

	Category	Questions	State Response
1	Attachment	Section D.3(a)(1) – Do we have access to view Pricing templates?	Attachment A Pricing Template is an attachment in the Edison event (ITB Event #32110-8994).
2	Contract Requirements	Will documentation (sign-in log, parts receipts, etc.) be required for jobs of \$5,000?	The Job Log must be utilized regardless of the dollar amount of the Job however, it will only be used as a verification tool for jobs under \$5,000. Proof of purchase for parts and materials for jobs over \$5,000 will not be required unless requested by the agency per Terms & Conditions Section B.4.e.
3	Contract Requirements	If Vendor provides firm quote, but agency uses logs to contest charges (i.e., 'time worked doesn't equal firm quote price), will Vendor still be paid firm quote price?	Yes, but if the job goes over the amount provided in the Firm Quote amount, the Contractor will only be paid Firm Quote amount.
4	Contract Requirements	Can agencies get quotes from non-contract vendors for jobs over \$5,000?	Yes, see Specifications Section D.3.b
5	Contract Requirements	What if specialty contractor will not work for contract rates?	Specialized Work (see Specifications Section B definition) applies to HVAC work that falls outside of the scope of work but is not listed as a Contract exclusion and can be charged with a 15% mark-up. All Specialized Work vendors must be approved by the CPO prior to use and CPO will work with the End User to verify the use of the Specialized Work vendor.
6	Contract Requirements	What is the difference between sub-contractors and outside firms?	Subcontractors should be used in the event the Contractor is unable to handle the entire workload and brings in a vendor to assist in completing a Job. Contractors must seek written approval from CPO to utilize a subcontractor. An Outside Firm may be utilized under the Specialized Work term (Specifications Section F.1) and may be used for HVAC maintenance and repair in the event the work is not listed as a standard scope of work requirement, not listed as an exclusion to the Contract, and as requested by the End User (Specifications Section F.1). Standard scope of work requirements are listed in Specification Sections A.1, A.2, and A.3. Contract exclusions are listed in Specifications Section C.2.
7	Contract Requirements	What are the payment terms?	Refer to Tenn. Code Ann. § 12-4-703; State entities have 45 days to pay an invoice after it has been received.
8	Contract Requirements	Does Scope of Work for contract include work for Jones Lang LaSalle (JLL)?	Jones Lang LaSalle (JLL) provides work on facilities that fall under the State's Facilities Revolving Fund (FRF) and does have the option of utilizing this statewide contract for work that falls within the contract scope.
9	Contract Requirements	Are there bonds required in this contract?	Yes, see Specification Section B.4.h and B.4.i; Performance bonds are required for jobs of \$20,000 (100%) and Payment Bonds are required for jobs over \$100,000 (25%).
10	Contract Requirements	What is the p-card? Will it be used on this contract?	P-card is like a credit card that may be used by State agencies to process payment. It is currently not available for all Statewide Contracts, but is expected to be available during the term of this contract.
11	Education	Will contract documents and instructions be made public?	Yes, Contract Usage instructions will be available on CPO website.
12	Education	Will agencies be educated on how to use the contract?	Yes, CPO will provide training materials to agencies on contract usage.
13	Emergency	Who determines if it is an "emergency" situation?	The End User and Facility Administrator are responsible for making the determination whether or not a situation is identified as an "emergency".
14	Emergency	If vendor is called for emergency job and cannot make repair immediately, and job will be over \$5,000, will other vendors be contacted for quotes? Will emergency response vendor still be paid for trip even if job is ultimately awarded to another vendor?	Per Specifications Section D.4.f, the End Users are not required to seek Firm Quotes if an emergency job exceeds \$5,000. If no work is completed, the originally contacted Contractor will not be paid for the trip.
15	Labor	Section E.1(a) – Contract states normal state operating hours are 8am -4:30 pm. Why is premium time hours extended beyond normal operating hours?	Specifications Section E.1.a has been revised to allow premium time rates be charged at the End User's approval.
16	Labor	Section E.2(a)(b) – Is there a list of education courses that define Technician/Helper (such as apprenticeship licenses, journeyman license, master license's)? Will approved contract recipient be required to submit verification of all Technicians/Helpers along with their state approved statuses?	Section E.2.a has been revised to require a <i>minimum of three (3) years of experience</i> in performing installation, modification, inspection, troubleshooting, repair and maintenance within their respective disciplines; completed formal education courses recognized and approved by the State of Tennessee, factory trained in manufacturer's equipment

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17	Labor	Standard hours for our company would be 7:30am-4:00pm. Anything over eight hours in a day would be overtime for our technicians. Can this item be reviewed by the state and reconsidered?	See reponse to #15.
18	Mark-up	Will the state consider a mark-up of 25% versus 15%?	The State will not be increasing the parts and materials mark-up from 15%.
19	Mark-up	Can you provide a better explanation of the markup on materials of only 5%? If we pay the sales tax and then have to deduct it before we invoice the state I don't understand this procedure. This is the way we have always done it on our current contract but I don't understand the rules or reasoning.	See response to #18. By law, the State can not pay Sales & Use tax on parts and materials.
20	Rates	Will prices be set for all 5 years?	Respondents are allowed to provide only one set rate for labor and trip charges; these will not change every year unless the Contractor requests it. This falls under the Terms & Conditions Section B.3.k(2).
21	Rates	How would the State address charges for crane usage?	Usage of a crane or other specialized equipment is addressed in Specifications Section E.8.
22	Rates	How will boiler & chiller prevenative maintenance be charged? Will it be a firm quote structure?	Yes, see Specifications Section F.4.
23	Specialized Equipment	If we own specialized equipment instead of renting, how do we charge?	Section E.8.c provides information on Contractor-owned equipment. The Contractor is required to provide the pricing on Contractor-owned equipment as a separate line item on the Estimate. The same applies to rented equipment.
24	Trip charges	Section E.4(c) – Why will trip charges within Davidson County not be permitted?	The majority of work and spend is taking place in Davidson County: Electrical = 23% jobs/24% spend HVAC = 32% jobs/38% spend Plumbing = 24% jobs/22% spend As a result, it is in the State's best interest to eliminate the trip charge in Davidson County.
25	Trip charges	We currently hold the contract for the State of Tennessee. One item that we constantly deal with is when a technician goes onsite to troubleshoot and has to leave to get necessary materials for the repair from an electrical supply vendor. Your sites are not able to give us enough details of the problem they are having for us to know what materials to take. If we are not paid for that time in several instances it creates a loss on the job for us. Also, on larger jobs what is the best approach for additional trip charges?	Section D.1.d has been added to the specifications document which requires the Contractor Service Personnel to arrive on-site with all of the proper equipment, parts, and materials needed to complete the Job.
26	Trip charges	Why are trip charges not allowed in Davidson County? (x2)	See reponse to #24
27	Trip charges	What if trip to facility takes 2.5 hours, but job take less than 1 hour?	See Specification Section E.4.b.
28	Trip charges	What if technician is outside Davidson Co. when they receive service call? Does the "no trip charge in Davidson Co." rule still apply?	Yes, see Specifications Section E.4.c.

Additional Revisions to the Solicitation Documents	
Document Title	Section: Description of Changes
1 Specifications	Footer: 32110-8924 (from RFI) changed to 32110-8994, new event number for ITB
2 Specifications	A: Revised description of Other Governmental Bodies in scope of contract
3 Specifications	B: Added definition of ASHRAE, EPA, OSHA, and TOSHA for further clarity on Section E.6.c.
4 Specifications	B: Removed definition of DGS
5 Specifications	B: Revised definition of Facility
6 Specifications	B: Added definition of Job Lob for further clarity on Section E.3.
7 Specifications	B: Revised website in definition of Normal State Operating Hours
8 Specifications	B: Revised definition of Other Governmental Bodies
9 Specifications	B: Added definition of Regular Time and Premium Time for further clarity on Section E.1.
10 Specifications	B: Added definition of Specialized Equipment for further clarity on Section E.8.
11 Specifications	B: Added definition of Specialized Work for further clarity on Seciton F.1 and to identify difference between Subcontractor and Specialized Work
12 Specifications	B: Added definition of Subcontractor for further clarity on Section E.7 and to identify difference between Specialized Work and Subcontractor
13 Specifications	C.1: Removed "maintenance" in final sentence.
14 Specifications	C.2: Included statement that mark-ups are not allowed for excluded work.
15 Specifications	C.2.d.: Changed to Recurring Sludge Removal from Septic Tank
16 Specifications	D.1: Added D.1.d to require Contractors to arrive at the Facility prepared with all the required tools to complete the job.
17 Specifications	D.2: Added statement to D.2.(5) to require each item included in the parts and materials list to be broken out separately.
18 Specifications	D.2: Revised D.2.a.(9) from four business days to five business days.
19 Specifications	D.2: Added D.2.a.(10) to require identification of specialized equipment at the time of Estimate.
20 Specifications	D.2: Added instruction to D.2.c to allow End Users to move to Vendor B if Vendor A is unreachable after 24 hours of initial contact.
21 Specifications	D.3: Added D.3.a.(7) to require identification of specialized equipment at the time of Firm Quote.
22 Specifications	D.3: Added statement to D.3.c to require Contractor to sign in and out of Job Log regardless of the dollar amount of job.
23 Specifications	D.3: Added D.3.d. to clarify invoices cannot be higher than Firm Quote.
24 Specifications	D.4: Added statement to D.4.b to allow End Users to move to Vendor B if Vendot A is unreachable after 30 minutes of initial contact.
25 Specifications	D.4: Added D.4.f to allow End Users to follow emergency procedures regardless of dollar amount unless the job will be over \$100,000 at which point the job needs to go to SBC for approval.

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26	Specifications	E.1: Added statement to E.1.a which addresses Contractor's overtime process.	
27	Specifications	E.2: Added minimum experience requirement for Technician.	
28	Specifications	E.3: Added statement that does not require Contractors to provide a break down of labor hours for Firm Quotes.	
29	Specifications	E.4: Added clarification to E.4.h that requires written approval from the End User to approve charge for more than 1 trip charge.	
30	Specifications	E.6: Added clarification to E.6.a.(2) and (3) on definition of response time.	
31	Specifications	E.6: Added E.6.a.(5) regarding Contractor response time on Estimates.	
32	Specifications	E.6: Added statement to E.6.b.(7) to clarify that the End User will not be charged anything additional should the technician change.	
33	Specifications	E.7: Revised E.7.b to require sign in and out of Job Log for all jobs.	
34	Specifications	E.7: Revised E.7.c to clarify that the Contractor may not charge any mark-ups for the use of a Subcontractor.	
35	Specifications	E.8: Renamed section "Specialized Equipment"	
36	Specifications	E.8: Removed section E.8.a, moved the definition of Specialized Equipment into Section B and renumbered the sub-sections.	
37	Specifications	E.8: Added statement to E.8.a that the use of Specialized Equipment requires written approval from the End User.	
38	Specifications	E.8: Added statement to E.8.a that use of Specialized Equipment must be identified in Estimate or Firm Quote	
39	Specifications	E.8: Separated E.8.c into E.8.b and E.8.c and revised language	
40	Specifications	E.8: Removed section E.8.e and incorporated language into E.8.b	
41	Specifications	E.8: Added statement to E.8.d to clarify use of an operator with Specialized Equipment	
42	Specifications	F.1: Renamed section to "Specialized Work" and revised organization	
43	Terms & Conditions	Footer: 32110-8924 (from RFI) changed to 32110-8994, new event number for ITB	
44	Terms & Conditions	A.3: Revised A.3.w to a Multiple Award Preferred rather than Single Award Preferred	
45	Terms & Conditions	B.3: Revised B.3.k.(2) to allow price changes to occur after the Firm Price Period	