

## Clarification Questions

<b>Tender:</b>	Generators
<b>Date:</b>	05/03/2025
<b>Client:</b>	North Cumbria Integrated Care NHS Foundation Trust

No.	Question
1.	Will there be an opportunity for a site survey to ascertain the load bank access and cable length required for the generators and UPS?
	<b>Response</b>
	Site surveys can be arranged following the contract award.

No.	Question
2.	Please advise on the number of battery strings and if the UPS's are fitted with external maintenance bypass switches. Could you also please advise this for the UPS systems?
	<b>Response</b>
	Dental Education Centre 80. Carleton & Penrith Data Centre 40 per UPS, 2 UPS per site. All 3 sites have external bypass switches.

No.	Question
3.	Is there free and available parking on site for engineer's vehicle for PPM works for both generators and UPS?
	<b>Response</b>
	Car parking is chargeable on most sites.

No.	Question
4.	Can the systems be serviced in a 'round robin' to enable multiple systems to be serviced consecutively?

	<b>Response</b>
	Multiple sites could be serviced if more than one site is due a visit within that calendar month. Please refer to PPM works programme provided for planning visits.

<b>No.</b>	<b>Question</b>
	The emergency response is 2 hours on the generators. Could you please clarify if the emergency response is 2 hours on the UPS 24/7?
5.	<b>Response</b>
	The response time for emergency call outs for the UPS would need to be as close to 2 hours as possible and include technical support over the phone to the onsite engineering staff. 4 of the 5 UPS systems are housed in 2 of the IT Data Centres.