis. If Contractor fails to comply with its contractual obligations, HRA will document each occurrence, as necessary and required. HRA shall incorporate the evaluation and supporting documentation in an evaluation report. HRA shall send a copy of the evaluation report to the Contractor. Within fifteen (15) days of its receipt of the evaluation report (or any notification of deficient performance), Contractor shall respond in writing to the agency. Contractor's written response shall include a corrective action plan identifying, with specificity, the steps Contractor intends to take to remedy any deficiencies identified by HRA. Contractor's failure to submit a written response within fifteen (15) days shall constitute Contractor's agreement with the indications and contents of the evaluation report. However, it will not release the Contractor from its obligations under this or any other section of this Contract. An unsatisfactory evaluation noted in the VENDEX database may adversely impact future contract awards with the City of New York

1.10 RESPONSE TIME AND EMERGENCIES:

- A. The standard response time for non-emergency work must be twenty-four (24) hours from the time the request is initially sent to the contractor.
- B. Only during an emergency, as identified by HRA, can Contractor perform emergency work. However, Contractor must first obtain verbal approval from the designated personnel prior to performing emergency work. The response time for emergency work will be determined on a case by case basis. HRA expects a four (4) hour response time but it shall not exceed eight (8) hours.