



**Maintenance Service for Diesel Generators  
 (Baltimore, Maryland)  
 Request for Proposal (RFP) #**

Contact: Victor Leon  
 Procurement Specialist  
 Tel: (410) 951-7373  
 victor.leon@crs.org

**ANTICIPATED TIMELINE**

<b>Key Milestone:</b>	<b>Date and Time</b>
Issue Date	05-26-2020
Pre-Bid Meeting (mandatory for vendors) & Site Visits (mandatory for vendors)	06-03-2020 to 06-10-2020 (will be defined time, exact date and number of suppliers per visit due to Covid-19. Facilities director does not want to bring in all the suppliers at the same time.)
Vendor's Intention to Bid email submitted to CRS by	06-17-2020
Questions Due	06-24-2020
Respond to Vendor's clarification questions	06-30-2020
Proposal Due Date	07-15-2020



## Table of Contents

Table of Contents.....	2
Invitation to Participate.....	4
Organization Overview and Background.....	5
Article 1. Statement of Work (SOW).....	5
1.1 Project Identification.....	5
1.1.2 Project Request .....	5
1.1.3 Location.....	5
1.2 Scope of Work.....	5
1.2.1 Purpose.....	5
1.2.2 Details, description of the goods or service.....	6
1.3 General Requirements.....	7
Article 2. Required Bidder Information.....	7
2.1 Bidder and Company Information.....	7
2.2 Prior Experience/Brief Background.....	7
2.3 Successful and Unsuccessful Performance.....	7
2.4 Quality Assurance/Customer Service.....	7
2.5 Location Work Plan.....	7
Article 3. Bid Process and Evaluation Criteria.....	8
3.1 Introduction.....	8
3.1.1 Pre-Bid Meetings.....	8
3.1.2 Site Visit.....	8
3.1.3. Questions and Answers.....	8



3.2 Award Process.....	8
3.2.1 Method of Evaluation.....	8
3.2.2 Evaluation Criteria.....	9
3.2.3 Award Recommendation.....	9
3.3 Proposal Details.....	9
3.3.1 Complete Proposal.....	9
3.4 Submitting Bids and Proposals.....	10
3.4.1 Sealed Bid Receipt.....	10
3.4.2 Protest.....	11
3.5 Offer Validity Period.....	11
3.6 Acceptance.....	11
Article 4. Terms and Conditions.....	11
4.1 Contract Structure and Term.....	11
4.1.1 Contract Term.....	11
4.1.2 Invoicing and Payment Terms.....	11
4.1.3 Terms and Conditions.....	12
Bid Packet Checklist.....	13
Annex a Bid Response Form.....	14
Annex b General Requirements.....	15
Annex c Terms and Conditions.....	18
Annex d Certifications.....	19
Annex e Business Client References.....	20
Annex f Bidder Information.....	21



## Invitation to Participate

### Date

To Prospective Vendors:

You're invited to participate in this RFP for the **Maintenance Service for our Diesel Generators**. Firms of all sizes are encouraged to participate in the RFP. Catholic Relief Services is requesting a proposal from your company to fully gauge each Vendor's technical specifications and qualitative attributes.

I am the procurement professional responsible for facilitating this process. As the contact person, the rules of engagement are for you to contact me via e-mail, at [victor.leon@crs.org](mailto:victor.leon@crs.org), for questions related specifically to the RFP. Please follow the instructions provided in the document for your responses to the RFP. We look forward to working with you throughout this process and to receiving your proposal.

Please indicate your company's intention to bid on the services of this RFP by sending a letter or email with complete information, including company name, mailing address, phone and email address to Victor Leon on or before close of business of the date indicated in the Anticipated Timeline section of the cover page.

Sincerely,

Victor Leon

Procurement Specialist



## Organization Overview and Background

Catholic Relief Services was founded in 1943 by the Catholic Bishops of the United States to serve World War II survivors in Europe. Since then, we have expanded in size to reach more than 130 million people in more than 100 countries on five continents.

For over 75 years, our mission has been to assist impoverished and disadvantaged people overseas, working in the spirit of Catholic social teaching to promote the sacredness of human life and the dignity of the human person. Although our mission is rooted in the Catholic faith, our operations serve people based solely on need, regardless of their race, religion or ethnicity. Within the United States, CRS engages Catholics to live their faith in solidarity with the poor and suffering people of the world.

## **Article 1. Statement of Work (SOW)**

### **1.1 Project Identification**

#### **1.1.2 Project Request**

This project is for the maintenance service of the 2 diesel generators in our Headquarters building.

#### **1.1.3 The location is: 228 West Lexington Street**

Baltimore, Maryland 21201

### **1.2 Scope of Work**

#### **1.2.1 Purpose**

Catholic Relief Services is issuing an RFP to source for suppliers that can provide us with generator maintenance services. The service is for two generators brand Kohler and Onan located in our Headquarters building. The awarded supplier will be required to perform the service described in detail below. All parts, repairs and / or fluid changing must be done with parts and fluids that meet or exceed the manufacturer's specifications and requirements. Any substitution of these parts, fluids, or the changing of any factory settings must be approved by the Contract Administrator. Any used oil taken out of the generators must be transported and properly disposed of.

### **1.2.2 Details, description of the goods or service:**

- KOHLER 250REOZJD/GM46340GA2 generator (S/N 2153347 250KW) located on 6th floor roof accessed through door on 7<sup>th</sup> floor.
- ONAN DFHD-5001418/G generator (S/N J010296142 1000KW) located on the 9<sup>th</sup> floor roof accessed through a door on the 9<sup>th</sup> floor and up a ladder to the 10<sup>th</sup> floor roof.

### **Description of Maintenance Services: Semi-Annual and Annual Maintenance Service on both generators to include:**

1. Two inspections a year including annual oil and filter(s) change
2. Annual coolant filters change
3. Annual oil analysis
4. Annual coolant analysis
5. Annual 2-hour load bank test (Performed to NFPA 110 guidelines) to be performed off hours
6. Annual diesel fuel analysis
7. Annual fuel maintenance with Algae-X

### **Technician will conduct a detailed inspection on each preventative maintenance call every 6 months to include:**

1. Check all belts and adjust, as necessary
2. Check all hoses, tighten clamps
3. Test antifreeze for proper concentration and DCA levels, and change coolant filters annually
4. Inspect block heaters for proper operation
5. Check engine oil level, check engine seals for leaks, change engine oil on an annual basis including filter(s)
6. Check air filter(s)
7. Inspect fuel system and change fuel filter(s) annually, replace rubber fuel lines as needed
8. Inspect battery electrolyte level, load test battery, clean and tighten battery cables
9. Inspect battery charger for proper operation
10. Check engine exhaust system
11. Test run generator set to check oil pressure, coolant temperature
12. Test all engine safety shutdowns, and check engine governor for proper operation
13. Visually inspect generator (rotor, stator, exciter, voltage regulator, and related accessible components)
14. Test run system and adjust voltage and frequency, if needed



15. Test output breaker and safety breakers
16. Visually inspect Automatic Transfer Switch (ATS)
17. Transfer load to emergency (after checking with customer prior to transfer)
18. Check time delays and overall operation
19. Return system to automatic
20. Thoroughly clean generator set and related equipment and touch up the generator paint, as needed.

### **1.3 General Requirements**

Bidders must answer or comply with all the questions or requirements in Annex b as part of Article 1.3 (Please see Annex b for the details of the questions to be answered.)

## **Article 2. Required Bidder Information**

Bidders must provide the information in Annex g as part of Article 2 (Please see Annex g for the details of the information to be provided.)

### **2.1 Bidder and Company Information**

### **2.2 Prior Experience/Brief Background**

### **2.3 Successful and Unsuccessful Performance**

### **2.4 Quality Assurance/Customer Service**

### **2.5 Location Work Plan**



## **Article 3 – Bid Process and Evaluation Criteria**

### **3.1 Introduction**

#### **3.1.1 Pre-Bid Meetings**

A mandatory pre-bid meeting is scheduled. (**See the scheduled date on the cover page of the RFP**). The purpose of this meeting will be to discuss with prospective Bidders the work to be performed and to allow them to ask questions in person to the requesting department of the service or good.

#### **3.1.2 Site Visit**

A mandatory Site Visit is scheduled. (**See the scheduled date on the cover page of the RFP**). The purpose of the visit is to check all the details and have a better understanding and visualization of the scope of work service components on which to bid.

#### **3.1.3 Questions & Answers**

CRS will allow questions to be submitted via email if further clarification is required so that there is a clear and concise understanding of the requirements. Questions will be answered to all the participating bidders according to the date indicated in the timeline on the cover page.

### **3.2 Award Process**

#### **3.2.1 Method of Evaluation**

Each bid will be evaluated by CRS and awarded to the contractor that provides the most cost-effective bid that meets or exceeds the requirements of this RFP.





Ultimately, the award will be given to the contractor who provides the services that is in the best interest of CRS.

**3.2.2 Evaluation Criteria**

The following chart represents an idea of how the RFP will be scored:

		<b>Weight</b>
1.	Proposed Price (Commercial/Cost/Competitiveness)	40
2.	Technical (Capacity and Resources); A clear understanding of the scope of work required to ensure achievement of the project, Skills, Knowledge, Experience, Expertise	25
3.	Quality Assurance/Customer Service (Customer Care and Continuous Improvement).	25
5.	Bidder Information, Background, Successful and Unsuccessful	10
<b>TOTAL:</b>		<b>100</b>

**3.2.3 Award Recommendation**

The award recommendation will be made to the responsive and responsible bidder who offers the best value to CRS. **Bidders are cautioned to propose the best possible offer at the outset of the process, as there is no guarantee that any bidder will be allowed an opportunity to submit a Best and Final Offer.**

**3.3 Proposal Details**

**3.3.1 Complete Proposal**

To be considered, each Bidder must submit a COMPLETE proposal in response to this RFP. Each proposal should be prepared simply and economically, providing a straightforward, concise description of the Bidder’s ability to meet the requirements of the RFP. Prices and notations must be clearly typed or in ink. The following information must be included in all proposals.

- a. Statement/Scope of Work – Bidder must provide a bid based on the worked listed under the scope. This

is addressed by completing the itemized Bid Response form, which should cover all elements to complete the work described in the scope of work section. (See Annex a.)

- b. Reply to General Requirements. (See Annex b.)
- c. Terms and Conditions – Bidder must include a statement simply agreeing to the Terms and Conditions contained in this Article. (See Annex c.)
- d. Certifications, Insurance Certifications – Bidder must respond to this annex. (See Annex d.)
- e. Business Client References - Bidder must list three references (including name, phone, email and address). List two of clients where a similar scope of services is provided and list one client whom you recently lost. (See Annex e.)
- f. Bidder Information. (See Annex f.)

### **3.4 Submitting Bids and Proposals**

#### **3.4.1 Sealed Bid Receipt**

SEALED BIDS (PROPOSALS) MUST BE RECEIVED AND TIME-STAMPED AT THE CRS PROCUREMENT OFFICE ON THE DUE DATE SPECIFIED ON THE COVER PAGE OF THIS RFP. BIDDERS ARE RESPONSIBLE FOR SUBMITTING THEIR PROPOSALS TO CRS ON TIME. ONCE A BID IS SUBMITTED, IT CAN NOT BE MODIFIED. PROPOSALS THAT ARE RECEIVED AFTER THE SPECIFIED DUE DATE AND TIME CANNOT BE CONSIDERED UNLESS (a) ALL OTHER BIDS RECEIVED ON TIME DO NOT MEET SPECIFICATIONS, OR (b) NO OTHER BIDS ARE RECEIVED. IF YOU ARE CONSIDERING A LATE SUBMISSION PLEASE REACH OUT TO CRS FOR A DETERMINATION IF A LATE SUBMISSION WILL BE ACCEPTABLE

**TWO PROPOSALS WILL BE SUBMITTED SEPARATELY, 1 FINANCIAL PROPOSAL AND 1 TECHNICAL PROPOSAL.** To withdraw the proposal during the Validity Period, the vendor must notify CRS.



### **3.4.2 Protest**

By submitting a response to this request for proposals, bidders agree that any protest to this request for proposals must be presented in writing with a full explanation of the bidder's concerns to CRS for consideration. CRS will make a final decision on the protest.

### **3.5 Offer Validity Period**

Proposals must remain valid for a period of three (3) calendar months following submission (the "Validity Period").

### **3.6 Acceptance**

Throughout this RFP, language referring to Contract or Contractor(s) refers to any Contract awarded from this RFP. This RFP in itself is not to be construed as a Contract or other binding obligation on CRS, unless and until CRS and Vendor have executed a definitive agreement on terms and conditions acceptable to CRS and Vendor. Without limiting the above statement, the issuance of this RFP and the submission of the proposal does not create any obligation upon CRS to buy goods or services from Vendor, or to enter any negotiations or binding legal relationship with any one or more Vendor.

## **Article 4. Terms and Conditions**

### ***4.1 Contract Structure and Term***

#### **4.1.1 Contract Term**

The contract is for a period: 1 year with 4 annual renewal options based on prior negotiations and not auto renewal. The term of the agreement will be from the effective date to the end date indicated in the contract.

#### **4.1.2 Invoicing and Payment Terms:**

During the initial 1-year term, pricing will be locked. For subsequent 1-year renewals periods, pricing will be negotiated and locked. Submission of invoices by vendor will be submitted after goods or services have been delivered. All invoices will reference the Purchase Order number. Payment will be net 30 days. Currency is to be USD.



**4.1.3 Terms and Conditions for Catholic Relief Services (“CRS”) Purchase of Goods and Services:**

Please click the link for the Terms and Conditions:

<https://www.crs.org/sites/default/files/vendor-terms.pdf>



**BID PACKET CHECKLIST**

Please submit the full proposal (all annexes stated below) to [victor.leon@crs.org](mailto:victor.leon@crs.org) by the Proposal Due Date: \_\_\_\_\_

**ANTICIPATED TIMELINE**

<b>Key Milestone:</b>	<b>Date and Time</b>
Issue Date	05-26-2020
Pre-Bid Meeting (mandatory for vendors) & Site Visits (mandatory for vendors)	06-03-2020 to 06-10-2020 (will be defined time, exact date and number of suppliers per visit due to Covid-19. Facilities director does not want to bring in all the suppliers at the same time.
Vendor's Intention to Bid email submitted to CRS by	06-17-2020
Questions Due	06-24-2020
Respond to Vendor's clarification questions	06-30-2020
Proposal Due Date	07-15-2020

<input type="checkbox"/> Annex A. Bid Response Form
<input type="checkbox"/> Annex B. General Requirements
<input type="checkbox"/> Annex C. Terms and Conditions (Place on Company Letterhead)
<input type="checkbox"/> Annex D. Certifications
<input type="checkbox"/> Annex E. Business Client References
<input type="checkbox"/> Annex F. Bidder information



**ANNEX A**  
**BID RESPONSE FORM**

---

---

**PRICING**

**Pricing for Annual Maintenance Service for 2 Diesel Generators: \$\$\$ \_\_\_\_\_**

**1<sup>st</sup> Inspection within 1 month of contract**

KOHLER 250REOZJD/GM46340GA2 generator (S/N 2153347 250KW)

ONAN DFHD-5001418/G generator (S/N J010296142 1000KW)

**2<sup>nd</sup> Inspection 6 months after the 1<sup>st</sup> visit**

KOHLER 250REOZJD/GM46340GA2 generator (S/N 2153347 250KW)

ONAN DFHD-5001418/G generator (S/N J010296142 1000KW)

**Provide Additional Pricing on the following:**

1. Hourly rates based on Normal, Overtime, Holiday and Emergency call.
2. Provide any additional charges such as mileage, truck and method of calculation.
3. Please ensure access to the 10<sup>th</sup> floor is considered in the proposal.
4. Corrective Maintenance Labor fee upon type of classification of maintenance. Labor shall be based on "preferred contract customer" rates



**ANNEX B**  
**GENERAL REQUIREMENTS**

**GENERAL REQUIREMENTS:**

(Please insert your responses within questions 1 through 5 below. The pages will expand as needed to fit your responses.)

**1. On Call Service**

In the event of a generator failure or malfunction, the Contractor shall provide-on-call repair services within two (2) hours of receiving the call. Call backs for on-call repairs for the same problem within a twenty-four (24) hour period shall be at the Contractor's expense. (Indicate if you can comply exactly with this requirement or what is your procedure to provide on-call service.)

**2. Maintenance Hours:**

Generator Maintenance visits will be performed during normal business hours (Monday through Friday 7:00 am- 3:00 pm). The Contractor is responsible for scheduling appointments and Facilities Director or anyone designated by him will be present during visits. Visits outside the schedule will need approval of the facilities director. (Indicate if you would be able to meet these hours or if you have a different schedule for maintenance.)

**3. Other Repairs or Corrective Maintenance**

Contractor should prepare and submit to the Contract Administrator a written "not-to exceed" estimate of the man hours and materials, based on the labor rate and parts mark-up listed on the Price Form, which will be required to perform any major repairs. Repairs shall be made only with the written Authorization of the Contract Administrator. (Will you be able to comply with this requirement or do you apply another procedure to quote other repairs and corrective maintenance and to carry them out? (Please explain.)



## **ANNEX B (Continued)**

### **GENERAL REQUIREMENTS**

- 4. Services Schedule** (Indicated below is the frequency of service schedule in our annual service plan. Can you provide us the service on that schedule? Or is your maintenance plan different? (Please explain.)

Service Schedule:

1<sup>st</sup> Visit: Within 1 month of contract.

2<sup>nd</sup> Visit: 6 months after the 1<sup>st</sup> visit.

- 5. Maintenance Visit**

Upon completion of each maintenance visit, service technician will start generator in the presence of the Customer. The customer will verify that the generator is functioning properly by signing the Maintenance Check List. (How does your company confirm the maintenance was completed and the equipment is 100% functional and ready?)

6. All deficiencies found during preventative service to be quoted in a timely manner





## ANNEX B (continued)

### GENERAL REQUIREMENTS

#### **Vetting Requirements:**

The bidder must verify that it does not appear on the following sites. Please include below (or attach) a screenshot of the results of each of the three searches.

- 1) The website of the System for Award Management (SAM) formally known as the Excluded Party List System (EPLS): <https://www.sam.gov>;
- 2) The website of the United Nations Security (UNSC) sanctions committee established under UNSC Resolution 1267 (1999) (the "1267 Committee"):  
[http://www.un.org/sc/committees/1267/aq\\_sanctions\\_list.shtml](http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml),
- 3) The Office of Foreign Assets Control Specially Designated Nationals and Blocked Persons List <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>



**ANNEX C**  
**TERMS and CONDITIONS**

**\*\*Please provide on company letterhead\*\***

I \_\_\_\_\_ in representation of \_\_\_\_\_ hereby accept and agree to  
**(authorized name)** **(company name)**

the terms and conditions of this Request for Proposal for the Maintenance Service for Diesel Generators to be carried out for Catholic Relief Service, located in Baltimore, Maryland, if awarded the contract.

Signed:

Name:

Date:



## **ANNEX D CERTIFICATIONS**

Documents to submit (if applicable):

Please separately attach all applicable documents and label them as “Annex d Certificate of Insurance,” “Annex d Quality Certifications,” “Annex d Industry Certifications,” and “Annex d Safety Certifications,” respectively. Please check the boxes below for documents you are including with this proposal.

- Certificate of Insurance (Mandatory)
- Quality Certifications (Optional)
- Industry Certifications (Optional)
- Safety Certifications (Optional)



**ANNEX E**  
**BUSINESS CLIENT REFERENCES**

List three references

Two clients where a similar scope of services is provided.

One client whom you recently lost.

Client 1

Name:

Phone:

Email:

Mailing Address:

Client 2

Name:

Phone:

Email:

Mailing Address:

Lost Client

Name:

Phone:

Email:

Mailing Address:



**ANNEX F**  
**BIDDER INFORMATION**

Bidder Response:

<b>Company Name:</b>	
<b>Address:</b>	
<b>City, State, Zip:</b>	
<b>Phone:</b>	
<b>Email Address:</b>	
<b>Web Page:</b>	
<b>Business Structure:</b> <b>(i.e., LLC, C Corp, S Corp)</b>	

Bidder Response: (Please insert your responses within questions 1 through 5 below. The pages will expand as needed to fit your responses.)

1. **Prior Experience/Brief Background:** Provide a brief background of the company and indicate the prior experience of the company. (Explanation should contain 250 to 500 words.)
2. **Successful Performance:** Please describe a successful performance for a client. (Explanation should contain approximately 250 words.)
3. **Unsuccessful Performance:** Please describe an unsuccessful performance for a client. (Explanation should contain approximately 250 words.)
4. **Quality Assurance/Customer Service:** How do you verify staff does the work adequately for delivery of the service? How do you evaluate performance and corrective actions? What is your plan for addressing complaints and achieving customer satisfaction?