

## **SWC #182 Elevator Maintenance, Modernization, and Repair Services**

### **Contract Information and Usage Instructions**

**\*\*\*The contact information and processes detailed in this document are subject to change at any time. Please go to <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html> for the most up-to-date version of statewide contract usage instructions.**

**Contract Period:** This contract has a total five-year term, with the initial term being three years and the remaining two years consisting of optional one-year renewals.

**Contract Start Date:** 4/1/2024

**Current Contract Expiry Date:** 3/31/2027

**Summary/Background Information:** This contract includes conveyance unit monthly maintenance and periodic testing, modernization, and repair services for Hydraulic and Traction passenger and freight elevators, dumbwaiters, escalators, wheelchair lifts, and dock levelers. This contract is open to local governmental units, members of the University of Tennessee or Tennessee Board of Regents systems, and nonprofit entities identified in Tenn. Code Ann. § 33-2-1001.

**Supplier Name:** KONE, Inc.

**Supplier ID:** 505

**Edison Contract:** 82235

#### **State Contact Information**

##### **Contract Administrator:**

Seth Lake

Category Specialist

Central Procurement Office

(615) 507-6930

[Seth.Lake@tn.gov](mailto:Seth.Lake@tn.gov)

##### **Supplier Contact Information:**

East TN

Bart Hall

(865) 938-3444

[Bart.Hall@kone.com](mailto:Bart.Hall@kone.com)

Nate Netz  
[Nathan.netz@kone.com](mailto:Nathan.netz@kone.com)  
10249 Cogdill Rd Ste 507  
Knoxville, TN 37932

Middle TN (Primary Contact)  
Barry Lambert (Primary Contact)  
(615) 207-8126 (cell)  
[Barry.Lambert@kone.com](mailto:Barry.Lambert@kone.com)  
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Daniel Boden  
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Cordova, TN 38018

**Emergency Service Procedures:**

- ***An Emergency is defined in the Contract as all elevators in a building or on a floor being out of service or the entrapment of person(s) within a unit.*** All other calls should be handled following Routine Response procedures and scheduled during Regular Work Hours.
- Contractor must provide an estimated time of arrival (ETA) within one hour after being contacted by an Authorized User and must be on-site within three (3) hours of providing an ETA for Emergency Response.
- Please call (877) 276-8691 in case of an emergency and be sure to inform KONE that it is an emergency so they can prioritize accordingly.
- An Emergency Response found to be the result of an equipment malfunction or other mechanical error shall be at no additional charge to the State or Authorized User but shall be provided as part of Normal Maintenance. If the Emergency Response is found to be the result of user error or building power failure then the Contractor shall be entitled to charge the applicable Hourly Rate and a Trip Charge regardless of county for their service(s).

## **Usage Instructions:**

### 1. General Information

Service is provided across the entire State. Please use the contact information provided under Supplier Contact Information to find the appropriate KONE contact.

### 2. Initial Inspection Scheduling Information:

- Agency must schedule an initial inspection with the Contractor upon requesting that a Conveyance unit be added to the Contract. Initial inspection is subject to the applicable Hourly Rate.

NOTE: If the agency has used KONE to service Conveyance units before this contract, KONE should have that information on file. Contact the contractor to be sure before trying to schedule an initial inspection. While it is subject to the applicable Hourly Rate at the Contractor's discretion, it is KONE's practice to offer this at no charge.

- Any initial repairs deemed necessary by the Contractor to bring the conveyance into Good Working Condition are subject to the applicable Hourly Rate and a 15% markup for any necessary parts. Initial repairs must be approved by the Authorized User prior to the Contractor beginning work.
- The Contractor is required to provide a reasonable timeline for the Agency or Authorized User for the completion of initial repairs.
- Once the timeline has expired, the conveyance unit will no longer be subject to the initial pricing but will be added to the contract by the agency issuing a purchase order to KONE and will be subject to the Normal Maintenance pricing.

### 3. KONE Online account

The State's KONE Online account is available to agency representatives who would benefit from access (facility managers, agency purchasing officers, etc.). To request access or more information, please contact the State Contact Administrator.

### 4. Normal Maintenance Scheduling Information:

- Upon a Conveyance unit's addition to the Contract, the Agency and Contractor will work together to form an Asset Management Plan (AMP) and establish a Normal maintenance schedule for that unit.
- Authorized User must provide written approval to the Contractor before the Contractor can start work. Authorized User's facility manager or authorized representative should coordinate the job start time.

- Removal of units or equipment from service shall be coordinated with and approved by the Authorized User's facility manager.
- Conveyance units known to need maintenance outside of Regular Work Hours (Monday through Friday 8:00 AM – 4:30 PM) should be communicated to the Contractor in advance. These units are subject to the applicable Hourly Rate for any after-hours work.

5. Elevator Phone Servicing:

- The Contractor is responsible for elevator phone monitoring and service for all on-contract elevators.
- The installation or removal of elevator phones must be done at the written request of the Authorized User.
- Installation of elevator phones is subject to the applicable Hourly Rate and 15% Cost-Plus markup for all parts used.

6. Testing Procedures:

- The Contractor is responsible for keeping up with necessary Conveyance Fire and Periodic Testing. Authorized Users and the Contractor may develop their own schedule for this testing as long as it conforms to State regulations and industry standards.
- Contractor must provide a written report to the Authorized User of its findings and recommendations from the inspection within 5 business days of the inspection.

7. Contract Exclusions:

- Jobs that are estimated to be over two hundred and fifty thousand dollars (\$250,000). Such jobs are excluded from being conducted under this contract without the prior approval of the State Building Commission ("SBC") per By-Laws, Policy, and Procedure of the State Building Commission of Tennessee Item 2.

8. Before you call for Routine or Priority Response service:

1. Verify the equipment reported out of service is actually out of service.
2. If the equipment is out of service, verify that all car & hall key switches and stop switches are in correct position.
3. Verify that all door sills are free from debris and that there is nothing blocking the doors.
4. Verify that conditions such as fluctuating or loss of power, smoke detectors tripped, security system malfunctions, etc. do not exist.

**Requisition and Purchase Order Generation:**

Requisitions and Purchase Orders should be generated using each Agency's specific processes and guidelines. For information on how to create a requisition and/or purchase order please reference our CPO Job Aids on the following page:

<https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>

**Billing and Payment Instructions:**

Methods of Payment: Contractor accepts check and ACH deposit.

The Contractor shall submit an itemized invoice, with all necessary supporting documentation (i.e. parts receipt, etc.), to the state agency billing address provided in the PO. The invoice may include only charges for services described in the PO.