

"This is only the scope of work for the project. For more information, interested parties should contact Procurement at purchasing@stpgov.org to ensure receipt of a full bid package, to be listed as a plan holder and to ensure any addenda to the bid package are received."

Provider shall provide the Comprehensive Maintenance Management Program (Maintenance Program), per the specifications, which shall address reliability, responsiveness, accountability, safety and performance for the following facilities and equipment:

1. Justice Center Complex (S41-T06S-R11E)
 - Building: 701 N. Columbia St., Covington, LA 70433
 - Parking Garage: 601 N. Jefferson Ave., Covington, LA 70433
 - OTIS 211-LVM (7 Elevators)
 - OTIS GEM -3535 (3 Elevators)
 - OTIS ELEVONIC 311 (1 Elevator)

2. Emergency Operations Center (EOC) (S41-T06S-R11E)
 - 510 E. Boston St., Covington, LA 70433
 - THYSSEN KRUPP EP 19040 (1 Elevator)

3. St. Tammany Government Administrative Complex
 - Koop Dr. Complex (S24-T07S-R11E)
 - A. Building B, 21454 Koop Dr., Mandeville, LA 70471
 - OTIS 17050 (1 Elevator)

 - B. Building C, 21410 Koop Dr., Mandeville, LA 70471
 - THYSSEN KRUPP EPO0715 (1 elevator)

4. St. Tammany Administrative and Justice Complex East
 - Towers Building (S44-T09S-R14E)
 - 520 Old Spanish Trail, Slidell, LA 70458

- MOTION 4000 TRACTION 6 STOP (1 Elevator)
- CANTON-CANTILEVER ROPED HYDRO VIRGINIA
- CONTROLS MH3000 6 STOP (1 Elevator)

I. RELIABILITY

Comprehensive Maintenance Management Program (Maintenance Program) shall consistently maintain the equipment in a safe, fully operational condition.

The Maintenance Program shall:

- include pre-established, documented repair and maintenance services (services) with performance frequency schedules;
- structure services to be provided to meet the needs of specific equipment.
- plan and schedule services, at appropriate intervals, in advance based on equipment types, component life, equipment usage, site conditions and the building environment;
- provide each unit with a device/trip counter to monitor equipment usage, maintenance intervals, and display the cumulative number of elevator starts;
- have an established system for full documentation of all services performed, service calls received and answered, and major repairs scheduled and completed; and
- have an internal audit system to monitor and ensure compliance with the requirements.
- furnish all supplies, materials, software and hardware programming, labor, service tools, and equipment necessary to provide inspection, maintenance, adjustment, repair, and emergency callback service for the elevator equipment (equipment).

Parish may review the Maintenance Program at any time during the term of the contract.

Standard Work Processes

A manual with written procedures for all services shall be provided. The written procedures shall include thorough step-by-step directions required for the completion of services. The manual shall be available to all personnel performing services on the equipment covered under this contract.

The purpose of the manual is to ensure a uniform quality of services performed and to provide documentation toward that goal.

The manual must be made available to the Parish for examination upon request.

Scheduling Of Work

A standardized scheduling method shall be used to plan and schedule services required to maintain the equipment, minimize callbacks and unscheduled shutdowns, and to prepare for scheduled inspections.

The services shall be determined for the individual equipment per the Maintenance Program which accounts for usage, callback history and actual site conditions (i.e., the number of elevator starts). Individual elevators must be tracked separately and individual schedules generated.

Use of Technology

Advanced technology (technology) must be effectively employed to enhance the quality and efficiency of the Maintenance Program. Technology must include an elevator monitoring system accessible from a remote location, enhanced access to technical support for technicians, advanced data collection and analysis, and on-line access to maintenance records.

The elevator monitoring system may include, but is not limited to, data related to the tape reader/elevator positioning and leveling, oil levels, door operations, voltage to motor, and total runs.

Scope of Work for Equipment Maintenance

All supplies, materials, software and hardware programming, labor, service tools, and equipment necessary to provide inspection, maintenance, adjustment, repair, and emergency callback service for the equipment shall be furnished.

A communication system shall be installed on the equipment. It shall reprogram and modify the communication components on the equipment.

The Parish is not equipped with technicians or any type of service tools for any covered equipment.

Work shall include inspection, lubrication, adjustment, and, if conditions warrant, repair or replacement of the following:

- Controllers, selectors, and dispatching equipment, relays, solid state components, transducers, resistors, condensers, power amplifiers, transformers, contacts, leads, dashpots, timing devices, computer and microcomputer devices, steel selector tapes, mechanical and electrical driving equipment, signal lamps, and position indicating equipment;

- Door operators, car door hangers, car door contacts, door protective devices, load weighing equipment, car frames, car safety mechanisms, platforms, car and counterweight guide shoes including rollers and gibs, and emergency car lighting;

- Hoistway door interlocks, hangers, bottom door guides, and auxiliary door closing devices;

- Machines, worms, gears, thrust bearings, drive sheaves, drive sheave shaft bearings, brake pulleys, brake coils, contacts, linings, and component parts;

- Motors, motor generators, motor windings, rotating elements, commutators, brushes, brush holders, and bearings,;

- Operating-switch and relay components, plug-in relays, special lamps for car and hall fixtures, special lamps for emergency car lighting, and fuses (except those contained in the main line disconnect);

- Governors, governor sheaves and shaft assemblies, bearings, contacts, governor jaws, deflector or secondary sheaves, car and counterweight buffers, car and counterweight guide rails, car and counterweight sheave assemblies, top and bottom limit switches, governor tension sheave assemblies, and compensating sheave assemblies;

- Pumps, pump motors, operating valves, valve motors, leveling valves, plunger packings, exposed piping, above ground plungers and cylinders, and hydraulic fluid tanks.

Equipment including, but not limited to, pits, machine rooms, machine room equipment, hoistway door mechanisms and car tops shall be kept clean and orderly.

Equipment shall be painted regularly to maintain a professional appearance, prevent rusting and to preserve the equipment. All paint shall be suitable for the purpose intended and shall be of high quality. In all circumstances, application of the paint shall comply with current ASME/ANSI Elevator Codes and applicable local, state, and federal codes.

As recommended by the equipment manufacturer and per the Maintenance Program:

- the equipment shall be lubricated with a lubricant that meets or exceed the manufacturer's recommendations;
- hoist machine gear cases, bearing oil reservoirs, and door operators shall be drained, flushed and refilled with the proper type and grade of oil;
- all wire ropes shall be renewed to maintain an adequate factor of safety;
- tension on the hoisting ropes shall be equalized;
- conductor cables and hoistaway shall be repaired or replaced;
- machine room elevator wiring shall be repaired or replaced;
- ropes shall be shortened to provide continued safe operation and maintain normal traction; and

equipment shall be adjusted when the operation of the equipment varies excessively from the normal or originally designed performance as a result of normal wear and tear or to preserve the useful life of a part or assembly.

Lubricants, cleaning fluids and all combustible liquids shall be stored in an OSHA approved metal cabinet in the respective machine rooms.

Repairs and/or replacements of all damaged or broken parts or components shall be made. Parts or components shall be replaced when worn beyond normal adjustment limits or non-functional. Replacements shall be made to ensure continued safe, dependable, normal operation, and to extend the useful life of the equipment or any of its components.

Wiring diagrams current with all changes/or additions made to the equipment's wiring system shall be maintained. The original (reproducible type) diagrams are the property of the Parish and must be kept on file in the office of the building manager or the office of the building engineer at all times. Additionally one set of marked up diagrams shall remain or become the property of the Parish.

Parts Inventory

An on-site supply of spare parts and lubricants sufficient for normal routine and preventative maintenance and repair shall be maintained. A supply of major spare parts shall be maintained in a local warehouse or shall be available within 24 hours or for express delivery in case of emergencies. A supply of genuine manufacturer's major components shall be maintained and available for emergency replacement in warehouse inventory. Parts that are obsolete and/or not readily available on the open market shall be accepted.

Parts and components replaced under this contract shall be new parts manufactured or selected by the manufacturer or refurbished to manufacturer's standards.

Callback Reduction

A statistically-based callback reduction program shall be implemented as part of the Maintenance Program. A quarterly progress report and action plan shall be submitted to and coordinated with the Parish to ensure that reduction of callbacks is a priority.

II. RESPONSIVENESS

24-Hour Service

A dedicated 24-hours/day, 365 days/year dispatching service manned by personnel directly employed by the Provider shall be provided. In the event, an equipment malfunction occurs between regular inspections a trained customer service representative shall dispatch a technician to perform emergency minor adjustment

callback service. Each callback shall be immediately dispatched via wireless communication to assure prompt and reliable service. Average response times for emergency callbacks on regular time shall be no longer than one hour.

Emergency callbacks during regular working hours are included under this contract, except as excluded in the "Clarifications" section. For that equipment, the Parish will be responsible to pay for overtime only at the difference between the overtime and regular time at the standard billing rate.

III. ACCOUNTABILITY

Customer Service

A representative available for consultation in any matter relating to the maintenance of the equipment shall be assigned to the Parish's account.

The representative shall make recommendations regarding the equipment needs for modernization, traffic handling ability, recommendations and requirements of code authorities, and proper use and care.

Quality Control

Periodic inspections and internal audits shall be performed to verify that the equipment conforms to manufacturer's requirements for maintenance quality, safety, and code requirements.

Additionally, a record of all callback services and repair data for each unit, maintenance services completed and repairs shall be maintained.

Maintenance Records

An established record keeping system (system) to maintain the individual maintenance records for the individual equipment shall be maintained.

The system shall document:

- each callback service dispatched by the dispatching center and the following must be documented:
- the specific equipment;
- source of callback;
- remedy/resolution;
- date and time of call;
- time of dispatch;
- time of correction (unit back in service); and
- calculated response times.
- services performed for the improvement, repair and/or replacement of parts/components;
- the date and time of each occurrence;
- the response time;
- nature of the problem both reported and ultimately diagnosed; and
- the steps taken to resolve the problem;
- compliance with Federal OSHA standards;
- safety management program;
- the disposal of hazardous waste;
- Inspections, tests, and audits;
- the complete maintenance and repair history for the equipment.

The system shall archive all services performed on the equipment.

The system shall maintain records on an individual equipment basis.

A report shall be available to the Parish, upon request, for all information maintained in the system. The records shall remain the property of the Provider.

On-Line Access for Justice Center Equipment

On-line access to the 24-hour dispatching system and record keeping system shall be provided.

At a minimum, the Parish shall be able to view the following data on-line:

- Equipment Availability by unit over the prior 12 months
- Service callback date and statistics by unit
- Completed maintenance procedures by unit
- Equipment performance
- Equipment usage
- Place service calls
- Contract financial information/ account statements

The online system shall be capable of delivering customized report to the Parish on a pre-scheduled basis.

End-user training, instructions, and web address shall be provided as a contract submittal.

Sole Responsibility

Services shall be performed by technicians, experienced and skilled in maintaining or repairing equipment similar to the covered equipment, directly employed and supervised by the Provider.

Services, with the exception of certain off site specialist work (i.e. major motor rebuild), shall not be assigned to any agent or sub-contractor.

IV. SAFETY

Safety and Tests

Annually equipment shall be inspected and tested per the Maintenance Program and as required by the most current version of ASME/ANSI A17.1/CSA B44 Code.

If required, the governor shall be recalibrated and sealed for proper tripping speed, and elevator car balances checked. Cars shall not be placed in service until all tests, checks, and adjustments are complete and elevators are in proper working condition.

Provider shall not be held responsible for any damage to the building and/or equipment caused by these tests, unless such damage is a result of Provider's negligence.

Safety Management Program

Safe Work History

The importance of following safe work practices demands an active and effective safety program. An established safety record, detailed safe work practices, regular safety training, usage of appropriate personal protective equipment, and compliance with local, state and federal occupational safety mandates/laws/regulations must be demonstrated and documented. Documentation shall also include a numerical performance equal to or better than the averages provided by the National Elevator Industry Inc. (NEII) in the categories listed below:

- OSHA Recordable Accident Rate;
- Lost Time Incidence Rate; and
- Lost Time Severity Rate.

Federal OSHA Requirements

Documentation that federal safety training requirements applicable to elevator mechanics have been met shall be maintained in the record keeping system.

Annually the following certifications shall be updated:

- Electrical Safe Work Practice
- Hazardous Communications Training
- MSDS Training
- Lockout/Tagout Training

Written Safety Program

A written safety program governing: general safety rules, hazard communication, personal protective equipment, fall protection, lockout/tagout and a range of potentially hazardous job site conditions shall be available to all employees and to the Parish, upon request. Employees shall be trained per the written safety program and receive on-going safety training to continuously educate employees on safety issues and to fulfill the federal training requirements of "Federal OSHA Requirements"

Internal Audit Policy

An established written internal audit policy covering of all aspects of the safety programs shall be in-place. It should include regular monthly audits of job site conditions and work practices.

Audits are to be conducted by supervisory employees. The audit process shall be documented and recorded in the permanent safety program and record keeping system.

Emergency Response Plan

A written plan for response to a natural disaster to include the inspection and repair of elevator equipment, and inspection/certification for return to service shall be in-place.

Hazardous Waste

All waste materials (i.e. lubricants, cleaning materials, paints, and absorbents) generated in the normal servicing of the units shall be disposed of properly and timely. Disposal methods shall be in compliance with all local, state and federal environmental regulations.

The disposal of hazardous waste materials shall be documented to record the type, amount, date, method of disposal, permits, locations and any other relevant information.

Parish shall be provided with all documentation on a regular basis and all documentation shall be maintained in the record keeping system.

Material Safety Data Sheets (MSDS) shall be made available, at the Parish's request, for all solvents, cleaners, and lubricants used in performing the specified work.

Efforts to reduce generation of waste materials, minimize risks to the environment, Parish, general public, and their employees shall be made.

All services shall be performed in compliance with all federal and state environmental laws and regulations.

Clarifications

As conditions warrant, all portions of the covered equipment shall be repaired or replaced with the following exclusions:

- Mainline and auxiliary disconnect switches, fuses and feeders to control panels, heat sensors, and smoke sensors, rail alignment when affected by building compression or shifting.
- Machine room illumination.
- Doors, door frames, sills, swing door hinges and closing devices

- Car enclosures (Including, but not limited to, wall panels, door panels, car gates, plenum chambers, hung ceilings, lighting, light diffusers, light tubes and bulbs, handrails, mirrors, car interior finish and floor coverings),
- Telephone equipment, intercoms, communication equipment, or safety signaling equipment not installed by the Provider, or instructions or warnings in connection with use by passengers;
- hoistway enclosure; hoistway inserts and brackets, hoistway entrance frames, hoistway gates, doors and sills and signal fixture faceplates.
- Below ground or unexposed hydraulic cylinders and plungers, buried or unexposed piping
- Repairs required because of negligence or misuse of the equipment by anyone other than the Provider, its employees, sub-contractors, servants or agents.
- Computer or microcomputer devices, such as terminal keyboards and display units that are not exclusively dedicated to the elevator system.

Parts and/or components requiring repairs and/or replacement due to an electrical outage shall be included in the contract.

All maintenance procedures and repairs will be performed during the regular working hours of the regular working days for applicable Local of the International Union of Elevator Providers (IUEC). All lamp and signal replacements will be performed during regular examinations.

Unrestricted ready and safe access to all areas of the buildings in which any part of the equipment is located shall be permitted by the Parish.

The Parish will keep all machine rooms and pit areas free from water, stored materials, and debris to provide a safe work environment.

Provider shall not be required:

- to make any tests/examinations/inspections in addition to those specifically set forth herein;
- to make any replacements with parts of a different design or type;

- to make any changes in the existing design of the equipment;
- to alter, update, modernize, or install new attachments to any equipment except as described in these specifications, whether or not recommended or directed by insurance companies or by government authorities;
- to make repairs or replacements necessitated by failures detected during or due to testing of buried or unexposed hydraulic cylinders or piping; or
- to pay the cost of annual operating permits or government/third party inspection fees for the equipment.

V. Performance

All systems will be maintained in accordance with the manufacturer's original standards and door operation will be smooth and quiet.

The following parameters shall be based on the original design and installed equipment performance as defined by the manufacturer and installer Otis Elevator Company:

Elevator Speed

Hydraulic elevator speed should be within 10% of the design under any loading condition.

Elevator Speed

Traction elevator speed should be within 5% of design under any loading condition

Floor-to-Floor Time - Definition

Measured from start of door closing at one floor to 3/4 open doors, car level and stopped at the next floor.

Vertical Acceleration and Deceleration

Maximum 4 feet per second per second. Maximum jerk: 8 feet per second cubed.

Door Opening

Advance door opening to 3/4 open when car levels onto floor, for all passenger elevators.

Door Opening Time

Measured from start of car door open until doors are in the fully open position.

Door Closing Time

Door closing time should be within specs per code.

Load Weighing By-pass

Load Weighing By-pass to be maintained at 60% of rated capacity.

Horizontal Acceleration

Provider must have the ability to test acceleration, deceleration, and ride quality via the utilization of an accelerometer to confirm that the equipment is performing per original design.

General Performance

Provider will maintain a smooth, comfortable ride during acceleration, running and deceleration. Door operation will be smooth and quiet during all modes of operation.

Performance Tests

Provider shall provide, at Provider's cost, all necessary tools and instruments to perform tests substantiating its ability to maintain all facets of the Equipment, as outlined.

Performance Guaranty

Should an elevator(s) be out of service in excess of 24 hours due to Provider's failure to restore elevator operation, Provider shall pay the below specified amount to the Parish for each day out of service per elevator. If during any such 12-month period the time exceeds that set forth above, the Parish may request that the Provider give a credit per incident in the amount of \$400 per geared elevator and \$200 per hydraulic elevator.

Elevator(s) shut down for scheduled repairs, or for repairs necessitated by negligence or misuse of the equipment by anyone other than Provider, its employees, sub-contractors, servants or agents, shall be excluded from this requirement.

The term of the contract shall be from date the Notice to Proceed is issued by the Parish through December 31, 2019, with the option of two (2) additional one (1) year periods with the same terms and conditions of the initial term upon mutual agreement of Parish and Provider.

The Parish shall notify Provider in writing of its exercise of its option for an additional term not less than thirty (30) days prior to the end of the current term.