



# ROANOKE COUNTY

Purchasing Division

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May 9, 2024

ADDENDUM NO. 1 TO ALL BIDDERS/OFFERORS:

Reference – RFP 2024-077

Description: Service of Refrigeration Equipment for Roanoke County Public Schools

Issue Date: May 2, 2024

Proposals Due: May 15, 2024

The above Project is hereby changed as addressed below:

A. Questions Submitted: the following is a list of questions submitted by prospective Offerors, and the responses provided by RCPS as we are able.

1. Referencing Page 12, Section A.3.: Are we required to include pricing for materials and labor for possible repairs needed on equipment? For example, if on site doing a service inspection and we find a unit is not working, whatever may be wrong with that unit, that unknown factor and cost has to be included in the service agreement bid price?

*Please note that this is NOT an invitation for bid. This project is a request for proposals. There is no standard price form included, and no specific pricing structure required upon submittal. We are requesting proposals for an annual service contract; while price is a consideration, it is not the only defining basis of award. Proposals will be evaluated based on various criteria, referenced within the RFP document. Vendors should refer to the RFP Sections 3, 7, as well as Attachment B, for information on what should be included in proposals submitted.*

*It is not the expectation of the County/RCPS that all parts would be covered under a set hourly cost for repairs. An established contracted pricing structure will be negotiated with the selected vendor(s) during the proposal evaluation process.*

2. Can you please provide more clarification on Full Service Maintenance. Such as the requirements, expectations and the day to day?

*Section 6.A: Service Requirements provides detail regarding these expectations. Section 6 should be reviewed closely by interested Offerors in order to gain understanding of the scope of services requested.*

3. Can you provide an example of a call for regular hours and after hours?

*Regular hours call examples: gasket around refrigerator door is coming loose, troubleshoot ice buildup in walk-in, ice machine is not making ice, walk-in handle needs replacement, temperature issues on reach-in equipment.*

*After hours call example: We only request after hours calls if a walk-in was not holding temperature and we felt it could not wait until the next business day. After hours can generally be defined as 5-7 p.m. and 6-7 a.m., and weekends and holidays. Sites are not operational overnight.*

4. Could a vendor exclude the compressors and the refrigerant from the proposal?  
Would you accept a bid this way?  
*The compressors and the refrigerant are top priorities in this contract. If a contractor does not maintain those items, they are not maintaining our refrigeration equipment.*
5. Can we conduct an evaluation of each school's equipment if awarded the PM contract, prior to taking over and you all pay us to fix any pre-existing issues with any equipment prior to the start of the contract?  
*No; our equipment is of varying ages. Pre-existing issues are not clearly defined, and subject to the standard of each vendor; RCPS is not open to additional expense regarding up front repairs. All units have been under maintenance contracts for at least the last 10 years and have been repaired promptly when necessary. Some have been rebuilt, with new compressors and condensers. We will have four units that I would classify as new or like new, built within the last five years, with two more brand new units on the way at Glen Cove and Cundiff.*

Note: A signed acknowledgment of this addendum must be received at the location indicated on the original solicitation either prior to the proposal due date or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal/bid document. The original proposal/bid document must be signed.

Thank you,

Kate Hoyt  
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Sign Name:

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Print Name:

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Name of Firm:

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