

**ADDENDUM FOR GREENSBORO HOUSING AUTHORITY REQUEST FOR PROPOSALS FOR  
HVAC PREVENTATIVE MAINTENANCE SPECIFICATIONS  
MAY 2018**

Question # 1: Is this RFP just for maintenance or also replacement of systems?

Answer # 1: This RFP is for full coverage maintenance. It also covers if replacement of items which need to be made (that is specified in the RFP under equipment and not covered).

Question # 2: What happens if a unit needs to be replaced?

Answer # 2: The equipment is specified within the RFP and includes equipment not covered. If a unit needs to be replaced it will be evaluated and then the servicer will bill the client for the replaced unit. Then, the maintenance will be in effect on the replaced unit.

Question # 3: Are the units which need to be maintained attached to the section of Locations Included in this RFP or is it the entire Excel listing of equipment?

Answer # 3: The units covered will be the locations included in this RFP and then correspond to the specific units for each of the properties (for example the location is Hall Towers on the RFP and then go to the Excel spreadsheet for all of the units under the Community Column of the spreadsheet.

Question # 4: What about the response time of an emergency situation within a 2 hour period?

Answer # 4: The servicer should be able to expedite to respond to an emergency situation. We recommend to be within the 2 hour period but based off period of year and situations that may not be feasible.