Solicitation W9124E26QA003, Industry Questions - Amendment 005

1. DMO volume and composition. PWS references approximately 3,000 Demand Maintenance Orders per year. Across 644 machines, that is roughly 4.7 service actions per machine annually, which is high relative to comparable installations, so we want to make sure we are interpreting it correctly. Could the Government:

a. Confirm that ~3,000 DMOs/year is current and accurate for this requirement, and clarify whether that figure counts repeat/recurring tickets on the same machine, multiple machines under a single DMO, and/or preventive-maintenance actions; **Answer-There are some that we had to repeat DMO on but not because of the same issue other wear and tear.**

b. Provide the breakdown of the ~3,000 DMOs by type — new installations / hook-ups, repairs, and salvage/removals — for the most recent period; **Answer-Most are repair and install around 1800, Hook up is 300, Salvage 5 and removal is 900 or more.**

c. Within the repair category, identify the most common request types and failure modes (for example, door latches/locks, drive belts, motors, pumps, control boards, heating elements, and misuse/vandalism), and, if available, the parts most frequently replaced and the incumbent's approximate historical annual parts expenditure. **Answer- Belts, Motors, pumps and misuse**

2. Also, how many units are currently inoperable/need repair (outstanding DMOs)? **Answer- 3 units**

3. Please confirm the total inventory (washers vs dryers)? **Answer- Washer 457/ Dryers 645**

4. How many floors are in the buildings? Are there elevators? **Answer- 3 floors; No, elevators as all washer and dryers are on the first floor except building 2450**

5. Can you quantify your salvage inventory (machines available to salvage parts from) :)washers vs dryers? **Answer- 4 washers; no dryers**

6. 52.217-8 evaluation. The Addendum to 52.212-1 contains two different descriptions of how the option to extend services is added for price evaluation (one references six months of the final option period; another references one-half of a period). Please confirm which method the Government will use. **Answer: The Government confirms it will evaluate the**

option to extend services by calculating one-half (1/2) of the final option period's total price.