
EXHIBIT C
ELEVATOR MAINTENANCE AND REPAIR SCOPE OF WORK

I. Definitions.

- a. Availability: Considers equipment down time vs. maximum equipment up time or usage time. This is calculated as “maximum availability - down time/maximum availability - 100” and is expressed as a percentage. The higher the percentage, the better the performance is. This percentage is only calculated vs. the time in the building or facility when the equipment is required to support building activity. The evaluation considers actual equipment availability vs. potential 100% availability.
- b. Callback: Any request by Property personnel for elevator service assistance, and those requests which elevator industry jargon would describe as a “callback.”
- c. Cleanliness: The Supplier is required to maintain the entire elevator system in a clean manner at all times. This includes but is not limited to: removal of oily rags-removal of dirt, grease, lint-maintaining the exterior of all equipment free of lint, dirt, oil, grease- clean all machine room equipment including, floors, controller/selector, governor, hoist machine, brake, sheave, hoist motor interior, deflector sheave, machine beams, car top, hoistway door track, hanger, interlock, header, strut, hoistway side of sills, spreader beam, entire counterweight, buffer, underside of car platform, car & counterweight guide, car safety, car door operator, track, hanger, inside area of header, crosshead, guide rail/bracket, fascia, dust cover, pit, inside car station/hall station/lantern and lobby panels. The cleaning must meet Elevator Industry Standards and shall be to the full satisfaction of University of California Health and/or the third party consultant. If University of California Health decides the cleaning level is below University of California Health Standards, University of California Health has the option of bringing in another elevator contractor to perform the cleaning (with notice provided per the Contract). All costs of the cleaning by another elevator contractor plus the cost of supervision by University of California Health shall be paid by the Supplier that is performing the Preventive Maintenance under this Contract.
- d. Contract: All work, referenced herein as Specification, Scope of Services, Project and Contract are included in this scope and will be agreed upon under the standard University of California Health Terms and Conditions.
- e. Elevator: a conveyance that serves two or more landings or levels in a building or structure and includes, but is not limited to, passenger and freight elevators, wheelchair lifts, dumbwaiters and material lifts.
- f. Elevator Apprentice: A person who is indentured in a State approved elevator apprenticeship program and provides assistance to elevator maintenance, testing, and repair tasks as directed by a Licensed Elevator Journeyman. Assistant Mechanics who have a journeyman elevator constructor’s license and are not in a State approved apprenticeship program do not qualify as “Resident Mechanics” or meet the of Licensed Elevator Journey mechanics.
- g. Elevator Contractor: A company licensed by the State of California as an elevator contractor who employs Licensed Elevator Journeyman and Elevator Apprentices and regularly contracts to perform maintenance, testing, repairs, and alterations to elevator equipment. (Hereinafter known as the Supplier).
- h. Entrapments: An out of service elevator with passengers in the cab requiring the Supplier or other emergency personnel to release the passengers.
- i. Licensed Elevator Journeyman: A person who has been adequately trained and has demonstrated an understanding of elevator systems and is licensed as such by the State of Oregon. The use of “Servicemen”,

“Technician”, and “Mechanic” herein, shall be defined as a Licensed Elevator Journeyman, capable of troubleshooting and responding to callbacks independently.

- j. Maintain / Maintenance: Keep in an existing state. Preserve from failure or decline.
- k. Mean Time Between Failures: The average time between out of service and return to service. This is calculated as the total time out of service / number of out of service events. In the context of this Agreement, refers to Mean Time Between Callbacks.
- l. Obsolescence: Obsolescence is defined as a replacement part not being available for purchase by the Supplier. Supplier shall provide written documentation of the replacement part that is not available and evidence that the Supplier has exhausted all research in obtaining such replacement parts. Such research would be the review of all firms as listed in the latest edition of Elevator World ("The Source"), in addition to all local supply firms, including other contractors. If the replacement part is not available, University of California Health shall pay the cost for such replacement part, calculated as follows: the difference in cost of the new part as compared to the existing part at time of last purchase. Supplier shall provide all documentation of the replacement costs. All labor to install the new replacement part is included in the scope of service. The new replacement part, after being installed, shall be included and covered in the scope of services and further replacement is included in the scope of services at no extra cost to University of California Health. If the Supplier installs a replacement part different than the original equipment, the new replacement shall not be of the "proprietary" type and the Supplier shall provide, in writing, the manufacturer, type and model of the proposed replacements part, within ten (10) days of installation. Failure of replacement components that are no longer manufactured or available for purchase, and not the Supplier's inventory; shall be thoroughly investigated for repair and redesign alternatives. In the event that custom tooling is required, Supplier must identify its process for providing proof of custom tooling requirements for budgeting purchases and must provide documentation from the manufacturer that replacement parts are no longer available from the OEM or any other source. All replacement parts for repair of obsolete elevators will be billed at Supplier's documented cost plus 15%.
- m. The Supplier shall provide repairs on components no longer manufactured at no cost to University of California Health. This includes overnight shipping and expedited repair costs on components such as drives and all electronic components. All components and/or subcomponents no longer manufactured or supported shall be identified by the Supplier's Supervisor and University of California Health shall be informed within 30 days of discovery. The Supplier shall provide all options and associated costs with repair or replacement of potentially failing components and communicate all associated risks of failure of these devices.
- n. Preventive: To anticipate or act ahead of; to keep from happening.
- o. Preventive Maintenance: Those services required by the Supplier to provide Preventive Maintenance as defined in this Specification, to prevent malfunctions/shutdowns due to normal wear and tear, to provide for safe operating elevators and to prolong the life of all elevator equipment. Provide pro-active preventive maintenance for the equipment covered by this Specification to facilitate the following:
 - i. Consistent safe operation of equipment
 - ii. Maximum operational performance of equipment
 - iii. Maximum beneficial usage of equipment
 - iv. Maximum life cycle of equipment

Supplier expressly acknowledges that University of California Health is relying on Supplier's professional expertise in performance of Services to achieve and maintain the intent of the scope of services.

Supplier is responsible for performing a thorough review of all elevators and related building conditions. Any pre-existing conditions should be itemized with any associated pricing in writing separately from complete maintenance pricing. No additional pricing will be considered for pre-existing conditions as part of the complete maintenance Agreement, except for the items identified at the time the proposal is submitted.

- p. Pro-active: Acting in anticipation of future problems, needs, or changes.
- q. Public Sensitive Items: Anything concerning the elevators that tenants can see, hear, or feel.
- r. Resident Mechanic: An Elevator Journeyman, able to respond independently to callbacks, entrapments and service calls and assigned to the University of California Health Campus and associated properties in this scope of services only. Resident mechanics shall not respond to callbacks, perform repairs or troubleshoot off University of California Health properties during the working hours of the trade. Resident mechanics shall be supported by additional mechanics when on vacation or off Campus.
- s. Repair Time Total: Cumulative time for all repairs over the last twelve months or a set calendar twelve-month period.
- t. Services: Services shall include all labor, transportation, cartage, parking, supplies, materials, parts, tools, scaffolding, machinery, hoists, employee safety equipment, training, equipment, lubricants, supervision, applicable taxes, and all other work and materials expressly required under this Specification or reasonably inferred whether or not expressly stated herein.
 - i. Timely Replacement: Adequate inventory of commonly used spare parts and other components for elevators available within 4 hours.

II. REQUIREMENTS

Supplier shall provide all management; supervision, labor, supplies, materials, repair and replacement parts, equipment, transportation, and tools required to perform the specified elevator maintenance and repair services effectively and efficiently for the elevators listed in Attachment A. Supplier shall inspect, maintain, repair, test, and clean all of the elevators and elevator equipment listed in the attachment. Within five business days following the Effective Date of the Agreement, Supplier will provide the VP of Supply Chain for University of California Health with a new implementation action plan for each location.

Upon request, Supplier will work through University of California Health's existing system if applicable to schedule and track the completion of preventive maintenance, corrective maintenance, and project work. The designated elevator technician will use the FSI Application to review, comment, close out and time stamp work orders as assigned. Technicians must check in and out using the CMMS, and their activity will be monitored to ensure compliance. All technician check-in/out activity must be logged electronically. No additional travel, labor or materials costs will be passed on to University of California Health for any reason under this Agreement. Travel time for after-hours service call backs cannot exceed one hour.

- a. The equipment requiring full maintenance service work shall include, **BUT SHALL NOT BE LIMITED** to gears, bearings, sheaves, brake pulleys, brake magnet coils, brake shoes, brake contacts and linings, motor windings, armature, rotor, stator, commutator, brushes, brush holders, controls, selector and dispatching equipment, relays, solid state components, resistors, condensers, transformers, coils, contacts, electrical conductors, dashpots, timing devices, mechanical and electrical driving equipment, governor, governor

sheave and shaft assembly, governor, sheave and shaft assembly, governor jaws, car and counterweight buffers, car and counterweight guide rails, car light fixtures and lamps, call buttons and lamps, top and bottom limit switches, governor tension sheave assembly, compensating sheave assembly, counterweight, counterweight roller guides, hoist ropes and compensating ropes, hoist way door interlocks, hoist way door hangers, bottom door guides, auxiliary door closing devices, automatic electrical powered door operators, car door hangers, card door contacts, door protective devices, load weighing equipment, car-frame, car safety mechanism, platform, elevator car roller guides and shoes, magnets and frames, and all other mechanical or electrical components.

b. The following elevator components or performance items are specifically excluded from this agreement:

- (1) Repairs or replacements made necessary due to vandalism, negligence or misuse of the equipment by persons other than the elevator service Supplier, the elevator service Supplier's representatives, or the elevator service Supplier's employees. The Supplier will be required to inform the Maintenance Manager, and provide evidence of vandalism, negligence or misuse if suspected.
- (2) Replacing underground hydraulic piping or cylinders.
- (3) Hoist way access doors, panels, frames and sills.
- (4) Car flooring and removable panels unless damaged by failure of parts of service covered by this contract.
- (5) Car doors and gates unless damaged by covered component failure.
- (6) Power switches, fuses, and feeders to controllers.
- (7) Cover plates for signal fixtures and operating stations.
- (8) Hoist way structural steel and concrete.

c. Supplier will perform an initial full inspection on all elevators at time of initiation of the contract. This inspection will meet or exceed State certification inspection criteria. A listing of deficiencies which could/would result in State violation/citation and/or ADA violation will be developed and presented to the Property Manager or the Maintenance Manager for review and correction scheduling within three (3) months of contract initiation. For equipment that was not previously serviced by Supplier, Supplier must perform a review of all records and permits regarding that equipment within 5 business days of the Effective Date of this Agreement.

This inspection will be at no additional cost to University of California Health. State certification and/or ADA repairs identified by this inspection, for which Supplier could logically be held responsible under the provisions of this contract, will be repaired at no additional charge to University of California Health. Upgrades to the elevators will be on additional purchase order basis and may be completed on an item-by-item basis at the discretion of University of California Health's representative.

d. Performance requirements are minimum standards and are not the sole criteria for judging Supplier's performance. Acceptable performance will be based on this entire section.

All elevator operations, tests, inspections, maintenance, alterations, and repairs performed under this contract shall comply with the latest edition of the American Society of Mechanical Engineers (ASME) publication A17.1, "Safety code for Elevators and Escalators," referred to throughout this agreement as A17.1, and A17.2, Inspection Manual.

Supplier shall be responsible for correcting violations of applicable codes (A17.1, A17.2, NEC, NFPA, BOCA) and complying with requirements of all applicable public agencies having jurisdiction, at no additional cost, provided that the violation or requirement does not necessitate any additions or changes to the present elevator equipment or parts, or its method of operation.

Supplier is responsible for all lighting installed in the machine room, hoist way, pit, car, car top, and car emergency lighting for all covered elevators. Supplier will install all lighting components including fixtures, ballast, bulbs, lamps, and tubes. The elevator technician shall replace building light bulbs provided by University of California Health as needed. In the event a building light fixture needs repair, Supplier's technician must provide safe access for third party Suppliers within two hours of the request.

Supplier is responsible for all intercom and telephone devices from the car to the first point of termination outside the hoist way.

Supplier is responsible for all equipment mounted in or on the car by Supplier (i.e. fans, etc).

Supplier agrees to maintain, at all times, the minimum performance requirements for the elevators. The performance of each elevator shall be measured in the same manner. The measurements are as follows:

- Rated Speed in Feet Per Minute

Original design speed for elevator at time of installation.

- Rated Capacity in Pounds At Rated Speed

Variance from rated speed, regardless of load, shall not exceed +/-5% for traction elevators and +/-10% for hydraulic elevators.

- Performance Time

Floor to floor times are measured from the time the doors start to close at a floor until the elevator is stopped at the next typical successive floor in either direction of travel and the door is $\frac{3}{4}$ open.

- Door Operation

Door opening time is measured from the start of the car door(s) to open until the door(s) are in the fully open position. As a minimum, door opening times shall be maintained to comply with the Americans with Disabilities Act.

Door closing time is measured from the start of the car door(s) to close until the door(s) are in the fully closed position. Door closing force is measured with the car at rest by stalling the doors while they are in the process of closing and have become between $\frac{1}{3}$ and $\frac{2}{3}$ closed. The closing force shall not exceed 30 LBF. Door operation shall be quiet and positive with smooth checking at the extreme of travel.

- Traffic Handling Capabilities

Original design for elevator at time of installation.

- Response Times

Original design for elevator at time of installation.

- Ride Quality

Supplier shall maintain a comfortable elevator ride with smooth acceleration, deceleration and a soft stop. Stopping accuracy shall be measured under all load conditions and shall be maintained as originally designed. The car should stop within ½ inch for cars installed prior to 1986.

- e. Supplier shall regularly and systematically examine, adjust, lubricate as required, and if conditions warrant, clean, repair, remove or replace:

- f. Traction Elevators. Supplier shall maintain the traction elevator equipment based on the following terms and conditions:
 - 1. Supplier shall use trained and qualified persons directly employed and supervised by Supplier. Such employees shall be qualified to keep the equipment properly adjusted, and they will use all reasonable care to maintain the elevator equipment and machinery spaces clean and in proper operating condition to comply with all requirements of all local codes and ASME A17.1 Safety Code for Elevators with Supplements and ASME A17.2 Inspector's Manual with Supplements in effect at date of this Agreement.
 - 2. All materials to be used under this Agreement shall be genuine replacement parts and/or materials as manufactured and supplied by the original manufacturer of the elevators and all related equipment or its equivalent. Any parts not available from the manufacturer due to obsolescence, still remain the Suppliers' responsibility to replace or renew from another source. The facility Director will be notified when other than genuine replacement parts are used.
 - 3. Supplier shall make no alterations or additions to the equipment without prior written approval from the facility Director.
 - 4. Supplier shall regularly and systematically examine, adjust, lubricate as required, and if conditions warrant, clean, repair or replace:
 - a) Machine, worn, gears, thrust bearings, drive sheave, shaft bearings, brake assembly and brake coil, brake contacts, lining and components parts.
 - b) Motor and motor generator, motor windings, rotating elements, commutator, brushes, brush holders, and bearings.
 - c) Silicon control rectifiers, reactors, filters, heat sinks, amp traps, transducers, and all control components
 - d) Controller, selector and dispatching equipment, all relays, solid state components, resistors, condensers, transformers, contacts, leads, dashpots, timing devices, computer and microprocessor devices, steel selector cable or tape, and mechanical and electrical driving equipment.
 - e) Governors, governor sheaves and shaft assembly, bearings, contacts and governor jaws.
 - f) Deflector of secondary sheaves, sheave bearings, car and counterweight guide rails, top and bottom limit switches, governor tension sheave assembly, compensating sheave assembly, counterweight and counterweight guide shoes including rollers or gibs.
 - g) Hoistway door interlocks, hoist way door hangers, bottom door guides and auxiliary door closing devices.

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- h) Automatic power operated door operator, car door hangers, car door contact, door protective device, load weighing equipment, car frame, car safety mechanism, platform, wood platform flooring, elevator car guide shoes, gibs or rollers, ceiling fan/blower and grill
 - i) Signal system devices and fixtures, signal devices including hall buttons, hall lanterns, operating panels, intercommunication system, telephones with options and features as currently installed, position indicators, dials, bells, buzzers, gongs, and light bulbs.
 - j) Emergency lighting, bulbs, batteries, trickle charger and related wiring and components.
 - k) Elevator operating devices for fire emergency operation.
 - l) Elevator operating devices for emergency power operation.
 - m) Fireman phone jacks and fire alarm speakers where located in inaccessible areas to fire alarm Supplier. Speaker device shall be furnished to elevator Supplier for installation.
 - n) Cabling between demarcation box or controller and in car device. (CCTV Camera, fire alarm speaker, phone jack, Code Blue devices, etc.) Machine room controller / computer and interconnects.
 - o) Supplier shall also:
 1. Examine periodically all safety devices and governors and conduct annual no-load test, and each fifth year, if such requirement falls within the term of this Agreement, perform a full-load, full-speed test of safety mechanism, overhead speed governors, car and counterweight buffers. The car balance will be checked, and governor set. If required, the governor will be re-calibrated and sealed for proper tripping speed.
 2. Re-calibrate and reset load-weighing devices after annual and five-year safety tests and as needed between tests.
 3. Renew all wire ropes as often as is necessary to maintain an adequate factor of safety; equalize the tension of all hoisting ropes, repair or replace conductor cables and hoistway and machine room elevator wiring.
 4. Lubricants selected and furnished by Supplier shall meet the specific manufacturer's requirements for the equipment.
 5. Make other safety tests required by governmental authorities pursuant to regulations or orders in effect on the date of this Agreement including any requirements to test the firefighter's service and standby (emergency) power.
- h. Supplier shall not be required:
1. **To alter, update, modernize or install new attachments to any equipment, whether or not recommended or directed by insurance companies or by governmental authorities.**
 2. To make any replacements, renewals or repair as necessitated by reason of negligence, abuse, vandalism, fire or water damages, repairs by others or misuse of any equipment by persons other than Supplier or by reason of any cause beyond Supplier's control except ordinary wear and tear.

3. To make any tests other than as specifically set forth in this contract.

i. Supplier shall have no responsibility for the following items of elevator equipment, which are not included in this contract:

1. Car enclosures (including but not limited to removable panels, door panels, car gates, plenum chambers, hung ceilings, lighting, light diffusers, light tubes and bulbs, handrails, mirrors and floor coverings), hoistway enclosures, hoistway gates, main line disconnect switch, doors, doorframes and sills.
2. Computer or microprocessor devices, such as terminal keyboards and display units, that are not exclusively dedicated to the elevator system, intercoms, heat or smoke sensors or communications or safety signaling equipment not installed by Supplier, or instruction or warnings in connection with use by passengers.

j. Supplier shall check the group dispatching systems and make necessary tests to ensure that all circuits and time settings are properly adjusted and that the system performs as designed and installed by the manufacturer. Supplier shall also adjust and maintain revised settings upon written direction of University of California Health.

6. Elevator car ride criteria:

a. The following parameters define the standard for quality elevator ride for the high-speed elevators:

Design Speed	Adjacent Peak to Peak Acceleration
350 FPM	17 mg (mille g's)
500 FPM	20 mg (mille g's)
700 FPM	25 mg (mille g's)
800 FPM	28 mg (mille g's)

b. Recording accelerometer tests shall be conducted on each elevator traveling at design speed between terminal landings without stopping in both the Up and Down directions with a maximum load of 500 pounds placed symmetrically in the car. Recordings shall be taken with the accelerometer on the platform in the plane of the car guide rails and perpendicular to the place of the car guide rails. The accelerometer tests shall be made with the sensing unit placed in the center of the elevator car enclosure mounted directly on top of the car platform. The accelerometer and the recording device shall be calibrated just prior to the test, shall provide continuous direct reading on paper tape at a speed not less than 1 inch per second, shall be sensitive to the accelerations in a band width from 0.25 to 10 hertz and be equipped with an ISO2631 filter or equivalent. One set of recordings for each elevator shall become the property of the University of California Health as a permanent record.

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- c. The maximum horizontal acceleration permitted in each plane shall be determined from the charts of "Elevator Motion Measurement" in accordance with the following criteria and evaluation method:
 - d. If the results exceed the maximum specified, the rail alignment, the rail joints, and the guides shall be adjusted to correct the ride characteristic in each plane separately to this maximum.
 - e. The instantaneous acceleration recorded for a trip of the full travel of the elevator in both the up and down directions shall not exceed the tabulated values. Adjacent peak-to-peak values of instantaneous acceleration shall be used to determine the zero-reference line.

I. ESCALATORS AND DUMBWAITERS

- A. Supplier will maintain all dumbwaiters and escalator equipment under the same terms and conditions described herein for Traction Elevators, as the same are applicable to escalators, with the following additions:
 - 1. Controller, all relays, contacts, coils, resistance for operating and motor circuits, operating transformers and operating rectifier;
 - 2. Handrail, handrail drive chains, handrail brush guards, handrail guide rollers, alignment devices, steps, step tread, step wheels, step chains, step axle bushings, comb plates, floor plates and tracks;
 - 3. Upper drive, upper drive bearings, tension sprocket bearings, upper newel bearings, lower newel bearings;
 - 4. All balustrade fastenings, deck and trim fastenings (screws, clips, etc.);
 - 5. Skirt panels and panel finishes;
 - 6. Escalator under-step lighting and balustrade panel and skirt lighting;
 - 7. Upper and lower pit equipment spaces, pit lights, inclined truss pans;
 - 8. Examine periodically (at intervals no longer than six months) all normal operating devices and equipment in accordance with ANSI A17.1, Section 1007 and conduct annual inspections and tests of all safety devices, brakes, step up thrust devices and governors in accordance with ANSI A 17.1, Section 1008. If required, the governor will be calibrated and sealed for proper tripping speed.
- B. Supplier shall also:
 - 1. Examine and test periodically all safety devices, including but not limited to, skirt switches, emergency stop switches, handrail switches, stop switches, broken chain switches, step out of position switches, missing step detectors, step-up thrust safety switches, and etc.
 - 2. Furnish lubricants selected by Supplier to meet the specific requirements of the equipment.
 - 3. Skirt index testing shall be included in maintenance price.
 - 4. Clean down truss and all internal components at least annually.
- C. Supplier shall not be required to:
 - 1. To alter, update, modernize or install new attachments to any equipment, whether or not recommended or directed by insurance companies or by governmental authorities.

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2. To make any replacements, renewals or repairs necessitate by reason of negligence, abuse, vandalism, fire or water damages, repairs by others or misuse of any equipment by persons other than the Supplier or by reason of any cause beyond Supplier's control except ordinary wear and tear.
 3. To make any test other than as specifically set forth in this contract.
- D. Supplier shall have no responsibility for the following items of escalator equipment which are not included in this contract.
1. Balustrades, skirt panels, decks, wedge guards, surface mounted lighting.
 2. Supplier shall maintain the original contract speed in feet per minute within limits of applicable codes.
- E. **Hydraulic Elevators**. Supplier shall maintain the hydraulic elevator equipment based on the following terms and conditions:
1. Supplier shall use trained and qualified persons directly employed and supervised by Supplier. Such employees shall be qualified to keep the equipment properly adjusted, and they will use all reasonable care to maintain the elevator equipment and equipment spaces clean and in proper operation condition to comply with all requirements of all local codes and ASME A17.1 Safety Code for Elevators with Supplements and ASME A17.2, Inspector's Manual with Supplements in effect at date of this Agreement.
 2. All materials to be used under this Agreement shall be genuine replacement parts and/or materials as manufactured and supplied by the original manufacturer of the elevators and all related equipment or its equivalent. Any parts not available from the manufacturer due to obsolescence, still remains the Supplier's responsibility to replace or renew from another source. The facility Director will be notified when other than genuine replacement parts are used.
 3. If the Supplier deems it necessary to add hydraulic oil to any elevator while providing maintenance service under this contract, the Supplier must notify the facility Director within 24 hours after adding more than two (2) gallons of such fluid. The Supplier must provide written documentation as to the cause of the loss of hydraulic oil as well as the remedy to prevent further loss. All oil spills shall be properly cleaned in no more than 24 hours after discovery.
 4. Supplier shall regularly and systematically examine, adjust, lubricate as required, and if conditions warrant, clean, repair or replace:
 - a. Pumps, pump motors, operating valves, valve motors, motor windings, leveling valves, plunger packing, exposed piping, hydraulic fluid tanks.
 - b. Controller, leveling devices and cams, all relays, magnet frames, solid state components, resistors, condensers, transformers, contacts, leads, timing devices, resistors for operating and motor circuits, operating circuit rectifiers.
 - c. Hoistway door interlocks and hangers, bottom door guides, auxiliary door closing devices, and hoistway switches.

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- d. Automatic power operating door operator, car door hanger, car door contact, door protective device, car frame, platform, wood platform flooring, car guide rails, car guide shoes, gibs or rollers, ceiling fan/blower and grill.
 - e. Filters, mufflers, and muffler components.
 - f. As conditions warrant, repair or replace conductor cables, elevator hoistway wiring and machine room elevator wiring.
 - g. Furnish lubricants and hydraulic fluid selected by Supplier to meet the specific requirements of the equipment.
 - h. Emergency lighting, bulbs, batteries, trickle charger, and all related wiring and components.
 - i. Elevator operating devices for fire emergency operation.
 - j. Fireman phone jacks and fire alarm speakers where located in inaccessible areas to fire alarm Supplier. Speaker device shall be furnished to elevator Supplier for installation.
 - k. Cabling between demarcation box or controller and in car device. (CCTV Camera, fire alarm speaker, phone jack, Code Blue devices, etc.) Machine room controller / computer and interconnects.
- F. Supplier shall also:
- 1. Examine periodically all safety devices and conduct annual no-load tests if such requirement falls within the term of this Agreement.
 - 2. Furnish lubricants selected by the Supplier to meet the specific manufacturer's requirements for the equipment.
 - 3. Make other safety tests required by governmental authorities pursuant to regulations or orders in effect on the date of this Amendment including any requirements to tests the firefighter's service and standby (emergency) power.
- G. Supplier shall have no responsibility for the following items of elevator equipment, which are not included in this Agreement:
- 1. Car enclosures (including but not limited to removable panels, door panels, car gates, plenum chambers, hung ceiling, lighting, light diffusers, light tubes and bulbs, handrails, mirrors and floor coverings), hoistway enclosures, hoistway gates, main line disconnect switch, doors, door frames, sills, buried piping and cylinder.
 - A. Computer or microcomputer devices, such as terminal keyboards and display units, that are not exclusively dedicated to the elevator system, intercoms, heat or smoke sensors or communications or safety signaling equipment not installed by Supplier, or instruction or warnings in connection with use by passengers.
- H. Supplier shall not be required:

1. To alter, update, modernize or install new attachments to any equipment, whether or not recommended or directed by insurance companies or by governmental authorities.
2. To make any replacements, renewals or repair as necessitated by reason of negligence, abuse, vandalism, fire or water damages, repairs by other or misuse of any equipment by persons other than Supplier or by reason of any cause beyond Supplier's control except ordinary wear and tear.
1. To make any tests other than as specifically set forth in this Agreement.

I. Maintenance on All Elevators:

1. Supplier will regularly and systematically examine, adjust, clean, lubricate, and when conditions warrant, repair or replace any component of the elevator system to guarantee original design conditions and performance characteristics.
2. Supplier will keep the guide rails properly lubricated at all times except where roller guides are used and, when necessary renew guide shoes gibs or guide rollers in order to assure smooth and quiet operation.
3. Supplier will periodically examine all safety devices and will adjust, repair, or replace as necessary.
4. Supplier will renew and repair and/or replace electrical wiring and traveling conductor cables.
5. Supplier will furnish new parts and lubricants including hydraulic fluid obtained from or recommended by manufacturer of the equipment or approved equal.
6. Supplier will also examine, lubricate, adjust, repair and/or replace the following accessory equipment:
7. Interlocks-Retiring Cams, Door Closers, Car and Hatch Door Hangers and Tracks, Signal Systems, Car and Hatch Door Operators.
8. Supplier will perform all maintenance, adjustments, repairs, testing, and inspections according to original manufacturer's recommendations and will keep current on latest techniques and requirements.

Failure to conduct inspections and maintain parts per O&M manual timelines, resulting in premature part failure, shall be considered a service failure. Additionally, if a part fails within 30 days following a scheduled inspection and that failure is attributable to missed or improper maintenance, it shall also be deemed a service failure

9. All oils, solvents etc. shall be properly stored in accordance with applicable regulations.
10. All hazardous waste material must be disposed of legally by a third party. Supplier must coordinate with the third party designated by University of California Health to ensure access to affected elevator pits as requested by University of California Health. Copies of disposal manifests must be provided to University of California Health.

J. Monitoring Services

Supplier shall include elevator monitoring services in the base maintenance scope at no additional cost. Monitoring shall cover system performance, fault detection, ride quality metrics, and emergency communication system status. Supplier shall provide University of California Health with full access to the monitoring portal and include all system updates, data storage, and reporting capabilities as part of this contract. No separate monthly or per-elevator fees shall apply for these services.

III. Schedules and Service Requirements.

Supplier will furnish the University of California Health with a schedule of standardized preventative maintenance tasks. This will be reviewed and updated annually. Preventative maintenance schedules will be subject to changes as needed and will be communicated to University of California Health's representative in writing.

1. Supplier will maintain an accurate log of all work, including preventive maintenance performed, repairs, adjustments and details of call back service. Scheduled preventive maintenance operations shall be computer driven. A sample task assignment to be provided by Supplier for approval. Task sheets signed off by maintenance personnel shall be provided to University of California Health on a monthly basis.
2. Supplier will provide University of California Health with a copy of its standard monthly customer report of service calls for the equipment, listed per unit, which were received by Supplier's dispatching center. Email or electronic data is acceptable provided it is readily available and current. This report must be provided by the 15th of each month.
3. An authorized representative designated by the University of California Health (e.g., the Facility Director or designee) will sign Supplier's service time tickets at the time any work is performed. After hours reports may be signed within 24 hours or on the next regular workday. Supplier agrees to work with University of California Health on utilizing time / work tickets generated by Engineering Department based on the University of California Health's standard software or management system.
4. Annually Supplier will provide University of California Health with an evaluation of the elevator system's response to traffic for units which are controlled by a group dispatching system using Supplier's computer system and services, or as needed if problems exist. These reports will provide statistical data on average hall call waiting times by time of day and by floor for thirty (30) minute periods during the course of a normal workday in the building.

The following schedule of inspection and maintenance operations shall be followed in carrying out the performance of this contract. This schedule constitutes the minimum of operations and frequency of performance to be provided. Additional services may be required in order to comply with performance and safety requirements. Supplier will ensure procedures and frequency of inspection and service will be as per manufacturer's latest recommendations.

Supplier shall provide quarterly performance reports both at the individual site level and a consolidated systemwide summary. Reports must include uptime, response times, entrapments, and repeat failures.

Monthly Service

Supplier must provide monthly inspections as set forth in this section. During the monthly inspections, the following operations must be performed as part of the service and continuing on this basis throughout the contract period.

- Ride each car, check operation of car and hatch doors, acceleration, deceleration, floor stops and leveling. Make corrections as necessary.
- Inspect and wipe clean all motors and pump units.
- Inspect controllers, selectors and selector drives.

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- Clean and adjust all controller and selector contacts. Renew worn contacts and/or shunts where necessary. Check sequence of operation.
 - Clean and lubricate direction and accelerating switches.
 - Inspect valve and pump operation, where appropriate, and adjust as required for proper operation.
 - Inspect other operating components as necessary.
 - Check emergency lighting for proper operation.
 - Clean and lubricate car and hatch door hanger rails.
 - Clean hoistway and cab door tracks
 - Inspect door monitoring equipment and electronic safety edges. Clean, lubricate, adjust or repair as necessary.

Quarterly Service

Supplier must conduct the following services on a quarterly basis:

- Clean hoistway pits and inspect equipment in them.
- Check contacts, shaft, bushings, and rubbing surfaces for cleanliness and wear.
- Examine traveling cables for wear and position.
- Lubricate selector drive and guides and clean contacts if necessary.
- Clean and lubricate automatic slow down, normal and stopping switches.
- Check car fan motors for proper operation.

Semi-Annual Services

Supplier must conduct the following services on a semi-annual basis:

- Check bearings for proper operation and wear.
- Inspect all door operating equipment including motor brushes, commutator, belts and chains, contacts, release roller assemblies. Clean, lubricate, adjust or replace as necessary.
- Perform electrical test of door interlock circuits.
- Examine door locks and door closer equipment. Clean door channels.
- Examine car guide shoes and fastenings.
- Renew gibs or rollers when necessary. Lubricate sliding guide shoes.
- Remove car station cover, blow out, clean or lubricate switches and buttons.

Annual Services

Supplier must conduct the following services on an annual basis:

- Examine, clean with proper solution, and repair as necessary, commutator, brushes and brush holders of all motors.
- Thoroughly examine and clean starter and control panels. Check each contactor and relay by hand for wear, cleanliness and proper adjustment. Clean, readjust, repair or replace as necessary.
- Check, clean and adjust operation of slow down and limit switches.
- Examine and clean buffers.
- Blow out and vacuum controller and motors and test winding insulation condition (Megger) on motors and record all results.
- Clean hatch door hangers and track.
- Clean car top, pit, overhead sheaves and beams. Check bracket bolts for tightness.
- Remove car and hall station covers, blow out, vacuum and clean buttons and switches.
- Annual Inspection: Perform all safety and operational tests as required by governing authorities--all tests to be performed during normal working hours.

Weekend Shift Coverage Option

- Upon request by University of California Health, Supplier shall develop and implement alternative weekend shift schedules to provide coverage for preventive maintenance, callbacks, and service response on Saturdays, Sundays, and Holidays. Supplier shall identify shift structures that minimize or eliminate the need for double-time labor rates. Any such shift plans shall be reviewed and approved annually by University of California Health.
- a. Supplier will perform all elevator tests required by the latest edition of A17.1. Supplier, at no additional cost to the University of California Health, shall repair any damage to the elevator equipment caused by any such test.

Supplier must apply, obtain and pay for in a timely manner all permits and fees for all repairs and for the annual test of the elevator safety devices as required by the Department of Public Safety. The certificate is to be provided to the management for the University of California Health facility Director. The cost of the necessary labor and equipment during all elevator inspections is included in this contract. Firefighters' service tests are to be made as part of this contract. Copies of the inspection certificates will be maintained in each elevator by Supplier and the originals furnished to University of California Health.

Three months before expiration of the contract, University of California Health and Supplier shall make a joint inspection of all equipment covered by the contract. Any defective parts found during the inspection which come under the scope of the contract will be replaced by Supplier within 30 days.

At its discretion, University of California Health may have additional representatives present to witness any or all such tests.

at the correct In addition to the requirements stated in A17.1 for the five-year full load test of safeties at rated load and rated speed, Supplier shall:

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- (1) Check and adjust all existing load weighing devices to ensure that they perform their intended function weight.
 - (2) Make all adjustments required to ensure that the safety devices perform their intended function as designed.
 - (3) File smooth any guide rail damage caused by the setting of the safety devices.

b. Other

- (1) All signal lenses and operating fixture switches and push buttons visible to or used by the public shall be maintained by Supplier to provide like new operation and appearance.
- (2) When appropriate, Supplier will recommend energy conservation measures applicable to the elevators serviced under this agreement.
- (3) Supplier shall take all necessary precautions, to safeguard and protect University of California Health's property with which Supplier comes in contact while performing the contract work.

c. Additional Services

University of California Health may request that Supplier provide additional services not covered by this contract such as upgrades, car enhancements and repairs necessitated by vandalism. This work will be performed during the routine business hours or after hours at the facility Director's discretion. Supplier will be reimbursed at the hourly rate specified for Additional Services. All materials will be reimbursed at the Suppliers documented cost.

- (1) Supplier shall not change or alter the existing elevator equipment or any electrical circuits, wiring, controls, or sequencing without written authorization from the Property Manager or Maintenance Manager. If changes are authorized, Supplier shall make appropriate revisions to the elevator drawings and/or specifications. All improvements made by Supplier during the term of this contract shall become and remain the property of University of California Health.
- (2) Regular maintenance, repairs and parts shall be considered warranted under the general terms and conditions of the contract and be serviced by the on-site technician in line with his/her regular duties.
- (3) Supplier shall specifically describe warranty conditions and limitations for unusual and special upgrades or modifications. Additional upgrades, modifications, or repairs shall be considered warranted under the conditions negotiated within each individual proposal.
- (4) Supplier shall maintain all building space assigned to Supplier, and any University of California Health-owned equipment Supplier is authorized to use, in a neat, clean, orderly, and working condition at all times.
- (5) Supplier shall take all necessary precautions to safeguard and protect all of University of California Health's property with which Supplier comes in contact while performing the contract work.

All machine rooms, hoist ways, pits, elevator equipment, and landing sill grooves (if due to poor door adjustment by Supplier), will be kept free of dust, dirt, grease, oil, and foreign debris as part of the maintenance checks performed by Supplier and, in addition, should be checked on every visit to the elevator.

It will be the responsibility of Supplier to, (excluding hazardous materials and biological waste), thoroughly clean all elevator pits of any and all debris, materials etc. found in the elevator pit.

- (6) Supplier will submit Material Safety Data Sheets (MSDS) to the EH&S Manager or his designee, for all materials it uses.
- (7) Supplier will use reasonable care to minimize the generation of waste by Supplier and will properly dispose of all non-hazardous or biological waste.

d. Supplier must provide service reports as set forth below.

REPORTING REQUIREMENTS	WHEN DUE
Service call or repair report	Comments shall be entered in University of California Health's CMMS as soon as reasonably practical after responding to service call.
Service Call Logs	Resolutions, recommendations, and comments on work orders should be noted in University of California Health's CMMS within 1 business day
Supplier Contact List	15 calendar days prior to contract start date and updated as needed to keep current
Outage notification	Immediately upon an elevator being placed out of service
Indication of underground hydraulic oil leakage	Immediately upon indication of explained leakage. Provide oil loss records to University of California Health and schedule full load leak down test for any loss of oil detected
Hazardous materials Permits/Certificates/MSDS	By contract start date and updated as necessary
Key Personnel Resumes	Within 5 business days of the effective date and updated as needed
List of subcontracted suppliers and services to be provided	15 calendar days prior to contract start date and updated as needed
Proposed MCP requirements submittal	15 calendar days prior to contract start date
Part Availability Notifications	Within 5 business days of identifying critical unavailable parts due to supply issues.

Supplier shall submit a service call log or record that documents all preventive maintenance, as well as service calls, to the Property Manager or the Maintenance Manager on a monthly basis.

Supplier will maintain a master log of all service calls and will submit this log to the Property Manager or Maintenance Manager upon request.

Supplier shall immediately notify the Property Manager in writing of any indication of underground oil seepage that may be attributed to a leaky underground hydraulic cylinder.

Supplier shall provide on-demand access to supplier owned monitoring systems portal and all reports derived from that software immediately upon request. It is the sole responsibility of Supplier to maintain, upgrade and provide all available enhancements to the software at no additional cost to University of California Health.

- e. Supplier shall utilize a comprehensive quality control program to assure that the contract requirements are provided as specified. Periodically, but no less often than twice a year, Supplier will conduct field audits to maintain quality standards, and will provide University of California Health copies of these reports within 2 business days of the field audit.
- f. Supplier will perform all work, including emergency minor adjustment call back service, during the building's regular working hours and regular working day unless otherwise requested by University of California Health. Inspection defects covered by this Agreement shall be remedied within 30 days of inspection date. Supplier shall provide emergency callback service, between routine service visits, during normal work hours, Monday through Friday, 7:00 AM to 3:30 PM at no additional cost to University of California Health except for the following holidays - New Year's Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Day after Thanksgiving Day and Christmas Day. 24 hour emergency callback service shall be provided at an additional cost as set forth on Exhibit A, if outside of normal hours. Emergency calls outside of normal business hours shall be acknowledged by return phone call within 1 hour of the original notification and site visit within 4 hours.

g. State Permits and Inspection Fees.

Supplier is required to obtain and apply for all required State Permits for each elevator. Supplier shall provide a copy of each State Permit to the designated facilities manager. Supplier shall perform all testing required to obtain a state permit. Supplier shall describe their reporting system for application for and obtaining of State permits. The only third party QEI inspector that may be used at any University of California Health facility is either Elite Elevator Inspections or other as approved by University of California Health. Supplier must coordinate access for the third-party inspector to inspect the elevators at the request of the third-party inspector or University of California Health. Supplier may present the invoice for all city and state permits to University of California Health.

h. NFPA testing

Supplier shall, during the normal business hours set forth in Section I below, perform all NFPA step 1 recall tests at either a mandatory monthly or State of (State) required time frame.

i. Response Time

Supplier will respond, on a twenty-four hour a day, seven day a week basis if (i) more than one cab in a group is out of service, (ii) if there is a dispatching failure or (iii) if there is an entrapment, at their cost at any time without regard to time of day, day of week, or holiday. In no circumstance shall an elevator or be out of service more than 72 hours unless approved by University of California Health. Any elevator out of service for more than 72 hours shall be manned with a dedicated repair team 12 hours a day, Monday through Friday until restored to service. This will not apply if Supplier can verify that parts availability has caused the delay and it is beyond Supplier's ability to expedite delivery of parts.

Supplier will maintain journeymen level technicians and helpers on-site during regular working hours, Monday through Friday, 7:00 a.m. to 3:30 p.m. (CST) who will respond to cell phone or other contact calls. The onsite technicians will respond to all service calls at all University of California Health facilities, during regular working hours.

Additional support as required will be used to ensure rapid return to service, correction of problems beyond the training/capabilities of the on-site technician and to assist in completing PM and Inspection services on time and to standard.

Supplier's mechanics shall always check in and out with security or the building office. Supplier will provide at own expense additional mechanics as necessary to meet maintenance requirements during normal business hours. The Supplier's personnel shall report to the Facility Management Services office or the dispatch desk prior to commencing work and check out after completing the work. This requirement applies to regular maintenance, repairs and callbacks. At the time of check in the Facility Maintenance Services may provide Supplier's personnel with a list of reported problems requiring the Supplier's attention. A daily elevator status must be provided to University of California Health facilities management each morning by 9:00am. This status may be emailed, written, verbal, or by other acceptable means. This status report shall include elevators not in service and expected to return to service date, as well as other information needed to determine availability /status of elevators.

Suppliers' employees must attend any class or training required by University of California Health to receive an University of California Health Supplier badge, which must be renewed annually. No employees of Supplier are permitted on the premises without a Supplier badge.

Supplier will provide onsite personnel a cell phone from the cell phone provider designated by University of California Health. University of California Health will provide Supplier with 30 days' notice if University of California Health changes its cell phone provider.

Supplier shall provide experienced elevator field engineers and adjusters to assist the onsite technician when the technician does not correct an out-of-service condition within two (2) hours from the start of the service call. The assistants shall be provided within four hours after the out-of-service corrective work was started. They shall remain on the job site until the elevator is returned to beneficial use, unless alternate work schedules are submitted to and approved by the Director of Facilities. Such additional support will be considered as part of the normal monthly charge for elevator service.

When a bank of elevators experiences a second unit out of service, that service call shall be considered emergency service and University of California Health shall not incur after-hour's charges unless the outage is documented to be the result of error on the part of University of California Health or its business invitee.

j. Elevator entrapments

Supplier shall use the procedures contained in the ASME A17.4 Guide for Emergency Evacuation of Passengers from Elevators in all such instances.

Each entrapment shall be reviewed in the quarterly report. Supplier must demonstrate corrective actions to prevent recurrence. Repeat failures in the same unit within a 30-day period may be deemed a service failure.

Following any service failure resulting in an elevator entrapment, Supplier shall conduct a formal post -incident review ("post mortem") within five (5) business days of the event. This review shall include a root cause analysis, corrective actions taken, and proposed measures to prevent recurrence. The report shall be shared with University of California Health and discussed during the next governance meeting or a dedicated follow-up call, at University of California Health's discretion.

Supplier shall be onsite within 30 minutes of a reported entrapment. For documented extraordinary events that prevent Supplier from getting there within the 30-minute requirement, in no event will Supplier's arrival onsite exceed one hour.

k. Elevators not in use and Obsolete Elevators.

At University of California Health's discretion, an elevator may be added or removed from regular service. A monthly maintenance check will be required to ensure that an elevator removed from service for more than 90 consecutive days is in proper working order and is safe for transporting at the rated load plus 50% before it is returned to service. This check will be performed at no additional cost to University of California Health. Supplier must itemize elevators categorized as obsolete that may require custom tooling for budgeting purposes within 30 days after the Effective Date. Supplier must identify its process for providing proof of custom tooling requirements for budgeting purchases and must provide documentation from the manufacturer that replacement parts are no longer available from the OEM or any other source. All replacement parts for repair of obsolete elevators will be billed at Supplier's documented cost plus 15%.

l. Elevator downtime

The following guidelines shall be considered the maximum allowable downtime for repairs listed. Supplier shall ensure repairs are completed expeditiously to minimize downtime in all cases. For any repairs that require an upgrade from a manufacturer other than Supplier, Supplier will obtain and install the needed upgrade at no additional cost to University of California Health. Supplier will provide weekly reports that include all downtimes and repairs details.

Major Repairs

- (1) Rewind motors - 7 working days.
- (2) Repair or replace hydraulic control valves or pump--3 working days.
- (3) Replace motor bearing--3 working days.
- (4) Cable replacement ropes – 3 working days.

Minor Repairs--Completion within 1 working day.

- (1) Replace relays or coils
- (2) Replace printed circuit board

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- (3) Replace door interlocks
 - (4) Replace door gibs
 - (5) Door operator repairs
 - (6) Repair selector drive
 - (7) Replace door operator motor

Minor Repairs--Completion within 2 working days.

- (1) Replace selector
- (2) When an elevator without backup is shut down, a sign shall be placed at each opening indicating the elevator is being serviced and which elevator or stairwell to use.

Delays in repair timelines due to verified supply chain disruptions or tariff-related issues must be documented and communicated to University of California Health immediately upon identification. Supplier must provide evidence of the disruption and estimated delivery time. In such cases, Supplier shall take reasonable steps to mitigate delays, including sourcing alternative parts or suppliers where feasible.

m. Elevator Management Systems

Supplier shall have an elevator management system and, within five days following execution of this Agreement, will provide detailed information regarding its elevator management system so University of California Health clearly understands your capabilities.

All systems shall remain non-proprietary. Supplier must ensure that diagnostic tools, controllers, and data logs are accessible by University of California Health or future contractors.

III. STAFFING REQUIREMENTS

a. Supervisor

A supervisor is a person designated in writing by Supplier to make decisions for the Supplier on a day-to-day basis. Supplier shall employ competent supervisory personnel. The supervisor shall be available by telephone at all times that work is being performed during the Term of this Agreement.

b. Elevator Maintenance Technicians and Helpers

Additional support, as required, will be provided to ensure rapid return to service, correction of problems beyond the training/capabilities of the on-site technician, and to assist in completing PM and Inspection services on time and to standard.

c. Travel Expenses

At all times during the Term, Supplier must bear all expenses of travel, including labor, to and from all University of California Health facilities to provide Services under this Agreement, whether or not they are for regular maintenance or equipment downtime.

d. Time Reporting.

University of California Health requires access to Supplier's time tracking systems to track Suppliers' technician time reporting. All facilities will use Suppliers' work order system and Suppliers' software. Supplier will provide those facilities with access and appropriate licensure for those systems and software.

Each University of California Health center shall designate the number of required on-site journeyman-level resident mechanics to be dedicated to their facilities during regular working hours, as identified by each University of California Health center (local time). Supplier shall staff accordingly based on each campus's specified requirements.

- 1.1. Additionally, one or two journeyman-level technicians shall be assigned to special events at University of California Health and University of California Health Health System including but not limited to home football games, graduation events and other events as determined by University of California Health. University of California Health shall provide a schedule of events in 12-month increments. Cancellations or changes to the schedule shall be communicated to supplier within 48 hours of the event. Special event billing rates shall be provided in Exhibit B.
- 1.2. Technicians shall be fully qualified to maintain all equipment associated with the elevator equipment covered under this agreement and shall use all reasonable care to maintain the elevators in a clean, proper, and safe operating condition. Clean, Proper and Safe Operation is defined as: All electronic, mechanical, and hydraulic elevator equipment shall operate in a manner that meets or exceeds both state and federal codes. When not responding to normal service calls, the on-site technicians shall perform preventive maintenance or system upgrades based upon a mutually agreed upon schedule. The technicians shall also have the requisite State and local certifications, copies of which shall be provided to University of California Health and University of California Health Health. The on-site technicians shall be subject to approval by University of California Health.
- 1.3. Additional support as required shall be provided to ensure rapid return to service, correction of problems beyond the training/capabilities of the on-site technician and to assist in completing PM and Inspection services on time and to established standards.
- 1.4. Supplier shall provide University of California Health with a minimum of two (2) resident mechanics during established working hours perform proactive preventive maintenance and repairs.
- 1.5. The resident mechanics shall have a minimum of ten (10) years of experience in preventive maintenance and troubleshooting on the equipment specific to this scope of services.
- 1.6. Resident mechanics shall work only on the University of California Health campus and shall not be required to respond to calls or repair work away from University of California Health premises during the established normal working hours.
- 1.7. In cases where the resident mechanics are off work due to PTO, illness, etc. Supplier shall provide equally qualified replacement mechanics at no additional cost to University of California Health. Contact information for replacement/temporary mechanics shall be provided.
- 1.8. Repairs requiring two or more technicians, that take more than 4 hours of the workday, shall be scheduled and completed by a repair crew that does not include the resident mechanics.

- 1.9.** Supplier shall employ competent supervisory personnel. A supervisor is a person designated in writing by Supplier to make decisions on behalf of the Supplier on a day-to-day basis and oversees the work of the resident mechanics. The supervisor shall be available by telephone at all times that work is being performed during the term of this agreement. The supervisor shall oversee the governance of this agreement and shall facilitate the following:

Supporting Governance	
1	Supplier shall conduct Quarterly Business Review meetings with designated University of California Health representatives to review KPIs, customer reports, schedule of standard maintenance tasks, an accurate log of all work performed, invoicing and other related concerns.
2	Supplier shall maintain statistics to support KPIs on a continuous basis. (see table below)
3	Supplier shall obtain prior written approval from requisite facilities contacts prior to performing off-contract work and invoice submission. All invoices shall include facility name, name of authorized approver, address, work order number, DOL number, number of approved hours and an itemized list of charges.
4	Supplier shall conduct monthly safety inspections in accordance with manufacturer's current recommendations.
5	Supplier shall inform University of California Health representative of any change in State, ADA and all other regulatory mandates and maintain all elevators in a manner that meets or exceeds those regulations.
6	Supplier shall, during the normal business hours, perform all NFPA step 1 recall tests in a time frame as required by the State of (State).
7	Supplier shall provide technology, (i.e. tablet, telephone) to access University of California Health's preferred Computerized Maintenance Management System for documentation of work orders.

Member			Submitted by:				
Accepted By:			Date Submitted				
ELEVATOR MAINTENANCE KPI'S			Key:	On Track	At Risk	Behind	
#	KPI's to be gathered by incident and reported on a Quarterly Basis			96 - 100	91 - 95	90<	
Stretch Goal (quantifiable best case):		100%	100% less number of occurrences = Delta divided by 100%	Q1	Q2	Q3	Q4
Target Goal (quantifiable realistic case):		90%		100%	100%	100%	100%
#	Supporting Key Performance Indicators		Exp %	Supporting Measure			
				Q1	Q2	Q3	Q4
#1	<u>Unscheduled Downtime</u> : The number of times an Elevator is rendered out of service within one quarter, due to issues unrelated to scheduled maintenance.		100%	100%	100%	100%	100%
#2	<u>Mean Time Between Failure</u> : The number of days between reoccurrence of failure on the same unit within a 90-day period.		100%	100%	100%	100%	100%
#3	<u>Equipment Related Callbacks</u> : Measured per unit per year. \$100 per occurrence up to five (5) callbacks. \$200 per occurrence for Six (6) callbacks and greater per unit		98%	98%	98%	98%	98%
#4	<u>Response Time to Equip Failures</u> : The amount of time before an unscheduled downtime is personally addressed with a plan to return to operational status. \$100 per occurrence for responses over 60 minutes.		100%	100%	100%	100%	100%
#5	<u>Entrapments</u> : Number of Entrapments in one year.		100%	100%	100%	100%	100%
#6	<u>Entrapment Response Time</u> : Number of minutes passed before Elevator Maintenance Supplier is physically present at entrapment.		100%	100%	100%	100%	100%

IV. Supplies, Materials and Equipment

- Supplier will provide all supplies, materials, repair or replacement parts, tools, transportation and equipment (including diagnostic tools and equipment) necessary to perform the work specified in this contract efficiently and effectively.

Supplier must furnish as part of the maintenance herein provided and not as a separate sale, the following parts and supplies: all controller and selector contacts, contact insulators, springs, copper braids and board fuses, limit switch and push button contacts, lubricants and cleaning clothes.

- University of California Health will provide storage space for on-site inventory for a reasonable and prudent stockpile. Supplier shall maintain these parts in accordance with OSHA and University of California Health's Safety Requirements and shall be responsible for the security of said inventory.

If available, all replacement parts shall be new, of best quality, and genuine original equipment manufacturer's parts.

All replacement parts and materials shall be exact duplicates of the parts or materials that are being replaced and shall be stored in accordance with the manufacturer's instructions, with seals and labels legible and intact. No substitution of manufacturer, model, or type will be allowed. No substitution of manufacturer, model, or type will be allowed without the prior written consent of the facility Director at the impacted location.

All replacement parts shall conform to the manufacturer's latest specifications for the particular elevator system equipment.

Any replacement parts supplied at additional cost, which do not correct a system problem or are deemed unnecessary by each campus, shall be removed immediately and the replaced part shall be properly reinstalled. Such work shall be the responsibility of, and at the expense of, Supplier.

Supplier shall provide necessary cleaning materials and supplies and maintain the cleanliness of hoist ways, machine rooms and pits. Drip pans shall be provided as needed. Supplier shall provide an approved metal waste can with cover in each machine room, which shall be maintained in safe and usable condition.

Work is to be executed in a thoroughly substantial, neat and workmanlike manner. It is the Supplier's responsibility to clean up the work area upon completion of tasks and remove from premises any rubbish which may have resulted from the completion of such tasks.

Supplier shall provide spill kits in the machinery rooms of each hydraulic elevator. The contents of the spill kit will be as mutually agreed to by Supplier and University of California Health's Environmental Health and Safety manager.

Supplier shall provide a list of spare parts that will be stored at each site within 5 business days following the execution of this Agreement.

c. Parts Availability and Supply Chain Management

Supplier shall maintain a sufficient inventory of commonly used and critical wear parts on-site or locally to ensure timely repairs and minimize downtime. Supplier shall notify University of California Health in writing within five (5) business days of any parts identified as delayed or unavailable due to supply chain issues, tariffs, or other external factors. Notification must include the affected component(s), reason for the delay, and estimated lead times. Supplier shall also include a stock report summarizing part availability and usage trends as part of the Quarterly Business Review (QBR)

V. Safety, Training, Environmental and Other Standards

- a.** Supplier will comply with all aspects of University of California Health's Environmental Health & Safety "Supplier Safety Guidelines".
- b.** Supplier will advise University of California Health of specific training opportunities, which their personnel are required to attend, for both safety and technical subjects.
 - (1) Supplier will use reasonable care to minimize the risks its work poses to the environment, University of California Health's employees and invitees, the general public, and Supplier's employees.
 - (2) The removal and proper disposal of all fluids, oils, grease, rags, solvents, etc. is the responsibility of Supplier under this Agreement.

- (3) On all hydraulic elevators that are affected with hydraulic fluid loss, Supplier must supply a log sheet posted within the machine room. Supplier shall complete this log sheet whenever more than two gallons of oil per month is added to the hydraulic system. This log sheet is to be posted in full view of the person responsible for adding the fluid. The Property Manager or Maintenance Manager is to be immediately notified whenever more than two gallons of oil per month is added to the system. Supplier shall make written notification to the authorized inspector having jurisdiction, with a duplicate copy to Department of Public Safety, Elevator Division, as required by 524 CMR 17.23 (10). This notification shall be made under the supervision of the Property Manager.
- (4) Supplier shall provide University of California Health a copy of all OSHA, state and local safety reports at the same time they are submitted to the governing authority.
- (5) Supplier shall provide proof of an aggressive safety, Equal Employment Opportunity, security and quality improvement program(s) existing at their corporation

VI. Inspections by University of California Health

University of California Health reserves the right to make inspections and tests, as it deems necessary, to ascertain that the requirements of this agreement are being fulfilled. Should it be found that the elevators, dumbwaiters and accessibility lifts are not being satisfactorily maintained, University of California Health may demand that Supplier immediately, at its expense, place the equipment in proper operating and cleanliness condition.

VII. Additional Requirements

- A. The University of California Health reserves the right to have an independent consultant review the equipment and when it deems necessary to ascertain that the requirements of this agreement are being fulfilled. Deficiencies noted shall be expeditiously corrected at Supplier's expense. If work is not completed in 30 days University of California Health reserves the right to have the work done and back charge the Supplier.
- B. University of California Health reserves the right to withhold payments on disputed invoices until resolved.
- C. It is understood that wherever the words "periodically" or "as required" or "as necessary" or "if necessary" are indicated in these specifications as they relate to equipment performance they shall mean at the frequency of maintenance, repair, adjust and/or testing that is required to provide the optimum level of consistent elevator operation.
- D. The Supplier agrees that all work will be performed in a professional and lawful manner by and under the supervision of skilled, experienced elevator service and repairmen directly employed, who are permanently assigned to the project for normal preventative maintenance and repair work, or who may from time to time be assigned to the project for periodic work, shall be qualified to keep the elevator equipment properly adjusted and/or repaired and shall use all reasonable care to maintain the equipment in proper and safe operating condition. All employees performing work under this agreement shall be satisfactory to the University of California Health and/or the University of California Health's agent. Any employees found to be unacceptable to the University of California Health or University of California Health's agent shall be replaced by the Supplier.

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- E. Existing wiring diagrams are available for the Supplier's use, for as long as this contract shall remain in effect, for all of the equipment covered by this contract. Supplier shall maintain and protect all service tools and diagnostic equipment provided by University of California Health. Supplier shall confirm in writing they will abide by software agreements and patent restrictions regarding tools, software or passwords. Wiring diagrams, schematics, University of California Health owned computers and tools will remain the property of University of California Health. Supplier will surrender these items at the conclusion of the contract. Supplier will replace lost or broken University of California Health owned equipment, tools or documents.
 - 1. Supplier will maintain original engineering wiring diagrams for the term of this contract. Wiring diagrams will be modified to reflect any changes made by Supplier for any reason during the term of this contract. At the time modifications are made to any controls, the change must be dated and recorded on the University of California Health's drawings. The wiring diagrams will remain property of the University of California Health. Missing documents will be replaced at the Supplier's expense.
 - F. A proper stock of parts required to maintain the elevators with minimum shutdown time shall be stocked in the machine rooms. Supplier shall maintain cabinets for the orderly storage of parts in each machine room. Supplier shall provide necessary cleaning material. Back up stock of parts shall be at the Supplier's local or national warehouse available for express shipment. Supplier shall keep hoistways, machine rooms and pits clean. Drip pans shall be provided as needed. Supplier shall provide an approved metal waste can with cover in each machine room.
 - G. All bulbs when replaced in hall lanterns and car stations with existing LED bulbs shall be replaced with LED bulbs. Hall lanterns and hall stations with incandescent bulbs will be replaced with LED bulbs as they burn out and University of California Health Hospital will be responsible for the material cost only of those bulbs. In the event LED bulbs cannot be used, University of California Health will be responsible for labor and materials to make the necessary changes to the existing equipment so the LED bulbs can be used.
 - H. No elevator will be removed from service, except in cases of passenger safety, without prior clearance with designated University of California Health's representative.
 - I. After a call is received by the Suppliers dispatching center, the Supplier will have an examiner on the premises within the times set forth below. For the purpose of this provision, such averages will be calculated quarterly on an aggregate basis for all Units for all such calls received during the 12-month period between any two consecutive anniversary dates of the contract.
 - 1. Response to entrapment callbacks during regular hours shall be within ten (10) minutes.
 - 2. Overtime hour response for entrapment callbacks shall be within thirty (30) minutes.

If during any such 90-day rolling period the average response time exceeds that set forth above, as your exclusive remedy, University of California Health will request that the Supplier credit University of California Health in the month following such 90 day rolling period a one (1) month reduction of two percent (2%) of the monthly maintenance billing.
 - J. Supplier shall furnish normal billing rates each year for extra work for regular time and overtime for mechanic and helper.
 - K. Supplier will provide University of California Health access to all software and tools related to the diagnosis and safety testing of elevators. At the end of this Agreement, University of California Health will be provided

a perpetual license for any software and ownership of any tools or equipment related to the diagnosis and safety testing of elevators.

- L. Supplier is aware of the possibility of friable asbestos. Supplier agrees to conform to all OSHA requirements during the term of this Agreement.