

BACKGROUND

1. The City of Ocala requires the services of an experienced Contractor to provide overhead door repair, preventative maintenance, and overhead door replacement services supporting the Fleet and Facilities department.

LICENSING AND EXPERIENCE REQUIREMENTS

1. **Experience Requirement:** Bidder must possess five (5) years of experience in providing overhead door repair, replacement, and preventative maintenance inspections.

INSURANCE REQUIREMENTS

1. **Commercial General Liability:** with limits of \$1,000,000 per occurrence/\$2,000,000 aggregate.
2. **Commercial Automotive Liability:** a combined limit of not less than \$1,000,000.
3. **Workers' Compensation and Employer's Liability:** per Florida statutory requirements.

CONTRACT TERM/DELIVERY TIMELINE

1. **Term:** The resulting contract will be for an initial term of two (2) years.
2. **Renewals:** Two (2) optional, one-year renewal terms.
3. **Escalation:** Any price increase for contract renewal will be subject to negotiation as approved by the City of Ocala. In no case will the increase exceed three percent (3%) annually unless there are mitigating market conditions. Price increases shall be based on the CPI-U and Contractor must submit their request for an increase with CPI justification at least 90 days prior to the end of the current term.
4. **Lead Time:** The maximum acceptable lead time on materials is two (2) weeks.

DELIVERY

1. Supplies will be delivered or shipped to Facilities Management, 1805 NE 30th Avenue, Building 200, Ocala, FL, 34470.
2. Scheduling of all deliveries shall be coordinated with the City Project Manager, Gary Crews, Division Head, Facilities Department, 352-351-6796, e-mail: Facilities@ocalafl.gov.

PROJECT SUMMARY, DELIVERABLES AND HOURS

Project Summary: The Contractor will be required to perform the following services for the City of Ocala:

1. Preventative Maintenance Schedule: Contractor will provide the City Project Manager with a schedule for performing garage door preventative maintenance within two (2) weeks of contract execution.
2. **Preventative Maintenance Services:**
 - a) Service frequency shall be annual.
 - b) Contractor shall document in writing the findings of each inspection and the preventative maintenance actions performed for each door.
 - c) A copy of each inspection report must be submitted to the City Project Manager no later than five (5) business days after inspection.

- d) If an inspection identifies a safety concern or major deficiency, the Contractor must immediately notify the City Project Manager. This notification must be made within two hours of the discovery via phone call and email. Major deficiencies are defined as any condition that:
 - i) Jeopardizes the safety of City personnel or the public.
 - ii) Prevents an overhead door from functioning reliably.
 - iii) Prevents an overhead door from being securely closed.
 - iv) Involves cracked, broken, or missing window glass.

3. Inspections will include:

- a) Inspect general arrangement of door and mechanism mountings, guides, wind locks, anchor bolts, counterbalances, weatherstripping, etc. Clean, tighten and adjust as required.
- b) Operate with power from stop to stop and at intermediate positions.
- c) Observe the performance of various components such as brake, limit switches, motor, gearbox, etc. Clean and adjust as needed.
- d) Check operation of the electric eye, treadle, or other operating devices. Clean and make adjustments as needed.
- e) Check manual operations. Note brake releases, motor disengagement, functioning or hand pulls, chain sprockets, clutch, etc.
- f) Inspect motor, starter, gearbox, chains, and lubricate or add oil as required.
- g) Perform required lubrication. Remove old or excess lubricant.
- h) Clean unit and mechanism thoroughly and remove all debris.

4. Installation, Repair, and Replacement Services:

- a) Installation services will primarily consist of new overhead door installs, upgrades, or renovations.
- b) Repair and/or replacement will primarily consist of the identification and performance of any repairs required to bring the equipment up to the manufacturer's operating standards (component replacement as required to minimize malfunction, breakdown, or deterioration of the mechanical operating portion of the equipment).
- c) In the event of the need for a complete replacement, Contractor must provide a written quotation to the City Project Manager, email is acceptable.
 - i) Quotes must be accompanied by the manufacturer's quote for the parts being replaced. Failure to provide manufacturer's quote may result in rejection of the proposal. No work shall commence without the approval of the City Project Manager or designee.
 - ii) A quote is required for all additional work and repairs and must be approved before the Contractor begins work. In case of emergencies, this requirement may be waived at the discretion of the City Project Manager.
 - iii) Quotes shall include the parts mark-up cost and must be accompanied by the manufacturer's quote for such parts. Failure to provide the manufacturer's quote may result in the rejection of the quotation.

5. All parts and components shall be new original manufacturer's parts or equivalent. Contractor shall maintain a reasonable inventory of new parts and components to be readily available to expedite repairs.
6. Used parts or components are not acceptable.

Deliverables: The Contractor shall provide monthly reports of all work in progress. Deliverables must be provided to the City of Ocala Project Manager before payment for such work.

Working Hours: The normal/standard working hours for this project are 7:00 AM – 5:00 PM Monday through Friday, excluding holidays. Contractor shall provide 48-hour advance notice to City Project Manager for work outside normal shift hours. The city may decline the request.

WRITTEN QUOTES

1. The Contractor shall submit a detailed written estimate of the proposed services prior to any work being performed by the Contractor. Written quotes shall be submitted within three (3) days of the initial request by the City. The Contractor shall submit an itemized not-to-exceed price, giving a full description of the project for each project covered by this contract.
2. Written quotes shall list the location name and address. The project estimate shall list each and every item per bid specifications, i.e., items and quantity, and all hardware items used. Each quote shall be submitted to the City Project Manager by email with a clear sketch or drawing (if applicable).

CONTRACTOR EMPLOYEES AND EQUIPMENT

1. Contractor must utilize competent employees in performing the work. Employees performing the work must be properly licensed or qualified as required by the scope/project.
2. The Contractor shall provide an assigned Project Manager, who will be the primary point of contact. Contractor must provide a valid telephone number and address at all times to the City Project Manager. The telephone must be answered during normal working hours or voicemail must be available to take a message.
3. At the request of the City, the Contractor must replace any incompetent, unfaithful, abusive, or disorderly person in their employment. The City and the Contractor must each be promptly notified by the other of any complaints received.
4. The employees of the Contractor must wear suitable work clothes and personal protective equipment as defined by OSHA. Employees shall be clean and in as good appearance as the job conditions permit.
5. Contractor will operate as an independent contractor and not as an agent, representative, partner or employee of the City of Ocala, and shall control their operations at the work site, and be solely responsible for the acts or omissions of their employees.
6. No smoking is allowed on City property or projects.
7. Contractor must possess/obtain all required equipment to perform the work. A list of equipment shall be provided to the City upon request.
8. All company trucks must have a visible company name/logo on the outside of the vehicle.

CITY OF OCALA RESPONSIBILITIES

1. The City of Ocala will furnish the following services/data to the Contractor for the performance of services:
 - A. Access to City buildings and facilities to perform the work.
 - B. Provide access to drawings, specifications, schedules, reports, and other information prepared by/for the City of Ocala pertinent to the Contractor's responsibilities.
 - C. Provide office facilities for the Contractor, if needed.
2. The City reserves the right to purchase any materials for the Contractor to use. The Contractor shall not charge a mark-up fee for material furnished by the City.

CONTRACTOR RESPONSIBILITIES

1. The Contractor shall complete all work performed under this solicitation in accordance with policies and procedures of the City of Ocala and all applicable State and Federal laws, policies, procedures, and guidelines.
2. The Contractor shall obtain and pay for any and licenses, additional equipment, dumping and/or disposal fees, etc., required to fulfill this contract.
3. Installation shall be in compliance with all requirements and instructions of applicable manufacturers.
4. Contractor is responsible for any and all damages including but not limited to buildings, curbing, pavement, landscaping, or irrigation systems caused by their activity. Should any public or private property be damaged or destroyed, the Contractor at their expense, shall repair or make restoration as acceptable to the City of destroyed or damaged property no later than one (1) month from the date damage occurred.
5. If the Contractor is advised to leave a property by the property owner or their representative, the Contractor shall leave at once without altercation. Contractor shall then contact the City Project Manager within 24 hours and advise of the reason for not completing the assigned project.
6. Data collected by the Contractor shall be in a format compatible with, or easily converted to City's databases. A sequential naming convention should be applied to the files and documentation provided to the City.
7. The Contractor shall ensure that all documents prepared under this contract have been prepared on a Windows-based operating system computer using the most current version of Microsoft Office, which includes Word, Excel, Power Point, Access, or any other software as specified and approved by City staff.

SUB-CONTRACTORS

1. Contractor must perform a minimum of 30% of the work with their own forces.
2. Services assigned to sub-contractors must be approved in advance by the City Project Manager.

SITE HOUSEKEEPING AND CLEANUP

1. **Cleanup:** The Contractor shall keep the premises free at all times from accumulation of waste materials and rubbish caused by operations and employees. Such responsibilities shall include but not limited to:
 - A. Periodic cleanup to avoid hazards or interference with operations at the site, and to leave the site in a reasonable neat condition.

- B. Work site will be completely cleaned after each day of work.
 - C. Contractor shall dispose of debris in a legal manner.
2. **Final Cleaning:** Upon completion of work, clean entire work area as applicable.
- A. All furnishings and equipment shall be placed back in the original locations.
 - B. All work areas must be returned to original condition.
 - C. The Contractor shall clean and remove from the premises, all surplus and discarded materials, rubbish, and temporary structures, and shall restore in an acceptable manner all property, both public and private, which has been damaged during the prosecution of the work and shall have the work in a neat and presentable condition. *Note: Any and all debris shall be removed from the premises. New construction debris, trash, etc., shall not be left or buried on site.*

SAFETY

- 1. The Contractor shall be fully responsible for the provision of adequate and proper safety precautions meeting all OSHA, local, state, and national codes concerning safety provisions for their employees, sub-contractors, all building and site occupants, staff, public, and all persons in or around the work area.
- 2. In no event shall the City be responsible for any damages to any of the Contractor's equipment, materials, property, or clothing lost, damaged, destroyed or stolen.
- 3. Prior to completion, storage and adequate protection of all material and equipment will be the Contractor's responsibility.

WARRANTY

- 1. Contractor will provide a three-year material and labor warranty from the date of completion, against operational failure caused by defective material or workmanship which occurs during normal use.
- 2. All manufacturer warranty documentation and owner/operator manuals must be provided before final payment request.

INVOICING

- 1. All original invoices will be sent to: Gary Crews, Project Manager, Facilities Management Department, 1805 NE 30th Avenue, Building 200, Ocala, FL 34470, email: Facilities@Ocalafl.gov.
- 2. Contractor will invoice at least once a month.
- 3. Contractor will be given a coversheet for their invoice. This coversheet must be filled out correctly and submitted with each invoice.

PRICING AND AWARD

- 1. Bidder must upload a completed Price Proposal with their response.
- 2. Bidder must bid on all line items, with the exception of optional items.
- 3. The quantities in Price Proposal are estimated based upon past annual usage and should not be construed as guaranteed minimums.
- 4. Bids will be received on a unit price basis. The City will pay the Contractor only for the actual units that the Contractor provides, installs, or constructs.

5. Award will be made to the lowest bidder meeting all requirements outlined herein.