

- C. Removal of material containing asbestos. If any material is suspected of containing asbestos, the vendor shall not disturb the suspected material, and shall immediately notify the M-DCPS authorized representative.

6.19 SERVICE REQUESTS

- A. Calls for service shall be initiated by the M-DCPS authorized representative or designee. Only the M-DCPS authorized representative or designee shall be authorized to request services under this contract. All requests for services under this contract shall be channeled through and received only from the appropriate Maintenance Service Center.
- B. The vendor shall respond upon oral or written notification, delivered by any means including facsimile or other electronic medium, from the M-DCPS authorized representative or designee to any service request. This response must result in the arrival of a properly trained technician at the affected site within two (2) hours after notification in the case of an Emergency Service request, or twenty-four (24) hours in the case of a routine service request. The vendor shall complete all repairs within the same day as arrival on-site. If repairs are not completed within this time period, the vendor shall immediately notify the M-DCPS authorized representative, in writing, stating the reason for the delay and establish a completion date. Failure to comply shall be evidence of vendor negligence, and may result in penalties and sanctions, including, but not limited to termination of the contract.
- C. M-DCPS will evaluate this bid based on vendor submittal for the following service option. The vendor is required to respond, twenty-four (24) hours a day, seven (7) days a week, including holidays, at no additional cost to M-DCPS.

6.20 ADDITIONAL SERVICES

- A. Additional services may be authorized at the discretion of the M-DCPS Authorized Representative for work not covered by the base bid. The additional services may be performed at any M-DCPS site.
- B. The vendor may be asked to provide a quote for additional services to any existing air handling units, unit ventilators, fan coil units, water pumps, cooling towers, piping, insulation, valves, pneumatic controls, electronic controls, miscellaneous air conditioning mechanical components and accessories at any M-DCPS site.
- C. Work performed shall comply with OEM standards and with the requirements of the references listed under of these specifications. M-DCPS reserves the right to inspect the vendor's work at any time to assure compliance with all terms and conditions of the contract.
- D. Additional Services labor rates for qualified technicians shall not exceed \$90.00 per hour, per technician.

Material cost for additional services shall be as follows:

1. Water Chiller OEM Products

- a. Cost Plus Percentage or materials and equipment shall not to Exceed 15%. The vendor shall supply the M-DCPS Authorized Representative with the OEM's most recent published price list sheet for all part needed. The percentage of discount will be entered in the appropriate line item on the Bid Proposal Form.