



The City of  
**WORCESTER**

Administration & Finance – Purchasing Division  
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February 4, 2022

To All Bidders:

Subject: **Bid No. CR-7743-1-W2, Mobile Device Repair Services / WPS**

**ADDENDUM NO. 1**

To Whom It May Concern:

With reference to our bid request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

- **PLEASE SEE ATTACHED BID / VENDOR REQUIREMENTS**

Bidders are requested to acknowledge and/or include this addendum with submission. All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro  
Purchasing Director



### **Bid Requirements**

1. Vendor must accept purchase orders.
2. Vendor must have a storefront with drop off and pick up hours available Monday through Friday between 9 AM and 4 PM, except on bank holidays.
3. All vendors repair facilities must be within 5 miles direct distance from 20 Irving St., Worcester, MA 01609. Please refer to this map for the area. <https://wpslink.xyz/repairs>. This is to ensure that drop offs and pickups are convenient and fast for WPS staff.
4. Vendor must submit all invoices to accounts payable via email for payment. [wpsacctspayable@worcesterschools.net](mailto:wpsacctspayable@worcesterschools.net).
5. Vendor must provide a receipt to WPS staff when devices are delivered or picked up by the vendor documenting how many devices, as well as the make and model of the devices.

### **Repair Service Qualifications**

1. The vendor guarantees a five business day turnaround for all repairs in which the vendor has parts in stock. If the vendor is unable to meet that deadline, they must notify WPS by email and inform them of the delay, the reason for the delay, and estimated length of delay.
2. Vendor must use high quality replacement parts comparable in quality to the original manufacturer parts.
3. All repairs must be made as per the manufacturer's recommendation for successful repairs.
4. Vendor must notify the WPS via email immediately if they receive a device that cannot be repaired or if repairs exceed the replacement value of the device.
5. Vendor must ensure that all devices submitted for repair retain the original serial number on the back plate of the device.
6. Vendor must warranty all repairs for a period of 30 days from the date of the repair.