

I. General scope of contract

A. Services

To provide all “corrective”, “preventive”, “onsite response” “maintenance and as needed work”. (see para VI. Definitions) with regard to all laundry equipment maintenance, service and repairs for the noted locations. The omission of detailed specifications does not limit the quality of service rendered and only the 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 manufacture and in a craftsmanlike manner.

B. Locations.

West Tennessee State Penitentiary

C. Inspection and walk through

It is recommended prospective bidders visit the institution for inspection and walk-through to inspect the equipment and familiarize themselves with conditions of existing systems and buildings prior to submitting a bid. Failure to visit will not relieve contractor from liabilities incurred in the event of default in contract. Contact Terry Sellers 731-738-5044 ext: 3287.

D. This is to be a “time and materials” type contract.

II Specifications

A. Services and equipment

1. The contractor must have at least one on-site, full time employee capable of receiving and acting on service calls and dispatching service technicians during the hours of 8:00 A.M. thru 4:00 P.M. 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. Contractor must have material, equipment, tools needed to test, repair, modify and maintain all onsite laundry equipment and systems in operating condition at all times.

B. Reporting requirements

1. All work must be approved in writing by Facility Manager or Designee prior to commencing all repairs, tests or modifications..
2. Contractor must furnish a written report (dummy invoice) to the Facility Manager or Designee upon conclusion of each visit. Whether the visit was a non-emergency or emergency service call.
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.
- C. 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 or all environmental protection agency regulations.
 - D. Types of service.
 1. Regular time/non-emergency: service calls during normal business hours of 8:00 A.M. Monday thru Friday. Billing rates to be "regular hourly" rates. Response time must be no more than 24 hours after notified by the state.
 2. Premium time/emergency: when services are "so designated" by the facility manager or designee. These conditions may exist during or after normal hours of 8:00 A.M. Monday thru Friday, including weekends and or holidays. Charges to be at premium hourly rates. The contractor must respond to emergency service calls 24 hours per day, 7 days per week. Response time cannot exceed 4 hour during business hours, 4 hours after normal working hours.
 - E. Initial repairs.
 1. Upon the initial visit to the institution the contractor shall determine all malfunctioning equipment and systems. The necessary repairs shall be performed during the initial service call. Before the work is performed it must be approved by the facility manager of designee.

III Equipment listing

A. General equipment listed refers to laundry equipment systems in General, and not intended to limit contract services to specific components. This contract agreement encompasses the total system(s). The list below is only to give bidders an idea of the components which make up the laundry equipment system.

B. Type of equipment	Brand	Model
Washers	Speed Queen	Various
Dryers	Speed Queen	Various
Ironers	Chicago	SA-24-11OR
Washers	Washex	42-24-LAH
Dryer	Huebush	OTCK
Pressers	Ajax	541813C
Pressers	Ajax	451C
Extractor	Wascomat	W640
Dryer	Cissell	HD50
Dryer	Cissell	Hd30SL
Dryer	Ipsos	IDP35

(This is not an inclusive list.)

- IV. A. A "dummy service invoice" must be left with the facility manager or

designee after each service visit. It is to show man hours (time in-time out) and a list of all parts used. This "dummy" invoice will be required backup documentation for all payments.

- B. 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. (ref: para. Ii-C-I above)

V. Parts

Manufactured parts or equal are required to maintain the operating integrity of the equipment.

VI. Definitions of terminology.

A Corrective maintenance: maintenance activity intended to restore the equipment to the state in which it can perform its intended function.

B. Preventive maintenance: maintenance associated with preventing equipment failures.

C. On site maintenance: when a trained service technician is on site with necessary parts and equipment to make needed repairs.

D. As needed work: state authorized, exclusively related to annual Inspections (IE maintenance, repairs, modifications, alterations and or additions).

E. The parts will be at contractor's cost plus 15% per terms and conditions.

Any single maintenance work order that exceeds \$100,000. including contingencies and other related costs, must be approved by the SBC prior to proceeding in the contract.