DESCRIPTION/SPECIFICATION/WORK STATEMENT

1.0 SCOPE OF WORK

The U.S. Embassy in ***Santo Domingo, Dominican Republic*** requires the Contractor to maintain the elevators identified in Attachment 1 in safe, reliable and efficient operating condition. The Contractor shall provide all necessary managerial, administrative and direct labor personnel, and as well as all necessary transportation, equipment, tools, repair parts, supplies and materials required to perform inspection, maintenance, repair, and component replacement as required to maintain the elevators in accordance with the manufacturer's specifications. Under this contract the Contractor shall provide:

- the services of a trained elevator mechanic on a ***twice monthly*** basis to check and repair equipment operation and perform scheduled and preventive maintenance;
- 24 hours/day, 7 days/week emergency response service;
- appropriate, same day, service in response to an elevator malfunction trouble call; and
- after-hours emergency minor adjustment callback service

The IMAP elevator inspection program will annually schedule safety inspections and tests at Santo Domingo US Embassy facility that will fulfill the requirements of 15 FAM 660 and Post's AIS. An authorized IMAP elevator safety inspector, employed by Bureau Veritas, will be deployed to perform these duties. Post's elevator maintenance provider is to be present and is to be able to demonstrate the functionally of the elevator safety devices as specified in this document. Contractor also is to:

- Ensure that the contractor will be on site and ready on the specified dates.
- Provide two escorts capable of technical translations.
- For full load testing, verify that test weights are adequate (correct amount = 125% of the largest elevators capacity) and onsite one day prior to testing.

2.0 HOURS OF PERFORMANCE

The Contractor shall schedule all routine maintenance and repair work during normal building hours which are defined as 8:00 to 17:00 Monday to Friday, excluding local and bank holidays, unless approved in advance by the Contracting Officer's Representative (COR).

3.0 ACCESS TO GOVERNMENT BUILDINGS AND STANDARDS OF CONDUCT

3.1 General. The Contractor shall designate a representative who shall supervise the Contractor's elevator mechanics and be the Contractor's liaison with the U.S. Embassy/Consulate. The Contractor's employees shall be on-site only for contractual duties and not for any other business or purposes. Contractor employees shall have access to the elevators' hoistways, lobbies and machine rooms, either with or without security escorts, only with specific permission by either the Contracting Officer or the COR.

3.2 Personnel Security. The Government reserves the right to deny access to U.S owned and U.S.-operated facilities to any individual. The Contractor shall provide the names, biographic data and police clearance on all Contractor personnel who shall be used on this contract prior to their utilization. The Government shall issue identity cards to approved Contractor personnel, each of whom shall display his/her card(s) on the uniform at all times while on Government property or while on duty at private residences serviced under this contract. These identity cards are the property of the Government. The Contractor shall return all identity cards when the contract is completed, when a Contractor's employee leaves this contract, or at the request of the Government.

3.3 Standards of Conduct

3.3.1 General. The Contractor shall maintain satisfactory standards of employee competency, conduct, cleanliness, appearance and integrity and shall be responsible for taking such disciplinary action with respect to employees as may be necessary. Each Contractor employee shall adhere to standards of conduct that reflect credit on themselves, their employer, and the United States Government. The Government reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to the Government.

3.3.2 Uniforms and Personal Equipment. The Contractor's employees shall wear clean, neat and complete uniforms when on duty. All employees shall wear uniforms approved by the Contracting Officer's Representative (COR). The Contractor shall provide, to each employee and supervisor, uniforms and personal equipment. The Contractor shall be responsible for the cost of purchasing, cleaning, pressing, and repair of the uniforms.

3.3.3 Neglect of duties shall not be condoned. This includes sleeping while on duty, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the worksite security.

3.3.4 The Contractor shall not condone disorderly conduct, use of abusive or offensive language, quarreling, and intimidation by words, actions, or fighting. Also included is participation in disruptive activities that interfere with normal and efficient Government operations.

3.3.5 Intoxicants and Narcotics. The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances which produce similar effects.

3.3.6 Criminal Actions. Contractor employees may be subject to criminal actions as allowed by law in certain circumstances. These circumstances include but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from

official documents or records; unauthorized use of Government property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; organizing or participating in gambling in any form; and misuse of weapons.

3.3.7 Key Control. The Contractor shall receive, secure, issue and account for any keys issued for access to buildings, offices, equipment, gates, or other areas, for the purposes of this contract. Keys shall not be duplicated without the COR's approval. Where the Government determines that the Contractor or its agents have duplicated a key without permission of the COR, the Contractor shall remove the individual(s) responsible from performing work under the contract. If the Contractor has lost any such keys, the Contractor shall immediately notify the COR. In either event, the Contractor shall reimburse the Government for the cost of rekeying that portion of the system so compromised.

4.0 WORK REQUIREMENTS

4.1 General. The Contractor shall provide full service to meet routine maintenance requirements. The Contractor shall maintain elevators so that the elevators are in a safe and efficient operating condition at all times. In the event of a break down, the Contractor shall make every effort to immediately return the elevator to an operating condition.

1. ELEVATOR CLEANLINESS

- Car top shall be free of debris, lint and lubricants. Pans, securely fastened in place, shall be provided under the door operator and rope hitches, if necessary. Assessment of cleanliness shall be based on minimum fire hazard and freedom from lubricant and dirt that could be tracked through the building or could constitute an unsafe surface for a person on the car top. A vacuumed surface free from lubricants shall be satisfactory. Material must not be stored on the car top. All equipment on the car top, including flexible cords, must be securely fastened to prevent snagging or falling from the car.
- Pit area shall be dry and free from rubbish or lubricants. Rusted pit equipment shall be cleaned and painted or replaced if severely damaged. See ASME A17.1, Section 8.6.4.7.
- Hoistway, Rails and Counterweight: Dirt, lint and excess oil in hoistway, particularly on the rails, shall be removed. The counterweight, the rear of sills and headers shall be clear of dirt accumulation. The bottom and sides of the car shall be free of oil and lint.
- Machine Room and Equipment: The floor shall be "broom" clean. Selectors and controllers shall be cleaned to remove any accumulation of dirt or lubricants. Electronic components and printed circuit boards may be damaged by cleaning with a blower or compressed air. Follow the manufacturers' procedures.
- Machines, motors and generators shall be clear of oil leakage, dirt and carbon dust. Some lubricant leakage is normal; however, it shall not be allowed to accumulate.
- Foreign matter collected on the windings may damage insulation, reduce air flow and eventually result in a burn out, shorts or grounds. Oil and carbon dust that is allowed to accumulate in commutator slots will inhibit proper commutation and may result in bar to bar shorts.

- Storage Cabinets and areas shall be neat and organized. Storage of soiled wipers (rags) shall be discouraged. The tops of lubricant cans shall be clean and all containers shall be closed by properly fitting covers.

2. ELEVATOR LUBRICATION

- Lubricants and schedules recommended by the equipment manufacturer shall be used, unless an engineering evaluation of alternate products has been conducted. Ensure that proper lubrication schedules are being used. Lubricants shall be clean, not gummy or thickened. Grease shall be soft.
- Guide shoe pivots and stems shall be free to move.
- Rails used with roller guides shall be dry.
- Rails used with slide guides must use a lubricant compatible with the safeties.
- Rails must be free of oxidized lubricant in the area where the safety jaws apply.
- Rail blades shall not be painted when "B" Type safeties are used.
- Hoist ropes shall be clean and lubricated in accordance with manufacturer's specifications.
- Manufacturers recommended lubricant shall be used on non-metallic sheave liners.
- Brake cores and pivots shall be lubricated per manufacturer's specifications.
- Governor ropes shall not be lubricated in the field.
- Car safety linkage, governor tension frame and sheaves shall be friction free.
- Sleeve bearing 2:1 sheaves shall be carefully examined for proper lubrication.
- External gears shall be examined for proper lubrication.
- Oil rings and chains must turn and carry oil.
- Worm gears must carry oil.
- Machine roller and ball bearings shall be lubricated per manufacturer's specifications.

3. ELEVATOR DOOR OPERATION

- Adjustment:

a) Door system masses must be considered when adjusting the door closing speed to ensure compliance with ASME A17.1 Code requirements. Closing force must be 135 N (30 lb.) or less. The doors shall open and close smoothly, quietly and without slamming. All installed door reopening device(s) shall be fully functional. Reversal shall occur with minimum stroke of safety edge. Light ray shall be operative. Electronic devices shall provide sufficient range to reverse door with out physical contact.

- Noise Levels:

a) Rattles and squeaks in the door operator linkage and hangers shall be investigated and corrected. Fastenings of drive arms, clutch or vanes shall be tight. Pivots and joints shall be free from excessive wear and be properly lubricated.

- Mechanical System:

a) Door gibs, on both car and hall doors shall be securely fastened, have minimum wear, ¼ in. (6.4 mm) sill engagement and equipped with safety tabs. Check for worn sill grooves and doors that rub together.

b) Door rollers and tracks shall be clean, rust free and lubricated as specified. Rollers with loose tires, flat spots, or bad bearings shall be replaced.

c) Up thrusts shall prevent the doors from jumping the track but shall not ride the track. Up thrust roller to track clearance shall not exceed 0.015 in. (0.4 mm). Fastenings shall be locked and rollers must turn freely.

d) Hoistway door closers shall ensure full door closure of the stopped door from any position. Spirator or weight troughs must be tightly fastened and cords (cables) shall have no abrasion or broken wires.

e) Rough tracks shall be made smooth or be replaced.

f) Relating cables, chains, arms or racks and their fastenings must be tight. Cables with excessive broken wires or abrasion shall be replaced. Sheaves shall turn freely. Inspect for worn sheave grooves and stamped sheaves that are separating.

g) Hydraulic door checks shall be adjusted to avoid slamming. Some checks function in both the open and close direction. Checks shall be filled to the proper level with the fluid recommended by the manufacturer. Excessive oil leakage shall be corrected and leakage shall be cleaned up.

- Door Operator and Motor:

a) The door operator shall be reasonably clean. Lubricants shall be in accordance with the manufacturer's instructions, including oil levels. Oil leaks must be at a minimum since damage to the inside canopy finish may result.

b) Motor brushes shall be free in the holders and of sufficient length to avoid commutator damage.

c) Excessive gear backlash and loose or worn belts shall be adjusted or shall have worn parts replaced. All bearings shall be quiet and "fits" shall be tight. Loose set screws, pins or keys shall be corrected.

- Car Door Contact:

a) The car door contact must make reliably. For automatic elevators, the contact shall be adjusted to limit the clear open space to 2 in. (51 mm) or less. The contact location and design must comply with the ASME A17.1 Code.

- Hoistway Door Interlocks:

a) Interlocks must be properly maintained to ensure safe and reliable elevator operation.

b) Contacts shall be free from pitting or burning, wiring connections must be tight and in good condition. The mechanical pivots, engaging rollers and linkage shall operate freely and be lubricated as required. Worn or damaged rollers and linkage shall be repaired or replaced.

4. ELEVATOR FIXTURES, INDICATORS, AND BUTTONS

- Buttons and Key switches:

a) Shall have the correct legible markings.

b) Must not stick or be plugged.

c) Damaged buttons shall be replaced.

- Indicators and Signals:

a) Indicator lamps shall illuminate as required. The use of neon lamps, LED or other long life light sources shall be encouraged.

b) Broken lenses shall be replaced.
c) Audible indicators shall function.

- General:
  a) Face plates shall be in place and mounted square or plumb.
  b) Fastening screws shall be of the proper type.
  c) Missing screws shall be replaced.

5. ELEVATOR CONTROL SYSTEM

- General:
  a) Acceleration and stopping shall be smooth and within the design limitations.
  b) Controller components shall be clearly identified as shown on wiring diagrams.
- Safety Devices:
  a) Safety circuits must be fully operational. It is absolutely necessary to test each and every part of this circuit. Particular attention shall be given to the interlocks and car door contacts. Hoistway limits and terminal slowdowns shall have rollers in good condition and turn freely. Mechanically driven speed and position sensors shall be provided with means to detect mechanical failures.
  b) Static motion control systems have additional protection requirements. Ensure that they comply with code requirements.
  c) Fuses shall be of the proper type and rating as listed on the controller or as listed on the wiring diagram. Time delay fuses shall be used only in the circuits, where specified. Renewable link fuses are not recommended. Wire jumpers must not be installed.
- Switch Gear:
  a) Contacts shall not be excessively worn and have adequate contact pressure to ensure reliable operation. Pitted contacts shall be dressed or replaced.
  b) Shunts must be flexible. Insulation on conductors and end attachments must be in good condition, no broken wires or cracked or hardened sections.
  c) Switches or contacts shall not be blocked. Residual guards and shading coils shall not be damaged. Pivot points or pins shall be clean and lubricated as directed by manufacturers standards. Kickoff springs in place, not stretched. Discolored encapsulated relays or switches, shall be examined for mechanical or electrical damage.
  d) Overload relays shall be tagged indicating test dates and operation parameters. Oil dashpots shall be filled to the specified levels with the recommended fluid. Ensure that the pistons are free to move.
  e) Switch gear shall operate quietly and smoothly and shall pull in and drop out properly.
- Selectors and Positioning Devices:
  a) Selector traveling cables and all movable wiring must be flexible. All terminations shall be secure with insulation and connections in good condition.
  b) Selector brushes and contacts shall be examined for wear or pitting and be replaced as necessary.
  c) Examine mechanical condition of selectors for bearing wear or failure. Keys and set screws must be tight. Examine for looseness and fretting.

d) Gears, guides and chains must be lubricated, free from rust and evidence of cutting (scoring). Drip pans shall be provided where necessary.

- Mechanical Condition:
  a) All connections shall be examined for tightness and indications of heating.
  b) Controller and selector shall be clean as listed in Paragraph 6.4.
  c) Resistors and grids must not be patched. Bands must be properly placed and free from burning. Examine wiring for insulation charring.
  d) Resistors and capacitors must be securely and properly mounted to ensure proper heat dissipation. Resistors and capacitors that are mechanically or electrically damaged shall be replaced. Wiring, both field and internal shall be neat and bundled. Temporary wiring shall not be used. Terminal blocks shall be labeled.
- Traveling cables shall be in good condition. Minor abrasion may be taped or repaired. Guide wires, beam pads or screens shall be provided if conditions warrant. Traveling cable attachments must be secure.
- Wiring Diagrams:
  a) Wiring diagrams shall be available, be reasonably clean and in good condition and must match the controller. Changes shall be clearly marked.

6. ELECTRIC ELEVATOR MECHANICAL CONDITION AND ADJUSTMENT

- Worms and Gears:
  a) Shall not show abnormal wear, no ridging or scored teeth.
  b) Bearings shall run quietly.
  c) Some leakage of worm shaft seals is acceptable.
  d) Gland packing shall have controlled leakage.
  e) Bearings or gears that run at a high temperature shall be investigated.
- Drive, Deflector and Secondary Sheaves:
  a) Excessive groove wear or damage shall be corrected.
  b) Keys and or shrink fits shall not show fretting (rust or corrosion)
- Brake Pulley and Coupling:
  a) Fits to shafts shall be secure, no fretting at the interface.
  b) Flexible couplings shall be tight, all pins and bushings securely in place. Pulley surface shall be smooth, with no excessive scoring.
- Brake:
  a) Brake switch, if furnished, shall be adjusted to properly open and close the contacts.
  b) The linings shall not be worn to the extent that the rivets touch the drum.
  c) Brake shoes shall have minimum lift without dragging.
  d) Ensure full lift is consistent.
  e) Brakes to be adjusted to comply with code requirements.
- Motors and Generators:
  a) Bearings shall run quietly.
  b) DC motor field coils shall not have excessive movement.
  c) Electrical connections shall be tight. Look for discoloration.

d) Armature or rotor clearances shall be approximately equal throughout their circumference. Commutators shall run true. Undercutting shall provide clean slots without feather edge mica. Scoring or grooving, if any, shall be at a minimum.

e) Brushes must be free in holders. Inspect for damage, copper embedment and short brushes.

f) Pin point sparking is normal during acceleration and stopping. Severe arcing shall be investigated.

g) Insulation resistance must be monitored to ensure proper life of electrical equipment. The minimum resistance permissible depends upon the operating voltage and temperature. Wet conditions will reduce insulation resistance as will high humidity. Any leakage to ground less than 1 megaohm needs to be investigated. The use of high voltage meggers or high voltage pulse tests is not recommended. Such testing may result in insulation damage that cannot be readily detected. In most cases, the windings can be field cleaned to restore proper insulation resistance. In extreme cases, the equipment may have to be removed to a qualified shop for steam cleaning, dipping and baking. Care must be taken when painting windings in the field to avoid sealing in lubricants or carbon dust.

- Sound Isolation, kick angles, etc.:
  a) Sound isolation pads shall be pliable. Check for disintegration, splitting or cracking.
  b) Kick angles and tie downs shall be properly in place.
- Ropes and Compensating Means:
  a) Hoist and compensating ropes shall be equalized.
  b) Fastenings must be of an approved type and ends made up as directed by applicable codes.
  c) Rope data tags, including resocketing tags for drum machines, are required.
  d) Governor ropes must not be lubricated.
  e) Wear and wire breaks within limits. Inspect ropes as specified by ASME A17.1.
  f) Hoist ropes shall be clean to permit inspection, lightly lubricated to reduce abrasion and corrosion, yet must provide adequate traction, without slippage.
  g) Hoist ropes may be restricted from turning as outlined in the ASME A17.1.
  h) Compensating means shall be examined for damage and for proper attachment.
  i) Check run-by's and clearances for code compliance.
- Compensating Sheave Assembly:
  a) Tie down compensation must be properly operating, if furnished.
  b) Examine compensating sheave for freedom of movement and uneven grooves. The switch must operate within the limits of compensating sheave travel.
- Oil buffers shall be filled with the manufacturer's specified fluid to the indicated level. Ports shall be covered. Buffer pistons shall be rust free and be provided with corrosion protection. Examine all buffers for full extension. Traveling buffers shall not be pre-compressed.
- Buffers shall be properly located and securely fastened in place.

- All moving parts of safety mechanisms shall be kept lubricated and free of rust and dirt. The clearance between the safety jaws and the rail shall comply with the applicable code requirement.
- Governors system:
  a) Governor shall be kept clean. Jaws shall operate freely and must be clear of obstructions. Rope lead shall be aligned to the jaws. Linkages shall be lubricated and operate freely. Gears, set screws, keys, pins and bearings must have correct fits and minimum wear or backlash. Sheave groove shall be free of foreign matter. Check depth of groove wear that may cause rope to interfere with jaw engagement.
  b) Governor adjustments shall be sealed to prevent tampering. Test tags shall be in place indicating the date of the last test and the person or firm who made the test.
  c) A governor marking plate as required by the applicable code, securely attached to the governor shall list: The tripping speed in feet per minute. The size, material and construction of the governor rope.
  d) Ensure the paint does not interfere with governor operation.
  e) Governor switches shall operate as intended, both mechanically and electrically.
  f) Fly ball governors must clear obstructions that may prevent full extension of the flyballs.
  g) Car rope hitches must be socketed correctly. Rope data shall be furnished.
  h) Governor ropes must not be lubricated.
  i) Governor rope tension frame shall be free to move vertically with rope tensioned as designed. Hold downs shall be adjusted to suit job conditions. Sheave bearings shall be quiet, wear limited to sheave clearance and tolerance. Sheave groove must be free of foreign matter.
- Rails and Brackets:
  a) Rail bracket fastenings shall be tight. Masonry walls supporting rail brackets must be structurally sound.
  b) Rail clip bolts must be tight. Sliding clips must be free to move. Sliding clips of the type backed with spring steel clips must be examined for missing or broken spring clips. Fishplate bolts must be tight. Rail backing must be securely fastened.
  c) Check rails for alignment. Building settlement may transfer building load to guide rails.
  d) Check counterweight rails for bracket spacing and spreader brackets, particularly in the pit area.
  e) Rail blades shall be rust free. Blades shall not be painted when Type B safeties are used.

5.0 SCHEDULED ROUTINE MAINTENANCE

5.1 General

5.1.1 The objective of scheduled routine maintenance is to eliminate or minimize elevator malfunction, breakdown and deterioration. Contract maintenance of the elevator must assure continuous, safe, and satisfactory operation of all elevators, their parts and components. The Contractor shall schedule routine maintenance to include all tasks herein described, in addition to routine lubrication and adjustments.

5.1.2. Elevator equipment shall include, but is not limited to: controllers, selectors, worm gears, thrust bearings, brake magnet coils, brake shoes, brushes, windings, commutators, rotating elements, contacts, coils, resistors for operating and motor circuits, magnet frames, cams, car door and hoistway door hangers, tracks and guides, door operating devices, interlocks and contacts, pushbuttons, pumps, pump motors, operating valves, electronic tubes, electronic programmable controllers, hall lanterns and indicators, hatch lighting, pit bulbs, bulb replacement and all other elevator signal accessories.

5.1.3 The Contractor shall inventory, supply, repair and replace all parts that have become unsafe due to wear and tear. The Contractor shall use genuine manufacturer's parts or approved or equal (to be approved by COR) for all replacements. The Contractor shall maintain an easily accessible supply of spare parts sufficient for normal maintenance and expedient emergency repairs.

5.2 Checklist Approval - The Contractor shall submit to the COR a schedule and description of the scheduled routine maintenance tasks which the Contractor plans to provide. The Contractor shall prepare this schedule and task description in a checklist format similar to the one provided in Attachment 2. The Contracting Officer or COR must approve the proposed "Scheduled Routine Maintenance Task Checklist" prior to contract work commencement.

5.3 Minimum Requirements - The Contractor shall provide a trained mechanic to inspect and service every elevator a minimum of ***twice a month***, every month of the year. The elevator mechanic shall sign off on every item of the checklist. The elevator mechanic shall leave a copy of this signed checklist with the COR or the COR's designate following that week's routine maintenance visit. This weekly inspection and servicing shall include, but not be limited to, the following tasks:

- Ride all cars to detect and repair any improper operation of the car doors, hoistway doors, acceleration, leveling accuracy on the floor stops, and the action of the machine brake;

- Check and make necessary repairs to assure proper operation of retractable doors;

- Review elevator's performance with the COR, or the designated representative, to determine if any malfunctions have occurred in connection with the operation of the cars since the most recent previous scheduled routine maintenance visit;

- Investigate any malfunctions which have occurred, devoting special attention to any problem involving unsafe operations, and make repairs as necessary;

- Examine car stations and call buttons and replace any damaged switches, burned out lamps, bulbs and broken buttons, defective fixtures, switches, covers, and related hardware;

- Trouble shoot any failure to equipment, lighting and receptacle electrical circuits;

- Report findings to the COR or the COR's designee including identification of failed equipment and reason for failure;

- Leave signed and dated copy of the Maintenance Checklist and also leave signed and dated copies of any other monthly, quarterly or annual checklists if those were completed during the subject visit;

- Maintain emergency light units in operable condition.

6.0 TROUBLE CALL RESPONSE SERVICE

6.1 General. The Contractor shall provide "around-the-clock" service coverage for elevator trouble calls as described below *and which are not excluded by paragraph 8.0 below.*

6.2 Emergency Response Service - The Contractor shall provide, at no extra cost, a 24 hours/day, 7 days/week, 52 weeks/year coverage for emergency trouble calls. A trained mechanic shall be "on call" and shall be on site within a one-hour time period of the placement of an emergency trouble call by the Contracting Officer or COR. Emergency situations include people trapped in an elevator car, the suspicion/confirmation of a fire in or around elevator equipment, or an inoperative elevator with no suitable backup.

6.3 Non-Emergency Response Service - The Contractor shall provide, at no extra cost, a non-emergency response service. A trained elevator mechanic will be on site, within one working day, to trouble shoot and repair an elevator malfunction.

6.4 Callback Service - When an elevator which was previously worked on by the Contractor's mechanic, has a repeat malfunction within a 24-hour period, the Contractor shall be obligated to provide, at no extra cost, a return visit by a trained elevator mechanic to correct the problem, even if the problem is minor in nature. The elevator mechanic shall respond to this callback within a three-hour time period regardless of what time the Contracting Officer or COR made the callback complaint, including the "after hours" time periods.

7.0 PERSONNEL, TOOLS, REPAIR PARTS, MATERIALS AND SUPPLIES

The Contractor shall provide trained elevator mechanics with the appropriate tools and testing equipment for scheduled maintenance, unscheduled repairs, emergency repairs/assistance, safety inspection, and safety testing as required by this contract. The Contractor shall provide all of the

necessary repair parts, materials and supplies to maintain, service, inspect and test the elevators as required by this contract.

8.0 EXCLUSIONS

The Contractor shall not assume responsibility for the following items of elevator equipment, which are not included in this contract:

- Major Repairs: Any individual unit or incident of repair with a total estimated cost (labor and direct material costs) exceeding $3,000.00 which is not covered under routine maintenance, is not covered by this contract. The Government reserves the right to determine how these repairs are to be handled. Such repairs will normally be accomplished by separate purchase order or contract. This exclusion does not apply if the repair is to correct damage caused by Contractor negligence.

9.0 INSURANCE REQUIREMENTS

9.1 Personal Injury, Property Loss or Damage (Liability). The Contractor assumes absolute responsibility and liability for any and all personal injuries or death and property damage or losses suffered due to negligence of the Contractor's personnel in the performance of this contract

The Contractor's assumption of absolute liability is independent of any insurance policies.

9.2 Insurance. The Contractor, at its own expense, shall provide and maintain during the entire period of performance of this contract, whatever insurance is legally necessary. The Contractor shall carry the following minimum insurance:

Comprehensive General Liability
Bodily Injury * per occurrence
Property Damage * per occurrence

Workers' Compensation and Employer's Liability
Workers' Compensation and Occupational Disease * per occurrence
Statutory, as required by host country law

Employer's Liability * per occurrence

9.3 Worker's Compensation Insurance. The Contractor agrees to provide all employees with worker's compensation benefits as required by the laws of either the country in which the

employees are working or the employee's native country, whichever offers greater benefits, following FAR 52.228-4 “Worker’s Compensation and War-Hazard Insurance Overseas”.

10.0 PERMITS

The Contractor shall maintain in full force and affect all permits, licenses, and appointments required for the prosecution of work under this contract at no additional cost to the Government. The Contractor shall obtain these permits, licenses, and appointments in compliance with host country laws.

11.0 LOCAL LAW REGISTRATION

If the local law or decree requires that one or both parties to the contract register the contract with the designated authorities to insure compliance with this law or decree, the entire burden of this registration shall rest upon the Contractor. Any local or other taxes which may be assessed against the contract shall be payable by the Contractor without Government reimbursement.

12.0 GOVERNMENT FURNISHED PROPERTY/EQUIPMENT

The Contractor shall physically inventory all Government furnished property in its possession. Physical inventories consist of sighting, tagging or marking, describing, recording, reporting, and reconciling the property with written records. The Contractor shall conduct these physical inventories during the contract and at the completion or termination of the contract, as directed by the COR. Unless approved in advance by the Contracting Officer, personnel other than those who maintain the property records or who have custody of the property shall conduct the inventory.

13.0 QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

13.1 This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

Performance Objective	Scope of Work Para	Performance Threshold
<u>Services.</u> Performs all services set forth in the scope of work.	1. thru 19.	All required services are performed and no more than one (1) customer complaint is received per month.

13.2 Surveillance. The COR will receive and document all complaints from Government personnel regarding the services provided. If appropriate, the COR will send the complaints to the Contractor for corrective action.

13.3 Standard. The performance standard is that the Government receives no more than one (1) customer complaint per month. The COR shall notify the Contracting Officer of the complaints so that the Contracting Officer may take appropriate action to enforce the inspection clause (FAR 52.212-4, Contract Terms and Conditions-Commercial Items), if any of the services exceed the standard.

13.4. Procedures.

13.4.1 If any Government personnel observe unacceptable services, either incomplete work or required services not being performed they should immediately contact the COR.

13.4.2 The COR will complete appropriate documentation to record the complaint.

13.4.3 If the COR determines the complaint is invalid, the COR will advise the complainant. The COR will retain the annotated copy of the written complaint for his/her files.

13.4.4 If the COR determines the complaint is valid, the COR will inform the Contractor and give the Contractor additional time to correct the defect, if additional time is available. The COR shall determine how much time is reasonable.

13.4.5 The COR shall, as a minimum, orally notify the Contractor of any valid complaints.

13.4.6 If the Contractor disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the Contractor will notify the COR. The COR will review the matter to determine the validity of the complaint.

13.4.7 The COR will consider complaints as resolved unless notified otherwise by the complainant.

13.4.8 Repeat customer complaints are not permitted for any services. If a repeat customer complaint is received for the same deficiency during the service period, the COR will contact the Contracting Officer for appropriate action under the Inspection clause.

14.0 SUMMARY OF INSTRUCTIONS

14.1 Each offer must consist of the following:
Information demonstrating the offeror's ability to perform, including:

14.1.1 Name of a Project Manager (or other liaison to the Embassy/Consulate) who understands written and spoken English;

14.1.2 Clear and concise qualifications which prove an aptitude for the specific types of equipment. All technicians shall be trained and certified by the Elevator Manufacturer. Provide a list of technicians who will visit Post to service the equipment.

14.1.3 Evidence that the offeror operates an established business with a permanent address and telephone listing;

14.1.4 List of clients over the past five years, demonstrating prior experience with relevant past performance information and references (provide dates of contracts, places of performance, value of contracts, contact names, telephone and fax numbers and email addresses). If the offeror has not performed comparable services in the Dominican Republic then the offeror shall provide its international experience. Offerors are advised that the past performance information requested above may be discussed with the client's contact person. In addition, the client's contact person may be asked to comment on the offeror's:

Quality of services provided under the contract;
Compliance with contract terms and conditions;
Effectiveness of management;
Willingness to cooperate with and assist the customer in routine matters, and when confronted by unexpected difficulties; and
Business integrity / business conduct.

The Government will use past performance information primarily to assess an offeror's capability to meet the solicitation performance requirements, including the relevance and successful performance of the offeror's work experience. The Government may also use this data to evaluate the credibility of the offeror's proposal. In addition, the Contracting Officer may use past performance information in making a determination of responsibility.

14.1.5 Evidence that the offeror/quoter can provide the necessary personnel, equipment, and financial resources needed to perform the work;
Two years of financial statements;
Two years of payroll records;
Evidence of a credit line;
List of company owned equipment;
Field safety record;
Safety policy;

14.1.6 Training records for staff certifying their ability to address this equipment;
14.1.7 Organizational structure of the company.

14.1.8 The offeror shall address its plan to obtain all licenses and permits required by local law (see DOSAR 652.242-73 in Section 2). If offeror already possesses the locally required licenses and permits, a copy shall be provided.

14.1.9 The offeror's strategic plan for elevator maintenance services to include but not limited to:

A work plan taking into account all work elements in Section 1, Performance Work Statement. This plan should address call back and entrapment response times that prevent lengthy service interruptions and minimal (1 hour) emergency entrapment resolutions.

14.1.10 Provide a full service maintenance agreement written in English. Full service maintenance means that all parts, materials, supplies and labor are included with the exception of repairs made due to acts of force majeure and misuse.

14.1.11 Scheduled maintenance visits which follow the systematic approach defined in the approved maintenance check chart. With its bid the offeror shall submit a discussion of the manufacturer's recommended preventative maintenance schedule.

14.1.12 A schedule that defines the exact day, each month, and maintenance will occur, and the duration of time required. Also, a list of tools being brought on site.

Note: There are rare occurrences when the facility is not able to accept the contractor on the proposed date. During these periods, the Contractor is required to arrange a new, agreed upon date to complete monthly maintenance

14.1.13 Provisions for testing. The contractor should provide Post with "point of contact" information for a local Qualified Elevator Inspector (QEI) who will witness testing of the equipment. The third party inspector cannot work for the contractor and should be paid by Post directly. Testing requirements are: Annual "No-Load" Safety Tests and Five Year "Full Load" Safety Tests in accordance with local regulations unless otherwise stated. The contractor shall provide all necessary procedures, labor, testing equipment and test weights.

14.1.14 Identify types and quantities of equipment, supplies and materials required for performance of services under this contract. Identify if the offeror already possesses the listed items and their condition for suitability and if not already possessed or inadequate for use how and when the items will be obtained;

14.1.15 List of spare parts and suppliers of spare parts for elevators and proposals shall include a description of the firm's ability to obtain replacement parts and ability to perform specialized tests/diagnostic/programming equipment for servicing elevators.

14.1.16 For informational purposes only, labor rates for work that is billable. This includes work not covered by the terms (i.e. vandalism repairs) and overtime rates . This should include rates for a mechanic/technician and an apprentice/helper.

14.2 Plan of ensuring quality of services including but not limited to contract administration and oversight; and

14.2.1 If insurance is required by the solicitation, a copy of the Certificate of Insurance(s), or (2) a statement that the Contractor will get the required insurance, and the name of the insurance provider to be used.

ATTACHMENT 1

LIST OF ELEVATORS TO BE SERVICED

A. "NEC:"

Embassy of the United States of America
Av. República de Colombia #57
Altos de Arroyo Hondo
Santo Domingo, D.N.
Dominican Republic

Passenger Elevators
Name: "E1"
Date of Install: "6/200"
Manufacturer: KONE PW21/16-19
Capacity: 1600 kg
Speed: "1.6 m/s"
Drive Type: Electrical Traction
Date of Last
Inspection: "2/13/2012"
Known Issues: "None"

Passenger Elevators
Name: "E2"
Date of Install: "6/200"
Manufacturer: KONE PW21/16-19
Capacity: 1600 kg
Speed: "1.6 m/s"
Drive Type: Electrical Traction
Date of Last
Inspection: "2/13/2012"
Known Issues: "None"

Passenger Elevators
Name: "E3"
Date of Install: "6/200"
Manufacturer: KONE PW21/16-19
Capacity: 1600 kg
Speed: "1.6 m/s"
Drive Type: Electrical Traction
Date of Last
Inspection: "2/13/2012"
Known Issues: "None"

B. "Counselor"

Embassy of the United States of America
Av. República de Colombia #57
Altos de Arroyo Hondo
Santo Domingo, D.N.

Dominican Republic

"Passenger Elevator 4"

Name:	"E4"
Date of Install:	
Manufacturer:	KONE
Capacity:	1600 kg
Speed:	"1 m/s"
Drive Type:	Electric Traction
Date of Last Inspection:	
Known Issues:	"None"

ATTACHMENT 2 - LIST OF TASKS TO BE PERFORMED

YEAR_____ OBSERVE, CLEAN, ADJUST & TEST

MAINTENANCE OPERATION

Week#	1	2	3	4	5	6	7	8	9	10	12	11	13	14	15	16	17	18	19	20	21	22	23	24	25	26
Car Operation																										
Starter, Control & Relay Panels																										
M.G. Set & Regulator																										
Selector																										
Machine & Brake																										
Relay Panel Supervisory System																										
Rectified Voltage Test			Volts													Volts										
Governor																										
Small Motors																										
Car Top, Type E Landing Switch & Door Operator																										
Hoist Cables & Fastenings - Traveling Cables																										
Traffic Sentinel																										
Pit-Compensator & Governor Sheave																										
Guide Shoes or Roller Guides																										
Hatch Doors & Interlocks																										
Safety Edge																										
Car Station																										
Slow Down & Hatch Limit Switches																										

ATTACHMENT 2 (continued) – LIST OF TASKS TO BE PERFORMED: CLEAN & LUBRICATE

Week#	1	2	3	4	5	6	7	8	9	10	12	11	13	14	15	16	17	18	19	20	21	22	23	24	25	26
MG Set & Machine Bearings - Babbitt																										
MG Set & Machine Bearings - Roller																										
Governor Shaft Bearing																										
SD Selector Guide & SD-DM Gear Box																										
Car Door Hanger Rails																										
Secondary Sheave Bearings - Babbitt																										
SN Selector Lead Screw & Cams-Grease Sparingly																										
SD & DM Selector Chains, Carriage Guides & Cams																										
Governor Pins, Bevel Gears & Tripping Lever																										
Stepping Switch																										
Brake Pins																										
Hatch Doors - Terminal Floors																										
Regulator & Small Motors																										
Car Door Operator & Retiring Cam																										
Guide Rail Lubricators																										
Safety, Buffer, Comp.Guides & Gov.Tension Sheave																										
Deflector, Secondary, 2:1, Compensating Sheave Bearings-Roller																										
Hatch Doors -Intermediate Floors																										
Door Operator Contact Cams																										
Flexible Guide Shoes																										
Hatch Limits & Slow Down Switch																										
Brake Overhaul - Fill Out & Submit Report																										
Blow Out Panels & Rotating Equipment																										

YEAR_____ OBSERVE, CLEAN, ADJUST & TEST

MAINTENANCE OPERATION

Week #	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
Car Operation																										
Starter, Control & Relay Panels																										
M.G. Set & Regulator																										
Selector																										
Machine & Brake																										
Relay Panel Supervisory System																										
Rectified Voltage Test			Volts													Volts										
Governor																										
Small Motors																										
Car Top, Type E Landing Switch & Door Operator																										
Hoist Cables & Fastenings - Traveling Cables																										
Traffic Sentinel																										
Pit-Compensator & Governor Sheave																										
Guide Shoes or Roller Guides																										
Hatch Doors & Interlocks																										
Safety Edge																										
Starter, Control & Relay Panel Connections & Wiring																										
Syncro Dials & Corr. Push Buttons																										
Governor & Safety Test - Fill Out & Submit Report																										
Evaluation - Fill Out abd Submit Report																										

CLEAN & LUBRICATE

Week #	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52
MG Set & Machine Bearings - Babbitt																										
MG Set & Machine Bearings - Roller																										
Governor Shaft Bearing																										
SD Selector Guide & SD-DM Gear Box																										
Car Door Hanger Rails																										
Secondary Sheave Bearings - Babbitt																										
SN Selector Lead Screw & Cams-Grease Sparingly																										
SD & DM Selector Chains, Carriage Guides & Cams																										
Governor Pins, Bevel Gears & Tripping Lever																										
Stepping Switch																										
Brake Pins																										
Hatch Doors - Terminal Floors																										
Regulator & Small Motors																										
Car Door Operator & Retiring Cam																										
Guide Rail Lubricators																										
Safety, Buffer, Comp.Guides & Gov.Tension Sheave																										
Deflector, Secondary, 2:1, Compensating Sheave Bearings-Roller																										
Hatch Doors -Intermediate Floors																										
Door Operator Contact Cams																										
Flexible Guide Shoes																										

ATTACHMENT 3

GOVERNMENT FURNISHED PROPERTY

NONE