

**ON-CALL HVAC EQUIPMENT REPAIR AND MAINTENANCE SERVICES
PROJECT NO. OM-24-012**

SCOPE OF WORK

DESCRIPTION

The Contractor shall provide the City with a Heating, Ventilation and Air Conditioning (HVAC) maintenance and repair program consisting of a variety of tasks, including, but not limited to, inspection, as-needed repair, and replacement of all failed, worn, stationary or moving components and/or parts. Parts include, but are not limited to refrigerant, oil, bearings, motor systems, gears, burners, actuators and switches. Annual services shall include all labor, parts, components and materials. Included in this category are critical components and parts of the City's HVAC system, which include, but are not limited to: Cooling Towers, Air Handling Units, Boilers, Chillers and Compressors.

Service provider shall follow all industry-recognized standard practices for inspection and maintenance of commercial building HVAC Systems. All services shall be performed by a Qualified Journeyman, exceptions to this shall be approved by the City of Stockton Facilities Maintenance Supervisor or a designee in writing.

Contractor shall exercise and maintain all applicable Federal, State, County and Municipal regulatory requirements as it pertains to health and safety. Regulators include but are not limited to OSHA, San Joaquin Valley Air Pollution Control District, Department of Environmental Health and California Air Resources Board. Where there is a conflict between applicable regulations, the most stringent will apply. This includes removal and disposal of any hazardous waste.

ANNUAL SERVICES

In addition to the manufacturer's recommendations, full and complete annual service shall include all work and costs associated with inspections, tests, troubleshooting, calibrations and adjustments required for sustaining or restoring equipment or systems to as-designed performance. All parts, refrigerant, oil and other material to complete annual services are furnished under the provisions of this Service Contract. Air conditioning annual services will be scheduled in the spring and heating annual services in the fall.

Annual services are expected to be performed during normal operating hours and billed at a fixed hourly rate as listed in the Cost Proposal document.

Any work required beyond the scope of annual services will require an itemized estimate to be approved by the City's Facilities Maintenance Supervisor, Contract Administrator or a designee before any work is performed.

ON-CALL REPAIR SERVICES

1. Provide on-call, as-needed repair of the City's HVAC equipment when requested by the City's Facilities Maintenance Supervisor, Contract Administrator or a designee.
2. Provide emergency, time-critical repair of HVAC equipment when requested by the City's Facilities Maintenance Supervisor, Contract Administrator or a designee.
3. Provide an appropriate level of staffing and tools necessary to support all City maintenance and repair functions during hours of operation and after normal working hours.
4. Furnish and install all new parts, oils, fluids, components and materials which are commercial grade and meet or exceed the original equipment manufacturers (OEM) specifications. Any use of parts other than those manufactured by the OEM shall be approved by the City's 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's 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 or replacements:
 - a. Develop a cost estimate based on the Scope of Work and submit to the City's Facilities Maintenance Supervisor, Contract Administrator and/or designee.
 - i. Develop potential alternatives, with costs, in cases of repairs versus replacements.
 - ii. Emergency HVAC equipment work may be authorized by the City's Facilities Maintenance Supervisor, Contract Administrator and/or designee prior to submission of a cost estimate for the work.
 - b. Submit estimates to the City's Facilities Maintenance Supervisor and/or the Contract Administrator for approval.
 - c. Proceed with the work only after authorization by City's Facilities Maintenance Supervisor, Contract Administrator and/or designee and complete all work in accordance with the approved cost estimate.

- d. Advise the City's Facilities Maintenance Supervisor and/or 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 are appropriately contained and kept in an orderly condition. Contractor is responsible for cleaning all spills and 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 standard practices for inspection and maintenance of commercial building HVAC Systems. 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 vehicles and tools needed to complete the work. Contractor shall not charge the City for use of tools/equipment typically found on service truck.
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 Facilities Maintenance Supervisor and Contract Administrator upon commencement of this contract.
2. Respond to, mobilize, and be onsite ready to start work for all emergency requests within four (4) hours of initial contact, unless a longer response time is agreed to by the City's Facilities Maintenance Supervisor, Contract Administrator and/or designee.
3. Respond to, mobilize, and be onsite ready to start work for non-emergency requests within 24 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.

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.