



DATE: June 09, 2017

TO: Brenda J. Billingsley, Director, Purchasing Division

THRU: Howard Wright, Assistant Director, Facilities Management Division

FROM: Ian Mitchell, Expansion Project Administer, Facilities Management Division

PROJECT TITLE: BCJC West Building - Escalator / Elevator Maintenance & Repairs

REQUISITION NO. FMD0003109

SOLE SOURCE/SOLE BRAND REQUEST

I. REQUEST: Provide a description of the features of the product/service or Scope of Work.

The Facilities Management Division (FMD) is requesting a Sole Source Two-Party Agreement with Otis Elevator Company for Escalator / Elevator Preventive Maintenance Service and Repairs at the Broward County Judicial Complex West Building.

II. JUSTIFICATION: Please check all boxes that describe your reason(s) for determining that only one source or brand is reasonably available.

Only Sole Source/ Uniqueness

- Proprietary Item - this vendor/source has the only rights to provide this service or commodity. A letter from the manufacturer or authorizing entity is included in this request.
- Technology Improvements - updates or upgrades to an existing system, software, software as a service (SaaS), hardware purchases.
- Engineering Direction - engineering drawing or specification identifies product; "no substitutes or equivalents will be acceptable."
- Only qualified supplier - reliability and maintainability of the product or service would be degraded unless specified supplier is used; may void warranty. This request includes a copy of the current warranty information.
- Other/or Additional information - the County requires this sole source, sole brand purchase for the following reasons:

Otis Escalators and Elevators are currently installed at the new Broward County Judicial Complex West Building. The units are the latest models manufactured by Otis called the Sky Rise Elevator System. The Micro Processors that controls all of the functions of the elevators require a special diagnostic tools. The units incorporate propriety systems software that only Otis Elevator Company can service. Currently only two technicians are trained in Broward County to repair the most basic trouble calls without calling in an Engineer.

The elevator system is the only one installed in the Broward County/West Palm Beach Area and is solely

maintained by Otis Elevator in the South Florida Region. Unauthorized repair work may damage critical components, which in turn, may void existing warranties.



Business Case (One/Most Reasonable Source or One/Most Reasonable Brand)

- Operational Compatibility - replacement parts from alternate suppliers are not interchangeable with original part and causes equipment incompatibility. Previous findings and/or documentation is included with this request.
- Ease of Maintenance - maintenance or retooling prohibits competition. Section III, Comparative Market Research includes estimated costs associated with changing current source and/or brand.
- Follow-On - potential for continued development or enhancement with same supplier and eliminates costs incurred by using different supplier. Section III, Comparative Market Research includes estimated costs for replacing current or existing system.
- Complies with existing community and safety standards, and/or laws, rules, and regulations.
- Exempted from the Procurement Code - per Section 21.18 of Broward County Administrative Code.
- Other/or additional information - using this sole source, sole brand purchase benefits the County for the following reasons:

III. COMPARATIVE MARKET RESEARCH: Provide a detailed source or market analysis for justification of sole source/brand or most reasonable source (attach extra sheets as needed).

Estimated project value: \$420,000 Per Year Contract length (if applicable): One-year term, Four Renewals

Expenses to date: 0

Has this commodity or service been previously provided to the County? Yes No

If yes, when and by whom? 03/21/06 - THYSSENKRUPP ELEVATOR

How was item/service procured? Emergency Competitive bid

What is the current contract (MA) or purchase order number? EZ05380M1

If this is a sole brand, is there an "authorized" dealers list? Yes No

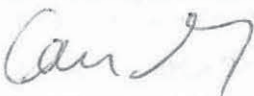
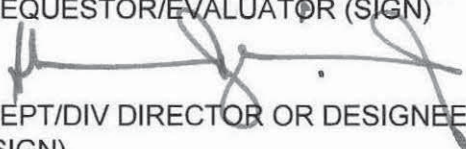
Cost/Benefit Analysis: What would the cost be to utilize an alternate vendor or source? This explanation should include the savings and/or additional costs to the County by not using the preferred vendor or source. Attach additional sheets if needed.

The Otis elevator system is the only one installed in the Broward County/West Palm Beach Area and is solely maintained by Otis Elevator in the South Florida Region. Unauthorized repair work may damage critical components, which in turn, may void existing warranties.

CERTIFICATION: I have thoroughly researched the sole source or sole brand justification and fully understand the implications of Section 838.22 of the Florida Statutes:

(2) "It is unlawful for a public servant, with corrupt intent to obtain a benefit for any person or to cause unlawful harm to another, to circumvent a competitive bidding process required by law or rule by using a sole source contract for commodities or services."

(5) "Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084"

Ian Mitchell		June 9, 2017
REQUESTOR/EVALUATOR (PRINT)	REQUESTOR/EVALUATOR (SIGN)	DATE
Howard Wright		June 9, 2017
DEPT/DIV DIRECTOR OR DESIGNEE (PRINT)	DEPT/DIV DIRECTOR OR DESIGNEE (SIGN)	DATE

The Purchasing Agent has reviewed the request and has completed the required due diligence per the Procurement Code Section(s) 21.34 and 21.35. The Purchasing Agent recommends the following:

Sole Source Sole Brand Reasonable Source RFI attached Rejected
 Request Authorization to Negotiate

Additional Information:

The Facilities Management Division (FMD) is seeking a qualified manufacturer trained and certified vendor to provide maintenance and repair services to the new Otis Sky Rise Elevator and NCE Escalator Systems in the new Broward County Judicial Complex. In order to test the market for possible vendors which can provide the services, Request for Information (RFI) No. BLD2114940F1 was solicited through BidSync with 1680 vendors notified of availability, 19 viewed and 1 response received (Exhibit 1). FMD reviewed the submittal by the single respondent, Eastern Elevator Service, Inc. (EESI), and determined that EESI does not have the experience, engineering support or parts availability to work on the specific systems identified for the scope of work (Exhibit 2). Pursuant to the letter dated June 9, 2017, Otis Elevator Company states that its repair facility is the only authorized and qualified source for servicing the Otis Sky Rise systems and NCE Escalator systems (Exhibit 3). Due to the specialized subject matter and nature of this work, and the failure of EESI to support its qualifications for working on these specific systems, this agent recommends approval of Otis Elevator Company as a sole source.

Purchasing Agent Signature: **RANDALL PLUNKETT** Digitally signed by RANDALL PLUNKETT
DN: dc=cty, dc=broward, dc=bc,
ou=Organization, ou=BCC, ou=PU,
ou=Users, cn=RANDALL PLUNKETT
Date: 2018.01.05 11:00:56 -05'00' Date: 1/05/2018

Reviewed by: **CARLA BYRD** Digitally signed by CARLA BYRD
DN: dc=cty, dc=broward, dc=bc,
ou=Organization, ou=BCC, ou=PU,
ou=Users, cn=CARLA BYRD
Date: 2018.01.07 12:53:37 -05'00'
Date: 1/7/2018

APPROVAL AUTHORITY
REASON/SUGGESTED ACTION (IF DISAPPROVED):

Signature: **GLENN MARCOS** Digitally signed by GLENN MARCOS
DN: dc=cty, dc=broward, dc=bc,
ou=Organization, ou=BCC, ou=ETS,
ou=ERP, ou=Users, cn=GLENN MARCOS
Date: 2018.01.17 19:04:27 -05'00' Date: 1/17/18

APPROVED

Solicitation BLD2114940F1

Request for Information - Otis Elevator/Escalator Maintenance and Repair

Bid Designation: Public



Broward County Board of County Commissioners

Bid BLD2114940F1

Request for Information - Otis Elevator/Escalator Maintenance and Repair

Bid Number BLD2114940F1
Bid Title Request for Information - Otis Elevator/Escalator Maintenance and Repair
Bid Start Date Dec 6, 2017 6:10:06 PM EST
Bid End Date Dec 11, 2017 5:00:00 PM EST
Question & Answer End Date Dec 8, 2017 5:00:00 PM EST

Bid Contact Randy Plunkett
Purchasing Agent
Purchasing Division
rplunkett@broward.org

Bid Contact Carla Byrd
Purchasing Manager
Purchasing
cbyrd@broward.org

Contract Duration **Not Applicable**
Contract Renewal Not Applicable
Prices Good for **Not Applicable**

Bid Comments This Request for Information (RFI) is intended to ascertain whether the service specified below is currently available from multiple providers. This is not a request for pricing or a commitment to purchase.

The following service is thought to be available from only a single source. This RFI will remain posted until the due at the date and time indicated. Vendors should submit response electronically through BidSync. Vendor should upload any supporting information in BidSync to assist in determining if service is comparable.

The Broward County Facilities Management Division is seeking a qualified and authorized elevator firm to maintain and repair Otis Elevator Co. Original Equipment Manufacturer (OEM) Skyrise® Elevator and NCE Escalator Systems at the Broward County Judicial Complex.

Service must be performed by Otis Elevator trained and authorized service providers and shall include:

- (a) Preventive Maintenance consisting of inspections, lubrication and adjustments necessary to ensure that the equipment is performing, at the time of such checks, in accordance with its technical specifications.
- (b) Availability of 24-hr. dispatching for service calls.
- (c) Capability of providing electronic recording of maintenance procedures for reporting purposes.

If you can bid on this service, respond to this Request for Information through BidSync. Proof of Otis Elevator authorization and training certifications should be provided with your response and must be provided within 24 hrs. of County request.

Prospective Vendors are requested to provide information regarding their ability to supply the contractual services described. All Vendor responses will be evaluated by the Using Agency which will be the sole determinate power in establishing the approved equal status of the service offered by the vendor. If it is determined in writing by the agency, after reviewing any information received from prospective Vendors, that the contractual services are available only from a sole source, a solicitation will be issued to the sole source Vendor for processing and approval by the appropriate award authority.

Item Response Form

Item **BLD2114940F1-01-01 - Request for Information - Otis Elevator/Escalator Maintenance and Repair Service**

Quantity **1 each**

Prices are not requested for this item.

Delivery Location **Broward County Board of County Commissioners**

No Location Specified

Qty 1

Description

Please refer to Comments section.

FURNIVAL

Question and Answers for Bid #BLD2114940F1 - Request for Information - Otis Elevator/Escalator Maintenance and Repair

Overall Bid Questions

There are no questions associated with this bid.

FINAL

**Bid Tabulation Packet
for
Solicitation BLD2114940F1**

**Request for Information - Otis Elevator/Escalator
Maintenance and Repair**

Bid Designation: Public




Broward County Board of County Commissioners

Bid #BLD2114940F1 - Request for Information - Otis Elevator/Escalator Maintenance and Repair

Creation Date **Nov 21, 2017** End Date **Dec 11, 2017 5:00:00 PM EST**
 Start Date **Dec 6, 2017 6:10:06 PM EST** Awarded Date **Not Yet Awarded**

BLD2114940F1--01-01 Request for Information - Otis Elevator/Escalator Maintenance and Repair Service					
Supplier	Unit Price	Qty/Unit	Total Price	Attch.	Docs
Eastern Elevator Service Inc. [Ad]	First Offer -	1 / each			
Product Code: Agency Notes:			Supplier Product Code: Supplier Notes: Eastern Elevator Service Inc. employs former Otis Elevator Supervisors and technicians trained on this equipment and would be interested in submitting a Bid.		

Supplier Totals

f Eastern Elevator Service Inc. [Ad]					\$0.00
Bid Contact	Robert Rauch	Address		2111 No. Commerce Parkway	
	EasternElev@Gmail.com			Weston, FL 33326	
	Ph 954-591-2831				
	Fax 954-382-2133				
Qualifications	SB				
Agency Notes:		Supplier Notes:		Head Attch:	

**

Eastern Elevator Service Inc.

Bid Contact **Robert Rauch**
EasternElev@Gmail.com
Ph 954-591-2831
Fax 954-382-2133

Address **2111 No. Commerce Parkway**
Weston, FL 33326

Qualifications SB

Item #	Line Item	Notes	Unit Price	Qty/Unit	Attch. Docs
BLD2114940F1--01-01	Request for Information - Otis Elevator/Escalator Maintenance and Repair Service	Supplier Product Code: Supplier Notes: Eastern Elevator Service Inc. employs former Otis Elevator Supervisors and technicians trained on this equipment and would be interested in submitting a Bid.	First Offer -	1 / each	
Supplier Total					\$0.00

From: [Swanson, Robin](#)
To: [Plunkett, Randall](#)
Cc: [Byrd, Carla](#); [Mitchell, Ian](#); [Leder, Bruce](#); [Campbell, Scott](#)
Subject: FW: Gary Baughman Info
Date: Friday, December 15, 2017 9:48:48 AM
Attachments: [Gary Baughman Resume.docx](#)
[RE Request for response by COB 121417 Broward County Request for Information: re RFI BLD2114940F1 Otis Elevator Escalator Preventive Maintenance and Repair.msg](#)

FYI – Follow-up information provided by Eastern Elevator for Gary Baughman. This information was requested yesterday by Robin Swanson for delivery by COB 12/14/17 – see attachment #2.

From: Eastern Elevator Service Inc. [mailto:easternelev@gmail.com]
Sent: Friday, December 15, 2017 9:41 AM
To: Swanson, Robin <ROSWANSON@broward.org>
Subject: Gary Baughman Info

Good Morning Robin,

Please see attached.

Thank You,

Robert Rauch
954-591-2831

Eastern Elevator Service Inc.
2111 No. Commerce Parkway
Weston, FL 33326

Phone: 1-877-840-2638

Eastern Elevator Service Inc.
1505 Hobbs Street
Tampa, FL 33610

www.EasternElevatorService.com

GARY BAUGHMAN

213 Nicklaus Blvd., Fort Myers, FL 33903 | (239) 671-9862 | drivin2dl@gmail.com

Objective

To work as an elevator repair mechanic for a local company utilizing my 16+ years of experience.

Skills Summary

- State of Florida Certified Elevator Technician since 2008
- Clean Florida driving record; no criminal record
- Meet screening standards of Section 1012.467 Florida Statutes to allow for permission to access school grounds while students are present
- Knowledge of current elevator safety measures and protocols
- The bulk of my experience has been servicing and testing hydraulic elevators
- Proficient on maintaining and repairing traction elevators
- Equipment experience includes: VMI, Montgomery, Northern, Dover, Schindler, Tri-Con, Smart Rise, GAL, Tac-20, Motion Control and Otis
- Completed all service and paperwork timely and efficiently
- Ability to identify and anticipate instances of failure
- Proficient at adjusting hydraulic valves, trouble-shooting relays, circuit boards including repair of circuit boards
- Proficient at conducting tests and inspections and identifying errors
- Organized, detail-oriented and able to provide excellent customer service
- Experience with renovations and replacement of packing seals
- Respond to calls, conduct inspections and make repairs
- Maintain log books with dates and details of all repair work performed
- Enter notes of the work completed, list necessary parts to order and bill for the services provided utilizing the company-provided handheld device

Experience

Mechanic – Route: School District of Lee County
Eastern Elevator Services, Inc., 4301 South Flaming Rd., Suite 106-201, Davie, FL
March 2017 – Present

Mechanic - Otis Elevator, Inc., Fort Myers, FL
Service Route included condominium/time share properties and major hotels along gulf coast from Port Charlotte to Naples including Boca Grande, Sanibel/Captiva and Marco Islands
October 2001 - January 2017

GARY BAUGHMAN

Maintenance Supervisor – Edison Apartments (currently Sundance Grove Apartments)
1999 – October 2001

Directed maintenance and landscaping staff. Ensured building and units were always in the best state of repair and met/exceeded quality standards. Worked on a 24/7 on-call basis. Effectively interacted with residents to resolve issues, order new supplies and coordinated support equipment. Quickly responded to tenant service requests, inspected and troubleshot problems and provided repairs quickly and efficiently.

Education

- U.S. Navy, Radioman Technician, Teletype Repair 1983 – 1987 U.S.S. Blue Ridge
- Certified Auto Mechanic 1977
- 1976 Revere High School Graduate, Richfield, Ohio

References

John Andrews, President of Operations, Gulfside Elevators & Cab Interiors, LLC
(formerly Taylor Elevator, LLC) 3573 Plover Ave., Naples, FL 34117 (239) 643-0490

John Taylor, Co-Founder, Taylor Elevator Corporation, (currently semi-retired)
3573 Plover Ave., Naples, FL 34117 (239) 643-0490

Subject: FW: Request for response by COB 12/14/17: Broward County Request for Information; re: RFI BLD2114940F1, Otis Elevator/Escalator PreventiveMaintenance and Repair

From: Eastern Elevator Service Inc. [<mailto:easternelev@gmail.com>]

Sent: Thursday, December 14, 2017 9:40 AM

To: Swanson, Robin

Subject: RE: Request for response by COB 12/14/17: Broward County Request forInformation; re: RFI BLD2114940F1, Otis Elevator/Escalator PreventiveMaintenance and Repair

Robin,

1. William Hamor was trained and has installed the Otis GCS equipment in question and he is currently servicing the Otis Gen2 and GCS equipment that has been installed at the new Broward County Courthouse and has been servicing for Eastern for 1.5 years.

Eastern Elevator Service Inc. is maintaining such equipment at:
Hillsborough County Courthouse
419 N. Pierce Street
Tampa, FL

County Center
601 E. Kennedy Center
Tampa, FL

Twin Creeks Assisted Living & Care
13470 Boyette Road
Riverview, FL

2. Mr. Hamor is based at our Tampa location but would be available for technical support. Gary Baughman is a former Otis Elevator technician that has been employed by Eastern Elevator Service for the past year and has been trained on Otis GCS and Gen2 equipment. He is currently servicing said equipment in Lee County
3. John Satterfield has experience with the new Otis GCS equipment for the past 4 years at:

The Palace of Coral Gables
1 Andalusia Avenue
Coral Gables, FL

Grove at Grand Bay
2675 S. Bayshore Drive
Miami, FL

Brickell Vista
900 SW 8th Street
Miami, FL

-The term "Skyrise" equipment simply refers to the gearless hoist machines that have been installed and Not the elevator controllers.

-Eastern Elevator Service Inc. is currently servicing Otis NCE escalators for the past 1.5 years at:
Edgecomb Civil Family Courts

Thank You,

Robert Rauch
954-591-2831

Eastern Elevator Service Inc.
2111 No. Commerce Parkway
Weston, FL 33326

Phone: 1-877-840-2638

Eastern Elevator Service Inc.
1505 Hobbs Street
Tampa, FL 33610

www.EasternElevatorService.com

From: [Swanson, Robin](#)

Sent: Thursday, December 14, 2017 8:44 AM

To: '[Eastern Elevator Service Inc.](#)'

Cc: [Mitchell, Ian](#); [Byrd, Carla](#); [Leder, Bruce](#); [Plunkett, Randall](#); [Campbell, Scott](#)

Subject: RE: Request for response by COB 12/14/17: Broward County Request forInformation; re: RFI BLD2114940F1, Otis Elevator/Escalator PreventiveMaintenance and Repair

Response requested by close of business Thursday, 12/14/17

Robert,

I received and reviewed the attached resume and certification information from our Purchasing Department and I have additional follow-up questions which are listed below in red. We will also need the information that I requested in my email dated 12/12/17 (see attachment #5). Below, I have summarized the items included in my 12/12/17 email and the additional questions in red.

1. Resumes for OTIS trained technicians and supervisors with experience working on the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems. Please include details on equipment locations and number of service hours on the equipment.
 - a. 12/13/17 - Resumes received for William Hamor, John Satterfield, and resumes and OTIS Training Certificates received for Robert Rauch.
 - b. **Follow-up questions:**
 - i. **Mr. Hamor worked for OTIS 2004-2006 – Did he receive training on the OTIS Elevator Co. Original Equipment Manufacturer Skyrise Elevator and NCE Escalator Systems? Did he work on these systems? Please indicate location of equipment serviced, contract numbers and title (if available), and approximately how many service hours he has working on this equipment? Please provide names of locations and addresses of where the equipment that was serviced.**
 - ii. **Mr. Hamor is based on the west coast of Florida. How quickly would he be available to service equipment at the Broward County Judicial Complex?**
 - iii. **Mr. Satterfield worked for OTIS 2013 – 2017 – Did he receive training on the OTIS Elevator Co. Original Equipment Manufacturer Skyrise Elevator and NCE Escalator Systems? Did he work on these systems? Please indicate location of equipment serviced, contract numbers and title (if available), and**

approximately how many service does he has working on this equipment? Please provide names of locations and addresses of where the equipment that was serviced.

- iv. For you, you worked at OTIS 2004-2005 – Did you receive training on the OTIS Elevator Co. Original Equipment Manufacturer Skyrise Elevator? Did you work on these systems? If yes, approximately how many service hours does you have working on this equipment? I see that you received a Certificate of Training Completion from OTIS for the NCE Escalator. Approximately how many service hours do you have working on this equipment? Please provide names of locations and addresses of where the equipment that was serviced.
- 2. Copies of OTIS Elevator authorization and training certifications for OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems – if not available, please summarize training provided by OTIS for this equipment
 - a. 12/13/17 - OTIS NCE Escalator Training Certification for Mr. Rauch received.
 - b. Please summarize training for Skyrise Elevator and NCE Escalator for Mr. Hamor and Mr. Satterfield and/or provide copies of training certifications.
- 3. You mentioned that Eastern Elevator was providing maintenance service at a building in Hillsboro County having the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems – would you please provide us with the name of this building and if the contract is with a public entity, the contract name and number? **If there are additional locations serviced, please provide names of locations and addresses and contract numbers, if applicable.**
- 4. Please summarize how Eastern Elevator will purchase replacement parts for the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems.
- 5. Please summarize how Eastern Elevator will obtain engineering support (if needed) for the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems.

Please get back to me with any questions.

Regards,

Robin Swanson, Contracts/Grants Administrator
 Facilities Management Division - Contracts Section
 Broward County Public Works Department
 115 South Andrews Avenue, Room 501, Fort Lauderdale, FL 33301
 Office: 954-357-6486, Fax: 954-357-5544
 Email: roswanson@broward.org





Public Works Department

Facilities Management Division

115 S. Andrews Avenue, Room 501 • Fort Lauderdale, Florida 33301 • 954-357-5500 • FAX 954-357-6136

TO: Brenda Billingsley, Director
Purchasing Division

FROM: Scott Campbell, Director
Facilities Management Division

DATE: December 15, 2017

SUBJECT: Sole Source Recommendation
Broward County Request for Information; re: RFI BLD2114940F1,
Otis Elevator/Escalator Preventive Maintenance and Repair

The Facilities Management Division (FMD) has reviewed the response to RFI BLD2114940F1 from Eastern Elevator Service, Inc. (Eastern). A determination as to whether or not Eastern can perform the appropriate required service is below and was predicated on emails and an onsite meeting between Eastern and FMD Elevator Systems Specialist, Bruce Leder.

In order for FMD determine if Eastern can meet the requirements the following criteria were selected assessed:

1. Technical Expertise:

All Eastern staff have extensive experience in general Elevator / Escalator Systems. Listed below is specific experience Eastern claim for staff with regards to the Skyrise Elevator and NCE Escalator Systems at the Broward County Judicial Complex (BCJC) West Building. Broward County Requirements is that all service must be performed by Otis Elevator trained and authorized service providers - Proof of Otis Skyrise Elevator and NCE Escalator Systems training certifications should be provided.

- I. Robert Rauch; the President, provided training certificate for NCE Escalator Systems.
- II. William Hamor: Eastern provided a statement that Mr. Hamor was trained and has installed the Otis GCS equipment and he is currently servicing the Otis Gen2 and GCS equipment and has been servicing for Eastern for 1.5 years. No training certificate provided.
- III. John Satterfield: Eastern provided a statement that Mr. Satterfield has experience with the new Otis GCS equipment for the past four years. No training certificate provided.
- IV. Gary Baughman: Eastern provided a statement that Mr. Baughman is a former Otis Elevator technician that has been employed by Eastern Elevator Service for

the past year and has been trained on Otis GCS and Gen2 equipment. He is currently servicing this type of equipment in Lee County. No training certificate provided.

At the time Mr. Rauch submitted the RFI response and resume of his staff he believed that Otis had installed their GCS / Gen 2 elevator controls and named it "Sky Rise". This is incorrect GCS / Gen 2 elevator systems and the Skyrise system installed at the BCJC West Building are two different systems.

2. Diagnostic Tools:

Diagnostic tools are used by technicians to connect to Elevator / Escalator systems to determine maintenance and repairs. The tool is critical, and services cannot be provided to the Escalator and Elevators system without it. At an onsite meeting on 12/13/17, Mr. Rauch from Eastern Elevator came to the BCJC West Tower to demonstrate Easterns ability to troubleshoot and repair the elevators and escalators. No. 6 elevator was shut down with an unknown problem, and a request was made to Mr. Rauch to troubleshoot to determine what the fault was and possibly fix it. He was able to communicate with the controller with his hand held diagnostic tool and read the fault code but couldn't tell me what the fault was? He asked for another chance to come back with some literature he has acquired to identify the fault. Eventually, Mr. Rauch determined that the elevator experienced a leveling problem and couldn't repair it without the parts to fix it. However, when FMD called Otis in to repair the unit, they determined the fault was a misaligned switch on the emergency escape hatch, nowhere near Mr. Rauch's diagnoses. It appears that the version of the diagnostic tool that Mr. Rauch is using is not fully compatible with the software in the SkyRise Elevator system.

With Regards to the escalators, Mr. Rauch didn't have the proper diagnostic tool but said he could get one in a couple of days

3. Engineering Support:

Mr. Rauch states that Mr. Hamor, who is the technician based at the Tampa location would be available for technical support. However, the system that Mr. Hamor maintains in Tampa is NOT equivalent to the equipment in the BCJC West Building. The controls that are in the Hillsborough County Courthouse in Tampa are Otis 411's which uses completely different software and diagnostic tools. FMD concludes that Mr. Hamor would not be able to provide the engineering support necessary.

4. Experience working with similar equipment:

As determined and stated above Eastern has not provided any references or evidence of providing maintenance on the elevator and escalators systems located at the BCJC West Building. Units referenced by Eastern that they currently work on are Otis 411's or GCS / Gen 2 systems not of which are the same as the units located at the BCJC West Building.

5. Parts

FMD requested that Eastern provide FMD with a written response by COB 12/14/17 as to how they would obtain the OTIS parts to repair the Skyrise Elevator and NCE Escalator 12/14/17. A response was not received.

Please contact Robin Swanson at (954)-357-6486, if you require additional information regarding this RFI Response.

c: Ian Mitchell, Facilities Management Division

From: [Leder, Bruce](#)
To: [Swanson, Robin](#)
Cc: [Mitchell, Ian](#); [Byrd, Carla](#); [Plunkett, Randall](#); [Campbell, Scott](#)
Subject: RE: Request for response by COB 12/14/17: Broward County Request for Information; re: RFI BLD2114940F1, Otis Elevator/Escalator PreventiveMaintenance and Repair
Date: Thursday, December 14, 2017 11:04:23 AM
Attachments: [image001.png](#)
[image011.png](#)

Robin,

Mr. Rauch believes that Otis has installed their GCS / Gen 2 controls and named it "Sky Rise" and only changed the type of machine which he claims is the only difference. He admitted to me that he never saw a machine like we have in the new courthouse and wouldn't know where to begin to get parts for it. By changing the machine Otis had to re configure the main drive to adapt it to the GCS/ Gen2 control system therefor there is no way that they have serviced the same equipment. As I said in the past, Otis hasn't serviced this vintage / make of equipment in South Florida until now.

I would like to add that when Mr. Rauch came to the courthouse to demonstrate Eastern's ability to trouble shoot and repair the Sky Rise System, we actually had an elevator out of service with an unknown problem. When he connected his version of the diagnostic tool he determined that the elevator experienced a leveling problem and couldn't repair it without the parts to fix it however, when I called Otis in to repair it this morning without them knowing that I had Eastern there the afternoon before, it turned out to be a misaligned switch on the emergency escape hatch, Nowhere near Mr. Rauch's diagnoses.

I have less confidence now than I had before the demonstration.

Regards,



Bruce Leder –Elevator Systems Specialist

PUBLIC WORKS DEPT. – FACILITIES MANAGEMENT DIVISION
201 S.E. 6 STREET, FORT LAUDERDALE, FL 33301
OFFICE - (954) - 831- 6583, CELL - (954) - 309 - 6138, FAX - (954) - 831-8555
bleder@broward.org



From: Swanson, Robin
Sent: Thursday, December 14, 2017 10:00 AM
To: 'Eastern Elevator Service Inc.' <easterelev@gmail.com>
Cc: Mitchell, Ian <IMITCHELL@broward.org>; Byrd, Carla <CBYRD@broward.org>; Leder, Bruce <BLEDER@broward.org>; Plunkett, Randall <RPLUNKETT@broward.org>; Campbell, Scott <SCAMPBELL@broward.org>
Subject: RE: Request for response by COB 12/14/17: Broward County Request for Information; re: RFI BLD2114940F1, Otis Elevator/Escalator PreventiveMaintenance and Repair

Robert,

Thank you for this information. We are reviewing in more detail and get back to you with additional follow-up questions.

For now, would you please provide the following?

1. Please provide resume and OTIS training certificates for Gary Baughman.
2. Given that Eastern Elevator has been awarded D2114263B1 - Group 2 for Non-Critical Units and potentially D2114263B1 – Group 1 Critical Units, please indicate how many dedicated Eastern Elevator technicians will be available to service these Broward County contracts as well as new OTIS service contract at the Broward County Judicial Complex?
3. Please summarize how Eastern Elevator will purchase replacement parts for the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems (from 12/12/17 email).
4. Please summarize how Eastern Elevator will obtain engineering support (if needed) for the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems (from 12/12/17 email).

Thank you,

Robin Swanson, Contracts/Grants Administrator
Facilities Management Division - Contracts Section
Broward County Public Works Department
115 South Andrews Avenue, Room 501, Fort Lauderdale, FL 33301
Office: 954-357-6486, Fax: 954-357-5544
Email: roswanson@broward.org



From: Eastern Elevator Service Inc. [<mailto:easternelev@gmail.com>]
Sent: Thursday, December 14, 2017 9:40 AM
To: Swanson, Robin <ROSWANSON@broward.org>
Subject: RE: Request for response by COB 12/14/17: Broward County Request for Information; re: RFI BLD2114940F1, Otis Elevator/Escalator Preventive Maintenance and Repair

Robin,

1. William Hamor was trained and has installed the Otis GCS equipment in question and he is currently servicing the Otis Gen2 and GCS equipment that has been installed at the new Broward County Courthouse and has been servicing for Eastern for 1.5 years.

Eastern Elevator Service Inc. is maintaining such equipment at:
Hillsborough County Courthouse
419 N. Pierce Street
Tampa, FL

County Center
601 E. Kennedy Center
Tampa, FL

Twin Creeks Assisted Living & Care
13470 Boyette Road
Riverview, FL

2. Mr. Hamor is based at our Tampa location but would be available for technical support.
Gary Baughman is a former Otis Elevator technician that has been employed by Eastern Elevator Service for the past year and has been trained on Otis GCS and Gen2 equipment. He is currently servicing said equipment in Lee County
3. John Satterfield has experience with the new Otis GCS equipment for the past 4 years at:

The Palace of Coral Gables
1 Andalusia Avenue
Coral Gables, FL

Grove at Grand Bay
2675 S. Bayshore Drive
Miami, FL

Brickell Vista
900 SW 8th Street
Miami, FL

-The term "Skyrise" equipment simply refers to the gearless hoist machines that have been installed and Not the elevator controllers.

-Eastern Elevator Service Inc. is currently servicing Otis NCE escalators for the past 1.5 years at:
Edgecomb Civil Family Courts
800E. Twiggs Street
Tampa, FL

Thank You,

Robert Rauch
954-591-2831

Eastern Elevator Service Inc.
2111 No. Commerce Parkway
Weston, FL 33326

Phone: 1-877-840-2638

Eastern Elevator Service Inc.
1505 Hobbs Street
Tampa, FL 33610

www.EasternElevatorService.com

From: [Swanson, Robin](#)

Sent: Thursday, December 14, 2017 8:44 AM

To: '[Eastern Elevator Service Inc.](#)'

Cc: [Mitchell, Ian](#); [Byrd, Carla](#); [Leder, Bruce](#); [Plunkett, Randall](#); [Campbell, Scott](#)

Subject: RE: Request for response by COB 12/14/17: Broward County Request for Information; re: RFI BLD2114940F1, Otis Elevator/Escalator Preventive Maintenance and Repair

Response requested by close of business Thursday, 12/14/17

Robert,

I received and reviewed the attached resume and certification information from our Purchasing Department and I have additional follow-up questions which are listed below in red. We will also need the information that I requested in my email dated 12/12/17 (see attachment #5). Below, I have summarized the items included in my 12/12/17 email and the additional questions in red.

1. Resumes for OTIS trained technicians and supervisors with experience working on the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems. Please include details on equipment locations and number of service hours on the equipment.
 - a. 12/13/17 - Resumes received for William Hamor, John Satterfield, and resumes and OTIS Training Certificates received for Robert Rauch.
 - b. Follow-up questions:
 - i. Mr. Hamor worked for OTIS 2004-2006 – Did he receive training on the OTIS Elevator Co. Original Equipment Manufacturer Skyrise Elevator and NCE Escalator Systems? Did he work on these systems? Please indicate location of equipment serviced, contract numbers and title (if available), and approximately how many service hours he has working on this equipment? Please provide names of locations and addresses of where the equipment that was serviced.
 - ii. Mr. Hamor is based on the west coast of Florida. How quickly would he be available to service equipment at the Broward County Judicial Complex?
 - iii. Mr. Satterfield worked for OTIS 2013 – 2017 – Did he receive training on the OTIS Elevator Co. Original Equipment Manufacturer Skyrise Elevator and NCE Escalator Systems? Did he work on these systems? Please indicate location of equipment serviced, contract numbers and title (if available), and approximately how many service does he has working on this equipment? Please provide names of locations and addresses of where the equipment that was serviced.
 - iv. For you, you worked at OTIS 2004-2005 – Did you receive training on the OTIS Elevator Co. Original Equipment Manufacturer Skyrise Elevator? Did you work on these systems? If yes, approximately how many service hours does you have working on this equipment? I see that you received a Certificate of Training Completion from OTIS for the NCE Escalator. Approximately how many service hours do you have working on this equipment? Please provide names of locations and addresses of where the equipment that was serviced.
2. Copies of OTIS Elevator authorization and training certifications for OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems – if not available, please summarize training provided by OTIS for this equipment
 - a. 12/13/17 - OTIS NCE Escalator Training Certification for Mr. Rauch received.
 - b. Please summarize training for Skyrise Elevator and NCE Escalator for Mr. Hamor and Mr. Satterfield and/or provide copies of training certifications.
3. You mentioned that Eastern Elevator was providing maintenance service at a building in Hillsboro County having the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems – would you please provide us with the name of this building and if the contract is with a public entity, the contract name and number? If there are additional locations serviced, please provide names of locations and addresses and contract numbers, if applicable.
4. Please summarize how Eastern Elevator will purchase replacement parts for the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems.
5. Please summarize how Eastern Elevator will obtain engineering support (if needed) for the OTIS Elevator Co. Original Equipment Manufacturer (OEM) Skyrise Elevator and NCE Escalator Systems.

Please get back to me with any questions.

Regards,

Robin Swanson, Contracts/Grants Administrator
Facilities Management Division - Contracts Section
Broward County Public Works Department
115 South Andrews Avenue, Room 501, Fort Lauderdale, FL 33301
Office: 954-357-6486, Fax: 954-357-5544
Email: roswanson@broward.org



From: Plunkett, Randall
Sent: Wednesday, December 13, 2017 5:35 PM
To: Swanson, Robin <ROSWANSON@broward.org>
Cc: Byrd, Carla <CBYRD@broward.org>
Subject: FW: Broward County Request for Information; re: RFI BLD2114940F1, OtisElevator/Escalator Preventive Maintenance and Repair

Robin,
Attached is additional information provided by Eastern Elevator Service, Inc. pertaining to their RFI response for the Otis Elevator Service requirement. Please let me know if and when the meeting with EESI took place and the results. Thanks.



Randy Plunkett, Purchasing Agent
Purchasing Division-Unit M
115 S. Andrews Avenue, Fort Lauderdale, FL 33301
Office: (954) 357-6630; Cell (954) 790-3239
Fax: (954) 357-8290
www.broward.org

Customer Care is my priority. How am I doing? Please contact my Manager, Carla Byrd, at cbyrd@broward.org with feedback.

Broward County provides electronic bidding services for our vendors through **BidSync**. Please register your company with **BidSync** in order to participate in future bidding opportunities, the free registration process will take less than five minutes. If you are already registered with **BidSync**, log in to **BidSync** to update your vendor profile to include Broward County as one of your agencies for solicitation notification.

From: Eastern Elevator Service Inc. [mailto:easternelev@gmail.com]
Sent: Tuesday, December 12, 2017 1:37 PM
To: Plunkett, Randall <RPLUNKETT@broward.org>
Subject: RE: Broward County Request for Information; re: RFI BLD2114940F1, OtisElevator/Escalator Preventive Maintenance and Repair

Please see attached.

Thank You,

Robert Rauch
954-591-2831

Eastern Elevator Service Inc.
2111 No. Commerce Parkway
Weston, FL 33326

Phone: 1-877-840-2638

Eastern Elevator Service Inc.
1505 Hobbs Street
Tampa, FL 33610

www.EasternElevatorService.com

From: [Plunkett, Randall](#)

Sent: Monday, December 11, 2017 5:24 PM

To: 'EasternElev@gmail.com'

Cc: [Byrd, Carla](#)

Subject: Broward County Request for Information; re: RFI BLD2114940F1, OtisElevator/Escalator Preventive Maintenance and Repair

Mr. Rauch,

Your response to subject Request for Information (RFI) is received. In order for the County to establish if your firm can meet the requirements, please provide the information required in the RFI as indicated below:

“Service must be performed by Otis Elevator trained and authorized service providers-
Proof of Otis Elevator authorization and training certifications should be provided with your response and must be provided within 24 hrs. of County request.”

Please provide your response as early as possible, your assistance will be appreciated.



Randy Plunkett, Purchasing Agent

Purchasing Division-Unit M

115 S. Andrews Avenue, Fort Lauderdale, FL 33301

Office: (954) 357-6630; Cell (954) 790-3239

Fax: (954) 357-8290

www.broward.org

Customer Care is my priority. How am I doing? Please contact my Manager, Carla Byrd, at cbyrd@broward.org with feedback.

Otis Elevator Company
5381 NW 33rd Ave Suite 103
Fort Lauderdale, FL 33309
(954)485-6501



June 9, 2017

Attn: Broward County Courthouse Elevator Division

RE: Broward County, Otis Elevator Systems

Otis Elevator offers comprehensive services and repairs for its manufactured Sky Rise Elevator System and NCE Escalator Systems, including all items from system brakes, memory boards, machine operation, and controller operations, electronic components, etc.

Otis Elevator Technicians and Engineering are the only repair facility authorized and qualified to service its manufactured Sky Rise systems and NCE Escalator systems. Our in-house technicians are factory certified to perform diagnostics and other services to properly maintain the elevator equipment and control panels.

Your elevator/escalator system is the only one installed in the Broward County/West Palm Beach Area and is solely maintained by Otis Elevator in the South Florida Region. Unauthorized repair work may damage critical components, which in turn, may void existing warranties.

Please contact us if you have any questions or need further information for our Otis Elevator Systems and for your Sky Rise Elevator and NCE Escalator System maintenance and repair needs.

Thank you.

A handwritten signature in blue ink, appearing to read "AM", followed by a long horizontal line extending to the right.

Sincerely,

Anthony Mazzola