

**CITY OF AUSTIN
SCOPE OF WORK
GENERATOR INSPECTION, MAINTENANCE, AND REPAIR SERVICES
SOLICITATION NO.: IFB JRD0030**

1. PURPOSE

The City of Austin (City), seeks bids in response to this solicitation to establish a Contract with a qualified Vendor (Contractor) for services to inspect, maintain, repair, and replace Emergency and Standby Power Systems (Generators) and transfer switches. The Contractor shall provide all labor, material, and necessary equipment for the proper execution of each level of inspection and maintenance service detailed in this specification. The inspection and maintenance services described are for use by various City departments. All service is to be coordinated with each department's Contract Manager or designee. Some generator sites are in restricted areas.

This contract will support the Aviation and Building Services departments. The City reserves the right to add or delete departments and generators as deemed necessary. Generators added to the contract shall coincide with the expiration of their warranty period, and shall be added into the inspection class as mutually agreed to between the Contractor and the City. The Contractor may be required to work on a generator still under warranty in an emergency situation.

Any services that have been omitted from this scope of work which are clearly necessary or in conformance with normal generator inspection, maintenance, and repair services shall be considered a requirement although not directly specified or called for in the scope of work.

2. BACKGROUND

The City currently has approximately 100 emergency/standby power systems in place, used at multiple sites by the following departments – Austin Convention Center, Library, Wireless Communications, Communications and Technology Management, Fleet Services, Austin Water Utility, Austin Fire Department, Austin Energy, and Building Services. These systems provide electrical power to critical equipment in the event of a power outage or other interruption in electrical availability. This equipment may include items such as lighting, fire sprinkler/fire suppression systems, and backup power to computer networks.

3. CONTRACTOR REQUIREMENTS

3.1. Contractor Qualifications

- 3.1.1. The Contractor shall have a minimum of three (3) years' of continuous experience prior to this solicitation performing commercial generator inspection, maintenance, and/or repair as a prime provider.
- 3.1.2. The Contractor's inspection and maintenance services shall meet minimum requirements for National Fire Protection Association Standard NFPA 110, Emergency and Standby Power Systems.
- 3.1.3. The Contractor shall have and operate a full-time, permanent business address with the ability to be reached by email and telephone.
- 3.1.4. 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.*
- 3.1.5. The Contractor shall provide a maintenance service schedule within 30 days of contract award or as requested, that is mutually agreed to between the Contractor and the City for all units to be maintained under this contract. Maintenance shall be coordinated with the City Contract Manager or designee.

3.2. Hours of Service

- 3.2.1. The Contractor shall perform maintenance and repair services within regular business hours, which is defined as Monday through Friday from 7:00 a.m. to 6:00 p.m.

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- 3.2.2. The Contractor may be required to perform maintenance and repair 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 approved by the City prior to starting the work.

3.3. Emergency Services

- 3.3.1. Emergency service calls are defined as maintenance and repair that addresses a threat to public safety, health, or real property to ensure minimum downtime and malfunction, and to restore a malfunctioning generator to operational status. The City will have the sole and final authority in determining when services will be designated as an “Emergency”.
- 3.3.2. This emergency service shall be available 24 hours per day, seven days per week. The Contractor is required to respond to an emergency call within one (1) hour of first notification by the City. The Contractor shall arrive at the site within two (2) hours from the request with tools and proper personnel needed to start repair of downed generator. The Contractor shall provide complete repair or temporary repair if major parts are unavailable at the time of call.
- 3.3.3. The Contractor shall respond to any non-scheduled, non-emergency call made by authorized personnel of the City within one (1) day notification, including afterhours and on weekends. The actual repair of the generator shall be completed no later than two (2) days after response or a time mutually agreed to between the Contractor and City. The City understands that parts availability may affect the repair timeline.

3.4. Single Point of Contact (SPOC)

- 3.4.1. The Contractor shall provide a SPOC, who is skilled, knowledgeable, and experienced in providing generator inspection, maintenance, and repair. The SPOC shall have the authority to dispatch Contractor personnel; and shall have full decision-making authority for all services provided under this Contract.
- 3.4.2. 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 for the SPOC. The designee shall meet the same requirements as specified for the SPOC within this SOW and shall have the same authority as the SPOC.

4. CONTRACTOR 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 a new event scheduled 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 provide all equipment, materials, labor, tools, incidentals, expendable items, personnel protective equipment, and transportation necessary for proper execution and completion of inspection, 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.

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- 4.1.3. The Contractor shall maintain and repair all generators and transfer switches so that they operate to the original manufacturer's performance specifications.
- 4.1.4. 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 City representative's inspection and approval.
- 4.1.5. 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 City Contract Manager or designee. The Contractor shall make repairs or replacement to the satisfaction of the City representative at 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.
- 4.1.6. For service repair, the Contractor shall provide a detailed service report, including additional repairs needed, to the Contract Manager or designee for signature indicating service levels performed during the visit. A copy of the signed report shall be submitted with the invoice.
- 4.1.7. The Contractor shall provide a record of finding/service report for each inspection performed for all levels in PDF format within three (3) days, or mutually agreed to between the Contractor and the City Contract Manager or designee. The report shall include any corrective action taken and/or needed and recommendations for replacement of major components with a written estimate including labor and materials. A copy of this report shall be submitted with the inspections invoice.
- 4.1.8. The replacement of major components shall not be executed without written authorization from the Contract Manager or designee. The Contractor shall contact the Contract Manager or designee for any critical issues at the time of discovery by phone, pager, email, or any means necessary to discuss corrective action.
- 4.1.9. The Contractor shall post proper warning signs and/or barriers when and wherever necessary. The Contractor shall be responsible for notifying proper city personnel, i.e. facilities managers or building contacts, of work in progress at City facilities. The Contractor shall inform the Contract Manager or designee of any changes in scheduling.
- 4.1.10. The Contractor shall dispose of all worn/defective parts, oils, solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City. Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.
- 4.1.11. 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.

4.2. Routine Maintenance Service Requirements

The Contractor shall service the following:

4.2.1. Service Level 1 Inspections - Completed Quarterly (completed three times per year independently, the fourth happens during a Service Level 2 Inspection)

4.2.1.1. General Inspection

- 4.2.1.1.1. Conduct a visual inspection the generator and/or transfer switches to check for foreign objects or loose or broken fittings, check the overall condition of guards and components, examine and check safety devices

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and governors, and make adjustments to equipment as necessary. The Contractor shall provide all filters, belts, hoses, clamps, and fluids.

4.2.1.2. Cooling System

- 4.2.1.2.1. Radiator/Heat exchanger - Visual inspection for leaks, damage, and debris. Ensure louvers operate correctly.
- 4.2.1.2.2. Coolant - Visual inspection for correct level and condition of coolant (rust, oil, contaminants). Check coolant conditioner concentration and temperature protection. Check filler cap gasket and sealing surfaces.
- 4.2.1.2.3. Hoses and Connections - Visual inspection of all hoses for deterioration. Check tightness of connections.
- 4.2.1.2.4. Fan Drive Pulley and Fan - Check for loose or worn pulleys and lube fan drive bearing. Check fan operation and clearance.
- 4.2.1.2.5. Fan Belts - Inspect for wear or deterioration. Check tension and adjust as necessary.
- 4.2.1.2.6. Jacket Water Heater - Inspect for proper operation. Check thermostat setting for proper coolant temperature.
- 4.2.1.2.7. Water Pump - Visual and operational inspection for leaks or unusual noises.

4.2.1.3. Fuel System

- 4.2.1.3.1. Fuel Tank - Visually inspect fuel tank system for leaks and fuel level. Test day tank pump for proper operation. Inspect fuel condition for contaminants.
- 4.2.1.3.2. Water Trap/Separator - Drain water from fuel tank or water separator.
- 4.2.1.3.3. Fuel Lines and connections - Inspect for leaks and tight connections. Check line brackets.
- 4.2.1.3.4. Governor and controls - Inspect governor oil level. Inspect controls and linkage for proper operation. Add oil as necessary.
- 4.2.1.3.5. Fuel Filters - Primary/Secondary - Inspect for damage, leaks, and proper operation.
- 4.2.1.3.6. Fuel Pressure - Operational check of gauge for correct pressure.

4.2.1.4. Air Induction and Exhaust System

- 4.2.1.4.1. Air Filter Service Indicator - Note reading on service report to be submitted with invoice. Inspect for proper operation. Reset indicator to 100% when the filter is changed.
- 4.2.1.4.2. Air Filter - Inspect. Clean as necessary. Replace when filter indicator is at 50%.
- 4.2.1.4.3. Air Inlet System - Inspect piping and air filter housing for damage, loose connections, and evidence of leaks. Clean air filter housing if air filter has been cleaned or replaced. Check housing seals and gaskets.
- 4.2.1.4.4. Turbocharger - Inspect for oil leakage or exhaust leakage. Check for unusual noises and proper operation.
- 4.2.1.4.5. Exhaust Manifold - Inspect silencer and piping for damage, corrosion, or leakage. Check rain cap. Check supports for vibration damage and loose connections.

4.2.1.5. Lube Oil System

- 4.2.1.5.1. Oil level - Inspect for correct oil level and contamination. Visually inspect unit for leaks.
- 4.2.1.5.2. Oil Pressure - Operational check of gauge for correct pressure. Operational and visual inspection of prelube pump.

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- 4.2.1.5.3. Crankcase Breather - Inspect for proper operation. Check connections and inspect hose for deterioration. Note excessive blowby on service report. Investigate blowby and recommend corrective action to Department Contract Manager.
- 4.2.1.6. Starting System
 - 4.2.1.6.1. Batteries - Inspect for damage or leakage. Clean and tighten all battery cable connections.
 - 4.2.1.6.2. Batteries - Specific Gravity - Check electrolyte level and specific gravity.
 - 4.2.1.6.3. Battery Charger - Inspect for proper operation, loose terminals and deteriorated wiring.
 - 4.2.1.6.4. Starting Motor - Inspect electrical connections and wiring. For air starters, inspect oil jar and feeder operation. Operational check for abnormal engagement and cranking noises.
 - 4.2.1.6.5. Alternator - Inspect for proper operation, loose connections, and mounting hardware. Check belts, pulley, and voltage output.
- 4.2.1.7. Engine Monitors and Safety Controls
 - 4.2.1.7.1. Safety Controls - Inspect for proper operation, loose connections, and wiring deterioration. Check all safety controls for proper operation.
 - 4.2.1.7.2. Remote Annunciator and Alarms - Inspect and test all panel and system alarms for proper operation.
- 4.2.1.8. Control Panel
 - 4.2.1.8.1. Start Controls - Manual/Auto - Operational check for proper operation. Check automatic start.
 - 4.2.1.8.2. Voltmeter - Operational check for correct readings. Check voltage level, voltage gain, and voltage drop adjustment.
 - 4.2.1.8.3. Ammeter - Operational check for correct reading, if load is available.
 - 4.2.1.8.4. Frequency Meter - Operational check for correct readings. Load and no load readings, if possible.
- 4.2.1.9. Generator Hour Meter
 - 4.2.1.9.1. Log hours on generator hour meter after each inspection on the service report.
- 4.2.2. **Service Level 2 Inspections - Completed Annually** - Includes All Service Level 1 Inspections.
 - 4.2.2.1. Fuel System
 - 4.2.2.1.1. Fuel Filter – Replace and prime. Inspect for proper sealing and operation.
 - 4.2.2.2. Lube Oil System
 - 4.2.2.2.1. Oil and Filters – Change and prime filter. Inspect all gaskets and seals.
 - 4.2.2.2.2. Scheduled Oil Sample - Contractor to obtain oil sample for analysis.
 - 4.2.2.2.3. Crankcase Breather - Inspect and clean.
 - 4.2.2.3. Air Induction and Exhaust System

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- 4.2.2.3.1. Turbocharger - Inspect turbocharger for proper end play of rotating assembly. Check for oil leakage or unusual noises.
- 4.2.2.3.2. Air Filter - Inspect. Contractor shall clean after visual inspection of air flow indicator.
- 4.2.2.4. Engine Monitors and Safety Controls
 - 4.2.2.4.1. Gauge Accuracy - Check oil pressure, water temperature, and alternator gauges for accuracy.
 - 4.2.2.4.2. Sending Unit Switches - Check water temperature and oil pressure.
- 4.2.2.5. Generator
 - 4.2.2.5.1. Generator Rear Bearing – Lubricate if grease fittings are available per manufacturer's specification
 - 4.2.2.5.2. Vibration Isolators - Check for proper adjustment and condition.
- 4.2.2.6. Control Panel
 - 4.2.2.6.1. Circuit Breakers - Inspect for free movement and tight connections.
- 4.2.3. **Service Level 3 Inspections - To be completed every third year (various throughout the year, dependent on the generator service cycle).** Includes Service Levels 1 and 2 and any other preventative maintenance services identified.
 - 4.2.3.1. Cooling System
 - 4.2.3.1.1. Coolant - Drain, flush, and replace coolant.
 - 4.2.3.1.2. Thermostats - Replace.
 - 4.2.3.1.3. Fan Belts - Replace.
 - 4.2.3.1.4. Inspect Hoses - Replace cooling system hoses if necessary.
 - 4.2.3.2. Starting System
 - 4.2.3.2.1. Batteries - Replace lead acid only.
 - 4.2.3.2.2. Alternator Belt - Replace.
 - 4.2.3.2.3. Ignition Tune Up (gas engines)- including spark plugs, points, condenser, rotor, distribution cap
 - 4.2.3.3. Air Induction and Exhaust System
 - 4.2.3.3.1. Air Filter - Replace.
 - 4.2.3.4. Load Bank Test
 - 4.2.3.4.1. During every level 3 inspection, test generator set with load banks for a minimum of two hours. If the load being served is determined by City to have a high risk factor, the City may require after hours service and a mobile generator temporarily installed during the process or rescheduled at a later date. This will be determined the by Department Contract Manager. Record data and note engine operating condition on service report. Load Banks tests are billable to the City.
 - 4.2.3.4.2. Test all fault shutdown safety devices
 - 4.2.3.4.3. Perform certification testing as per City of Austin Fire Protection Criteria
 - 4.2.3.5. Scheduled Oil Sample - Obtain oil sample for analysis

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- 4.3. **Material Requirements** – All replacement parts shall be of the same or higher quality and be of the same manufacturing design as the parts being replaced and shall have the approval of the Department Contract Manager prior to any and all service.
- 4.3.1. The Contractor shall stock an adequate supply of parts and materials to provide maintenance and repair services to City generators. The City estimates a two (2) week supply as adequate and will be mutually agreed upon between the Contract and the City.
- 4.3.2. Parts, lubricants, and chemicals associated with maintenance of the emergency Generators must meet manufacturer's specifications where applicable.
- 4.3.3. Replacement parts not specified in Section 4.2 above are subject to approval of the Departmental Contract Manager.
- 4.3.4. The Contractor shall offer a discount for replacement parts. This discount percentage shall be identified on Section 0600 - Bid Sheet and shall be for all parts under this contract. Discount shall clearly be identified on the invoice.
- 4.3.5. The Contractor shall be able to provide a rental generator, including necessary equipment, and connectors upon request by the Contract Manager or designee. The rental generators may be used, but not limited to, temporary while a City generator is under repair, or to connect two or more generators in parallel or synchronized. Rented generators shall be delivered within two (2) days of the request and is billable to the City.

A current list and pricing of rental generators shall be included on Section 0600 - Bid Sheet.

4.4. **Labor and Personnel**

- 4.4.1. 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 all crews are fully and properly equipped to perform services promptly and safely.
- 4.4.2. The Contractor personnel performing on this contract shall be subject to a 10 year background and/or fingerprint check. The Contractor shall be responsible for providing such background checks as directed by the City along with all associated costs. Background checks shall be completed solely for the City as the City will not accept background checks performed for another City.
- 4.4.2.1. For services performed at the Austin Bergstrom International Airport (ABIA), the Contractor shall be responsible for any special clearances that may be required by the Federal Aviation Administration (FAA) and shall conform to all ABIA security directives.
- 4.4.2.2. The Contractor acknowledges that fines or penalties may be assessed by the FAA as a result of contractor's non-compliance with provisions of "Airport Security". Contractor shall reimburse ABIA for any fines or penalties assessed against ABIA that are attributable to contractor's non-compliance within 10 days of receipt of written notice from ABIA that FAA has had issued a penalty.
- 4.4.3. If required by the City department, the Contractor shall obtain security badges for its personnel. The Contractor personnel shall wear an identification badge at all times while on City property. The cost of replacement badging shall be the responsibility of the contractor.
- 4.4.4. 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

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shall have the Contractor's and employee's names clearly displayed on the front of the shirt and seasonal outerwear.

5. CITY RESPONSIBILITIES

- 5.1. 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 facilities only to perform the contractual duties.
- 5.2. The City will provide an on-site contact, with escorted access.
- 5.3. The City will provide the Contractor with name(s) of personnel authorized to order services.

6. DELIVERABLES/MILESTONES

#	Deliverables/ Milestones	Description	Timeline (due/ completion date, reference date, or frequency)	Performance Measure/ Acceptance Criteria	Scope of Work Reference/ Section
1	Maintenance Service Schedule	Contractor shall provide a maintenance services schedule	Within 30 days of request	95% compliance	3.1.5.
2	SPOC	Contractor shall provide a SPOC for the contract	Within two days of the scheduled date	100% compliance	3.4.2.
3	Service Report	Contractor shall provide a detailed report indicating service repairs	Within one day of the scheduled date	95% compliance	4.1.6.
4	Inspection Report	Contractor shall provide a detailed report indicating inspection findings	Within three days of the repair	95% compliance	4.1.7.
5	Service Level 1 Inspections	Contractor shall provide and Service Level 1 Inspections quarterly	Within two days of the scheduled date	95% compliance	4.2.1.
6	Service Level 2 Inspections	Contractor shall provide and Service Level 2 Inspections annually	Within two days of the scheduled date	95% compliance	4.2.2.
7	Service Level 3 Inspections	Contractor shall provide and Service Level 3 Inspections every three (3) years	Within two days of the scheduled date	95% compliance	4.2.3.
8	Contractor Personnel Background Checks	Contractor shall provide background and/or fingerprint checks as requested	Within two days of request	100% compliance	4.4.2.