

SWC 700 Electrical, HVAC, and Plumbing Maintenance and Repair Frequently Asked Questions

Scope of Contract:

Q1: Can this contract be used for multi-trade renovations?

A1: The intent of this contract is for maintenance and repair work, which may include upgrades, additions, and retrofits. This contract is not intended to be for general contractor work, construction, or design work. However, there may be jobs that require multi-trade work beyond just electrical, HVAC, or plumbing (i.e. installation of a new toilet may require re-tiling a portion of the floor). If there is work required beyond the Contract vendor's capabilities, they may use a subcontractor or outside firm as needed and approved by the End User.

Q2: Can I use this contract for fire system maintenance (i.e. fire sprinkler systems or fire hydrants)?

A2: Fire system maintenance and repair falls under [SWC 172 Facility Fire and Security Services](#). Fire alarm and fire sprinkler maintenance are listed as contract exclusions on SWC 700.

Q3: Are agencies required to use SWC 700 or can we use local vendors?

A3: Executive branch agencies are required to use this statewide contract (unless the job falls outside the contract scope, is a contract exclusion, or the agency has "off contract" approval). The contract is open to all State agencies (including non-executive branch), UT and TBR institutions, and local governments for use.

Emergency Jobs:

Q1: What constitutes an emergency?

A1: It is up to the facility administrator to determine whether or not a service request should be classified as an emergency. If a job is considered an emergency job, the End User must identify it as an emergency when requesting service.

Q2: What if an emergency job will be over \$5,000?

A2: If an emergency job will be over \$5,000 you do not need to request firm quotes from all awarded Contractors in your county. You will always contact Vendor A for service. If Vendor A is unavailable, unresponsive, or cannot perform the required service then you will move on to Vendor B and Vendor C as needed. For invoicing, it is at the End User's discretion to request that the Contractor provide an estimate and invoice using the contract rates or provide a firm quote for the job.

Firm Quotes & Nonemergency Jobs \$5,000+:

Q1: How should a firm quote be provided – one total price or an itemized list?

A1: Firm quotes should be one total price for all costs needed to complete the job. We have asked Contractors to provide an itemized list (although this is not a requirement); however, the final quote price is the amount that should be invoiced.

Q2: On firm quotes, how are agencies supposed to know what is included in the quote?

A2: Firm quotes should include all costs needed to complete the job – this may include, but is not limited to, labor charges, a trip charge, parts and materials, cost of specialized equipment, and cost of specialized work.

Q3: Do Contractors need to utilize the Pricing Template when providing a firm quote?

A3: Yes, the Contractor should be utilizing the Pricing Template when provided a firm quote or job estimates.

Q4: Why do jobs over \$5,000 require firm quotes when an agency's local purchase authority does not require quotes until a job is over \$10,000?

A4: The \$5,000 threshold was set in this contract based on historical job prices under the prior contracts. The vast majority of jobs under the prior contract were under \$5,000. We are asking for firm quotes on these higher dollar value jobs to encourage greater competition among the vendors on contract.

Q5: Do agencies need to get three firm quotes? What if there are not three awarded Contractors in my county?

A5: An agency must seek firm quotes from all awarded Contractors in your county – in some counties this may be only one vendor. It is best practice to seek at least three quotes for your job even when only one vendor is available in order to facilitate competition. You are encouraged to reach out to other contract vendors from neighboring counties and to seek quotes from non-contract vendors in your county and neighboring counties if you do not have a B and/or C Vendor in your county.

Q6: What if a Contract vendor responds to a firm quote request with a “no bid”?

A6: If a Contractor in your county responds to a firm quote request with a “no bid” then you would by-pass this Contractor for this job. You have fulfilled your obligation to get firm quotes from all Contractors in your county. You may seek additional quotes as desired.

Preventative Maintenance (HVAC):

Q1: Can an agency do a purchase order for Preventative Maintenance service for a whole year?

A1: Yes, even if your preventative maintenance schedule is annually or quarterly, you may request a firm quote for service for the entire year.

Q2: Can we get preventative maintenance on other HVAC systems not listed in Specifications section F.4?

A2: Yes, preventative maintenance is not limited to the HVAC systems explicitly mentioned in this section of the contract specifications. The HVAC systems that are listed have been outlined in the contract because there are standard items we would like included in any preventative maintenance check done on these systems.

State Building Commission (SBC):

Q1: Does the agency need to contact SBC or does the CPO Office contact SBC?

A1: Please contact the CPO for jobs that are over \$100,000. There are multiple points of contact depending on your agency that are subject to change, so you can contact the CPO as a single point of contact and we will connect you with the appropriate point of contact at SBC.

Performance Bond:

Q1: What is the process for requesting a performance bond on jobs \$50,000 and over?

A1: When a job will be \$50,000 or above, a performance bond is required at 100% of the job cost. Please request the performance bond from the Contractor and notify the Contract Administrator in the Central Procurement Office. The CPO will maintain the bond and provide your agency with a copy. Performance bonds must be provided within 10 business days of request; work may begin on the job if a 10 day delay would substantially interfere with the work to be performed.

Q2: Who maintains the performance bond from Vendors?

A2: The CPO procurement support team will maintain the original bond. Vendors should send the original bond to the Central Procurement Office (address in footer). A copy of the bond should be provided to the End User and the Contract Administrator.

Response Times:

Q1: What should I do if a contract vendor does not meet the response time service level agreement (SLA) as outlined in the contract?

A1: If a Contractor does not respond to a service request within the response time, then you may by-pass that vendor for the job. If a vendor is not responding or not providing firm quotes/estimates or invoices within the specified time frame per the contract Specifications section E.6.a, please let the Contract Administrator know so we may address it with the vendor.

Change Orders:

Q1: What is the procedure for processing change orders for jobs?

A1: If there is a change that impacts the job (i.e. scope change, schedule change), you need to make the Contractor aware. The Contractor may submit a supplemental estimate or firm quote if there is a change in cost due to the change. You do not need to get new estimates or firm quotes; however, you have the option to request new estimates/quotes from other vendors.

Work Reports:

Q1: What is required in a work report?

A1: Work reports should be provided by the Contractor at the time a service job is complete. There is no specific template Contractors must use for this report, but it should be itemized and should contain a description of the work performed, the labor time, a list of parts used, any findings regarding the system under contract, and any recommendations for repair or additional service.

Off-Contract and Subcontractor Requests:

Q1: How long does it take for the CPO to review and approve/deny an off-contract request or a subcontractor request?

A1: We do not have a set time frame for the approval process. Most often requests can be processed the same day; however, this may vary depending on how quickly the vendor provides the needed documentation. Typically, we want to ensure that the non-contract vendor or subcontractor is licensed to do the work specified (if applicable) and provides a certificate of insurance. For non-contract vendors, we also ask that the vendor provide a revenue registration certificate/exemption letter and register in Edison. Additional information may be requested depending on the job.