

**On-Call Plumbing Maintenance and Repair Services  
City Project No. OM-23-073**

**SCOPE OF WORK**

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**DESCRIPTION**

The Contractor shall provide a total maintenance and repair program consisting of a variety of tasks including, but not limited to, laying out, installing, replacing, repairing, and testing plumbing service and plumbing systems and components. Systems include, but are not limited to domestic water, heating, cooling, hot water systems, conditioned water systems, pool water systems, sanitary sewer and storm systems as well as all related components required for municipal buildings and facilities. Services will include, but not be limited to installing and repairing piping, fixtures and maintenance for sinks, faucets, drains, traps, urinals, toilets, valves, water heaters, heaters, drinking fountains, water or drain lines, sprinkler lines, pools, water spray features, kitchen facilities, sewers, backflow devices and equipment, heating and air conditioning systems as well as additional plumbing related issues as they arise, and the services necessary to ensure safe, well maintained plumbing systems for City employees and the public. This may include repair or replacement as determined by the Contract Administrator.

**ON-CALL REPAIR SERVICES**

1. Provide on-call, as-needed repair of the City's plumbing systems when requested by the City Facilities Maintenance Supervisor, Contract Administrator or a designee.
2. Provide emergency, time-critical repair of plumbing systems when requested by the City Facilities Maintenance Supervisor, Contract Administrator or a designee.
3. Provide an appropriate level of staffing and tools and the necessary vehicles to support all City maintenance and repair functions during hours of operation and after normal working hours.
4. Furnish and install all new parts, materials and lubricants, which are commercial grade and meet or exceed the original equipment manufacturers (OEM) specifications. Any use of parts other than those manufactured by the original equipment manufacturer shall be approved by the City Facilities Maintenance Supervisor, Contract Administrator or a designee prior to utilization in specific work tasks.
5. Maintain a supply of available parts and a supply system for acquisition of additional parts either immediately or with minimal delay.

6. Check in with the City Facilities Maintenance Supervisor, Contract Administrator or a designee upon each site visit.
7. Work professionally and cooperatively with City staff or personnel when working onsite during assigned projects.
8. Troubleshoot, diagnose, and develop a Scope of Work for the material and labor required to complete repairs:
  - a. Develop a cost estimate based on the Scope of Work and submit to the City's Contract Administrator or designee.
    - i. Develop potential alternatives, with costs, in cases of repairs versus replacements.
    - ii. Emergency plumbing work may be authorized by the City's Facilities Supervisor, Contract Administrator and/or designee prior to submission of a cost estimate for the work.
  - b. Submit estimates to the City's Contract Administrator for approval.
  - c. Proceed with the work only after authorization by City's Facilities Supervisor, Contract Administrator and/or designee and complete all work in accordance with the approved cost estimate.
  - d. Advise the City's Contract Administrator if any additional work is required and when a technician will return to perform said work.
    - i. Additional work exceeding the approved cost estimate by 10% must be approved by the City's Contract Administrator.
9. Contractor shall ensure that work areas area appropriately contained and kept in an orderly condition. Contractor is responsible for disposing of all waste generated throughout assigned work. Disposal in City facilities or containers is not allowed.
10. Have and maintain a thorough knowledge of commercial plumbing. All maintenance and repairs shall be provided in accordance with the highest standards of the industry, skill, workmanship, applicable trade practices, shall meet warranties and be in conformance to all applicable laws, codes and regulations.
11. Provide all vehicles, lifts and tools needed to complete the work. Contractor shall not charge the City for use of tools/equipment typically found on service truck, including snakes, vacs, borescopes, etc.
12. The Contractor shall maintain the appropriate licenses and comply with all other license, insurance, and permit requirements of the City, State, and Federal governments as well as all other requirements of the law.

**ON-CALL REPAIR SERVICE REQUIRED RESPONSE TIME**

1. Possess and maintain a service request reporting system, such as a designated phone contact with 24 hours, 7 days per week service, capable of dispatching service personnel.
  - a. The reporting system and telephone number shall be provided to the City's Contract Administrator upon commencement of this contract.
2. Respond to, mobilize, and be onsite ready to start work for all emergency requests within 2 hours of initial contact, unless a longer response time is agreed to by the City's Facilities Supervisor, Contract Administrator and/or designee.
3. Respond to, mobilize, and be onsite ready to start work for non-emergency requests within 4 hours, unless a longer response time is agreed to by City's Facilities Supervisor, Contract Administrator and/or designee.
4. Time to respond shall start when the City reports the problem to the Contractor's designated emergency phone number. The Contractor shall provide a call back to the City designee within thirty (30) minutes of the initial call if unanswered by the Contractor.
  - a. If an initial call is unreturned within thirty (30) minutes, the City's Facilities Supervisor, Contract Administrator and/or designee will call the second and third ranked companies for dispatch of a service technician, if required.
5. If repairs cannot be completed upon arrival, the facility and areas of work shall be left in a secured manner to ensure the safety of City employees and citizens.
  - a. Repairs are to be completed within two working days of the initial request, or by mutual agreement with City's Facilities Supervisor, Contract Administrator and/or designee.
  - b. The City reserves the right to request repair recommendations and opinions from all Contractor(s) on the rotating list.