

**On-Call Automatic Gate, Door & Access Control Repair Services
City Project No. OM-24-069**

SCOPE OF WORK

DESCRIPTION

The Contractor shall provide on-call repair services of automatic doors, overhead doors, automatic gates, access control components and associated equipment. On-call repair services will be on an as-needed, time and materials basis. All work shall be completed in accordance with all applicable codes and industry standards. The Contractor will be required to provide full-service coverage, including labor, parts and materials to keep the doors and gates operating safely and efficiently in the manner in which they were designed.

ON-CALL REPAIR SERVICES

1. Provide on-call, as-needed repair of the City's various automatic doors, overhead doors, automatic gates, and access control components when requested by the City.
2. Provide emergency, time-critical repair of automatic doors, overhead doors, automatic gates, and access control components at Public Safety Facilities when requested by the City.
3. Provide an appropriate level of staffing, tools and vehicles necessary to support all City maintenance and repair functions during hours of operation and for response 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's Facilities Maintenance Supervisor and/or Contract Manager prior to utilization in specific work tasks.
5. Maintain a supply of available parts and maintain a supply system for acquisition of additional parts either immediately or with minimal delay.
6. Check in with City's Facilities Maintenance Supervisor, Contract Manager and/or their designee upon each site visit.
7. Troubleshoot, diagnose, and develop a Scope of Work for the material and labor required to complete the repair.

- a. Develop an estimate for a non-emergency repair based on the Scope of Work and submit to Contract Manager for approval.
 - i. Develop potential alternatives, with costs, in cases of repairs versus replacements.
 - b. Proceed with the work only after authorization by City's Facilities Maintenance Supervisor, Contract Manager and/or their designee, and complete all work in accordance with the approved cost estimate.
 - c. Advise City's Facilities Maintenance Supervisor, Contract Manager and/or their designee if any additional work is required and when a mechanic will return to perform said work.
 - i. Additional work exceeding the approved cost estimate by 10% must be approved by the Contract Manager.
8. For emergency work that must be completed immediately to maintain proper operation of Public Safety facilities:
- a. Proceed with the work after authorization by City's Facilities Maintenance Supervisor, Contract Manager and/or their designee, and complete all work.
9. Have and maintain a thorough knowledge of commercial automatic doors, overhead doors, and automatic gates. 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.
10. Provide all vehicles, lifts, and tools needed for the work.
11. The Contractor shall maintain the appropriate licenses and will 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 telephone answering system with 24 hours, 7 days per week service, capable of contacting and dispatching service personnel.
 - a. The telephone number shall be provided to the City's Facilities Maintenance Supervisor and Contract Manager upon commencement of the Service Contract.
2. Respond, mobilize, and be on-site ready to start work for all emergency repair requests within 2 hours, unless a longer response time is agreed to by City's Facilities Maintenance Supervisor or Contract Manager.

3. Respond, mobilize, and be on-site ready to start work for non-emergency repair requests within 4 hours, unless a longer response time is agreed to by the City's Facilities Maintenance Supervisor or Contract Manager.
4. Time to respond shall start when the City calls the problem into 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 door or gate shall be secured in the full-open or full-closed position at the direction of the Facilities Maintenance Supervisor and/or City Contract Manager.
 - a. Repairs are to be completed within two working days of the initial request, or by mutual agreement with the Facilities Maintenance Supervisor and/or Contract Manager.