



**GRANT COUNTY**  
**DEPARTMENT OF FACILITIES & MAINTENANCE**  
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**March 10, 2015 Grant County Elevator Maintenance Project #FM15S01 Addendum #3**

This question posted by the deadline of 3/9/2015

*” When reviewing the details in the IFB, we noted that the requirement for an entrapment is a 1 hour response time. To our knowledge, Otis is the only company that has a local representative that lives in Moses Lake and can meet that requirement. Please advise if this requirement will stand without revision, as all other bidders are operating out of Spokane”*

See IFB Language and Revision below.

Section “G” Paragraphs 2, 3, 4

2. Emergency Calls and Response Time: The contractor shall provide emergency call-back service at all times during the term of the contract. Emergency calls, those to assure life safety, protection of property, mitigation of harm and to restore correct operation of elevators, will routinely be made by Grant County Facilities & Maintenance OR the Grant County Sherriff. The sheriff dispatcher’s decision to request service shall be honored by the contractor. *Response time, measured by the time between the phone contact and the arrival of the mechanic at GRANT COUNTY shall not exceed 180 minutes generally, and shall not exceed 60 minutes for extractions. The contractor’s mechanic shall call GRANT COUNTY by telephone to acknowledge arrival time within 60 minutes of GRANT COUNTY’S call.*

3. Extrications by Contractor: Contractor shall extricate persons who become entrapped. GRANT COUNTY shall pay for extrications caused by passenger misconduct, power outages, for any cause within the first 60 days of the start of maintenance services, or for any other cause external to the elevator equipment. All other extrications shall be at the expense of the contractor.

4. Extrications by Fire Department: Sheriffs Services has the authority to call City of Ephrata Fire District for Extrications. Contractor shall pay for all damages, both materials and labor, caused by Fire Department personnel if the call to the Fire Department was caused by a failure to respond within the time limits established in Section V.G.2, Emergency Calls and Response Time.

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**Revise the above statement in red to read:**

**“Response time: Measured by the time between the phone contact and the arrival of the mechanic to Grant County shall not exceed 3 hours for any condition. It shall be required that Grant County has contact with the mechanic within 60 minutes of a service call to the elevator contractor. All other provisions apply, including costs incurred by contractor for damage by Fire Department if contractor fails to respond as required.**

*Although it is a valid question and Grant County is willing to relax the response time as noted in the revision above and, OTIS does have a local mechanic, it has already been experienced on multiple occasions that the mechanic may or may not be able to respond in one hour if that mechanic is in another area.*