

005-RFB-2585-2026 – Cooling Tower Maintenance and Repair Services

SECTION 1 - INTRODUCTION

1.1 Purpose

The purpose of this Request for Bids (RFB) is to solicit bids from qualified providers to provide the goods and/or services described further in this RFB to the Lead Agency and any Participating Agencies. The Lead Agency intends to award a contract(s) beginning and ending on the dates listed in the IMPACS solicitation, and the Lead Agency may extend the contract(s) for up to the number of annual extensions identified in the IMPACS solicitation at the sole discretion of the Lead Agency. Any contract(s) resulting from the RFB shall not be an exclusive contract.

1.2 Request for Bid (RFB) Definitions

Definitions – For the purposes of this RFB and the resulting contract, the following terms shall mean:

“Agency” means the agency identified in the IMPACS solicitation that is issuing the RFB and any other agency that purchases from the Contract.

“Alternative Bid” means a response to a bid that does not meet the exact requirements of the specification but offers an alternative for consideration. An alternative bid is submitted with an intentional variation to a provision, specification, term or condition of the solicitation. This alternative, in the opinion of the bidder, achieves the same end result. Alternative bids may be rejected as non-responsive.

“Bid” means the Bidder’s bid submitted in response to the RFB.

“Bidder” means a vendor submitting a bid in response to this RFB.

“Contract” means the contract(s) entered into with the successful Bidder(s).

“Lead Agency” means the agency facilitating the procurement and establishing the Contract.

“Participating Agency” means the agency utilizing the established contract.

“Political Subdivisions” means cities, counties, and educational institutions.

“Responsible Bidder” means a Bidder that has the capability in all respects to perform the requirements of the Contract. In determining whether a Bidder is a Responsible Bidder, the Agency may consider various factors including, but not limited to, the Bidder’s competence and qualifications to provide the goods or services requested, the Bidder’s integrity and reliability, the past performance of the Bidder relative to the quality of the goods or services offered by the Bidder and the best interest of the Agency and the State.

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“Responsive Bid” means a Bid that complies with each of the provisions of this RFB, or is either an alternative bid or a bid with an exception, if accepted by the Agency.

“RFB” means this Request for Bids and any addenda hereto.

“State” means the State of Iowa, the Agency identified in the IMPACS solicitation, and all state agencies, boards, and commissions, and any political subdivisions making purchases from the Contract as permitted by this RFB.

1.3 Contract Term

The term of the contract will begin April 15, 2026 and end on April 14, 2027.

The Agency shall have the sole option to renew the contract upon the same or more favorable terms and conditions for up to five (5) annual extensions. The resulting contract will be available to all State Agencies.

1.4 Background Information

This RFB is designed to provide Bidders with the information necessary for the preparation of competitive Bids. The RFB process is for the Lead Agency’s and Participating Agencies’ benefit and is intended to provide the Lead Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

The purpose of this solicitation is to establish a contract with a qualified bidder to provide comprehensive cooling tower maintenance and repair services at Iowa Medical and Classification Center (IMCC). The selected bidder shall provide all labor, materials, equipment, tools, supervision, and expertise necessary to maintain, inspect, repair, and service all cooling tower systems owned and operated by the State of Iowa. The intent is to ensure optimal performance, energy efficiency, regulatory compliance, and extended service life of all cooling tower equipment while minimizing downtime and operational disruptions.

This will be an indefinite quantity contract for cooling tower maintenance and repair services. The State of Iowa makes no guarantee of minimum or maximum service quantities.

The State of Iowa operates an Evapco cooling tower system located at the Iowa Medical and Classification Center (IMCC) 2700 Coral Ridge Ave, Coralville, IA 52241. These cooling towers are critical components of the HVAC infrastructure and support essential operations. The cooling tower inventory includes, but is not limited to, induced draft, forced draft, and crossflow cooling towers. The awarded Bidder will be responsible for repairing all cooling tower systems as identified in this RFB and may be utilized for long-term maintenance.

SECTION 2 – ADMINISTRATIVE INFORMATION

2.1 Issuing Officer

The Issuing Officer identified in the IMPACS solicitation is the sole point of contact regarding the RFB from the date of issuance until selection of the successful Bidder.

2.2 Restriction on Communication

From the issue date of this RFB until announcement of the successful Bidder, Bidders may contact only the Issuing Officer. The Issuing Officer will respond only to electronic questions regarding the procurement process. Questions related to the interpretation of this RFB must be submitted as provided in the IMPACS solicitation. Oral questions related to the interpretation of this RFB will not be accepted. Bidders may be disqualified if they contact any State employee other than the Issuing Officer about the RFB except that Bidders may contact the State Targeted Small Business Office on issues related to the preference for Targeted Small Businesses.

The Agency assumes no responsibility for oral representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFB through an addendum.

2.3 Amendment to the RFB

The Agency reserves the right to amend the RFB at any time using an addendum. The Bidder shall acknowledge receipt of all addenda in its Bid.

It is the Bidder's sole responsibility to check daily for addenda to posted documents.

2.4 Bid Amendment and/or Withdrawal

The Bidder may amend or withdraw and resubmit its Bid at any time before the Bids are due. The amendment must be submitted on Iowa IMPACS by the Bidder to the bid and received by the time set for the receipt of Bids.

2.5 Submission of Bids

The Agency must receive the electronic Bid on: Iowa IMPACS before the "Bids Due" date and time. **This is a mandatory requirement and will not be waived by the Agency. Any Bid received after this deadline will not be accepted.** It is the Bidder's responsibility to ensure the bid is received prior to the deadline. Email and faxed Bids will not be accepted.

Bidders must furnish all information necessary to enable the Agency to evaluate the Bid. Bids that fail to meet the mandatory requirements of the RFB may be rejected. Oral information provided by the Bidder shall not be considered part of the Bidder's Bid unless it is in writing.

2.6 Bid Opening

The Agency will open Bids after the deadline for submission of Bids has passed. However, the names of Bidders who submitted timely Bids will be publicly available after the Bid opening. See Iowa Code Section 72.3. The announcement of Bidders who timely submitted Bids does not mean that an individual Bid has been deemed technically compliant or accepted for evaluation.

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2.7 Costs of Preparing the Bid

The costs of preparation and delivery of the Bid are solely the responsibility of the Bidder.

2.8 Rejection of Bids

The Agency reserves the right to reject any or all Bids, in whole and in part, received in response to this RFB at any time prior to the execution of a written Contract. Issuance of this RFB in no way constitutes a commitment by the Agency to award a Contract. This RFB is designed to provide Bidders with the information necessary to prepare a competitive Bid. This RFB process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection of a Bidder to provide goods and/or services. It is not intended to be comprehensive and each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

2.9 Disqualification

The Agency will reject outright and will not evaluate Bids if the Bidder fails to deliver the Bid by the due date and time. The Agency may reject outright and may not evaluate Bids for any one of the following reasons:

- The Bidder acknowledges that a requirement of the RFB cannot be met.
- The Bidder's Bid materially changes a requirement of the RFB or the Bid is not compliant with the requirements of the RFB.
- The Bidder's Bid limits the rights of the Agency.
- The Bidder fails to include information necessary to substantiate that it will be able to meet a requirement of the RFB.
- The Bidder fails to timely respond to the Agency's request for information, documents, or references.
- The Bidder fails to include bid security, if required.
- The Bidder fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested.
- The Bidder presents the information requested by this RFB in a format inconsistent with the instructions of the RFB or otherwise fails to comply with the requirements of the RFB.
- The Bidder initiates unauthorized contact regarding the RFB with state employees.
- The Bidder provides misleading or inaccurate responses.
- The Bidder's Bid is materially unbalanced.
- There is insufficient evidence (including evidence submitted by the Bidder and evidence obtained by the Agency from other sources) to satisfy the Agency that the Bidder is properly responsive and responsible to satisfy the requirements of the RFB.
- The Bidder alters the language in Certification Letter or Authorization to Release Information Letter.
- The Respondent is a "scrutinized company" included on a "scrutinized company list" created by a public fund pursuant to Iowa Code section 12J.3.
- The Respondent is a "prohibited company" or is selling products manufactured by a "prohibited company" as defined by Iowa Code section 12K.1(4).

2.10 Nonmaterial Variances

The Agency reserves the right to waive or permit cure of nonmaterial variances in the Bid if, in the judgment of the Agency, it is in the Agency's best interest to do so. Nonmaterial variances include minor informalities that do not affect responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other Bidders, that do not change the meaning or scope of the RFB, or that do not reflect a material change in the requirements of the RFB. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFB requirements or excuse the Bidder from full compliance with RFB specifications or other contract requirements if the Bidder is awarded the contract. The determination of materiality is in the sole discretion of the Agency.

2.11 Reference Checks

The Agency reserves the right to contact any reference to assist in the evaluation of the Bid, to verify information contained in the Bid and to discuss the Bidder's qualifications and the qualifications of any subcontractor identified in the Bid.

2.12 Information from Other Sources

The Agency reserves the right to obtain and consider information from other sources concerning a Bidder, such as the Bidder's capability and performance under other contracts, the qualifications of any subcontractor identified in the Bid, the Bidder's financial stability, past or pending litigation, and other publicly available information.

2.13 Verification of Bid Contents

The content of a Bid submitted by a Bidder is subject to verification. If the Agency in its sole discretion determines that the content is in any way misleading or inaccurate, the Bidder may be disqualified.

2.14 Bid Clarification Process

The Agency reserves the right to contact a Bidder after the submission of Bids for the purpose of clarifying a Bid to ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the Bidder has provided goods and/or services to the State or any other political subdivision wherever located, or requests for corrective pages in the Bidder's Bid. The Agency will not consider information received if the information materially alters the content of the Bid or alters the type of goods and/or services the Bidder is offering to the Agency. An individual authorized to legally bind the Bidder shall sign responses to any request for clarification. Responses shall be submitted to the Agency within the time specified in the Agency's request. Failure to comply with requests for additional information may result in rejection of the Bid as non-compliant.

2.15 Disposition of Bids

All Bids become the property of the Agency and shall not be returned to the Bidder at the conclusion of the selection process, the contents of all Bids will be in the public domain and be available for inspection by interested parties except for information for which Bidder properly requests confidential treatment according to exceptions provided in *Iowa Code Chapter 22* or other applicable law.

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2.16 Public Records and Requests for Confidential Treatment

The Agency's release of public records is governed by Iowa Code Chapter 22. Bidders are encouraged to familiarize themselves with Chapter 22 before submitting a Bid. The Agency will copy and produce public records upon request as required to comply with Chapter 22 and will treat all information submitted by a Bidder as non-confidential records unless Bidder requests specific parts of the Bid be treated as confidential at the time of the submission as set forth herein AND the information is confidential under Iowa or other applicable law.

2.17 Form 22 Request for Confidentiality

FORM 22 MUST BE COMPLETED AND INCLUDED WITH BIDDER'S BID. COMPLETION AND SUBMITTAL OF FORM 22 IS REQUIRED WHETHER THE BID DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE BID CONSIDERED NON-RESPONSIVE AND NOT EVALUATED.

2.18 Copyrights

By submitting a Bid, the Bidder agrees that the Agency may copy the Bid for purposes of facilitating the evaluation of the Bid or to respond to requests for public records. The Bidder consents to such copying by submitting a Bid and warrants that such copying will not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the Bids.

2.19 Release of Claims

By submitting a Bid, the Bidder agrees that it will not bring any claim or cause of action against the Agency based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the Bidder with pertinent information in this RFB.

2.20 Bidder Presentations

At the sole discretion of the State, Bidders may be required to make a presentation of the Bid. The presentation may occur at the Agency's offices or at the offices of the Bidder. The determination as to need for presentations, the location, order, and schedule of the presentations is at the sole discretion of the Agency. The presentation may include slides, graphics and other media selected by the Bidder to illustrate the Bidder's Bid. The presentation shall not materially change the information contained in the Bid.

2.21 Evaluation of Bids Submitted

Bids that are timely submitted and are not subject to disqualification will be reviewed in accordance with the RFB.

2.22 Preference

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 IAC 117.

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2.23 Determination of Responsible Bidder & Responsive Bid

All Bids will be first evaluated to determine if they comply with the bid requirements (i.e. to determine if the Bidder is a Responsible Bidder submitting a Responsive Bid). To be deemed a Responsible Bidder and a Responsive Bid, the Bid must comply with the bid format instructions and answer “Yes” to all parts and include information demonstrating the Bidder will be able to comply with the bid requirements.

2.24 Evaluation Criteria

The Agency will evaluate the Responsive Bids submitted by Responsible Bidders to determine the lowest responsible bidder(s) and will award the Contract(s) to the Bidder(s) submitting the lowest responsible bid(s) based on price.

2.25 Award Notice and Acceptance Period

Notice of Intent to Award the Contract(s) will be sent to all Bidders submitting a timely Bid and will be posted on Iowa IMPACS. Negotiation and execution of the Contract(s) shall be completed no later than thirty (30) days from the date of the Notice of Intent to Award. If the apparent successful Bidder fails to negotiate and deliver an executed contract by that date, the Agency, in its sole discretion, may cancel the award and award the Contract to the remaining Bidder the Agency believes will provide the best value to the State.

2.26 Definition of Contract

The full execution of a written contract shall constitute the making of a contract for the goods and/or services requested by the RFB and no Bidder shall acquire any legal or equitable rights relative to the contract for goods and/or services until the contract has been fully executed by the successful Bidder and the Agency.

2.27 Choice of Law and Forum

This RFB and the Contract are to be governed by the laws of the state of Iowa. Changes in applicable laws and rules may affect the award process or the Contract. Bidders are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFB shall be brought in the appropriate Iowa forum.

2.28 Restrictions on Gifts and Activities

Iowa Code Chapter 68B restricts gifts which may be given or received by State employees and requires certain individuals to disclose information concerning their activities with State government. Bidders are responsible to determine the applicability of Chapter 68B to their activities and to comply with its requirements. In addition, pursuant to Iowa Code Section 722.1, it is a felony offense to bribe or attempt to bribe a public official.

2.29 Appeals

A Respondent whose proposal has been timely filed and who is aggrieved by the award of the department may appeal the decision by filing a written notice of appeal (in accordance with 11—Chapter 117.20, Iowa Administrative Code) to: The Director of the Department of Administrative Services, Hoover State Office Building, Des Moines, Iowa 50319-0104 and a copy to the Issuing Officer. The notice must be filed within five days of the date of the Intent to Award notice issued by the Department, exclusive of Saturdays, Sundays, and legal state holidays. The written notice

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may be filed by fax transmission to 515.725.2064. The notice of appeal must clearly and fully identify all issues being contested by reference to the page, section and line number(s) of the RFP and/or the notice of Intent to Award. A notice of appeal may not stay negotiations with the apparent successful Bidder.

2.30 Unit Price

If a discrepancy between the unit price and the item total exists, the unit price prevails.

2.31 Price Adjustments to Term Contract(s)

Bid prices shall remain firm the first year of the contract. Price adjustments may be taken into consideration during the contract renewal process. The State reserves the right to accept or reject any proposed price(s) changes. Requested price changes should be submitted to the Iowa Department of Administrative Services – Central Procurement, sixty (60) days prior to the contract anniversary date.

2.32 Registration

The successful Bidder will be required to register to do business in Iowa before payment can be made. For how to do business with the State of Iowa go to:

<https://das.iowa.gov/procurement/vendors/how-do-business>.

2.33 Site Visit

Site Visit – Tuesday, April 15th, 2026 at 11:00am

Site Visit Location – Iowa Medical and Classification Center located at 2700 Coral Ridge Ave, Coralville, IA 52241

2.34 Bid Closing Date

Bids must be received no later than **2:00pm, Wednesday, April 22nd, 2026**. Late bids will not be considered. Bids shall be submitted on IMPACS Electronic Procurement System.

2.35 Questions and Requests for Clarification

Bidders are invited to submit written questions and requests for clarifications regarding the RFB. The questions and requests for clarifications must be received by the Issuing Officer by date **Friday, April 17th time 2:00 pm** (CT). Oral questions will not be permitted. If the questions and requests for clarifications pertain to a specific section of the RFB, the page and section number(s) must be referenced. Written responses to questions and requests for clarifications will be issued in the form of an addendum and sent to Bidders who received RFBs.

SECTION 3 – SPECIFICATIONS

All items listed in this Section are Bid Specifications. A successful Bidder must be able to satisfy all these specifications to be deemed a Responsible Bidder.

3.1 Bidder Requirements

The Bidder shall demonstrate the following minimum qualifications:

- 3.1.1** Minimum of five (5) years of documented experience providing cooling tower maintenance and repair services for commercial, institutional, or industrial facilities.
- 3.1.2** Minimum of three (3) verifiable references from clients with similar scope and complexity of cooling tower systems.
- 3.1.3** Demonstrated experience with cooling tower systems of similar size and type.
- 3.1.4** Proof of financial stability and capability to perform the required services.
- 3.1.5** Ability to respond to emergency service calls within the timeframes specified.

3.2 Licensing and Certification Requirements

The Bidder must meet the following:

- 3.2.1** Valid business license to operate in Iowa.
- 3.2.2** All technicians performing work shall possess appropriate trade licenses as required by state and local regulations.
- 3.2.3** At least one (1) supervisor or lead technician shall hold current certification from the Cooling Technology Institute (CTI) or Association of Water Technologies (AWT).
- 3.2.4** Technicians performing electrical work shall hold appropriate electrical licenses.
- 3.2.5** Technicians performing water treatment services shall hold appropriate water treatment operator certifications if required by state regulations.
- 3.2.6** All personnel shall complete OSHA 10-hour or 30-hour construction safety training.
- 3.2.7** Confined space entry trained personnel if applicable to facility requirements.

3.3 Personnel Requirements

The Bidder must meet the following:

- 3.3.1** All personnel shall be employees of the Bidder or approved subcontractors.
- 3.3.2** All personnel shall undergo background checks as required by Agency policy.

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- 3.3.3** Personnel shall be properly trained, qualified, and experienced in cooling tower maintenance and repair.
- 3.3.4** Personnel shall wear company identification and maintain professional appearance and conduct.
- 3.3.5** Bidder shall provide adequate supervision for all work performed.
- 3.3.6** Bidder shall maintain sufficient staffing levels to meet service requirements and response times.

3.4 Repair Services

The Bidder shall provide repair services on an as-needed basis to address equipment failures, performance deficiencies, or safety concerns identified during routine maintenance or reported by Agency staff.

3.4.1 Emergency Repair Services

- 3.4.1.1** Provide 24-hour emergency response capability, 365 days per year.
- 3.4.1.2** Respond to emergency service calls within two (2) hours of notification.
- 3.4.1.3** Arrive on-site within four (4) hours of emergency notification for critical failures.
- 3.4.1.4** Provide temporary solutions to restore partial operation when immediate permanent repairs are not feasible.
- 3.4.1.5** Emergency services include, but are not limited to: motor failures, bearing failures, structural failures, major leaks, control system failures, and safety system malfunctions.

3.4.2 Scheduled Repair Services

- 3.4.2.1** Non-emergency repairs shall be scheduled in coordination with facility management to minimize operational disruption.
- 3.4.2.2** Bidder shall provide written repair estimates prior to commencing work.
- 3.4.2.3** All repairs shall be performed using OEM parts or approved equivalent parts that meet or exceed original specifications.
- 3.4.2.4** Repairs include, but are not limited to:
 - Fan motor replacement or rebuild
 - Fan blade repair or replacement

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- Gearbox repair or replacement
- Drive shaft and coupling replacement
- Fill media replacement
- Drift eliminator replacement
- Basin repair including crack sealing and coating
- Structural steel repair and reinforcement
- Piping and valve replacement
- Nozzle and distribution system repair
- Control system component replacement
- Electrical component repair or replacement
- Water treatment system repairs
- Panel repair or replacement

3.4.3 Repair Documentation

- 3.4.3.1** Provide detailed written documentation for all repairs including description of problem, root cause analysis, corrective action taken, parts used with part numbers, and recommendations to prevent recurrence.
- 3.4.3.2** Provide photographic documentation of conditions before and after repairs.
- 3.4.3.3** Update equipment maintenance history records.

3.5 Preventive Maintenance Services

The Bidder shall provide pricing for comprehensive preventive maintenance services on a scheduled basis as outlined below. All preventive maintenance shall be performed in accordance with manufacturer specifications, industry best practices, ASHRAE standards, and applicable local, state, and federal regulations. Execution of a maintenance agreement will be decided upon by facility personnel.

3.5.1 Quarterly Maintenance (Four times annually)

- 3.5.1.1** Inspect all cooling tower structural components including basin, casing, louvers, fan deck, and access ladders for signs of deterioration, corrosion, or damage.
- 3.5.1.2** Inspect and clean fill media (splash bars or film fill) to remove scale, biological growth, and debris accumulation.
- 3.5.1.3** Inspect drift eliminators for proper positioning, damage, and effectiveness.
- 3.5.1.4** Inspect and lubricate all fan bearings, gearboxes, and drive shafts according to manufacturer specifications.
- 3.5.1.5** Check fan blade pitch and balance; inspect fan blades for cracks, erosion, or damage.

- 3.5.1.6** Inspect motor mounts, couplings, and alignment.
 - 3.5.1.7** Inspect and test all mechanical equipment including pumps, valves, and float assemblies.
 - 3.5.1.8** Check belt tension and condition on belt-driven units; adjust or replace as necessary.
 - 3.5.1.9** Inspect spray nozzles and distribution systems for proper operation and coverage.
 - 3.5.1.10** Test and calibrate all control systems, thermostats, and safety devices.
 - 3.5.1.11** Inspect electrical connections, contactors, and motor starter components.
 - 3.5.1.12** Check water level controls and makeup water systems.
 - 3.5.1.13** Document water quality parameters including pH, conductivity, and biological activity.
 - 3.5.1.14** Remove debris from basin and strainers.
 - 3.5.1.15** Provide detailed written report of all findings, recommendations, and work performed.
- 3.5.2 Semi-Annual Maintenance (Two times annually):**
- 3.5.2.1** Perform comprehensive vibration analysis on all rotating equipment.
 - 3.5.2.2** Conduct infrared thermography inspection of electrical components and motor windings.
 - 3.5.2.3** Perform detailed inspection of gearbox oil levels and condition; sample and analyze oil if applicable.
 - 3.5.2.4** Inspect and test all safety switches, disconnects, and emergency shutdown systems.
 - 3.5.2.5** Verify proper operation of variable frequency drives (VFDs) if equipped.
 - 3.5.2.6** Inspect tower structure for proper anchorage and stability.
 - 3.5.2.7** Check and document fan motor amperage and compare to nameplate ratings.
 - 3.5.2.8** Inspect water distribution piping for leaks, corrosion, or blockages.

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3.5.2.9 Clean and flush basin thoroughly; remove all sediment and biofilm.

3.5.3 Annual Maintenance (Once annually)

3.5.3.1 Perform complete shutdown inspection during scheduled facility maintenance windows.

3.5.3.2 Conduct comprehensive structural integrity assessment.

3.5.3.3 Disassemble, inspect, and service fan assemblies including bearings and seals.

3.5.3.4 Inspect and service gearboxes including oil changes with manufacturer-approved lubricants.

3.5.3.5 Perform motor megger testing to assess insulation integrity.

3.5.3.6 Inspect and test all emergency and safety systems.

3.5.3.7 Conduct complete water treatment system evaluation.

3.5.3.8 Provide comprehensive annual report with photographic documentation and multi-year maintenance recommendations.

3.6 Compliance and Regulatory Requirements

3.6.1 The Bidder shall ensure all work complies with:

- Occupational Safety and Health Administration (OSHA) regulations
- Environmental Protection Agency (EPA) regulations
- State and local environmental and safety regulations
- National Fire Protection Association (NFPA) standards
- American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) standards
- Cooling Technology Institute (CTI) guidelines
- Manufacturer specifications and recommendations
- All applicable building and mechanical codes

3.6.2 Permits and Notifications

3.6.2.1 Bidder shall obtain all necessary permits required for work performed.

3.6.2.2 Provide advance notification to Agency of any planned system shutdowns.

3.6.2.3 Coordinate with Agency for any hot work permits or confined space entry requirements.

3.7 Reporting and Documentation

3.7.1 Maintenance Reports

- 3.7.1.1** Provide detailed written reports within five (5) business days following each maintenance visit.
- 3.7.1.2** Reports shall include: date of service, technicians present, work performed, findings, measurements taken, parts replaced, recommendations, and photographic documentation.
- 3.7.1.3** Reports shall be submitted electronically in PDF format to designated Agency representative.

3.7.2 Equipment History Records

- 3.7.2.1** Maintain comprehensive maintenance and repair history for each cooling tower unit.
- 3.7.2.2** Provide Agency with updated equipment records quarterly.
- 3.7.2.3** Records shall include all maintenance activities, repairs, parts replacements, and performance trends.

3.7.3 Annual Summary Report

- 3.7.3.1** Provide comprehensive annual report summarizing all maintenance and repair activities.
- 3.7.3.2** Include performance trends, recurring issues, capital improvement recommendations, and projected equipment lifecycle assessments.
- 3.7.3.3** Present annual report to Agency facilities management team.

3.7.4 Emergency Service Reports

- 3.7.4.1** Provide preliminary verbal report immediately upon completion of emergency service.
- 3.7.4.2** Submit written emergency service report within twenty-four (24) hours including root cause analysis and recommendations.

3.8 Safety Requirements

- 3.8.1** Bidder shall maintain a comprehensive written safety program.
- 3.8.2** Bidder shall conduct daily safety briefings and job hazard analyses.

- 3.8.3** All personnel shall wear appropriate personal protective equipment (PPE).
- 3.8.4** Bidder shall comply with all OSHA regulations and any other applicable safety policies.
- 3.8.5** Bidder shall provide site-specific safety plans for high-risk activities.
- 3.8.6** Bidder shall immediately report all accidents, injuries, or near-miss incidents to Agency.
- 3.8.7** Bidder shall maintain OSHA 300 logs and provide copies upon request.

3.9 Parts, Materials, and Tools

3.9.1 Standards

- 3.9.1.1** All replacement parts shall be new, OEM (Original Equipment Manufacturer) parts or approved equivalent parts that meet or exceed OEM specifications.
- 3.9.1.2** Bidder shall not install used, refurbished, or remanufactured parts without prior written approval from Agency.
- 3.9.1.3** All materials shall be suitable for the intended application and compatible with existing equipment.
- 3.9.1.4** Bidder shall provide manufacturer warranties for all parts and materials.
- 3.9.1.5** All chemicals shall be EPA-registered and appropriate for cooling tower applications.

3.9.2 Pricing and Markup

- 3.9.2.1** Bidder shall provide transparent pricing for all parts and materials.
- 3.9.2.2** Bidder shall not invoice parts and materials greater than the markup percentage above Bidder's documented cost included bid.
- 3.9.2.3** Bidder shall provide itemized invoices showing part numbers, descriptions, quantities, unit costs, and extended costs.
- 3.9.2.4** Agency reserves the right to audit parts pricing and request supporting documentation.

3.9.3 Equipment and Tools

- 3.9.3.1** Bidder shall provide all tools, equipment, and specialized instruments necessary to perform the required services.

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- 3.9.3.2** Equipment shall include, but not be limited to: vibration analyzers, infrared cameras, megger testers, water quality testing equipment, torque wrenches, alignment tools, and safety equipment.
- 3.9.3.3** All equipment shall be properly calibrated and maintained in good working condition.
- 3.9.3.4** Bidder shall provide proof of equipment calibration upon request.

3.10 Scheduling and Coordination

3.10.1 Service Schedule

- 3.10.1.1** Preventive maintenance services shall be performed according to the agreed upon schedule.
- 3.10.1.2** Bidder shall provide Agency with an annual maintenance schedule within thirty (30) days of contract award.
- 3.10.1.3** Bidder shall provide at least five (5) business days advance notice prior to scheduled maintenance visits.
- 3.10.1.4** Maintenance activities shall be scheduled to minimize disruption to Agency operations.
- 3.10.1.5** Bidder shall coordinate with Agency designated representative for all scheduling.

3.10.2 Access and Coordination

- 3.10.2.1** Agency will provide Bidder with reasonable access to facilities during normal business hours 8:00AM-4:30PM.
- 3.10.2.2** After-hours or weekend work shall be coordinated in advance and may require escort or supervision.
- 3.10.2.3** Bidder shall check in with designated facility contact upon arrival and departure.
- 3.10.2.4** Bidder shall comply with all Department of Corrections facility access and security procedures.
- 3.10.2.5** Bidder shall coordinate with other contractors or service providers as necessary.

3.10.3 Service Disruptions

- 3.10.3.1** Bidder shall provide advance notice of any required system shutdowns.
- 3.10.3.2** Emergency shutdowns shall be communicated immediately to facility designated representative.
- 3.10.3.3** Bidder shall minimize service disruptions and restore systems to operation as quickly as possible.
- 3.10.3.4** Bidder shall provide estimated time for completion of repairs requiring extended downtime.

3.11 Performance

3.11.1 Performance Measures

- 3.11.1.1** The Bidder shall meet or exceed the following performance standards:
 - Emergency response time: within two (2) hours of notification, 95% of the time
 - On-site arrival for emergencies: within four (4) hours of notification, 95% of the time
 - Scheduled maintenance completion: 100% of scheduled services completed on time or rescheduled with advance notice
 - Report submission: 100% of reports submitted within specified timeframes
 - First-time fix rate: minimum 90% of repair calls resolved on first visit
 - Equipment uptime: maintain minimum 98% cooling tower system availability during cooling season
 - Customer satisfaction: maintain minimum rating of "satisfactory" or better on performance evaluations

3.11.2 Quality Assurance

- 3.11.2.1** All work shall be performed in a professional and workmanlike manner.
- 3.11.2.2** Work shall comply with manufacturer specifications, industry standards, and applicable codes.
- 3.11.2.3** Agency reserves the right to inspect all work in progress and upon completion.
- 3.11.2.4** Deficient work shall be corrected at no additional cost to Agency.
- 3.11.2.5** Bidder shall warranty all labor for a minimum of [90 days / one year] from date of completion.

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3.11.2.6 Manufacturer warranties on parts and equipment shall be passed through to Agency.

3.11.3 Performance Reviews

3.11.3.1 Agency will conduct annual performance reviews with Bidder.

3.11.3.2 Performance reviews will assess compliance with contract requirements, quality of work, responsiveness, and customer satisfaction.

3.11.3.3 Bidder shall develop corrective action plans to address any performance deficiencies.

3.11.3.4 Continued unsatisfactory performance may result in contract termination.

3.12 Environmental Requirements

3.12.1 Environmental Compliance

3.12.1.1 Bidder shall comply with all federal, state, and local environmental regulations.

3.12.1.2 Proper handling, storage, and disposal of all chemicals, oils, and hazardous materials.

3.12.1.3 Maintain spill prevention and response procedures.

3.12.1.4 Provide spill containment equipment and materials.

3.12.1.5 Immediately report any spills or environmental releases to Agency and appropriate regulatory agencies.

3.12.2 Waste Management

3.12.2.1 Bidder shall be responsible for proper disposal of all waste materials generated during maintenance and repair activities.

3.12.2.2 Hazardous waste shall be disposed of in accordance with applicable regulations.

3.12.2.3 Provide documentation of proper waste disposal upon request.

3.12.2.4 Recycling of materials is encouraged where feasible.

3.12.3 Water Conservation

3.12.3.1 Implement water conservation best practices to minimize water consumption.

3.12.3.2 Recommend water-saving technologies and operational improvements.

3.12.3.3 Monitor and report water usage trends.

3.12.3.4 Identify and repair water leaks promptly.

3.12.4 Energy Efficiency

3.12.4.1 Recommend energy efficiency improvements to reduce cooling tower energy consumption.

3.12.4.2 Optimize equipment operation for maximum efficiency.

3.12.4.3 Identify opportunities for equipment upgrades or retrofits.

3.12.4.4 Support State of Iowa sustainability goals and initiatives.

3.13 Performance Monitoring and Reporting

3.13.1 Monthly Reports

The Bidder shall provide comprehensive monthly performance reports to the Agency by the tenth (10th) business day of each month for the preceding month. Reports shall include, at minimum: total number of repairs by service type, on-time completion percentage, average amount of uptime, customer service issues and resolutions, and any service disruptions or incidents.

3.13.2 Performance Metrics

The Bidder shall maintain the following minimum performance standards:

- On-time completion rate of ninety-five percent (95%) or higher for all preventative maintenance
- On-time response rate of ninety percent (90%) or higher for all on-demand repairs
- Equipment uptime ninety-nine-point eight percent (99.8%)
- First time resolution rate of ninety percent (90%) or higher

3.13.3 Service Level Failures

Failure to meet performance standards for two (2) consecutive months or three (3) months within any twelve (12) month period may result in contract termination or other remedies as specified in the contract terms and conditions.

3.13.4 Invoicing and Documentation

The Bidder shall provide detailed monthly invoices itemizing all services provided, including date, tracking number, service type, origin, destination, and applicable charges. Invoices shall be accompanied by supporting documentation including proof of delivery records for all completed deliveries.

**Attachment 1
Exceptions Form**

Please list any and all exceptions to this RFB in this section. Include section and reason for exception:
(Make additional pages if necessary)

<u>Section</u>	<u>Exception</u>
1. _____	_____ _____
2. _____	_____ _____
3. _____	_____ _____
4. _____	_____ _____
5. _____	_____ _____
6. _____	_____ _____
7. _____	_____ _____
8. _____	_____ _____
9. _____	_____ _____
10. _____	_____ _____

Attachment 2
Initial Repairs and Maintenance Work

Bidder is expected to include in bid a quote for initial repairs and maintenance needed to the cooling tower system. It is expected that the Bidder will utilize their bid rates to create an itemized quote. The following tasks have been identified as needing to be completed. If Bidder identifies additional tasks or has alternative solutions, include those in your quote. EVAPCO AT 19-214 repairs and maintenance:

Replacement of fill in all cells

- Parts
- Labor

Remove and replace corroded fill supports with new

- Parts
- Labor

Remove and replace drift eliminator media & supports

- Parts
- Labor

Remove and replace louver media

- Parts
- Labor

Remove and replace gearboxes

- Parts
- Labor

Remove and replace driveshafts

- Parts
- Labor

Remove and replace casing panel replacements

- Parts
- Labor

Clean branch arms header

- Labor

Remove and replace spray system nozzles

- Parts
- Labor

Other repairs or maintenance identified on site visit

- Parts
- Labor