

19970

**ELEVATOR MAINTENANCE AGREEMENT
FROM RFP 37-18**

This agreement is made the 4th day of DECEMBER, 2018, by and between Jackson County, Missouri, herein referred to as the "Owner" and Schindler Elevator Company, herein referred to as the "Contractor."

WHEREAS, the Owner's RFP 37-18 for Elevator Maintenance issued July 17, 2018, has been issued and the Contractor has submitted a revised proposal in response to the RFP; and,

WHEREAS, the Owner and the Contractor have now mutually agreed to execute an agreement;

NOW THEREFORE, It is agreed by and between the parties as follows:

- 1.) All Contractor services shall be performed in accordance with the terms and conditions of the original RFP 37-18 and its addendums No.1, 2, and 3, and the Contractor's revised proposal.
- 2.) The original RFP 37-18 is incorporated in this Agreement by reference, and the Contractor's revised proposal is incorporated and attached to this Agreement.
- 3.) In the event of a conflict between any provision of RFP 37-18 and a provision of the revised proposal, the provision of the revised proposal shall prevail.

Contact Information:

Shindler Elevator Company
 1802 Jasper St.
 North Kansas City, Mo 64116
 Sharon Arce
 816 491-3644
Sharon.Arce@Schindler.com

Jackson County Public Works
 303 West Walnut
 Independence, Mo 64050
 Brian Gaddie
 816 881-4496
BGaddie@Jacksongov.org



 Contractor's Signature



 Owner's Signature

GM

 Title

DIRECTOR OF PUBLIC WORKS

 Title

11/30/18

 Date Signed

11.30.18

 Date Signed

FILED
 DEC 04 2018
 MARY JO SPINO
 COUNTY CLERK

APPROVED AS TO FORM:

JACKSON COUNTY, MISSOURI



W. Stephen Nixon
County Counselor



Bob Crutsinger
Director of Finance and Purchasing

ATTEST:



Mary Jo Spino
Clerk of the Legislature

REVENUE CERTIFICATE

This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases is subject to annual appropriation.



Date



Director of Finance and Purchasing

SCHINDLER ELEVATOR CORPORATION PROPOSAL



PURCHASING DEPARTMENT

415 East 12th Street
Kansas City, Missouri 64106

RFP No. 37-18

RFP NO. 37-18

Sharon Arce | Account Manager
Phone 816-474-9494 | Mobile 816-491-3644 | Fax 816-842-1976
sharon.arce@schindler.com

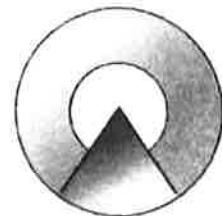
Schindler Elevator Corporation | Existing Installation
1802 Jasper St. | North Kansas City, MO 64116, USA
www.us.schindler.com

Schindler Kansas City
1802 Jasper Street
North Kansas City, MO 64116
816-491-3644
www.us.schindler.com

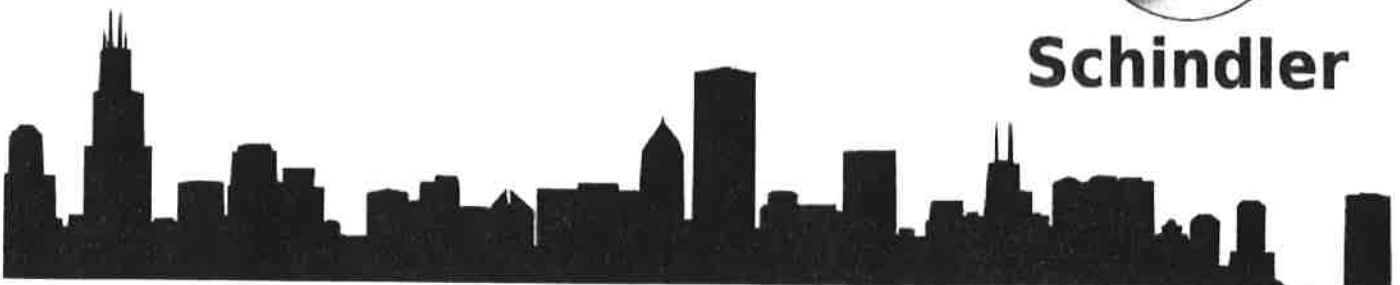
Schindler Elevator Corporation

Your Vertical Transportation
Solution in the Kansas City Area

RFP No. 37-18



Schindler



Company Information

Company Description

RIOP 37-13

Headquartered in Morristown, NJ, and employing over 5,000 people in more than 250 locations, Schindler Elevator Corporation is the North American operating entity of the Swiss-based Schindler Group. Schindler is one of the leading global manufacturers of elevators, escalators, and moving walks.

Founded in 1874 in Lucerne, Switzerland, by precision engineer Robert Schindler, it is a closely held company and is listed on the Swiss and German stock exchanges. Mr. Alfred N. Schindler is Schindler Group's chairman of the Board of Directors. Schindler Elevator provides the unique combination of still being a **family-owned business and a global corporation**. This incorporates the hands-on business relationship of a family owned business with the financial and technical resources of a global reaching corporation. This means you will see the same **high level of commitment, performance and service** as you would see in family owned business.

Schindler Group has elevator operations in more than 100 countries throughout Europe, North America, Asia-Pacific, Africa and South America, with manufacturing plants strategically located around the world. Schindler Group employees more than 48,000 people worldwide.

Schindler Elevator Corporation designs, manufactures, installs, services, and modernizes a broad range of elevators, escalators, and moving walks for almost every building type. Schindler supports sustainable urban development with safe, reliable, and ecologically sound mobility solutions. Recently named one of *Forbes* Magazine's 100 most innovative companies for 2011, 2012, and 2013, Schindler equipment moves one billion people everyday all over the world.

Ownership Information

Schindler is a closely held public company listed on the Swiss and German stock exchanges. An annual financial report is available upon request on our website www.schindler.com

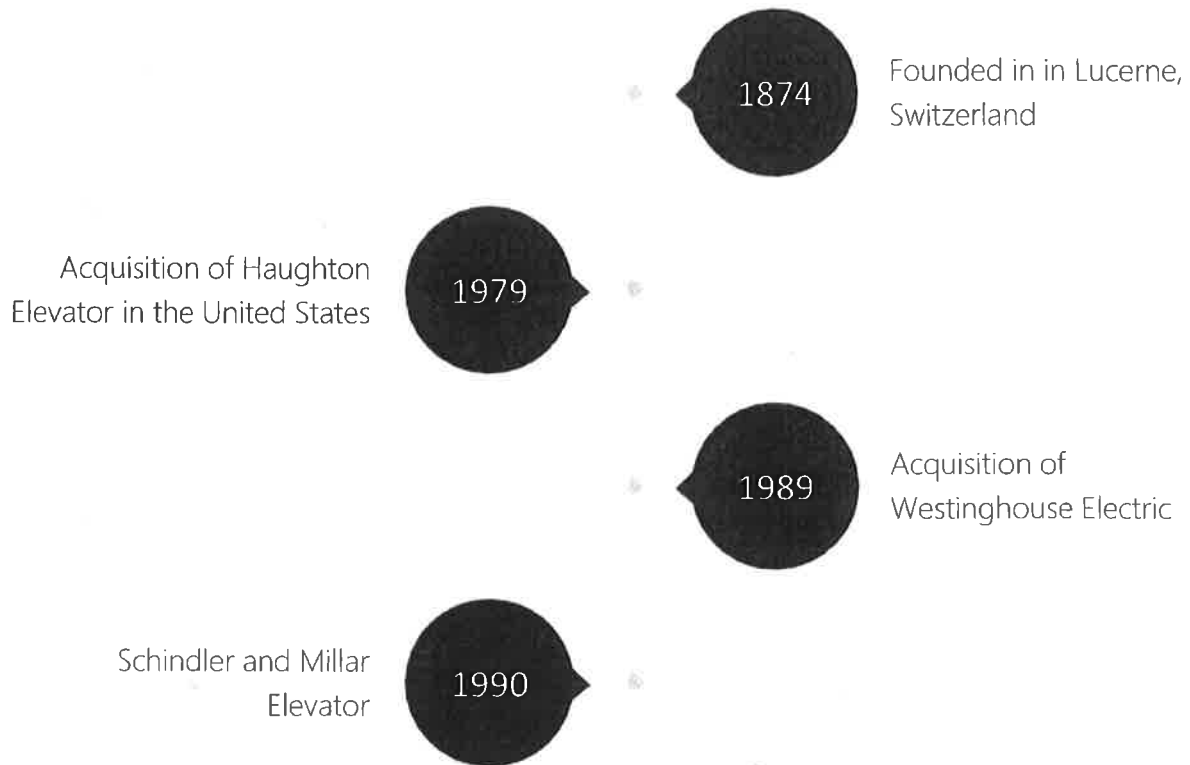


Schindler

First Company To Specialize In Other Brands

RFP No. 37-18

SCHINDLER ELEVATOR CORPORATION



Physical Location and Primary Contacts

Our branch office is located at:

RFP No. 37-18

**Schindler Elevator Corporation | Existing Installation
Kansas City Office**
1802 Jasper St. | North Kansas City, MO 64116
This address also serves as our mailing address

North American Corporate Office
20 Whippany Road / Morristown, NJ 0790
Greg Ergenbright / President
Office: 973-397-6584

Local Primary Contacts

Shawn Huber, District Manager, Kansas City

Brian Bollinger, Sales & Operations Manager

Ronnie Dennison, Service Superintendent, Kansas City

Sharon Arce, Account Manager, Kansas City

Telephone and facsimile number and email of company's primary contacts:

Shawn Huber | District Manager
Phone 314-372-4562 | Mobile 832-977-7229 | Fax 314-372-4571
shawn.huber@schindler.com

Ronnie Dennison | Service Operations Manager
Phone 816.216.9205 | Mobile 816.985.3875 | Fax 816.842.1976
Ronnie.dennison@schindler.com

Brian Bollinger | Sales & Operations Manager
Phone 816-216-9207 | Mobile 816-266-7665 | Fax 816.842.1976
brian.bollinger@schindler.com

Sharon Arce | Account Manager
Phone 816-474-9494 | Mobile 816-491-3644 | Fax 816-842-1976
sharon.arce@schindler.com



Relevant Experience and Qualifications

a. **Ability to do business in Kansas**

RFP No. 37-18

Schindler has a Certificate of Authority to do business in Kansas.

a. **Business Longevity**

Schindler has been in business for **141 years**. Schindler was founded in Lucerne, Switzerland in 1874, and established in the United States in Toledo, Ohio in 1979. In 1989 Schindler moved its headquarters to Morristown, New Jersey upon the acquisition of the elevator and escalator business of Westinghouse Electric Corporation.

a. **Schindler Organization Structure and Local Management "CONFIDENTIAL"**

In the United States, Schindler field operations are divided into three (3) Areas: East, North, and South. Kansas/Missouri falls under Area North. Area North has its office located in North Kansas City, MO. The local Kansas/Missouri office is supported by functional experts and engineers from within Area North as well as national headquarter teams.

a. **Schindler Technical Staff "CONFIDENTIAL"**

i. **IUEC Union Training**

All of Schindler's technicians and mechanics in the U.S. are part of the International Union of Elevator Constructors (IUEC). Kansas/Missouri employees are part of IUEC Local No.12. The IUEC follows the National Elevator Industry Educational Program (NEIEP). NEIEP mandates a minimum five-year apprenticeship that incorporates classroom education and standardized testing. Mechanics are encouraged to participate in continuing education courses which are also provided.

i. **Safety Training**

All of Schindler's field employees undergo standardized on-board safety training for new hires as well as monthly classroom safety training, individual annual safety evaluations at least twice a year, and monthly safety walks. Safety is our top priority.

i. **Technical Training**

At Schindler every technician must go through rigorous and continuous training. Even our most experienced technicians spend an average of **five days a year** honing their skills on the latest equipment and maintenance procedures. Schindler technicians receive technical equipment training not only on our products but also on the equipment of other manufacturers. Schindler's methods in obtaining and continuing our expertise in maintenance of competitor equipment includes our reverse engineering efforts in our North American Service Headquarters at our Center for Service Excellence. At this facility, Schindler utilizes our 21 national field engineers to reverse engineer competitor equipment in a white room environment. These reverse engineering efforts are complimented by the development of service methods, printed circuit board support and the development of Schindler field tools.



- ▲ National field engineers physically deconstruct controllers in white room environment
- ▲ Develop tools to service the equipment
- ▲ Completely legal and effective
- ▲ Result: Schindler is the expert in marinating other brands

Schindler's maintenance of other products includes our Reverse engineering efforts at our Center for Service Excellence

Otis

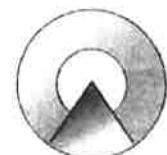
Elevonic 101
Elevonic 301/401
Elevonic 211/311/411
Elevonic 335
GAMMAD
LRS - 3
LRV - 1
LRV - 3
LRV - 4
LRV - 5
MRQ (Spec 60)
MRV/MRVF

Dover

1200 MP
1210 MP
1220 MP
1230 MP
Ascension
1000/2000

ThyssenKrupp

Computamtic	T-2000
DMC	T II
LMH	T III
Micromodernizer	T IV
II	T V
Solid State	TAC 20/50
Oilraulic	



Schindler

Local Capabilities

RFP No. 37-18

- **We have the team.** Schindler's Downtown and Independence mechanics are dedicated to our clients in in the surrounding areas.
- **We're close to you.** We are located in **North Kansas City**, a few blocks from all of our clients.
- **We're equipped.** Schindler has over **22** field technicians who focus on the service, repair, upgrades and modernization of elevators and escalators in our district.
- **We're trained and ready.** Our service technicians average over **23** years of experience in the elevator/escalator industry and are known to have the most escalator technicians in the area.



Schindler

RFP No. 37-18

We want to be your solution.



We know you have choices in vertical transportation. Schindler is committed to being your first. Our **Kansas City** team is here to provide you solutions for your Vertical transportation needs.

We appreciate the opportunity.

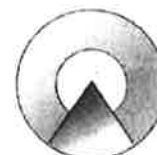
Sincerely,



Schindler Kansas City
1802 Jasper Street
North Kansas City, MO 64116
816-491-3644
www.schindler.com

Sharon Arce

Sharon Arce
Account Manager
Sharon.Arce@schindler.com



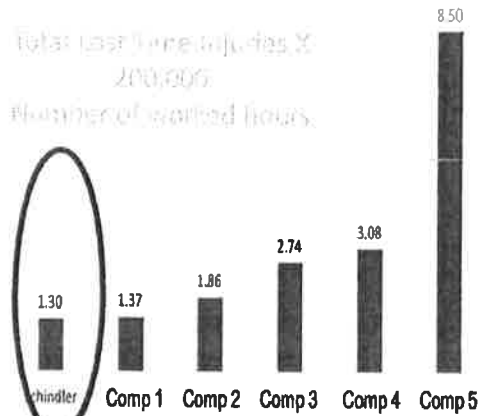
Schindler



SUPPLEMENTAL INFORMATION

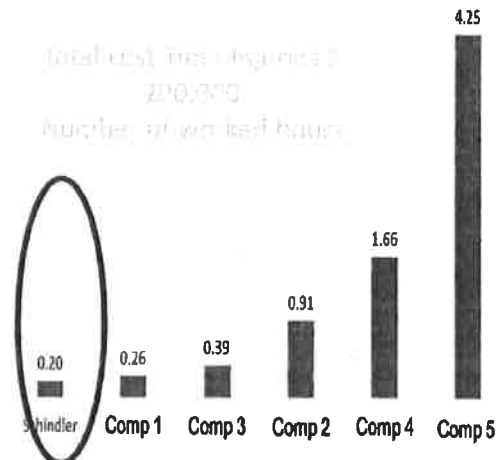
Schindler Elevator – FIRST IN SAFETY

OSHA Recordable Rate (2016)



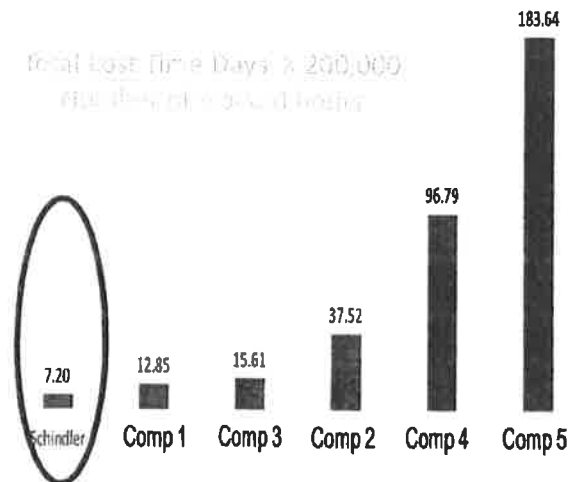
All US Field Operation Employees

Lost Time Incidence Rate (2016)



All US Field Operation Employees

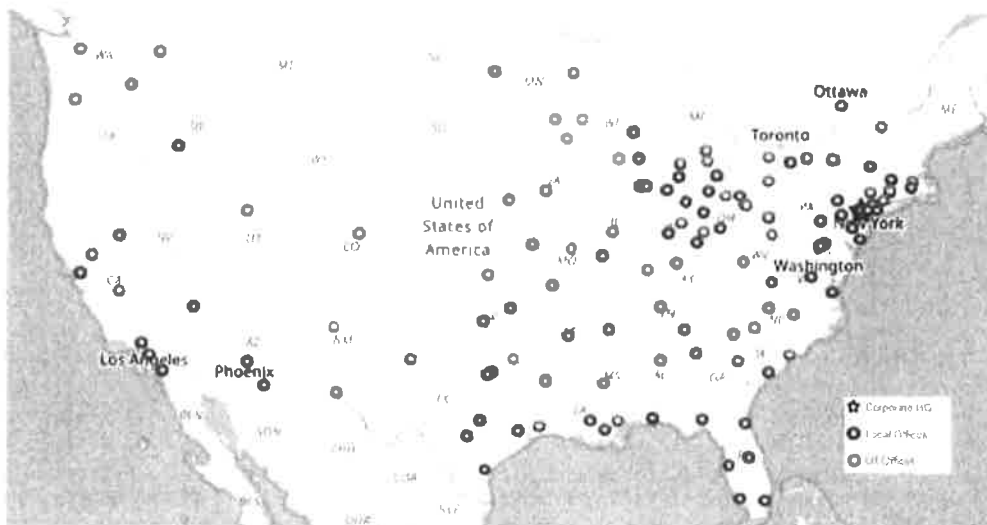
Severity Rate (2016)



All US Field Operation Employees

Schindler Elevator - USA

- #1 escalator supplier
- #1 low rise supplier
- #1 high rise supplier
- 58K+ Employees, 100+ Countries
- Invented Destination Dispatch
- Evolved into one of the largest after-market service & modernization for all OEM equipment
- Quality/ Customer Satisfaction Recognition
 - First elevator company to gain ISO certification
 - New Jersey Quality Achievement award
 - Industry Week / 10 Top Plants award
 - Sears "Partners in Progress" award



International Organization
for Standardization



Schindler Center for Service Excellence (Service HQ)

Holland, OH

- North American Service Headquarters
- Home to over 300 active employees
- 24/7 facility, including Schindler's Customer Service Network (SCSN)
- Test elevators and classrooms for Field Technician training
- The epicenter of Schindler's national Field Engineering team
 - Field Engineers are available to support local Mechanics on-site and over the phone
 - Reverse engineering of competitor equipment to enable serviceability of all elevator types
- Circuit board repair, with many boards available for same day exchange



Schindler Service Center (National Parts Warehouse)

Maumee, OH

- All parts available for same day will call or overnight delivery
- Over \$22 Million Parts Inventory
- Over 40,000 elevator and escalator part numbers in stock
- 67,000 ft² layout with efficient vertical storage
- Storage design optimized based on demand frequency and part size
- Temperature controlled area for printed circuit boards
- Efficient warehouse operations leveraging bar code driven processes



Reliability

OSCAR Next & Improvement Statistics

What does better reliability mean for you?



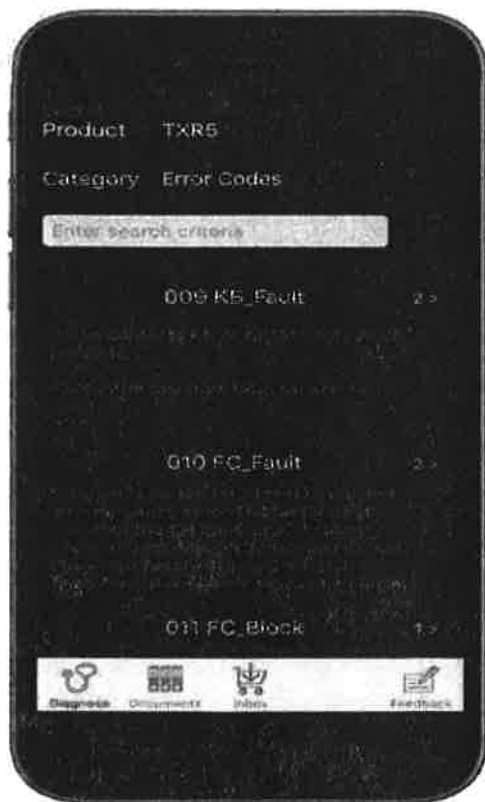
20% improvement
in first-time fixes



Up to 32% faster
return to service



Up to 33% reduction
in service calls.



Team 1: Dedicated Experts to Improve Reliability

56% Reduction in Equipment Failures

- Team of highly trained and motivated engineers assist the field technicians with:
 - Maintaining equipment
 - Troubleshooting
 - Provide additional resources
- Team 1 can provide additional resources to keep units running or return them to service
- Located across the US for quick local office access



Area Experts



Schindler Dashboard

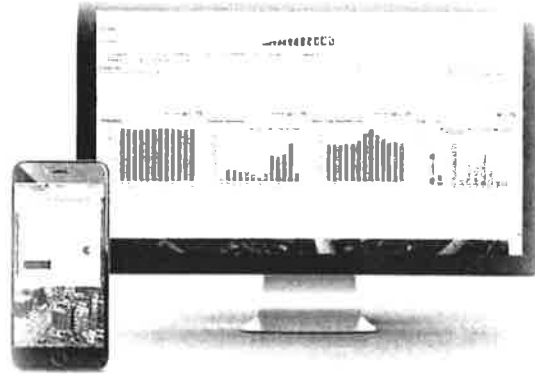
All time access to your elevator and escalator portfolio

Unlimited accessibility

- View service history
- Request services
- Receive push-notifications

Detailed insights

- Download reports
- Manage services based on **real-time performance** updates
- Quarterly Reports emailed for all Pinnacle Properties

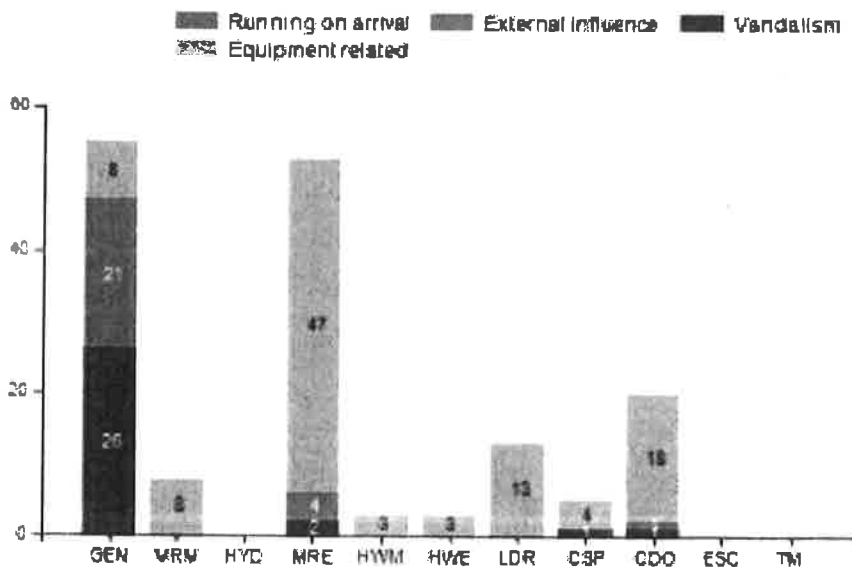


Schindler Report Card

Report View:

Root Cause

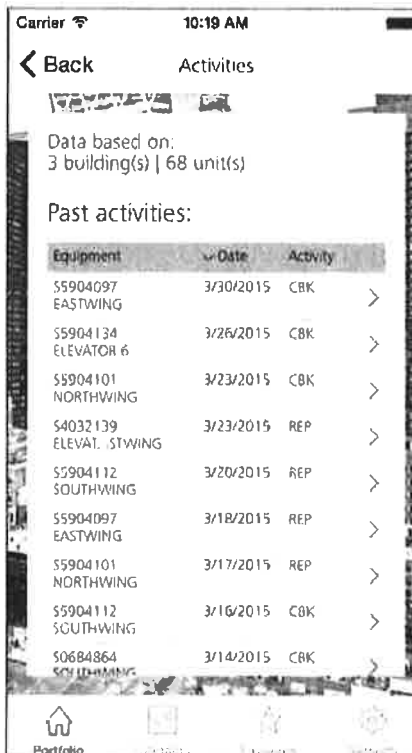
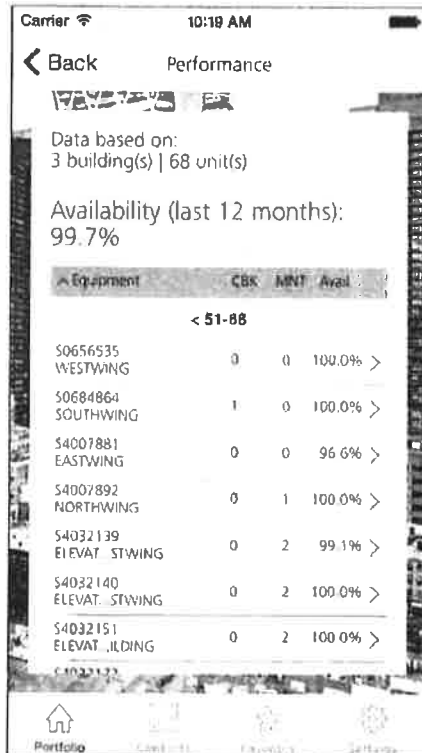
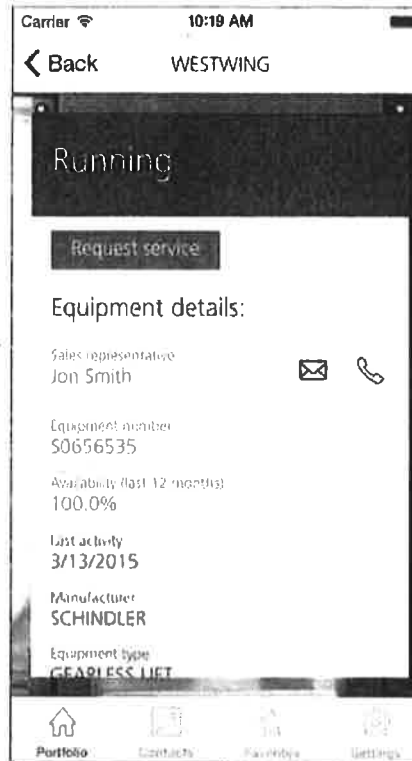
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Schindler & Jackson County

Communication

Example of the Schindler Mobile Phone App – Instant Information



ATTACHMENT A**SCHEDULE OF INITIAL BASE HOURLY RATES FOR CONTRACTOR'S PERSONNEL**

P04573011	Straight Time Rate Hourly Selling Price	Premium Time Rates Hourly Selling Prices (Contractor Pays Regular Portion) (1.7)	Overtime Rates Hourly Selling Prices (2.0)
Mechanic	\$150.00	\$255.00	\$510.00
Apprentice	\$130.00	\$221.00	\$442.00
Adjuster/ Foreman	\$295	\$501.50	\$590.00

These prices may be adjusted annually based on the same ratio of labor rates referenced in section 1.13.D and capped at 3% per adjustment.

Hours and days of the week that the Rate applies:

*1.7x Rate: Monday – Friday, 4:30 p.m. – 8:00 a.m. and all-day Saturday for overtime callback service.

**2x Rate: Sundays and all repair crew work other than 8:00 a.m. to 4:30 p.m. Monday to Friday.

**Bonus Time Rate: Differential between the straight time rate and either the 1.7 or 2.0 rates.

Quoted rates shall apply on all calls/repairs made not covered by the Maintenance Agreements.

ATTACHMENT B1**UNIT LOCATIONS**

Property Name	Street Address	City	State	Zip Code	Contact	Phone Number	No. of Elevators
Jackson County Court House	415 E. 12 th Street	Kansas City	MO	64106	Sharon Arce	816-491-3644	8
Department of Corrections	1305 Locust Street	Kansas City	MO	64106	Sharon Arce	816-491-3644	2
Department of Corrections	1300 Cherry Street	Kansas City	MO	64106	Sharon Arce	816-491-3644	11
Department of Corrections	1315 Locust Street	Kansas City	MO	64106	Sharon Arce	816-491-3644	4
EJCCH	308 W. Kansas St	Independence	MO	64050	Sharon Arce	816-491-3644	3
Truman Courthouse	112 W. Lexington	Independence	MO	64050	Sharon Arce	816-491-3644	1
Board of Election	215 N. Liberty	Independence	MO	64505	Sharon Arce	816-491-3644	1
Ft. Osage Ed Center	107 Osage Street	Sibley	MO	64088	Sharon Arce	816-491-3644	1
Sheriff's	4001 NE Lakewood	Lees Summit	MO	64064	Sharon Arce	816-491-3644	1

ATTACHMENT B2
CONTRACTOR'S SCHEDULE OF UNIT PRICES
&
MINIMUM MONTHLY MAINTENANCE HOURS

BUILDING NAME	STATE ID	BUILDING DESIGNATION	TYPE OF UNIT	(1) MONTHLY MAINTENANCE CHARGE EACH	(2) NUMBER OF UNITS	TOTAL ANNUAL PRICE (1) x (2) x 12 MONTHS	MAINTENANCE HOURS PER ELEVATOR PER MONTH	CALLBACKS PER ELEVATOR PER MONTH
JCCH	11217	1	Gearless Passenger	\$520.88	1	\$6250.50	1.5	2
JCCH	11218	2	Gearless Passenger	\$520.88	1	\$6250.50	1.5	2
JCCH	11219	3	Gearless Passenger	\$520.88	1	\$6250.50	1.5	2
JCCH	11220	4	Gearless Passenger	\$520.88	1	\$6250.50	1.5	2
JCCH	11221	5	Gearless Service	\$520.88	1	\$6250.50	1.5	2
JCCH	11222	6	Gearless Service	\$520.88	1	\$6250.50	1.5	2
JCCH	11221	7	Gearless Passenger	\$347.25	1	\$4167.00	1	2
DOC	15679	1 Inmate	Gearless Passenger	\$347.25	1	\$4167.00	1	2
DOC	15686	2 Inmate	Gearless Passenger	\$347.25	1	\$4167.00	1	2
DOC	15687	3 Inmate	Gearless Passenger	\$347.25	1	\$4167.00	1	2
DOC	15690	1 Visitor	Gearless Passenger	\$347.25	1	\$4167.00	1	2
DOC	15689	2 Visitor	Gearless Passenger	\$347.25	1	\$4167.00	1	2
DOC	15688	Service	Gearless Passenger	\$347.25	1	\$4167.00	1	2
DOC Annex	9964	1 Visitor	Hydraulic	\$173.63	1	\$2083.50	.5	1
DOC Annex	9963	2 Visitor	Hydraulic	\$173.63	1	\$2083.50	.5	1
DOC Annex	9962	1 Inmate	Hydraulic	\$173.63	1	\$2083.50	.5	1
DOC Annex	9961	2 Inmate	Hydraulic	\$173.63	1	\$2083.50	.5	1
DOC Annex	9960	Service	Hydraulic	\$173.63	1	\$2083.50	.5	1

DOC 1315	12895	2 East Passenger	Hydraulic	\$173.63	1	\$2083.50	.5	1	
DOC 1315	12896	3 West Passenger	Hydraulic	\$173.63	1	\$2083.50	.5	1	
DOC 1315	12894	4 Inmate	Hydraulic	\$173.63	1	\$2083.50	.5	1	
DOC 1315	12897	1 Judges	Hydraulic	\$173.63	1	\$2083.50	.5	1	
DOC 1305	12915	MECO	Traction	\$347.25	1	\$4167.00	1	2	
DOC 1305	12914	ESCO	Hydraulic	\$173.63	1	\$2083.50	.5	1	
DOC 1305	15751	Otis	Hydraulic	\$173.63	1	\$2083.50	.5	1	
EJCCH	15279	Rafiner	Hydraulic	\$173.63	1	\$2083.50	.5	1	
EJCCH	9966	Dover	Hydraulic	\$173.63	1	\$2083.50	.5	1	
EJCCH	22467	Schindler/ PTM	Hydraulic	\$173.63	1	\$2083.50	.5	1	
Truman Courthouse	21589	Otis Gen 2	MRL	\$520.88	1	\$6250.50	1.5	1	
Board of Elections	12112	Esco	Hydraulic	\$173.63	1	\$2083.50	.5	1	
Ft. Osage Ed Center	18501	Kone	Hydraulic	\$173.63	1	\$2083.50	.5	1	
Sheriff's	3343	WECO	Hydraulic	\$173.63	1	\$2083.50	.5	1	
Monthly Billing				\$9,723.00					
Totals Units					32				
Annual Billing						\$116,676.00			
Total PM Hours per Month								28	
Total Service Calls per Month									48

Monthly fee stated above is net of all discounts

Building Name	State ID	Building Designation	Type of Unit	Monthly Maintenance Charge	Number of Units	Total Annual Price Monthly X 12	Maintenance Hours per Lift per Month	Call Backs Per Lift per Month
Prosecutors Office	23241		Garaventa	\$86.81	1	\$1041.72	.5/quarter	1/quarter
EICCH	22439		Garaventa	\$86.81	1	\$1041.72	.5/quarter	1/quarter
EICCH	22582		Garaventa	\$86.81	1	\$1041.72	.5/quarter	1/quarter
EICCH	22596		Garaventa	\$86.81	1	\$1041.72	.5/quarter	1/quarter
Total Annual Charge						\$4166.88		

JACKSON COUNTY, MISSOURI
COMPLIANCE REVIEW FORM

Report Date: _____ (All reports expire annually on December 31st)

DIRECTIONS FOR COMPLETION:

Please fill out form completely. If a question refers to "past report" and this is your first one, place "1st Report" in the blank. If a question addresses an area which does not apply to your company, such as (subcontractors), place "N/A" in the blank. Please be sure this and subsequent reports are SIGNED AND DATED. If you have any questions, please call our office at (816) 881-3467.

Mail/Fax or Email reports to:
Tom Wyrch
Contract Compliance Review Director
415 East 12th Street - 2nd Floor
Kansas City, Missouri 64106
EMAIL: pro@jacksongov.org
FAX: (816) 881-1223

1. COMPANY DESCRIPTION:

Name of Company Schindler Elevator Company
Street Address 1802 Jasper St.
City North Kansas City State MO Zip 64116
Email Address: Sharon.Arce@Schindler.com
Website Address: www.Schindler.com
Area Code 816 Telephone Number 491-3644
Representative Name Sharon Arce

2. COMPANY STATISTICS:

- A. Total number of Employees Corporation-W9 Attached
- B. Total Number of Employees who are:
 - 1. Women _____
 - 2. Hispanic _____
 - 3. Black _____
 - 4. Asian _____
 - 5. American Indian _____
 - 6. Other _____

	YES	NO	N/A
3. Has your company advertised for applicants since your report? <u>If so, please attach a list of publications in which ads appeared, the dates of advertising, and copies of such advertisement</u>	_____	_____	<u>X</u>
4. Has there been an effort since your last report to further orientate supervisors and key personnel to the spirit and intent of the program? <u>If so, please attach a detailed report of such efforts</u>	_____	_____	<u>X</u>
6. Have there been any adjustments in your job prerequisites or your recruiting and intake procedures? <u>If so, please attach a narrative of such efforts.</u>	_____	_____	<u>X</u>
	YES	NO	N/A



ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

The undersigned acknowledges receipt of Addenda through and including numbers _____ and that this Proposal is submitted in accordance with information, instructions, and stipulations set forth therein.



Signature of Respondent

8/6/18
Date

Schindler Elevator Corporation
Company Name

1802 Jasper Street
Address

North Kansas City, MO 64116
City, State, and Zip

Phone





Schindler

Purchasing Department
415 East 12th Street
Kansas City, MO 64106

From Sharon Arce
Telephone 816-491-3644
Fax 816-842-1976
E-mail Sharon.Arce@Schindler.com
Date August 7, 2018
Subject **Schindler Maintenance RFP NO. 37-18**

Dear Ms. Casamento,

We truly feel Schindler Elevator Company shares the same values as the Jackson County team, and as such would exhibit those in everything we do for your building. We understand that both safety and reliability is of high value to your organization.

We truly feel the Schindler team is the best choice for your maintenance provider. We have year of experience maintaining all types of your equipment. Our commitment to providing quality service and communication will reveal transparency in our actions. We understand proper communication allows you to better serve your tenants. Our dedicated team will be there every step of the way to assist in any way we can to better serve your tenants.

We want to partner with Jackson County to provide the most cost-effective partnership, without sacrificing safety, reliability and performance. We have accomplished this with other cities nationwide, such as, City of Olathe, City of Austin and United States Post Office.

Schindler will provide premaintenance repair proposals, if needed, following first sixty (60) days of the contract awarded. This will enable Schindler to professionally determine what needs to be repaired to increase uptime and reliability of the equipment.

Schindler Elevator Company
1802 Jasper St.
North Kansas City, MO 64118

Sharon.Arce@Schindler.com
Tel. 816-491-3644
Fax 816-842-1976

Schindler Elevator Corporation
Existing Installation



Date August 7, 2018

Page 2

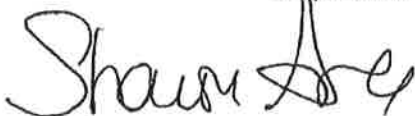
Subject **Schindler Maintenance RFP NO. 37-19**

Not all major parts can be shipped expressed in 48 hours. Schindler will make every effort to ensure parts are stocked. If major machine components are not stocked, if available, Schindler will expedite shipping.

Please let us know if there is anything further we need to do to earn your business with your elevator maintenance. We look forward to potentially partnering with Jackson County and to grow our relationship with your team.

Regards

Schindler Elevator Corporation



Sharon Arce
Account Manager