



## **REQUEST FOR QUOTATIONS**

**Title:** Preventative Maintenance – Elevator Services Various City Facilities

**Reference No.:** 1220-040-2017-057

### **FOR THE SUPPLY OF GOODS AND SERVICES**

(General Services)

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## REQUEST FOR QUOTATIONS

### 1. INTRODUCTION

The City of Surrey (the "City") invites contractors to provide a quotation on the form attached as Schedule B to Attachment 1 (the "Quotation") for the supply of the goods (if any) and/or services described in Schedule A to Attachment 1 (the "Goods and Services"). The description of the Goods and Services sets out the minimum requirements of the City. A person that submits a Quotation (the "Contractor") should prepare a Quotation that meets the minimum requirements, and may as it may choose, in addition, also include goods, services or terms that exceed the minimum requirements.

### 2. ADDRESS FOR DELIVERY

A Quotation should be labelled with the Contractor's name, RFQ title and number. A Quotation should be submitted in the form attached to this RFQ as Schedule B – Quotation.

The Contractor may submit a Quotation either by email or in a hard copy, as follows:

#### (a) Email

If the Contractor chooses to submit by email, the Contractor should submit the Quotation electronically in a single pdf file to the City by email at: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

PDF emailed Quotations are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Contractors should phone to confirm receipt. A Contractor bears all risk that the City's equipment functions properly so that the City receives the Quotation.

#### (b) Hard Copy

If the Contractor chooses NOT to submit by email, the Contractor should submit one original unbound Quotation and one (1) copies (two (2) in total) which should be delivered to the City at the office of:

Name: Richard D. Oppelt, Purchasing Manager  
at the following location:

Address: Surrey City Hall  
Finance & Technology Department – Purchasing Section  
Reception Counter, 5<sup>th</sup> Floor West  
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8

### 3. DATE

The City would prefer to receive Quotations on or before **June 08, 2017**. The City's office hours are 8:30 a.m. to 4:00 p.m., Monday to Friday, except statutory holidays.

#### **4. INQUIRIES**

All inquiries related to this RFQ should be directed in writing to the person named below (the “**City Representative**”). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager  
E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)  
Reference: 1220-040-2017-057

#### **5. ADDENDA**

If the City determines that an amendment is required to this RFQ, the City's Representative will issue a written addendum by posting it on the BC Bid Website at [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca) (the “BC Bid Website”) and the City Website at [www.surrey.ca](http://www.surrey.ca) (the “City Website”) that will form a part of this RFQ. It is the responsibility of Contractor to check the BC Bid Website and the City Website for addenda. The only way this RFQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFQ or may be relied upon by any Contractor. By delivery of a Quotation, the Contractor is deemed to have received, accepted and understood the entire RFQ, including any and all addenda.

#### **6. NO CONTRACT**

This RFQ is simply an invitation for quotations (including prices and terms) for the convenience of all parties. It is not a tender and no obligations of any kind will arise from this RFQ or the submission of Quotations. The City may negotiate changes to any terms of a Quotation, including terms in Attachment 1 and Schedules A and B and including prices, and may negotiate with one or more Contractors or may at any time invite or permit the submission of quotations (including prices and terms) from other parties who have not submitted Quotations.

#### **7. ACCEPTANCE**

A Quotation will be an offer to the City which the City may accept at any time by signing the copy of the Quotation and delivering it to the Contractor. A Quotation is not accepted by the City unless and until both the authorized signatory of the Contractor and the authorized signatory of the City have signed. Delivery of the signed Agreement by the City may be by fax or pdf e-mail or hard copy. In that event, the contract will be comprised of the documents included in the definition of Agreement in Attachment No. 1 – Quotation Agreement – Goods and Services.

#### **8. CONTRACTOR'S EXPENSES**

Contractors are solely responsible for their own expenses in preparing and submitting Quotations, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from the RFQ. The City will not be liable to any Contractor for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, incurred by the Contractor in preparing and submitting a

Quotation, or participating in negotiations for a contract, or other activity related to or arising out of this RFQ.

**9. CONTRACTOR'S QUALIFICATIONS**

By submitting a Quotation, a Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.

**10. CONFLICT OF INTEREST**

A Contractor must disclose in its Quotation any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

**11. SOLICITATION OF COUNCIL MEMBERS, CITY STAFF AND CITY CONSULTANTS**

Contractors and their agents will not contact any member of the City Council, City staff or City consultants with respect to this RFQ, other than the contact person named in Section 4, at any time prior to the award of a contract or the cancellation of this RFQ.

**12. CONFIDENTIALITY**

All Quotations become the property of the City and will not be returned to the Contractor. All Quotations will be held in confidence by the City unless otherwise required by law. Contractors should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

**13. SIGNATURE**

The legal name of the person or firm submitting the Quotation should be inserted in the Quotation. The Quotation should be signed by a person authorized to sign on behalf of the Contractor and include the following:

- (a) If the Contractor is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Quotation should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Quotation on behalf of the corporation is submitted;
- (b) If the Contractor is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Contractor is an individual, including a sole proprietorship, the name of the individual should be included.

#### 14. BRAND NAMES

Wherever the specifications state a brand name, make, name of manufacturer, trade name, or Contractor catalogue number, it is for the purpose of establishing a grade or standard. It is not intended to rule out competition from equal brands or makes. If vehicles or equipment other than that specified is offered, it is the Contractor's responsibility to provide information in its Quotation that enables the City to confirm equivalency and acceptance.

Except where stated otherwise, the specifications described in **Schedule A** describe what is considered necessary to meet the performance requirements of the City and Contractors should consider this in its Quotation. If the Contractor cannot meet specifications, the Contractor may identify and offer an alternative which it believes to be an equal or better alternative.

Proponents shall clearly indicate any variances from the City's specifications or conditions and attach descriptive literature.

The City is not obligated to accept any alternatives. The City will determine what constitutes acceptable deviations and overall best value.

**ATTACHMENT 1**



**DRAFT QUOTATION AGREEMENT**

**Title:** Preventative Maintenance – Elevator Services Various City Facilities

**Reference No.:** 1220-040-2017-057

**FOR THE SUPPLY OF GOODS AND SERVICES**

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## DRAFT QUOTATION AGREEMENT – GOODS AND SERVICES

Reference RFQ Title: Preventative Maintenance – Elevator Services Various City Facilities

**THIS AGREEMENT** dated for reference this \_\_\_\_\_ day of \_\_\_\_\_, 2017.

AGREEMENT No.: 1220-040-2017-057

### BETWEEN:

**CITY OF SURREY**  
13450 - 104 Avenue  
Surrey, B.C., Canada, V3T 1V8  
(the "**City**")

### AND:

\_\_\_\_\_  
(*Insert Full Legal Name and Address of Contractor*)

(the "**Contractor**")

**WHEREAS** the City wishes to engage the Contractor to provide Goods and Services and the Contractor agrees to provide Goods and Services.

**THEREFORE** in consideration of the payment of one (\$1.00) dollar and other good and valuable consideration paid by each of the parties to the other (the receipt and sufficiency of which is hereby acknowledged) the City and the Contractor agree as follows:

## 1. DEFINITIONS AND INTERPRETATION

### 1.1 In these General Terms and Conditions:

- (a) "Agreement" means this agreement and all schedules attached hereto;
- (b) "Calendar Year" means the time period from January 1st to December 31st;
- (c) "City" means the City of Surrey;
- (d) "Contractor" means a contractor whose Quotation has been accepted by the City and who is providing the Goods and Services under this Agreement;
- (e) "Fees" means the price set out in Section B to Attachment 1, for the provision of the Goods and Services, unless otherwise agreed by the parties in writing, and includes all taxes;
- (f) "Goods" means the equipment or materials (if any) as described generally in Schedule A, to Attachment 1, including anything and everything required to be done for the fulfilment and completion of this Agreement;
- (g) "Indemnities" has the meaning described in Section 11.2;
- (h) "RFQ" means the Request for Quotations;
- (i) "Services" means the services as described generally in Schedule A, to Attachment 1 including anything and everything required to be done for the fulfilment and completion of this Agreement;
- (j) "Term" has the meaning described in Section 3.1; and

(k) "Year of the Term" as used herein shall mean each twelve-month period commencing on (START DATE).

1.2 This Agreement may be modified only by express and specific written agreement. In the event of a conflict between the provisions of any documents listed below, then the documents shall govern and take precedence in the following order:

- (a) this Agreement;
- (b) Addenda (if any);
- (c) the RFQ; and
- (d) other terms, if any, that are agreed to by the parties in writing.

1.3 The following attached Schedules are a part of this Agreement:

Schedule A – Specifications of Goods & Scope of Services;  
Schedule A-1 Elevator Location Services;  
Schedule A-2 Elevator Maintenance Specification; and  
Schedule B – Quotation.

## **2. GOODS AND SERVICES**

2.1 The Contractor covenants and agrees with the City to provide the Goods and Services in accordance with this Agreement. The Goods and Services provided will meet the specifications and scope set out in Schedule A, to Attachment 1, and as described in Schedule B, to Attachment 1.

2.2 The City may from time to time, by written notice to the Contractor, make changes in the specifications of Goods and scope of Services. The Fees will be increased or decreased by written agreement of the City and the Contractor according to the rates set out in Schedule B, to Attachment 1.

2.3 The Contractor will, if required in writing by the City, provide additional goods or services. The terms of this Agreement will apply to any additional goods or services, and the fees for additional goods or services will generally correspond to the fees as described in Schedule B, to Attachment 1. The Contractor will not provide any additional goods or services in excess of the specification of Goods and scope of Services requested in writing by the City.

2.4 The Contractor will perform the Services with that degree of care, skill and diligence normally provided by a qualified and experienced practitioner performing services similar to the Services, and on the understanding that the City is relying on the Contractor's experience and expertise. The Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.

2.5 The Contractor will deliver the Goods free and clear of all liens and encumbrances in the manner and to the destination stipulated. In the event of the Contractor's failure to meet this condition, the Contractor will, on written notice from the City, forthwith return all monies paid by the City on account of the Goods and in addition the City may by written notice terminate this Agreement without liability, and in such event, in addition to the above, the Contractor will be liable for any and all expenses or losses incurred by the City resulting from such failure.

### **3. TERM**

- 3.1 The Contractor will provide the Goods and Services for the period commencing on June 15, 2017 and terminating on June 15, 2018 (the "Term").
- 3.2 The parties may extend the Term by mutual agreement. If the Term is extended, the provisions of this Agreement will remain in force except where amended in writing by the parties.

### **4. TIME**

- 4.1 Time is of the essence.

### **5. FEES**

- 5.1 The City will pay the Fees to the Contractor in accordance with this Agreement. Payment by the City of the Fees will be full payment for the Goods and Services and the Contractor will not be entitled to receive any additional payment from the City.
- 5.2 For greater certainty, costs of general management, non-technical supporting services and general overhead are deemed to be covered by the Fees and will not be subject to additional payment by the City. The Fees shall also include without limitation all costs of boxing, packing, crating, and loading and unloading the Goods at the prescribed destination.

### **6. PAYMENT**

- 6.1 Subject to any contrary provisions set out in Schedule B, to Attachment 1, the Contractor will submit a **monthly** invoice to the City requesting payment of the portion of the Fees relating to the Goods and Services provided in the **previous month**. Invoices must include the Contractor's name, address and telephone number, the City's purchase order number **<☞ insert purchase order or contract reference number>**, the Contractor's invoice number, the names, charge-out rates and number of hours worked in the **previous month** of all employees of the Contractor that have performed Services during the **previous month**; the percentage of Services completed and Goods delivered at the end of the previous month; the total budget for the Goods and Services and the amount of the budget expended to the date of the invoice; taxes (if any); and grand total of the invoice.
- 6.2 If the City reasonably determines that any portion of an invoice is not payable, then the City will so advise the Contractor.
- 6.3 The City will pay the portion of an invoice which the City determines is payable within 30 days of the receipt of the Invoice, except the City may hold back from payments 10% of the amount the City determines is payable to the Contractor until such time as the Contractor provides its final report to the City; and
- 6.4 If the Contractor offers the City a cash discount for early payment, then the City may, at the City's sole discretion, pay the portion of an Invoice which the City determines is payable at any time after receipt of the Invoice.

Invoices will be submitted by the Contractor by mail to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6.5 Unless otherwise provided, all dollar amounts referred to in this Agreement are in lawful money of Canada.

6.6 If the Contractor is a non-resident of Canada and does not provide to the City a waiver of regulation letter, the City will withhold and remit to the appropriate governmental authority the greater of:

- (a) 15% of each payment due to the Contractor; or
- (b) the amount required under applicable tax legislation.

## **7. USE OF WORK PRODUCT**

7.1 The Contractor hereby sells, assigns and transfers to the City the right, title and interest required for the City to use and receive the benefit of all the reports, drawings, plans, designs, models, specifications, computer software, concepts, products, designs or processes or other such work product produced by or resulting from the Services rendered by the Contractor. This section does not give the City the right to sell any such work product to any third party and the City may sell the work product only with the prior approval of the Contractor. The Contractor may retain copies of the work product.

## **8. PERSONNEL AND SUBCONTRACTORS**

8.1 The Contractor will provide only personnel who have the qualifications, experience and capabilities to provide the Goods and perform the Services.

8.2 The Contractor will provide the Goods and Services using the personnel and sub-contractors as may be listed in the Quotation, and the Contractor will not remove any such listed personnel or sub-contractors from the Services without the prior written approval of the City.

8.3 If the City reasonably objects to the performance, qualifications, experience or suitability of any of the Contractor's personnel or sub-contractors then the Contractor will, on written request from the City, replace such personnel or sub-contractors.

8.4 Except as provided for in Section 8.2, the Contractor will not engage any personnel or sub-contractors, or sub-contract or assign its obligations under this Agreement, in whole or in part, without the prior written approval of the City.

8.5 The Contractor will preserve and protect the rights of the City with respect to any Services performed under sub-contract and incorporate the conditions of this Agreement into all sub-contracts as necessary to preserve the rights of the City under this Agreement. The Contractor will be as fully responsible to the City for acts and omissions of sub-contractors and of persons directly or indirectly employed by them as for acts and omissions of persons directly employed by the Contractor.

## **9. LIMITED AUTHORITY**

- 9.1 The Contractor is not and this Agreement does not render the Contractor an agent or employee of the City, and without limiting the above, the Contractor does not have authority to enter into any contract or reach any agreement on behalf of the City, except for the limited purposes as may be expressly set out in this Agreement, or as necessary in order to provide the Goods and Services. The Contractor will make such lack of authority clear to all persons with whom the Contractor deals in the course of providing the Goods and Services. Every vehicle used by the Contractor in the course of providing the Goods and Services shall identify the Contractor by name and telephone number.
- 9.2 The Contractor is an independent contractor. This Agreement does not create the relationship of employer and employee, a partnership, or a joint venture. The City will not control or direct the details, means or process by which the Contractor performs the Services. The Contractor will determine the number of days and hours of work required to properly and completely perform the Services. The Contractor is primarily responsible for performance of the Goods and Services and may not delegate or assign any Services to any other person except as provided for in section 8.4. The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners, employees or sub-contractors.

## **10. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION**

- 10.1 Except as provided for by law or otherwise by this Agreement, the Contractor will keep strictly confidential any information supplied to, obtained by, or which comes to the knowledge of the Contractor as a result of the provision of the Goods or performance of the Services and this Agreement, and will not, without the prior express written consent of the City, publish, release, disclose or permit to be disclosed any such information to any person or corporation, either before, during or after termination of this Agreement, except as reasonably required to complete the Goods and Services.
- 10.2 The Contractor acknowledges that the City is subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia and agrees to any disclosure of information by the City required by law.
- 10.3 The Contractor agrees to return to the City all of the City's property at the completion of this Agreement, including any and all copies or originals of reports provided by the City.

## **11. WARRANTIES**

- 11.1 The Contractor warrants that the Goods shall be free from defects in design, materials, workmanship and title, shall conform in all respects to the terms of this Agreement, shall be fit and suitable and perform satisfactorily for the purposes and under the conditions made known to the Contractor by the City or which were reasonably inferable. The Goods shall be at least equal to the higher of national standards or codes (such as, by way of illustration, CSA or ASTM), or standards and codes customarily applicable at the place where the City will use the Goods. The Goods shall be of the best quality, if no quality is specified. This general warranty is independent of and without prejudice to any specific warranty or service guarantee offered by the Contractor or third party manufacturer or supplier of the Goods in connection with the purpose for which the Goods were

purchased. The Contractor shall assign to the City any warranty or service guarantee offered by a third party manufacturer or supplier of the Goods. Notwithstanding this assignment, if at any time up to one year from the date of delivery or installation (if applicable) the City determines the Goods or any part do not conform to these warranties, the City shall notify the Contractor within a reasonable time after such discovery, and the Contractor shall then promptly correct such nonconformity at the Contractor's expense. Goods used to correct a nonconformity shall be similarly warranted for one year from the date of installation. The Contractor's liability shall extend to all liabilities, losses, damages, claims and expenses incurred by the City caused by any breach of any of the above warranties.

- 11.2 The Contractor warrants and guarantees that Goods and Services delivered under this Agreement do not infringe any valid patent, copyright or trademark, foreign or domestic, owned or controlled by any other corporation, firm or person, and agrees to indemnify and save harmless the City and all of its elected and appointed officials, officers, employees, servants, representatives and agents (collectively the "Indemnitees"), from and against any and all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) by reason of any claim, action or litigation arising out of any alleged or actual infringement of any patent, copyright or trademark, foreign or domestic, relating to the Goods and Services supplied under this Agreement.

## **12. INSURANCE AND DAMAGES**

- 12.1 The Contractor will indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) for damage to or destruction or loss of property, including loss of use, and injury to or death of any person or persons which any of the Indemnitees incur, suffer or are put to arising out of or in connection with any failure, breach or non-performance by the Contractor of any obligation of this Agreement, or any wrongful or negligent act or omission of the Contractor or any employee or agent of the Contractor.
- 12.2 The indemnities described in Sections 11.2, 12.1 and 18.3 will survive the termination or completion of this Agreement and, notwithstanding such termination or completion, will continue in full force and effect for the benefit of the Indemnitees.
- 12.3 The Contractor will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this Agreement the following insurances in forms and amounts acceptable to the City from insurers licensed to conduct business in Canada:
- (a) commercial general liability insurance on an occurrence basis, in an amount not less than five million (\$5,000,000) dollars inclusive per occurrence against death, bodily injury and property damage arising directly or indirectly out of the work or operations of the Contractor, its employees and agents. The insurance will include cross liability and severability of interests such that the coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each insured. The insurance will include, but not be limited to: premises and operators liability, broad form products and completed operations, owners and contractors protective liability, blanket contractual, employees as additional insureds, broad form property damage, non-owned automobile, contingent



- employers liability, broad form loss of use, personal injury, and incidental medical malpractice. The City will be added as additional insured;
- (b) automobile liability insurance on all vehicles owned, operated or licensed in the name of the Contractor in an amount not less than three million (\$3,000,000) dollars per occurrence for bodily injury, death and damage to property; and
  - (c) contractors' equipment insurance in an all risks form covering construction machinery and equipment used for the performance of the Services.
- 12.4 The Contractor will provide the City with evidence of the required insurance prior to the commencement of this Agreement. Such evidence will be in the form of a completed certificate of insurance acceptable to the City. The Contractor will, on request from the City, provide certified copies of all of the Contractor's insurance policies providing coverage relating to the Services, including without limitation any professional liability insurance policies. All required insurance will be endorsed to provide the City with thirty (30) days advance written notice of cancellation or material change restricting coverage. To the extent the City has an insurable interest, the builder's risk policy will have the City as first loss payee. The Contractor will be responsible for deductible amounts under the insurance policies. All of the Contractor's insurance policies will be primary and not require the sharing of any loss by the City or any insurer of the City.
- 12.5 The Contractor acknowledges that any requirement by the City as to the amount of coverage under any policy of insurance will not constitute a representation by the City that the amount required is adequate and the Contractor acknowledges and agrees that the Contractor is solely responsible for obtaining and maintaining policies of insurance in adequate amounts. The insurance policy coverage limits shall not be construed as relieving the Contractor from responsibility for any amounts which may exceed these limits, for which the Contractor may be legally liable.
- 12.6 The Contractor shall place and maintain, or cause any of its sub-contractors to place and maintain, such other insurance or amendments to the foregoing policies as the City may reasonably direct.
- 12.7 The Contractor hereby waives all rights of recourse against the City for loss or damage to the Contractor's property.

### **13. CITY RESPONSIBILITIES**

- 13.1 The City will, in co-operation with the Contractor, make efforts to make available to the Contractor information, surveys, and reports which the City has in its files and records that relate to the Goods and Services. The Contractor will review any such material upon which the Contractor intends to rely and take reasonable steps to determine if that information is complete or accurate. The Contractor will assume all risks that the information is complete and accurate and the Contractor will advise the City in writing if in the Contractor's judgment the information is deficient or unreliable and undertake such new surveys and investigations as are necessary.
- 13.2 The City will in a timely manner make all decisions required under this Agreement, examine documents submitted by the Contractor and respond to all requests for approval made by the Contractor pursuant to this Agreement.

- 13.3 If the City observes or otherwise becomes aware of any fault or defect in the delivery of Goods or the provision of Services, it may notify the Contractor, but nothing in this Agreement will be interpreted as giving the City the obligation to inspect or review the Contractor's performance with regards to delivering Goods or the performance of the Services.

#### **14. DEFICIENCIES**

- 14.1 The City shall have a reasonable time to inspect and to accept the Goods and Services. The City may reject any Goods or Services not in accordance with this Agreement, whether due to damage resulting from improper packing, loading, unloading or otherwise. The City shall notify the Contractor of rejection of the Goods whereupon the Goods will be held subject to the disposition by the Contractor. Any costs or expenses incurred by the City as a result of the rejection of the Goods or Services are, immediately upon written demand by the City, payable by the Contractor, and may be set off against any payments owing by the City to the Contractor.
- 14.2 The City may hold back from payments otherwise due to the Contractor up to 150% of a reasonable estimate, as determined by the City, on account of deficient or defective Goods or Services. This holdback may be held, without interest, until replacement Goods are received or such deficiency or defect is remedied.

#### **15. DEFAULT AND TERMINATION**

- 15.1 In the event the Contractor does not deliver the Goods or perform the Services by the date specified in this Agreement, then:
- (a) the City reserves the right to terminate this Agreement, in whole or in part, and in the event of such termination no payment will be owing by the City on account of this Agreement and the Contractor will be liable for any and all expenses or loss resulting from such failure or delay and will return all monies paid by the City; or
  - (b) if the City does not terminate this Agreement for late delivery or performance, the City may deduct and setoff from any payments owing to the Contractor all additional costs the City reasonably incurs on account of the late delivery or performance.
- 15.2 The City may by written notice at any time cancel this Agreement with respect to Goods which, as of the date of cancellation, have not been shipped.
- 15.3 The City may at any time and for any reason by written notice to the Contractor terminate this Agreement before the completion of all the Goods and Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, the Contractor will perform no further Goods and Services other than the work which is reasonably required to complete the Goods and Services. Despite any other provision of this Agreement, if the City terminates this Agreement before the completion of all the Goods and Services, the City will pay to the Contractor all amounts owing under this Agreement for Goods and Services provided by the Contractor up to and including the date of termination, plus reasonable termination costs in the amount as determined by the City in its sole discretion. Upon payment of such amounts no other or additional payment will be owed by the City to the Contractor, and, for certainty, no amount will be owing on account of lost profits relating to the portion of the Goods and Services not performed or other profit opportunities.



- 15.4 The City may terminate this Agreement for cause as follows:
- (a) If the Contractor is adjudged bankrupt, or makes a general assignment for the benefit of creditors because of its insolvency, or if a receiver is appointed because of its insolvency, the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor or receiver or trustee in bankruptcy written notice; or
  - (b) If the Contractor is in breach of any term or condition of this Agreement, and such breach is not remedied to the reasonable satisfaction of the City within 5 days after delivery of written notice from the City to the Contractor, then the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor further written notice.
- 15.5 If the City terminates this Agreement as provided by Section 15.4 then the City may:
- (c) enter into contracts, as it in its sole discretion sees fit, with other persons to complete the Goods and Services;
  - (d) withhold payment of any amount owing to the Contractor under this Agreement for the performance of the Goods and Services;
  - (e) set-off the total cost of completing the Goods and Services incurred by the City against any amounts owing to the Contractor under this Agreement, and at the completion of the Goods and Services pay to the Contractor any balance remaining; and
  - (f) if the total cost to complete the Goods and Services exceeds the amount owing to the Contractor, charge the Contractor the balance, which amount the Contractor will forthwith pay.

## **16. CURING DEFAULTS**

- 16.1 If the Contractor is in default of any of its obligations under this Agreement, then the City may without terminating this Agreement, upon 5 days written notice to the Contractor, remedy the default and set-off all costs and expenses of such remedy against any amounts owing to the Contractor. Nothing in this Agreement will be interpreted or construed to mean that the City has any duty or obligation to remedy any default of the Contractor.

## **17. DISPUTE RESOLUTION**

- 17.1 The parties will make reasonable efforts to resolve any dispute, claim, or controversy arising out of this Agreement or related to this Agreement ("Dispute") using the dispute resolution procedures set out in this section.
- 17.2 Negotiation: The parties will make reasonable efforts to resolve any Dispute by amicable negotiations and will provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate negotiations.
- 17.3 Mediation: If all or any portion of a Dispute cannot be resolved by good faith negotiations within 30 days, either party may by notice to the other party refer the matter to mediation. Within 7 days of delivery of the notice, the parties will mutually appoint a mediator. If the parties fail to agree on the appointment of the mediator, then either party may apply to the British Columbia International Commercial Arbitration Centre for appointment of a mediator. The parties will continue to negotiate in good faith to resolve the Dispute with

the assistance of the mediator. The place of mediation will be Surrey, British Columbia. Each party will equally bear the costs of the mediator and other out-of-pocket costs, and each party will bear its own costs of participating in the mediation.

- 17.4 Litigation: If within 90 days of the request for mediation the Dispute is not settled, or if the mediator advises that there is no reasonable possibility of the parties reaching a negotiated resolution, then either party may without further notice commence litigation.

## **18. WCB AND OCCUPATIONAL HEALTH AND SAFETY**

- 18.1 The Contractor agrees that it shall, at its own expense, procure and carry, or cause to be procured, carried and paid for, full Workers' Compensation Board coverage for itself and all workers, employees, servants and others engaged in the supply of the Goods and Services. The Contractor agrees that the City has the unfettered right to set off the amount of the unpaid premiums and assessments for the Workers' Compensation Board coverage against any monies owing by the City to the Contractor. The City will have the right to withhold payment under this agreement until the Workers' Compensation Board premiums, assessments or penalties in respect of the Goods and Services have been paid in full.
- 18.2 The Contractor will provide the City with the Contractor's Workers' Compensation Board registration number and a letter from the Workers' Compensation Board confirming that the Contractor is registered in good standing with the Workers' Compensation Board and that all assessments have been paid to the date thereof prior to the City having any obligations to pay monies under this agreement.
- 18.3 The Contractor agrees that it is the prime contractor for the Goods and Services as defined in the *Workers Compensation Act*. The Contractor will have a safety program in place that meets the requirements of the Workers' Compensation Board Occupational Health and Safety Regulation and the *Workers Compensation Act*. As prime contractor, the Contractor will be responsible for appointing a qualified coordinator for insuring the health and safety activities for the location of the Goods and Services. That person will be the person so identified in Schedule B of this agreement, and the Contractor will advise the City immediately in writing if the name or contact number of the qualified coordinator changes.
- 18.4 Without limiting the generality of any other indemnities granted by the Contractor in this agreement, the Contractor shall indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages, costs, liabilities, expenses, judgements, penalties and proceedings (including all actual legal costs) which any of the Indemnitees incur, suffer or are put to arising out of or in any way related to unpaid Workers' Compensation Board assessments owing from any person or corporation engaged in the performance of this agreement or arising out of or in any way related to the failure to observe safety rules, regulations and practices of the Workers' Compensation Board, including penalties levied by the Workers' Compensation Board.
- 18.5 The Contractor will ensure compliance with and conform to all health and safety laws, by-laws or regulations of the Province of British Columbia, including without limitation the *Workers Compensations Act* and Regulations pursuant thereto.
- 18.6 The City may, on twenty-four (24) hours written notice to the Contractor, install devices or rectify any conditions creating an immediate hazard existing that would be likely to result in injury to any person. However, in no case will the City be responsible to ascertaining or

discovering, through inspections or review of the operations of the Contractor or otherwise, any deficiency or immediate hazard.

- 18.7 The Contractor understands and undertakes to comply with all Workers' Compensation Board Occupational Health and Safety Regulations for hazardous materials and substances, and in particular with the "Workplace Hazardous Materials Information System (WHMIS)" Regulations. All "Material Safety Data Sheets (MSDS)" shall be shipped along with the Goods and any future MSDS updates will be forwarded.

## **19. BUSINESS LICENSE**

- 19.1 The Contractor will obtain and maintain throughout the term of this Agreement a valid City of Surrey business license.

## **20. GENERAL PROVISIONS FOR GOODS**

- 20.1 Documentation for shipments of Goods from outside Canada shall be provided by a Contractor by airmail and shall include all documents as required by law or customary practice. All packages shall be marked as follows:

“Upon arrival, please contact customs broker:  
Livingston International Inc.  
Telephone: 604-685-3555  
Fax: 604-605-8231  
Email: [cst19@livingstonintl.com](mailto:cst19@livingstonintl.com)”

- 20.2 If this Agreement pertains to the fabrication, assembly or other processing of the Goods, representatives of the City shall be permitted free access at all reasonable times for the purpose of inspection, testing or obtaining information as to the progress of the fabrication, assembly or processing.
- 20.3 The City may require that shop drawings be submitted by the Contractor for review prior to the delivery of the Goods. The City may require that a qualified registered professional engineer stamp and approve a shop drawing prior to submission. Any review of shop drawings by the City will not relieve the Contractor from its obligation to deliver Goods in full compliance with all requirements of this Agreement.

## **21. COMPLIANCE**

- 21.1 The Contractor will provide the Services in full compliance with all applicable laws, building codes and regulations.
- 21.2 The Contractor will, as a qualified and experienced practitioner, interpret applicable codes, laws and regulations applicable to the performance of the Services. If an authority having jurisdiction imposes an interpretation which the Contractor could not reasonably have verified or foreseen prior to entering into this Agreement, then the City will pay the additional costs, if any, of making alterations so as to conform to the required interpretation.

## **22. JURISDICTION OF COUNCIL AND NON-APPROPRIATION**

- 22.1 Nothing in this Agreement limits or abrogates, or will be deemed to limit or abrogate, the jurisdiction of the Council of the City in the exercise of its powers, rights or obligations under any public or private statute, regulation or by-law or other enactment.
- 22.2 The Contractor recognizes and agrees that the City cannot make financial commitments beyond the City's current fiscal year. The City will annually make bonafide requests for appropriation of sufficient funds to cover all payments covered by this Agreement. If City Council does not appropriate funds, or appropriates insufficient funds, the City will notify the Contractor of its intention to terminate or reduce the services so affected within 30 days after the non-appropriation becomes final. Such termination shall take effect 30 days from the date of notification, shall not constitute an event of default and shall relieve the City, its officers and employees, from any responsibility or liability for the payment of any further amounts under this Agreement.

## **23. WAIVER**

- 23.1 Any failure of the City at any time or from time to time to enforce or require the strict keeping or performance of any of the terms and conditions contained in this Agreement shall not constitute a waiver of the terms and conditions and shall not affect or impair the terms or conditions in any way or the City's right at any time to avail itself of any remedies as the City may have for any breach of the terms and conditions.

## **24. APPLICABLE LAW**

- 24.1 This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia. The City and the Contractor accept the jurisdiction of the courts of British Columbia and agree that any action under this Agreement shall be brought in such courts.

## **25. NOTICES**

- 25.1 Any notice, report or other document that either party may be required or may wish to give to the other must be in writing, unless otherwise expressly provided for, and will be deemed to be validly given to and received by the addressee:
- (a) by hand, on delivery;
  - (b) by facsimile, on transmission; or
  - (c) by mail, five calendar days after posting.
- 25.2 The addresses for delivery will be as shown in the Quotation. In addition, the City may give notice to the Contractor by email at the Contractor's email address as shown in the Quotation, which email will be deemed to be validly given and received by the Contractor on transmission. The Contractor may not give notice to the City by email.

## **26. MERGER AND SURVIVAL**

- 26.1 The representations, agreements, covenants and obligations set out in this Agreement shall survive the delivery of the Goods and performance of the Services and payment of the Fees and Disbursements.

**27. ENTIRE AGREEMENT**

- 27.1 This Agreement, including the Schedules and any other documents expressly included by reference in this Agreement, contains the entire agreement of the parties regarding the provision of the Goods and Services, and no understandings or agreements, oral or otherwise, exist between the parties except as expressly set out in this Agreement. This Agreement supersedes and cancels all previous agreements between the parties relating to the Goods and Services.
- 27.2 In the event that the Contractor issues an invoice, packing slip, sales receipt, or any like document to the City, the City accepts the document on the express condition that any terms and conditions in it which constitute terms and conditions which are in addition to or which establish conflicting terms and conditions to those set out in this Agreement are expressly rejected by the City.

**28. SIGNATURE**

- 28.1 This Agreement shall be signed by a person authorized to sign on behalf of the Contractor.
- 28.2 This Agreement may be executed in or one or more counterparts all of which when taken together will constitute one and the same Agreement, and one or more of the counterparts may be delivered by fax transmission or as a PDF file.

**29. ENUREMENT**

29.1 This Agreement shall enure to the benefit of and be binding upon the respective successors and permitted assigns of the City and the Contractor.

**IN WITNESS WHEREOF** the parties hereto have executed this Agreement on the day and year first above written.

**CITY OF SURREY**

by its authorized signatory(ies):

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

<<☐ NAME OF CONTRACTOR>>

**I/We have the authority to bind the Contractor.**

\_\_\_\_\_  
(Legal Name of Contractor)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

## **SCHEDULE A**

### **SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES**

#### **1. Preventive Maintenance Service Expectations**

The Contractor shall provide on a monthly basis a systematic and comprehensive program of preventive maintenance and testing on all of the City's elevating and platform wheelchair lift equipment.

Unless otherwise stated in the RFQ, all specifications are the minimum requirements. If specific equipment requires additional preventive maintenance for safe and reliable operations, as specified by the manufacturer, the Contractor shall perform the additional preventive maintenance without added cost to the City. There should be no compromise to the safety standards as required in the RFQ, and other safety regulations.

An inventory of elevator and platform wheelchair lift equipment locations requiring a service agreement is identified in Schedule A-1.

The successful contractor's performance will be tracked to ensure that its ability is in accordance with the quoted service deliverables including on time service, and the level of quality desired.

The Contractor shall be responsible for but not limited to the following:

- (a) perform routine maintenance and testing, that includes examination, lubrication and minor adjustments;
- (b) perform repairs as necessary outside of the usual maintenance duties;
- (c) emergency call out service;
- (d) maintenance of complete records;
- (e) the mechanical maintenance work of cleaning, lubrication, testing, adjusting, repairing, etc.;
- (f) furnishing of replacement parts and supplies, including spares;
- (g) furnish all testing as required by the applicable codes; and
- (h) 24 hour, 7 day per week elevator phone monitoring by the Contractor: no third party monitoring will be accepted.

The Contractor shall provide regular and systematic examinations and preventive maintenance service, making examinations at regular intervals, at which time the Contractor shall determine the nature and the extent of any trouble and shall take the necessary steps to restore the equipment to satisfactory and safe service and by using preventive maintenance methods, furnish and install parts prior to their breakdown point where possible, all as necessary to keep the elevators and platform wheelchair lifts in the best operating condition at all times.

The Contractor shall also maintain the efficiency, safety and speeds as designated by manufacturers of the equipment at all times, including acceleration, retardation, contact speed in feet per minute, with and without full load, and floor to floor, door opening and closing time.

The Contractor shall perform all necessary inspections, adjustments and work necessary to initially adjust and maintain elevators at the original manufacturers specified speed, adjust and replace all safety devices including governors; inspect and equalize tension of all hoisting ropes and compensating ropes; renew all hoisting, compensating and governing ropes, all whenever necessary to ensure maintenance of adequate safety factors in accordance with these specifications.

The preventive maintenance program shall include painting, cleaning, lubricating, adjusting calibrating, repairing, furnishing and replacing of parts and equipment, and the furnishing of all equipment necessary in the performance thereof, all as required in these specifications to include and not limited to the following:

|                               |   |
|-------------------------------|---|
| Bearings                      | Brakes  |
| Brake Magnet Coils            | Brake Shoes and Linings   |
| Buffers                       | Counterweights  |
| Car Safety Devices            | Leveling Devices  |
| Controllers                   | Lamp Bulb replacement in all fixtures (except general car lighting) |
| Controller Parts              | Magnet Frames   |
| Commutators                   | Motors  |
| Coils                         | Oiling Devices  |
| Contacts                      | Rotating Elements   |
| Cams                          | Resistance for Motor & Controllers                                  |
| Car & Hoist Way Door          | Relays  |
| Hardware                      | Motor Couplings and Belts   |
| Corridor Position             | Pumps   |
| Indicators                    | Signal Bell   |
| Car Position Indicators       | Signal System   |
| Car Door Operators            | Thrusts   |
| Car Operator Panels           | Tension Frames  |
| Car Safeties                  | Terminal & Slow Down  |
| Door Operating Devices        | Devices   |
| Electric Wiring               | Traveling Cables & Telephone Cables                                 |
| Gears                         | Worms, Gears and Gland  |
| Roller Guide Shoes            | Packings  |
| Gate Hangers                  | Windings  |
| Governors                     | Hall Lanterns   |
| Hoisting Machines             | Interlocks  |
| Tanks                         | Valves & Solenoids  |
| Plunger Packings & Seals      | Operating Oils and Fluids   |
| Sheaves                       | Selectors   |
| Switches on Car & in Hoistway |   |

All other elevator and platform wheelchair lift parts and/or components not specifically excluded in another section of these specifications. Cylinders and buried pipes are excluded.

The Contractor shall periodically clean and properly lubricate all sheave bearings and refill gear cases and lubricators when required. All oil reservoirs shall be kept properly sealed to prevent leakage. The Contractor shall only use lubricants furnished by the manufacturer of the equipment or those recommended by the manufacturer.

The Contractor shall keep the guide rails clean and dry when roller guides are used.

The Contractor agrees to provide as part of the monthly maintenance fee all oils, greases, rope preservative, cleaning compounds, cotton waste, wiping cloths and paints. All lubricants shall be of the grade recommended by the manufacturer for the purpose used.

The motor windings are to be periodically treated with proper insulating compound.

The Contractor shall renew all hoisting ropes and governor ropes as often as necessary to:

- Maintain an adequate factor of safety and not less than 80% of the designated rope strength at all times.

Replacement of the ropes shall meet all code requirements and be equal to or better than the original ropes in design, materials construction and strength as specified by the elevator manufacturer.



Contractor shall repair or replace conductor cables as necessary to maintain them in good and safe operating condition.

When necessary, the Contractor shall replace guide shoes or rollers as required to insure smooth and quiet operation.

Plunger packings on hydraulic elevators shall be replaced as necessary to keep levelling operations and oil leakages at the cylinder head to a minimum.

At intervals necessary to maintain standards of cleanliness, the Contractor shall brush lint and dirt from the guide rails, overhead sheaves and beams, counterweight frames, car tops, bottoms of platforms and remove and dispose of dirt from machine room floors and pits. Collect normal oil leakage from the packing on hydraulic elevators and keep pit floor free of oil.

The Contractor shall keep the exterior of the machinery and other parts of the equipment subject to rust properly painted and presentable at all times.

The Contractor shall provide and keep current an annual detailed maintenance check-chart, on which entries shall be made to indicate the status of all servicing and maintenance work performed, (including the required monthly service calls), and shall indicate the date the work was performed. These maintenance check-charts become the property of the City.

## **2. Contractor's Qualifications**

The Contractor should possess the technical qualifications and appropriate experience to be effective in contributing and delivering the specific requirements of the program. Also, they should be completely familiar with the standards and procedures, and current with the municipal, provincial and federal legal requirements.

## **3. Major Repairs**

The preventive maintenance agreement shall include major repairs to the existing equipment.

Planned major repairs are those which are elective or predictable, such as a change of cable, sheave re-grooving, major bearing changes, turning and undercutting a commutator, replacing a door operator, draining and cleaning the gear case, re-tuning a system for better performance, hoistway clean-down. Where possible, these should be planned ahead of time in consultation with the City, so that staff can be advised, and so that the shutdown can be planned so as to minimize City activities which may be heavily dependent on the elevators and stair-lift(s). The Contractor shall provide the City with minimum one week advanced notice for planned major repairs.

Unplanned major repairs which must be done in order to maintain elevator and stair-lift(s) service must be done promptly. The City should be advised of the situation immediately, but nothing should hinder the immediate execution of the work in order to put the elevator and stair-lift(s) back in service. This would include such items as a generator burnout, a door or safety edge being badly damaged by misuse, a failure or malfunction of a major component, and similar repairs which are not foreseen and which cannot be postponed.

Major repairs, whether planned or not, will be carried out during normal working hours, and if the City requests the Services to be done outside of normal working hours, the premium on the overtime work will be an extra to the Agreement.

## **4. Shutdown for Routine Maintenance**

The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of City business. In those cases where some interference may be essentially unavoidable,

the Contractor shall be responsible to make every effort to minimize the impact of the interference, inconvenience, interrupted service, customer discomfort, etc.

The peak periods of activity may vary from one building to another and it is desirable to take the elevator and/or stair-lift(s) out of service during the least busy period of the day. The Contractor's personnel should consult with the facility staff on these matters if there is any doubt whatsoever.

## **5. Elevator Phones**

The Contractor shall be responsible for the operation and maintenance of any current elevator phone(s). This includes all necessary reprogramming and the number called, and the City may request for the work to be done by the provider. Any battery changes needed or other corrective work to allow the phone to function are also the Contractor's responsibility. The City will be responsible to supply and maintain the necessary phone lines to the elevator equipment.

## **6. Codes, Regulations, By-Laws**

The Contractor will carry out the terms of the maintenance agreement, and any additional related work, complying where applicable with the building codes, by-laws, regulations and requirements of the local, provincial and federal authorities having jurisdiction at the time.

When doing repairs or late alterations, provide and install materials and equipment conforming to the rules in force of the Safety Code for Elevators and the Canadian Elevator Inspection Branch as well as the B.C. Building Code, the National Fire Code and the requirements of the City's Fire Department, respectively.

## **7. Personnel**

The Contractor shall not employ on the work any unfit person or anyone not skilled in the work assigned, and devote only its best Journeyman Mechanics to work on these locations. Should the City deem anyone employed on the work as being incompetent or unfit for the duties, the City shall so inform the Contractor, and the Contractor shall immediately remove such person, and the removed person(s) shall not be reassigned again, without the written permission of the City.

At a minimum, the qualifications of all personnel are a BC trades Qualification for Electrical or Mechanical Work, and preferably a Class "B" Field Safety Rep. status (FSR). Their experience must be acceptable to the City

The Contractor will provide evidence to the City of the competency, skills and experience of any given member of their staff. Certificates pertaining to qualifications, trades and other attainments should be attached in the Quotation.

The Contractor will provide evidence to the City of adequate manpower to maintain all units on a monthly basis.

## **8. Security Clearances/Records Check**

The Contractor and all its employees including backup persons will be subject to security records and criminal checks. RCMP clearance must be obtained prior to acceptance within 30 days from the date of award. All personnel shall submit to the City copies of such clearance prior to commencing work with the City. The Contractor shall demonstrate to the City that it has a corporate policy that says the Contractor has a program in place for Criminal Record Checks. The City reserves the right to audit the process.

## **9. Normal Working Hours**

Normal working hours and ordinary working days shall be **7:00 a.m. to 6:00 p.m., Monday through Friday**, except for designated holidays. No work will be performed outside of normal working hours without the prior approval of the City. Response time to the site for regular service shall be within two (2) hours or less upon the time of receipt of the call.

Notwithstanding the preceding paragraph, the Contractor may be required to carry out work outside of the customary working hours without the prior approval of the City, where it is necessary in the interests of safety of the Services or where the Services is required to protect the property. In such circumstances the Contractor shall inform the City in writing of the circumstances as early as possible.

During these hours, the Contractor will carry out the normal routine preventive maintenance, callouts, and also supplementary work not covered by the normal maintenance routine, if requested to do so by the City.

## **10. Emergency Service**

The Contractor shall maintain a 24-hour, 7 day per week emergency service, inclusive of all statutory holidays, during the duration of the Agreement, under which there shall be an on-call contact with designated personnel and telephone numbers to attend to emergency repairs and breakdowns. The name of the assigned personnel and telephone numbers shall be submitted to the City. Response time to the site for Emergency Service (entrapments, accidents, or incidents) shall be within one (1) hour or less upon the time of receipt of the call.

Failure to respond in a timely manner to such requests may constitute grounds for termination of the Agreement.

If the Contractor does not carry out the work at a rate considered satisfactory, the work may be carried out by other forces.

All work performed for emergency calls shall be charged at the quoted hourly rate.

## **11. Misuse, Vandalism and Extra Charges**

This RFQ is to cover complete maintenance, and normally there should be no extra charges. The intent of the specification is that an Agreement will be broad enough to cover practically all situations, including misuse of the equipment.

Minor acts of misuse or careless treatment of the elevator and stair-lift(s) equipment may take place from time to time, frequently involving push buttons, safety edges, car or hall doors, light beams. The Contractor should include provision for repairs and replacements resulting from this type of use. The City does not intend to be involved in deciding whether certain incidents were the result of "normal use" or were "acts of vandalism."

Where an instance of obvious and malicious vandalism on a major scale has taken place, this is to be brought to the immediate attention of the City. If the work can be carried out by the mechanic during his regular time, then the cost of materials, and the cost of labour over two hours, shall be an extra to an Agreement. If the City decides that the work must be performed outside of the specified Normal Work Hours then a premium for overtime will be authorized.

If repeated incidents of misuse take place at any one site then the City should be advised, and the City will cooperate in any efforts to correct the condition, and will accept the repair work as an extra to an agreement.

## **12. Obsolete Parts**

The Contractor shall not be responsible for replacing obsolete components/devices with new components/devices when:

- a. The replacement of the obsolete component/device requires a change in operation or alteration to the elevator.
- b. The invoice cost of the new components or devices required exceeds \$500.00. Invoice cost is defined as the actual component/device cost including freight plus applicable taxes.

In the event that replacement of an obsolete component/device meets the above criteria the Contractor shall furnish the City the following information before proceeding with any work:

- Written confirmation of unavailability of obsolete component/device or replacement parts from the original manufacturer. If original manufacturer is out of business, the Contractor shall provide a written statement that the original manufacturer is out of business and a similar component / device is not available from all recognized sources.
- Written statement from the Contractor confirming that the original component / device cannot be repaired to ensure safe and proper operation.
- Written statement from the Contractor detailing the alterations or changes in operation that will be required to replace the obsolete component/device.
- Itemized Quotation listing the labour hours and materials required to replace the obsolete equipment and documentation showing that the actual cost of the new components or devices exceeds \$500.00.

The City must approve deeming any component/device as obsolete before proceeding with any work.

## **13. Cost Estimates**

No work shall commence without the written approval of the City. The Contractor shall provide a written cost estimate showing itemized listings of all materials, labour, and other directly chargeable incurred costs (e.g. rentals, tools, etc.) prior to the commencement of work on any project.

The City reserves the right to bid or procure all or part of the materials required for a job rather than having the Contractor provide them.

The City also has the option to rebid any individual jobs, if it is of the opinion that the cost estimates given by the Contractor are too high.

## **14. Warranty**

The Contractor shall guarantee that all services performed under an Agreement are free from defective materials or workmanship for a period of one year from the date when the repair took place. If any part or workmanship is proved to be defective, the Contractor will have the option of rectifying such defect(s) by repairing or replacing the component or components at its own expense. All rectification work shall be carried out on a timely basis, to the satisfaction of the City.

**15. Disposal of Waste Oil and other Materials**

The Contractor will at all times keep the work sites clean and free from any waste oil, parts or materials caused by the service of the equipment. Any such materials shall be collected and disposed off according to the regulatory municipal, provincial and federal standards. The Contractor is solely responsible for any and all damages done or regulations violated in the disposal of waste materials and for any other actions that the Contractor performs.

## SCHEDULE A-1 ELEVATOR SERVICE LOCATIONS

The maintenance and repairs program will include the following locations:

| #                | Locations                     | Address                          | Unit# | Stops |
|------------------|-------------------------------|----------------------------------|-------|-------|
| <b>Elevators</b> |                               |                                  |       |       |
| 1                | Guildford Recreation Centre   | 15105 – 105 Avenue               | 19447 | 2     |
| 2                | Surrey City Hall Tower        | 14256 – 56 <sup>th</sup> Avenue  | 2699  | 4     |
| 3                | Surrey City Hall (West Wing)  | 14256 – 56 <sup>th</sup> Avenue  | 22733 | 3     |
| 4                | Newton Athletic Pavilion      | 7365 – 128 <sup>th</sup> Avenue  | 11828 | 2     |
| 5                | RCMP HQ (North)               | 14355 – 57 <sup>th</sup> Ave     | 11899 | 3     |
| 6                | RCMP HQ (South)               | 14355 – 57 <sup>th</sup> Ave     | 11890 | 3     |
| 7                | Beecher Place                 | 12160 – Beecher Place            | 8756  | 2     |
| 8                | Surrey Archives               | 17651 – 56 <sup>th</sup> Avenue  | 13719 | 2     |
| 9                | Cloverdale Curling Rink       | 6150 – 176 <sup>th</sup> Street  | 8095  | 2     |
| 10               | Cloverdale Library            | 5642 – 176A Street               | 11233 | 2     |
| 11               | Guildford Library             | 15105 – 105 <sup>th</sup> Avenue | 7648  | 3     |
| 12               | North Surrey Rec Centre       | 10275 – 135 <sup>th</sup> Street | 11501 | 2     |
| 13               | Surrey Art Centre             | 13750 – 88 <sup>th</sup> Ave     | 20207 | 3     |
| 14               | Semiahmoo Library             | 1815 – 152 <sup>nd</sup> Street  | 21089 | 4     |
| 15               | Surrey Museum                 | 17710 – 56A avenue               | 22034 | 2     |
| 16               | Surrey Museum (Freight)       | 17710 – 56A Avenue               | 22033 | 3     |
| 17               | Surrey Sports & Leisure Arena | 16555 – Fraser Highway           | 21905 | 2     |
| 18               | Surrey Sports & Leisure Pool  | 16555 – Fraser Highway           | 18436 | 2     |
| 19               | South Surrey Rec Centre       | 14601 – 20 <sup>th</sup> Ave     | 22458 | 2     |
| 20               | RCMP HQ Annex                 | 14355 – 57 <sup>th</sup> Ave     | 26438 |       |
| 21               | Newton Cultural Centre        | 13530 – 72 <sup>nd</sup> Avenue  | 26227 |       |
| 22               | Cloverdale Rec Centre         | 6188 – 176 <sup>th</sup> Street  | 26443 | 2     |
| 23               | Chuck Bailey Rec Centre       | 13458 – 107A Ave                 | 27251 | 2     |
| 24               | Chuck Bailey Rec Centre       | 13458 – 107A Ave                 | 26180 | 2     |
| 25               | City Centre Library           | 10350 University Drive           | 26628 | 6     |
| 26               | City Centre Library           | 10350 University Drive           | 26629 | 4     |
| 27               | City Centre Library           | 10350 University Drive           | 26630 | 4     |
| 28               | Fraser Heights Rec Centre     | 10588 – 160 <sup>th</sup> Ave    | 27289 | 2     |
| 29               | NCH - East Tower              | 13450 – 104 <sup>th</sup> Avenue | 28382 | 10    |
| 30               | NCH - West Tower Atrium       | 13450- 104 <sup>th</sup> Avenue  | 28383 | 10    |
| 31               | NCH - West Tower Atrium       | 13450 – 104 <sup>th</sup> Ave    | 28384 | 7     |
| 32               | NCH – West Tower Atrium       | 13450 – 104 <sup>th</sup> Ave    | 28386 | 7     |
| 33               | NCH – West Employee           | 13450 – 104 <sup>th</sup> Ave    | 28399 | 9     |
| 34               | NCH – West Employee           | 13450 – 104 <sup>th</sup> Ave    | 28400 | 9     |
| 35               | NCH – Parking lot             | 13450 – 104 <sup>th</sup> Ave    | 28401 | 4     |
| 36               | NCH – Parking lot Elevator    | 13450 – 104 <sup>th</sup> Ave    | 28402 | 4     |
| 37               | NCH – Parkade plaza level     | 13450 – 104 <sup>th</sup> Ave    | 28894 | 4     |
| 38               | NCH – Child care              | 13450 -104 <sup>th</sup> Ave     | 28976 | 2     |

|                                      |                          |  |       |   |
|--------------------------------------|--------------------------|--|-------|---|
| 39                                   | Guildford Pool           | 15105 – 105 Avenue   |       |   |
| 40                                   | Surrey Operations Centre | 6651 – 148 <sup>th</sup> Street                            | 29575 | 4 |
| 41                                   | Surrey Operations Centre | 6651 – 148 <sup>th</sup> Street                            | 29574 | 5 |
| 42                                   | Grandview Aquatic Centre | 16855 – 24 <sup>th</sup> Avenue                            | 29937 | 3 |
| 43                                   | Softball City            |  |       |   |
| <b>Platform Wheelchair and Lifts</b> |                          |  |       |   |
| 44                                   | Fleetwood Rec Centre     | 15996 – 84 <sup>th</sup> Ave – Stair<br>Lift to Stage      | 15664 | 2 |
| 45                                   | Kensington Prairie       | 16824 – 32 <sup>nd</sup> Ave -<br>Platform Wheelchair Lift |       | 1 |

**SCHEDULE A-2  
ELEVATOR MAINTENANCE SPECIFICATIONS**



City of Surrey

Surrey, British Columbia

## Elevator Maintenance Specifications

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1. General

1.1 Scope

- .1 Provide labour, materials, products, equipment and services necessary for the full maintenance of the elevators listed in the Contract documents.

2. General requirements

2.1 Definition of terms

- .1 The term "Owner", as used herein, refers to City of Surrey.
- .2 The term "Consultant", "elevator consulting engineer", "consulting engineer" or "engineer", as used herein, refers to KJA Consultants Inc.
- .3 The term "elevator contractor" or "contractor", as used herein, refers to any person, partners, firm or corporation having a contract with the Owner to furnish labour and materials for the execution of the work herein described.
- .4 The term "sub-contractor", as used herein, refers to any person, partners, firm or corporation having a contract with the contractor to furnish labour and materials for the execution of the work herein described.
- .5 The term "inspecting authorities", as used herein, refers to authorized agents of governments and of insurance groups which are charged with the responsibility of carrying out periodic inspections and tests on vertical transportation equipment.
- .6 The term "unit", as used herein, means any elevator, dumbwaiter, escalator, platform lift, moving walk or similar device mentioned in this Specification.
- .7 The term "Code" as used herein refers to the CAN/CSA-B44-07 Safety Code for Elevators and Escalators with updates and including Nonmandatory Appendices (which are deemed mandatory herein).
- .8 All terms in the Specifications that are not otherwise defined shall have the definitions as given in the Code.

## 2.2 Owner's General Terms and Conditions

- .1 Abide by the Owner's General Terms and Conditions.
- .2 Where there is a conflict between the Owner's General Terms and Conditions and these specifications the Owner's Terms and Conditions take precedence.

## 2.3 Purpose

- .1 The purpose of the maintenance program is to maintain the equipment in substantially new condition, to secure the Owner's equity and to provide safe, trouble-free service.

## 2.4 Contract duration

- .1 Provide full maintenance of the equipment for a period of five years.
- .2 Provide this service at a fixed monthly price with no escalation.

## 2.5 Contract cancellation

- .1 The Owner may elect, at its option, to cancel the contract prior to its normal termination:
  - .1 If the maintenance is not executed in accordance with the Specifications, as evidenced by the report of a recognized independent elevator consultant, and if, within four weeks of written notice, the necessary corrective action has not been completed;
  - .2 If there is a continuing failure to perform as evidenced by more than two negative reports in any twelve month period with no positive or neutral reports in the same twelve month period. (A negative report is one which defines the level of contract performance as less than 95% of the specified requirements.)
- .2 In the event of such cancellation, the Owner may, at its option, elect to use another company to restore the equipment to the Specifications standards and to charge the cost of this to the elevator contractor.
- .3 The Owner has the option to cancel the contract upon one month's written notice if there is a significant change in the circumstances of the contract (e.g. a change in ownership of the equipment, a modernization or replacement at the Owner's cost of equipment components, a change in ownership of the

maintenance company); this option to be available to the Owner for a period of three months from the date on which the changed circumstances become known to the Owner.

## 2.6 Occupancy discount

- .1 The monthly maintenance contract payment will be discounted based upon occupancy of the rentable area within the building according to the following table:

| Occupancy  | Discount |
|------------|----------|
| 00-49.9 %  | 50 %     |
| 50-59.9 %  | 40 %     |
| 60-69.9 %  | 30 %     |
| 70-79.9 %  | 20 %     |
| 80-89.9 %  | 10 %     |
| 90-100.0 % | 0 %      |

- .2 When the occupancy is lower than 90 percent for a period of three months the Owner will notify the elevator contractor of the occupancy rate in advance and in writing and will continue such notice on a quarterly basis until occupancy exceeds 90 percent. The discount shall commence with the first monthly payment subsequent to notice of reduction occupancy and shall be adjusted or terminated as required with the payment subsequent to each quarterly notice.

## 2.7 Work included: elevator

- .1 Maintain all of the components of the elevator equipment including ancillary equipment (e.g. elevator communication systems, door astragals, monitoring systems) unless specifically excluded under "Work not included".
- .2 Repair or replace equipment if it is damaged as a consequence of incorrect adjustment, incorrect alignment or inadequate maintenance.



**2.8 Work not included: elevator**

- .1 Unless damaged as a consequence of incorrect adjustment, incorrect alignment or inadequate maintenance do not maintain, repair or replace elevator car enclosure (including car ceiling lights), cab interior hand rails, floor coverings, hoistway enclosure, hoistway door and frame finishes and door sills.
- .2 Do not maintain, repair or replace conduit and wiring external to the hoistways and machine rooms, including machine room disconnect and auxiliary disconnects.
- .3 Do not repair or replace buried hydraulic cylinders not provided with PVC protection and buried piping.
- .4 Submit to the Owner proposals for repair or replacement of parts damaged by malicious action of others, and for alterations and additions not covered under this specification but required by the inspecting authorities.

**2.9 Extra to contract work**

- .1 Give any claims for extra to contract work, due to instructions or otherwise, to the Owner in writing within a reasonable time after the work is completed.
- .2 No such claim shall be valid unless so made and authorized by the Owner.
- .3 Where extra to contract work is approved and done at the Owner's expense:
  - .1 Bill the work at hourly rates in accordance with the Contract.
  - .2 Do not charge for travel time to and from the site.
  - .3 Do not add miscellaneous charges (e.g. mileage, parking charges, truck charges, sundry charges, fuel charges, etc.).

**2.10 Access tools and codes**

- .1 For those elevators or components that have access codes or access tools used for commissioning, programming, or other purposes, keep all access tools on site with a hard copy listing of access codes.
- .2 If the contract is cancelled, provide to the Owner, for those elevators or components that have access codes or access tools for commissioning, programming or other purposes, the access tools and a hard copy listing of the

access codes.

.3 If the Owner provides access codes or access tools, preserve these codes and tools securely and confidentially for use only on the particular equipment for which the Owner has provided them and keep these access codes or access tools on site.

.4 Change access codes only when authorized in writing by the Owner.

#### 2.11 Minimum standard

.1 As a minimum standard, perform to the Specifications and to the Code.

.2 Maintain the equipment at all times in the same or better condition as at the commencement of the maintenance work.

#### 2.12 Reliability: elevator

.1 Ensure that the average number of callbacks does not exceed 4.9 per elevator per year.

.2 Ensure that the average number of entrapments does not exceed 0.9 per elevator per year.

.3 If there is more than one elevator in the building, average the data over all of the elevators.

.4 Starting six months after the inception of the maintenance contract, at the end of any given month should either the number of entrapments or the number of callbacks for the previous six months exceed the limits set out above, issue a credit for the elevator maintenance for the current month and continue to credit the maintenance until such time as the callbacks and entrapments are within the prescribed limits for the previous six months.

#### 2.13 Regular hours of work

.1 Regular hours of work are from 07:00 to 17:00 Monday to Friday, excluding holidays.

.2 Carry out noisy work, work creating excessive odours or work that creates a disturbance to the building tenants outside of regular hours or at such other times as selected by the Owner and include in your submission the costs for such overtime work.

**2.14 Peak hours**

- .1 Peak hours are from 7:30 to 9:30, from 11:30 to 13:30 and from 16:00 to 18:00.
- .2 Do not remove any equipment from service for normal maintenance during peak hours.

**2.15 Critical situations**

- .1 A critical situation is one in which:
  - .1 there have been repetitive calls (i.e. more than 3 in the past 30 days) for one unit;
  - .2 a unit has been out-of-service for more than three consecutive working days;
  - .3 there have been repetitive calls (i.e. more than 1.5 per elevator in the past 30 days) for one group of elevators;
  - .4 there is no elevator service to a floor normally provided with elevator service;
  - .5 more than 30% of the elevators in any one group are out of service.
- .2 In a critical situation work continuously (during both regular time and overtime) applying as much labour and shift work as necessary to effect repairs until the problems are resolved.
- .3 In a critical situation report to the Owner and the Consultant the progress of the remedial work at 08:00, 11:00, 14:00, 17:00 each day the unit remains out-of-service.

**2.16 Account representative**

- .1 Assign and maintain a company representative for the properties to coordinate activities and to be responsible for communications with the Owner's representatives.
- .2 Provide persons acceptable to the Owner for this position.

**2.17 Maintenance meetings**

- .1 Have qualified and capable representatives attend a meeting with the Owner and the Consultant at least every three months to review work procedures, extra charges, elevator call backs, and any Owner concerns.
- .2 At the option of the Owner the meetings may be held by telephone conference.

**2.18 Defective work and non-performance**

- .1 The Owner reserves the right to correct any defective work and to charge the cost to the contractor.
- .2 Should the contractor fail to execute any of the Work set out in the contract the Owner reserves the right to do the Work and to charge the cost to the contractor.
- .3 The Owner reserves the right to withhold payment in the event of non-performance or to pay only for that portion of the Work that has been executed.
- .4 The Owner will give reasonable notice in writing prior to taking such action unless the defective work or non-performance prejudice the safety of people or the installation.

**2.19 Codes and ordinances**

- .1 Supply equipment and do work in accordance with building codes, by-laws, regulations and requirements of the local, provincial and federal authorities in effect at the time of the execution of the work.
- .2 Supply equipment and do work in accordance with the Code, and any other code which may govern the requirements of the installation.
- .3 Provide labour and material, whether or not specifically mentioned in this specification, that may be necessary to provide an installation conforming to the applicable codes and regulations.
- .4 Comply with the requirements of the Occupational Health and Safety Act and Workplace Hazardous Materials Information System (WHMIS) regarding employee safety, use, handling, storage and disposal of hazardous materials.
- .5 Prior to submission of the proposal and throughout the duration of work, give prompt notification in writing of any regulations or requirements known to be in process which might affect the acceptability of the work.

- .6 If changes in codes or regulations result in extra costs, those taking effect subsequent to the date of proposal submission shall be treated as an extra to the contract.

#### 2.20 Regulatory authority submissions

- .1 Complete any submissions to the regulating authorities that may be necessary for the continuing use and operation of the equipment.

#### 2.21 Protection of the Work and property

- .1 Maintain protection of the Work and protect the Owner's property from injury or loss arising out of the execution of this contract.
- .2 Make good any injury or loss caused by your agents or employees.
- .3 Take all necessary precautions to ensure that the Work is done in a manner that does not endanger any person.

#### 2.22 Assignments

- .1 Do not assign nor sublet the contract without the written consent of the Owner.
- .2 Do not assign any payment due or to become due as a result of this contract without the written consent of the Owner.

#### 2.23 Directives

- .1 Advise the Owner of directives received from the Inspecting Authorities and from the Regulatory Authorities.
- .2 Carry out directives from the Inspecting Authorities and from the Regulatory Authorities within the period of time set out on the directives, working in overtime if necessary to meet the required date, except for those items that are:
  - .1 The responsibility of the Owner;
  - .2 Directives resulting from changes to the existing regulations.

**2.24 Deficiencies not corrected**

- .1 If there is a failure to carry out instructions of the inspecting authorities (except for those items that are the responsibility of the Owner and directives resulting from changes to the existing codes) within the period of time allowed by the authorities issue a credit to the Owner for any costs, including the cost of the inspecting authority reinspection, incurred by the Owner as a result of this failure.

**2.25 Submission of proposal**

- .1 Submission of a proposal will be considered presumptive evidence that the proposer is conversant with local facilities and conditions, requirements of the Contract Documents and of pertinent provincial and local codes, state of labour and material markets, and in the proposal has made due allowance for all contingencies.

**2.26 Maintenance fee reduction**

- .1 If the regular maintenance is not carried out for any unit for any given month issue a credit for the elevator maintenance for that unit for that month.

**2.27 Delay in making repairs**

- .1 Execute promptly the necessary repairs to a non-functioning unit to service.
- .2 Should the initiation of corrective measures required to repair a non-functioning unit be delayed beyond one normal working day (i.e. 24 hours) issue a credit for the elevator maintenance for that unit for that month.

**2.28 Labour disruptions**

- .1 In the event of a labour disruption impacting your technicians (e.g. strike, lockout, etc.) provide alternative qualified personnel to:
  - .1 Respond to regular call-backs on non-critical units during regular working hours.
  - .2 Respond to regular call-backs on critical units 24 hours per day, seven days per week.
  - .3 Respond to emergency call-backs 24 hours per day, seven days per week.

- .4 Complete regular maintenance activities required by the Authority Having Jurisdiction.
- .2 For units that remain operational throughout the duration of the labour dispute provide a credit of 50% towards the regular monthly maintenance fees for the duration of the labour dispute for months where no regular maintenance activities were performed.
- .3 For units that were shut down and remained out of service during the labour dispute provide a credit of 100% towards the regular monthly maintenance fees for the duration of the time that the elevator was shut down.

#### 2.29 Coordination with Owner

- .1 Before each routine maintenance visit contact a representative specified by the Owner.
- .2 Discuss the operation of the equipment with the Owner's representative and take immediate action on problems.
- .3 Should a problem be of a nature that cannot be satisfactorily resolved during the inspection or trouble call, report back to the Owner's representative to explain why it was not possible to correct the problem and when the problem will be resolved.

### 3. Maintenance procedures

#### 3.1 Rules of work: elevators

- .1 Check with and obtain approval from the site building management prior to taking an elevator out of service.
- .2 Keep the site building management informed of work activity including, but not limited to, the following:
  - .1 When an elevator is taken out of service;
  - .2 When an elevator is placed back in service;
  - .3 When starting work each day;
  - .4 When finishing work each day.

- .3 Perform work on an elevator at a floor selected by the site building management.
- .4 Where possible restrict activities to inside the hoistway with the hall doors closed.
- .5 Do not leave materials or tools in the elevator lobbies or other public areas.
- .6 Do not leave an elevator out of service with the hall and car doors open except as approved by site building management.
- .7 When taking an elevator out of service station someone at the entrance so as to ensure that a passenger does not enter and is not trapped in the cab.
- .8 When finished working on the elevator ensure that the elevator is in proper working order.

### 3.2 Routine maintenance

- .1 Provide labour, materials, products, equipment and services necessary to complete maintenance testing and inspections required by the Authority Having Jurisdiction at the appropriate intervals (i.e. monthly, quarterly, semi-annual, annual, 5-year, Category 1, Category 3, Category 5, etc.).
- .2 Perform a routine maintenance inspection once a month, as a minimum.
- .3 In the course of the examination, should faulty parts be discovered replace them at once, and should any unusual operations or noises be found take corrective action immediately.
- .4 Schedule parts showing excessive wear for replacement on the next regular examination.

### 3.3 Repairs

- .1 For scheduled repair work, outside of the regular maintenance procedure, give the Owner at least two weeks prior notice.
- .2 For unscheduled repair work, outside of the regular maintenance procedure, give the Owner immediate notice.
- .3 Communicate, in writing, the status of repairs to the Owner at the beginning and close of the normal working day.



- .4 Where possible indicate the time required for completion of repairs.

### 3.4 Mis-adjustment

- .1 Keep the equipment in substantially new condition and maintain its performance as or better than new.
- .2 Do not change any of the elevator adjustments in such a way as to lead to a de-rating of the performance.
- .3 Do not, in the course of routine maintenance or trouble shooting, re-adjust any of those settings which affect either the performance or the safety of the equipment.
- .4 Should it appear that some setting has changed or some problem has arisen such as to alter the performance of the equipment, arrange that a qualified adjuster with the appropriate tools, manuals and training make the necessary re-adjustments in an organized, systematic way.
- .5 Do not allow ad hoc adjustments to the equipment.

### 3.5 Safety devices

- .1 At no time permit the equipment to operate while any of the safety devices, mechanical or electrical are in-operative.
- .2 In the event that any of the emergency safety devices such as final limits, safety operated switches, governor switches, overspeed devices, underspeed devices, car safeties, are activated while the equipment is in use by the public submit within 24 hours of the event a written report to the Owner and the Consultant detailing the incident and the corrective action taken.

### 3.6 Equipment defects

- .1 Should a defect in the equipment or the design of the equipment become apparent based on experience with this installation or similar installations elsewhere, advise the Owner immediately in writing setting out the steps to be taken to correct the problem.
- .2 Forward to the Owner copies of any memoranda, internal or external, published or unpublished, dealing with actual or potential flaws in the equipment and design.

**3.7 Call-back service**

- .1 Include, as part of the maintenance program, regular and emergency call-back service.
- .2 Provide regular and emergency call-back service 24 hours per day, seven days per week.
- .3 An emergency is a situation such as an entrapment, an incident, an accident, a shut down of more than one elevator in a group or the absence of elevator service to a floor.
- .4 At the time the call is placed the Owner may choose to indicate that the call can be handled during regular hours; otherwise, answer the call immediately whether it be in overtime or regular time.
- .5 Respond only to calls placed by the Owner except in the case of emergency calls.
- .6 Provide a telephone answering service staffed twenty-four hours per day.
- .7 Ensure that calls received by the answering service are transmitted immediately to a responsible person for action.
- .8 Provide regular call-back response within a maximum of two hours from the time a call is placed until the arrival of a maintenance person at the site.
- .9 Provide emergency call-back response within a maximum of 45 minutes from the time a call is placed until the arrival of a maintenance person at the site.

**3.8 Maintenance: assistance for inspections & testing**

- .1 Provide all necessary co-operation and assistance to allow inspections of the equipment by the Consultant and by the Inspecting Authorities.
- .2 Provide all necessary co-operation and assistance, either in regular time or overtime, to allow testing of those systems associated with the equipment such as smoke detectors, fire detectors, heat detectors, emergency power, firefighters emergency operation, communication systems, security systems and other systems ancillary to the equipment.
- .3 In the event that this requires the supply of one crew for more than an average of three hours per unit per year, submit a request to the Owner for an extra to

contract payment.

- .4 Should the tests fail because of problems with the elevator or escalator equipment provide any necessary additional assistance at no extra charge.

### 3.9 Fire service testing

- .1 Perform annual testing of the Firefighters' Emergency Operation for buildings that are not designated as High Buildings.
- .2 Perform quarterly testing of the Firefighters' Emergency Operation for buildings designated as High Buildings.
- .3 Execute the tests, at the option of the Owner, either in regular hours of work or outside of regular hours of work at no extra cost to the Owner.
- .4 Carry out the testing as required by the regulatory authorities.
- .5 Record the results of the testing and forward to the Owner a copy of the record.

### 3.10 Safety inspections

- .1 Carry out instructions of the inspecting authorities within the period of time allowed by the authorities or, if no period is designated, 30 days of notice of deficiency except for those items that are the responsibility of the Owner and directives resulting from changes to the existing codes.

### 3.11 Manufacturers' parts

- .1 Supply replacement parts identical in make and model to the original parts where at all possible.
- .2 Where identical parts are not available or a better substitute is available submit the alternative part for the approval of the Owner.

**3.12 Substitute parts**

- .1 Where items visible to the general public, in particular exposed finishes and fixtures, are to be replaced, submit drawings, photographs or samples, as required, in ample time for consideration and review.
- .2 Submit samples of metals, plastic laminates and finishes properly identified as to project, location and material.
- .3 Supply materials in accordance with the reviewed samples.
- .4 The review does not include the checking of measurements nor the approval of variations from the Specifications or the Contract Documents.

**3.13 Tools maintained locally**

- .1 Arrange that the following tools are available in a service vehicle or from the local maintenance office and allow the Owner, at his request, to inspect these tools:
  - .1 One blower;
  - .2 One door pressure gauge;
  - .3 One rechargeable fluorescent portable light;
  - .4 Signs stating "REGULAR MAINTENANCE BEING PERFORMED";
  - .5 One vacuum cleaner;
  - .6 One step ladder;
  - .7 Twelve cable pullers;
  - .8 Two chain blocks or lift pulls;
  - .9 Two sets of feeler gauges;
  - .10 One sound level meter;
  - .11 A micrometer;
  - .12 One F.E.T. volt-ohm-millimeter;

- .13 One paging unit for each maintenance mechanic;
- .14 Four wire rope slings;
- .15 One stop watch;
- .16 One tachometer;
- .17 Test weights totaling 2000 kg (4500 lb) and a hand cart for transportation.

#### 3.14 Parts cabinet

- .1 Provide a maintenance parts cabinet in the machine room.
- .2 Provide a cabinet of steel finished in baked enamel and of a minimum 0.15 cubic metres capacity.

#### 3.15 Parts stocked locally

- .1 Arrange that the following spare parts are available on site (in a metal cabinet with a baked enamel finish), in a service vehicle or from the local maintenance office and allow the Owner, at his request, to inspect these parts:
  - .1 Hall fixtures: two complete hall station assemblies (with call registered light assemblies), four button heads, and a hall lantern of each type;
  - .2 Car operating panel fixtures: three complete car push button switch assemblies (with call registered light assemblies), four button heads, and one position indicator;
  - .3 Car door equipment: two car door sheaves and one set of door gibs;
  - .4 Hall door equipment: one complete hoistway door closer assembly, two interlocks, four hall door sheaves, and two sets of door gibs;
  - .5 Three fuses of each size used in the controller and in the main line disconnect;
  - .6 Relays: one complete relay of each type with spare contacts and coils;
  - .7 An adequate supply of cleaning solvent, wipers, general purpose oil and door operator oil.

**3.16 Parts available as required**

- .1 Arrange that the following spare parts are available within 48 hours on site and provide to the Owner, at his request, the methods and procedures used to ensure that this delivery time can be met:
  - .1 A printed circuit board of each type used, completely assembled and verified;
  - .2 One complete door operator assembly;
  - .3 One complete door protective device assembly;
  - .4 One complete roller guide assembly of each size used;
  - .5 Spares for parts used in quantity on the equipment in the ratio of one spare for every 100 such parts.

**3.17 Building log**

- .1 Complete required entries for building log systems.

**3.18 Maintenance log book**

- .1 Provide a maintenance log in a permanently bound journal having pre-numbered pages.
- .2 Indicate in the journal the following information: date, time, name of maintenance technician, regular maintenance, regular time callback, over time callback, action taken, work completed, and further repairs required.
- .3 The journal is the property of the Owner.
- .4 Maintain the journal current, on the premises, and available for inspection by the Owner at any time.
- .5 Make entries in ink, legibly, consecutively and without blanks.

**3.19 Time tickets**

- .1 Indicate the section of the normal maintenance schedule on each time ticket with details of the portion of the section completed.
- .2 Submit time tickets for each call-back detailing the cause of the call-back and the action taken.
- .3 If electronic time tickets are used, make these tickets accessible to the owner through internet at all times.

**3.20 Data submission**

- .1 Submit data to a Consultant website in an electronic format prescribed by the Owner.
- .2 In the absence of other requirements, submit data each month for call-backs and maintenance work in a Comma-Separated-Values (.csv) file with each line having the following information: Licence #; Call Time; Response Time; Resolution Time; Problem Description; Corrective Action; Entry Type; Scorecard Exemption; Exemption Reason with each item having the following meaning:
  - .1 Licence #: The licence number assigned to the unit by the Authority Having Jurisdiction (where one has not been assigned, is not unique or is not known please coordinate with KJA).
  - .2 Call Time: Date and time the call-back is reported by the client or date and time the elevating device is removed from service for maintenance or repair in format YYYY-MM-DD HH:MM.
  - .3 Response Time: Date and time technician arrives on site to respond to the call-back or date and time the elevating device is removed from service for maintenance or repair in format YYYY-MM-DD HH:MM (in the event of a deferred call-back, the elapsed time will start based on 07:00 on the first business day following the original Call Time).
  - .4 Resolution Time: Date and time the elevating device is returned to service in format YYYY-MM-DD HH:MM.
  - .5 Problem Description: Description of problem as reported.
  - .6 Corrective Action: Description of work done to correct problem as reported by the technician.

- .7 Entry Type: Type of call as "C" for call-back, "E" for call-back with entrapment, "D" for call-back with deferred response. "R" for maintenance or repair.
- .8 Scorecard Exemption: Marked "Y" or "Yes" if the Contractor is requesting an exemption from the scorecard for this call-back (null values or "N" are the only other acceptable values).
- .9 Exemption Reason: Description of why the Contractor is requesting the call-back or repair be exempted from the scorecard calculations (an entry in this field is required when the Scorecard Exemption field is "Y" or "Yes").
- .3 Submit the data for the month on or before the fifth day of the following month.
- .4 The Owner, acting reasonably, may at any point during the contract:
  - .1 Change the format of the data submission.
  - .2 Require a direct electronic exchange of data using standard protocols for data exchange to a Consultant website.

### 3.21 Accidents and claims

- .1 In the event of an accident causing death, personal injury or property damage, arising out of or in connection with the equipment or the performance of the Work whether on or adjacent to the site advise the Owner immediately giving a verbal report and submit to the Owner within 24 hours of the accident signed written reports from each of the maintenance personnel involved.
- .2 In the event of an injury to anyone working on or using the equipment, take whatever immediate action is necessary to aid the injured person and to prevent further injury to others.



**3.22 Maintenance manual**

- .1 Supply to the Owner and the Consultant at the start of the contract a maintenance manual.
- .2 Incorporate in the manual a description of the controller user interface, fault and error codes, troubleshooting and diagnostic procedures, methods of use and the adjustment of programmable parameters together with their settings at the time of final adjustment.
- .3 Update the maintenance manual annually and supply to the Owner and Consultant a copy of the updated maintenance manual.

**3.23 Electrical diagrams**

- .1 Provide a set of schematic electrical diagrams either covered in clear plastic and mounted on the machine room wall or bound permanently in a durable binder if the diagrams are of dimensions less than 300 mm (12") by 600 mm (24").
- .2 If, in the course of the maintenance contract, changes are made to the wiring or control, supply to the Owner marked-up prints of the altered schematics and field wiring diagrams showing the changes.

**3.24 Annual report**

- .1 Each year, on the anniversary date of the contract, submit to the Owner a report consisting of the following items:
  - .1 A complete summary of the activity for the year including, but not limited to, call backs, repair work, complaints;
  - .2 A certification that the various items listed herein were checked at the specified times and that they were found to be functioning correctly or, if not functioning correctly, notations of the problems and the corrective action taken;
  - .3 An evaluation of the standard of maintenance for the year as compared to prior years and to the standards of the industry for similar installations.

**3.25 Major parts replacement report: elevator**

- .1 Each year, on the anniversary date of the contract, submit to the Owner a report on the anticipated life expectancy of the major equipment components and the budget provisions for their replacement, including following items:
  - .1 Elevator suspension means;
  - .2 The machine.
- .2 Six months prior to termination of the maintenance contract, submit to the Owner a report on the major equipment components that will require replacing in the next five years and, if these components will not be replaced before the end of the contract, reimburse the Owner for the usage on a prorated basis based on the expected lifespan of the equipment.

**3.26 Consultant's inspections**

- .1 From time to time the Consultant will carry out inspections to verify that the Work is being carried out in accordance with the specifications and with industry standards.
- .2 The Consultant will prepare a report listing deficiencies.
- .3 Carry out such maintenance, repair and replacement to correct the deficiencies listed on the Consultant's Report within 30 days or, if it is anticipated that the corrective measures will require more time, advise the Consultant of this and obtain their approval of the extension.
- .4 For equipment with deficiencies not corrected within 90 days of receiving the Consultant's Report, credit the monthly maintenance until the deficiencies have been corrected.

#### 4. Performance

##### 4.1 Performance data

- .1 Maintain the elevators so that at all times they comply with the following performance parameters.

|                          | hydraulic elevators | gearless machine with MG set | geared machine with MG set | geared machine with solid state drive | gearless machine with solid state drive |
|--------------------------|---------------------|------------------------------|----------------------------|---------------------------------------|---|
| Operating time           | < 12.0 s            | < 9.0 s                      | < 9.5 s                    | < 8.0 s                               | < 7.8 s                                 |
| Levelling accuracy       | +/- 9 mm            | +/- 9 mm                     | +/- 9 mm                   | +/- 6 mm                              | +/- 6 mm                                |
| Speed accuracy           | +/- 5 %             | +/- 5 %                      | +/- 5 %                    | +/- 1.5 %                             | +/- 1.5 %                               |
| Door noise level         | < 65 dB             | < 65 dB                      | < 65 dB                    | < 60 dB                               | < 60 dB                                 |
| Cab noise level          | < 60 dB             | < 60 dB                      | < 60 dB                    | < 55 dB                               | < 55 dB                                 |
| M/R noise level          | < 80 dB             | < 80 dB                      | < 80 dB                    | < 75 dB                               | < 75 dB                                 |
| Average acceleration     |                     |                              |                            | < 0.95 m/s/s                          | < 0.95 m/s/s                            |
| Peak acceleration        |                     |                              |                            | < 1.2 m/s/s                           | < 1.2 m/s/s                             |
| Change in acceleration   |                     |                              |                            | < 1.9 m/s/s/s                         | < 1.9 m/s/s/s                           |
| Max horizontal vibration |                     |                              |                            | 0.15 gal                              | 0.15 gal                                |

##### 4.2 Performance data measurement method

- .1 The horizontal vibration, front to rear or side to side, is measured in the elevator cab with the elevator travelling with a load of less than 10 per cent of capacity from top to bottom and bottom to top (measured between two consecutive points of opposite value).
- .2 The door noise level is measured using an ANSI type 2 sound level meter on the "A" scale with an "F" response within the cab during a full door open, door close and door reversal cycle.
- .3 The cab noise level is measured using an ANSI type 2 sound level meter on the "A" scale with an "F" response within the elevator cab with the elevator travelling from one end of the hoistway to the other with the cab fan on.
- .4 The machine room noise level is measured with the elevator running by a meter

positioned in the centre of the machine room.

- .5 The operating time is measured for a typical floor run (less than 4000 mm [13']) from the time when the fully opened doors begin to close until the car is stopped level with the next floor and the car and hall doors are 800 mm (32") open. For door types other than centre-opening or slow rated speed, the specified operating time is adjusted as follows:

- .1 For elevators with side-opening doors and a door width under 1100 mm (43"), add 2.0 seconds to the specified operating time.
- .2 For elevators with wider entrances and centre-opening doors, add 0.25 seconds per additional 150 mm (6") of door width to the specified operating time.
- .3 For elevators with wider entrances and side-opening doors add 0.5 seconds per additional 150 mm (6") of door width to the specified operating time.
- .4 For electric elevators with a contract speed under 1.78 metres per second (350 fpm), add 1.5 seconds to the specified operating time.
- .5 For hydraulic elevators with a contract speed under 0.76 metres per second (150 fpm), add 1.5 seconds to the specified operating time.

5. Geared elevators with solid state drives

5.1 Work included

- .1 Maintain, repair or replace all of the elevator equipment except as specifically excluded herein, whether considered obsolete or not, including the following:
  - .1 Machine, motor, drive system, brake, controller parts, door equipment, elevator emergency communication system, and other mechanical and electrical parts required for the operation of the equipment.

**5.2 Work not included**

- .1 Do not maintain, repair or replace:
  - .1 Cab finishes (including ceiling lights), handrails (except for attachments on the exterior of the cab), flooring, hoistway enclosure, and hall door, sill and frame finish;
  - .2 Electrical conduit and wiring outside the hoistway and machine room;
- .2 Submit, to the Owner, a proposal for repairs or the replacement of parts due to vandalism, or for changes or additions not covered by the maintenance contract but required by the regulating authorities.

**5.3 Parts available as required**

- .1 Arrange that the following spare parts are available within 48 hours on site and provide to the Owner, at his request, the methods and procedures used to ensure that this delivery time can be met:
  - .1 One set of packing for the machine gland;
  - .2 One set of sheave liners (for those machines using sheave liners).

**5.4 Monthly checks**

- .1 Check the following elements at least once a month:
  - .1 Machine;
  - .2 Door operator;
  - .3 Door protective devices;
  - .4 Car ride and general operation;
  - .5 Leveling;
  - .6 Hall and car door operation;
  - .7 Emergency stop button;
  - .8 Alarm bell;

- .9 Communication system;
- .10 Door open button;
- .11 Door force (maximum of 135 Newtons [30 lb]);
- .12 Car door rollers and eccentrics;
- .13 Car door clutch assembly;
- .14 Position indicators and signal lamps.
- .2 Perform for all elevators the following duties at least once each month:
  - .1 Lubricate and clean car door tracks;
  - .2 Clean pits;
  - .3 Clean tops of cars;
  - .4 Clean machine and machine room floor;
  - .5 Check the car door contacts;
  - .6 Check the hoistway door interlocks.

#### 5.5 Quarterly checks

- .1 Perform the following duties at least once every three months:
  - .1 Check and lubricate the governor tension sheave;
  - .2 Check and lubricate the governor;
  - .3 Check the buffers and the buffer oil;
  - .4 Check the general condition of the elevator wire ropes;
  - .5 Check rope tension and adjust if necessary;
  - .6 Check rope stretch and remove buffer blocks or shorten ropes if required;

- .7 Check brushes in rotating electrical equipment for freeness and tension;
- .8 Replace those brushes having 40 percent or less of their original length remaining;
- .9 Clean rotating electrical equipment with vacuum and blower and lubricate the bearings;
- .10 Check rotating electrical equipment connections;
- .11 Check commutators for oil or foreign matter and clean with non-abrasive material if dirty;
- .12 Clean and vacuum the controller and examine the relays for wear;
- .13 Check the circuitry and safety devices in the controller;
- .14 Check the resistors for overheating and repair or correct the problem where necessary;
- .15 Check the roller guides;
- .16 Check the emergency lighting.

#### 5.6 Semi-annual checks

- .1 Perform the following duties at least once every six months:
  - .1 Check and measure the governor rope.
  - .2 Check the hall door operation;
  - .3 Check the door gibs and cable and sheaves for the door closer;
  - .4 Check and test the final limit switches;
  - .5 Check the load weighing device;
  - .6 Check the special emergency service operation with the Owner present;
  - .7 Check the emergency power operation with the Owner present;
  - .8 Check the door open pause times to ensure that they are consistent from

one car to another in a group;

- .9 Check the operating time and make any necessary changes;
- .10 Check the door open pause time cancellation (i.e. monitor) circuit;
- .11 Check each hoistway door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;
- .12 Check the car door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;
- .13 Check that the gibs and retainers are in place by sliding a steel rule or other similar device beneath the door to make physical contact with the gib or retainer;
- .14 Check the upthrust rollers of each hoistway door by racking the door to ensure that upthrust rollers are intact and properly adjusted;
- .15 Check each hoistway door interlock to ensure that the lock is made up before the car can run;
- .16 Check the car door to ensure that the car cannot run with the car door open.

#### 5.7 Yearly checks

- .1 Perform the following duties at least once every year:
  - .1 Check the machine to ensure that, when running at full speed, it vibrates no more than 0.025 mm (0.001") as measured at the motor end of the bed plate;
  - .2 Check the machine to ensure that the worm end play does not exceed 0.037 mm (0.0015") as measured with balanced load plus 90 kg (200 pounds) and balanced load minus 90 kg (200 pounds).
  - .3 Clean and check safety mechanism (if any adjustments are made, perform a safety test to verify that the adjustments are correct);
  - .4 Perform a safety test and forward to the Owner a declaration certifying the successful completion of the test;



- .5 Strip, clean and lubricate the brake;
- .6 Arrange the brake to stop the elevator with full load in the car from full speed in the down direction with an average deceleration of approximately 0.1g without shock or jar;
- .7 Adjust the brake to hold a minimum of 125 percent of the contract load;
- .8 Adjust the brake so that when it operates no noise can be detected either in the elevator cab, at any floor landing or outside the closed machine room door;
- .9 Inspect ropes for wear in accordance with standards for elevator wire rope inspection;
- .10 Check sheaves and shafts for soundness and wear;
- .11 Check the terminal slowdown device;
- .12 For elevators with oil buffers, check the buffer oil levels, check for water in the oil and test the buffers;
- .13 Check and lubricate the compensating sheave (where rope compensation is employed);
- .14 Check electrical and mechanical security devices;
- .15 Check the main motor contacts;
- .16 Replace the filters on the controller air inlets;
- .17 Check the operation of the load weighing device;
- .18 Check the car operating panels;
- .19 Check door operator, clean and lubricate pivot points;
- .20 Clean guide rails;
- .21 Vacuum hoistways from top to bottom;
- .22 Open the car operating station, clean and check for loose wires;

- .23 Check hall buttons and their connections;
- .24 Check travelling cables for wear;
- .25 Check hangers and junction box connections;
- .26 Check guide rail fastenings;
- .27 Check performance parameters and re-adjust if required;
- .28 As required or if requested by the Owner, clean and paint machine room floor;
- .29 Check components and fastenings that under failure might create a dangerous situation (e.g. sheave bolts and welds, gear bolts, car slings et cetera);

#### 5.8 Elevator wire rope replacement

- .1 When replacing the elevator wire ropes:
  - .1 Use wedge type cable clamps;
  - .2 Provide hoist ropes of sufficient number, size and characteristics such that the addition of 50 per cent of the rated load to the car cab will cause no more than a 0.04 per cent elongation in the rope
  - .3 Ensure that the ropes are all from one manufacturing run;
  - .4 If "Lang's Lay" wire rope is used, provide means during and after installation to prevent the ropes turning;
  - .5 Do not use swivel connections;
  - .6 Provide sufficient removable counterweight buffer blocking to allow adjustment for rope stretch without requiring cable shortening.

**5.9 Rotating equipment repair****.1 When rewinding a motor:**

- .1** Ensure that the rewound unit has the same characteristics and performance as the original equipment;
- .2** Install over-temperature sensors in the windings and connect them into the control circuits so that in the event of overheating the elevator will stop at its next normal stop and remain shut down until checked by a maintenance technician.

**.2 When repairing a commutator:**

- .1** Ensure that the insulation between the segments is uniformly spaced according to the manufacturer's specifications that the spacing is set in such a way as to prevent isolation cracking or breakdown;
- .2** Ensure that the segments are free of any scoring.

**6. Gearless elevators with solid state drives****6.1 Work included**

- .1** Maintain, repair or replace all of the elevator equipment except as specifically excluded herein, whether considered obsolete or not, including the following:
  - .1** Gearless machine, solid state drive, controller parts, relays, brake coil, brake lining, door operating equipment, door equipment, elevator intercommunication system and other mechanical and electrical parts required for the operation of the equipment.

**6.2 Work not included**

- .1** Do not maintain, repair or replace:
  - .1** Cab finishes (including ceiling lights), handrails (except for attachments on the exterior of the cab), flooring, hoistway enclosure, and hall door, sill and frame finish;
  - .2** Electrical conduit and wiring outside the hoistway and machine room.
- .2** Submit to the Owner proposals for repair or replacement of parts damaged by

malicious action of others.

- .3 Submit to the Owner proposals for alterations and additions required by newly imposed regulations of the inspecting authorities.

#### 6.3 Monthly checks

- .1 Check the following elements at least once a month:
  - .1 Car ride and general operation;
  - .2 Levelling;
  - .3 Hall and car door operation;
  - .4 Alarm bell;
  - .5 Communication system;
  - .6 Door open button;
  - .7 Door force (maximum of 135 Newtons [30 lb]);
  - .8 Door protective devices;
  - .9 Position indicators;
  - .10 Car operating panel devices.

#### 6.4 Quarterly checks

- .1 Perform the following duties at least once every three months:
  - .1 Clean pits;
  - .2 Clean tops of cars;
  - .3 Clean the machine with vacuum and blower;
  - .4 Check and lubricate the governor tension sheave;
  - .5 Check and lubricate the governor;

- .6 Check the buffers and the buffer oil;
- .7 Check the compensating sheave;
- .8 Check the emergency lighting.

#### 6.5 Semi-annual checks

- .1 Perform the following duties at least once every six months:
  - .1 For group operation, check the door open pause times to ensure that they are consistent from one car to another in a group;
  - .2 Check the door open pause time cancellation (i.e. monitor) circuit;
  - .3 Check the load weighing devices;
  - .4 Check the lift and governor ropes.

#### 6.6 Yearly checks

- .1 Perform the following duties at least once every year:
  - .1 Check the operation of the auxiliary braking device as follows:
    - .1 Check that the gripper mounting channels are securely fastened to the machine beams;
    - .2 Ensure that the stationary lining is in minimal contact, both vertically and laterally, with the ropes (report excessive lining wear);
    - .3 Ensure that all angle bolts are securely fastened.
  - .2 Check rope hitches;
  - .3 Inspect ropes for wear in accordance with standards for elevator wire rope inspection;
  - .4 Check rope tension and adjust if necessary;
  - .5 Check rope stretch and remove buffer blocks or shorten ropes if required;

- .6 Clean the machine with vacuum and blower;
- .7 Check the tachometer mechanical drive linkage;
- .8 Check the tachometer electrical connections;
- .9 Check rotating electrical equipment connections;
- .10 Remove the covers of the car operating panels and check the internal components and connections;
- .11 Lubricate and clean car door tracks;
- .12 Clean control room and control room floor;
- .13 Check the car door contacts;
- .14 Check the hoistway door interlocks.
- .15 Check the car door rollers and eccentrics;
- .16 Check the car door clutch assembly;
- .17 Check door operator, clean and lubricate pivot points;
- .18 Clean guide rails and guide rail fastenings;
- .19 Vacuum hoistways from top to bottom;
- .20 Replace the filters on the controller air inlets;
- .21 Clean and check safety mechanism;
- .22 Perform a safety test and forward to the Owner a declaration certifying the successful completion of the test;
- .23 Check sheaves and shafts for soundness and wear;
- .24 Check the terminal slowdown device;
- .25 Strip, clean and lubricate the brake;
- .26 Check that the brake stops the elevator from full speed with an average

deceleration of approximately 0.1g without shock or jar;

- .27 Check to ensure that the brake spring setting is correct;
- .28 Ensure that the brake operates quietly so that no noise can be detected either in the elevator cab, at the top floor landing or outside the closed machine room door;
- .29 Check the buffer oil levels, check for water in the oil and test the buffers;
- .30 Check travelling cables for wear;
- .31 Check hangers and junction box connections;
- .32 Check guide rail fastenings;
- .33 Check the speed, acceleration and jerk profiles and if necessary adjust the drive parameters;
- .34 Measure performance parameters (noise levels, vibration, operating times) and re-adjust if required;
- .35 Check components and fastenings that under failure might create a dangerous situation (e.g. sheave bolts and welds, gear bolts, car slings et cetera);
- .36 As required or if requested by the Owner, clean and paint machine room floor;
- .37 Submit a report to the Owner confirming that the annual checks have been carried out and listing the items checked and the measured performance parameters.

#### 6.7 Rotating equipment repair

- .1 When rewinding a motor ensure that the rewound unit has the same characteristics and performance as the original equipment.
- .2 Install over-temperature sensors in the windings and connect them into the control circuits so that in the event of overheating the elevator will stop at its next normal stop and remain shut down until checked by a maintenance technician.

**6.8 Elevator wire rope replacement**

- .1 When replacing the elevator wire ropes:
  - .1 Use wedge type cable clamps;
  - .2 Provide hoist ropes of sufficient number, size and characteristics such that the addition of 50 per cent of the rated load to the car cab will cause no more than a 0.04 per cent elongation in the rope
  - .3 Ensure that the ropes are all from one manufacturing run;
  - .4 If "Lang's Lay" wire rope is used, provide means during and after installation to prevent the ropes turning;
  - .5 Do not use swivel connections;
  - .6 Provide sufficient removable counterweight buffer blocking to allow adjustment for rope stretch without requiring cable shortening.

**7. MRL (Machine-Room-Less) elevators****7.1 Work included:**

- .1 Maintenance, repair or replacement of all of the elevator equipment, whether considered obsolete or not, including the following:
  - .1 Machines, solid state drives, controller parts, relays, brake coils, brake linings, door operating equipment, door equipment, elevator intercommunication system, and other mechanical and electrical parts required for the operation of the equipment.

**7.2 Work not included:**

- .1 Maintenance, repair or replacement of:
  - .1 Cab finishes (including ceiling lights), handrails (except for attachments on the exterior of the cab), flooring, hoistway enclosure, and hall door, sill and frame finishes;
  - .2 Electrical conduit and wiring outside the hoistway and control room.
- .2 Submit to the Owner proposals for repair or replacement of parts damaged by



malicious action of others.

- .3 Submit to the Owner proposals for alterations and additions required by newly imposed regulations of the inspecting authorities.

### 7.3 Monthly checks

- .1 Check the following elements at least once a month:
  - .1 Car ride and general operation;
  - .2 Levelling;
  - .3 Hall and car door operation;
  - .4 Alarm bell;
  - .5 Communication system;
  - .6 Door open button;
  - .7 Door force (maximum of 135 Newtons [30 lb]);
  - .8 Door protective devices;
  - .9 Position indicators;
  - .10 Car operating panel devices.

### 7.4 Quarterly checks

- .1 Perform the following duties at least once every three months:
  - .1 Clean pits;
  - .2 Clean tops of cars;
  - .3 Clean the motor with vacuum and blower;
  - .4 Check and lubricate the governor tension sheave;
  - .5 Check and lubricate the governor;

- .6 Check the buffers and the buffer oil (where applicable);
- .7 Check compensating chains (where applicable).

#### 7.5 Semi-annual checks

- .1 Perform the following duties at least once every six months:
  - .1 Check the door open pause times to ensure that they are consistent from one car to another in a group;
  - .2 Check the door open pause time cancellation (i.e. monitor) circuit;
  - .3 Check the load weighing devices;
  - .4 Check the governor ropes and lift suspension devices.

#### 7.6 Yearly checks

- .1 Perform the following duties at least once every year:
  - .1 Clean the machine with vacuum and blower;
  - .2 Check the tachometer mechanical drive linkage;
  - .3 Check the tachometer electrical connections;
  - .4 Check rotating electrical equipment connections;
  - .5 Clean the suspension means by washing with soap and water or by such means as recommended by the manufacturer;
  - .6 Remove the covers of the car operating panels and check the internal components and connections;
  - .7 Lubricate and clean car door tracks;
  - .8 Clean control room and control room floor;
  - .9 Check the car door contacts;
  - .10 Check the hoistway door interlocks.

- .11 Check the car door rollers and eccentrics;
- .12 Check the car door clutch assembly;
- .13 Check door operator, clean and lubricate pivot points;
- .14 Clean guide rails and guide rail fastenings;
- .15 Vacuum hoistways from top to bottom;
- .16 Replace the filters on the controller air inlets;
- .17 Check suspension hitches;
- .18 Inspect suspension means for wear in accordance with the manufacturer's standards;
- .19 Check suspension means stretch and remove buffer blocks if required;
- .20 Clean and check safety mechanism;
- .21 Perform a safety test and forward to the Owner a declaration certifying the successful completion of the test;
- .22 Check sheaves and shafts for soundness and wear;
- .23 Check the terminal slowdown device;
- .24 Strip, clean and lubricate the brake;
- .25 Check that the brake stops the elevator with full load in the car from full speed in the down direction with an average deceleration of approximately 0.1g without shock or jar;
- .26 Check to ensure that the brake holds a minimum of 125 percent of the contract load;
- .27 Ensure that the brake operates quietly so that no noise can be detected either in the elevator cab, at the top floor landing;
- .28 If oil buffers are provided, check the buffer oil levels, check for water in the oil and test the buffers;

- .29 Check travelling cables for wear;
- .30 Check hangers and junction box connections;
- .31 Check guide rail fastenings;
- .32 Check the speed, acceleration and jerk profiles and if necessary adjust the drive parameters;
- .33 Measure performance parameters (noise levels, vibration, operating times) and re-adjust if required;
- .34 Check components and fastenings that under failure might create a dangerous situation (e.g. sheave bolts and welds, gear bolts, car slings et cetera);
- .35 Submit a report to the Owner confirming that the annual checks have been carried out and listing the items checked and the measured performance parameters.

#### 7.7 Motor repair

- .1 When repairing or replacing a motor:
  - .1 Ensure that the unit has the same characteristics and performance as the original equipment.

#### 7.8 Elevator suspension means: replacement

- .1 When replacing the elevator suspension means:
  - .1 Provide suspension means of size and characteristics to suit the equipment in accordance with the manufacturer's requirements;
  - .2 Ensure that devices are all from one manufacturing run;
  - .3 Provide sufficient removable counterweight buffer blocking to allow adjustment for suspension means stretch without requiring shortening.

8. Hydraulic elevator (above ground jack)

8.1 Work included

- .1 Maintain, repair or replace all of the elevator equipment except as specifically excluded herein, whether considered obsolete or not, including the following:

- .1 Hydraulic machine, pump, pump motor, valves, controller, piston, cylinder, jack, hydraulic fluid, door equipment, elevator intercommunication system, and other mechanical and electrical parts required for the operation of the equipment unless excluded under the clause "Work not included".

8.2 Work not included

- .1 Do not maintain, repair or replace:
- .1 Cab finishes (including ceiling lights), handrails (except for attachments on the exterior of the cab), flooring, hoistway enclosure, and hall door, sill and frame finish;
- .2 Electrical conduit and wiring outside the hoistway and machine room;
- .2 Submit, to the Owner, a proposal for repairs or the replacement of parts due to vandalism, or for additional changes and costs not covered by the maintenance contract but required by the regulating authorities.

8.3 Parts available as required

- .1 Arrange that the following spare parts are available within 48 hours on site and provide to the Owner, at his request, the methods and procedures used to ensure that this delivery time can be met:
- .1 One set of packing for the hydraulic jack;
- .2 One hydraulic valve solenoid coil for each type used on the equipment.

**8.4 Tools maintained locally: hydraulic elevators**

- .1 Arrange that the following tools are available in a service vehicle or from the local maintenance office and allow the Owner, at his request, to inspect these tools:

- .1 One dial pressure gauge.

**8.5 Hydraulic oil**

- .1 Provide an external oil level indicator for the reservoir.
- .2 Provide an external oil temperature indicator for the reservoir.
- .3 Provide a chart enclosed in clear plastic and mounted on the reservoir giving the temperature correction for oil level.
- .4 Maintain in the machine room an oil level monitor log.
- .5 Do not add hydraulic oil to the system before determining the cause of the loss of oil.
- .6 Receive written authorization from the local service superintendent prior to adding oil with the amount of oil stated and the reason for adding it.
- .7 Transmit to the Owner a copy of this written authorization.
- .8 Do not keep hydraulic oil on site or in service vehicles.
- .9 Maintain stocks of hydraulic oil and access to hydraulic oil under the control of the local service superintendent.

**8.6 Monthly checks**

- .1 Perform the following duties at least once each month:
  - .1 Check the hydraulic fluid level with the elevator at the bottom landing and enter the oil level on the oil monitor log together with date, time of day and oil temperature;
  - .2 Check the door protective device;
  - .3 Check the car ride and general operation;

- .4 Check the levelling;
- .5 Check the hall and car door operation;
- .6 Check the alarm button;
- .7 Check the communication system;
- .8 Check the door open button;
- .9 Check the door force (maximum of 135 Newtons [30 lb]);
- .10 Clean the pit.

#### 8.7 Quarterly checks

- .1 Perform the following duties at least once every three months:
  - .1 Clean machine and machine room floor;
  - .2 Clean and vacuum the controller and examine the relays for wear;
  - .3 Check the circuitry and safety devices in the controller;
  - .4 Check the resistors for overheating and repair or correct the problem where necessary;
  - .5 Check the roller guides;
  - .6 Clean the top of car;
  - .7 Check the car door rollers and eccentrics;
  - .8 Check the car door clutch assembly;
  - .9 Lubricate and clean car door tracks;
  - .10 Check the car door contacts;
  - .11 Check the hoistway door interlocks.
  - .12 Check the position indicators and signal lamps;

- .13 Check the emergency lighting.

#### 8.8 Semi-annual checks

- .1 Perform the following duties at least once every six months:
  - .1 Check the piston gland packing;
  - .2 Check oil recovery system;
  - .3 Check door operator;
  - .4 Check the hall door operation;
  - .5 Check the door gibs and cable and sheaves for the door closer;
  - .6 Check the special emergency service operation with the Owner present;
  - .7 Check the emergency power operation with the Owner present;
  - .8 Check the door open pause times;
  - .9 Check the door open pause time cancellation (nudging);
  - .10 Check the load weighing device;
  - .11 Check the operating time and make any necessary changes;
  - .12 Check each hoistway door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;
  - .13 Check the car door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;
  - .14 Check that the gibs and retainers are in place by sliding a steel rule or other similar device beneath the door to make physical contact with the gib or retainer;
  - .15 Check the upthrust rollers of each hoistway door by racking the door to ensure that upthrust rollers are intact and properly adjusted;
  - .16 Check each hoistway door interlock to ensure that the lock is made up before the car can run;



- .17 Check the car door to ensure that the car cannot run with the car door open.

#### 8.9 Yearly checks

- .1 Perform the following duties at least once every year:
  - .1 Check the main motor contacts;
  - .2 Replace the filters on the controller air inlets;
  - .3 Check the operation of the overload devices;
  - .4 Check door operator, clean and lubricate pivot points;
  - .5 Clean guide rails;
  - .6 Vacuum hoistway from top to bottom;
  - .7 Check and test the final limit switches;
  - .8 Open the car operating station, clean and check for loose wires;
  - .9 Check hall buttons and their connections;
  - .10 Check travelling cables for wear;
  - .11 Check hangers and junction box connections;
  - .12 Check guide rail fastenings;
  - .13 Check the hydraulic machine;
  - .14 Check the hydraulic pressure relief valve;
  - .15 Clean and paint machine room floor;
  - .16 Check components and fastenings that under failure might create a dangerous situation (e.g. sheave bolts and welds, gear bolts, car slings et cetera).

9. Hydraulic elevator (with plastic casing)

9.1 Work included

- .1 Maintain, repair or replace all of the elevator equipment except as specifically excluded herein, whether considered obsolete or not, including the following:
  - .1 Hydraulic machine, pump, pump motor, valves, controller, piston, cylinder, jack, jack protective sleeve, hydraulic fluid, door equipment, elevator intercommunication system, and other mechanical and electrical parts required for the operation of the equipment unless excluded under the clause "Work not included".

9.2 Work not included

- .1 Do not maintain, repair or replace:
  - .1 Cab finishes (including ceiling lights), handrails (except for attachments on the exterior of the cab), flooring, hoistway enclosure, and hall door, sill and frame finish;
  - .2 Electrical conduit and wiring outside the hoistway and machine room;
- .2 Submit, to the Owner, a proposal for repairs or the replacement of parts due to vandalism, or for additional changes and costs not covered by the maintenance contract but required by the regulating authorities.

9.3 Parts available as required

- .1 Arrange that the following spare parts are available within 48 hours on site and provide to the Owner, at his request, the methods and procedures used to ensure that this delivery time can be met:
  - .1 One set of packing for the hydraulic jack;
  - .2 One hydraulic valve solenoid coil for each type used on the equipment.

**9.4 Tools maintained locally: hydraulic elevators**

- .1 Arrange that the following tools are available in a service vehicle or from the local maintenance office and allow the Owner, at his request, to inspect these tools:
  - .1 Air compressor with appropriate fittings for testing the plastic casing.
  - .2 One dial pressure gauge.

**9.5 Hydraulic oil**

- .1 Provide an external oil level indicator for the reservoir.
- .2 Provide an external oil temperature indicator for the reservoir.
- .3 Provide a chart enclosed in clear plastic and mounted on the reservoir giving the temperature correction for oil level.
- .4 Maintain in the machine room an oil level monitor log.
- .5 Do not add hydraulic oil to the system before determining the cause of the loss of oil.
- .6 Receive written authorization from the local service superintendent prior to adding oil with the amount of oil stated and the reason for adding it.
- .7 Transmit to the Owner a copy of this written authorization.
- .8 Do not keep hydraulic oil on site or in service vehicles.
- .9 Maintain stocks of hydraulic oil and access to hydraulic oil under the control of the local service superintendent.

**9.6 Monthly checks**

- .1 Perform the following duties at least once each month:
  - .1 Check the hydraulic fluid level with the elevator at the bottom landing and enter the oil level on the oil monitor log together with date, time of day and oil temperature;
  - .2 Check the door protective device;

- .3 Check the car ride and general operation;
- .4 Check the levelling;
- .5 Check the hall and car door operation;
- .6 Check the alarm button;
- .7 Check the communication system;
- .8 Check the door open button;
- .9 Check the door force (maximum of 135 Newtons [30 lb]);
- .10 Clean the pit.

#### 9.7 Quarterly checks

- .1 Perform the following duties at least once every three months:
  - .1 Clean machine and machine room floor;
  - .2 Clean and vacuum the controller and examine the relays for wear;
  - .3 Check the circuitry and safety devices in the controller;
  - .4 Check the resistors for overheating and repair or correct the problem where necessary;
  - .5 Check the roller guides;
  - .6 Clean the top of car;
  - .7 Check the car door rollers and eccentrics;
  - .8 Check the car door clutch assembly;
  - .9 Lubricate and clean car door tracks;
  - .10 Check the car door contacts;
  - .11 Check the hoistway door interlocks.

.12 Check the position indicators and signal lamps;

.13 Check the emergency lighting.

9.8 Semi-annual checks

.1 Perform the following duties at least once every six months:

.1 Check the piston gland packing;

.2 Check oil recovery system;

.3 Check door operator;

.4 Check the hall door operation;

.5 Check the door gibs and cable and sheaves for the door closer;

.6 Check the special emergency service operation with the Owner present;

.7 Check the emergency power operation with the Owner present;

.8 Check the door open pause times;

.9 Check the door open pause time cancellation (nudging);

.10 Check the load weighing device;

.11 Check the operating time and make any necessary changes;

.12 Check each hoistway door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;

.13 Check the car door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;

.14 Check that the gibs and retainers are in place by sliding a steel rule or other similar device beneath the door to make physical contact with the gib or retainer;

.15 Check the upthrust rollers of each hoistway door by racking the door to ensure that upthrust rollers are intact and properly adjusted;

- .16 Check each hoistway door interlock to ensure that the lock is made up before the car can run;
- .17 Check the car door to ensure that the car cannot run with the car door open.

#### 9.9 Yearly checks

- .1 Perform the following duties at least once every year:
  - .1 Check the main motor contacts;
  - .2 Where a plunger gripper has been installed, carry out a safety test of the plunger gripper;
  - .3 Replace the filters on the controller air inlets;
  - .4 Check the operation of the overload devices;
  - .5 Check door operator, clean and lubricate pivot points;
  - .6 Clean guide rails;
  - .7 Vacuum hoistway from top to bottom;
  - .8 Check and test the final limit switches;
  - .9 Open the car operating station, clean and check for loose wires;
  - .10 Check hall buttons and their connections;
  - .11 Check travelling cables for wear;
  - .12 Check hangers and junction box connections;
  - .13 Check guide rail fastenings;
  - .14 Check the hydraulic machine;
  - .15 Check the hydraulic pressure relief valve;
  - .16 As required or if requested by the Owner, clean and paint machine room floor;

- .17 Check components and fastenings that under failure might create a dangerous situation (e.g. sheave bolts and welds, gear bolts, car slings et cetera).
- .18 Clear the protective sleeve of liquid as follows:
  - .1 Insert a plastic tube in the sleeve and cylinder gap;
  - .2 Drop the tube to the bottom of the sleeve;
  - .3 Pump out any liquid in the sleeve using, if necessary, an air compressor to pressurize the sleeve;
  - .4 Check the liquid to ensure that it does not contain oil and that the amount of liquid is not indicative of a sleeve leak.
- .19 Check the hydraulic system for leaks as follows:
  - .1 Pressurize the cylinder protective sleeve (using an air compressor);
  - .2 Note the gauge pressure reading and record it in the log book;
  - .3 Leave the protective sleeve under pressure for a minimum of two hours;
  - .4 After the two hour period has passed, note the gauge pressure reading and record it in the log book;
  - .5 If any significant changes are noted that might indicate a leaking protective sleeve or hydraulic cylinder, advise the Owner and take such steps as necessary to ensure the safety of the elevator.
- .20 Note: ensure that the air pressure does not exceed the manufacturer's specified limits.

## 10. Roped hydraulic elevator

## 10.1 Work included

- .1 Maintain, repair or replace all of the elevator equipment, whether considered obsolete or not, including the following:
  - .1 Hydraulic machine, pump, pump motor, controller, piston, cylinder, hoist and governor ropes, hydraulic fluid, door equipment, elevator intercommunication system, and other mechanical and electrical parts required for the operation of the equipment.

## 10.2 Work not included

- .1 Do not maintain, repair or replace:
  - .1 Cab finishes (including ceiling lights), handrails (except for attachments on the exterior of the cab), flooring, hoistway enclosure, hall door finishes, door sills and frames;
  - .2 Electrical conduit and wiring outside the hoistway and machine room.
- .2 Submit to the Owner proposals for repair or replacement of parts damaged by malicious action of others.
- .3 Submit to the Owner proposals for alterations and additions required by newly imposed regulations of the inspecting authorities.

## 10.3 Tools maintained locally: hydraulic elevators

- .1 Arrange that the following tools are available in a service vehicle or from the local maintenance office and allow the Owner, at his request, to inspect these tools:
  - .1 One dial pressure gauge.



**10.4 Hydraulic oil**

- .1 Do not add hydraulic oil to the system before determining the cause of the loss of oil.
- .2 Receive written authorization from the local service superintendent prior to adding oil with the amount of oil stated and the reason for adding it.
- .3 Transmit to the Owner a copy of this written authorization.
- .4 Do not keep hydraulic oil on site or in service vehicles.
- .5 Maintain stocks of hydraulic oil and access to hydraulic oil under the control of the local service superintendent.

**10.5 Monthly checks**

- .1 Perform the following duties at least once each month:
  - .1 Check the hydraulic fluid level;
  - .2 Check the piston gland packing;
  - .3 Check oil recuperation system;
  - .4 Check door operator;
  - .5 Door protective device;
  - .6 Car ride and general operation;
  - .7 Leveling;
  - .8 Hall and car door operation;
  - .9 Emergency stop button;
  - .10 Alarm button;
  - .11 Communication system;
  - .12 Door open button;

- .13 Door force (maximum of 135 Newtons [30 lb]);
  - .14 Car door rollers and eccentrics;
  - .15 Car door clutch assembly;
  - .16 Position indicators and signal lamps.
  - .2 Perform for all elevators the following duties at least once each month:
    - .1 Lubricate and clean car door tracks;
    - .2 Clean pits;
    - .3 Clean tops of cars;
    - .4 Clean machine and machine room floor;
    - .5 Check the car door contacts;
    - .6 Check the hoistway door interlocks.
- 10.6 Quarterly checks
- .1 Perform the following duties at least once every three months:
    - .1 Check and lubricate the governor tension sheave;
    - .2 Check and lubricate the governor;
    - .3 Check the buffers and the buffer oil;
    - .4 Check the general condition of the elevator wire ropes;
    - .5 Check rope tension and adjust if necessary;
    - .6 Check rope stretch and shorten ropes if required;
    - .7 Clean and vacuum the controller and examine the relays for wear;
    - .8 Check the circuitry and safety devices in the controller;
    - .9 Check the resistors for overheating and repair or correct the problem

where necessary;

.10 Check the roller guides;

.11 Check the emergency lighting.

#### 10.7 Semi-annual checks

.1 Perform the following duties at least once every six months:

.1 Check and measure the governor rope.

.2 Check the hall door operation;

.3 Check the door gibs and cable and sheaves for the door closer;

.4 Check and test the final limit switches;

.5 Check the special emergency service operation with the Owner present;

.6 Check the emergency power operation with the Owner present;

.7 Check the door open pause times;

.8 Check the operating time and make any necessary changes;

.9 Check the door open pause time cancellation (i.e. monitor) circuit;

.10 Check the hydraulic machine;

.11 Check the hydraulic pressure relief valve;

.12 Check each hoistway door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;

.13 Check the car door to ensure that the gibs, hangers, upthrust rollers and retainers are intact and properly fastened;

.14 Check that the gibs and retainers are in place by sliding a steel rule or other similar device beneath the door to make physical contact with the gib or retainer;

.15 Check the upthrust rollers of each hoistway door by racking the door to

ensure that upthrust rollers are intact and properly adjusted;

- .16 Check each hoistway door interlock to ensure that the lock is made up before the car can run;
- .17 Check the car door to ensure that the car cannot run with the car door open.

#### 10.8 Yearly checks

- .1 Perform the following duties at least once every year:
  - .1 Clean and check safety mechanism (if any adjustments are made, perform a safety test to verify that the adjustments are correct);
  - .2 Perform a safety test and forward to the Owner a declaration certifying the successful completion of the test;
  - .3 Inspect ropes for wear in accordance with standards for elevator wire rope inspection;
  - .4 Check sheaves and shafts for soundness and wear;
  - .5 Check the main motor contacts;
  - .6 Replace the filters on the controller air inlets;
  - .7 Check the operation of the overload devices;
  - .8 Check the car operating panels;
  - .9 Check door operator, clean and lubricate pivot points;
  - .10 Clean guide rails;
  - .11 Vacuum hoistways from top to bottom;
  - .12 Open the car operating station, clean and check for loose wires;
  - .13 Check hall buttons and their connections;
  - .14 Check travelling cables for wear;

- .15 Check hangers and junction box connections;
- .16 Check guide rail fastenings;
- .17 Check performance parameters and re-adjust if required;
- .18 As required or if requested by the Owner, clean and paint machine room floor;
- .19 Check components and fastenings that under failure might create a dangerous situation (e.g. sheave bolts and welds, gear bolts, car slings et cetera).

#### 10.9 Elevator wire rope replacement

- .1 When replacing the elevator wire ropes:
  - .1 Use wedge type cable clamps;
  - .2 Provide hoist ropes of sufficient number, size and characteristics such that the addition of 50 per cent of the rated load to the car cab will cause no more than a 0.04 per cent elongation in the rope
  - .3 Ensure that the ropes are all from one manufacturing run;
  - .4 If "Lang's Lay" wire rope is used, provide means during and after installation to prevent the ropes turning;
  - .5 Do not use swivel connections.

#### 11. Vertical platform lift for the physically disabled

##### 11.1 Work included

- .1 Maintain, repair or replace all of the platform lift equipment, whether considered obsolete or not, including the following:
  - .1 Hydraulic machine, pump, pump motor, valves, controller, piston, cylinder, hydraulic fluid, door equipment, intercommunication system, and other mechanical and electrical parts required for the operation of the equipment.

## 11.2 Work not included

- .1 Do not maintain, repair or replace:
  - .1 Buried cylinder without protective plastic casing, cab finishes (including ceiling lights), handrails (except for attachments on the exterior of the cab), flooring, hoistway enclosure, and hall door, sill and frame finish;
  - .2 Electrical conduit and wiring outside the hoistway and machine room.
- .2 Submit to the Owner proposals for repair or replacement of parts damaged by malicious action of others.
- .3 Submit to the Owner proposals for alterations and additions required by newly imposed regulations of the inspecting authorities.

## 11.3 Quarterly checks

- .1 Provide minimum quarterly labour of 2 man hours per unit for maintenance of the vertical platform lift for the physically disabled.
- .2 Where the referenced items are installed, check at least once every three months the following:
  - .1 Levelling operation;
  - .2 Door operation;
  - .3 Protective devices;
  - .4 Emergency stop switch;
  - .5 Alarm bell;
  - .6 Communication devices;
  - .7 Door open button;
  - .8 Load weighing devices;
  - .9 Machine;
  - .10 Position indicators and signal lamps.

- .11 The hydraulic fluid level;
- .12 The piston gland packing;
- .13 Clean pits;
- .14 Clean tops of cars;
- .15 Clean machine and machine room floor.

#### 11.4 Yearly checks

- .1 Where the referenced items are installed, carry out the following duties at least once every year:
  - .1 Check the plungers and rope sprockets as required;
  - .2 Inspect ropes for wear in accordance with standards for elevator wire rope inspection as required;
  - .3 Check the emergency signal device;
  - .4 Check components and fastenings that under failure might create a dangerous situation (e.g. sheave bolts and welds, gear bolts, car slings et cetera);
  - .5 Check and clean the sheaves as required;
  - .6 Clean the machine;
  - .7 Clean the brake as required;
  - .8 Check the emergency stopping device;
  - .9 Vacuum the hoistway from top to bottom;
  - .10 Check the limit switches and safety switches.

12. Stair lifts

12.1 Work included

- .1 Maintain, repair or replace all stair lift components.

12.2 Monthly work

- .1 Check the operation of the unit by running it from one terminal to the other and back.
- .2 Check the safety devices.
- .3 Check the communication devices.
- .4 Lubricate, repair, replace and adjust as necessary.

END OF SPECIFICATION





## SCHEDULE B - QUOTATION

RFQ Title: Preventative Maintenance – Elevator Services Various City Facilities

RFQ No: 1220-040-2017-057

### CONTRACTOR

Legal Name: \_\_\_\_\_

Contact Person and Title: \_\_\_\_\_

Business Address: \_\_\_\_\_

Business Telephone: \_\_\_\_\_

Business Fax: \_\_\_\_\_

Business E-Mail Address: \_\_\_\_\_

### CITY OF SURREY

City Representative: Richard D. Oppelt, Purchasing Manager

Address: Surrey City Hall  
Finance & Technology Department – Purchasing Section  
Reception Counter – 5<sup>th</sup> Floor West  
13450 - 104 Avenue, Surrey, B.C., Canada, V3T 1V8

E-mail for PDF Files: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

1. If this Quotation is accepted by the City, a contract will be created as described in:
  - (a) the Agreement;
  - (b) the RFQ; and
  - (c) other terms, if any, that are agreed to by the parties in writing.
2. Capitalized terms used and not defined in this Quotation will have the meanings given to them in the Agreement and RFQ. Except as specifically modified by this Quotation, all terms, conditions, representations, warranties and covenants as set out in the Agreement and RFQ will remain in full force and effect.

3. I/We have reviewed the RFQ Attachment 1 – Draft Agreement. If requested by the City, I/we would be prepared to enter into that Agreement, amended by the following departures (list, if any):

**Section**

**Requested Departure(s) / Alternative(s)**

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4. The City requires that the successful Contractor have the following in place **before providing the Goods and Services**:

- (a) Workers' Compensation Board coverage in good standing and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided,  
Workers' Compensation Registration Number \_\_\_\_\_;
- (b) Prime Contractor qualified coordinator is Name: \_\_\_\_\_  
and Contact Number: \_\_\_\_\_;
- (c) Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City's sample insurance certificate form available on the City's Website [Standard Certificate of Insurance](#);
- (d) City of Surrey or Intermunicipal Business License: Number \_\_\_\_\_;
- (e) If the Contractor's Goods and Services are subject to GST, the Contractor's GST Number is \_\_\_\_\_; and
- (f) If the Contractor is a company, the company name indicated above is registered with the Registrar of Companies in the Province of British Columbia, Canada, Incorporation Number \_\_\_\_\_.

As of the date of this Quotation, we advise that we have the ability to meet all of the above requirements **except as follows** (list, if any):

**Requested Departure(s) / Alternative(s)**

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5. The Contractor acknowledges that the departures it has requested in Sections 3 and 4 of this Quotation will not form part of the Agreement unless and until the City agrees to them in writing by initialing or otherwise specifically consenting in writing to be bound by any of them.

SECTION B-1

**Changes and Additions to Specifications:**

6. In addition to the warranties provided in the Agreement, this Quotation includes the following warranties:

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7. I/We have reviewed the RFQ Attachment 1, Schedule A – Specifications of Goods and Scope of Services, to Attachment 1. If requested by the City, I/we would be prepared to meet those requirements, amended by the following departures and additions (list, if any):

**Requested Departure(s) / Alternative(s) / Addition(s)**

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**SECTION B-2**  
**Fees and Payments**

8. The Contractor offers to supply to the City of Surrey the Goods and Services for the prices plus applicable taxes as follows:

| <b>F.O.B.</b><br>Destination<br>Freight Prepaid |                               | <b>Payment Terms:</b><br>A cash discount of ____ % will be allowed if invoices are paid within ____ days, or the ____ day of the month following, or net 30 days, on a best effort basis. |           |         |                       |                              |                                    |
|---|-------------------------------|---|-----------|---------|-----------------------|------------------------------|------------------------------------|
| #   | Locations                     | Unit#   | Stop<br>s | Service | # of<br>Months<br>(a) | Monthly Price<br>(\$)<br>(b) | Annual<br>Amount (\$)<br>(a) x (b) |
| <b>Elevators</b>                                |                               |   |           |         |                       |                              |                                    |
| 1   | Guildford Recreation Centre   | 19447   | 2         | Monthly | 12                    |                              |                                    |
| 2   | Surrey City Hall Tower        | 2699  | 4         | Monthly | 12                    |                              |                                    |
| 3   | Surrey City Hall (West Wing)  | 22733   | 3         | Monthly | 12                    |                              |                                    |
| 4   | Newton Athletic Pavilion      | 11828   | 2         | Monthly | 12                    |                              |                                    |
| 5   | RCMP HQ (North)               | 11899   | 3         | Monthly | 12                    |                              |                                    |
| 6   | RCMP HQ (South)               | 11890   | 3         | Monthly | 12                    |                              |                                    |
| 7   | Beecher Place                 | 8756  | 2         | Monthly | 12                    |                              |                                    |
| 8   | Surrey Archives               | 13719   | 2         | Monthly | 12                    |                              |                                    |
| 9   | Cloverdale Curling Rink       | 8095  | 2         | Monthly | 12                    |                              |                                    |
| 10  | Cloverdale Library            | 11233   | 2         | Monthly | 12                    |                              |                                    |
| 11  | Guildford Library             | 7648  | 3         | Monthly | 12                    |                              |                                    |
| 12  | North Surrey Rec Centre       | 11501   | 2         | Monthly | 12                    |                              |                                    |
| 13  | Surrey Art Centre             | 20207   | 3         | Monthly | 12                    |                              |                                    |
| 14  | Semiahmoo Library             | 21089   | 4         | Monthly | 12                    |                              |                                    |
| 15  | Surrey Museum                 | 22034   | 2         | Monthly | 12                    |                              |                                    |
| 16  | Surrey Museum (Freight)       | 22033   | 3         | Monthly | 12                    |                              |                                    |
| 17  | Surrey Sports & Leisure Arena | 21905   | 2         | Monthly | 12                    |                              |                                    |
| 18  | Surrey Sports & Leisure Pool  | 18436   | 2         | Monthly | 12                    |                              |                                    |
| 19  | South Surrey Rec Centre       | 22458   | 2         | Monthly | 12                    |                              |                                    |
| 20  | RCMP HQ Annex                 | 26438   |           | Monthly |                       |                              |                                    |
| 21  | Newton Cultural Centre        | 26227   |           | Monthly |                       |                              |                                    |
| 22  | Cloverdale Rec Centre         | 26443   | 2         | Monthly |                       |                              |                                    |
| 23  | Chuck Bailey Rec Centre       | 27251   | 2         | Monthly |                       |                              |                                    |
| 24  | Chuck Bailey Rec Centre       | 26180   | 2         | Monthly | 12                    |                              |                                    |
| 25  | City Centre Library           | 26628   | 6         | Monthly | 12                    |                              |                                    |
| 26  | City Centre Library           | 26629   | 4         | Monthly | 12                    |                              |                                    |
| 27  | City Centre Library           | 26630   | 4         | Monthly | 12                    |                              |                                    |
| 28  | Fraser Heights Rec Centre     | 27289   | 2         | Monthly | 12                    |                              |                                    |
| 29  | NCH - East Tower              | 28382   | 10        | Monthly | 12                    |                              |                                    |
| 30  | NCH - West Tower Atrium       | 28383   | 10        | Monthly | 12                    |                              |                                    |

|  |                            |       |   |         |    |           |  |
|--|----------------------------|-------|---|---------|----|-----------|--|
| 31   | NCH - West Tower Atrium    | 28384 | 7 | Monthly | 12 |           |  |
| 32   | NCH – West Tower Atrium    | 28386 | 7 | Monthly | 12 |           |  |
| 33   | NCH – West Employee        | 28399 | 9 | Monthly | 12 |           |  |
| 34   | NCH – West Employee        | 28400 | 9 | Monthly | 12 |           |  |
| 35   | NCH – Parking lot          | 28401 | 4 | Monthly | 12 |           |  |
| 36   | NCH – Parking lot Elevator | 28402 | 4 | Monthly | 12 |           |  |
| 37   | NCH – Parkade plaza level  | 28894 | 4 | Monthly | 12 |           |  |
| 38   | NCH – Child care           | 28976 | 2 | Monthly | 12 |           |  |
| 39   | Guildford Pool             |       |   | Monthly | 12 |           |  |
| 40   | Surrey Operations Centre   | 29575 | 4 | Monthly | 12 |           |  |
| 41   | Surrey Operations Centre   | 29574 | 5 | Monthly | 12 |           |  |
| 42   | Grandview Aquatic Centre   | 29937 | 3 | Monthly | 12 |           |  |
| 43   | Softball City              |       |   | Monthly | 12 |           |  |
| <b>Platform Wheelchair and Lifts</b>   |                            |       |   |         |    |           |  |
| 44   | Fleetwood Rec Centre       | 15664 | 2 | Monthly | 12 |           |  |
| 45   | Kensington Prairie         |       | 1 | Monthly | 12 |           |  |
| CURRENCY: Canadian   |                            |       |   |         |    | Subtotal: |  |
|  |                            |       |   |         |    | GST (5%): |  |
|  |                            |       |   |         |    | TOTAL:    |  |
| <b>Note: Overheads, General Conditions and Profit are to be included in the above amounts.</b> |                            |       |   |         |    |           |  |

**Table B:** These rates (excluding HST) are only for unscheduled work and shall be invoiced at the respective rates below.

| <b>F.O.B. Destination, Freight Prepaid</b>   |  |                                    |
|--|--|------------------------------------|
| <b>Hourly Labour Rates For Work And Repairs Not Included In Monthly Maintenance Work</b> |  |                                    |
| <b>Item #</b>  | <b>Description</b>   | <b>Hourly rate (excluding HST)</b> |
| 1  | Regular Business Hours – MONDAY TO FRIDAY, 7:00 A.M. TO 6:00 P.M.<br>(includes emergency service requests)<br><br>Mechanic and Helper Team | \$ _____/hour                      |
| 2  | After Hours, WEEKENDS & HOLIDAYS<br>(includes emergency service requests)<br><br>Mechanic and Helper Team                                  | \$ _____/hour                      |
| 3  | Minimum Service Call Charge (if any)   | \$ _____                           |

**Parts & Materials Mark-ups For Work and Repairs Not Included In Monthly Maintenance Work**

|   |  |                               |
|---|--|-------------------------------|
| 4 | <p>Contractor should state the mark up, as a percentage, on materials purchased from outside sources:</p> <p style="text-align: center;">Contractor's Invoice Plus</p> <p>i) under \$ _____</p> <p>ii) over \$ _____</p> <p><b>Note: Original invoices for all parts and materials shall be made available to the Department Representative or designate upon request.</b></p> | <p>_____ %</p> <p>_____ %</p> |
| 5 | <p><b>Parts &amp; Materials:</b></p> <p>Contractor should state any further discount, as a percentage, for parts and materials purchased directly from the Contractor: _____ %</p>   |                               |

Rates shall be only for productive hours at the job site. Time spent for transportation of workers, material acquisition, handling and delivery, or for movement of contractor owned or rental equipment, hauling of excess and/or scrap material for disposal is not chargeable directly but is overhead and the cost shall be included in the hourly rate.

CURRENCY: Canadian

**Note: Overheads, General Conditions and Profit are to be included in the above amounts.**

### SECTION B-3

#### **Time Schedule:**

9. Contractors should provide an estimated schedule, with major item descriptions and times indicating a commitment to provide the Goods and perform the Services within the time specified (use the spaces provided and/or attach additional pages, if necessary).

    MILESTONE DATES \_\_\_\_\_

| ACTIVITY | SCHEDULE |   |   |   |   |   |   |   |   |    |
|----------|----------|---|---|---|---|---|---|---|---|----|
|          | 1        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |

### SECTION B-4

#### **Key Personnel & Sub-Contractors:**

10. Contractors should provide information on the background and experience of all key personnel proposed to provide the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

##### **Key Personnel**

Name: \_\_\_\_\_  
Experience: \_\_\_\_\_  
Dates: \_\_\_\_\_  
Project Name: \_\_\_\_\_  
Responsibility: \_\_\_\_\_

11. Contractors should provide the following information on the background and experience of all sub-contractors and material suppliers proposed to undertake a portion of the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

| <i>Description Of<br/>Goods &amp; Services</i> | <i>Sub-Contractors &amp;<br/>Material Suppliers Names</i> | <i>Years Of<br/>Working With<br/>Contractor</i> | <i>Telephone Number<br/>And Email</i> |
|--|---|---|---------------------------------------|
|  |   |   |                                       |
|  |   |   |                                       |
|  |   |   |                                       |

## SECTION B-5

### **Experience and References:**

12. Contractor's should provide information on their relevant experience and qualifications in delivering Goods and Services similar to those required by the Agreement (use the spaces provided and/or attach additional pages, if necessary):

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13. Contractor's should provide information on their relevant references (name and telephone number). The City's preference is to have a minimum of three references. Previous clients of the Contractor may be contacted at the City's discretion (use the spaces provided and/or attach additional pages, if necessary):

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14. I/We the undersigned duly authorized representatives of the Contractor, having received and carefully reviewed the RFQ and the Agreement, submit this Quotation in response to the RFQ.

**This Quotation** is offered by the Contractor this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

### **CONTRACTOR**

**I/We have the authority to bind the Contractor**

\_\_\_\_\_  
(Legal Name of Contractor)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)



**This Quotation** is accepted by the City this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

**CITY OF SURREY**

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Purchasing Representative)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name of Purchasing Representative)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)