

BACKGROUND

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.

EXPERIENCE REQUIREMENT

Bidder must possess three (3) years' experience in providing overhead door repair, preventative maintenance, and replacement services.

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 years.
2. **Renewals:** Two (2) optional, one-year renewal term.

PROJECT SUMMARY, DELIVERABLES AND HOURS

1. **Project Summary:** The Contractor will be required to perform the following services for the City of Ocala:
2. **Preventative Maintenance Schedule:** The Contractor will provide the City Project Manager with a preventative maintenance schedule within two (2) weeks of contract execution.
3. **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. In the event that an inspection reveals a safety concern or major deficiency, the Contractor must report the condition to the City Project Manager within two (2) hours of the discovery of the problem. Major deficiencies are defined as any condition affecting the safety of City personnel or the public; the inability of an overhead door to function reliably; the inability of an overhead door to be shut and secured; or cracked, broken, or missing window glass.
 - E. **Inspections will include:**
 - I. Inspect general arrangement of door and mechanism mountings, guides, wind locks, anchor bolts, counterbalances, weatherstripping, etc. Clean, tighten and adjust as required.
 - II. Operate with power from stop to stop and at intermediate positions.
 - III. Observe the performance of various components such as brake, limit switches, motor, gearbox, etc. Clean and adjust as needed.

- IV. Check operation of the electric eye, treadle, or other operating devices. Clean and make adjustments as needed.
 - V. Check manual operations. Note brake releases, motor disengagement, functioning or hand pulls, chain sprockets, clutch, etc.
 - VI. Examine motor, starter, push-button, etc. Blow out or vacuum if needed.
 - VII. Inspect gearbox, change, or add oil as required.
 - VIII. Perform required lubrication. Remove old or excess lubricant.
 - IX. Clean unit and mechanism thoroughly. Touch up paint where required.
 - X. Clean up and remove all debris.
4. **Safety Concern or Major Deficiency:** Contractor must report the condition to the City Project Manager within two (2) hours of the discovery of the problem. Major deficiencies are defined as any condition affecting the safety of City personnel or the public; inability of an overhead door to function reliably; the inability of an overhead door to be shut and secured; or cracked, broken, or missing window glass.
5. **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, the 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.
 - D. 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.
 - E. Used parts or components are not acceptable.
6. **Normal Working Hours:** The normal 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.

7. **Emergency Hours:** Contractor shall be available for emergency repair work after hours, 5:00 PM – 7:00 AM Monday through Friday, and anytime on weekends and/or holidays. After-hours services will be billed at an “after-hours” hourly rate, as specified in **Exhibit B – Price Proposal**.
8. **Required Response Times:**
 - A. **Non-Emergencies:** Twenty-four (24) hours or less, or as mutually agreed upon in writing with City Project Manager.
 - B. **Emergencies:** Two (2) hours or less, or as mutually agreed upon in writing with the City Project Manager. Emergency repair service call will be identified as such by the City representative requesting the service.
9. **Damages:** Any property damaged by the Contractor or its representatives during the course of work will be repaired or replaced to the satisfaction of the City, at no cost to the City, prior to the completion of work.

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. The Contractor shall provide an emergency phone number that will be answered at all times or a voicemail must be available to take a message that will be returned within sixty (60) minutes of receipt.
4. 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.
5. 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.
6. 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.
7. No smoking is allowed on City property or projects.
8. Contractor must possess/obtain all required equipment to perform the work. A list of equipment shall be provided to the City upon request.
9. All company trucks must have a visible company name/logo on the outside of the vehicle.

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.

SUB-CONTRACTORS

1. Contractor must perform a minimum of **70%** of the work with their own forces.
2. Services assigned to sub-Contractors must be approved in advance by the City Project Manager.

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 one-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 payment request.

INVOICING

1. All original invoices will be sent to: Garrett Strong, Project Manager, Fleet and Facilities Department, 2100 NE 30th Avenue, Building 200, Ocala, FL 34470, email: gstrong@ocalafl.org.

PRICING AND AWARD

1. Bidder must upload a completed Price Proposal with their response.
2. Bidder must bid on all line items.
3. 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.
4. Award will be made to the lowest bidder meeting all requirements outlined herein. Contractor's hourly rates and material mark-up percentage are not included in consideration for award, but rates must be reasonable and within industry standards.