



CITY OF AUSTIN, TEXAS
SCOPE OF WORK
SPECIFICATIONS for TRUCK AND FLOOR SCALE INSPECTIONS,
MAINTENANCE AND REPAIR SERVICES

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1.0 PURPOSE

The City of Austin (“City”), Austin Resource Recovery Department (“ARR”), invites Bids from qualified Contractors to complete quarterly full-service, diagnostics, inspections, preventative maintenance, servicing, authorized part replacements and repairs of truck and floor scales located in the City facilities, as indicated below.

The objective of this solicitation is to ensure proper maintenance and operations, ensure compliance with Texas Administrative Code, Title 4, Part 1, Chapter 12B, Rule §12, Texas Agriculture Codes, Title 2, Subchapter A, and any other now or later required legal compliance of all City truck and floor scales. This shall be satisfied through quarterly inspections, calibrations, preventative maintenance and repairs, as well as periodic repairs and emergency services and parts (collectively “Services”), as needed by the City, from a qualified Contractor (as defined throughout this scope of work).

Currently ARR has the following truck and floor scales:

2 -truck scales located at the Resource Recovery Center, 3810 Todd Lane, Austin, TX 78744

1- 4’x4’ floor scale located at the Resource Recovery Center, 3810 Todd Lane, Austin, Texas 78744

1 - truck scale located at the Brush Grinding Area, Hornsby Bend Bio-Solid Management Plant, 2210 S. FM 973, Austin, TX 78725

An increase and/or reduction in the number of scales may be incorporated into the final agreement in the future as determined by the City. Contractor shall agree that any additional scales added during the executed contract, shall be at the same rates quoted in the bid for any work performed on the existing scales as indicated above.

2.0 BACKGROUND

ARR employs approximately 400 staff members and operates five separate facilities throughout the Austin area. ARR provides a broad range of services to the citizens of Austin including curbside collection service accounts for trash, recycling, yard trimmings, large brush and bulky items, as well as street sweeping, litter abatement, household hazardous waste collection, and dead animal collection services. ARR utilizes the following types of collection vehicles: semi-automated rear loaders, fully-automated side loaders, bucket trucks, dump trucks, street sweepers, tractor-trailers, box and flatbed cranes, pickup trucks, and enclosed dead animal collection trucks. There are currently approximately 200 collection vehicles and 100 light-duty vehicles in ARR’s fleet collection. In order to ensure Texas regulatory compliance, and to ensure all scales are properly working, ARR will require a Contractor to assist with compliance, quarterly service and service-calls and repairs as needed to all scales.

3.0 GENERAL SCOPE OF SERVICES SUMMARY

All the terms of this Scope of Work will become part of the contract documents executed by and between The City and the Contractor awarded this solicitation. Contractor’s performance shall conform to the specifications and requirements of this solicitation, and shall conform to Contractor’s submitted proposal. Both are incorporated by reference herein. To the extent the awarded Contractor’s proposal conflicts with the terms of the executed Contract, the terms of the Contract shall prevail.

The Scope of Work establishes the minimum requirements for the Contractor to furnish all materials, parts, labor, tools and equipment to complete quarterly full-inspections (dates determined by Contract Manager), provide requested maintenance and service calls to ensure proper operations for all scales within the department (See Section 4.2 for further details). All requirements and services provided by Contractor must be performed according to manufacturer's specifications, at a minimum standard as established by the industry, and all state, county and city governmental agencies requirements.

The Contractor's proposal should include a full explanation of all services to be provided at all scales, as well as indicate level of knowledge and experience he/she possesses to utilize the current software programs used by the City, including WasteWORKS and WasteWizard by Carolina Software; however, Contractor shall demonstrate his/her ability to develop an understanding of and properly utilize any additional software/hardware that may become part of the City's operations relating to all scale usage, services and maintenance.

4.0 SCOPE OF WORK: SERVICE & MAINTENANCE REQUIREMENTS

All the terms of this Scope of Work will become part of the contract documents executed by and between The City and the Contractor awarded this solicitation. Contractor's performance shall conform to the specifications and requirements of this solicitation and to Contractor's submitted proposal. Both are incorporated by reference herein. To the extent the awarded Contractor's proposal conflicts with the terms of the executed Contract, the terms of the executed Contract shall prevail.

The Contractor shall be responsible to perform four (4) diagnostic inspections and maintenance requirements for all scales listed above. Each quarterly, comprehensive inspection visit shall include a thorough, diagnostic inspection of the truck and/or floor scales to ensure each is fully operating, calibrated, and performing in compliance with all regulations. Contractor shall also perform additional necessary repairs and/or emergency service calls and repairs, only as needed and determined by the City's Contract Manager.

4.1 Quarterly Inspections and Maintenance

The Contractor shall work with the City Contract Manager to develop a method for scheduling quarterly scale inspections and maintenance. The services shall be performed at varied hours, between the hours of 6:00 am and 5:00 pm at each facility, in order to minimize interferences with the daily operations of ARR.

All work completed under this contract and performed by Contractor, including but not limited to: quarterly inspection and maintenance, repairs, cleaning and/or emergency repair service calls will be at the discretion and scheduling of the Contract Manager.

4.2 Scale Systems Inspections

Each scheduled inspection and maintenance service-call shall include, but is not limited to, the following:

- a) Inspect scale hardware/software to ensure proper working order within industry standard requirements and timeframes (e.g. printers print out tickets) (Contractor shall be provided with independent log-in for access of City scale computers);
- b) Adjust software as needed to communicate properly with each scale;
- c) Utilize the City's truck scale computers and software, WasteWORKS and WasteWizard, as directed by the Contract Manager only and as needed to complete inspections, maintenance and repairs;
- d) Provide annual documentation of proper calibration in order to ensure the City satisfies the inspections done by the Texas Department of Agriculture;

- e) Inspect and provide, in writing, to Contract Manager, any details of any physical, weather related or other damage and/or potential concerns;
- f) Calibrate each scale to ensure accurate weighing in accordance with the all regulatory requirements and the Texas Department of Agriculture compliance standards;
- g) Inspect and service any readout mechanisms, repair and/or replace as needed and authorized by Contract Manager, (*See Section 4.7c for authorization methods*);
- h) Inspect foundation and weighbridge for cracks, weakening structure, rust, binding, and overall structure;
- i) Check suspension systems, where applicable;
- j) Check load cell for moisture, loose cables, proper seals, corrosion, dirt and debris and any other probable concerns;
- k) Inspect all hardware to insure securely tightened and check for rust;
- l) Inspect the junction boxes for proper functioning, repair and/or replace as needed and authorized;
- m) Examine all wiring and cables for loose connections, proper grounding and repair or replace as needed and authorized.

4.3 Defective parts or components (any equipment part or equipment component that fails to operate as intended or causes scale and/or related equipment to fail to operate as designed) shall be repaired, adjusted, calibrated or replaced as needed to ensure that equipment shall operate as designed, subject to Contract Manager's approval. Where the part was installed by the Contractor, said defective part shall be removed and replaced with a new part at no expense to the City.

4.4 Quarterly Inspection and Maintenance Fee

Regardless of additional time or other, where the service-call is on a flat-fee basis, the City will only pay the agreed flat-rate and parts and/or materials if deemed necessary.

4.5 New and Replacement Parts

- a. All new and replacement parts must be approved by the Contract Manager or designated City staff prior to removal and/or installation.
- b. All replacement parts shall be equal to or better than the original equipment, as defined by the documentation provided with the part(s), and as approved by the Contract Manager.
- c. Replacement of any failed or defective part or component resulting from Contractor's failure to adequately perform the inspections or complete the required maintenance and/or properly install said part(s) shall be at no cost to the City.
- d. Itemized details of each part replaced or installed shall be described on each work order submitted, as well as an explanation for the need to replace.
- e. New parts and/or replacement parts shall be billed or itemized separately from the inspection and maintenance service call flat-fee.
- f. All parts that have been replaced must be left at the site as instructed, with Contract Manager or designated personnel, for City personnel to examine, unless prior authorization (*See Section 4.7c for authorization methods*) has been granted to take said part for refurbishment and/or reuse. Where Contractor in turn sells removed parts, the City requests notification and applicable credit in part replacement costs to reflect the value Contractor receives for said part.

4.6 Required Work Schedule/Response Times

All quarterly inspections and maintenance and repairs shall be performed between the hours of 6:00 AM and 5:00 PM, Monday through Friday. Inspections shall be scheduled with the Contract Manager at least 48 hours/2 days ahead.

4.7 Return Requests for Work to be completed

- a. There shall be no additional charge to the City for callback services, where the reason for the return visit is unacceptable repairs or incomplete work performed. (*See §7.0*)
- b. The City will have 10 business days to inspect work completed and to request a return visit for all unacceptable work or parts to be completed and or replaced.
- c. Contractor shall provide a telephone number and email address for return requests, and Contractor shall respond to said requests within 1 (one) business day. Leaving a voice mail message or sending an email will qualify as notification from the City.
- d. Contractor shall return to correct unacceptable work within three (3) businesses days of notification. If Contractor fails to return within three (3) business days, the City reserves the right to hire others to correct the work at the expense of the Contractor.

4.8 Temporary Scale

The Contractor shall provide a temporary scale in the event scale(s) cannot be repaired at the time of the service-call, due to backordered parts or lengthy repairs. Contractor shall provide a weekly rate for said temporary scale in bid proposal. Contractor shall be responsible for delivery and pick-up of temporary scale, proper calibration, all normal wear-and-tear and maintenance of temporary provided scale.

Where there is a delay, and a temporary scale is requested by the City, Contractor shall provide a timeline for completion of repairs.

If Contractor will be unable to provide temporary scale, Contractor shall indicate this in the bid proposal.

4.9 Warranty Work

There shall be no cost to the City for warranty work. Contractor should provide specific warranty information timeframes of said warranties provided for all parts, services and labor in bid proposal.

4.10 Property Access and Sign-In Procedures

The City will provide access to the premises

Contractor shall contact the Contract Manager or designated City staff prior to arrival and at departure of the premises.

4.11 Invoice Requirements

See supplemental Purchase Provisions, form 0400 for invoice requirements.

4.12 Staffing

- a. Contractor shall have a sufficient number of employees to perform all quarterly inspections, as-needed repairs, and emergency repairs to ensure continual proper operations of all City scales, as defined in the terms of the executed Agreement.
- b. Contractor's employees shall wear uniforms or badges, identifying the business at all times while work is being performed at City sites.
- c. Staff shall possess all necessary, properly working tools and equipment to perform all services requested and as indicated herein.

4.13 Safety, Clean-Up Requirements and Damage

- a. Contractor shall dispose of all empty containers, plastic wrap and all debris accumulated during inspections, repairs and/or maintenance, and shall leave the job-site in the same condition as it was prior to the service call.
- b. Disposal costs shall be the responsibility of the Contractor.
- c. Contractor shall comply with all City, State and Federal ordinances, laws, rules, and regulations.
- d. All personnel shall be equipped with all necessary and required Personal Protective Safety Equipment, including but not limited to: safety boots, reflective vest, gloves, safety glasses and hard hat.
- e. The Contractor shall be responsible for any and all equipment or property damage done as a direct result of Contractor's actions while on or around City property.
- f. Contractor shall immediately report to the City's Contract Manager any actual or potential safety concerns observed during all site visits.
- g. Contractor shall ensure all employees are provided safety training and perform all work adhering to OSHA standards and all applicable regulatory safety standards.

5.0 ON-CALL REPAIRS

The Contract Manager may request additional maintenance and repairs at times other than during the quarterly inspections and maintenance. When such non-emergency service requests are made by the City, the Contractor shall perform the services within three (3) business days.

Where parts must be ordered, Contractor shall provide an informed estimated timeline for delivery and completion of repairs.

Where Contractor is unavailable to respond within (3) three business days, or Contract Manager is unable to reach the Contractor, per the terms of the executed Agreement, the City reserves the right to hire another contractor to complete repairs and bill the Contractor for any price difference.

6.0 EMERGENCY SERVICE CALLS

Upon an emergency request from the City, the Contractor shall respond onsite, to perform repairs within eight (8) business hours from the time of request.

Where Contractor is unavailable to respond to emergency repair situations within eight (8) hours, or Contract Manager is unable to reach the Contractor the City reserves the right to hire another contractor to complete repairs and bill the Contractor for any price difference.

7.0 ACCEPTANCE AND AUTHORIZATION OF WORK

All work will require authorization from the Contract Manager. The City reserves the right to request the Contractor to correct any areas deemed unacceptable by the Contract Manager at no additional cost to the City. The Contract Manager shall have sole determination as to whether the work has been completed and in an acceptable/satisfactory manner.

8.0 GENERAL REQUIREMENTS

To be considered a qualified Bidder, Contractor shall have a minimum of three (3) years continuous experience in commercial scale maintenance and repair business and possess all current licenses and certifications required by the City, County, State of Texas or federal agencies to perform said maintenance and repairs described herein.

9.0 REFERENCES

Bidder shall provide 3 (three) commercial references from customers where similar work as outlined in these specifications has been performed. References shall include name, address, telephone numbers, the type of work performed, as well as the length of time the services have been provided to said reference.

10.0 BUSINESS REQUIREMENTS

Contractor shall operate a full-time business, maintain a permanent business address and location, email address, telephone and fax number. Business shall be a licensed service company by all required government agencies. Contractor shall have and maintain adequate equipment and materials provide trained, licensed (as required) staff and be qualified and registered to perform the services specified herein. Company shall be located within a 100-mile radius of the State Capitol in Austin, TX to be considered for this contract.

11.0 OMISSIONS

It is the intent of this Solicitation to acquire complete truck and floor scale inspections, maintenance and repair services for the City. Any services that have been omitted from this Scope of Work, and incorporated documents, which are clearly necessary for the complete and legal operations of the final service agreement, shall be considered a requirement, although not directly specified or included in these specifications.