Metasys Automation System Maintenance, Service, and Repair

This system is located at:
Bledsoe County Correctional Complex
(Maintenance Office)
1045 Horsehead Road
Pikeville, Tennessee, 37367

System: Metasys Automation System, including ADX Server, NAEs, NCEs, FECs, IOMs, and Sensors

GENERAL SCOPE OF CONTRACT

To provide preventive maintenance, service, repairs, and emergency service to equipment listed herein. The omission of detailed specifications does not limit the quality of service rendered and only the best commercial practices are acceptable. All work shall comply with industry guidelines. All repairs, maintenance testing and inspections must be performed in accordance with recommended procedures of the manufacturer and in a craftsman like manner. The owner representative will be provided a hard copy of any service bulletins and/or flyers that are applicable to the equipment to be added to owner’s Operational and Maintenance Manuals. Any modification from existing designed system must be immediately approved by facility manager and notations made for the Operation and Maintenance Manuals.

The service provider will provide within 24 hours continuing information of any work or repairs on any task that is not complete. All effort will be made to provide follow-up repairs within a day after the initial visit or estimated date giving as to when repairs can be expected. Service ticket is required to be left with the owner representative upon every visit.

All bidders are strongly encouraged to make a site visit. The State of Tennessee is not responsible for errors and/or omissions in bidder pricing due to not having made a site visit.

SITE CONTACT:
Bruce Fields, Facilities Manager
Email: Bruce.G.Fields@tn.gov
Phone #: 423-881-6233

INSTRUCTIONS FOR BID PREPARATION

For monthly inspections, “Trip Costs” need to be included in the amounts bid. These costs cannot be billed separately when related to scheduled maintenance.

Labor Rates:

- Regular time: This is for work performed between the hours of 7AM and 4PM, Monday thru Friday.
- Premium time: This is for work performed any time other than “regular time”, including Monday thru Friday, Saturday, Sunday, and Holidays.
- Trip charges: This is for service calls outside scope of monthly inspections and is to include all travel costs and associated expenses (personnel, vehicle, fuel, etc.) per round trip. Return trips due to incomplete or unsatisfactory work shall be limited to single trip charges.
- Proof of Cost for Parts, Materials, Supplies, Equipment and Labor: All parts, materials, supplies and equipment will be billed at contractor’s cost, minus any applicable sales or use tax pursuant to Tennessee code annotated section 67-6-209, plus fifteen percent (+15%) reference standard term & condition No. 40, titled "taxes". The vendor shall submit as backup documentation a copy of the original Purchase Invoice(s) as proof of cost for parts, materials, supplies & equipment. This backup
documentation must accompany the job invoice order for the agency to process payment for service performed. If the vendor cannot produce a copy of the original purchase invoice as proof of cost for repair parts, materials, supplies and equipment. The State may verify current market value and if necessary adjust the job invoice to reflect fair market price. Labor charges shall be compensated for time on site. This shall be verified by the service technician signing in on the Facilities’ Contractor/Visitors Log and technician’s service ticket. These documents must reflect actual time spent on campus and agree. This will be required to successfully process payment of services.

Service Charges:
  Monthly inspections will be paid per contracted costs.
  Pre-approved and emergency repairs will be paid per contracted costs for time, material and trip charges.

SPECIFICATIONS

Contractors Qualifications, Experience and Training:
  1. Must provide licenses if required by Federal, Industry, State or Local boards.

Services and Equipment:
  1. The contractor must have at least one full time employee capable of receiving and acting on service call requests and dispatching service technicians during the hours of 7AM thru 4PM, Monday thru Friday, plus a telephone or paging system that will be answered live all other hours of every day. An unattended answering machine or voice mail system will not be acceptable.
  2. The contractor must have material, equipment, and tools to test, maintain, repair and modify all the equipment and systems to ensure that they are in operating condition at all times.

Reporting Requirements:
  1. All work must be approved in writing by the Facility Manager or designee prior to starting any repair, test, or modification.
  2. Contractor must furnish a written report to the Facility Manager or designee upon conclusion of each visit, whether the visit was non-emergency or emergency type.
  3. All visits by service technicians must be logged on site as to date and time (in/out) by Facility Manager, facility security personnel, and/or authorized representative. It is required that all service technicians personally sign-in and sign-out to verify their presence and length of stay at the facility.

Off-site assistance and repairs
The contractor’s representative performing off-site assistance and/or repairs shall consist of, but not limited to, telephone conversation with BCCX staff in troubleshooting or performing bench repairs on components at the contractor’s office. The contractor’s technician shall document and provide a service report of the services rendered, the time expended, parts or materials, along with the contractor service department’s supervisor to verify the service ticket.

Operator Coaching
We request sixteen (16) hours coaching/job shadowing yearly. Institutional personnel will be allowed to job shadow the automation specialist during inspections. Vendor will assist institutional staff in identifying, verifying and resolving problems found in executing daily tasks. During the coaching session, vendor can address log book and system issues, assist institutional staff in becoming more self-sufficient, and improve the skills of institutional operators.
Data Protection and Date Recovery Services
Shall be provided as a part of normal services, contractor will perform scheduled database backups of the workstation database and graphics and/or field panel databases and provide safe storage of this critical business information. Should a catastrophic event occur, contractor will respond on site (or online) to reload the databases and system files from stored backup copy, restoring our operation as soon as possible.

Handling of Materials:
All material, including waste and excess, used within the scope of the contract is the total responsibility of the contractor. All use, removal and disposal must be in accordance with any and all Environmental Protection Agency Regulations.

Types of Service:
1. Regular time: Service during normal business hours of 7AM to 4PM Monday thru Friday. Charges to be at regular hourly rates.
2. Premium time: Services performed outside the normal business hours of 12AM to 12PM Monday thru Sunday, including weekends and/or holidays. Charges to be at premium hourly rates.

Service Request Procedure:
1. The contractor shall not perform any repair service without a written request from the Facility Manager, or designee.
2. Based on hourly rates, parts and trip charges, the contractor shall submit a maximum-not-to-exceed quote to the Facility Manager.
3. The Facility Manager shall submit to the contractor, a written approval for work to be performed. Transmittal shall be by mail, fax or email.

Response Time:
1. The contractor shall provide emergency service 24 hours/day, 7 days/week. An emergency response time of 8 hour(s) is required during business hours and a 12 hour response time is required after normal working hours.
2. Non-emergency (as determined by Facility Manager) response time shall be 24 hour(s) during business hours and a 24 hour response time after normal working hours.

INVOICE REQUIREMENTS
A service ticket/invoice must be left with the Facility Manager or designee after each service visit. The service ticket shall show man hours (time in – time out) and a list of all parts used. This service ticket will be required backup documentation for all payments.
The regular invoice will be submitted to the Facility Manager, listing work performed, labor costs, trip costs and costs for parts.
1. Payment is dependent upon verification of time for the service rendered plus trip costs plus the cost of parts. All required approvals from the Facility Manager must be attached to each invoice.
2. All repair parts must be billed at list prices plus 15% mark up.
PREVENTATIVE MAINTENANCE SCHEDULE

Monthly Services
A factory trained Metasys Controls technician to concentrate on Energy Savings, Preventative Maintenance, and Proactive Software Updates for the Building Automation System.

1. Energy Savings:
   a. Scheduling Adjustments
   b. Network performance analysis
   c. Trending Analysis
   d. Staff Coaching

2. Preventative Maintenance:
   a. Critical Systems Back-ups
   b. System and event log reviews
   c. Identifying & Clearing faults
   d. Diagnosis / Verification of Sensor Data
   e. Troubleshooting / Reporting Issues

3. Metasys Software Subscription / Updates
   a. Site subscription services ensure that the subscriber receives every minor and major Metasys release upgrade annually for the term of the contract.
      i. Note: The update does not apply to the Fire/Smoke Control NAEs

NOTE: All materials / equipment to be provided by the contractor and included in preventive maintenance pricing.

Scope of Service:
To provide services that include, maintenance, preventative maintenance, inspection and emergency repairs, inspection and repairs of the Metasys Automation System, owned by the State of Tennessee. Services are to be rendered and performed in accordance with the requirements and the current recommended service and repair procedures by equipment manufacturer. The owner representative will be provided a hard copy of any service bulletins and/or flyers that are applicable to the equipment to be added to owner’s Operational and Maintenance Manuals. Any modification from existing designed system shall be immediately approved by facility manager and notations made for the Operation and Maintenance Manuals.

The service provider will provide within 24-hour continuing information of any work or repairs on any task that is not complete. All effort will be made to provide follow-up repairs within a day after the initial visit or estimated date giving as to when repairs can be expected. Service ticket is required to be left with the owner representative upon every visit.