

**Group 71004 – Award 23271
ELEVATOR, ESCALATOR AND MISCELLANEOUS LIFT EQUIPMENT MAINTENANCE SERVICES**

FREQUENTLY ASKED QUESTIONS

Authorized Users of these contracts are strongly encouraged to read the contract terms and conditions in its entirety to gain an understanding of requirements for both the Contractors and Users. Below is a brief listing of Questions & Answers (Q&A's) to facilitate the use of the Elevator, Escalator and Miscellaneous Lift Equipment Maintenance contracts. Please also see the How to Use for additional information regarding usage of this Contract.

Question # 1: How to I buy things off this Contract?

Answer: After using the Mini-Bid Project Definition Template and completing a Mini-Bid Project Definition process, Authorized Users may purchase off this Contract using various methods such as Purchase Orders or Purchasing Cards.

This Contract does not have a requirement for OGS Procurement Services to issue Mini-Bid Contract Numbers.

There are various sections of the Contract and Appendices that discuss how to purchase Products from this Contract. For example, feel free to see Contract Section 1.1 – Overview, 1.2 – Scope, 6.6 – Ordering, 6.7 – Purchasing Card Orders, Appendix B Section 30 – Purchase Orders, as well as Appendix H – Mini-Bid Project Definition Template and Appendix I – Time and Material (T&M) Proposal Form for additional information.

Question # 2: Who Can Use this Award?

Answer: This award is for use by an Authorized User as that term is defined in State Finance Law § 163(1)(k), across the State of New York, including but not limited to: New York State agencies; public authorities; political subdivisions such as cities, towns, and villages; school districts; the State University of New York (SUNY); The City University of New York (CUNY); and certain other associations, entities and non-profit organizations designated as Authorized Users under State Finance Law § 163(1)(k).

Question # 3: Who is the OGS contact for this Contract Award?

Answer: The Contract Manager for this award is listed on the OGS website landing page for this Award and the Contract Award Notification document. Regardless of who the Contract Manager is for this award they can be contacted via email to ogs.sm.ps_elevatorliftequipment@ogs.ny.gov .

Question # 4: What types of services can I get under this Contract?

Answer: Authorized Users may procure maintenance services for elevator, escalator, and miscellaneous Lift Equipment under this Award.

There are 4 types of Lift Equipment that are covered under this Award:

1. Traction Elevators (Geared and Gearless Traction Elevators)
2. Hydraulic Elevators
3. Escalators
4. Miscellaneous Lift Equipment (Dumbwaiters, Wheelchair Lifts, Stage Lift Elevators)

This Contract offers Authorized Users the choice between 2 different types of maintenance plans for their Lift Equipment:

1. Basic Maintenance
2. Full-Service Warranty

Once a maintenance plan has been selected and a Mini-Bid Agreement is in place Authorized Users may also procure services and parts via Time and Material (T&M). When Time and Material can be applied for Repairs and/or Replacements differs based on the chosen maintenance plan.

Additional information regarding the covered services can be found in various locations throughout the Contract and its ancillary documents including Contract Section 1.1 – Overview, 1.2 – Scope, 3.2 - Maintenance Plans, 3.3 - Basic Maintenance, 3.4 - Full-Service Warranty Maintenance, 3.8 – Time and Material (“T&M”), 3.9 – Time and Material (“T&M”) for Fire Alarm and/or Security System Installation, Appendix D – Preventive Maintenance Specifications for Hydraulic Elevators, Appendix E – Preventive Maintenance Specifications for Traction Elevators, Appendix F – Preventive Maintenance Specifications for Escalators and Appendix G – Preventive Maintenance Specifications for Miscellaneous Lift, as well as the Region & Pricing Summary.

The final determination as to the applicable Lift Equipment, maintenance plan(s) and specific service needs included or excluded under the resulting Mini-Bid Agreement will be left to the Authorized User.

If an Authorized User needs to purchase a new lift or would like to procure something that is not within the scope of this Contract they must follow their own procurement guidelines, policies, and procedures to do so.

Question # 5: How do choose which Maintenance Plan I want to use?

Answer: Whether an Authorized User choses the Basic Maintenance Plan or the Full-Service Warranty Maintenance Plan is at the discretion of the Authorized User. Both types of maintenance plans cover the same level of Preventive Maintenance as part of the Monthly Maintenance Rate but differ as to when Time and Material can be applied for Repairs and Replacements.

The chart below is intended to provide additional information regarding each type of plan:

	Basic Maintenance		Full-Service Warranty Maintenance	
	Monthly Maintenance Rate	Exception Details	Monthly Maintenance Rate	Exception Details
Preventive Maintenance and Required ASME Inspections/Tests	Included	N/A	Included	N/A
Callback Service (Including On-site response and Troubleshooting)	Included	Required repairs reimbursed under Time and Material (T&M) provision if repair work is required.	Included	See as explained in the Contract where Time and Material (T&M) would apply
Repairs/Replacements	Not Included	Time and Material (T&M) only	Included	See as explained in the Contract where Time and Material (T&M) would apply
Fireman’s Recall Test	Not Included	Separate fee	Not Included	Separate fee

Feel free to view Contract Sections such as 3.2 - Maintenance Plans, 3.3 - Basic Maintenance, 3.4 - Full-Service Warranty Maintenance, 3.8 – Time and Material (“T&M”), 3.9 – Time and Material (“T&M”) for Fire Alarm and/or Security System Installation, Appendix D – Preventive Maintenance Specifications for Hydraulic Elevators, Appendix E – Preventive Maintenance Specifications for Traction Elevators, Appendix F – Preventive Maintenance Specifications for Escalators and Appendix G – Preventive Maintenance Specifications for Miscellaneous Lift for additional information.

Question # 6: How do I know what type of Lift Equipment I have?

Answer: To find out what type of Lift Equipment an Authorized User has they can do things such as view the schematics for each piece of Lift Equipment, consult with their Building Manager or maintenance staff, and/or communicate with the company that is currently providing maintenance services to the Lift Equipment.

Question # 7: What is Time and Material?

Answer: “Time and Material (T&M)” shall refer to Repair and/or Replacement services as defined in this Contract and shall be performed anytime the preventive maintenance, test or inspection identifies equipment and parts that have failed or are worn out. The Contractor shall bring back to working order, equipment or parts malfunctioning or damaged, due to wear-and-tear, or failure detected during regular preventive maintenance, tests or inspections.

For reference purposes, a Time and Materials (T&M) Proposal Form (Appendix I) (“T&M Proposal”) needs to be used when Repair/replace materials that are not covered by the Basic Maintenance or Full-Service Warranty Maintenance plans is provided.

Should Time and Material Repairs be needed, the Authorized User has the option to accomplish such Repairs under the resulting Mini-Bid Agreement or through another qualified service provider under a separate specification quote or contract outside of this Contract.

For additional information please see the Contract including Sections 1.1 – Overview, 3 – Specifications, 3.8 – Time and Material (“T&M”), and 3.9 – Time and Material (“T&M”) for Fire Alarm and/or Security System Installation, 3.10 – Call Back Service, 3.14 – Component Obsolescence, 5.2 – Procurement Instructions for Authorized Users, as well as Appendix I – Time and Material (T&M) Proposal Form.

Question # 8: How do I know what Region I am in?

Answer: This award has 11 Regions. Each Region is made up of 2 or more counties. Authorized Users need to identify the county(s) the Lift Equipment they need serviced is located in. Once you know the County the work will be done in you can use the chart below to identify the Region the Lift Equipment is in.

Region	Applicable Counties
Region No. 1 - Long Island Region	Nassau and Suffolk
Region No. 2 - New York Region	Bronx, Kings, New York, Queens and Richmond
Region No. 3 - Lower Hudson Valley Region	Orange, Putnam, Rockland and Westchester
Region No. 4 - Hudson Valley Region	Columbia, Delaware, Dutchess, Greene, Sullivan, and Ulster

Region No. 5 - Capital Region	Albany, Rensselaer, Saratoga, Schenectady, and Schoharie
Region No. 6 - North Country Region	Clinton, Essex, Warren, and Washington
Region No. 7 - Mohawk Valley/North Country Region	Franklin, Fulton, Hamilton, Herkimer, Lewis, Montgomery, Oneida, and St. Lawrence
Region No. 8 - Central New York Region	Cayuga, Cortland, Jefferson, Madison, Onondaga, and Oswego
Region No. 9 - Southern Tier Region	Broome, Chenango, Otsego, Tioga, and Tompkins
Region No. 10 - Finger Lakes Region	Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Wayne, and Yates
Region No. 11 - Western New York	Alleghany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, and Wyoming

Mini-Bid Project Definitions must be sent to all Contractors who hold an Award for the Region the Lift Equipment will be serviced in.

Additional information regarding Regions can be found in Contract Sections such as 1.1 - Overview and 1.2 – Scope.

Question # 9: How can I find out what Contractors hold what Region and will provide which type of plan for each piece of Lift Equipment?

Answer: A summary of which Contractors have been awarded what Regions can be found on the – Region & Pricing Summary document. Contractors are required to be able to provide each type of maintenance plan on each type of Lift Equipment within each Region they are awarded.

To navigate to the currently approved Region & Pricing Summary document from the Landing Page:

1. Click on the “Contract Specifics” link
 - a. This will take you to the Contract Specifics page
2. Click on “–Region & Pricing Summary”
 - a. The Price List should download via a Microsoft Excel document

Question # 10: How do I know which Rates and Fees apply?

Answer: For the most part, that depends on the type of Lift Equipment and plan(s) an Authorized User chose. Within each Region, the following rates and fees may apply:

1. Basic Maintenance for Traction Elevators
2. Basic Maintenance for Hydraulic Elevators
3. Basic Maintenance for Escalators
4. Basic Maintenance for Miscellaneous Lift Equipment
5. Full-Service Warranty Maintenance for Traction Elevators
6. Full-Service Warranty Maintenance for Hydraulic Elevators
7. Full-Service Warranty Maintenance for Escalators
8. Full-Service Warranty Maintenance for Miscellaneous Lift Equipment
9. Fireman’s Recall Testing Fee for Traction Elevators
10. Fireman’s Recall Testing Fee for Hydraulic Elevators
11. Elevator Mechanic Straight Time Hourly Rate
12. Elevator Mechanic Overtime Hourly Rate
13. Elevator Apprentice Straight Time Hourly Rate
14. Elevator Apprentice Overtime Hourly Rate

15. Material Markup (%)

A summary of each Contractors' maximum not-to-exceed rates for each type of cost for each piece of Lift Equipment within each Region can be found on the Region & Pricing Summary document.

To navigate to the currently approved Region & Pricing Summary document from the Landing Page:

1. Click on the "Contract Specifics" link
 - a. This will take you to the Contract Specifics page
2. Click on "Region & Pricing Summary"
 - a. The Price List should download via a Microsoft Excel document

Question # 11: In general, how do I conduct the Mini-Bid Process?

Answer: First and foremost, in addition to reading and following the Terms and Conditions of this Contract and its ancillary documents, Authorized Users are reminded of the need to follow their own procurement guidelines, policies, and procedures. The following is only a general outline and is a non-exhaustive list of what may need to be done to complete a Mini-Bid Project Definition process under this Contract:

1. Develop a Procurement Plan
 - a. Identify the type of Lift Equipment that needs to be maintained
 - b. Identify current deficiencies for each piece of Lift Equipment
 - c. Identify the Region the service will be provided in
 - d. Determine which type of maintenance plan is required for each piece of Lift Equipment
 - e. Request and receive a PRC Number from the Department of Labor specific to the project.
2. Complete the Mini-Bid Project Definition Template
 - a. Include any additional Terms and Conditions that are more advantageous to the Authorized User and do not conflict with or supersede the OGS Centralized Contract
3. Release the Mini-Bid Project Definition Template to all Contractors who are eligible to provide services within the applicable Region
 - a. At a minimum Authorized Users must send the Mini-Bid Project Definition to each Contractor who holds an Award for the Region using the Contractor's Contact Information as it appears on the Contractor's Information Summary page on the website for this Contract
 - b. Mini-Bids can include more than 1 location, type of lift, and type of plan within a Region
 - c. Mini-Bids may not include more than 1 Region
 - d. Please note Contractors are not required to respond to Mini-Bids
4. Conduct a mandatory Site Visit(s)
5. Contractors shall submit their Bid to the Authorized User by the date set forth in the Mini-Bid Project Definition
6. Evaluate the Bids
 - a. Bids will be evaluated and awarded on the basis of lowest cost
 - i. The fees and markup rates for the Mini-Bid shall be less than or equal to the corresponding fees and markup rates awarded for the Contractor's Centralized Contract
 - ii. Regardless of the rates Bid, the Contractor is responsible for paying Prevailing Wages to the individuals who conducted the work under this Contract accordingly
 - b. Ensure that licensing requirements are met by the Contractor.
 - i. Visit the Elevator Licensing Information page: <https://dol.ny.gov/elevator-licensing-information>
 - ii. Scroll down to, "To verify if a Business is licensed in NY, you can search for them here:"
 - iii. From link, to access the searchable list, click on the "Data" menu item (see screenshot below):



- c. Ensure licensing requirements are met by Contractor staff/representatives.
 - i. Visit the Elevator Licensing Information page: <https://dol.ny.gov/elevator-licensing-information>
 - ii. Scroll down to, “To verify if an Individual is licensed in NY, you can search for them here:”
 - iii. From link, to access the searchable list, click on the “Data” menu item (see screenshot above).
 - d. Verify OSHA 10 training certification of proposed Elevator Mechanics if the value of the Mini-Bid Agreement will be \$250,000 or more.
7. Issue a Purchase Order for the awarded Mini-Bid Project Agreement in accordance with the Authorized User’s agency procurement guidelines
- a. The Purchase Order may need to be submitted to the Office of the State Comptroller for review and approval

See the Contract including Section 5.2 – Procurement Instructions for Authorized Users, the Mini-Bid Project Definition Template, the Region & Pricing Summary, and the How to Use for additional information.

Should a dispute be brought by a Contractor regarding a Mini-Bid Award, the dispute/protest will be considered and decided by the Authorized User in accordance with their own policies, procedures, and guidelines. If applicable, Authorized User can include their Agency’s dispute/protest language in their Mini-Bid Project Definition in Section 1.10 – MINI-BID PROTEST.

Question # 12: Is there a template that I need to follow for the Mini-Bid Project Definition? Can I just make my own?

Answer: Yes, there is a Mini-Bid Project Definition template Authorized Users are required to use when using this Contract. As per the Contract, Authorized Users are required to use the Mini-Bid Project Definition Template when issuing Mini-Bids under this Contract.

To navigate to the currently approved Mini-Bid Project Definition Template from the Landing Page:

1. Click on the “Contract Specifics” link
 - a. This will take you to the Contract Specifics page
2. Click on “Mini-Bid Project Definition Template”
 - a. The Mini-Bid template should download via a Microsoft Excel document

Authorized Users are not permitted to make their own Mini-Bid Project Definition document (or the equivalent). As stated in the instructions of the Mini-Bid Project Definition Template, Authorized Users are also permitted to tailor the Mini-Bid Project Definition Template to meet their needs. The inclusion of agency-specific clauses is permissible as long as they do not conflict with the Centralized Contract terms and conditions. Please keep in mind that the Centralized Contract terms and conditions supersede those of a Mini-Bid Agreement as per the Centralized Contract’s Conflict of Terms clause.

Feel free to see Contract Section 1.6 – Conflict of Terms, Appendix B, Section 26 – Modification of Contract Terms, and the Mini-Bid Project Definition Template for details.

Question # 13: Do I need to get my own PRC #?

Answer: Yes. Authorized Users are required to work with the New York State Department of Labor Bureau of Public Work to obtain their own Prevailing Wage number under New York State Labor Law Article 8.

Please see <https://dol.ny.gov/public-work-and-prevailing-wage> and Contract Section 1.1 – Overview for additional information.

Question # 14: Can Contractors add their own terms and conditions to a Mini-Bid response or a subsequent Agreement?

Answer: No. Contractors are not permitted to unilaterally add their own terms and conditions to a Mini-Bid Response or a subsequent Agreement.

However, Authorized Users may consider requests from Contractors for additional terms and conditions. In the event a Contractor proposes their own terms and/or conditions to a Mini-Bid Project Definition or subsequent Mini-Bid Agreement, the Authorized User may allow additional terms and conditions to be incorporated into the Mini-Bid Agreement provided that all of the following conditions have been met:

1. The Contractor identifies such terms and conditions in Contractor's response to the Authorized User's Mini-Bid Project Definition; and
2. Such terms and conditions do not contradict or violate any of the terms and conditions of the Contract, and/or are more advantageous to the Authorized User and the State than those set forth in the Contract; and
3. Such terms place no additional liability or responsibility on the Authorized User or the State; and
4. The Authorized User acknowledges in writing that it accepts such additional terms and conditions.

As long as all the above conditions have been met, it is at the Authorized User's discretion to accept or deny (in whole or in part) any additional terms and conditions that are requested by the Contractor.

Feel free to see Contract Section 1.6 – Conflict of Terms, Appendix B, Section 26 – Modification of Contract Terms, and the Mini-Bid Project Definition Template for details.

Question # 15: How long can a Mini-Bid Agreement last?

Answer: Mini-Bid Agreements awarded during the term of this Contract may have a total term of one month to up to five years, including any extensions.

Furthermore, the end date of the Mini-Bid Agreement with a start date prior to the end date of this Contract may be up to three (3) years past the end date of this Contract provided that the total term of the Mini-Bid Agreement does not exceed five years, including any extensions.

By written notice, an Authorized User may terminate a Mini-Bid Agreement at any time for convenience upon thirty (30) calendar days written notice or other specified time period of at least thirty (30) calendar days without penalty or other early termination charges due. If the Mini-Bid Agreement is terminated pursuant to this subdivision, the Authorized User shall remain liable for all accrued but unpaid charges incurred through the date of the termination. Contractor shall use due diligence and provide any outstanding deliverables for which payment is made.

Feel free to see Contract Section 6.2 – Term of Mini-Bid Agreements for additional details.

Question # 16: What is the difference between Pre-Maintenance and Preventive Maintenance?

Answer: Pre-Maintenance Repair Services are Repairs/Replacements to be performed at the start of an awarded Mini-Bid Agreement to bring the equipment back to good working order or into compliance with ASME codes. If any Repairs are identified within fifteen (15) calendar days of the commencement of the Mini-Bid Agreement, the Contractor shall submit a T&M Proposal using the Contractor's Time and Material rates. Authorized Users have the right to solicit offers from, and have corrections, or Repairs made by, other Contractors.

For Lift Equipment covered under a Full-Service Warranty Maintenance Plan, any Repairs not identified by the Contractor and reported to the Authorized User within the first fifteen (15) calendar days of the commencement of the Mini-Bid Agreement shall become the responsibility of the Contractor to Repair under the Full-Service Warranty Maintenance provision of the Contract.

If Lift Equipment was previously maintained by the same Contractor under a Full-Service Warranty Maintenance Plan, any deficiencies identified in the initial inspection that would have been covered under the Full-Service Warranty Maintenance provision of the last Contract or Mini-Bid Agreement shall become the responsibility of the Contractor to Repair under the Full-Service Warranty Maintenance provision of the Contract.

Preventive Maintenance refers to the process of routine examination, lubrication, cleaning and adjustment of parts, components, and/or subsystems for the purpose of ensuring acceptable performance in accordance with applicable ASME Code requirements, the manufacturer's specifications, and the specifications defined in this Solicitation.

Contractors shall perform the Preventive Maintenance tasks in accordance with the appendices listed below:

1. Appendix D – Preventive Maintenance Specifications for Hydraulic Elevators
2. Appendix E – Preventive Maintenance Specifications for Traction Elevators
3. Appendix F – Preventive Maintenance Specifications for Escalators
4. Appendix G – Preventive Maintenance Specifications for Miscellaneous Lift Equipment

Please see Contract Sections 3.5 – Pre-Maintenance Repairs and 3.6 – Preventive Maintenance for additional information.

Question # 17: Where do I find the Contractors' information?

Answer: Detailed Contractor information for this award can be found on the Contractor Information Summary Page.

To navigate to the current Contractor Information from the Landing Page:

1. Click on the "Contractor Information" link
 - a. This will take you to the Contract Information Summary page

Question # 18: Where do Authorized Users obtain Contractors' Price Lists?

Answer: A collective Region & Pricing Summary will be available on the website for this Centralized Contract.

To navigate to the currently approved collective Region & Pricing Summary document from the Landing Page:

1. Click on the “Contract Specifics” link
 - a. This will take you to the Contract Specifics page
2. Click on “Region & Pricing Summary”
 - a. The Price List should download via a Microsoft Excel document

Question # 19: Can an Authorized User negotiate lower pricing?

Answer: Yes, an Authorized User can negotiate lower pricing at any time.

Feel free to see Contract Section 4.1 Authorized User Reserved Rights, 6.4 – Price, and Appendix B Section 13 – Pricing, for additional information.

Question # 20: Are there M/WBE and SDVOB Goals for Contractors applied to this Contract Award?

Answer: No. Use of MWBEs and SDVOBs are encouraged but there are no goals on this Contract.

Question # 21: Can a Contractor update their pricing on the OGS Centralized Contract level?

Answer: Yes. On each anniversary date of the commencement of the Contract, Contractors may request a rate change for the Centralized Contract Monthly Maintenance Rate, Fireman’s Recall Test Fee, Elevator Mechanic Straight Time Hourly Rate, Elevator Mechanic Overtime Hourly Rate, Elevator Apprentice Straight Time Hourly Rate, and Elevator Apprentice Overtime Hourly Rate based upon fluctuations in the latest published copy of the Consumer Price Index for all urban consumers (CPI-U), Not Seasonally Adjusted, Northeast Region, All Items (Series Id: CUUR0100SA0); as published by the U.S. Department of Labor, Bureau of Labor Statistics, Washington, D.C. 20212. CPI-U data may be obtained at www.bls.gov.

Contractors shall be permitted to reduce their pricing any time.

Adjustments made to Centralized Contract Rates by OGS Procurement Services will not automatically impact pricing on an established Mini-Bid Agreements.

Please refer to Contract Section 6.5 – CPI Price Update for additional information.

Question # 22: Can a Contractor update their pricing on the Authorized User’s Mini-Bid Award level?

Answer: Yes. Only after the Contractor has secured approval from OGS Procurement Services of an annual rate change to the Centralized Contract Rates can the Contractor make a similar request to Authorized Users to adjust rates on Mini-Bid Agreements. On each annual anniversary date of the Contract Award for a Mini-Bid Agreement, the Contractor may request a rate change to the Mini-Bid Agreement Monthly Maintenance Rate, Fireman’s Recall Test Fee, Elevator Mechanic Straight Time Hourly Rate, Elevator Mechanic Overtime Hourly Rate, Elevator Apprentice Straight Time Hourly Rate, and Elevator Apprentice Overtime Hourly Rate.

Contractors shall be permitted to reduce their pricing any time.

Mini-Bid Agreement rates shall not exceed the Centralized Contract Rates.

Requests from Contractor(s) for price increases at any other time shall not be granted by either OGS Procurement Services or the Authorized User.

Contractor shall not increase their prices to an Authorized User without previously requesting and obtaining written approval from first OGS Procurement Services, and then the Authorized User

Please refer to Contract Section 6.5 – CPI Price Update for additional information.

Question # 23: Is the Contractor required to provide reports to the Authorized User?

Answer: Yes. For example, the Contractor shall provide the following plans, services, requests, and reports to the Authorized User Representative within the timeframe shown below:

Deliverable	Date of submission and/or completion of work	Frequency
Completion of Pre-Maintenance Repairs Identified by Authorized User in Mini-Bid Project Definition (if applicable)	30 (thirty) days after commencement of a Mini-Bid Agreement or as otherwise agreed to by the parties	Once at the commencement of a Mini-Bid Agreement, unless otherwise stated in the Mini-Bid Project Definition
Identification of Needed Pre-Maintenance Repairs by Contractor	Fifteen (15) days upon commencement of Mini-Bid Agreement	Once at the commencement of a Mini-Bid Agreement
Preventive Maintenance Checklists	Upon completion of Preventive Maintenance tasks	According to Preventive Maintenance Schedules
Fireman’s Recall Test Checklist (if applicable)	Upon completion of Fireman’s Recall Test	Monthly as directed by Authorized User
Submission of Time and Material (T&M) Proposal	Two (2) business days for Authorized User review/approval	Upon determination that Repair or Replacement is needed and falls under T&M Contract provision
Completion of Repairs and Replacements	Four (4) business days of receipt of Authorized User approval	As needed
Monthly Callback Service Report	By the 15 th of each month for the preceding month	Monthly
Invoices for Monthly Maintenance Rate, Fireman’s Recall Tests (if applicable), and Time and Material (T&M) work (if applicable)	Monthly	Monthly (invoices for T&M shall be sent separately)
Completion of ASME Inspections and Testing	Within fifteen (15) days from the deadline from the performance of the last inspection or test performed.	Scheduled according to ASME A17 & ASME A18 requirements
Correction of deficiencies/violations identified by the Qualified Elevator Inspector	Within thirty (30) days after the report is received from the Authorized User	On demand

Feel free to see various Contract Sections such as 3.10 – Callback Service, 3.12 – Safety Inspections and Tests (Excluding Fireman’s Recall Test) and 3.28 - Deliverables for additional information.

Question # 24: Is the Contractor required to provide reports to the OGS Procurement Services?

Answer: Yes. Contractor shall submit Attachment 3 – Report of Contract Usage including total sales to Authorized Users of this Contract by Contractor, and all authorized resellers, dealers, and distributors, if any, no later than 10 days after the close of each calendar quarter. If the Contract period begins or ends in a fractional portion of a reporting period, only the actual Contract sales for this fractional period should be included in the quarterly report. Contractor shall continue to submit Attachment 3 – Report of Contract Usage if engaged in Authorized User Mini-Bid Agreements up to three (3) years past the end date of this Contract.

Feel free to see Contract Sections such as Section 6.15 – Report of Contract Usage for additional information.

Question # 25: What do I do after the Mini-Bid Agreement is in place?

Answer: Authorized Users are reminded to monitor the Contractor and the services being provided after the Mini-Bid Award is made. Throughout the life of the Mini-Bid Agreement, Authorized Users should continue communicating with the Contractor and be vigilant they are being invoiced for work that was truly completed as per the requirements of their Mini-Bid Project Definition. This includes but is not limited to:

1. Maintaining Sign In/Sign Out Sheets
2. Confirming Licensing information for the Elevator Mechanics
3. Having 1 or more staff members assigned to physically make sure and document the required maintenance services have been completed and review Contractor submitted Maintenance Checklists and Inspection reports
4. Verifying hours worked and material receipts for Time and Materials work
5. Reviewing invoices
6. Documenting when a Contractor is not performing or otherwise failing to meet the Terms and Conditions of the Contract
7. Keeping copies of written communications with the Contractor within the Procurement Record
8. Possible performance of a Mini-Bid Agreement close-out inspection. Feel free to see Contract Section 3.27 – Mini-Bid Agreement Close-Out Inspection and Repair for additional information.
9. Having a replacement Mini-Bid awarded prior to the current Mini-Bid’s end date.

Question # 26: Does this Contract have a clause for liquidated damages?

Answer: Yes. Contract Section 6.11 – Liquidated Damages lists various scenarios where Liquidated Damages could be applied.

Liquidated Damages are to be addressed and resolved at the Authorized User level.

Question # 27: Is there a way to report problems with a Contractor to the Office of General Services Procurement Services?

Answer: Yes. There are various ways to report a problem to the Office of General Services Procurement Services:

1. You may contact the Contract Manager for this award by calling them using the telephone number that is listed on the OGS website landing page for this award. You can also email them via ogs.sm.ps_elevatorliftequipment@ogs.ny.gov.
2. You may contact OGS Customer Service via 518-474-6717 or by email to customer.services@ogs.ny.gov.
3. An Authorized User may also complete a Contract Performance Report provided on the last page of the Contract Award Notification document and provide it to the Contract Manager or OGS Customer Service.

Question # 28: Do Authorized Users fill out the Contract Template available via link from the “Contract Specifics” webpage with the applicable information for their Mini-Bid Agreement?

Answer: No. The Contract Template provided on the “Contract Specifics” webpage is the template from which each Contractor’s OGS Centralized Contract was based. It is provided on the “Contract Specifics” webpage for Authorized Users to use as reference material to look up Contract terms and conditions referenced in the other Contract documentation on that webpage (How To Use, FAQs, etc.).