

DESCRIPTION/SPECIFICATION/WORK STATEMENT

1. CONTRACT EFFORT REQUIRED

- A. Minimum Level of Work. The Contractor shall take all steps and measures that a prudent building owner would take to maximize the life expectancy of the elevator plant. The work provided must preserve each elevator in unimpaired condition and above the point where deterioration begins.
- B. On-Site Requirement. The Contractor shall provide qualified elevator mechanics, work crews, and supervisory personnel in such numbers, places, and times as may be required to fully meet the contract requirements.
- C. Working Hours. All scheduled contract work shall be accomplished during "Normal Working Hours" 6:00 AM TO 6:00 PM, unless other mutually satisfactory arrangements have been approved by the Contracting Officers Representative/Contracting Officer's Technical Representative (COR/COTR). The Contractor will respond to service calls 7 days per week, 24 hours per day as part of the monthly contract price.
- D. Subcontracts. No more than 10 percent of the units shall be subcontracted. All subcontracts must be in writing and conform to all the provisions of this contract. The CO must approve in writing the use of subcontractors before they perform any work under this contract. The Contractor must furnish the CO/COR/COTR a copy of all subcontracts.
- E. Contractor Conduct. All persons furnished by the Contractor, including subcontractors, are the sole responsibility of the Contractor. The Contractor shall be responsible for their compliance with all laws, rules, regulations and security clearances.
- F. National Account Representative. The Contractor shall assign an individual to work directly with the Contracting Officer, the Contracting Officer's Representative, and the Government Elevator Inspector from each Zone. This individual will be responsible for all matters pertaining to the Government's elevator requirements and will be the point of contact for problems the Government encounters, which have not been resolved at the local level. Account Manager shall have the ability to make financial decisions that affect the contract including billable work.

2. SCOPE OF WORK

A. Acceptance of Existing Equipment:

- 1) In accordance with standard elevator industry practice, this is a full maintenance contract. The Contractor shall inspect, maintain, repair, test, and clean all of the elevators and the elevator equipment for the applicable Groups.
- 2) The Contractor shall accept these elevators "as is." Obsolescence is not recognized in the terms of this contract. Except as listed below, no components are excluded from the requirements of this contract. All repairs shall be the Contractor's sole responsibility.

B. Excluded Equipment: The following elevator components are specifically excluded from this contract:

- 1) Repairs that are caused by electrical power outages, third party vandalism, misuse/abuse by third parties, or acts of God (e.g., hurricanes, tornadoes, earthquakes, hail, or floods), including natural disasters where the Contractor took all reasonable precautions and exercised due diligence, are fully reimbursable.
- 2) Acts of God and verified vandalism.
- 3) Refinishing or replacing elevator cabs, floor coverings, hoistway enclosures, cab and hoistway door frames, signal fixture faceplates and sills.
- 4) Replacing underground hydraulic piping or cylinders.
- 5) Mainline disconnect switch.
- 6) Replacement or refinishing of escalator balustrades, trim, moldings, or power lines to the escalator.

C. Performance Requirements.

- 1) All elevator operations, tests, inspections, maintenance, alterations, and repairs performed under this contract shall comply with the latest editions of the American Society of Mechanical

Engineers (ASME) publication A17.1, "Safety Code for Elevators and Escalators." Throughout this specification, these documents will be referred to as "the Code".

- 2) The Government will be responsible for the cost of any additional permits, fees, and initial third party inspections. The contractor is responsible for costs associated with any inspections that are canceled due to contractor manpower, equipment or scheduling conflicts not addressed at least 2 weeks prior to inspection. All third party inspection rescheduling costs shall be the responsibility of the contractor.
- 3) Subject to the capability of the equipment, the Contractor shall ensure that the original operating criterion is maintained at all times for each elevator:
 - A. Maximum capacity in pounds.
 - B. Rated speed in feet per minute.
 - C. Performance time measured brake to brake.
 - D. Door operation.
 - E. Traffic handling capabilities.
 - F. Response times as noted in the exhibit.
 - G. Smooth and quiet ride quality and door operation.

D. Acceptable performance: A down-time percentage for each elevator of not more than one call per elevator per quarter, and a level or decreasing trend in service calls. An increased frequency in service calls is not considered acceptable performance, and shall require additional maintenance visits. If performance is deemed unacceptable at any single location payment for the entire group may be withheld until such time as deficiencies are corrected.

E. Performance Standards: It is the intention of this specification that the elevator and escalator equipment be maintained so as to preserve the operating characteristics in line with the original design. Should GSA find through its own investigation, or that of its representative that these standards are not being maintained, the Contractor will be given ten (10) business days to restore the performance to the required level. Failure by Contractor to restore the performance to the required level within the ten (10) business day period shall constitute sufficient cause for withholding of payment and/or termination of the contract by reason of default, at the option of GSA.

F. Non-Standard Requirements: The Contractor's offer must include the following services:

- 1) Emergency Communication Devices: The Contractor shall be responsible for all emergency communication devices including video, audio telephone and intercom devices. The contractor shall be responsible for the communication lines within the elevator, the first point of termination within the machine room, and elevator shaft. The Contractor shall be responsible for the programming and updates of all emergency communication devices.
- 2) The contractor shall, at the option of the government, provide 24 hour monitoring of emergency elevator communication devices per the requirements of the elevator code. The monitoring service shall be capable of recording all calls and videos when provided, and will provide when requested the recorded transcripts and videos for review by GSA Authority Having Jurisdiction (AHJ).
- 3) The contractor shall be responsible for maintaining all lighting installed in the elevator machine room, hoistway, pit, car top, and car (including emergency lighting). The contractor shall install government furnished fixture components including ballasts, bulbs, lamps, and tubes.

G. Housekeeping.

- 1) The Contractor shall maintain all building space assigned to the Contractor, and any Government-owned equipment the Contractor is authorized to use, in a neat, clean, orderly, and working condition at all times.
- 2) The machinery exterior and other equipment parts, which are subject to rust, shall be kept painted. The machine room and pit floors shall be kept painted with good quality odorless deck enamel. The contractor shall repaint any of these items at the request of the Government.
- 3) The Contractor shall take all necessary precautions, to safeguard and protect all Government property the Contractor comes in contact with while performing the contract work.
- 4) All machine rooms, hoistways, pits, elevator equipment, and landing sill grooves will be kept clean, free of dust, dirt, grease, oil, and foreign debris.

- 5) The Contractor will keep Material Safety Data Sheets (MSDS) on file within the machine room for all materials used.
- 6) The Contractor will use reasonable care to minimize the generation of waste, and will properly dispose of all waste it does generate.
- 7) The Contractor will use reasonable care to minimize the risks its work poses to the environment, the customers, the general public, and the contract employees.
- 8) The contractor shall supply and install fire rated parts cabinets and trash receptacles in each machine room. The contractor shall ensure all excess parts, cleaners, lubricants, etc. are stored within these cabinets at all times.

H. Quality Control Program.

- 1) The Contractor shall establish and provide a comprehensive quality control program to GSA for approval, within 30 days of award, to assure that the contract requirements are provided as specified. This shall include a maintenance control program as specified and required under the latest edition of A17.1. This plan shall be approved by GSA and implemented by the contracts within 60 days from the date the plan was originally submitted to GSA. To include but not limited to Semi annual reports, scheduled service reports, repair logs, and all maintenance requirements prescribed in the ASME A17.1 code.
- 2) At least quarterly, the Contractor shall schedule and coordinate with GSA a meeting to review the maintenance and performance of the elevators with the building management personnel. The contractor shall document the date and personnel contacted.
- 3) GSA and the contractor shall meet twice a year to review contract performance. This meeting shall require the presence of the National Account Representative, Zonal Contracting Officers, Zonal Elevator Technical Representatives, and others as deemed necessary by the Government. The contractors shall use government provided forms for reporting performance at this meeting. (See Exhibit 2).Maintenance Logs - semi annual audits,
- 4) Annually, the local supervisor/service manager shall survey all the elevator equipment to verify that it conforms to the specifications outlined in Section C of this contract. At the conclusion of the survey, the Contractor will provide the government representative a copy of the equipment survey report and performance evaluation for each individual unit covered by this contract. The report shall indicate all repairs and upgrades as well as general condition and cleanliness of each unit. Reports shall be on GSA Elevator Audit Form (See Exhibit 3).
- 5) In keeping with environmental protection as well as Code requirements, the contractor shall immediately notify the COR and zonal elevator SME in writing of any indication of underground oil seepage which may be attributed to a leaking underground hydraulic cylinder.

I. Equipment Changes

- 1) By the Contractor. The Contractor shall not change or alter the existing elevator equipment or any electrical circuits, wiring, controls, or sequencing without written authorization from the AHJ/Contracting Officer. If the AHJ and Contracting Officer authorizes changes, the Contractor shall make appropriate revisions to the elevator drawings and/or specifications. All improvements made by the Contractor during the term of this contract shall become and remain the property of the Government.
- 2) By the Government. The Government reserves the right to add and remove elevators from this contract at any time. The Government will inform the Contractor as far in advance as possible of any changes to the inventory. If the Government removes an elevator from service to perform work outside the scope of the contract, the Government will deduct the monthly amount currently being paid to maintain that elevator. When the Government returns the elevator to service, it will resume paying the Contractor.

3. QUALIFICATION OF CONTRACT EMPLOYEES

A. Maintenance Supervisor.

- 1) A supervisor is a person designated in writing by the Contractor to make decisions for the Contractor on a day-to-day basis.

- 2) The contractor shall employ competent supervisory personnel. The supervisor must be fully conversant in English.
- 3) The supervisor(s) shall be available by telephone at all times while contract work is being performed. The requirement is that calls are returned within 24hrs.

B. Elevator Maintenance Technicians

- 1) The personnel employed by the Contractor shall be capable employees, trained and qualified in elevator maintenance and repair work. Elevator maintenance mechanics performing contract work shall have journeyman status as recognized and licensed by the elevator industry.
- 2) Licenses. All persons employed in a trade, craft, or profession that is licensed by state or local authorities shall have the appropriate license prior to performing any contract work. The license must be of a grade or level consistent with the requirements of the work being performed.
- 3) Minimum Number of Employees - Contractor needs to have a minimum number of employees available to make sure maintenance is being performed and repairs can be performed within contract requirement.

4. SUPPLIES, MATERIALS, AND EQUIPMENT

A. Furnished By The Government.

- 1) When the COR/COTR determines it to be available and appropriate, the Government will provide space in the building for the Contractor's expendable supplies, replacement parts, tools, and equipment.
- 2) When requested by the Contractor, the Government will provide drawings and specifications (if available) for the elevators. The Contractor will keep these documents at the work site. When the contract expires, these documents must be returned to the GSA official from whom they were obtained. This includes any job specific tools or equipment (Service tools, computer, manuals, etc)

B. Furnished By The Contractor.

- 1) The Contractor shall provide all labor, supplies, materials, repair or replacement parts, tools, and equipment (including diagnostic tools and/or equipment, computer hardware and/or software for owners PC's, including monitor displays, and/or stand alone security systems installed by the elevator manufacturers) necessary to perform the work specified in this contract efficiently and effectively.
- 2) The Contractor shall provide a stock of expendable supplies and furnish an "approved container" for storing new parts, wiping cloths and cleaning materials in each machine room. The Contractor shall furnish an "approved fire rated trash container" in each machine room. The Contractor shall determine the appropriate stock levels needed in the building. The contractor shall provide an adequately sized parts cabinet to store excess parts and materials to maintain the elevator.
- 3) All parts replaced under the provisions of this contract shall be from the original equipment manufacturer, manufactured to OEM specifications, or shall be replacement parts recommended by the equipment manufacturer.

5. INSPECTIONS AND TESTS

A. Maintenance and Repair Inspections By GSA. The Government reserves the right to make any test or inspection it deems necessary to make sure that all performance requirements are being maintained. The Contractor shall complete any repairs or deficiencies specified in the inspection report in a timely manner consistent with industry standard practices (within 30 days). Deficiencies not corrected within the given timeframe (30 Days) may result in withholding of the entire monthly invoice payment. The contractor shall be notified by GSA on Form 376 ([GSA 376 \(1\).pdf](#)) for all inspection reporting. Any deficiency that can not be corrected within the (30 days) shall be communicated to the Contracting Officer in writing 2 days in accordance with Section 6. B. Repairs.

When all listed deficiencies have been corrected, the Contractor will sign and date GSA Form 376 verifying all deficiencies have been corrected and return it to the Building manager, copied to the Zonal QEI and Contracting Officer. At its discretion, the Government may then re-inspect the work. If an inspection is required, the maintenance contractor shall coordinate that re-inspection.

B. Safety Deficiencies. If any condition is disclosed which constitutes a safety hazard to either elevator passengers or equipment, that unit shall be removed from service immediately. After corrections have been made and reported to the COR/COTR, the subject unit shall be placed back in service. At the discretion of the zonal elevator AHJ any failure resulting in the unit being removed from service shall result in that building's monthly maintenance payments being withheld until it is returned to service, and accepted by the AHJ. The zonal AHJ has the right to deduct payment for any failure resulting in the unit being out of service in excess of 30 days.

C. Annual, Semi-Annual, & Five Year Tests.

- 1) Scheduling. GSA personnel, or other persons employed for that purpose, will schedule (*at least 48 hours in advance*) and conduct elevator inspections as required in the Code. The Contractor will ensure that a qualified elevator mechanic accompanies the Government inspector during each inspection at no additional cost.
- 2) The elevator maintenance contractor shall perform any and all elevator tests required by the latest edition of the ASME A17.1 Code, including Firefighters Service phase 1 and 2 operation monthly, phones, etc. Any failure or damage to the elevator equipment caused by any such test shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests.
- 3) In addition to the requirements stated in the ASME A17.1 Code for the FIVE YEAR test of safeties at rated load and rated speed, the Contractor shall:
 - a) Check and adjust existing load weighing devices to ensure that they perform their intended function at the correct weight.
 - b) Make all adjustments required to ensure that the safety devices perform their intended function as designed.
 - c) File smooth any guide rail damage caused by setting of the safety devices.
 - d) Test tags shall be updated upon the completion of testing.
 - e) The assistance with the testing of fire alarm initiating devices and standby power/generator testing shall be included. This testing may require coordination with other jurisdictions and contractors.
 - f) Any testing that incapacitates a bank of elevators may be required to be performed after hours at no additional cost to the government.

D. Contract Close-out Inspection.

- 1) Prior to the expiration of the contract, the Contractor and the Zonal AHJ together will inspect all elevators. The Zonal AHJ will prepare an Existing Deficiency Report that lists the deficiencies found. The Contractor will correct all deficiencies that fall within the scope of this contract. The Contractor shall also be responsible for deficiencies that are discovered after the close-out inspection but before the expiration of the contract.
- 2) The Contractor may dispute the Contracting Officer's decision concerning responsibility for deficiencies and file a claim under the "Disputes Clause" of this contract. However, pending a resolution, the Contractor shall perform the work.
- 3) The Contracting Officer may take deductions from monies due the Contractor for any deficiency that remains uncorrected when this contract expires. Such deductions will be based upon the cost to the Government of having the deficiencies corrected by other means.

6. REPAIRS

A. "Repairs" are defined as unscheduled work required to prevent the breakdown or failure of an elevator, or to return an elevator back to service after a breakdown or failure.

B. The Contractor must complete all repairs within 24 hours after discovering the problem or of receiving notification that corrective action is required. If the Contractor cannot complete the repairs within 24 hours, he/she shall present, within two working days, a plan to the building management personnel and the AHJ for completing the work.

C. The Contracting Officer will, whenever necessary, decide whether a repair is within the scope of this contract. The Contractor may dispute the Contracting Officer's decision and file a claim, under the "Disputes Clause" of this contract. However, pending a resolution, the Contractor shall perform the work.

D. The Contractor shall furnish a record of all repairs made to the elevators. These repair records shall be accessible in the MCP, which is to be kept in hard copy format within the machine room or with elevator equipment.

7. SERVICE CALLS

A. "Service Call" is a report of an elevator malfunction made by GSA designated personnel and the elevator contractor's subsequent response to, and correction of, the problem.

B. Whenever called by authorized personnel (7 days per week, 24 hours per day), the Contractor shall respond promptly. In no case may the arrival time exceed that listed in Exhibits A through E.

C. For each service call, the Contractor will provide to authorized personnel, documentation that contains the following minimum information.

- 1) A description of the problem.
- 2) The location of the problem.
- 3) A description of the action taken to resolve the problem.
- 4) The time and date corrective action was completed.
- 5) The name of the person who corrected the problem.

8. ENTRAPMENTS

A. An "Entrapment" is a call placed from inside the elevator where a passenger is stuck because the elevator stopped/stalled. Or a call from a GSA designated personnel stating there is a passenger stuck/trapped in a stalled elevator.

B. Whenever called by authorized personnel (7 days per week, 24 hours per day), or from the elevator emergency phone the Contractor shall respond immediately. In no case shall the arrival time exceed one hour and should be within 30 min.

C. GSA reserves the right to call the Local Fire Department for entrapment responses that exceed one hour. Any damages caused by Local Fire Departments after the one hour response time will be at the cost of the contractor.

9. OUTSIDE SCOPE BILLING

Outside scope billing -The GSA building manager must be notified for billable work while the mechanic is on site. Invoicing shall be provided to Zonal VT/ SME no more than 60 calendar days, following the completion of work. Contractor invoices should exclude travel costs and other expenditures unrelated to the actual repair/work itself.

Any out of scope work shall not exceed the amount of \$2500.00 in any case. Should work performed be in excess of \$2500.00 approval is required prior to work being performed by a GSA representative in writing. Any work above \$2500 that is performed by the contractor without written authorization is not considered a billable invoice and may be rejected by zonal VT/SME. "Running on Arrival" invoices are not considered an acceptable bill and will be rejected. All service calls require check in and out with building management, If a call is considered billable a signature is required from the onsite GSA building manager. Outside scope bills without signature from the building manager will be rejected for payment. Annually (January) provide service billing rates for work that may be required which is out of scope. This shall include single and team rates for regular and overtime for all locations covered under this contract.

10. PREVENTIVE MAINTENANCE

A. Definition. "Preventive Maintenance" (PM) is regular routine maintenance examinations that shall be performed on each elevator at a frequency of not less than monthly. Regular routine maintenance, at a minimum, must include examinations of all elevators and necessary work relative to cleaning, lubrication and adjustment of the equipment in accordance with manufacturers maintenance control plan (MCP) and standard elevator maintenance practices in A17.1 section 8.6.4.

Monthly examinations shall include but not limited to:

- 1) Ensuring the safe, reliable and continued operation of each elevator.
- 2) Preventing breakdowns due to worn parts.
- 3) Maintaining elevators above the point where deterioration begins.
- 4) Performing Phase 1&2 Fire service operation and phone tests, in addition to other monthly code required maintenance and testing.

B. Schedule. Not later than five working days before the contract start date, the Contractor shall submit to the building manager or designee an annual work schedule for each location. A simple schedule indicating, for example, the elevator mechanic will be in a particular building the first Tuesday of every month will be sufficient. The Contractor does not have to indicate what work will be done. The purpose is to let the Building Manager and the Zonal Elevator Inspector know when to expect the elevator mechanic.

C. Prior to removing an elevator from service, the elevator mechanic shall coordinate the removal with the GSA representative and inform the zonal VT/SME.

D. After Hours. The Contractor has the option, with the approval of the building management personnel, to perform some work, inspections, and tests outside the "normal working hours."

E. Any scheduled work that incapacitates a bank of elevators (fireman's service test, dispatching work, etc.) shall be performed after hours if required by the building. The Contractor shall include the cost of this after-hours work in their bid. The Contractor must notify the building management personnel to coordinate after hours access to the building.

F. Maintenance, Repair and Testing documentation (Required documents per A17.1, Section 8.6)

- 1) MCP with maintenance intervals - hard copy.
- 2) Maintenance Records - hard copy. Task, date, and sign-off of work completed
- 3) Fire Service Log - hard copy
- 4) Oil Log - hard copy
- 5) Callback Log - electronic or hard copy
- 6) Repair Records - electronic or hard copy
- 7) Callback Log - electronic or hard copy
- 8) Wiring Diagrams
- 9) Unique maintenance and testing procedures not described in A17.2

If the hard copy Maintenance Records, Fire Service Logs, and Oil Logs are not maintained up to date, it will be assumed the work has not been completed, resulting in a default in the terms of a contract and potential withholding of payment.

11. SAFETY AND HEALTH

A. Applicable Requirements. All work shall comply with the applicable requirements of 29CFR 1910/1926 and 40CFR 761. All work shall comply with applicable state and municipal safety and health requirements. Where there is a conflict between applicable regulations, the most stringent will apply.

B. Responsibility. The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work, and shall hold the Government harmless for any action on its part or that of its employees or subcontractors, which results in illness or death.

C. Safety Equipment. The Contractor shall provide all necessary safety equipment and ensure that equipment and all relevant safety procedures are applicable for the job being performed and are utilized properly.

12. AFFIRMATIVE PROCUREMENT PROGRAM

A. GSA, as a Federal procuring agency, is required to procure and use products containing recovered materials, environmentally preferable, and bio-based products. These items will be used to the maximum extent feasible unless the item is not available competitively within a reasonable time frame, does not meet appropriate performance standards, or is only available at an unreasonable price

B. In support of this program, products that meet the following criteria are considered acceptable:

- 1) Products specified by the U.S. Environmental Protection Agency (EPA) as Comprehensive Procurement Guideline (CPG) items and their associated Recovered Materials Advisory Notices (RMANs). The list of CPG items is available at <http://www.epa.gov/cpg>.
- 2) Products designated as environmentally oriented in the GSA Federal Supply Service "Environmental Products and Services Guide." This guide is available at the FSS Environmental Homepage at <http://pub.fss.gsa.gov/environ>.
- 3) Products to be designated, in the future, as bio-based products on the United States Department of Agriculture (USDA) Bio-based Products List.

13. QUALITY ASSURANCE PROGRAM

A. General: The procedures established in this plan will ensure that occupant agencies and GSA receive the services paid for and specified in this contract. In order to have an effective contract administration program, all Government employees involved in contract administration must work as a team. Close coordination and active cooperation on a daily basis between the contractors and those representing the CO are necessary to obtain well-maintained vertical transportation systems.

B. Partnering: The Government intends to encourage the foundation of a cohesive partnership between the contractors and GSA personnel. The partnership will be structured to draw on the strengths of each organization to identify and achieve reciprocal goals. The objectives of partnering are effective and efficient contract performance, customer-focused service, and compliance with the contract documents. To this effort, a 1-day Semi-Annual partnering meeting will be held and key personnel from each party shall attend. The initial team building workshop will culminate in the development and establishment of a mutually satisfactory set of goals and objective beneficial to all team members, with the semi-annual meeting addressing the assessment of the contractor's performance against the contract and to reinforce partnering principles.

C. Effectiveness of the Quality Control: The Quality Assurance Plan shall be derived from reviewing reports required from each contractor, customer feedback, and from GSA QEI elevator inspector inspection reports. Each elevator shall be inspected by a commercial or a GSA QEI elevator inspector at a minimum of Semi-annually. In the event that contractor performance is less than satisfactory, the Government may contract for services to be performed by others. In this instance, all costs incurred, including administrative costs, shall be charged back to the contractor. Random sampling shall be conducted to ensure compliance with the QC Plan (i.e., QC Meetings, annual reporting, field audits, environmental protection, responsiveness to deficiencies, etc.).

D. Occupant Complaint Program: Information obtained through this program will be considered in evaluating the contractor's performance. The GSA zonal elevator inspector will serve as a means of assisting in documenting certain kinds of service problems and the determination of their overall impact.

14. FEDERAL HOLIDAYS

"Federal holidays" for the purposes of this contract are New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. When Federal holidays fall on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday.

15. DEDUCTING MONIES FOR EQUIPMENT OUTAGES AND FAILURE TO PROVIDE REPORTING

The Government reserves the right to take a deduction for any piece(s) of equipment which remains out of service in excess of five (5) consecutive calendar days commencing the first day notification was given to the contractor in writing of the outage. This documentation shall come from the GSA QEI. The deduction shall be determined on a daily rate calculated by dividing the number of piece(s) of equipment (including elevators and escalators) into the monthly price and further divided by the number of calendar days in the respective month(s). This daily rate shall then be multiplied by the number of calendar days the equipment was not in service. The number of days shall be computed from the first day after the fifth consecutive calendar day after notification through the last day prior to service being restored.

Reporting shall include documents required by this contract to include but not limited to, semi annual audit reports, Inspection reports, entrapment reports, and quarterly meeting reports. This also includes hard copies of MCPs in each machine room that are specific to the equipment installed, as required by the A17.1 code.

KPI categories. Measured and Scored Quarterly for each location. Deductions will be taken according to points assigned.

Category	KPI	Points
Maintenance Visits and Maintenance Records	missed more than 1 month/6months	
Callback	more than 1 call per elevator per quarter	
Inspection Violations	Violations not corrected within 30 days	
Inspection Failure (Red Tag)	Days out of service due to shut down at time of inspection (30 days) (Red Tag)	
Extended Out of Service Time	over 5 days that's not pre-approved	

Score

4-5, withhold 0%

2-3, Withhold 2.5%

0-1, withhold 5%

KPIs will be totaled on a quarterly basis