1. **CONTRACTOR RESPONSIBILITIES**

Contractor shall:

* 1. Be licensed and fully competent in all aspects and in a safe manner.
		1. Employ only skilled, qualified workers.
	2. Provide all-inclusive quotes to provide 100% turnkey projects that include installation, repairs, preventative maintenance, and replacement of fixtures/equipment.
		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 inspections, penalties, fees, or fines for projects.
	5. Be responsible for damages caused as the result of completing projects.
	6. Furnish all tools and equipment (possibly cranes, lift trucks, boom trucks, cherry pickers, etc.) to complete projects timely.
	7. Provide an annual and semi-annual preventative maintenance at locations throughout Lake County.
	8. Provide monthly filter changes at Public Safety locations.
	9. Provide on-call repair services for locations throughout Lake County.
1. **SCOPE OF WORK**
	1. **Vendor Pool**
		1. The intent will be to award this contract to multiple vendors for best coverage.
		2. This is an indefinite quantity contract with no guaranteed minimum or maximum dollar amount or volume.
	2. **Preventative Maintenance and Inspection**
		1. The CONTRACTOR shall perform two preventative maintenance and inspections per year as designated in the month due. A schedule shall be provided to the County’s designated representative at least twenty-four (24) hours prior to the scheduled date.
	3. **Semi-Annual Preventative Maintenance and Inspections**
		1. The following is to be considered the bare minimum of duties that will be completed during each inspection:
			1. The CONTRACTOR shall inspect and report if there are worn and showing signs of burning and pitting.
			2. Belts shall be inspected, and it shall be noted on the report if it is showing signs of wear, such as cracking or glazing.
				1. Replacement belts will be supplied by Lake County and stored onsite.
			3. Fan motors and associated blades shall be inspected, cleaned, and if needed, adjusted. If there are oil ports, the motors shall be oiled.
			4. Amperage readings of all motors and compressor shall be taken and recorded on the inspection report. The CONTRACTOR shall note if readings are found to be outside of manufacturer’s specification.
			5. All condensate pans and drain lines shall be inspected and cleaned for proper flow.
			6. All electrical and wiring shall be inspected and tightened.
			7. The refrigerant level shall be checked and adjusted as needed. The amount of refrigerant added shall be recorded on the inspection report.
				1. The amount of refrigerant added can be billed to the County at cost.

Suppliers’ invoice shall be included with invoice.

* + - 1. If the unit has a crankcase heater, it shall be checked for proper operation.
			2. Filter shall be changed.

Filters will be supplied by Lake County and stored onsite.

* + 1. The outdoor unit shall be cleaned free of debris.
		2. The interior and exterior units shall be wiped clean.
		3. Inspect ducts for mold, dust, and debris.
		4. The thermostat shall be calibrated and tested for proper operation.
		5. Upon completion of a preventative maintenance and inspection, a report shall be submitted to the County’s designated representative for review and shall include the following: the technician’s name; service location name and address; site arrival and departure times; make; model and serial number of each unit; inspection and maintenance items completed; recommendations; photo documentation; and an occupant’s signature.
		6. The report shall also be attached to the invoice for payment.
	1. **Annual Preventative Maintenance**
		1. The items listed in the Semi-Annual Preventative Maintenance and Inspection shall be included in the scheduled maintenance.
		2. The evaporator and condenser coils shall be inspected and cleaned, even if it requires the coils to be separated from the unit.
		3. Upon completion of preventative maintenance and inspection, a report shall be submitted to the County’s designated representative for review and shall include the following: the technician’s name; service location name and address; site arrival and departure times; make; model and serial number of each unit; inspection and maintenance items completed; recommendations, photo documentation and an occupant’s signature.
		4. The report shall also be attached to the invoice for payment.
	2. **Monthly Filter Changes**
		1. Filters for Public Safety Facilities will be changed monthly.
			1. Filters will be supplied by Lake County and stored onsite.
		2. During the monthly filter change, a visual inspection of the equipment shall be performed to identify any potential issues.
	3. **Service Requests**
		1. A service request will be made for equipment that is not functioning properly.
			1. A service request for any system that is not functioning properly shall come, through email, from an Office Associate of the Lake County Office of Facilities Management.
			2. The CONTRACTOR shall provide, through email, an estimated time of arrival and any status updates. These emails shall reference the relevant work request number.
			3. All replacement parts used to make a needed repair shall meet the unit’s manufacturer’s specifications.
			4. Upon completion of the site visit, the CONTRACTOR shall email the service report to the County’s designated representative. The service report shall include the following: the technician’s name, service location name and address, site arrival and departure times, issues reported, issues discovered, repairs made, materials used, recommendations, photo documentation, and an occupant’s signature.
			5. A copy of the report shall also be sent with the invoice for payment.
		2. Response time shall be as follows:
			1. Non-emergency service calls shall not exceed six (6) hours from the time of notification.
			2. Emergency service calls shall not exceed three (3) hours from the time of notification. Emergency calls may be issued by phone or email. Lake County shall determine which situations are deemed an emergency.
			3. The CONTRACTOR shall provide Lake County with a twenty-four (24) hour emergency number that shall be answered seven (7) days a week. Emergency calls outside of business hours shall be made from a representative of the Office of Facilities Management. The phone call will be followed by an email on the following business day.

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