10

SUBJECT: OVERHEAD AND ROLL-UP DOOR MAINTENANCE AND REPAIR FOR VARIOUS CITY FACILITIES

BID #: SC-0363-24 **OPEN DATE:** 4/10/2024

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – TWO (2) YEARS FROM DATE OF AWARD WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: PUBLIC BUILDINGS DIVISION

BASIS OF AWARD: ALL OR NONE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: 7 **NUMBER RECEIVED:** 3 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to reject American Roll Up Door Company for not bidding on all line-items as required.

Recommend approval of award to C&D Industrial Maintenance, LLC as the lowest responsive, responsible bidder. Period of service will be two (2) years from the date of award with three (3) one (1) year renewal options. Estimated initial award amount not-to-exceed $750,000.00.

Funding for this award will be encumbered from various accounts and executed by Purchase Orders.

ATTACHMENTS: Recommendation Memo, Bid Tabulation, Rejection Letter, Terms & Conditions, Specifications

ANALYST: _____
DAVID KLAGES

RESPECTFULLY SUBMITTED: _____
DUSTIN FREEMAN, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: ROY BIRBAL, CHIEF, PUBLIC BUILDINGS DIVISION

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

DocuSign Envelope ID: 551C82ED-13C5-4FAE-BDD9-83BE1244FD33

City of Jacksonville, Florida

Donna Deegan, Mayor

Department of Public Works
Public Buildings Division
555 W. 44th Street
Jacksonville, FL 32208
Jacksonville.gov

A NEW DAY.

April 22, 2024

TO: **Dustin Freeman, Chief**
Procurement Division

THRU: **Nina Sickler, P.E., Director** DocuSigned by: Nina Sickler EFA22[illegible]23497
Department of Public Works

FROM: **Roy Birbal, Chief** DocuSigned by: Roy Birbal FB60E6E082164F6
Public Buildings Division

SUBJECT: **Recommendation to award Bid #SC-0363-24**
C&D Industrial Maintenance, LLC
Overhead and Roll-up Door Maintenance and Repair for Various City Facilities

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In response to the solicitation for bids Overhead and Roll-up Door Maintenance and Repair for Various City Facilities, the Procurement Division received three (3) responses on April 10, 2024, and forwarded the results to the Public Buildings division to review for a recommendation of award.

After reviewing the bids, the Public Buildings Division recommends rejecting American Roll Up Door Company for not bidding on all line-items as required. The Public Buildings Division recommends approval of award to the lowest responsive, responsible bidder, C&D Industrial Maintenance, LLC, in the maximum indebtedness amount of $750,000.00.

Funding will be encumbered by issuance of releases against a Contract Purchase Agreement, dependent on funding, the appropriate account and fiscal year.

Your assistance in concurring with this recommendation would be appreciated. If you have questions or need additional information regarding this request, please contact Kirah Bays 255-4342.

Attachments: Bid
Bid Response
Bid Tabulation

BID TABULATION

Title:	Overhead and Roll-up Door Maintenance and Repair for Various City Facilities
Bid No.:	SC-0363-24
Close Date:	April 10, 2024
Analyst:	David Klages
No. Invited:	(7) **No. Received:** (3) **Other:** (0)
Announcer:	Michelle Spitler
Recorded By:	Melissa Pierce

Item #	Description	Unit of Measure	Est. Annual Quantity	American Roll Up Door Company		C&D Industrial Maintenance, LLC		Vigneaux Corporation	
				Unit Price	Extended Price	Unit Price	Extended Price	Unit Price	Extended Price
1	Technician Labor Rate	Hour	200	No Bid	N/A	$150.00	$30,000.00	$145.00	$29,000.00
2	Technician Labor Rate – Emergency	Hour	50	No Bid	N/A	$200.00	$10,000.00	$165.00	$8,250.00
3	Markup for Materials and Subcontractors	Percentage	25,000	No Bid	N/A	20%	$30,000.00	25%	$31,250.00
			Total Bid (Items 1 - 3):	**N/A**		**$70,000.00**		**$68,500.00**	
4	Quarterly Maintenance – Total Annual Price (All Line-Items) from Attachment A			**N/A**		**$7,000.00**		**$10,150.00**	
			Total Bid (Items 1 - 4):	**N/A**		**$77,000.00**		**$78,650.00**	
			Terms:	Not Stated		No Discount		No Discount	
			Delivery:	Not Stated		30 Business Days		30 Business Days	
			Signed Bid Form:	Yes		Yes		Yes	
			Bid Proposal Form (All Line-Items):	No		Yes		Yes	
			Conflict of Interest Certificate:	Yes		Yes		Yes	
			Addenda:	N/A		N/A		N/A	

Attachment A
Service Pricing
C&D Industrial Maintenance, LLC

Item	COJ Building #	Location	Address	Type	Size	Quarterly Service Price	Quarterly Service Price x 4 (Total Annual Price)
1	0833	Duval County Courthouse	501 Adams Street W.	Roll-up, Electric	16 x 18	$50.00	$200.00
2	0833	Duval County Courthouse	501 Adams Street W.	Roll-up, Electric	16 x 18	$50.00	$200.00
3	0833	Duval County Courthouse	501 Adams Street W.	Roll-up, Electric	22 x 12	$50.00	$200.00
4	0833	Duval County Courthouse	501 Adams Street W.	Roll-up, Electric	22 x 18	$50.00	$200.00
5	0442	Emergency Operations Center	515 Julia Street N.	Roll-up, Electric	17 X 20	$50.00	$200.00
6	0104	St. James Building	117 Duval Street W.	Roll-up, Electric	9' 5 x 18	$50.00	$200.00
7	0104	St. James Building	117 Duval Street W.	Roll-up, Electric	11 x 19	$50.00	$200.00
8	0356	Main Library	303 Laura Street N.	Roll-up, Electric	23' 5 x 14	$50.00	$200.00
9	0356	Main Library	303 Laura Street N.	Roll-up, Electric	16 x 14	$50.00	$200.00
10	0337	Pretrial Detention Facility	500 Adams Street W.	Roll-up, Electric	14' 10 x 11' 6	$50.00	$200.00
11	0337	Pretrial Detention Facility	500 Adams Street W.	Roll-up, Electric	14' 10 x 11' 6	$50.00	$200.00
12	0337	Pretrial Detention Facility	500 Adams Street W.	Roll-up, Electric	14' 10 x 11' 6	$50.00	$200.00
13	0337	Pretrial Detention Facility	500 Adams Street W.	Roll-up, Electric	14' 10 x 11' 6	$50.00	$200.00
14	0103	Yates Building	231 Forsyth Street E.	Roll-up, Electric	14' 5 x 14' 8	$50.00	$200.00
15	0103	Yates Building	231 Forsyth Street E.	Roll-up, Electric	14' 9 x 16' 4	$50.00	$200.00
16	0103	Yates Building	231 Forsyth Street E.	Roll-up, Electric	8' 6 x 11 '3	$50.00	$200.00
17	9965	Animal Control and Protective Services	2020 Forest Street	Roll-up, Electric	12 x 9' 4	$50.00	$200.00
18	9965	Animal Control and Protective Services	2020 Forest Street	Roll-up, Electric	12 x 9' 4	$50.00	$200.00
19	0355	University Park Library	3435 University Boulevard N.	Roll-up, Electric	12 X 12	$50.00	$200.00
20	0355	University Park Library	3435 University Boulevard N.	Roll-up, Electric	14 X 14	$50.00	$200.00
21	0318	Medical Examiner's Office	2100 Jefferson Street N.	Roll-up, Electric	18 x 12	$50.00	$200.00
22	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Electric	14 x 13	$50.00	$200.00
23	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Electric	14 x 13	$50.00	$200.00
24	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Electric	14 x 13	$50.00	$200.00
25	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Manual	14 x 13	$50.00	$200.00
26	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Manual	14 x 13	$50.00	$200.00
27	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Manual	14 x 13	$50.00	$200.00
28	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Manual	14 x 13	$50.00	$200.00
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31	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Manual	14 x 13	$50.00	$200.00
32	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Manual	14 x 13	$50.00	$200.00
33	0410	Solid Waste Garage	1050 Superior Street	Roll-up, Manual	14 x 13	$50.00	$200.00
34	0224	Communication Warehouse	1020 Superior Street	Roll-up, Electric	16 x 14	$50.00	$200.00
35	0224	Communication Warehouse	1020 Superior Street	Roll-up, Electric	16 x 14	$50.00	$200.00
						Total (Items 1 - 35):	**$7,000.00**

Attachment A
Service Pricing
Vigneaux Corporation

Item	COJ Building #	Location	Address	Type	Size	Quarterly Service Price	Quarterly Service Price x 4 (Total Annual Price)
1	0833	Duval County Courthouse	501 Adams Street W.	Roll-up, Electric	16 x 18	$72.50	$290.00
2	0833	Duval County Courthouse	501 Adams Street W.	Roll-up, Electric	16 x 18	$72.50	$290.00
3	0833	Duval County Courthouse	501 Adams Street W.	Roll-up, Electric	22 x 12	$72.50	$290.00
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35	0224	Communication Warehouse	1020 Superior Street	Roll-up, Electric	16 x 14	$72.50	$290.00
						Total (Items 1 - 35):	**$10,150.00**

Klages, David

From:	Klages, David
Sent:	Monday, April 22, 2024 2:22 PM
To:	kyle.hayes@americanrollupdoor.com
Subject:	Bid Rejection for SC-0363-24 Overhead and Roll-up Door Maintenance and Repair for Various City Facilities
Attachments:	Bid Rejection - American Roll Up Door Company.pdf; American Roll Up Door Company.pdf

Mr. Hayes:
Please see the attached bid rejection letter and your bid submittal for **SC-0363-24 Overhead and Roll-up Door Maintenance and Repair for Various City Facilities**.

Please feel free to call if you have any questions.

Thank you,

David R. Klages
Purchasing Analyst
City of Jacksonville | Procurement Division
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: (904) 255 – 8813
Email: dklages@coj.net

A New Day.
Jacksonville.gov

Please click on the links below for any of the following for Bids and Awards:

For Bidding Opportunities: COJ.net - Bidding Opportunities (Including Capital Improvement and Design/Build)
For COJ weekly award intentions: COJ.net - Agendas and Minutes
For bid award information: Procurement Division (coj.net)
For Public Records: COJ Public Records (govqa.us)

A NEW DAY.

City of Jacksonville, Florida

Donna Deegan, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
(904) 630-CITY; www.jacksonville.gov

NOTIFICATION OF RECOMMENDED BID REJECTION

Date: April 22, 2024

Via Email: kyle.hayes@americanrollupdoor.com

Company Name: American Roll Up Door Company

Address: 600-2 Suemac Road, Jacksonville, FL 32254

Contact Name: Kyle Hayes

Bid No: SC-0363-24

Title: Overhead and Roll-up Door Maintenance and Repair for Various City Facilities

Date Opened: April 10, 2024

Reason for Recommended Bid Rejection: For being non-responsive; specifically, for not bidding on all line-items as required.

If you wish to protest the recommended rejection of this bid, please respond in accordance with the City of Jacksonville's bid protest procedures and email a copy to the City Purchasing Analyst associated with the protested bid.

Note: This intended action is only a recommendation to the appropriate Awarding Authority. The authority recommending award for this bid is the General Government Awards Committee scheduled for **Thursday, April 25, 2024 at 1:00 p.m.**

Purchasing Analyst's Signature: _____
David Klages, Purchasing Analyst

TERMS AND CONDITIONS

OVERHEAD AND ROLL-UP DOOR MAINTENANCE AND REPAIR FOR VARIOUS CITY FACILITIES

1. **SCOPE**
The City of Jacksonville's Procurement Division is currently accepting bids to obtain a source of supply for the item(s)/service(s) as outlined in the bid documents provided. The purpose of this bid invitation is to obtain information about your firm and its ability to provide these item(s)/service(s) and to obtain pricing commitments for **Overhead and Roll-Up Door Maintenance and Repair for Various City Facilities** as listed in the bid documents.

2. **AWARD**
Award will be **ALL OR NONE** to the lowest responsive, responsible bidder. Bidders must bid on all items to be considered for award. The City reserves the right to reject any or all bids. ALL awards are subject to the availability of funds.

3. **TERM OF AGREEMENT**
The term of this agreement will be two (2) years from the date of award with three (3) one (1) year renewal options. Renewal Options may be exercised at the discretion of the City based on supplier performance and adherence to the terms and conditions set forth in the bid documents. The City shall not incur any liability should it choose not to exercise its exclusive option to renew the contract.

4. **MINIMUM REQUIREMENTS**
Bidders should submit or comply with the following requirements. Failure to submit any of these requirements may be grounds for rejection:

   a. Bidders must have at least three (3) years of experience performing the services requested in this solicitation.

   b. Bidders must have, as a minimum, the insurance coverage stated in this solicitation. Bidders must provide a copy of their company's Certificate of Insurance with their bid submittal.

   c. Bidders must have a minimum of three (3) fully equipped service trucks. Bidders must provide proof of valid registration and automobile insurance for said trucks with their bid submittal.

5. **NON-MANDATORY PRE-BID CONFERENCE**
Wednesday, March 27, 2024 at 10:00 a.m. in the Ed Ball Building, 214 N. Hogan Street, Room 825 (8th Floor), Jacksonville, FL 32202.

6. **STATE CONTRACTS**
The City reserves the right to utilize contracts established by the State of Florida and or other governmental agencies for item(s)/service(s) covered under this bid. The City reserves the right to cancel this contract in whole or in part for such item(s)/service(s).

7. **QUANTITIES**
Quantities indicated reflect the estimated quantities to be purchased throughout the contract period and are subject to fluctuation in accordance with actual requirements. The City reserves the right to purchase more than the estimated quantities listed or not to make any purchase against this bid if it so deems necessary anytime during the contract period. **The City reserves the right to add or delete items during the contract period.** The City will order on an as needed basis.

8. **DELIVERY**
N/A.

9. **ESCALATION/DE-ESCALATION**
All pricing submitted shall remain firm for the first year of the initial contract period. After the first year of the contract term, a supplier may submit in writing a request for price escalation / de-escalation for the percentage of change as listed in the Consumer Pricing Index (CPI) and/or documentation notifying of an industry-wide increase. The City reserves the right to decline any price increase request.

10. **PRICES**
All unit prices shall include **freight, delivery, and handling charges** to the delivery location as outlined in the bid documents.

11. **PICK UP AND RETURNS**
The City reserves the right to return an order in whole or in part if the merchandise is not in compliance with the bid specifications. The City or its agencies will determine compliance with bid specifications. Pick up and returns will be made within 48 hours of notification at no charge to the City or its agencies.

12. **COMPLIANCE WITH SPECIFICATIONS**
The bidder, by affixing their signature to the bid form submitted, agrees to provide item(s)/service(s) in accordance with the bid documents provided. Bid only a single offering for each bid item. Multiple offerings, alternates (unless stated) and or stipulations may be cause for bid rejection. Bid only on forms provided herein unless otherwise stated. Bid submissions shall be in ink or typewritten. All corrections must be initialed.

13. **INVOICING**
Invoices will be issued once supplies/services are delivered and/or rendered to the City of Jacksonville or its agencies. At a minimum, invoices must include: Purchase Order number or contract number, item number and description, date of shipment, quantity ordered and shipped, unit prices, unit of measure, and extended totals. Payment terms are Net 45 days. All original invoices shall be submitted to: COJ1CloudInvoices@coj.net. The invoice email subject line **MUST BE**: inv_300000008806179. Invoices can also be submitted through the 1Cloud Supplier Portal.

14. **INSURANCE/INDEMNIFICATION**
Each supplier shall maintain, for the entire term of this bid, current insurance coverage as stated in the bid documents. All insurance certificates shall list the City of Jacksonville as an additional insured. The awarded supplier will be required to submit a copy of their Certificate of Commercial Liability Insurance within ten (10) days from the date of receipt of the award notice. Bid number shall be listed on certificate.

15. **REPORTING**
The City may request, during the term of this bid, reports including but not limited to; usage, pricing, and delivery. Suppliers will be required to provide reports requested in hard copy and electronic format as required.

16. **SUPPLIER ACCESSIBILITY**
The City or its representative must be able to contact, during normal business hours, by telephone or email any supplier providing goods or services to the City or its agencies. Any supplier accessibility requirements outlined in the specifications supersede this section.

SPECIFICATIONS

OVERHEAD AND ROLL-UP DOOR MAINTENANCE AND REPAIR FOR VARIOUS CITY FACILITIES

All questions and/or discrepancies regarding the bidding process or the bid documents must be submitted in writing to David Klages, Purchasing Analyst, at dklages@coj.net by the date and time specified on the Bid Form.

When submitting a bid, please be sure to write the bid name and number and your company's name, address, and phone number on the **outermost** sealed envelope or package.

Bidders shall not make changes to any document in this solicitation. Changes to this solicitation will be authorized only via posted addendum. Any unauthorized changes may result in rejection of the bid submittal.

The awarded Bidder and Subcontractor(s) must possess a local business tax receipt from the Duval County Local Business Tax Office (904-255-5700, option 3) within ten (10) business days from the Notice of Award.

PART 1 – GENERAL

1.1 SCOPE OF WORK

A. The work shall consist of roll-up, garage, security, and overhead door installation, inspection and maintenance on a routine/scheduled basis, and regular repair(s) on an as-needed basis (when requested). Emergency responses will be at the sole discretion of the Public Buildings Division.

B. There are several different door systems with various components at different locations (see Attachment A for locations). It is the Supplier's responsibility to visit each location and assess the condition of the equipment as well as the manufacturer and model numbers. The Supplier is required to maintain existing equipment.

C. Bidders shall use Attachment A as a starting point for these services. The City reserves the right to add or delete locations as needed.

D. Within thirty (30) days of the date of award, the awarded Supplier shall provide a schedule for quarterly preventative maintenance for each location for the initial term of the contract (i.e., two calendar years from the date of award).

E. Invoices for quarterly maintenance shall be submitted within fifteen (15) days of completion.

F. Periodic meetings shall be held, as needed, to revise the schedule and/or to monitor performance.

1.2 SCHEDULING OF OPERATIONS

A. Bidders acknowledge that locations will be occupied in most situations. Prior to beginning work, the authorized representative of the facility and the awarded Supplier shall prepare a work schedule to be followed as closely as possible.

B. As deemed necessary due to the nature of contract work and related emergencies, the Supplier must be available 24 hours per day, 7 days per week, 365 days per year. **No additional charges or increased rates will be accepted for services that occur outside of regular operating hours.**

1.3 REQUIREMENTS OF REGULATORY AGENCIES

The awarded Bidder shall give all necessary notices, obtain all State and municipal permits, pay all fees necessary in connection with the installation, including sales and use taxes as applicable, and complete all tests as are called for by the regulations of such authorities.

1.4 GUARANTEE

All work shall be made in a workmanlike manner, with all parts securely installed and secured according to accepted standards. Unless specified by the Public Buildings Division, all materials shall be new and free of defects and shall be installed using the manufacturer's latest standard design. All newly installed materials shall meet or exceed the quality and performance of the materials presently installed. The Supplier shall guarantee that he/she will make good any defects not due to ordinary wear and tear or improper use or care, which may develop within one (1) year from the date of final acceptance of the project. When applicable, equipment warranties, serial numbers, and model numbers shall be included with the invoices submitted for payment.

1.5 CITY'S RIGHT TO TERMINATE FOR CONVENIENCE

The City of Jacksonville reserves the right to terminate the contract for any reason by giving thirty (30) days' written notice to the Supplier. If the contract is terminated for convenience, the City will be relieved of all further obligations other than payment for that number of approved services performed to the date of termination. Access to all workpapers will be provided to City after termination of the contract.

1.6 BASIS FOR AWARD

To be considered for award of this contract, the bidder must meet or exceed minimum qualifications and provide all criteria as listed below. ***FAILURE TO SUBMIT REQUESTED INFORMATION MAY BE GROUNDS FOR REJECTION OF BID.***

A. No award will be made until all necessary inquiries have been made into the responsibility of the low bidder and the Public Buildings Division is satisfied that the low bidder meets or exceeds the minimum qualifications to perform the work. Additionally, the low bidder must have the necessary organization, capital, and equipment to perform the services as described under this solicitation. Pre-award inspection of the low bidder's place of business may be made prior to award.

B. The City may consider a solicitation response irregular and reject or ask for additional documentation/ clarification if any of the prices are excessively unbalanced (either above or below the amount of a reasonable response) to the detriment of the City.

C. The Supplier shall have, as a minimum, Workers Compensation and Comprehensive Liability Insurance in sufficient amounts to satisfy Florida State Requirements. Proof of Certification and Licensure shall be provided at the time of bid submission.

D. The awarded Supplier shall have a staffed office during normal business hours with emergency service available 24 hours per day, 7 days per week, 365 days per year via staffed answering service or other live contact. Applicable after-hours staff or answering service should maintain an accurate multiple technician list capable of response to an emergency within the two (2) hour time limit stipulated by this solicitation.

E. The awarded Supplier must maintain a minimum staff of at least four (4) technicians.

F. Biddings must have a minimum of three (3) fully equipped service trucks. Proof of ownership must be submitted with bid.

G. Bidders shall provide a list of at least three (3) contactable references who can verify the Bidder has performed services similar in nature to the services requested in this solicitation within the last three (3) years.

1.7 WORK IN HARMONY

The awarded Supplier shall work in harmony with any other forces the City decides to utilize for related work if the awarded Supplier cannot fulfil the obligations of the contract from this solicitation.

PART 2 – OUTLINE OF SERVICES

2.1 PREVENTATIVE MAINTENANCE

A. Within thirty (30) days of the Notice of Award, the successful Supplier shall provide a quarterly routine inspection/maintenance schedule for the locations listed in Attachment A. Locations may be added or deleted at the discretion of Public Buildings Division. Notification will be provided to the Supplier in these instances

B. The preventative maintenance service shall include quarterly cleaning, oiling, lubrication, adjustment, calibration, alignment, timing, and operations testing for each door.

C. If deficiencies are discovered during the quarterly inspection, the Public Buildings Division may grant authorization to the Supplier to correct the deficiency while onsite.

2.2 ON-CALL REPAIR(S) AND INSTALLATION

A. Repairs shall include, but not be limited to:

1. Obtaining access to the site.
2. Adjusting or replacing springs on door locks and pulley drives.
3. Adjusting and aligning spring tension and sprockets.
4. Replacing hinges, links, chains, and belts.
5. Installation or repair of electric operators, receivers, and transmitters.
6. Repair of rolling steel doors, replacing spring tube barrel, cables, long stem rollers, and brackets.
7. Purchasing of springs, barrels, and miscellaneous parts for stock.
8. Repair, adjust or replace rolling security screens.
9. Repair, adjust or replace gear drives/housings.
10. Repair or replace door panels.
11. Responding to emergency calls.

B. Door Replacements

1. Complete replacement/installation of the unit.
2. If necessary, acquire engineering and permitting for installation.
3. Disposal of the previous unit.

2.3 REGULAR REQUESTS

The Supplier shall respond to the facility for service requests within two (2) hours of being called by the City.

2.4 EMERGENCY REQUESTS

A. The Supplier shall respond to the facility for emergency service requests within (2) hours of being called by the City. Emergency services shall include corrective repair of any problem required to restore the facility and/or grounds to an operational, secure, and safe condition. This work will commence with verbal authorization from the City and prior to having an approved, signed estimate.

Once the emergency work is completed, if applicable, a follow-up cost estimate for further non-emergency work will be submitted at the Supplier's earliest possible time for approval by the City.

2.5 ADDITIONAL WORK / INDIVIDUAL PROJECT REQUESTS

Additional work or individual projects beyond the routine inspection/maintenance and repair services under this solicitation may require a separate Purchase Order. The City reserves the right to solicit for any work that is not a part of this solicitation.

2.6 PRICE

A. Pricing shall be for a labor and materials contract guided by the rates and pricing structure identified in the Bid Proposal Form. The City reserves the right to request firm price quotations on work/individual projects from the awarded Bidder.

B. Rates shall be in effect as of the date of award and shall follow the guidelines stated in the Terms and Conditions – Escalation/De-Escalation section of this solicitation.

C. Markup percentage on materials and sub-contractors shall not exceed the Bidder's stated markup percentage in the submitted Bid Proposal Form.

D. The quantities used on the Bid Proposal Form are annual estimates only.

E. Service calls and repairs shall be invoiced at the completion of each project, according to the rates submitted on Bid Proposal Form. Upon project completion, invoices must be submitted within fifteen (15) days. All invoices shall include, at a minimum, the following information:

1. Purchase Order number.
2. Facility name and address of where the work was completed.
5. Contract rates and charges extended by service quantities including labor hours, parts, and markup.
6. Description of the work performed.
7. Backup invoices for materials or equipment purchased and included, as requested by the City.
8. A minimum of a one-year warranty on parts and labor will be included on invoice for replacement parts or installation of new equipment, with model number, serial numbers, and operating manuals.
9. Invoices for regular service and emergency calls must include the time of arrival and the time of departure.

PART 3 - EXECUTION

3.1 INSTALLATION

A. The Supplier shall ensure they have the necessary resources for the successful completion of the work.

B. Equipment must be in good mechanical repair and not require excessive maintenance, repairs, or create excessive downtime that jeopardizes the Supplier's ability to provide the work agreed to.

C. The City may have its own work forces and other Suppliers on the site while the work of this contract is under way. The City shall coordinate the work of all Suppliers on the site and require their cooperation with each other.

D. If the Supplier is unable to provide the services within the time frame required, or is unavailable, the City reserves the right to contact another Supplier to perform the service(s).

3.2 WORKSITE PROCEDURES

A. The Supplier will be required to notify City staff upon arrival before starting any work, and prior to departure from the facility. An identity badge, parking pass, and/or keys may be required from City staff. The Supplier shall note arrival and departure times.

B. The Supplier is responsible for installing temporary restrictions, barricades, and signs during service/repair operations.

C. The Supplier is required to schedule work with the local users and accommodate those who cannot allow shut down of their operations.

D. The Supplier must inform the Public Buildings Division immediately if any safety hazard is discovered.

E. The Supplier has the responsibility of locating any underground utilities if present to ensure damage does not occur. If damage occurs, the Supplier will repair the damage at its own expense.

3.3 PROTECTION

The Supplier shall use due care so that no persons are injured, and no property is damaged, when performing the work. The Supplier shall be solely responsible for all loss, damages, costs, and expenses in respect to any injury to persons, damage to property, or infringement of the rights of others incurred during the performance of the work or caused in any other manner whatsoever by the Supplier or its Subcontractor(s).

The Supplier shall immediately rectify any loss or damage for which, in the opinion of the City, the Supplier is responsible, at no cost to the City and to the satisfaction of the City.

3.4 CLEANING

At the end of each workday, and at the conclusion project, the Supplier shall clean up all debris, promptly remove any equipment or materials, and leave the work site in a clean and tidy condition. The work site must be returned to original condition.

3.5 PERFORMANCE GUARANTEE

The Supplier shall assume full responsibility to provide an operational and correctly functioning roll-up, garage, security, or overhead door upon completion of work.