



CITY OF CLEARWATER – RFP RESPONSE

#06-18 Elevator Maintenance Services

Prepared by:

ThyssenKrupp Elevator

4710 Eisenhower Blvd Suite B5

Tampa, FL 33634



TAB 1 – Letter of Transmittal

Included in this binder you will find a bid response to CITY OF CLEARWATER REQUEST FOR PROPOSALS #06-18 – ELEVATOR MAINTENANCE SERVICES. We would like to thank you for your continued business over the years and also for the opportunity to provide a response to the RFP.

ThyssenKrupp has thoroughly reviewed the RFP and fully understands the scope of work including: maintenance frequency, response times, parts availability, billing stipulations, parts coverage, overtime, and downtime requirements. As the incumbent provider for the City, we are confident we can continue our work with this increased scope at a high level to meet the City's requirements for the initial three (3) year term and beyond. We believe our extensive coverage of technicians, robust warehouse of parts, and technical expertise will make us strong partners moving forward. You will find key contacts for the branch below. Myself (Lincoln) and Marc Hines will be the primary contacts for day-to-day items. John, Isaac, and Brandon are involved as-needed

Key Contacts:

Name	Title	Email	Phone
Lincoln Devine	Account Manager	Lincoln.Devine@thyssenkrupp.com	813 505 5164
Marc Hines	Service Superintendent	Marc.Hines@thyssenkrupp.com	813 376 1477
John Bosley	Team Repair Superintendent	John.Bosley@thyssenkrupp.com	813 478 1612
Isaac Pena	Service Operations Manager	Isaac.Pena@thyssenkrupp.com	813 614 6157
Brandon Greenwood	Branch Manager	Brandon.Greenwood@thyssenkrupp.com	404 593 7685

Please reach out to me with any questions regarding this response to RFP.

Regards,

Lincoln Devine

Account Manager, ThyssenKrupp Elevator

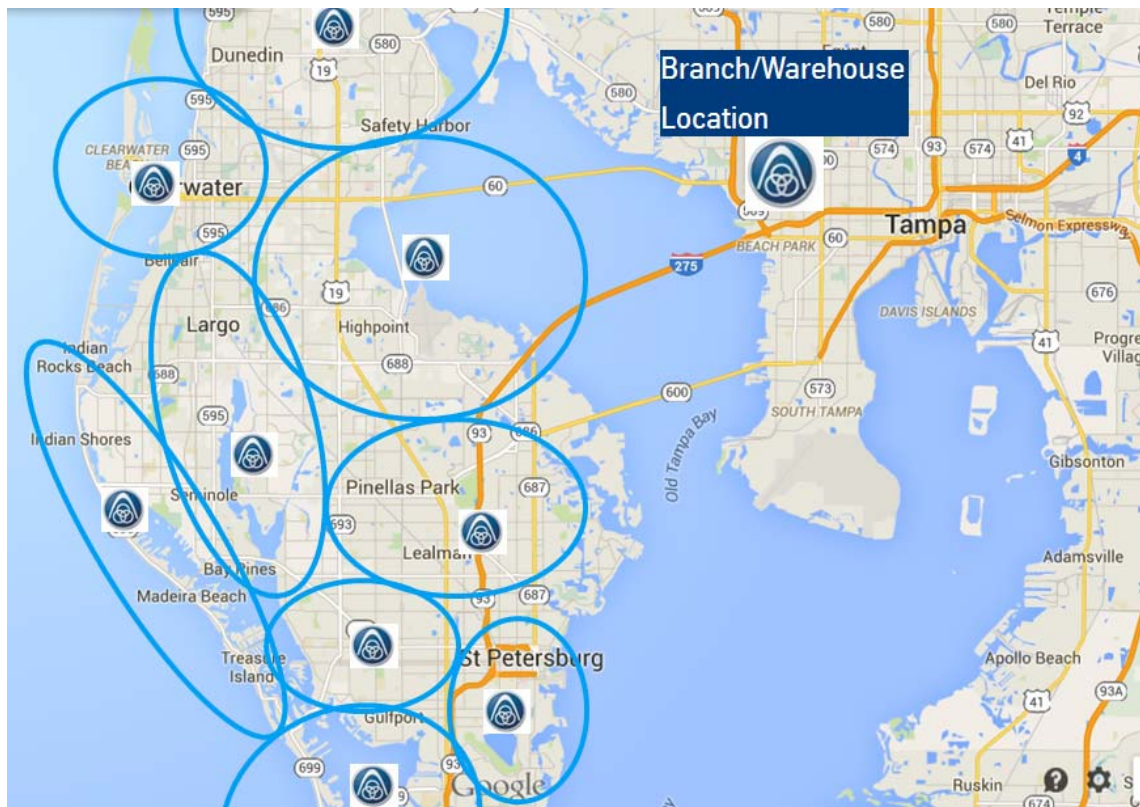
TAB 2 – Demonstrated Experience of the Company

ThyssenKrupp is a Global company with over 184,000 Employees. We are a world leader in steel-production and manufactured industrial products, including elevators. ThyssenKrupp Elevator was established after the merger of Miami Elevator, Dover Elevator, US Elevator, and Thyssen Elevator. Across North America we maintain over 200,000+ elevators and continue to manufacture a full product line of Elevators and Escalators.

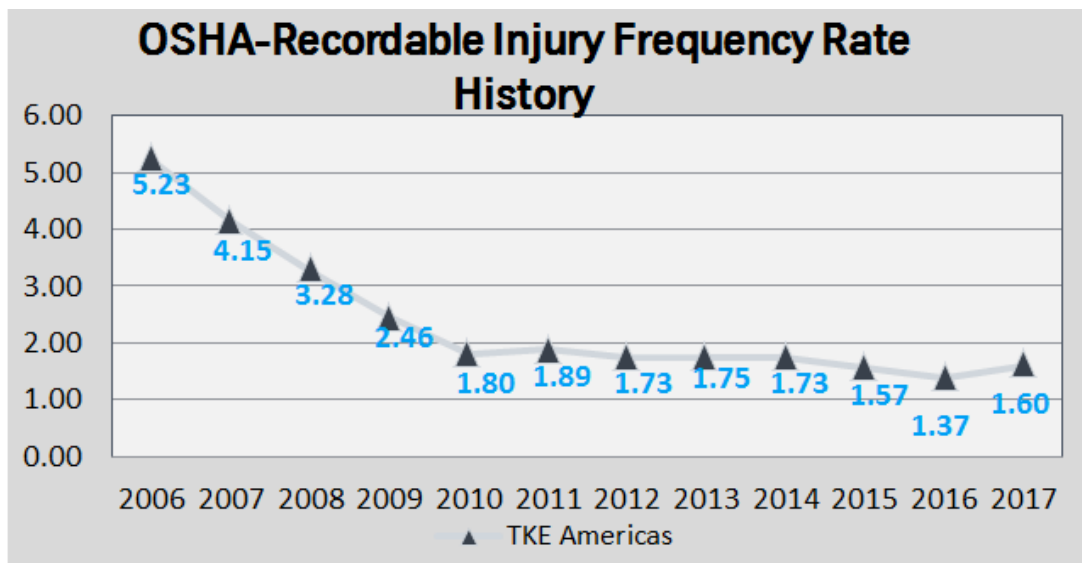
At our local Tampa Branch we have a deep understanding of the demanding requirements and logistics involved in maintaining elevator equipment for public entities; we have worked with the City of Tampa and the City of St. Pete for many years to provide quality service and keep their elevators in top working condition.

Locally we employ 25 route technicians across the Greater Tampa Area, 2 inspection technicians, 2 area foreman (no dedicated routes), 3 full time repair teams, and have 29 modernization/construction installers. Our wide reach and density of route technicians helps us achieve excellent response times and will help us meet the performance criteria listed in the RFP

Moreover, we keep our warehouse stocked with over \$1 million worth of parts locally in Tampa, with many ThyssenKrupp and Dover controllers in the portfolio this lets us act quickly when problems arise. Additionally we have extensive mechanic coverage allowing us to achieve excellent response times. An approximate map of our Pinellas technician's routes is below:



Lastly, we consider ourselves to be leaders in terms of safety and working smart. All of our technicians receive quarterly safety training, monthly vehicle inspections, and quality audits from our service superintendents. Over time ThyssenKrupp has dramatically reduced our OSHA-Recordable Injuries and keep them down to a minimum. This is an often overlooked fact that we take great pride in as a company.



References

1. City of Tampa
 - a. ThyssenKrupp actively maintains this portfolio and has been the maintenance provider since 2013. The portfolio encompasses 55 elevators, including many high-rise traction elevators, and 3 dumbwaiters/lifts. We are in contract for full-overtime service similar to the Clearwater RFP
 - b. Contact: Keith Rogers, Inspection Specialist, Keith.Rogers@tampagov.net,
2. City of St. Petersburg
 - a. ThyssenKrupp actively maintains this portfolio and has been the maintenance provider for the City of St. Pete since late-2009. The portfolio encompasses 13 elevators and an assortment of 6 lifts/dumbwaiters. We are in contract for full-overtime service with monthly maintenance requirements similar to the Clearwater RFP.
 - b. Contact: Tara Brees, Procurement Director, Tara.Brees@stpete.org, 727-551-3552
3. St. Petersburg College (all campuses)
 - a. ThyssenKrupp actively maintains this portfolio since 2017, the portfolio consists of 34 hydraulic elevators and 5 lifts. We are in a contract for full-overtime service similar to the Clearwater RFP.
 - b. Contact: Diana Wright, Director of Facilities Services, Wright.Diana@spcollege.edu, 727-341-3288

TAB 3 – Qualifications of Personnel

All of our technicians are IUEC-Certified, widely considered to be the “gold-standard” of qualification with regard to elevators. Being union certified is a process of ongoing education in the latest safety practices and best-practices on our job sites.

Route Technician Summary:

Norm Swanson – Norm is the area foreman for Pinellas County, Norm has been working in the elevator industry for 33 years.

Doug Janu – Doug is the primary route technician for most of the inland Clearwater area, Doug has been working in the elevator industry for 26 years.

Wayne Gmeiner – Wayne is the primary route technician for Downtown Clearwater, Clearwater Beach, and Sand Key area. Wayne has over 25 years’ experience in the industry

Ron Carson – Ron is the route technician for the south tip of Downtown Clearwater, Belleair, and Largo/Seminole. Ron has 36 years of experience in the elevator industry.

Dave Ferguson – Dave handles Safety Harbor/Dunedin through Palm Harbor. He has 18 years of experience as an elevator technician.

Management and Office Personnel Summary:

Lincoln Devine (Account Manager) – Lincoln is the Clearwater account representative and has over 2 years’ experience in the elevator industry including intensive 6-month field training.

Marc Hines (Service Super) – Marc oversees the Pinellas/Pasco county service operations at the Tampa branch, has 12 years in the industry, all with ThyssenKrupp.

John Bosley (Team Repair Super) – John leads all large repairs requiring a team, he has 20 years of experience in the elevator industry. Previously he was a field technician before taking on a superintendent role.

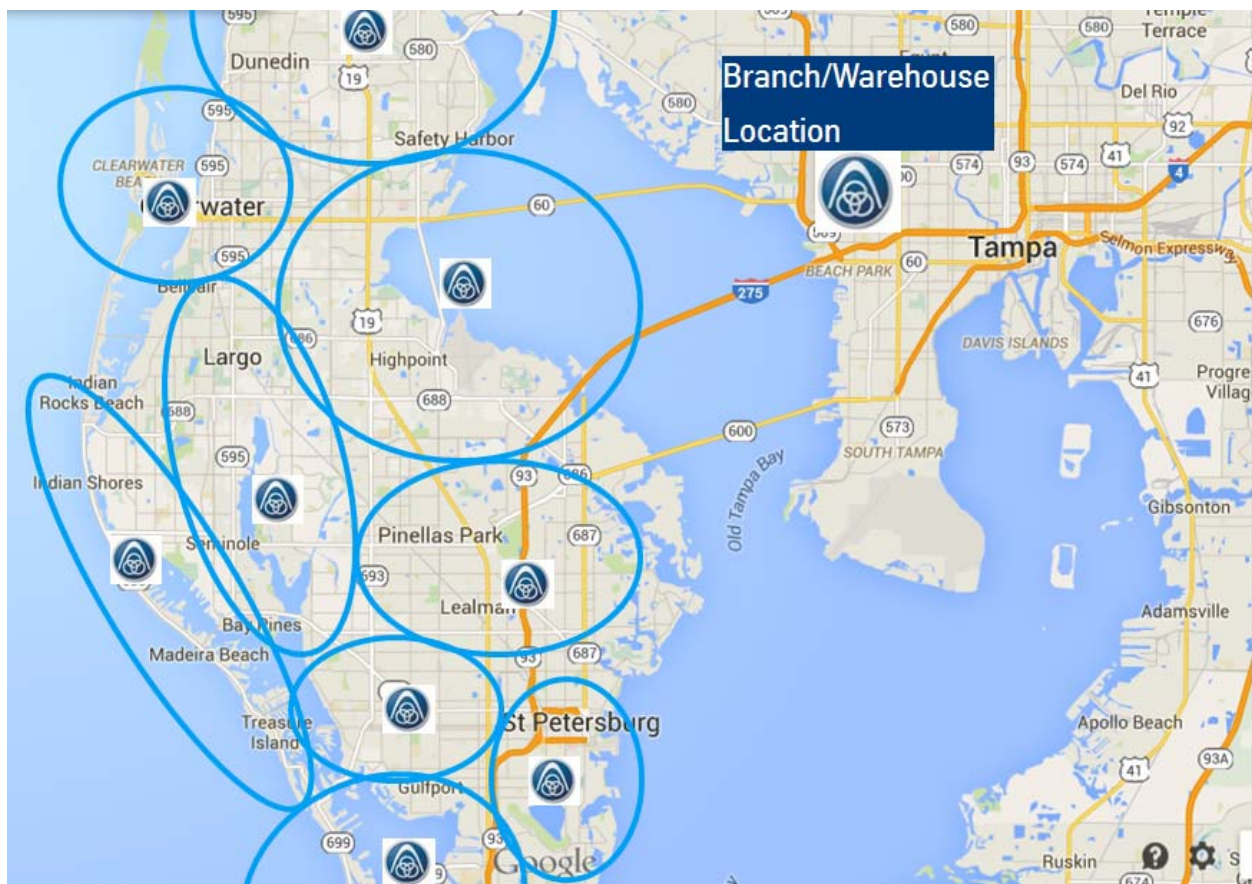
Isaac Pena (Service Operations Manager) – Isaac oversees our entire service operations department locally; he has 21 years in the elevator industry. Isaac was previously a mechanic, foreman, and operations manager at ThyssenKrupp’s Miami branch.

Brandon Greenwood (Branch Manager) – Brandon is the local Branch Manager for Tampa. He previously served as a VP in the New Installation Department before transitioning to the Service side of the business. Brandon has 12 years of experience in the elevator industry.

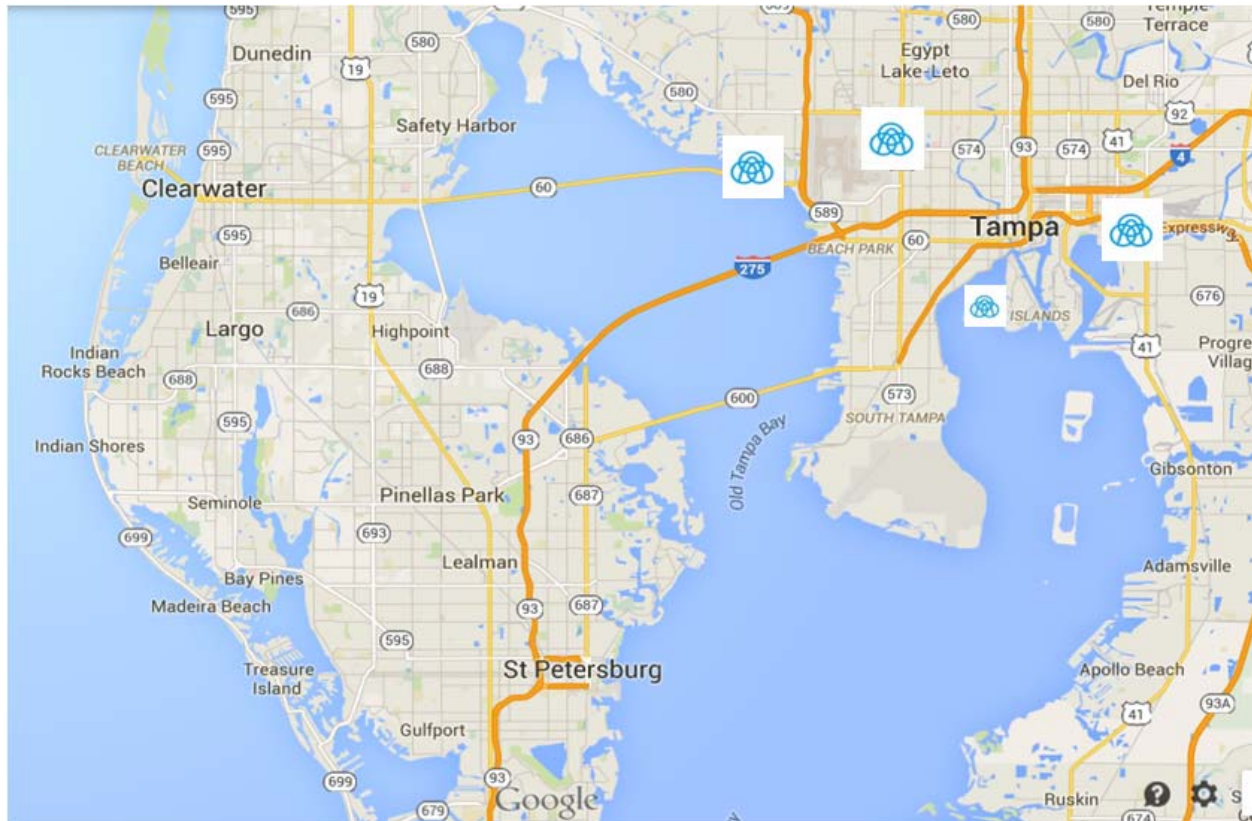
TAB 4 – Ability to Respond to Service Requirements

With our extensive route coverage and mechanic density we are able to achieve excellent response times meeting the criteria of the RFP. Our technicians are routed and dispatched using advanced route-planning software which allows us to strategically position our technicians, have them become familiar with the equipment they maintain, achieve rapid response times for trouble calls, and complete routine maintenance for our customers to keep their elevators running smoothly and reliably. Our dispatching system is also managed digitally and allows us to keep accurate records of maintenance, callback history, and safety testing. All of which can be made available to you online through our Customer Service Portal (CSP) website.

Alongside the 9 route technicians noted on the map below, we have 1 dedicated foreman for Pinellas County, Norm Swanson. Norm doesn't have a route but instead is sent job-to-job on an as-needed basis to troubleshoot issues as to not tie up our route technicians from performing required maintenance. The benefit of having dedicated foreman is quick resolutions to more nuanced, advanced issues when they arise. Our foremen possess deeper engineering knowledge needed to handle water and power-related issues swiftly and solve intermittent problems that require extreme attention to detail.



Furthermore, with the financial resources of our company, we are able to stock the required parts and/or have them within 24 hours. We also have branches in Orlando, Ft. Myers, and Sarasota where we can source hard-to-find parts in case of an emergency. Our US Service and Field Headquarters are located in Downtown Tampa, and our Shared Services Center (the Dispatch Center for the East Coast) is also located locally. Overall we have a vast amount of resources available to us in Tampa that will allow us to meet the City's needs and meet the service requirements per the RFP.



Lastly, ThyssenKrupp has a dedicated International Technical Services Department (ITS) which performs board repairs, has limited stock of hard-to-find boards, and provides technical support for our field technicians when they need it or in the rare case that the foreman is unable to resolve a problem. Our ITS Department contains some of the brightest minds in the elevator world and they work hard to not only provide the support mentioned above but also reverse-engineer our competitors latest equipment.

Tab 5 – Pricing & Labor Rates

Location/Elevator	Base Price (3 yr)
Sid Lickton Park (Schindler 3300)	\$600/mo
City Hall - South (MCE Traction)	\$635/mo
City Hall - North (MCE Traction)	\$635/mo
WPC MS - Central (Hydraulic)	\$390/mo
WPC NE - Central (Hydraulic)	\$390/mo
Garden Avenue Garage (Hydraulic)	\$390/mo
Long Center (Hydraulic)	\$390/mo
UPARC Side Elevator (Hydraulic)	\$390/mo
Sailing Center (Hydraulic)	\$390/mo
Main Police Dept – South (Hydraulic)	\$390/mo
Main Police Dept – North (Hydraulic)	\$390/mo
MSB - West (Hydraulic)	\$390/mo
MSB – East (Hydraulic)	\$390/mo
MSB - Garage (Hydraulic)	\$390/mo
Fire 44 (Sand Key) (Hydraulic)	\$390/mo
Fire 45 (Main) (Schindler 3300)	\$600/mo
Beach Police Dept (Hydraulic)	\$390/mo
Main Library - South (Hydraulic)	\$390/mo
Main Library - Center (Hydraulic)	\$390/mo
Main Library - North (Hydraulic)	\$390/mo
Spectrum Field - West (Hydraulic)	\$390/mo
Spectrum Field - South (Hydraulic)	\$390/mo
General Services (WC Lift)	\$190/mo
Jack Russell Stadium (Schindler 3300)	\$600/mo
Clearwater Beach Lifeguard Station (WC Lift)	\$190/mo
Joe Dimaggio Field (Schindler 3300)	\$600/mo
Eddie C Moore - 8 & 9 (Schindler 3300)	\$600/mo
WTP#2/RO#2 (Hydraulic)	\$390/mo
Carpenter Field Clubhouse (Hydraulic)	\$390/mo
DOT Building (Hydraulic)	\$390/mo

TOTAL COST: \$12840/mo

Labor Rates:

Type	Price
1 Man	\$285/hour
Team	\$484.60/hour
Overtime Premium (1 man rate)	\$199.50/hour
Overtime Premium (Team rate)	\$339.15/hour

TAB 6 – OTHER FORMS

EXCEPTIONS:

1. Exception 1 and 2 specifically apply to the five (5) Schindler 3300 units in the portfolio. We are requesting that the City of Clearwater attempt to obtain/retain all “SIM-card” chips inside of the 3300 controllers, all passwords needed to access the controllers, all tools required to access the controllers, and all prints for the job.
2. The design of Schindler 3300 elevators are known to be extremely proprietary, Schindler makes a concerted effort in their product design in order to push customers into using them as their maintenance provider. ThyssenKrupp has basic maintenance and adjustment capabilities for this equipment and ThyssenKrupp will put forth full efforts to meet response time requirements and adjustments when needed, however, ThyssenKrupp shall not be subject to monetary penalties in case of shutdown of Schindler 3300 units due to the proprietary nature of the equipment, lead times + costs associated with controller components, and lead times + costs associated with job-specific software on the controllers
3. Costs to acquire door motors, valves, drive motors, and full sets of boards for non-ThyssenKrupp/Dover controllers is cost prohibitive, we will make best efforts to accumulate and stock these parts over the term of the agreement. When needed we will expedite as much as possible to minimize downtime and aim for 24-48 hour turnaround. All other spare components listed per the RFP will be stocked locally and on the trucks of our mechanics. Please note this exception does not apply to ThyssenKrupp and Dover equipment which comprises of roughly 1/3 of the portfolio.

VOLUNTARY DEDUCT ALTERNATE 1

Exclusion of Montgomery Controller Boards & MCE Drives, Machines

Montgomery Controllers are widely considered obsolete, and MCE is known to have short product iterations when it comes to drive and machine components

City of Clearwater shall pay only the cost of parts when repairs are needed to the below components, ThyssenKrupp shall provide labor at no cost for these repairs:

1. MCE drives and machine repairs (City Hall)
2. All Montgomery controller boards

ThyssenKrupp shall lower the total base bid price by \$250/mo upon acceptance of Voluntary Deduct Alternate 1.

Please sign below to accept:

ThyssenKrupp Elevator Corporation	CITY OF CLEARWATER	ThyssenKrupp Elevator Corporation Approval
By: _____ (Signature of ThyssenKrupp Elevator Representative)	By: _____ (Signature of Authorized Individual)	By: _____ (Signature of Authorized Individual)
Lincoln Devine Account Manager lincoln.devine@thyssenkrupp.com +1 813 505 5164 5/1/18 _____ (Date Submitted)	_____ (Print or Type Name) _____ (Print or Type Title) _____ (Date of Approval)	Brandon Greenwood Branch Manager _____ (Date of Approval)

VOLUNTARY DEDUCT ALTERNATE 2

Monetary Penalties Related to Downtime

ThyssenKrupp will make every effort to meet the timelines listed in the RFP as it relates to downtime of the elevators. There are some cases where elevators may be down beyond the listed times due to long lead times, or due to lead times associated with spare parts not listed on the RFP requirements.

In the scenario listed above, ThyssenKrupp shall be allowed a grace period during the lead time and will not be penalized for prolonged downtimes.

ThyssenKrupp shall lower total base bid amount by \$500/mo upon acceptance of Voluntary Deduct Alternate 2

Please sign below to accept:

ThyssenKrupp Elevator Corporation	CITY OF CLEARWATER	ThyssenKrupp Elevator Corporation Approval
By: _____ (Signature of ThyssenKrupp Elevator Representative)	By: _____ (Signature of Authorized Individual)	By: _____ (Signature of Authorized Individual)
Lincoln Devine Account Manager lincoln.devine@thyssenkrupp.com +1 813 505 5164 5/1/18 _____ (Date Submitted)	_____ (Print or Type Name) _____ (Print or Type Title) _____ (Date of Approval)	Brandon Greenwood Branch Manager _____ (Date of Approval)

VOLUNTARY DEDUCT ALTERNATE 3

Alternative Maintenance Requirement for Schindler 3300 Units

The five (5) Schindler 3300 units in the portfolio are newly installed and are considered to be low-usage elevators. Because of this, ThyssenKrupp is proposing the two-hour per month maintenance requirement be lowered to 1.25 hours per month to save on costs

ThyssenKrupp shall lower total base bid amount by \$600/mo upon acceptance of Voluntary Deduct Alternate 3

Please sign below to accept:

ThyssenKrupp Elevator Corporation	CITY OF CLEARWATER	ThyssenKrupp Elevator Corporation Approval
By: _____ (Signature of ThyssenKrupp Elevator Representative)	By: _____ (Signature of Authorized Individual)	By: _____ (Signature of Authorized Individual)
Lincoln Devine Account Manager lincoln.devine@thyssenkrupp.com +1 813 505 5164 5/1/18 _____ (Date Submitted)	_____ (Print or Type Name) _____ (Print or Type Title) _____ (Date of Approval)	Brandon Greenwood Branch Manager _____ (Date of Approval)