

Section N – Technical Proposal

Elevator Maintenance, Repair, Inspection, Testing, Modernization and Upgrades, Parts and Related Services - Questionnaire Worksheet

This worksheet is intended for prospective Contractors to outline their relevant experience and capabilities in alignment with the solicitation's requirements. The information provided must be comprehensive and directly address all specified requirements. The information submitted should be organized with priority given to the most important and relevant experience listed first.

1.0 Technical Capability & Compliance with Specifications (20 Points)

Requirement	Proposer's Response
Provide detailed descriptions of your preventive maintenance programs.	
Describe your ability to service equipment from all major elevator OEMs.	
Identify diagnostic tools and proprietary software you currently own or license.	
Provide your standard inspection checklist for annual and semi-annual inspections.	
Describe your compliance process with ASME A17.1, NFPA, and other applicable codes.	
Provide documentation of your firm's quality assurance and safety programs.	
Identify how you manage access to OEM parts for aging or discontinued equipment.	
Provide a sample of your routine maintenance logs or reports.	
Describe your process for ensuring equipment reliability in high-traffic facilities.	
Describe how you ensure consistency of service across multiple regions.	
Explain how you train staff to remain compliant with changing codes and regulations.	
Describe how your firm provides consulting and advisory services for long-term capital planning.	

2.0 Staffing, Qualifications & Training (15 Points)

Requirement	Proposer's Response
Provide resumes of key staff who will manage this contract.	
Identify the total number of licensed elevator mechanics employed nationally.	
Describe your geographic coverage and distribution of staff across the U.S.	
Provide details on subcontractor use, including vetting and oversight processes.	

Identify the average years of experience of your field staff.	
Provide a description of your employee training and certification programs.	
Describe safety training provided to staff on an annual basis.	
Identify how you ensure coverage during labor shortages or high-demand periods.	
Describe how you assign staff to new agency accounts.	
Explain how your staffing model ensures responsiveness to emergency calls.	

3.0 Upgrades, Modernization & Lifecycle Services (10 Points)

Requirement	Proposer's Response
Provide detailed descriptions of modernization services offered.	
Describe your approach to replacing obsolete controls and drives.	
Provide a sample modernization project schedule.	
Identify technologies you offer (IoT, predictive analytics, remote monitoring).	
Provide examples of modernization projects completed for public agencies.	
Describe how you minimize downtime during modernization work.	
Describe how you phase upgrades across large facilities with multiple elevators.	
Provide documentation of sustainability measures in modernization projects.	
Explain how you assess lifecycle costs for aging equipment.	
Describe how your modernization planning supports long-term capital improvement planning.	

4.0 Marketing and Outreach (10 Points)

Requirement	Proposer's Response
Provide your national cooperative marketing plan.	
Identify dedicated staff responsible for promoting this contract.	
Describe outreach activities to cooperative members (trade shows, webinars, etc.).	
Identify your approach to educating agencies on contract benefits.	
Describe your experience with national or regional cooperatives.	
Provide a list of events or associations you will engage to promote this contract.	

Explain how you communicate contract updates and changes to members.	
Describe your process for onboarding new cooperative members.	
Explain how you customize outreach by agency size or region.	

5.0 Contract Implementation & Risk Management (10 Points)

Requirement	Proposer's Response
Provide a detailed implementation plan for how your firm will onboard new cooperative members, including transition from incumbent vendors.	
Describe the steps your firm takes to coordinate with agency staff during contract start-up and mobilization.	
Provide a sample transition timeline, including milestones for onboarding, initial inspections, and commencement of service.	
Describe your escalation protocol when service issues are not resolved within established timelines.	
Describe your strategy for scaling services to support agencies across multiple states and regions under a cooperative framework.	
Provide details on how your firm ensures consistent service quality across diverse geographic regions.	
Please describe your firm's approach to contract risk management. Include how your organization identifies, assesses, and mitigates risks throughout the life of a contract, especially for public sector clients.	
Provide a supply chain risk mitigation plan, including: - Tariff impact analysis, including pricing strategies for tariff adjustments. - Supply chain diversity, detailing multiple sourcing options to prevent disruptions. - Business continuity planning, including contingency measures for shortages or global supply chain issues. - Long-term pricing stability commitments, ensuring contract pricing remains competitive.	

6.0 Service Level Agreement (SLA) Compliance & Flexibility (5 Points)

Requirement	Proposer's Response
Describe how you achieve 99% uptime.	
Provide examples of response times for emergency entrapments.	

Describe your corrective repair procedures within 24–48 hours.	
Describe how downtime is measured and reported.	
Provide details on preventive maintenance compliance rates.	
Confirm your ability to adapt SLAs to cooperative members' specific needs.	
Describe your escalation process when SLA targets are missed.	