1. **CONTRACTOR RESPONSIBILITIES**

Contractor shall:

* 1. Be licensed and fully competent in all aspects of overhead doors, sliding doors, counter rollups, gates and arm gates, with or without automatic openers.
		1. Employ only skilled, qualified workers.
	2. Provide all-inclusive quotes to provide 100% turnkey projects that include inspections, planned maintenance, repairs, and replacements.
		1. Include all required labor, material, equipment, plans, engineering, surveys, permitting and local and state inspections.
		2. Include costs for general housekeeping and work area clean up.
		3. Include travel time.
		4. Change orders shall not be issued for incidental items or tasks that should have been reasonably construed to be part of the project by the Contractor.
	3. Obtain licenses, permits, and fees (including inspection fees) as required to comply with all laws, ordinances, regulations, and code requirements applicable to complete projects.
	4. Be responsible for inspections, penalties, fees, or fines for projects.
	5. Be responsible for damages caused as the result of services performed.
	6. Furnish all tools and equipment (possibly cranes, lift trucks, boom trucks, cherry pickers, etc.) to complete projects timely. The Contractor shall own a lift to be utilized as needed. At no time shall an equipment lift rental be billed to the County for planned maintenance, repairs, or replacements unless prior written authorization from the Project Manager was obtained.
	7. All work shall be completed in accordance with the manufacturer’s specification and shall meet all federal, state, and local requirements.
	8. Maintain adequate parts stock and have reliable parts sources for servicing all types and manufacturers of doors and gates, including OEM parts.
	9. Not be responsible for high voltage electrical from the point of connection at the operator, or to the motor if not part of the unit, and back to the electrical panel.
	10. Be available 24 hours a day, 365 days a year.
	11. Contractor may be provided with building/safety information which is confidential and/or exempt from public records, per F.S. 119.071(3)(a) and 119.071(3)(b). The Contractor must maintain confidential and/or exempt nature of any such documents provided or produced.
1. **SCOPE OF WORK**
	1. **Semi-Annual Maintenance**
		1. The Contractor shall provide inspections and planned maintenance to each location twice a year, which shall be conducted in February and July.
		2. A tentative schedule of the maintenance and inspections shall be provided to the Project Manager. The Contractor shall inform the Project Manager if the schedule changes.
		3. The semi-annual maintenance and inspection cost shall include all overhead to the Contractor, which includes but is not limited to travel, labor, supervision, equipment, and material needed to perform the Scope of Work.
		4. The inspection and planned maintenance shall include, but are not limited to the following, as applicable:
			1. Sectional Doors, Rolling Doors, Countertops, and Shutters:
				1. Inspect condition of sections and slats
				2. Inspect weatherstrips and seals for wear or damage
				3. Inspect, adjust, and lubricate springs and bearings
				4. Inspect spring fasteners for secure mounting
				5. Inspect and tighten hinges and all hardware
				6. Inspect cables and drums for wear or damage
				7. Inspect and adjust all tracks and rollers
				8. Inspect and lubricate chain hoist
				9. Inspect door alignment and level
				10. Inspect guides, bottom bar and hood
				11. Inspect and lubricate chain hoist
				12. Inspect and tighten all sprockets and shaft collars
				13. Test locks and stops for proper operation
				14. Test safety devices, safety edges, and photo beams
				15. Disconnect automatic opener and test door for smooth manual operation
			2. Fire Doors:
				1. Includes items listed in Section 2.1.4.1., as applicable
				2. Perform a drop test per NFPA 80, Federal, State and Local requirements.
				3. Inspect fusible links
				4. Test the door for proper reset
				5. Test hold-open devices and time delays
			3. Automatic Openers:
				1. Inspect and adjust limit switches
				2. Inspect and adjust belts
				3. Inspect and lubricate roller chains
				4. Inspect and tighten sprockets
				5. Inspect and adjust brake
				6. Inspect and adjust clutch
				7. Inspect operator mounting
				8. Inspect and test disconnect
				9. Lubricate all bearings
				10. Tighten all nuts, bolts, and connections
				11. Inspect and test all safety accessories
				12. Test operation of keypads, push button transmitters, and remote openers
			4. Gates:
				1. Inspect overall condition of gate for damage
				2. Inspect and adjust gate alignment
				3. Lubricate and inspect rollers, bearings, and hinges
				4. Inspect and adjust springs
				5. Inspect and tighten all hardware
				6. Inspect cables for wear or damage
				7. Inspect all track wheels, cantilever rollers, and trolley assemblies
				8. Inspect locks for proper operation
				9. Inspect safety devices, safety edges, photo beams, and ground loops
				10. Inspect all support posts
				11. Verify all gates swing, slide, and move freely
				12. Inspect pad condition and equipment mounting
			5. Automatic Gate Openers:
				1. Inspect and tighten hardware to ensure its security
				2. Inspect manual release and test for proper operation
				3. Inspect and lubricate carriage and track
				4. Inspect, lubricate, and adjust chain, drive or screw cable
				5. Inspect condition of control wires and screws for tightness
				6. Test push buttons for proper condition and operations
				7. Test open and close limits
				8. Test and adjust internal safety reserving system
				9. Test sensitivity of all safety devices
				10. Test SOS System, if applicable
		5. A detailed report shall be submitted to the Project Manager, along with the invoice, within ten (10) days of service completion. The report shall include the following minimum information:
			* 1. Facility name and address
				2. Manufacturer, model number, and serial number of doors, gate, and operators
				3. Equipment identification
				4. Overall condition of equipment
				5. Services performed
				6. Pictures of equipment, specifically any damaged or deteriorating areas where repairs are recommended.
				7. Recommended repairs with cost proposal
	2. **Service Request**
		1. Service request shall be made by a representative from the Office of Facilities Management.
		2. Upon notification of a service request the Contractor shall adhere to the response time and respond to the request with an estimated time of arrival.
		3. The dispatch of two or more technicians requires prior approval from the Project Manager.
		4. Upon completion of the service request, a service ticket shall be emailed to the requestor showing the following information:
			* 1. Facility name and address
				2. Technician name
				3. Date
				4. Equipment identification number
				5. Jobsite start and stop time
				6. Details of service request and work order number
				7. Description of services performed
				8. Material used
				9. Pictures of damaged areas and of any repairs made.
				10. Signature of occupant
		5. The Service ticket shall also accompany the invoice along with any other required backup documentation.
		6. If complete repairs cannot be accomplished immediately, then the door or gate shall be secured in the full open or full closed position at the discretion of the Project Manager
		7. After hours work may be authorized in those cases where immediate repairs are essential or where it is advantageous to complete the work in progress to avoid a return trip.
		8. If deemed necessary for the functional operation of the door and/or gate, and the technician is onsite and able, the Contractor has authorization to make minor repairs with a parts total of $500.00 or less.
		9. If repairs with a parts total over $500.00 or more is necessary for the functional operation of the door and/or gate, a written cost proposal shall be provided to the Project Manager. The cost proposal shall include a description of services needed, labor cost, and material cost including percentage markup.
		10. The Contractor shall respond to emergency request within three (3) hours. Lake County shall determine which cases warrant emergency responses.
		11. The Contractor shall respond to non-emergency request within twenty-four (24) hours after notification.
2. **COUNTY RESPONSIBILITIES**
	1. As stated in Exhibit D – Additional Terms and Conditions.
3. **DELIVERY REQUIREMENTS AND ACCEPTANCE.**
	1. As stated in Exhibit D – Additional Terms and Conditions.
4. **WARRANTY REQUIREMENTS**
	1. As stated in Exhibit D – Additional Terms and Conditions.

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