



COMMUNITY COLLEGE
OF RHODE ISLAND

Purchasing Office

BID/PROPOSAL

PUBLIC BID NO. BB003433

COMMODITY: UPS MAINTENANCE RENEWAL

DATE & TIME BID TO BE RECEIVED IN CCRI PURCHASING OFFICE:
JANUARY 29, 2016 AT 10:00AM. THIS IS A SEALED BID. SUBMIT IN A SEALED ENVELOPE WITH THE SPECIFIC BID/RFP NUMBER, DATE & TIME OF BID CLOSING NOTED ON THE ENVELOPE. MAIL OR DELIVER TO PURCHASING OFFICE, COMMUNITY COLLEGE OF RI, 400 EAST AVE, WARWICK, RI 02886.

PRE-BID CONFERENCE: NO: YES:

SURETY: NOT REQUIRED: REQUIRED:

PLEASE COMPLETE THE ATTACHED W-9 AND SUBMIT WITH THIS COVER SHEET AND ATTACHED BID.

CCRI VENDOR ID: _____ FEIN: _____

COMPANY NAME: _____

STREET AND NUMBER: _____

CITY, STATE & ZIP CODE: _____

ORDERING E-MAIL ADDRESS: _____

No offer will be considered that is not accompanied by the attached three-page Bidder Certification Form/Contract Offer completed and signed by the offeror.

Print Name and Title

Telephone Number/E-Mail Address

Signature

Date

Community College of Rhode Island Bidder Certification Form/Contract Offer

NOTICE TO OFFERORS

This two-page Community College of Rhode Island (CCRI) Bidder Certification Form/Contract Offer **must** be attached to the front of the offer and shall be considered an integral part of each offer made by a vendor to enter into a contract with CCRI. As such, submittal of the entire Community College of Rhode Island Bidder Certification Form/Contract Offer, signed by a duly authorized representative of the offeror attesting to the accuracy of the information provided and the offer extended, is a mandatory part of any contract award. Offers received without the entire completed two-page form attached may result in offer disqualification.

Other Provisions and Procedures

To assure maximum access opportunities for users, public bid/RFP notices shall be posted on the Rhode Island Division of Purchases Website (www.purchasing.ri.gov/) for a minimum of seven days and no amendments shall be made within the last five days before the date an offer is due.

Offers are irrevocable for sixty (60) days from the opening date (or such other extended period set forth in the solicitation), and may not be withdrawn, except with the express permission of the College Purchasing Agent. All pricing will be considered to be firm and fixed unless otherwise indicated. All offers must define delivery dates for all items; if no delivery date is specified, it is assumed that immediate delivery from stock will be made. After an award has been made, failure to meet all requirements of this invitation may result in a determination of default. Payments for partial delivery will not be made, except where expressly provided herein.

Unless specified "no substitute," product offerings equivalent in quality and performance will be considered (at the sole option of the College) on the condition that the offer is accompanied by detailed product specifications.

The College reserves the right to (a) make awards on the basis that best serves the interest of CCRI, individual items, total low, etc., and (b) reject any and all bids in whole or in part. Prices quoted are N30, FOB DESTINATION, less federal/state tax.

VENDOR AUTHORIZATION TO PROCEED. When a purchase order or change order is issued by the Community College of Rhode Island, no claim for payment for services rendered or goods delivered contrary to or in excess of the contract terms and scope shall be considered valid unless the vendor has obtained a written change order issued by the Community College of Rhode Island **PRIOR TO** delivery.

Any offer, whether in response to a solicitation for proposals or bids, or made without a solicitation, which is accepted in the form of a purchase order made in writing by the Purchasing Agent, or a state official with purchasing authority delegated by the Purchasing Agent, shall be considered a binding contract.

Where bid surety is required, bidder must furnish a bid bond or certified check for 5% of the bid total with the bid, or for such other amount as may be specified. Where indicated, successful bidder must furnish a 100% performance bond and labor and payment bond for contracts subject to Title 37 Chapters 12 and 13 of the Rhode Island General Laws. All bonds must be furnished by a surety company authorized to conduct business in the State of Rhode Island.

This solicitation and any contract or purchase order arising from it is issued in accordance with the specific requirements described herein, and the State's Purchasing Laws and Regulations and other applicable State Laws, including the Board of Governors for Higher Education General Terms and Conditions of Purchase. The regulations, General Terms and Conditions are incorporated into all Community College of Rhode Island contracts and can be viewed at www.ribghe.org/procurementregs113006.pdf.

Offerors are advised that all materials submitted to the College for consideration in response to this solicitation will be considered without exception to be Public Records pursuant to Title 38 Chapter 2 of the Rhode Island General Laws, and will be released for inspection upon written request once an award has been made. Bidders are encouraged to attend Public Bid Openings to obtain competitive pricing information. Bid tabulations may be reviewed after award(s) have been made at the Community College of Rhode Island Purchasing Office Mondays through Fridays between the hours of 9:00 a.m. and 3:30 p.m. – telephone requests for bid results will not be honored.

Provisions of State labor laws concerning payment of prevailing wage rates, issued by the R.I. Department of Labor and Training, shall apply for contracts involving public works construction, alteration, or building repair work.

In accordance with Title 7 Chapter 1.1-99 of the Rhode Island General Laws, foreign corporations (a corporation established other than in Rhode Island) must be qualified to transact business in this state.

State Equal Employment Opportunity Compliance certificate and agreement procedures will apply to all awards for supplies or services valued at \$10,000 and more. Minority Business Enterprise policies and procedures, including subcontracting opportunities as described in Title 37 Chapter 14.1 of the Rhode Island General Laws, also apply. For further information, contact the State MBE Administrator at (401) 574-8253 or charles.newton@doa.ri.gov, visit the website <http://www.mbe.ri.gov/>.

ALL CONTRACT AWARDS ARE SUBJECT TO THE FOLLOWING DISCLOSURES & CERTIFICATIONS
Offerors must respond to every disclosure statement. A person authorized to enter into contracts must sign the offer and attest to the accuracy of all statements. Incomplete certification forms are grounds for disqualification of offer.

Indicate Yes (Y) or No (N):

- ___1 Has your firm (or any principal) been subject to the following findings by the Federal Government, State of Rhode Island or any other jurisdiction? Suspension, Debarment, Indictment, Criminal Conviction. CIRCLE APPROPRIATE ITEM (S).
- ___2 Has your firm (or any principal) been fined more than \$5000 for a single violation by the Rhode Island Department of Environmental Management for violation of Rhode Island Wetlands law?
- ___3 I/we certify that I/we will immediately disclose, in writing, to the College Purchasing Agent any potential conflict of interest which may occur during the course of the engagement authorized pursuant to this contract.
- ___4 I/we acknowledge that, in accordance with (1) RIGL Section 37-2-54(C) “no purchase or contract shall be binding on the state or any agency thereof unless approved by the Department [of Administration] or made under general regulations which the Chief Purchasing Officer may prescribe,” and (2) RIGL section 37-2-7(16) which identifies the Board of Governors for Higher Education as a public agency and gives binding contractual authority to the College Purchasing Agent.
- ___5 I/we certify that all of the vendor information provided is correct and complete.
- ___6 I/we certify that I or my firm possesses all licenses required by Federal and State law and regulation as they pertain to the requirements of the solicitation and offer made herein and shall maintain such required license(s) during the entire course of the contract resulting from the offer contained herein and, should my/our license lapse or be suspended, I/we shall immediately inform the Community College of Rhode Island Purchasing Agent in writing of such circumstance.
- ___7 I/we certify that I/we will maintain required insurance during the entire course of the contract resulting from the offer contained herein and, should my/our insurance lapse or be suspended, I/we shall immediately inform the Community College of Rhode Island Purchasing Agent in writing of such circumstance.
- ___8 I/we certify that I/we understand that falsification of any information herein or failure to notify the Community College of Rhode Island Purchasing Agent as certified herein may be grounds for suspension, debarment and/or prosecution for perjury.
- ___9 I/we acknowledge that the provisions and procedures set forth in this form apply to any offer contained herein.

IF YOU HAVE ANSWERED “YES” TO QUESTIONS #1 or 2 OR IF YOU ARE UNABLE TO CERTIFY YES TO QUESTIONS #3 – 9 OF THE FOREGOING, PROVIDE DETAILS/EXPLANATION BELOW AND/OR IN AN ATTACHED STATEMENT.

Signature below commits vendor to the attached offer and certifies (1) that the offer reflects all solicitation amendments (2) that the above statements and information are accurate (3) that vendor understands and has complied with the requirements set forth herein

Vendor’s
Signature: _____ Bid Number: _____ Date: _____
(Person authorized to enter into contracts; signature must be in ink) (If applicable)

Print Name and Title of Company official signing offer Telephone Number

STATE OF RHODE ISLAND
FORM W-9 PAYER'S REQUEST FOR TAXPAYER
IDENTIFICATION NUMBER AND CERTIFICATION



THE IRS REQUIRES THAT YOU FURNISH YOUR TAXPAYER IDENTIFICATION NUMBER TO US. FAILURE TO PROVIDE THIS INFORMATION CAN RESULT IN A \$50 PENALTY BY THE IRS. IF YOU ARE AN INDIVIDUAL, PLEASE PROVIDE US WITH YOUR SOCIAL SECURITY NUMBER (SSN) IN THE SPACE INDICATED BELOW. IF YOU ARE A COMPANY OR A CORPORATION, PLEASE PROVIDE US WITH YOUR EMPLOYER IDENTIFICATION NUMBER (EIN) WHERE INDICATED.

Taxpayer Identification Number (T.I.N.)

Enter your taxpayer identification number in the appropriate box. For most individuals, this is your social security number.

Social Security No. (SSN)

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Employer ID No. (EIN)

--	--

NAME

ADDRESS

CITY, STATE AND ZIP CODE

PAYMENT REMITTANCE ADDRESS, IF DIFFERENT FROM THE ADDRESS ABOVE

ADDRESS

CITY, STATE AND ZIP CODE

CERTIFICATION: Under penalties of perjury, I certify that:

- (1) The number shown on this form is my correct Taxpayer Identification Number (or I am waiting for a number to be issued to me), **and**
- (2) I am not subject to backup withholding because either: (A) I am exempt from backup withholding, or (B) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (C) the IRS has notified me that I am no longer subject to backup withholding.
- (3) I am a U.S. citizen or other U.S. person (as defined by the IRS).

Certification Instructions -- You must cross out item (2) above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item (2) does not apply.

Please sign here and provide title, date and telephone number:

SIGNATURE _____ **TITLE** _____ **DATE** _____ **TEL NO** _____
Original Signature Required (Digital Signature Not Acceptable)

BUSINESS DESIGNATION:

Please Check One: Individual Corporation Trust/Estate Government/Nonprofit Corporation
 Partnership Medical Services Corporation Legal Services Corporation
 LLC Tax Classification: Single Member (Individual) Partnership Corporation

TIPS:

NAME: Be sure to enter your full and correct legal name as shown on your income tax return for the SSN or EIN provided.

ADDRESS, CITY, STATE AND ZIP CODE: If you operate a business at more than one location, adhere to the following:

- 1) Same EIN with more than one location -- attach a list of location addresses with remittance address for each location and indicate to which location the year-end tax information return should be mailed.
- 2) Different EIN for each different location -- submit a completed W-9 form for each EIN and location. (One year-end tax information return will be reported for each EIN and remittance address.)

Mail Completed Form To:
Supplier Coordinator
Purchasing Department
One Capitol Hill, 2nd Floor
Providence RI 02908

Or Email To: doa.pursuppliercoordinator@purchasing.ri.gov

For State Use Only:	
IRS ___ RI SOS ___ FED ___ Other _____	
RI Supplier # _____	Approved _____
Date Entered _____	Entered By _____



Community College of Rhode Island

400 East Ave
Warwick RI 02886

Date: 01/20/16

Vendor Info:

<p>Name:</p> <p>Address:</p> <p>Phone:</p> <p>Fax:</p> <p>Contact Person:</p> <p>Email:</p>

Ship To: Community College of RI
400 East Ave
Warwick RI 02886

CONDITIONS OF OFFER:

1. In accordance with Chapter 37-2-54(3) of the Rhode Island General Laws "No purchase or contract shall be binding on the State or any agency thereof unless approved by the Department of Administration or made under general regulations which the Chief Purchasing Officer may prescribe" including change orders and other type of contracts.

"Any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of the Office of Purchases may be disregarded and shall not be binding on the State".

2. I/we certify that I or my firm possesses all licenses and certification required by Federal and State Law and regulation as they pertain to the requirements of this solicitation.

3. I/we certify that I/we will maintain required insurance during the entire course of the contract resulting from this solicitation.

4. Offers must be signed and dated by a person authorized to enter into contracts on behalf of vendor. Signature commits vendor to the terms and prices specified on this contract for a period of 30 calendar days from the bid opening date.

Requisition: R0045773

Item	Quantity	UOM	Description	Unit Price	Total
			<p>CLOSING DATE & TIME: JANUARY 29, 2016 AT 10:00AM</p> <p>.</p> <p>RULES FOR SUBMITTING OFFERS:</p> <p>.</p> <p>*****IMPORTANT*****</p> <p>BID RESPONSE MUST BE SUBMITTED USING CCRI BID FORM. ANY OTHER FORM SUBMITTED WILL BE CONSIDERED NON-RESPONSIVE AND WILL BE DISQUALIFIED.</p> <p>.</p> <p>VENDOR NAME MUST APPEAR ON ALL PAGES.</p> <p>.</p> <p>IF BIDDING ON ANY ITEM, THE ENTIRE BID MUST BE RETURNED.</p> <p>.</p> <p>A COMPLETE, SIGNED BID/OFFER PACKAGE, INCLUDING A COMPLETED TWO-PAGE COMMUNITY COLLEGE OF RI BIDDER CERTIFICATION FORM/CONTRACT OFFER MUST BE SUBMITTED WITH THE SPECIFIC BID/RFP NUMBER, DATE, AND TIME OF BID CLOSING NOTED ON THE ENVELOPE.</p> <p>.</p> <p>MAIL TO:</p>		
					CONTINUED

NOTE TO VENDOR: The College is a tax-exempt public educational institution.

**THIS IS A SOLICITATION FOR BID
NOT A PURCHASE ORDER.
DO NOT SHIP ANY PRODUCT
BASED ON THIS DOCUMENT.**

Vendor Signature _____ Date _____
Not valid unless signed by authorized agent of vendor



Community College of Rhode Island

400 East Ave
Warwick RI 02886

Date: 01/20/16

Vendor Info:

<p>Name:</p> <p>Address:</p> <p>Phone:</p> <p>Fax:</p> <p>Contact Person:</p> <p>Email:</p>

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1			<p>(Continued...)</p> <p>PURCHASING OFFICE COMMUNITY COLLEGE OF RI 400 EAST AVENUE WARWICK, RI 02886 *****</p> <p>. BIDS MISDIRECTED TO OTHER LOCATIONS OR WHICH ARE NOT PRESENT AT THE COMMUNITY COLLEGE OF RHODE ISLAND PURCHASING OFFICE AT THE TIME OF CLOSING FOR WHATEVER CAUSE WILL BE CONSIDERED TO BE LATE AND WILL NOT BE OPENED. FOR THE PURPOSE OF THIS REQUIREMENT, THE OFFICIAL TIME AND DATE SHALL BE THAT OF THE TIME CLOCK IN THE PURCHASING OFFICE OF COMMUNITY COLLEGE OF RI. POSTMARKS SHALL NOT BE CONSIDERED PROOF OF TIMELY SUBMISSION.</p> <p>. FAILURE TO COMPLETE FORM AS INSTRUCTED MAY BE GROUNDS FOR "DISQUALIFICATION".</p> <p>.</p>		
					CONTINUED

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1			<p>(Continued...)</p> <p>EACH BID/OFFER MUST BE SUBMITTED IN A SEPARATE SEALED ENVELOPE. IF ATTACHMENTS ARE REQUIRED, BE SURE THEY ARE INCLUDED IN THE PACKAGE. (E.G., BID SURETIES, SPECIAL LICENSES, SAMPLES, SPEIFICATIONS THAT DIFFER FROM SOLICITATION).</p> <p>. BID PRICE IS NET F.O.B DESTINATION AND SHALL INCLUDE INSIDE DELIVERY AT NO EXTRA COST. .</p> <p>BIDDING: (a) A SINGLE PRICE SHALL BE QUOTED FOR EACH ITEM AGAINST WHICH A PROPOSAL IS SUBMITTED. THIS PRICE WILL BE THE MAXIMUM IN EFFECT DURING THE AGREEMENT PERIOD. ANY PRICE DECLINE AT THE MANUFACTURER'S LEVEL SHALL BE REFLECTED IN A REDUCTION OF THE AGREEMENT PRICE TO THE COLLEGE .</p> <p>(b) QUANTITIES, IF ANY, ARE ESTIMATED ONLY. THE AGREEMENT SHALL COVER THE ACTUAL QUANTITIES ORDERED DURING THE PERIOD. DELIVERIES WILL</p>		

CONTINUED

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Item	Quantity	UOM	Description	Unit Price	Total
1			<p>(Continued...)</p> <p>BE BILLED AT THE SINGLE, FIRM, AWARDED UNIT PRICE QUOTED REGARDLESS OF THE QUANTITIES ORDERED</p> <p>.</p> <p>(c) BID PRICE IS NET F.O.B. DESTINATION AND MUST INCLUDE ALL APPLICABLE FREIGHT CHARGES.</p> <p>.</p> <p>(d) BIDS FOR SINGLE ITEMS AND/OR A SMALL PERCENTAGE OF TOTAL ITEMS LISTED, MAY, AT THE COLLEGE'S SOLE OPTION, BE REJECTED AS BEING NON-RESPONSIVE TO THE INTENT OF THIS REQUEST</p> <p>.</p> <p>ORDERING:</p> <p>(a) THE COLLEGE WILL SUBMIT INDIVIDUAL ORDERS FOR THE VARIOUS ITEMS AND VARIOUS QUANTITIES AS MAY BE REQUIRED DURING THE AGREEMENT PERIOD</p> <p>.</p> <p>(b) EXCEPTION - REGARDLESS OF ANY AGREEMENT RESULTING FROM THIS BID, THE COLLEGE RESERVES THE RIGHT TO SOLICIT PRICES SEPARATELY FOR ANY EXTRA</p>		
					CONTINUED

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Item	Quantity	UOM	Description	Unit Price	Total
1			(Continued...) LARGE REQUIREMENTS FOR DELIVERY TO SPECIFIC DESTINATIONS. . SCHNEIDER ELECTRIC UPS MAINTENANCE RENEWAL FOR SYSTEMS THAT ARE LOCATED IN THE WARWICK DATA CENTER FOR PERIOD 2/1/2016 - 2/1/2017 WITH THE OPTIONS TO RENEW FOR THREE (3) ONE-YEAR TERMS.		
1	1.00	YR	PS1211331463 Advantage Ultra Service Plan SKU WADVULTRA-G3-23 for SUVT 30 kVA UPS To Cover asset PS1211331463 - SUVTPF30KB4F . Provide costs for: Initial year: _____/Year Option to renew	\$ _____	\$ _____

CONTINUED

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Item	Quantity	UOM	Description	Unit Price	Total
1			(Continued...) Year 1: _____/Year Year 2: _____/Year Year 3: _____/Year		
2	1.00	YR	PS1211331463 4hr 7x24 response upgrade SKU WUPG4HR-UG-01 To existing service contract up to 40 kVA To cover asset PS1211331463 - SUVTPF30KB4F . Provide costs for: Initial Year; _____/Year Option to Renew Year 1: _____/Year Year 2: _____/Year Year 3: _____/Year	\$ _____	\$ _____
3	1.00	YR	PS1331333409 Advantage Ultra Service Plan SKU WADVULTRA-G3-23	\$ _____	\$ _____

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Item	Quantity	UOM	Description	Unit Price	Total
3			(Continued...) for SUVT 30kVA UPS To Cover asset PS1331333409 - SUVTPF30KB4F . Provide costs for: Initial Year: _____/Year Option to renew Year 1: _____/Year Year 2: _____/Year Year 3: _____/Year		
4	1.00	YR	PS1331333409 4hr 7x24 response upgrade MFG SKU WUPG4HR-UG-01 To existing service contract up to 40 kVA To Cover asset PS1331333409 - SUVTPF30KB4F . Provide cost for:	\$ _____	\$ _____

CONTINUED

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"Any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of the Office of Purchases may be disregarded and shall not be binding on the State".

2. I/we certify that I or my firm possesses all licenses and certification required by Federal and State Law and regulation as they pertain to the requirements of this solicitation.

3. I/we certify that I/we will maintain required insurance during the entire course of the contract resulting from this solicitation.

4. Offers must be signed and dated by a person authorized to enter into contracts on behalf of vendor. Signature commits vendor to the terms and prices specified on this contract for a period of 30 calendar days from the bid opening date.

Requisition: R0045773

Item	Quantity	UOM	Description	Unit Price	Total
4			(Continued...) Initial year: _____/Year Option to renew Year 1: _____/Year Year 2: _____/Year Year 3: _____/Year		

NOTE TO VENDOR: The College is a tax-exempt public educational institution.

**THIS IS A SOLICITATION FOR BID
NOT A PURCHASE ORDER.
DO NOT SHIP ANY PRODUCT
BASED ON THIS DOCUMENT.**

Vendor Signature

Date

Not valid unless signed by authorized agent of vendor

Specification for UPS Maintenance Renewal for:

Community College of RI
400 East Ave
Warwick, RI 02886

Item Required:

Description	SKU
Schneider Electric UPS/PDU Advantage Ultra	WADVULTRA-G3-23
Schneider Electric 4 hour Response Upgrade	WUPG4HR-UG-01

Covered Items

APC Smart UPS VT 30kVA Serial Number: PS1331333409 (ups1)
XR Battery Cabinet Serial Number PS1520330374

APC Smart UPS VT 30kVA Serial Number: PS1211331463 (ups2)
XR Battery Cabinet Serial Number PS1520330370

These items are located at the CCRI Warwick Campus at the address provided above.

Coverage to include

24/7/365 coverage

24x7 Emergency Support

4 Hour On-Site Response Time for incidents. A qualified service technician is required to be on site within 4 hours of the reported incident.

Include **All Parts**, Labor and Travel – Full Service Coverage (except batteries)

Include next day shipment of parts

See below for On-Site Deliverables for field engineers dispatched to CCRI

Service technicians must be Schneider Electric CPCS certified technicians that have been trained out the equipment to be serviced

Provide 24 x 7 remote monitoring of UPS systems. Including dispatch of field engineer when issues are reported.

Provide tech support phone support for issues with covered items

Provide Annual Preventative Maintenance visits (Mon-Fri (5x8). See Details Below for work to be carried out during a PM engagement.

Provide remote monitoring of system being covered. See below for descriptions of deliverables for this service.

Provide Tech Support for issues including escalation support to address system issues in a timely and efficient manner

Annual Preventative Maintenance to include

Activities	Descriptions
Perform Visual Inspection	Schneider Electric CPCS will inspect the UPS and/or PDU solution to ensure that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric CPCS verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Perform Mechanical/Electrical Inspection	Schneider Electric CPCS will inspect all power and control wire termination points as well as all UPS and/or PDU system components.
Perform Functional Verification	Schneider Electric CPCS will check UPS and/or PDU event and alarm logs. CPCS will verify that input, output and bypass voltage and current values are within designed specifications.* Schneider Electric CPCS will verify transfer to on battery operation and transfer to and from static bypass.* Schneider Electric CPCS will check parallel operation performance.*
Implement Updates	Schneider Electric CPCS will verify and implement all required Field Advisories and Field Modifications. Schneider Electric CPCS will check all circuit board revisions and update as required.
Deliver Documentation	Schneider Electric CPCS will deliver a graphical site report documenting UPS and/or PDU status and on-site activities. Schneider Electric CPCS will recommend any additional service activities as required resulting from the Preventive Maintenance activities listed above.

* When applicable for the system configuration.

On-Site Remedial Deliverables to Include

Diagnose, Repair and Test	
Activities	Description
Check UPS and/or PDU Status	Schneider Electric CPCS will document the status of the UPS and/or PDU upon arrival to the site (i.e. On-Line, On-Battery, Bypass or other etc.)
Check UPS Alarms	Schneider Electric CPCS will view event logs and display for alarms / information on the UPS.
Diagnose	Schneider Electric CPCS will troubleshoot reported issue as required.
Repair	Schneider Electric CPCS will replace any defective parts and repair the system as required.
Test	Schneider Electric CPCS will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric CPCS will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

Remote Monitoring Deliverables to Include

Schneider Electric Critical Power & Cooling Services Remote Monitoring Service (RMS) is a secure, firewall friendly web-based service that provides real-time monitoring of the health and status of the customer's device. Upon detection of a critical device situation, the Field Engineer will be notified and intervene onsite as necessary. Customers will also be notified of any site related critical issue to help them maintain continuity of service.

The convenient RMS web interface provides the customer with a real-time, dynamic snapshot of their system's health, while the flexible profile can be easily accessed to reflect contact changes within their organization.

Activities	Descriptions
Monitor equipment 24*7	Real-time equipment monitoring provides prompt recognition and diagnosis of all system alerts.
Notify and dispatch Field Engineer	Scheduling and deployment of Field Engineer to resolve system alerts quickly and efficiently.
Collect and document system information	Detailed report including alert diagnosis and corrective actions initiated by Field Engineer. In addition, the report provides a predictive tool to anticipate any potential issues with the system.