

**CITY OF AUSTIN
SCOPE OF WORK
AUTOMATIC DOOR MAINTENANCE, REPAIR, REPLACEMENT, AND INSPECTIONS
SOLICITATION NO.: IFB CRR0210**

1. PURPOSE

The City of Austin (City) seeks proposals from a qualified Vendor (Contractor) experienced in the inspection, maintenance, repair, replacement, and modernization of automatic doors at City facilities located throughout the Austin area. The automatic doors may consist of sliding or swinging doors that are motorized to open and/or close by sensor or button mechanism and are used for pedestrian traffic. The required services shall include routine preventative maintenance, repair, and other as-needed services related to automatic doors.

The Contract will be utilized by all City departments. The City reserves the right to add or remove City departments, locations, and services frequencies at the City's discretion.

2. BACKGROUND

Automatic doors and associated components (doors) are located at City facilities throughout the City and are used to secure and gain access to City Hall, Convention Center, Public Libraries, and several other buildings. Proper operation is necessary to allow for the ingress and egress of the public into the facilities, as well as full closing afterward to keep the facility secure. The doors require services by trained and certified technicians.

3. CONTRACTOR REQUIREMENTS

3.1. Contractor Qualifications

- 3.1.1. The Contractor shall have a minimum of five (5) years' of continuous, demonstrable experience prior to this solicitation performing commercial automatic door maintenance and repairs.
- 3.1.2. The Contractor shall have and operate a full-time, permanent business address with the ability to be reached by email and telephone.
- 3.1.3. The Contractor shall provide and maintain a telephone dispatch system that is operational 24 hours per day, seven (7) days per week, and 365 days per year (including holidays). *Telephone answering machines do not meet the requirements of this paragraph.*
- 3.1.4. The Contractor shall provide all necessary personnel, equipment, and tools to safely test, service, and repair the automatic doors.
- 3.1.5. The Contractor shall provide American Association of Automatic Door Manufacturers (AAADM) certified technicians to work on this contract. The City will require AAADM certifications for all technicians assigned to work on this contract within five (5) business days from the City's request.

3.2. Hours of Service

- 3.2.1. The Contractor shall perform all as-needed (non-urgent) and preventive maintenance services during normal business hours, which is defined as Monday through Friday from 7:00 a.m. to 6:00 p.m., unless otherwise requested by the Contract Manager or designee.
- 3.2.2. The Contractor may be required to perform services during non-regular business hours, which is defined as Monday through Friday from 6:01 p.m. to 6:59 a.m., weekends, and official City holidays. The Contractor shall not invoice the non-regular business hour rate for services unless requested and approved in writing by the Contract Manager prior to starting the work.
- 3.2.3. The Contractor shall not charge an overtime rate for services performed during non-regular hours that could reasonably be completed or were requested to be performed during regular business hours.

3.3. Single Point of Contact (SPOC)

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- 3.3.1. The Contractor shall provide a SPOC, who is English-speaking, skilled, knowledgeable, and experienced in providing the types of services listed in this Scope of Work. The SPOC shall have the authority to dispatch and shall have full decision-making authority for all services provided under this Contract.
- 3.3.2. The SPOC shall be available and on-call twenty-four (24) hours daily including weekends and holidays. Contractor shall provide the office number, email address, and cell phone number for the SPOC. During times the SPOC is unavailable (due to vacation, travel, etc., for example), the Contractor may provide a designee to the SPOC. The designee shall meet the same requirements as specified within this SOW and have the same authorities as the SPOC.

4. CONTRACTOR'S RESPONSIBILITIES

4.1. General Requirements

- 4.1.1. The Contractor shall understand and agree that the scheduling of events at City facilities takes precedence over any scheduled maintenance and repair services agreed to by the City and the Contractor. The Contractor shall not hold the City liable, financially or otherwise, if the City needs to reschedule services with the Contractor due to changes in the schedule at a City facility. The City will make every reasonable effort to immediately notify the Contractor of changes in the City's schedule of events which may have an impact on scheduled services.
- 4.1.2. The Contractor shall maintain all licenses required by the Federal, State, and local laws to perform inspections maintenance, modifications, and repairs associated with automatic doors.
- 4.1.3. The Contractor shall provide all applicable permits, labor, supervision, equipment, materials, labor, tools, instruments, diagnostic software, incidentals, expendable items, personnel protective equipment, and transportation necessary for proper execution and completion of maintenance, repair, and replacement services. The materials and services provided by the Contractor shall comply with all current Federal, State and local laws, City of Austin ordinances, rules and regulations.
- 4.1.4. The Contractor shall repair all automatic doors, components, and associated equipment so that they operate to the original manufacturers' performance specifications for the doors and associated equipment described.
- 4.1.5. The Contractor shall immediately provide the Contract Manager or designee verbal notification of any existing or potentially unsafe condition, accident, or injury. The Contractor shall provide the Contract Manager or designee a written summary/report of any situation or condition within one (1) calendar day of the verbal notification.
- 4.1.6. The Contractor shall be responsible for assuring that services conducted on or around City property is performed in a safe, courteous, and professional manner with proper signs posted. The Contractor shall be responsible for damage done to property or equipment as a direct result of the Contractor's actions. Should the Contractor and/or his employees cause any damage to City property, the Contractor shall immediately inform the Contract Manager. The Contractor shall make repairs or replacement to the satisfaction of the Contract Manager or no cost to the City. The City may, however, at its sole discretion, elect to make repairs or replacements of damaged property and deduct the cost from any payments owed to Contractor or to recover costs if no payments are owed.
- 4.1.7. The Contractor shall be responsible for the immediate clean-up of the work area and the removal of debris. Cleaning of the work area shall be subject to the Contract Manager or designee's inspection and approval.
- 4.1.8. The Contractor shall notify the City's identified point of contact at each work site with an estimated time of arrival at least one (1) business day prior to beginning the work at the City

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location, or at a time mutually agreed to between the Contractor and the Contract Manager or designee.

- 4.1.9. The Contractor's technician shall sign in and out with the security desk, and report to the Contract Manager or designee.
- 4.1.10. The Contractor shall provide a work order ticket to the Contract Manager or designee showing all maintenance and/or repairs performed. The work order ticket shall be signed by the Contract Manager or designee immediately upon completion of services.
- 4.1.11. In response to a repair call, the Contractor shall inspect the entire door and mechanism before repairs begin to ensure that no other repairs are required.
- 4.1.12. The Contractor shall provide a minimum one (1) year warranty against defects of materials, services, workmanship, and in accordance with generally accepted industry standards and practices.
- 4.1.12.1. A "callback" is defined as any malfunction of any automatic door which is caused by failure or malfunction of a part which is covered by this Contract. If the Contractor and the Contract Manager or designee mutually agree that if a callback to repair an inoperable automatic door is a result of an accident or vandalism caused by others and not due to the Contractor's workmanship, then the repairs may be billed at the Hourly Labor rate on the Section 0600 – Bid Sheet.
- 4.1.13. The Contractor shall have approval from the Contract Manager or designee for any work that requires a unit to be made inoperable during the facility's hours of operation, before making the door inoperable.
- 4.1.13.1. The Contractor shall schedule with the City and receive approval from the Contract Manager or designee for any equipment that requires a shutdown for 30 minutes or more during the facility's hours of operations. The Contractor shall include an estimated length of time for the shutdown with the scheduling request.
- 4.1.13.2. If the services requiring a scheduled shut down cannot be completed during the estimated scheduled time, the Contractor shall notify the Contract Manager or designee with an updated length of time and schedule for the shutdown.
- 4.1.14. The Contractor shall provide all services covered under this contract in accordance with all Federal, State, and Local codes. These include, but are not limited to:
- American National Standards Institute (ANSI) Safety Code, or the latest ANSI revision referring to automatic door equipment maintenance and inspection,
 - Americans with Disabilities Act (ADA)
 - American Society of Mechanical Engineers (ASME) – Safety Code for Automatic Doors
 - National Fire Protection Association (NFPA) Supplement 4 – Life Safety Code Handbook
 - Underwriters Laboratories (UL) Standard 1 – Automatic Doors
- 4.1.15. The Contractor shall develop and maintain sortable electronic records of all inspections, preventative maintenance, and repair visits on all automatic door systems and equipment. The Contractor shall generate and provide a monthly report to the Contract Manager or designee by email, or make available to the Contract Manager or designee within two (2) business days of the request. Any discrepancies in the report shall be corrected within two (2) weeks of notification by the City. The report shall include the following information at a minimum:
- Date of service
 - Location and door reference number if more than one door at location)
 - Door brand

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- Manufacturer's equipment serial number
- Reason for call
- Action(s) performed
- List of parts replaced
- Arrival time
- Time spent performing repairs (labor hours)
- Invoice amount
- Service technician name and signature

4.2. Service Requirements

4.2.1. Inspections

- 4.2.1.1. The Contractor shall complete all required Federal, State, and Local Inspections as necessary. The inspections shall include but not limited to the following:
- Weighted
 - Un-weighted
 - Annual or periodic inspections
 - Inspections requiring coordination with third parties
 - Any other inspections required to operate automatic doors in a safe and lawful manner.
- 4.2.1.2. The Contractor shall meet with the City Contract Manager to develop an inspection plan, and provide the inspection plan within one (1) month of the contract execution. The inspection plan shall outline procedures, requirements, deadlines, and approximate dates for all inspections and tests, for approval by the Contract Manager.
- 4.2.1.3. The Contractor shall perform Annual Safety Tests, unless otherwise specified at a higher frequency by Federal, State, and Local codes, in the first quarter of each calendar year, or as mutually agreed to between the Contractor and the Contract Manager or designee. A report of the test results shall be sent to the City Contract Manager or designee within one (1) week of the Annual Safety Tests.
- 4.2.1.4. The Contractor shall take corrective action to bring all found deficiencies during the inspection process to pass the proper inspection requirements for the door. A deficiency to be defined as anything not meeting the manufacturers' specifications and standards for the type of doors being repaired.

4.2.2. Routine and Preventive Maintenance Services

- 4.2.2.1. The Contractor shall meet with the City Contract Manager to conduct a Preliminary Door Assessment, develop, and provide a routine and Preventative Maintenance Schedule on all doors covered under this Contract within one (1) month of the contract execution, or as mutually agreed to between the Contractor and the Contract Manager. Routine preventative maintenance services shall meet or exceed the manufacturers recommended requirements, or at least be performed once a year to ensure the doors operate at maximum efficiency levels if a manufacturers preventative maintenance service schedule is not available. The City reserves the right to move doors to an annual preventative maintenance schedule at any time. **(See Attachment A for an example of City locations.)**
- 4.2.2.1.1. For doors added to the contract after execution, the Contractor shall conduct a preliminary door assessment within two (2) weeks of the City's request, and provide a Preventive Maintenance Schedule within one (1)

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month of the City Contractor Manager's request, or at a time mutually agreed to between the Contractor and the City Contract Manager.

- 4.2.2.1.2. The Preliminary Door Assessment shall be in electronic format approved by the City Contract Manager or designee and shall include the following information at a minimum:
 - Location and designation of the automatic door
 - An overall assessment of the entire door system including major components (component list shall be mutually agreed upon between the Contractor and the Contract Manager or designee)
- 4.2.2.2. The Contractor shall acknowledge (by phone or email) any requests for non-scheduled preventive maintenance within two (2) hours of request being made by the City Contract Manager or designee. The Contractor shall complete the non-scheduled preventative maintenance within one (1) business day of the request or as mutually agreed to between the Contractor and the Contract Manager or designee.
- 4.2.2.3. The Contractor's routine and preventative maintenance program schedule shall include but not limited to the following:
 - 4.2.2.3.1. Regular and systematic testing of all mechanical door, associated component parts, equipment, and trim.
 - 4.2.2.3.2. Adjustment, lubrication, cleaning, and repair or replacement of any parts and mechanisms as necessary to keep the door and equipment in proper and safe operating condition.
 - 4.2.2.3.3. Maintain the efficiency, safety, and rated opening and closing speeds for each door unit, per the manufacturer specifications and within the limits of applicable codes.
 - 4.2.2.3.4. Examine, maintain, and restore all safety devices and governors for each door. Door safety devices and/or governors shall never be left in a bypassed state.
 - 4.2.2.3.5. Check the mechanical, electrical, and electronic systems including the motor controls and secondary breakers serving the motor controls up to the main disconnects in primary switchboards.
- 4.2.2.4. The Contractor shall notify the City Contract Manager or designee at least one (1) business days before any unscheduled maintenance activities.
- 4.2.2.5. The Contractor shall notify the City Contract Manager or designee of all found equipment issues that are not within manufacturer's specifications within one (1) hour of the discovery, and shall notify the Contract Manager or designee of the anticipated down time.
- 4.2.2.6. The Contractor shall invoice routine and preventative maintenance services separately from repair and urgent repair services.
- 4.2.3. Repair Services
 - 4.2.3.1. The Contractor shall perform non-urgent repair services on an as-needed basis for all City locations. Repair services are defined as minor repairs or other related services that are needed, to keep a door functioning properly (immediately opening and closing).
 - 4.2.3.2. The Contractor shall inspect and examine the door and components to ensure that the required services shall correct all issues associated with the door at the time of the service request.

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- 4.2.3.3. The Contractor shall acknowledge repair services requests within two (2) business hours by phone or email to the Contract Manager or designee.
 - 4.2.3.4. The Contractor shall provide a quote that clearly distinguishes the cost of parts and labor in writing or email within one (1) business day of request for approval by the Contract Manager or designee in writing or email prior to the start of the work.
 - 4.2.3.5. The Contractor shall complete the repair services within two (2) business day of the request, or a timeframe mutually agreed upon between the Contractor and Contract Manager or designee.
- 4.2.4. Urgent Repair Services
- 4.2.4.1. The Contractor shall be able to respond to urgent repair service requests twenty-four (24) hours per day, seven (7) days per week (including holidays). Urgent repair services are defined as a repair situation where a door will not open or close, either manually or electronically. The Contract Manager or designee shall have the sole authority in determining when services are deemed to be urgent.
 - 4.2.4.2. Urgent repair service requests shall take priority over other scheduled preventive maintenance and repairs. The Contractor shall notify the Contract Manager or designee of the non-service repair requesting department before the scheduled time and reschedule the appointment at a time that is mutually agreed to between the Contractor and the City, if the Contractor's technicians will be unable to make the non-urgent repair service scheduled time.
 - 4.2.4.3. The Contractor shall acknowledge an urgent repair service request within one (1) hour or less and be onsite within three (3) hours unless otherwise approved or agreed-upon by the Contract Manager. The response time shall begin at the time the call is made and end at the time the appropriate Contractor's employee signs in at the work site.
 - 4.2.4.4. The Contractor shall provide a quote that clearly distinguishes the cost of parts and labor within one (1) hour for approval by the Contract Manager or designee, verbal quotes shall be followed up in writing or email within one (1) business day of the initial request.
 - 4.2.4.5. The Contractor shall restore the door to its original operational status, or with the Contract Manager or designee's approval, complete a temporary repair to restore the door to a manual operation status. Down-time shall not exceed four (4) hours unless mutually agreed to between the Contractor and Contract Manager.
 - 4.2.4.6. The City understands that at times parts or components that are not commonly stocked may affect the Contractor's ability to complete an urgent repair service in the specified timeframe. If there is a delay in completing an urgent repair service, the Contractor shall secure the opening, with the Contract Manager or designee's approval, in a way to keep unauthorized personnel from entering.
 - 4.2.4.7. If the Contractor cannot respond to any urgent repair service request in the specified timeframe, the City reserves the right to contact another Contractor to perform the repair services. The Contractor shall be responsible for any price difference between the contracted amount and the alternate Contractor's charge.
- 4.2.5. Replacement Parts
- 4.2.5.1. The Contractor shall be able to provide replacement parts, including up to a complete installation of a new door system.

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- 4.2.5.1.1 Services include under this Contract will include but not be limited to preventative maintenance, general maintenance, repair or replacement of a like item or item of similar purpose, and like-and-kind replacement. No plumbing services will be performed under this contract that impacts the structure, or require architectural or mechanical engineering, drawings, or plans.
- 4.2.5.2. The Contractor shall maintain, at their cost, an adequate inventory of replacement parts to ensure minimal down time during the maintenance and repair of the doors at no cost to the City. The City estimates that an adequate parts inventory will cover four (4) weeks of repairs. The Contractor and the City will mutually agree on what an adequate parts inventory is based on the doors in use at City locations.
- 4.2.5.3. The Contractor shall use parts, lubricants, and chemicals associated with the maintenance and repairs of the doors that shall meet the manufacturers' specifications and standards for the type of doors being repaired.
- 4.2.5.4. The Contractor shall be responsible for providing all replacement parts, including OEM and proprietary parts, as necessary to fill this scope of work. All replacement parts and lubricants shall be of the same or higher quality and be of the same manufacturing design as the parts and lubricants being replaced. Replacement parts may be new or reconditioned to the original manufacturers' specifications. Any parts that are not new Original Equipment Manufacturer (OEM) parts shall be approved by the Contract Manager or designee.
 - 4.2.5.4.1. If an automatic door component becomes obsolete and a new replacement OEM part is not available, the Contractor may provide rebuilt OEM parts or use a compatible part for a different manufacturer with prior written approval from the Contract Manager or designee. The rebuilt or reconditioned parts shall be equal in quality, operation, and performance to original parts and free from defects.
- 4.2.5.5. When non-stocked replacement parts are required for a repair service, the Contractor shall provide and install non-stocked replacement parts within two (2) weeks after repair request made by the City, unless mutually agreed to between the Contractor and Contract Manager or designee.
- 4.2.5.6. The Contractor shall provide the City a Safety Data Sheet (SDS) for every lubricant or chemical used in performance of the work or stored on City property.
- 4.2.5.7. The Contractor shall invoice parts and components used at the percentage discount off the manufacturer suggested retail price list or catalog, as indicated on Section 0600 – Bid Sheet.

4.3. Labor and Personnel

- 4.3.1. The Contractor shall employ qualified automatic door technicians with at least one (1) technician on call 24 hours a day to respond to urgent repair services. Each technician shall have at least two (2) years of experience repairing commercial automatic doors. The Contractor shall submit proof of technician experience by resume within one (1) week upon request by the City.
- 4.3.2. The Contractor shall be responsible for ensuring the safety of their employees, City employees, and the general public during performance of all services under this contract. The Contractor shall ensure that its personnel are fully and properly equipped and trained to perform the services promptly and safely.

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- 4.3.3. All Contractor personnel assigned to provide services under the contract shall wear a uniform, necessary safety equipment, and company issued identification. Uniforms shall be alike and shall have the Contractor's and employee's names clearly displayed on the front of the shirt and seasonal outerwear.
- 4.3.4. If the City notifies the Contractor that any employee(s) or representative of Contractor is (while providing services on City property or at City facilities) incompetent, disorderly, abusive, or disobedient, has knowingly or repeatedly violated safety regulations, has possessed any firearms in contravention of the applicable provisions of Texas law, or has possessed or was under the influence of alcohol or drugs on the job, the Contractor shall immediately remove such employee or representative from the City property or facilities. Furthermore, the Contractor shall not assign such employee to a City work order/job without the City's prior written consent. Contractor shall at all times maintain good discipline while performing services for the City.
- 4.3.5. The Contractor shall ensure that all personnel are continuously trained to meet the latest technology and industry standards. The Contractor shall submit proof of personnel training and experience within one (1) week upon request by the City.

4.4. Sustainability

- 4.4.1. The Contractor shall inform the City of alternative products and practices it can offer that meet the City's sustainable purchasing objectives and that can be used to complete services performed under this Contract. The alternative products and practices should:
- Conserve natural resources throughout the product life cycle by supporting up-cycling and recycling efforts as well as utilize products with high recycled content
 - Minimize environmental impacts such as water and air pollution during usage
 - Eliminate or reduce toxics that create hazards to workers, citizens, wildlife, and the environment
 - Consider total cost of ownership during the product's useful life, including operation, supplies, maintenance, and disposal cost

4.5. Disposal of Parts, Non-Hazardous and Hazardous Materials

- 4.5.1. The Contractor shall be responsible for handling, transporting, and the proper disposal of all waste material, worn/defective parts, oils and solvents, in accordance with all applicable laws, rules and regulations so as to ensure the highest level of safety to the environment and public health at no additional cost to the City.
- 4.5.2. The Contractor shall not store worn or defective parts on City premises at the end of the work day unless otherwise specified by the Contract Manager or designee
- 4.5.3. The Contractor shall immediately notify the City of any suspected hazardous materials encountered before or during performance of work and shall take all necessary precautions to avoid further disturbance of the materials. The City will be responsible for any hazardous material uncovered or revealed at the site which was not shown, indicated or identified.
- 4.5.4. The Contractor shall coordinate the timing and transportation of equipment or potentially hazardous materials to the work area. If transportation through the interior of a facility is required, the Contractor shall take every precaution to ensure public safety. Under no circumstances shall the Contractor transport equipment or hazardous materials through the interior of a facility without prior coordination with the City.
- 4.5.5. The Contractor shall maintain and provide as requested by City a documented audit trail of the disposal of hazardous waste material.

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5. CITY'S RESPONSIBILITIES

- 5.1.1. The City will provide light, water, and electricity as necessary to enable the contractor to provide the services described in this document. The Contractor shall use these utilities only to perform its contractual duties.
- 5.1.2. The City will provide the Contractor with any available automatic door operations and maintenance manuals, including the most current drawings and wiring diagrams, in the City's possession. The Contractor shall be responsible for obtaining all other information and data necessary to perform required repair and maintenance within 30 days after contract execution.
- 5.1.3. The City will provide an on-site contact, with escorted access.
- 5.1.4. The City will provide the Contractor with name(s) of authorized personnel to authorize services.
- 5.1.5. The City may elect to hire other contractors for major modifications to automatic doors as deemed necessary by the City. If any service schedules are affected by these major modifications, the Contractor and Contract Manager will mutually agree on an adjusted schedule. The Contractor will be given the chance to inspect the major modifications before resuming the preventative maintenance activities under this Contract. If deficiencies are found during the inspection, the Contractor and Contract Manager will mutually agree on a resolution to address these deficiencies prior to the Contractor resuming services for that door. Final approval of major modifications rests solely with the City.

6. OMISSIONS

It is the intention of this specification to require complete automatic door maintenance and repair services for all City departments. Any items/services that have been omitted from this specification which are clearly necessary for complete automatic door maintenance and repair services shall be considered to be a requirement of the contract although not directly specified or called for in this specification.