



City of Arlington Automatic Gates

Scope of Work Document

INTENT

Contractor shall provide multiple City of Arlington (COA) facilities with preventative maintenance, repair, and replacement of automatic gates in accordance with the provisions and specifications contained herein.

GATE OPERATING TYPE

COA Gates are single and dual, powered by electric, chain driven, cable driven gates; on rollers, swing, sliding, barrier arms, hydraulic bollards, loops, and are not limited to other mechanisms.

Pricing should be based on hourly and overtime rates for standard repair services and annual and quarterly rates for preventative maintenance (PM) services.

NEEDED SERVICES:

1. **PREVENTATIVE MAINTENANCE PROGRAM (PM):** Contractor shall perform preventative maintenance (PM) as recommended by the equipment manufacturer. The PM shall include labor, supplies, material, equipment, administration, supervision, inspection, lubrication, and adjustments necessary to restore the gates to full functional operation.
 - a. Gates should be labeled with the date of PM Service. Batteries nearing their end-of-life at the time of the PM, shall be replaced with approval of designated COA representative.
 - b. The battery price is per the Published Price List discount and no additional service fees will apply.
2. **REPAIRS:** No additional trip charge will apply. All repairs with parts to be purchased will require prior authorization of designated COA representative.
 - a. **REPAIR SERVICE REQUIREMENTS:** Contractor shall have sole responsibility for accuracy of all measurements and estimates.
 - i. Perform repairs as required to restore full function of automatic gate operation.
 - ii. Troubleshoot the electronic access interface, card readers, keypad, other entry controllers, electrical power, control wiring, and report results, any malfunction or discrepancy to/from these systems to the property management or representative.

- iii. Contractor shall immediately notify the property management or representative of card reader/keypad malfunctions.
 - iv. Contact the property management or representative upon departure from job site.
 - v. Provide standard repair services as-needed, 24-hours a day, 7-days a week.
 - vi. The Contractor shall secure the gate perimeter until service repairs are performed.
 - vii. Coordinate and schedule all repairs onsite with property manager to minimize disruption to client activities.
 - viii. Contractor shall submit a proposal for all major repairs to include all costs, such as labor, travel costs, concrete, all material/parts necessary, and cost of sub-contractor(s) to be used in order to replace the part.
- b. Examples of Repair Types:** Below are some common repairs needed that should be considered when providing pricing.
- i. Replace chain on a single gated Elite SL-3000 UL.
 - ii. Replace a Liftmaster SL-3000 UL Operator.
 - iii. Replace a Loop Detector.
 - iv. Replace the Circuit Board on a Tilt-A-Way HYJD-25-DC
 - v. Cut in new loop on concrete surface.
 - vi. Replace Motor on a Linear VS-GSLG-783.
 - vii. Replace a Photo Eye.
 - viii. Replace a Safety Sensor.
 - ix. Replace a Roller Assembly.
 - x. Replace a Roller Guide.

3. REPLACEMENT PARTS:

The Contractor shall be able to provide replacement parts, including up to a complete installation of a new automatic gate.

- a. Services under this Contract will include but are not limited to preventative maintenance, repair, or replacement of a like item or item of similar purpose, and like-and-kind replacement.
- b. The Contractor shall maintain, at their cost, an adequate inventory of replacement parts, based on gates in use at COA locations, to ensure minimal down time during the maintenance and repair of the gates at no cost to COA.
- c. The Contractor shall use parts, lubricants, and chemicals associated with the maintenance and repairs of the gates that shall meet the manufacturers' specifications and standards for the type of gates being repaired.
- d. The Contractor shall be responsible for providing all replacement parts, including OEM and proprietary parts, as necessary to fill this scope of work. All replacement parts and lubricants shall be of the same or higher quality and be of the same manufacturing design as the parts and lubricants being replaced. Replacement parts may be new or reconditioned to the original manufacturers' specifications.
- e. If an automatic gate component becomes obsolete and a new replacement OEM part is not available, the Contractor may provide rebuilt OEM parts or use a compatible part from

a different manufacturer. The rebuilt or reconditioned parts shall be equal in quality, operation, and performance to original parts and free from defects.

- f. When non-stocked replacement parts are required for a repair service, the Contractor shall provide and install non-stocked replacement parts within two (2 weeks) after repair request made by COA, unless mutually agreed to between the Contractor and the designated COA representative.
 - g. The Contractor shall provide COA a Safety Data Sheet (SDS) for every lubricant or chemical used in performance of the work or stored on COA property.
4. **REPAIR RESPONSE:**
- a. **Routine Repair Response:** Contractor shall provide a response to COA within four (4) hours of initial call or email request. On-site response (physical presence) shall be within twenty-four (24) hours. Repairs shall be completed within two (2) working days of initial notification. Unless an otherwise date and time for repair has been agreed upon by the property management or representative.
 - b. **Urgent Repair Response:** Contractor shall provide a response to COA within two (2) hours of initial call or email request. On-site response (physical presence) shall be within six (6) hours. Repairs shall be completed as quickly as possible to restore gate to normal function or to be secured until replacement parts can be procured.

5. **SERVICE DOCUMENTATION:**

Contractor shall document each service request with a legible written checklist/service ticket. The service report is required for payment and therefore, must accompany the invoice. The format of the service ticket must be agreed upon by the contractor and COA. The service ticket must include the following as a minimum: Date, Location, Name of Designated COA Representative, Service Technician's full Name, phone number, On-site Arrival Time/On-site Departure Time, Description of work, Diagnosis, Maintenance/Repair, Materials, and parts used, Equipment replaced.

The contractor shall provide quarterly, or as determined by COA, summary reports to Designated COA Representative in a spreadsheet or table format detailing all PM dates, service calls, estimates, to include completed and recommended repairs as requested by the property management or representative.

6. **SCHEDULE**

Contractor shall schedule the annual, semi-annual, or quarterly preventative maintenance a minimum of 1 week in advance with the designated COA representative.

Note: COA reserves the right to change the preventative maintenance frequency for any one gate as its condition warrants.

CONTRACTOR REQUIREMENTS:

- Procure a Contractor's Identification Badge prior to entrance onto COA premises through the designated COA representative. Identification badges are valid for a period of one year.
- The Contractor shall not interrupt COA operations unless prior approval is received from the property management or representative. The Contractor shall coordinate their efforts around facility operations to minimize adverse impact to facility access.
- The Contractor shall perform all repair and maintenance operations in a manner which minimizes adverse impact to vehicular and/or pedestrian traffic.
- The Contractor shall include Safety Data Sheets (SDS) for all installed items that require them.
- Contractor shall notify the property management or representative immediately of any occurrence and/or condition that interferes with the full performance of the contract and confirm it in writing within twenty-four (24) hours or next business day.
- Designate dual points of contact to ensure that secure measures are followed when leaving secured areas.
- Contractor guarantees said employees are proficiently trained and have the knowledge, skills and ability to perform in professional manner. Employ only competent and efficient employees.
- The Contractor shall be responsible for the complete performance of all of the work under the Contract, including its own staff, as well as any subcontractors, which require approval from the City before allowed. Transport of structure shall conform to Local and OSHA regulations.

CITY'S RESPONSIBILITIES:

- Provide a Contract Coordinator or designee who may make random inspections, re-inspections, monitor Contractor activities, ensure the work performed in the assigned Project Area is done to the quality level prescribed in this Contract and in accordance with prescribed time schedules, however, the Contract Coordinator or designee has no duty or obligation to make inspections. Upon determination of any violation of the specifications and/or terms of this Contract, the Inspector shall record, process, and submit all pertinent information to the Contract Coordinator for appropriate action.
- Inform the Contractor in writing when applicable or verbally when necessary that an employee whom appears to be unfit, unskilled, disobedient or is disrupting the integrity of the work site, such employee shall be removed from the worksite.

INDUSTRY STANDARDS

It is intended that the manufacturer in the selection of components will use material and design practices that are the best available in the industry for the type of operating conditions to which the item(s) will be subjected. Component parts shall be selected to give maximum performance, service life and safety and not merely meet the minimum requirements of this specification. All parts, equipment and accessories shall conform in strength, quality of material and workmanship to recognized industry standards.