



Elevator and Escalator Maintenance and Repair Services

Presented to:
Organizational, Services & Performance
Monitoring Committee
November 14, 2023

Elevator and Escalator Maintenance and Repair

History / Background:

- RTA currently has 33 elevators, 12 escalators, and 3 platform lifts
- Equipment is located at 24 different locations – stations and buildings
- Maintained for public use through preventative maintenance (PM) program

Elevator and Escalator Maintenance and Repair

Scope of services include:

- Monthly preventative maintenance on all equipment per manufacturer specifications
- 2 dedicated route mechanics Monday-Friday, 7a-3:30p
- Included at no extra labor cost
 - Mechanical defects 24/7
 - Vandalism, acts of God, etc. Monday-Friday, 7a-3:30p

Elevator and Escalator Maintenance and Repair

Justification:

- Equipment see heavy use and adverse conditions
- Equipment ensures ADA compliance at bus and rail stations
- Minimize downtime by establishing PM schedules and routine checks
 - Remote monitoring on all equipment at no cost that can be accessed via web or phone app

Procurement Overview

- RFP issued on July 9, 2023
- Accessed on the GCRTA website by seven interested parties
- Proposals due September 14, 2023
- Four firms proposed
- A 0% DBE goal was assigned to this procurement

Procurement Overview

Evaluation Panel Members:

- Engineering – Project Support
- OEO – ADA and DEI
- Central Facilities - Service Management
- Rail Facilities
- Procurement

Procurement Overview

Evaluation Criteria:

- Technical Expertise, Experience and Track Record
- Scope and Methodology
- Timeliness and Responsiveness
- Pricing and Cost Effectiveness
- Reporting and Documentation

Procurement Overview

Recommended Firm:

- Schindler Elevator Corporation
 - Founded in 1874, with 149 years of experience
 - Over 1,000 branch offices in 100+ countries
 - Over 66,000 employees
 - No. 1 Supplier of both escalators and low and high rise elevators
 - No. 1 OSHA Industry Safety Rating for last 3 years
 - First and only elevator company to be ISO Certified

Procurement Overview

Firm's Experience:

- Local Cleveland Office
 - Employ approximately 80 mechanics in Local 17
 - Experience serving large agencies with similar requirements
- Center for Service Excellence – Holland, OH
 - National Service Headquarters
 - 24/7 Customer Contact Center
 - National Parts Warehouse with 40,000 + part numbers with overnight shipping
 - National Field Engineering Team
 - Provide virtual support to local mechanics
 - Circuit board printing and repair
 - Reverse engineering of competitor equipment
 - Training center

Procurement Overview

Client Base includes:

- Cleveland Guardians, Landmark Office Building (Sherwin-Williams), Summa Health, University Hospitals Main Campus, Cleveland Hopkins Airport, The Cleveland Clinic, 200 Public Square, and University of Akron, among others

Procurement Overview

Recommendation:

Staff requests that the Organizational, Services and Performance Monitoring Committee recommend to the Board of Trustees the award for elevator and escalator maintenance and repair services to Schindler Elevator Corporation in an amount NTE \$2,980,356.00 for the three-year base period, with two one-year options NTE \$1,049,891.00 and \$1,077,427.00 respectively, for a total contract amount NTE \$5,107,674.00 for the five-year period. This total amount is approximately 13.5% below the project estimate.

Questions