

SWC #182 Elevator Maintenance **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: 4/1/2019

Current Contract Expiry Date: 3/31/2022

Summary/Background Information: This contract includes conveyance unit monthly preventative maintenance and repair services for Hydraulic and Traction passenger and freight elevators, dumbwaiters, escalators, and wheelchair lifts. 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: 62027

State Contact Information

Contract Administrator:

Eve Whittenburg

Category Specialist

Central Procurement Office

(615) 253-3000

Eve.Whittenburg@tn.gov

Supplier Contact Information:

Region 1

Bart Hall

(865) 938-3444

Bart.Hall@kone.com

10249 Cogdill Rd Ste 507

Knoxville, TN 37932

Region 2

Reid Miller

Reid.Miller@kone.com

Region 3 & Primary

Kreigh Bourff

(615) 456-8797

Kreigh.Bourff@kone.com

738 Melrose Avenue

Nashville, TN 37211

Region 4

David Porter

(901) 758-8320

David.Porter@kone.com

7730 Trinity Rd Ste 120

Cordova, TN 38018

Emergency Call Procedures:

- Contractor must be on-site in response to any emergencies as defined in the contract specifications within two (2) hours of notification.
- 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.
- Emergency calls and service are included in the Monthly Maintenance rate and are not subject to a separate charge if within regular work hours.
- After-hours emergencies are subject to an hourly rate.

Usage Instructions:

1. General Information

Service is divided by TDOT Regions 1, 2, 3, and 4. 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 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 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 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 aforementioned initial pricing but will be added to the contract and subject to the monthly 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. Monthly Maintenance Scheduling Information:

- Upon a conveyance unit's addition to the Contract, the Agency and Contractor will establish a monthly 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 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 hourly rate and 15% markup for all parts used.

6. Testing Procedures:

- The Contractor is responsible for keeping up with necessary conveyance 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 over \$100,000 are excluded from being conducted under this contract without prior written approval of the State Building Commission ("SBC"). Agencies should contact the SBC and the Contract Administrator if a job may be over \$100,000.

8. Before you call for repair 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.

NOTE: See below for "best practice" advice from KONE.

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.

BEFORE YOU CALL

Before you call KONE for service, here are a few things to check that can help expedite service and decrease unnecessary service charges:

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.

**All items above should be verified by authorized personnel and in accordance with local codes and governing authorities.*

Should you require service after verifying the above, please call the KONE Customer Care Center and have the following information available for your KONE Customer Care Agent:

1. Building name & address and/or Building Identification number.
2. Equipment identification number and accurate description of the equipment.
3. Inform the Agent if there is anyone trapped.
4. Your name and phone number and building contact, name & phone number.
5. An accurate description of the problem.
6. Who witnessed the problem.
7. Inform the Agent of any recent building power outages.



KONE Customer Care Center

1-877-276-8691

Fax: 1-309-743-5629

E-mail: koneservice@kone.com

SERVICE STANDARDS



- Safe
- Functionally Correct
- Properly Lubricated
- Clean, Neat and Organized
- Customer Acceptable

KONE END-USER SAFETY

End-User Safety is KONE's #1 priority. Should you notice any unsafe condition with your equipment, including conditions listed below; please prevent the public from using the equipment and contact KONE immediately.

- **Elevator leveling problems**
 - * Car sill and landing sill not lining up causing a tripping hazard.
- **Elevator door problems including**
 - * Electric eye, electronic or mechanical edge failure.
 - * Passengers being pinched or bumped by the doors.
- **Loose, broken or missing parts**
 - * Including broken or missing comb teeth on escalators.
- **Water damage to any of your unit's components**
- **Changes in noise levels or ride quality**

Below are examples of other unsafe conditions or use which can cause unnecessary risk to your End-Users. Should you be aware of these or any other unsafe use, preventative measures (such as increased supervision by building management) should be taken to eliminate these conditions immediately:

- **Abuse of equipment**
 - * People playing on or around elevators/escalators.
- **Unsafe use**
 - * Walkers, wheelchairs, strollers or shopping carts should never be taken on escalators.
 - * Escalators should never be used to move freight or large items.
 - * Capacity of elevators should never be exceeded
 - * Any person with compromised balance concerns should never use escalators.
- **Equipment being worked on by someone other than a KONE Employee**

Should you notice any other safety issues outside of those outlined in this document, please immediately contact KONE Customer Care Center at 1-877-276-8691.