



**COUNTY OF ERIE  
DIVISION OF PURCHASE  
MEMORANDUM**

**To:** All Using Departments

**From:** Jamie Kucewicz, Buyer

**Date:** March 18, 2016

**Subject:** ON-LINE TROUBLESHOOTING & DIAGNOSTICS

**Bid No.:** 200090-002

**Effective Dates:** Extended through March 31, 2019

**Vendor #:** 108965

**Vendor:** SIEMENS INDUSTRY, INC.  
85 Northpointe Parkway, Suite 8  
Amherst, NY 14228  
Contact: Mark DeJames

**Telephone:** 716-574-2235

**Pricing:** per attached document



# COUNTY OF ERIE

CHRIS COLLINS  
COUNTY EXECUTIVE

## DIVISION OF PURCHASE

### INVITATION TO BID

Bids, as stated below, will be received and publicly opened by the Division of Purchase in accordance with the attached specifications. **FAX bids are unacceptable.** Bids must be submitted in a sealed envelope to:

County of Erie  
Division of Purchase  
Attention: George Stipanovich Jr., Buyer (716) 858-6336  
95 Franklin Street, Room 1254  
Buffalo, New York 14202-3967

**NOTE:** Lower left hand corner of envelope **MUST** indicate the following:

BID NUMBER: 200090-002

OPENING DATE: MARCH 9, 2010 TIME: 2:00 PM

FOR: ON LINE TROUBLESHOOTING & DIAGNOSTICS

**SIEMENS INDUSTRY INC  
85 NORTHPOINTE PKWY STE 8  
AMHERST NY 14228**

NAME OF BIDDER: \_\_\_\_\_

If you are submitting other Invitations to Bid, each bid must be enclosed in a separate envelope.

Following EXHIBITS are attached to and made a part of the bid specifications, and part of any agreement entered into pursuant to this Invitation to Bid:

- X   EXHIBIT "A" - Assignment of Public Contracts
- X   EXHIBIT "B" - Purchases by Other Local Governments or Special Distric
- EXHIBIT "C" - Construction/Reconstruction Contracts
- EXHIBIT "D" - Bid Bond (Formal Bid)
- N/A   EXHIBIT "E" - Bid Bond (Informal Bid)
- EXHIBIT "F" - Standard Agreement
- X   EXHIBIT "G" - Non-Collusive Bidding Certification
- X   EXHIBIT "H" - MBE/ WBE Commitment
- EXHIBIT "IC" - Insurance
- EXHIBIT "P" & EXHIBIT "PBI" - Performance Bond

(Rev. 7/95)

**County of Erie**  
**DIVISION OF PURCHASE**  
**NON-COLLUSIVE BIDDING CERTIFICATION**

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his knowledge and belief:

- (1) the prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or any competitor;
- (2) unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- (3) no attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

**NOTICE**

(Penal Law, Section 210.45)

IT IS A CRIME, PUNISHABLE AS A CLASS A MISDEMEANOR UNDER THE LAWS OF THE STATE OF NEW YORK, FOR A PERSON, IN AND BY A WRITTEN INSTRUMENT, TO KNOWINGLY MAKE A FALSE STATEMENT, OR TO MAKE A FALSE STATEMENT, OR TO MAKE A STATEMENT WHICH SUCH PERSON DOES NOT BELIEVE TO BE TRUE.

**BID NOT ACCEPTABLE WITHOUT FOLLOWING CERTIFICATION:**

Affirmed under penalty of perjury this 9<sup>th</sup> day of March, 2010

TERMS \_\_\_\_\_ DELIVERY DATE AT DESTINATION \_\_\_\_\_

FIRM NAME Siemens Industry, Inc.

ADDRESS 85 Northpointe Parkway, Suite 8

Amherst, NY

ZIP 14228

AUTHORIZED SIGNATURE *Gerard P. Wilson*

TYPED NAME OF AUTHORIZED SIGNATURE Gerard P. Wilson

TITLE Area Manager TELEPHONE NO. 716-568-0983

**County of Erie**  
**DIVISION OF PURCHASE**  
**BID SPECIFICATIONS**

BID NO 200090-002

Ship to: County of Erie  
 Attention: Southtown's District #3  
 Address: 3690 Lakeshore Rd  
 Buffalo NY 14219

Ship Via: Most Economical  
 Date Required at Destination: --

ITEM NO.	QUANTITY	U/M	CATALOG NO./DESCRIPTION	UNIT PRICE	TOTAL PRICE
			On Line Troubleshooting and Diagnostics		
			Vendor will provide system modem and software troubleshooting		
			and diagnostics for the facility for remote system access. The		
			Facility will provide a working telephone connection or internet		
			connection for the contract term. Operator support – the Vendor		
			will provide consultation to assist the operator(s) in identifying and		
			resolving problems found in executing the tasks for which they have		
			received training.		
			Software Services (See Option #1)		
			Wonderware software updates – based on the initial construction		
			project at the Water Treatment Facility, Wonderware Software was		
			Installed. Under this option, the facility will receive up-dates as they		
			Become available. The Vendor will load the subject software and		
			troubleshoot the new application. The Vendor will also advise the		
			Operators of all modifications and provide instruction.		
			<b>Specifications Continued on Page 2A</b>		

**NOTE:** Bid results cannot be given over the phone. All requests for bid results should be submitted in writing or faxed to:

**ERIE COUNTY DIVISION OF PURCHASE**  
 Freedom of Information Officer  
 95 Franklin Street, Rm. 1254  
 Buffalo, NY 14202  
 FAX #: 716/858-6465

**TOTAL NET BID DELIVERED INSIDE** See Page 2B

**NAME OF BIDDER** Siemens Industry, Inc.

(Rev. 9/95)

ERIE COUNTY OFFICE BUILDING, 95 FRANKLIN STREET, BUFFALO, NEW YORK 14202 (716) 858-6395

## SPECIFICATIONS

### **XLR Reporter Software Updates**

Based on the initial construction project at the Water Treatment Facility, XLR Reporter Software was installed. Under this option, the facility will receive up-dates as they become available. The vendor will load the subject software and troubleshoot the new application. The vendor will also advise the operators of all modifications and provide instruction.

### **Modicon Concept**

Based on the initial construction project at the Water Treatment Facility, Modicon Concept software was installed. Under this option, the facility will receive up-dates as they become available. The vendor will load the subject software and troubleshoot the new application. The vendor will also advise the operators of all modifications and provide instruction.

### **Software Analysis & Optimization**

Software Analysis & Optimization ensures that PLC Control system application programming changes made by your staff are clear and consistent. Vendor will address and programming errors, failed points, points in alarm, or points in operator priority. This will increase system efficiency, assure compliance to specified conditions, and reduce the risk of costly and disruptive system problems. Using a combination of onsite visits and vendor modem connection vendor will perform this service. Database/system file backup – The vendor will backup the database and system file eight (8) times per year. In the event of memory loss, vendor will reload the database from current backup copy.

### **Field Panel Database Diagnostics**

Vendor will perform system diagnostics, analyze the results and make recommendations to optimize control performance within the functional limits of the system.

### **System Preventative Maintenance/Programming**

Vendor will provide 1.5 days per month in an effort to perform preventative maintenance and programming assistance in accordance with a program of standard maintenance routines as determined by vendor experience, equipment application and locatin and the manufacturer's recommendations.

### **Emergency Options for System Performance Services**

Response window Monday through Sunday, 24 hours per day. The vendor will provide six (6) days of emergency servie between scheduled preventative maintenance calls, Monday through Sunday, including Holidays, 24 hours per day to minimize downtime. Emergencies will be determined by Facility Personnel and the Vendor. Any emergencies beyond the allotted days will be handled on a preferred customer time and material rate.

### **On Line Response**

The vendor will respond via modem/internet within two (2) hours to requests for corrective maintenance during the emergency response window specified. If remote diagnosis determines a site visit is required to complete troubleshooting procedures, the vendor will be on-site within the response time selected below.

### **On Site Response Within Two (2) Hours**

The vendor will be on site to provide emergency service within two (2) hours. Non-emergency calls, as determined by the Facility and the Vendor, will be incorporated into the next scheduled preventative maintenance visit.

### **Documentation and Quality Assurance**

Documentation of all service provided. The Vendor will document each on-line and on-site service call and furnish Erie County with a copy showing time, date, and a brief description of activity. Work orders for on-site system preventative maintenance will list the inspection date, individual to report to, equipment identification, equipment location, work to be performed and any special instructions.

### **Quality Assurance Program**

The Vendor will meet with Erie County semi-annually to evaluate system performance and satisfaction with the quality of service that is being provided under the Technical Support Program. The agreement shall remain in effect for three (3) years starting April 1, 2010.

Pricing

Bid Amount

April 1, 2010 - March 31, 2011	<u>\$23,080</u>
April 1, 2011 - March 31, 2012	<u>\$24,003</u>
April 1, 2012 - March 31, 2013	<u>\$24,964</u>

Option #1

Base + Annual Software Up-Grades including modem install and programming year one:

Bid Amount

April 1, 2010 - March 31, 2011	<u>\$48,847</u>	*See Alternate Bid Below
April 1, 2011 - March 31, 2012	<u>\$34,529</u>	*See Alternate Bid Below
April 1, 2012 - March 31, 2013	<u>\$35,911</u>	*See Alternate Bid Below

Hourly Rate: \$134

Materials: N/A

All bidders are instructed to provide contract pricing for Base Charges, Option #1, and Time and Materials Pricing. The network currently invoices the following components:

- 13 HVAC PLC's
- 4 Main SCADA Panels
- 5 PC Work Stations

NAME OF BIDDER Siemens Industry, Inc.

\* ALTERNATE - Software Services without Wonderware Upgrades

April 1, 2010 - March 31, 2011:	\$25,372
April 1, 2011 - March 31, 2012:	\$26,387
April 1, 2012 - March 31, 2013:	\$27,443