



## **TECHNICAL PROPOSAL**

**Iowa Department of Administrative Services  
RFP1820335025:  
Elevator Maintenance and Repair – Capitol Complex**

**Bid Date: January 31, 2020**

Attn: Bobbi Pulley  
Iowa Department of Administrative Services  
Hoover State Office Building, Level 3  
1305 East Walnut St  
Des Moines, IA 50319-0105

## Exhibit 1 – Transmittal Letter



### Schumacher Elevator Company

One Schumacher Way

PO Box 393

Denver, IA 50622

800-779-5438

F -319-984-6316

[srvc@schumacherelevator.com](mailto:srvc@schumacherelevator.com)

January 23, 2020

Iowa Department of Administrative Services  
Hoover State Office Building, Level 3  
1305 East Walnut St  
Des Moines, IA 50319-0105

Attn: Bobbi Pulley

Re: RFP1820335025 – Elevator Maintenance and Repair – Capitol Complex

Please find enclosed Schumacher Elevator Company's proposal for the Elevator Maintenance and Repair Services to be provided at the facilities of the Iowa Capitol Complex.

Should you have any questions or concerns about any of the information contained herein, please do not hesitate to contact us. We appreciate this opportunity and look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "Ted C. Duffy".

Ted C. Duffy  
Vice President

## **Exhibit 2 – Executive Summary**

Schumacher Elevator Company has read and understands the terms and conditions of the RFP.

Elevator maintenance is critical for the safety of the public and State of Iowa employees. In order to prevent safety risks, problems, delays or unnecessary repairs, routine maintenance is required. Even the smallest of issues can bring big problems very quickly, leading to potentially hazardous conditions. Schumacher Elevator Company has built a substantial service base using this concept.

With regular maintenance, you will get a longer lasting life span out of your elevator and all related parts. They will be more reliable and give you a better return on your investment than those elevators which are neglected. When you maintain your elevator, you help ensure it always operates properly.

Schumacher Elevator Company has six highly skilled service technicians and two field engineers working in the Des Moines market. With this amount of coverage, we are able to offer quick response times to fix any issues that may arise, day or night.

As a company, we excel in customer service -- our technicians manage their own service customers, allowing them to maintain great customer relationships and make swift, appropriate decisions on your elevators. Our local service technicians also have the flexibility to spend the appropriate amount of time physically inspecting your elevators and fixing any issues that may take longer than typical scheduled maintenance.

Schumacher Elevator Company services thousands of elevators of all makes and models, and we guarantee your vertical transportation needs will be met to ensure your building is operating safely and at peak performance all day, every day.

Our proposal includes more than 40 hours per month of onsite service. With this significant amount of time included we feel we can maintain the elevators at the highest standard. We understand our price is slightly more than the budgeted amount, but we feel this commitment is needed and expected for superior service.

You can rest easy knowing you will be receiving the finest elevator service in the industry. We will work tirelessly to keep all elevators running and safe for all to use so that we can once again build a long-lasting business relationship.

## **Exhibit 3 – Firm Proposal Terms**

Schumacher Elevator Company will provide full maintenance services [REDACTED]  
[REDACTED]. We guarantee the goods and services offered for 120 days after the deadline.

## Exhibit 4 – Respondent Background Information

- *Does your state have a preference for in-state Contractors?*  
Yes. "By virtue of statutory authority, a preference will be given to products and provisions grown and coal produced within the state of Iowa. Preference application: Tied responses to solicitations, regardless of the type of solicitation, are decided in favor of Iowa products and Iowa-based businesses per 11|AC 117/5(1)-(2), 117.12(4)." Schumacher Elevator Company was founded and is still based in the state of Iowa. Our corporate headquarters is located in Denver, Iowa, and this contract would be supervised and serviced out of our Des Moines, Iowa office.
- Schumacher Elevator Company, One Schumacher Way, Denver, IA 50622; 800-779-5438, F-319-984-6316; [svvc@schumacherelevator.com](mailto:svvc@schumacherelevator.com)  
Des Moines Office: 5730 NE 17<sup>th</sup> St, Des Moines, IA 50313; 319-406-1253
- "S" Corporation
- Copy of W-9 (See Attached)
- State of Incorporation: Iowa
- Des Moines Office: 5730 NE 17<sup>th</sup> St, Des Moines, IA 50313; 319-406-1253
- Number of employees: 244
- Type of business: Elevator repair, service, and manufacture
- Casey Tierney, Des Moines Branch Sales Manager, 5730 NE 17<sup>th</sup> St, Des Moines, IA 50313; D-319-406-1253, C-515-250-7868; [casey.tierney@schumacherelevator.com](mailto:casey.tierney@schumacherelevator.com)
- Schumacher Elevator Company does not utilize subcontractors for elevator maintenance.
- Hogan-Hansen CPAs and Consultants, Waterloo, Iowa

## Exhibit 5 – Experience

- Schumacher Elevator Company has been in business since 1936; 84 years.
- Schumacher Elevator Company has provided maintenance and repair services since the 1940's.
- Schumacher Elevator Company has a very high level of technical experience in providing these services. Our service technicians have all received their mechanics licenses and NEIP certifications.
- Schumacher Elevator Company provides full elevator maintenance and repair services, equal to those specified in this RFP, for a vast number of businesses and including several government entities.
- References:
  - Ruan Center, Transwestern Property Management  
666 Grand Ave  
Des Moines, IA  
Contact: Jona Schmidt, 515-531-0132
  - University of Iowa  
Iowa City, IA  
Contact: Jeff Harney, 319-335-5901
  - Polk County  
111 Court Ave  
Des Moines, IA  
Contact: Gary Jordan, 515-829-0024

## **Exhibit 6 – Termination, Litigation and Debarment**

- Yes. As is the nature of the business, contracts are terminated for a variety of reasons, some of which being: sale and/or new management, demolition of building(s) or decommission of equipment, nationwide bids, insufficient funding availability, etc. It is extremely rare for Schumacher contracts to be terminated for unsatisfactory service. In all cases, Schumacher makes every attempt to meet and exceed customer expectations.
- Not applicable.
- Schumacher has not been barred, suspended or limited from engaging in any business, practice or activity.
- List/Summary of litigations:
  - 3/20/15 – Claimant states he was injured when the elevator began moving upward between floors and then dropped precipitously. Claim is dormant.
  - 6/7/16 - Claimant states that elevator suddenly went up and down several feet with the doors open. Claimant jumped out of the open elevator doors. Ongoing investigation.
  - 6/21/17 – Injured party states she was inside the elevator when the safety gate failed to open. She was injured when she attempted to open the safety gate on her own. Currently in arbitration.
  - 12/6/17 – Claimant stated he was injured when the freight elevator closed suddenly on his hand causing him severe injuries. It was determined that claimant was filling in for their normal delivery person and when he checked in he was asked if he knew how to operate the freight elevator, he claimed he did. Elevator didn't malfunction. No further action taken.
  - 4/5/18 – Claimant fell while exiting the elevator when the door opened and elevator was not level. Investigation ongoing.
  - 7/19/18 – Customer alleged injury when exiting the elevator and was hit by the closing door. Our claims specialist attempted to contact claimant multiple times with no return calls. Messages were also left for the adjuster for claimant with no response. Claim has been marked as inactive due to no response.
  - 10/24/18 – Injured party stated she was injured when elevator stopped suddenly. Insurance claim was denied as there was a power outage at the building and the elevator's safety features performed properly.
  - 10/12/19 - Elevator stopped hard going from 2nd to 1st level, injuring passenger. Ongoing investigation.
- Not applicable.

## **Exhibit 7 – Criminal History and Background Investigation**

Schumacher Elevator Company authorizes the Agency to conduct criminal history and/or other background investigation(s) for personnel involved with the performance of this contract.

## **Exhibit 8 – Acceptance of Terms and Conditions**

Schumacher Elevator Company acknowledges its acceptance of the terms and conditions of the RFP.

## **Exhibit 9 – Certification Letter**

See Attachment

## **Exhibit 10 – Authorization to Release Information**

See Attachment

## **Exhibit 11 – Mandatory Specifications**

**4.1 Compliance** – Yes, Schumacher will ensure all maintenance repairs, adjustments, installation and procedures are in conformance with applicable federal, state and local codes and the State of Iowa Elevator Code.

**4.2 Competence** – Schumacher Elevator Company has been installing and maintaining elevators of the type and character covered by this RFP for several decades. In the Des Moines area alone, the six service technicians and two field engineers have nearly 200 years of combined experience in the elevator industry. We have performed elevator maintenance and repair services on numerous similar campuses, included governmental agencies, universities, hospitals, businesses, etc. We are familiar with and capable of maintaining, repairing and servicing all makes and models of elevators and elevator equipment.

Following are the names and qualifications of the specific personnel who would be involved with this contract:

**Chris Rood**, Service Technician – 13 years in elevator industry. Has mechanics license, Union journeyman's card, electrical training, experience working with all makes and models of elevators, has experience servicing many of the Capitol Complex elevators.

**Doug Kuntz**, Service Technician – 30 years in elevator industry. Has mechanics license, Union journeyman's card, 2-year degree in Electronics, experience working on Capitol Complex elevators.

**Troy Tilleraas**, Field Engineer/Vice President of Field Operations – 31 years in elevator industry. Has mechanics license, Union journeyman's card, master electrical license, Quality Elevator Inspector (QEI) certified.

**Jason Anderson**, Field Engineer/Lead Adjustor – 23 years in elevator industry. Has mechanics license, Union journeyman's card, Electronic engineering degree.

**4.3 Emergency Response Time** – Schumacher will meet the required emergency response time.

**4.4 Non-Emergency Response Time** – Schumacher will meet the required non-emergency response time.

## **Exhibit 12 – Regular Maintenance**

Schumacher agrees to the work specifications outlined in this section. In order to meet these requirements, we plan to spend 40+ hours per month onsite performing maintenance, necessary repairs, and callback services when requested. State-required tests will be completed annually, (in addition to five-year testing as required) and any safety order items identified by State inspectors will be corrected immediately.

## **Exhibit 13 – Repairs**

Any repairs within the scope of the maintenance contract will be made as they arise. If defects occur which are outside of the scope of the contract, our team will identify the repairs needed and will contact the Sales Manager or Field Engineer detailing the work required. The Sales Manager or Field Engineer will then price any parts needed and labor required. A written proposal will then be assembled by an in-office Regional Project Coordinator which will be presented to the appropriate individual(s) at the Iowa DAS. When the repairs are approved by the DAS (either through a signed proposal, PO or issued contract), Schumacher will proceed with ordering necessary parts and scheduling the work to be completed.

## **Exhibit 14 – Records and Reporting**

Schumacher Elevator Company is very diligent in record keeping, both on-site and in our office. Each elevator will be issued a maintenance control program (MCP) booklet containing maintenance and repair logs. Each visit is then recorded and items completed are checked off on a maintenance chart. In addition, our service technicians fill out a "ticket" with each visit. A copy of this ticket is left on-site, typically at a front desk or with an on-site personnel member. If no one is available on-site, a copy is left in the elevator machine room. Another copy of this ticket is turned in to Schumacher's corporate headquarters where they are recorded and filed. The State of Iowa can access these files by either viewing them in the machine room, or by requesting them from Schumacher directly.

A similar process is followed with regards to annual and 5-year testing. A copy of this test is kept in the machine room, another copy is filed in our office, and also sent to the State of Iowa elevator division for permit issuance.

Schumacher Elevator is currently developing a system for electronic ticketing, which would eliminate most paper tickets and allow for more efficient processing and record keeping. We expect this to be implemented in approximately the next year.

## **Exhibit 15 – Customer Services**

- *Describe Respondent's ongoing customer support plan.*  
Customer satisfaction is Schumacher Elevator's number one priority. The accessibility of multiple knowledgeable and qualified personnel makes it easy for the customer to receive quick feedback and/or answers to any questions or concerns they may have. Our dispatch center is available 24 hours per day/7 days per week, and we have on-call service technicians on duty at all times. In addition to the field technicians and dispatchers, your account will have a designated in-office Regional Project Coordinator who can answer

contract and account questions and can act as a liaison between the customer and the field personnel.

- *Describe response times on service requests.*  
Schumacher will respond to any emergency service requests (entrapment, elevator down, etc.) within 60 minutes. For non-emergency calls, we will respond within four hours.
- *Describe Respondent's communication plan.*  
Schumacher has several methods of communication including phone, e-mail, fax and in-person. During regular business hours, any of these methods can be used. After hours, and during weekends and holidays, phone communication is the most efficient method. The customer will be given any necessary phone numbers, e-mail addresses, etc. to ensure optimum convenience and accessibility.
- *What location/office will serve as the primary consultant office for the State?*  
This contract would be serviced out of our Des Moines office; however, any administrative functions would be handled out of the Denver, Iowa office.
- *Describe the process Respondent employs when a facility tenant is dissatisfied with the service it has been provided.*  
At any point in time, if a tenant or manager is dissatisfied with the service provided by Schumacher, we will make every effort to rectify the situation. The first point of contact would be the Branch Sales Manager, who runs the Des Moines office. If he is not available, or is unable to solve the issue, the Field Engineer/Vice President of Field Operations would be contacted. Depending on the nature of the issue, it would be elevated accordingly. Schumacher is dedicated to customer satisfaction, and we strive each day to provide top-level service.

### **Exhibit 16 – Performance-Based Criteria**

- *Performance-based incentives/disincentives:*  
Schumacher will guarantee a minimum of 40 hours per month spent on-site. If this minimum is not met, a credit will be provided based on the percentage of hours shortage.
- *Who assesses/inspects and reports subpar performance?*  
Schumacher's office personnel will keep track of hours spent per month. A report will be provided upon request.
- *How are they measured?*  
Hours will be tracked and documented on-site and through service tickets.
- *How will they be tracked?*  
Hours will be tracked and documented on-site and through service tickets.
- *How much should they be (monetarily)?*  
The credit would be assessed based on the monthly price. A percentage would be deducted based on hours not met.
- *What results are shared and how often?*  
Results would reflect the number of hours spent on-site and would be reported on a quarterly basis, or as requested.



### **Exhibit 17 – Optional Services**

Schumacher Elevator Company is capable of maintaining and repairing a variety of equipment including chairlifts, platform lifts, dumbwaiters, escalators, etc. Pricing can be provided upon assessment of equipment, or can be repaired based on the hourly rate quoted in the Cost Proposal.

### **Exhibit 18 – Addendums**

See Attachment

### **Exhibit 19 – Request for Confidentiality**

See Attachment