

**STATEMENT OF WORK GUIDE FOR VERTICAL
TRANSPORTATION EQUIPMENT MAINTENANCE CONTRACT**

PART 1 GENERAL

1.1 PURPOSE

- A. The Department of Veterans Affairs (VA) owns and operates healthcare facilities dedicated to serving the Veterans. Providing appropriately maintained facilities is critical for the mission of VA. The VA Office of Construction and Facilities Management is the branch in charge of setting the standards and guidelines that all VA/VAMC vertical transportation systems must follow to accomplish the VA mission.
- B. The purpose of these standards is to define the principles for VA 'Best Practices' in the maintenance and operation of vertical transportation systems and illustrates the concepts that support these principles.
- C. The intention of this statement of work is to obtain maintenance and repair services, safety inspections and testing for Vertical Transportation Equipment (VTE) by means of a firm fixed price indefinite quantity contract.

1.2 CONTRACTOR REQUIREMENTS

- A. Contractor must provide all management, supervision, labor, parts, material, tools, incidental engineering services, and transportation necessary to perform maintenance, repair, inspection, testing, and component replacement to keep vertical transportation equipment operating as originally specified by equipment manufacturer or modified with the approval of the VA.
- B. Contractor, without additional expense to the Government, must obtain all licenses, permits, and insurance required to perform the work in this statement of work. Contractor must comply with all applicable federal, state, and local laws. Evidence of insurance, licenses, and permits must be provided to the Contracting Officer prior to commencing work.
- C. Contractor must comply with the following codes, standards, and regulations.

1.3 CODES and STANDARDS

- A. Publications listed herein form a part of this statement of work. Elevators must meet the requirements of code editions published by ASME, NFPA, IBC, and adopted by the Department of Veterans Affairs on the date the installation contract was signed or when alterations were performed.
- B. Elevator Industry Field Employees' Safety Handbook
- C. International Building Code (IBC)
- D. American Society of Mechanical Engineers (ASME):
 - A17.1 - Safety Code for Elevators and Escalators
 - A17.2 - Inspectors Manual for Electric Elevators and Escalators

- A17.3 - Safety Code for Existing Elevators and Escalators
- A17.5 - Elevator and Escalator Electrical Equipment
- A17.6 - Standard for Elevator Suspension, Compensation, and Governors
- A18.1 - Safety Standard for Platform Lifts and Stairway Chairlifts
- QEI-1 - Standard for the Qualification of Elevator Inspectors

- E. National Fire Protection Association (NFPA):
 - NFPA 13 - Standard for the Installation of Sprinkler Systems
 - NFPA 70 - National Electrical Code (NEC)
 - NFPA 72 - National Fire Alarm and Signaling Code
 - NFPA 101 - Life Safety Code
 - NFPA 252 - Fire Test of Door Assemblies

1.4 DEFINITIONS/ACRONYMS

- AHJ – Authority Having Jurisdiction, AHJ is the VA
- ANSI – American National Standards Institute
- ASME – American Society of Mechanical Engineers
- CONTRACTOR – General Contractor, Elevator Contractor, and Subcontractors
- CO – Contracting Officer
- COR – Contracting Officer’s Representative
- ELEVATOR MECHANIC/TECHNICIAN – See Section 1.7 Paragraph C.
- FAR – Federal Acquisition Regulation
- HEPA – High Efficiency Particulate Air filter
- LEADS – Law Enforcement Agency Data System
- MCP – Maintenance Control Program provided by contractor
- MSDS – Material Safety Data Sheet provided by contractor
- NAESA – National Association of Elevator Safety Authorities
- NEC – National Electric Code
- NFPA – National Fire Protection Association
- NTP – Notice to Proceed
- OSHA – Occupational Safety and Health Administration
- PO – Purchase Order issued by the CO/COR
- PPE – Personal Protective Equipment
- QAP – Quality Assurance Program provided by Contracting Officer
- QCP – Quality Control program provided by Contractor
- QEI-1 – Qualified Elevator Inspector meeting the ASME standards
- VA – United States Department of Veterans Affairs
- VAMC – Veterans Affairs Medical Center
- VTE – Vertical Transportation Equipment – Passenger Elevator, Service Elevator, Freight Elevator, Cartlift, Dumbwaiter, Platform Lift, and Dock Leveler, Referred to in text as elevators.

1.5 EXCLUSIONS

- A. VA/VAMC will not provide office space or operational facilities to the Contractor. The Contractor must secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

- B. VA/VAMC will not provide tools or equipment to the Contractor. The Contractor must furnish all tools required for the performance of this contract.
- C. VA/VAMC will not provide any materials to the Contractor.
- D. Equipment, components, and parts not installed under this statement of work must not be removed, replaced, or deficiencies corrected while still under the manufacturers or installer's warranty, without prior approval of the Contracting Officer, including but not limited to:
 - 1. Installation of new attachments recommended or required by inspectors, insurance agencies or VA (Government Authorities).
 - 2. Repair or replacement of elevator equipment due to natural disaster, vandalism, negligence, or misuse by persons other than the contractor, its representative and employees. Contractor must obtain written approval by the COR prior to related repairs. Payment will not be made for any unauthorized work.
 - 3. Where work consists of hydraulic elevators, replacement of underground hydraulic piping or hydraulic cylinder.
 - 4. Cleaning, refinishing, repair, and replacement of cab enclosures, hoistway enclosures, door frames, exposed sills, and cab flooring.
 - 5. Repair or replacement of elevator pit sump pumps, machine room and hoistway light fixtures, heat/ventilation/air conditioning systems (HVAC), fire/smoke/heat alarm systems and sprinkler systems.
 - 6. Power supplies from the elevator controller to its source.
 - 7. Communication lines from the elevator controller to its source.
 - 8. For clarification, any item not specifically excluded must be considered the Contractor's responsibility.
- E. CO/COR must approve in advance all repairs not covered under this contract. Contractor must prepare an estimate of parts, labor, transportation, and shipping costs. If approved, COR must issue a separate Purchase Order (PO) in advance of undertaking such work. No invoice will be paid without prior approval and specific PO issued in advance of work.

1.6 GOVERNMENT FURNISHED PROPERTY, MATERIALS and SERVICES

- A. VA/VAMC will furnish the following services at existing outlets, for use in those facilities provided by the VA/VAMC and as required for the work to be performed under this contract: electricity, natural gas, fresh water, sewage service, and refuse collection (from existing collection points).
- B. Bidders/Offerors must be given the opportunity to inspect the premises by the CO/COR, prior to submitting their offers to be fully aware of the scope of services required. Upon contract award, the contractor accepts "as is" all elevator equipment specified in the contract, except items that

the CO/COR and the Contractor agree must be excluded from the contract. Failure to inspect the elevators prior to contract award will not relieve the contractor from performing services and repairs in accordance with the strict intent and meaning of this contract.

1.7 CONTRACTOR REQUIREMENTS

- A. Contractor is currently engaged in maintenance, repair, inspection, and testing of vertical transportation equipment. Contractor must have a minimum of five (5) years of current (within the past seven (7) years) of successful experience maintaining elevator equipment identical or like the vertical transportation equipment listed in this contract. Offerors must submit references for the five (5) years of experience including names, addresses, and telephone numbers of specific companies and key personnel to contact.
- B. The Contractor must provide a Contract Manager who must be responsible for the performance of the work. The name of the contract manager and an alternate must be designated in writing to the CO/COR prior to the contract start date. Changes to personnel must be submitted to the Government within five (5) workdays of the changes. The Contract Manager or alternate must have full authority to act on all contract matters relating to the daily operation of the contract. The Contract Manager or alternate must be available to speak/meet with the CO/COR within 24 hours of request during normal operating hours, and or within the next business day after Friday or a Federal holiday.
- C. Contractor must provide Elevator Mechanics/Technicians who have completed an Apprenticeship Program and passed the Mechanic/Technician Examination approved and certified by the U.S. Department of Labor. Certified Elevator Mechanics/Technicians must have technical qualifications of at least five (5) years of successful experience in the elevator industry. Apprentices must be actively pursuing Certified Elevator Mechanic/Technician status. Certificates must be submitted to the CO/COR.
- D. All employees of the contractor performing work under this contract at the VAMC for more than forty (40) hours over contract period must have completed up to one hour of Infectious Control training provided by the VA.
- E. All employees of the contractor must have completed a 10-hour OSHA Safety Course. Certificates of completion must be submitted to the CO/COR.
- F. The selection, assignment, and management of contractor's employees are the responsibility of the Contractor. The Contractor must not employ any individual identified as a potential threat to the health, safety, security, and general wellbeing, or operation of the VA/VAMC or personnel. The Contractor is fully responsible for the performance and conduct of his/her employees. The Contractor must not allow any employee to perform work under this contract while under the influence of alcohol, drugs, or any other incapacitating agent.

1.8 BACKGROUND CHECKS and IDENTIFICATION BADGES

- A. Contractor and subcontractor personnel must consent to Background Checks or shall be denied access to the VA/VAMC. Information required to conduct a Background Check includes full name, driver's license number and/or social security number, date of birth, and completion of a background check questionnaire.

- B. Contractors must ensure their employees and those of their subcontractors have the proper credentials allowing them to work in the United States. The contractor must not be entitled to any compensation for delay or expenses associated with this requirement and are not excused from proceeding with the contract.
- C. Department of Veterans Affairs requires all Contractor employees to have a VA issued Identification Badge and always wear it while at the VA facilities. This ID badge must be issued by the VA security office under its rule for issuance. Contractor personnel must present a neat appearance and be easily recognized as a contractor employee by wearing distinctive clothing bearing the name of the company and a VA issued ID badge. When an employee leaves the Contractor's service, or the contract is terminated the employee's badge must be returned to the VA immediately.

1.9 EMERGENCY TELEPHONE NUMBERS

- A. The Contractor must provide the COR with pertinent emergency telephone numbers to summon assistance in the event of an emergency. At least one of the emergency telephone numbers must be manned twenty-four (24) hours per day. This information must be provided in writing to the COR.

1.10 INJURY and ACCIDENT REPORTS

- A. Contractor must immediately report to the COR in a manner and on the forms prescribed by the VAMC all accidents resulting in injury, trauma, death, hazardous exposures, and occupational disease involving an elevator or its maintenance.
- B. Written reports for all incidents must be provided within five (5) working days and include the cause, what, where, and when the incident occurred as well as repairs and tests performed to correct the cause of the incident.

1.11 SAFETY

- A. Contractor must adhere to all codes, regulatory and AHJ requirements specified herein.
- B. In performance of this contract, the Contractor must follow VAMC safety policy and standards for safe work practices and take such safety precautions as the VAMC Safety Officer or the COR may determine to be reasonably necessary to protect the lives and health of occupants of the building. The Contractor must comply with VAMC smoking policy, which designates all interior space as NO-SMOKING areas.
- C. The contractor must treat all elevator pits as "Permit Required Confined Space" and must follow all OSHA requirements and VAMC requirements when entering such spaces. Elevator pits may be reclassified as a Confined Space as outlined in VA policy 138-08-S5; such policy must be followed carefully. VA will provide special training to contractor on expectations of this policy which will include completion and posting of the permit every time an elevator pit is entered.
- D. Patient, employee, visitor, and contractor personnel safety must be always maintained. The contractor is responsible for the safety and health of his/her employees. The Contractor must comply with all applicable OSHA safety and health standards. The Contractor must replace all

safety guards, equipment, devices, etc. removed to service or repair the elevator immediately after completion of work or when leaving the job unattended.

- E. Contractor must submit to the Contracting Officer, prior to the start of the contract, the Material Safety Data Sheets (MSDS) for all potentially hazardous materials (lubricants, cleaners, fluids, etc.) to be used in the facility in performance of the contract, and will not use, in the facility, such materials which have not been so cleared in advance with the VA/VAMC. MSDS for new chemicals must be furnished prior to the arrival of the chemical on site. The Contractor must maintain a copy of all MSDS in each elevator machine room to assure compliance with all laws and requirements regarding the "Right to Know" law.
- F. Contractor is responsible to identify, provide and maintain all personal protective equipment (PPE) required to perform the duties outlined in the contract. In addition, the contractor is responsible for identifying and providing all applicable safety programs required to perform the work i.e., lockout/tag out, confined space entry, universal precautions, etc. Training required for safety programs and the proper use of PPE must be provided by employer, and documentation maintained by the contractor.
- G. Contractor must obtain a Hot Work Permit from the Safety staff or the COR in advance whenever soldering, welding, grinding, and using a cutting torch, or other open flame, spark or heat producing equipment is used. The contractor is required to follow all requirements outlined for the issuance of the Hot Work Permit.
- H. Contractor must be notified of any non-compliance with safety regulations. The contractor must, after receipt of such notice, immediately correct the condition and notify the Contracting Officer in writing that the condition has been corrected. If, in the opinion of the COR or the VA/VAMC Safety Officer the condition is life threatening they must instruct the contractor to stop work until the condition has been corrected. If the Contractor fails or refuses to comply promptly, the Contracting Officer may issue an order halting all or any part of the work, and Contractor may be held in default. The Contractor bears all costs of stop-work time and correcting safety hazards.

1.12 INFECTION CONTROL

- A. To carry out its mission as a health care facility, the VAMC maintains the highest level of cleanliness as a part of its Infection Control Program to ensure that patient health is not compromised. The contractor must maintain the elevator shafts, elevator pits, equipment rooms and equipment room access to these standards and comply with all other reasonable requests of the COR related to Infectious Control measures.

PART 2 – MAINTENANCE SERVICES

2.1 MAINTENANCE SERVICE

- A. Provide complete maintenance service, safety inspections, and tests on each elevator at the VA/VAMC for a period of one (1) year. Maintenance work must be performed by Certified Elevator Mechanics/Technicians and Apprentices.

- B. Contractor must have in his possession throughout the term of the contract all diagnostic equipment necessary to fully maintain, test, repair, adjust or reprogram the systems.
- C. Maintain a complete set of current and legible schematic wiring diagrams in each elevator machine room for each elevator contained therein. If any of the required schematic wiring diagrams are not available at the time of contract award it must be the responsibility of the VA to provide them at no cost to the Contractor. Wiring diagrams must be modified to reflect any changes made by the Contractor after receiving written approval by the CO/COR designated representative to make the changes. Modifications made to any controls must be dated and recorded on the VA wiring diagrams. The wiring diagrams will remain property of the VA.
- D. Do not make any alteration or additions to the equipment without prior written approval from the CO/COR designated representative.
- E. Provide tools, equipment, specialty items and other items that may be necessary to perform the tasks required under this contract. Any parts not available from the manufacturer due to obsolescence remain the Contractor's responsibility to replace from another source.
- F. Provide lubricants, fluids, fasteners, cleaning supplies, paints (low VOC only), and all other supplies necessary to perform the services required in this contract. Lubricants must be only those products recommended by the manufacturer of the equipment or equal.
- G. Maintain the specified equipment in like new condition and good working order in accordance with best possible industry standards by examining, adjusting, lubricating as required, and if conditions warrant, clean, and repair or replace the components of the equipment as follows:
 - 1. Machines, worm gear, thrust bearing, drive sheave, shaft bearings, brake assembly and brake coil, contacts, linings, and component parts.
 - 2. Motor and motor generator, motor windings, rotating elements, commutators, brushes, brush holders, and bearings.
 - 3. Silicon control rectifiers, reactors, filters, heat sinks, amp traps, transducers, and all control components.
 - 4. Controller, selector and dispatching equipment, all relays, solid state components, resistors, condensers, transformers, contacts, leads, dash pots, timing devices, computer and microprocessor devices, steel selector cable or tape, and mechanical and electrical driving equipment.
 - 5. Governors, governor sheaves and shaft assemblies, bearings, contacts and governor jaws.
 - 6. Deflector or secondary sheaves, sheave bearings, car and counterweight guide rails, top and bottom limit switches, governor tension sheave assembly, compensating sheave assembly, counterweight and counterweight guide shoes including rollers or gibs.
 - 7. Equalize tension, shorten, or replace hoisting ropes and governor ropes where necessary to maintain the safety factor required by code.

8. Hoistway door interlocks, rollers and hangers, bottom door guides and door closing devices.
9. Automatic power-operated door operator, car door hanger, car door contact, door protective device, load weighing equipment, car frame, car safety mechanism, platform, wood platform flooring, elevator car guide shoes, gibs or rollers, ceiling fan/blower and grill.
10. Signal system devices and fixtures, signal devices including hall buttons, hall lanterns, operating panels, intercommunication system, telephones, position indicators, dials, bells, buzzers, gongs, and light bulbs.
11. Emergency lighting, bulbs, batteries, trickle charger and related wiring and components.
12. Elevator operating devices for fire emergency operation and emergency power operation.
13. Re-calibrate and reset load weighing devices after annual and five-year safety tests and as needed between tests.
14. Replace conductor cables and hoistway and elevator machine room wiring.
15. Ensure lubricants meet the specific manufacturer's requirements for the equipment.
16. Check the group dispatching systems and make necessary tests to ensure that all circuits and time settings are properly adjusted and that the system performs as designed and installed by the manufacturer. Adjust and maintain revised settings upon written direction by VA.
17. If the mechanic deems it necessary to add hydraulic oil to any elevator while providing maintenance service under this purchase order, notify the CO designated representative within 24 hours after adding more than two gallons of fluid. Provide written documentation as to the cause of the loss of hydraulic oil, including the remedy to prevent further loss to the CO designated representative.
18. Cartops, machine room floors, and machine room equipment must be cleaned monthly. Accumulated rubbish must be removed from the pits monthly. A general cleaning of the entire installation including all machine room equipment and hoistway equipment must be accomplished annually. Cleaning supplies and a HEPA vacuum cleaner must be furnished by the Contractor.
19. Hydraulic - Pumps and pump motors, control valves, plunger packing, shutoff valves, exposed piping, hydraulic fluid tanks, filters, mufflers, and oil recovery systems.

2.2 CALLBACK SERVICE

- A. Callback service is defined as requests for each individual elevator, either during or after normal working hours, to correct any elevator problem or condition, which needs attention.
- B. Callbacks during normal working hours consist of responding to the VAMC to take corrective action at the site within 1 hour for passenger entrapments, two (2) hours for all other service calls.

- C. Callbacks hours are not to take time away from preventive maintenance hours required under this contract.
- D. Equipment malfunctions must be corrected the same day that the service call was issued. If circumstances beyond the contractor's control preclude resolution of the problem that day, the COR or designated representative must be notified with an explanation of the delay.
- E. Repair proposals authorized in advance by the COR, which occur during normal hours of operation or on overtime, must be accomplished at the hourly rates specified in the pricing schedule.

2.3 ELEVATOR OUT OF SERVICE

- A. Notify Facilities Management Service and the COR, either by phone or in person, before removing an elevator from service. If work requires more than one day, daily notification will be made. Notify Facilities Management Service and the COR when placing the elevator back in service.
- B. When an elevator is taken out of service, appropriate signage must be installed at each entry door to notify elevator users of the interruption. Upon completion, all signage must be immediately removed.
- C. All tests, inspections, or maintenance repairs that will remove an elevator from service must be scheduled in advance with the COR.
- D. Under no circumstances will any shutdown or breakdown last longer than five (5) consecutive working days, from initial notification to the Contractor, without prior approval of the COR.

2.4 PERFORMANCE STANDARDS

- A. Contract speed and brake to brake flight time must be maintained as originally installed and adjusted.
- B. Maintain smooth starting, stopping, and leveling accuracy of 3mm (1/8") for all elevators.
- C. Opening times, closing times and door close torques of all elevators must be maintained within the limits of ASME A17.1 and ADA with a minimum of stand open time consistent with traffic demands.
- D. Door reversal on all elevators equipped with mechanical safety shoes must always be initiated with the stroke of the shoe. Ensure all electric eyes or door detectors are always working.
- E. Variable car and hall door open times must be maintained in accordance with original field adjustments. Deviations from this will not be permitted unless requested and/or approved by the COR.
- F. As needed or upon request, a computerized elevator analyzer or similar type event recorder must be utilized to record the hall waiting time at each landing and other data necessary to verify the system is operating at peak efficiency. Results must be submitted and labeled as to

floor, time, date, and identification of all other data and must be delivered together with an analysis of the tapes/disks to the COR or COR's designated representative.

2.5 CARD READER SYSTEM

- A. Maintenance for card reader system is not included in this contract.

2.6 SPARE PARTS

- A. An adequate supply of new spare parts must be always maintained by the contractor to ensure prompt preventive maintenance and repair services.
- B. All parts and materials must be of the original manufacturer's design and specification, or equal. All lubricants must be the same as or equal to those recommended by the manufacturer.
- C. If it becomes evident during a guarantee period that device is not functioning properly in accordance with manufacturers or VA specification requirements, or if in the opinion of Contracting Officer, excessive maintenance and attention must be employed to keep device operational, that device must be removed and a new device meeting all requirements must be installed.
- D. All parts and supplies stored in the elevator machine rooms must be kept in enclosed metal cabinets. Flammable materials must be stored in fire rated cabinets provided by the contractor.

2.7 CLEANING AND PAINTING

- A. Within the first three (3) months this contract is in effect, the Contractor must thoroughly clean the following: all elevator hoistways, pits, cartops, machine rooms and equipment including controller interiors and air filters. All car and hoistway door hardware must be cleaned, lubricated, and adjusted.
- B. All floors including elevator pits and steps must be swept, mopped, and vacuumed using a HEPA vacuum cleaner as often as necessary to prevent accumulation of dirt, oil, and grease.
- C. All walls, ledges, handrails, storage cabinets, fences, elevator shaft walls, and other surfaces must be kept clean using a HEPA vacuum cleaner and damp cloths. Cleaning must be performed as often as needed to remove dust and dirt from surfaces.
- D. Elevator equipment, including control cabinets, motors, door operating mechanisms, and cartops must be wiped down with damp cloths and vacuumed with a HEPA vacuum as to remove any dust or dirt accumulation. Before cleaning is performed ascertain if any build up indicates a problem with the equipment and requires service or repair.
- E. The exterior of the machinery and any other parts of the equipment subject to rust must be properly painted. Surfaces, particularly floors, steps and handrails that have a dull or worn appearance after cleaning must be painted so that cleaning efforts are evident.

- F. COR or COR's designated representative must periodically inspect equipment and equipment spaces for cleanliness. The inspection must consist of a visual observation to detect any accumulation of dust on any surface required to be kept clean under this contract.
- G. Debris, rubbish, and recyclable material resulting from work under this contract may be disposed of on VA/VAMC property at the direction of the COR or off site at the option of the Contractor. The Contractor must dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act and its associated state and local regulations.

PART 3 – DOCUMENTATION

3.1 COMPUTER DATA BASE

- A. The contractor must store all information in a computer database. The data must be configured so all entries relate to one another i.e., "parts" to "work", can be crossed referenced.
- B. Minimum database requirements:
 - 1. All maintenance and service ticket information.
 - 2. An inventory of all significant parts used during maintenance and the vertical lifting device each part was installed on.
 - 3. Each technician visit, name(s), time of arrival, time of departure and nature of the visit, routine maintenance, or trouble call, etc.
 - 4. All parts used, all work performed, all tests performed, lists of deficiencies found during maintenance and inspections must be maintained in the database for each vertical lifting device.
 - 5. All Preventative Maintenance records must be maintained in the database.
 - 6. A record of the Firefighter's Service Tests, for monthly and yearly tests, starting October to September must be maintained in the database.
- C. All information in the database must be available to the government within twenty-four (24) hours of being requested.
- D. At the end of the annual contract period the contractor must turn over a full report of the contents of the database to the COR.
- E. All reports must be sent via email to the COR.
- F. Service and emergency personnel must report to the COR or authorized representative upon arrival at the hospital and again upon completion of the required work. A copy of the work ticket containing a complete description of the work performed must be given to the COR or authorized representative.

3.2 WRITTEN MAINTENANCE RECORDS

- A. The elevator contractor must maintain a “Logbook” in each elevator machine room. The log must list the date and time of all weekly examinations and all trouble calls. Each trouble call must be fully described including the nature of the call, necessary correction performed, or parts replaced.
- B. The elevator contractor must record in the logbook all tests conducted, technicians performing the tests, and the results of the tests including any deficiencies found. This is in addition to recording this information in the Data Base.
- C. A Written “Maintenance Control Program” must be in place to maintain the equipment in compliance with ASME A17.1 Section 8.6.
- D. The Contractor must post a check chart for each elevator in each machine room in a conspicuous place, in the room containing the equipment controller. These check charts must list each elevator component showing a schedule of the manufacturer’s recommended frequency of inspection of each component on a weekly, monthly, quarterly, semi-annual, and annual. Entries must indicate the status of schedule items of maintenance work performed. The check chart must be always kept up to date and must be initialed and dated by the Contractor’s employee to indicate that the work has been accomplished. A check chart must be available for review by the Contracting Officer or designated representative and the Contractor will physically show the CO or designated representative the completed work on request.

3.3 MAINTENANCE REPORTS

- A. Upon request the contractor must send maintenance and service call reports to the COR. This report must be an attachment to an email. The report must contain:
 - 1. Each elevator worked on.
 - 2. A description of all work performed on that elevator.
 - 3. A description of the parts replaced, including part numbers.
 - 4. The date the part was installed.
 - 5. Adjustments made to insure proper operation with the new part.
- B. Within six (6) months prior to the termination of this contract, the COR must make a thorough inspection of all equipment covered under this contract. The Contractor must correct all defects found within thirty (30) calendar days. The Contractor must notify the COR in writing that the deficiencies have been corrected and that re-inspection can be made.
- C. Work Required Outside Contract:
- D. Contractor must immediately notify the COR in writing of the existence or the development of any defects in or repairs required to an elevator that the Contractor considers not covered by the contract. The contractor must furnish a written estimate, when requested, of the cost.

Final determination of responsibility will be by mutual agreement between the Contracting Officer and the Contractor. Service proposals for ANY EXTRA CHARGE WORK must be approved in advance including a Purchase Order (PO) being issued authorizing the work. Failure to do so will result in non-payment for extra charge work.

3.4 MAINTENANCE, REPAIR, and CALLBACK TICKETS

- A. Contractor must have all maintenance tickets signed by the COR or COR's designated representative. In the event of after-hours maintenance, contractor must have the maintenance ticket signed by the Administrative Officer of the Day (AOD).
- B. Contractor must instruct his personnel that when they perform work under this contract, they must comply with the following procedures:
 - 1. Upon arrival at the facility, Contractor must check in with the COR or his designee so that Facility Management Service will be always aware of Contractor's presence at the facility.
 - 2. Pick up the key ring which contains keys that will access any lock on the elevators and open access doors to elevator maintenance spaces. This key ring must be returned before maintenance personnel leave the VA/VAMC.
 - 3. Contractor must have a service ticket on each service call signed by COR or COR's designated representative. Service tickets must identify the respective piece of equipment, description of problem, description of corrective measures taken, date and time unit was returned to regular service. Signed maintenance, repair, callback tickets are required to verify hours on site. Without signed tickets hours billed will not be paid.

PART 4 – SAFETY INSPECTIONS and TESTING

4.1 SAFETY INSPECTIONS AND TESTING

- A. Category Five tests must be performed by the elevator contractor and witnessed by an ANSI/ASME QE-1 Certified Elevator Inspector contracted by the VA/VAMC.
 - 1. Contractor must perform all safety tests and other tests and inspections as recommended and required by ASME A17.1 "Safety Code for Elevators and Escalators" using Table N-1 "Recommended inspection and test intervals in 'Months'" and ASME A17.2 "Inspectors' Manual for Electric Elevators" latest edition.
 - 2. The certified inspector will provide a report of all deficiencies found that the VA/VAMC or elevator contractor is required to correct.
 - 3. The results of ALL tests must be recorded in the "Record of Elevator Testing" and a summary delivered upon request to the COR.
- B. The contractor must identify the date of the last Five-Year Load Test on each elevator tag and schedule the next Five-Year Load Test accordingly.

- C. Any repairs or adjustments necessary to complete a test and return the elevator to service must be performed by the Contractor at no additional expense to the Medical Center.
- D. Contractor must attach tags after testing as required by ASME A17.1 and A17.2.
- E. All elevators provided with firefighters' service must be subjected to monthly Phase I "Emergency Recall Operation" and a minimum of one floor operation on Phase II "Emergency In-car Operation" to assure the system is maintained in proper operating order in accordance with ASME A17.1. The results of these tests must be recorded on the "Record of Elevator Testing" and a companion separate document maintained in the elevator machine room.
- F. All tests or inspections that will remove the elevator from normal operation must be scheduled in advance with the CO or designated representative. Recurring tests such as "Emergency Recall Operation" may have a standard recurring schedule approved and applicable through the term of this agreement.

PART 5 - QUALITY CONTROL

5.1 QUALITY CONTROL PROGRAM

- A. Contractor must establish a complete Quality Control Program to assure the requirements of the contract are provided as specified. The Contractor must submit this program to the COR, for acceptance within ten (10) days of Notice to Proceed. QCP must follow the Maintenance Control Program as required by ASME A17.1 Section 8.6. The program must include the following:
 - 1. An inspection system covering all the services described in the contract. A checklist used for inspecting contract performance during scheduled or unscheduled inspections and the name(s) of the individual(s) who will perform the inspection.
 - 2. The checklist must include every area of the Contractor's operation as well as every task required to be performed.
 - 3. A system for identifying and correcting deficiencies before the level of performance becomes unacceptable and/or the Medical Center inspectors point out the deficiencies.
 - 4. A file of all inspections conducted by the Contractor and the corrective action taken. This documentation must be made available to the VA/VAMC upon request, at any time during the term of the contract.

PART 6 – MAINTENANCE HOURS

6.1 MAINTENANCE HOURS REQUIRED

A. Maintenance schedule will vary with the type of elevator as well as its age and level of use. Add maintenance hours for additional floors and rear openings.

Type of Elevator	Type of Control	Floors Served	Hours
Gearless Traction Elevator	DC Motor/MG Set Relay Logic Control	8 Stops front only	5 hr. per month
Gearless Traction Elevator	DC Motor/SCR Drive Relay Logic Control	8 Stops front only	5 hr. per month
Gearless Traction Elevator	AC Motor/VVVF Computer Control	8 Stops front only	4 hr. per month
Geared Traction Elevator	DC Motor/MG Set Relay Logic Control	8 Stops front only	4 hr. per month
Geared Traction Elevator	DC Motor/SCR Drive Relay Logic Control	8 Stops front only	4 hr. per month
Geared Traction Elevator	AC Motor/VVVF Computer Control	8 Stops front only	3 hr. per month
Hydraulic Elevator	V-belt Wye/delta or Lin Starter Relay Logic Control	5 Stops front only	2 hr. per month
Hydraulic Elevator	In-tank Soft Start Computer Control	5 Stops front only	1 hr. per month
Geared/Gearless Traction Cartlift	AC or DC Motor w/MG Set Automatic Doors W/Cart Ejector	8 Stops front only	2 hr. per month
Geared Traction Dumbwaiter	AC Motor Automatic Doors W/Cart Ejector	8 Stops front only	1 hr. per month
Dock Leveler	Hydraulic		0.5 hr. per month
Platform Lift Wheelchair Lift	Screw Column		1 hr. per month
Geared Traction Freight Elevator	AC or DC Motor w/MG Set Bi -parting Automatic Doors	8 Stops front only	5 hr. per month
Hydraulic Freight Elevator	V-belt Wye/Delta Bi parting Automatic Doors	4 Stops front only	4 hr. per month

PART 7 – SCHEDULE of ELEVATORS

Bldg.# Elevator#	Type: Traction/ Hydraulic	Year Installed/ Updated	A17.1 Code Year	Full Load Capacity	Contract Speed	# of Stops