

**SWC# 700 Electrical, HVAC, Plumbing, Boiler, and Chiller Systems  
Maintenance & Repair  
Contract Information and Usage Instructions**

**Contract Period:**

This contract runs from April 1, 2021, to March 31, 2025. This contract does contain one remaining optional one-year renewal.

**Summary/Background Information:**

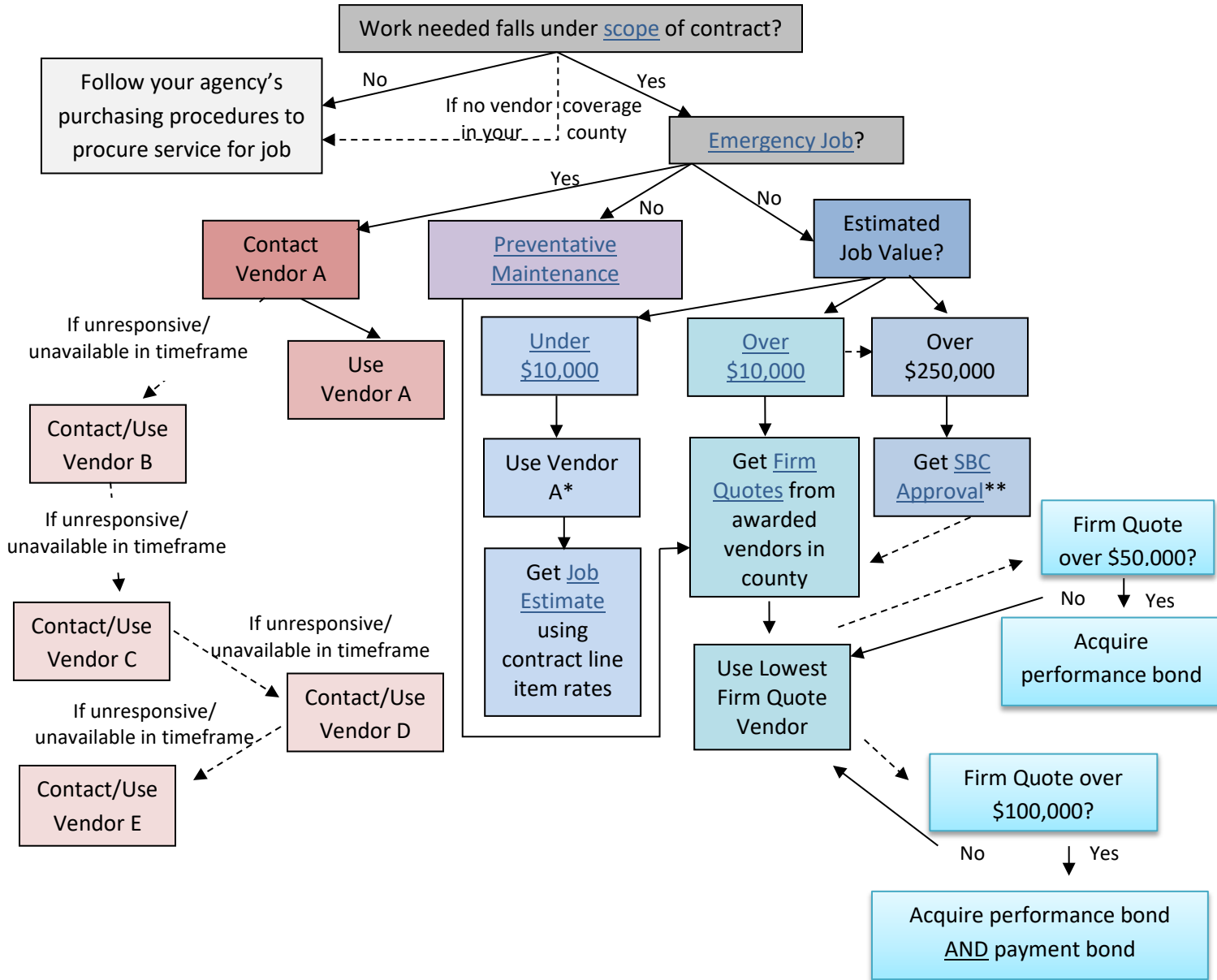
This contract includes maintenance and repair work on electrical, HVAC, plumbing, boiler, and chiller systems. It includes labor, trip charges for each county, and parts reimbursement. The contract also includes preventative maintenance for each of the job groups. The contract follows an A, B, C, D, and E Vendor award structure for electrical, HVAC, and plumbing so that each county has up to five vendors on contract with priority A, B, C, D, or E status for jobs under \$10,000. The contract follows an A, B, and C Vendor award structure for Boiler and Chiller Systems so that each county has up to three vendors on contract with priority A, B, C, D, or E status for jobs under \$10,000.

**State Contract Administrator:**

Evan Sudduth  
Category Specialist  
Central Procurement Office  
(615) 507-6291  
[Evan.Sudduth@tn.gov](mailto:Evan.Sudduth@tn.gov)

### Summary of Basic Contract Use Process:

**START:** Need for Electrical, HVAC, Plumbing, Boiler, or Chiller Systems work



\* Authorized User may also get quotes from additional vendors (A, B, C, D, or E; neighboring county contractors; and non-contract vendors).

\*\*SBC has discretion on whether or not to use SWC 700 or procure the services using another contract.

### **Vendor Contact Information:**

Please reference "Vendor Info" (Tab 3) of the "[SWC 700 Vendor and Contract Information](#)" spreadsheet available at <https://www.tn.gov/content/tn/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html> for up to date vendor contact information.

### **Emergency Call Procedures:**

Please reference the 24/7 service dispatch contact information listed above to reach vendor(s) in the event of an emergency. More information can be found in Specifications Section D.4.

## Contract Documentation Links:

[SWC 700 Vendor and Contract Information Spreadsheet](#)

[SWC 700 Job Log Sign-in Sheet](#)

[SWC 700 Pricing Template for Estimates & Quotes](#)

[SWC 700 Terms and Conditions](#)

[SWC 700 Specifications](#)

[Attachment C - Certifications](#)

[SWC 700 Vendor & Contract Info Dashboard](#)

[Payment Bond Template - Optional](#)

[Performance Bond Template - Optional](#)

## Usage Instructions:

### 1. Determine if Job Falls within Contract Scope:

- **Electrical:** Scheduled maintenance, repairs, additions, retrofits, upgrades, and replacements on the following systems:

<i>All lighting systems</i>	<i>High mast lighting</i>
<i>Breakers</i>	<i>Light controls/sensors</i>
<i>Cables</i>	<i>Light fixtures</i>
<i>Commissioning</i>	<i>Metering</i>
<i>Electrical transformer</i>	<i>Panels</i>
<i>Electrical utility lines</i>	<i>Poles</i>
<i>Electrical wiring</i>	<i>Underground electrical</i>
<i>Fuses</i>	

- **HVAC:** Scheduled maintenance, preventative maintenance, repairs, additions, retrofits, upgrades, replacements, testing, inspections, calibrations, vibration tests, and eddy current tests on the following systems:

<i>Air handlers</i>	<i>Refrigeration units</i>
<i>Condenser units</i>	<i>Variable air volume (VAV) systems</i>
<i>Freezers</i>	<i>Variant refrigerant flow (VRF) systems</i>
<i>Geothermal equipment</i>	<i>Walk-in coolers</i>
<i>Heat pumps</i>	<i>Walk-in freezers</i>
<i>Ice makers</i>	<i>Water coolers</i>
<i>Motors</i>	<i>Water heaters</i>
<i>Multi-splits</i>	<i>Water source heat pumps</i>
<i>Pumps</i>	

Repair services for HVAC systems shall include any peripheral equipment that is a component whose function is required for proper operation of the system(s) under contract which may include, electric wiring, insulation, controls, starters, gas piping and fan coils units.

- **Plumbing:** Scheduled maintenance, repair, additions, retrofits, upgrades, and replacements on the following systems:

<i>Actuators</i>	<i>Sewer related</i>
<i>Grinder pumps</i>	<i>Underground chilled and hot water</i>
<i>Mechanical lines</i>	<i>Underground domestic/waste water</i>
<i>Operating systems</i>	<i>Underground natural gas lines</i>

- **Boilers:** Any maintenance and repair work which is required to be done to the boiler must be in compliance with the Tennessee Department of Labor and Workforce Development Division of Boiler and Elevator Inspection Board of Boiler Rules as published by the Tennessee Secretary of State's Office, currently available online at <https://publications.tnsosfiles.com/rules/0800/0800.htm> and Tenn. Code Ann. § 68-122-101 et seq.

<i>All electrical wiring to all boilers</i>	<i>Pressure gauge replacement</i>
<i>Blower motor testing with reports and replacement if needed</i>	<i>Pump motor testing and replacement</i>
<i>Boiler inspections of all steam, hydronic and domestic units</i>	<i>Pump seal replacement</i>
<i>Boiler safety relief valve testing and replacement</i>	<i>Pump motor and pump testing with reports</i>
<i>Boiler vent valve testing and reports</i>	<i>Steam trap testing and reporting</i>
<i>E stop installation to meet boiler code</i>	<i>Testing of all gas valves with reports to make sure valves are sealing. Reports are part of CSD1 report</i>
<i>Electrical troubleshooting and replacement</i>	<i>Testing of all temperature switches for proper operation with paperwork</i>
<i>Flame safeguard testing with paperwork</i>	<i>Testing of differential switches on hydronic units with reports</i>
<i>Flame safeguard upgrades with the latest equipment</i>	<i>Testing of gas pressure high and low for proper working order for safety purpose with reports. This is part of CSD1 inspection</i>
<i>Hydronic, steam and domestic gas train CSD 1 inspection with reports</i>	<i>Testing of pressure switches on steam boiler for proper operation with paperwork. This is part of CSD1 report</i>
<i>Low water controls upgrade and testing with reports</i>	<i>Wiring to building management system</i>
<i>Loop circuit setting testing and calibration</i>	

- **Chiller Systems:**

This job category includes scheduled maintenance, preventative and predictive maintenance, seasonal maintenance services, repairs, additions, retrofits, upgrades, replacements, testing, inspections, calibrations, vibration tests, eddy current tests and cleaning chiller tubes on the following systems:

<i>Air cooled and water-cooled chillers</i>	<i>Hermetic and semi hermetic compressors</i>
<i>Air to air transfer condensers</i>	<i>Hydronic piping</i>
<i>Air to water or glycol condensers</i>	<i>Low voltage control circuits</i>
<i>Chilled water loop technology</i>	<i>Misters and fans in cooling towers</i>
<i>Chilled water units in excess of 25 tons</i>	<i>Motors</i>
<i>Chiller and refrigerant monitoring equipment</i>	<i>Oil filtration systems</i>
<i>Chiller and tower gearboxes</i>	<i>Pneumatic controls</i>
<i>Chiller control equipment</i>	<i>Pumps</i>
<i>Chiller exchanger and condenser units</i>	<i>Purge tanks</i>
<i>Cooling tower fill media</i>	<i>Recirculating pumps</i>
<i>Cooling tower pumps liquid medium condensers</i>	<i>Refrigerant recovery</i>
<i>Cooling towers</i>	<i>Thermistors</i>
<i>Drive couplers</i>	<i>Variable air volume (VAV) systems</i>
<i>Fan controls</i>	<i>Zone controls</i>

- **Contract Exclusions:**

Certain projects are under the jurisdiction of the State Building Commission ("SBC") and are therefore excluded from being purchased under this Statewide Contract, without prior SBC approval. Authorized Users should consult Item 2, Jurisdiction, of the most current version of the Policy and Procedure of the State Building Commission of Tennessee to determine applicability. (For more information, please see the Office of the State Architect's website currently available at <https://www.tn.gov/content/tn/osa/general-information/policy---procedure.html>). If further clarification is needed, the Authorized User should contact their development manager with the State of Tennessee Real Estate and Asset Management or the Contract Administrator. Any documentation of SBC Approval must be maintained by the Authorized User.

- **Additional Contract Exclusions\***

- a. Handling of Asbestos
- b. Recurring Sludge Removal from Septic Tank
- c. Maintenance and Repair of Energy Management Systems
- d. Maintenance and Repair of Fuel Monitoring Systems
- e. Installation of Water Treatment Feeder Units
- f. Monitoring System Services
- g. Programming and Software Upgrades

- h. Duct Cleaning Services
- i. Water Treatment Services
- j. Work requiring an "R" Stamp
- k. Server Room HVAC Units
- l. Fire Hydrants
- m. Electrical Utility Lines

\*The services listed above shall be excluded from this Contract unless the Contractor is in agreement to perform the services using the Contractor's rates as set forth in the Contract (no additional mark-ups shall be allowed, including no mark-ups for Rental Equipment utilized in the performance of the excluded work).

## **2. Emergency Jobs:**

- (1) The Facility Administrator may deem a job as an emergency. When requesting service, the Authorized User must notify the Contractor that the job is an emergency.
- (2) Contact Vendor A for the county your facility is located in. Vendor A must respond within 30 minutes and be on-site within 2 hours.
  - To find Vendor A for your county, use "ABCDE Vendor" (Tab 1) of the ["SWC 700 Vendor and Contract Information"](#) spreadsheet.
- (3) If Vendor A is non-responsive or cannot be available on-site within 2 hours, then the Authorized User should contact Vendor B. If Vendor B is non-responsive or unavailable within the required timeframe, then the Authorized User should contact Vendor C. If Vendor C is non-responsive or unavailable within the required timeframe, then the Authorized User should contact Vendor D. If Vendor D is non-responsive or unavailable within the required timeframe, then the Authorized User should contact Vendor E.
- (4) If Vendors A, B, C, D or E are non-responsive or unavailable, then the Authorized User should contact awarded vendors in neighboring counties and then non-contract vendors until a vendor is available to complete the required work.
- (5) Contractor must provide work reports to the Authorized User when a service job is complete. (See Specifications E.5)
- (6) It is the Authorized User's discretion whether to use the contract labor and trip charge rates or to request a firm quote from the vendor for emergency jobs.

## **3. Non-Emergency Jobs under \$10,000:**

- (1) Use Vendor A for the county your facility is located in.
  - To find Vendor A for your county, use "ABCDE Vendor" (Tab 1) of the ["SWC 700 Vendor and Contract Information"](#) spreadsheet.
- (2) Vendor A must provide a job estimate using the [Pricing Template](#).
  - Estimates must be broken down according to the contract line items.
  - Job estimates must be provided free of charge within 5 business days.
  - Job costs cannot exceed the amount estimated without prior written approval from the Authorized User. (If there is a scope change, a supplemental job estimate may be provided and approved—see Specifications D.5)

- (3) Contractor must respond within 2 hours (allow the Contractor up to 24 hours response time before by-passing the vendor). Contractor must be on-site within 24 hours or at a time agreed to by the Authorized User. (See Specifications E.6)
- (4) Contractor must sign-in and sign-out on the [Job Log](#) at the facility. This will be used for verification of hours worked.
- (5) Contractor must provide work reports to the Authorized User when a service job is complete. (See Specifications E.5)



**4. Non-Emergency Jobs over \$10,000:**

- (1) Request firm quotes from Vendors A, B, C, D and E for the county your facility is located in.
  - To find Vendors A, B, C, D and E for your county, use “ABCDE Vendor” (Tab 1) of the [“SWC 700 Vendor and Contract Information”](#) spreadsheet.
- (2) Vendors must provide a written firm quote using the [Pricing Template](#).
  - Firm quotes must be provided free of charge within 5 business days.
  - Job costs cannot exceed the amount on the firm quote. (If there is a scope change, a supplemental firm quote may be provided and approved—see Specifications D.5)
- (3) Contractor must respond within 2 hours (allow the Contractor up to 24 hours response time before by-passing). Contractor must be on-site within 24 hours or at a time agreed to by the Authorized User. (See Specifications E.6)
- (4) Contractor must sign-in and sign-out on the [Job Log](#) at the facility.
- (5) Contractor must provide work reports to the Authorized User when a service job is complete. (See Specifications E.5)
- (6) If there is no Vendor B, C, D or E for you county, you should still seek three quotes – it is best practice to request quotes from neighboring county contract vendors, and you may seek quotes from non-contract vendors.
- (7) Authorized User may seek additional firm quotes from vendors at their discretion even when an ABCDE Vendor is present in their county. Use of non-contract vendors must be approved by the Central Procurement Office prior to commencement of work.
- (8) Contractors must provide an estimated timeline of project completion and a dedicated point of contact for all Firm Quote jobs.

**5. Labor Rates:**

- Labor rates include the contract rates for technicians and helpers for regular time (7am-6pm M-F) and premium time (6:01pm-6:59am M-F, Saturday, Sunday, and State holidays). Labor rates are broken out by region with the largest metropolitan county in each region (Knox, Hamilton, Davidson, and Shelby) having its own labor rates.
- Contractor may charge only for the hours worked on-site as verified by the [Job Log](#) (verification for jobs under \$10,000).
- Contractor must sign-in and sign-out on the [Job Log](#) at the facility. Contractor must sign-in and sign-out when taking a lunch break, when getting parts, and when going to another building or leaving the facility.

**6. Trip Charges:**

- Trip charges are limited to a single charge per round trip or per invoice.
- Trip charges are for each county.
- Trip charges are not applied when providing estimates or firm quotes, when returning due to incomplete work, or when the service is completed in under an hour.
- Jobs requiring more than 2 working days may incur additional trip charges, but only upon written approval from the Authorized User.

**7. Diagnostics:**

- Diagnostics may be necessary if an Authorized User is unable to provide a detailed enough scope of work in order to obtain a free estimate or firm quote.
- Authorized Users will use Vendor A for any diagnostic work.
- Authorized Users must note that the call is a diagnostic call.
- The contractor must provide the full details of the diagnostic to the Authorized User so that the job can be awarded to vendor A or it can be provided to all vendors in the job location county for a firm quote.

#### **8. Parts Reimbursement:**

- For jobs requiring a Job Estimate, if parts, materials, and supplies are needed to complete a job, the Contractor may charge the cost of the part(s) minus any sales tax plus a 15% markup.
- For jobs requiring a Firm Quote, the parts, materials, and supplies needed are to be included in the Firm Quote price for the job. Contractors still may not charge sales tax on the parts.
- Contractor must provide a copy of the invoice/receipt with the final invoice to the Authorized User as proof of the cost upon Authorized User request for all jobs.
- All new equipment shall be Energy Star certified, WaterSense certified, and/or meet or exceed low flow standards as per the Tennessee High Performance Building Requirements where applicable.
- When parts are being used from the Contractor's stock, the contractor can provide a copy of the original invoice to substantiate cost. If an invoice is not available, the Authorized User may elect to verify the current market value.

#### **9. Subcontracting:**

- Contractors must receive written approval by the Central Procurement Office prior to using a subcontractor.
- Subcontractors are required to sign-in and sign-out on the [Job Log](#).
- Contractors cannot charge any higher rates than the contract prices even though the subcontractor may be charging a higher price to the Contractor.
- Subcontractors must hold the appropriate licenses and certifications as listed in [Attachment C Required Licenses and Certifications](#).

#### **10. Specialized Equipment:**

- Specialized equipment is equipment not considered industry standard that is needed in order to fulfill services within the contract scope of work.
- If a job will require specialized equipment, this must be contemplated in the job estimate or firm quote and cannot be added as an additional charge at a later date.
- Specialized equipment cannot be used without the Authorized User's prior written approval.
- If an operator is required with the specialized equipment, the operator may be included in the equipment rental cost.
- Specialized equipment may be charged using the rental invoice price less any taxes plus a 15% mark-up. A copy of the rental invoice must be provided with the job invoice. (If the specialized equipment is owned, then the Contractor may charge the current rate rental companies would charge as evidenced by 2 rental company quotes).

### **11. Preventative Maintenance:**

- Authorized Users may schedule preventative annual and/or quarterly maintenance on all job groups in accordance with Sections F, G, H, I & J in the Contract's Specifications.
- Authorized Users should get firm quotes from the A, B, C, D, and E Vendors in their county for preventative work and award to the vendor with the lowest firm quote.

### **12. Off-Contract Requests:**

- Any requests to use a non-contract vendor must be submitted to the Central Procurement Office Contract Administrator.
- Authorized Users may request quotes from non-contract vendors, but may not award a job to non-contract vendors without prior approval from the CPO.
- Non-contract vendors must hold the appropriate licenses and certifications needed to perform the requested job.

### **13. Payment & Performance Bond:**

#### Performance Bonds

Performance Bonds of 100% of the job price must be collected for all projects over \$50,000.00.

Please follow the steps below for collecting Performance Bonds:

1. State Agency/Authorized User receives quotes over \$50,000.00 for a project under SWC 700.
  - Note: If the Authorized User anticipates quotes over \$50,000.00, please include a reference to section 8.11. when the quote request is sent, to remind the supplier(s) of this requirement.
2. "Awarded" supplier is identified with the lowest quote.
3. State Agency/Authorized User requests the performance bond per terms and conditions section 8.11. The initial bond can be sent via email as a PDF.
4. State Agency/Authorized User emails the PDF bond to the SWC Administrator for verification. The SWC Administrator may ask the supplier for changes based on the CPO Risk Manager's review. Once deemed compliant with the terms and conditions, the SWC Administrator will request the hard copy bond be mailed to CPO.

#### Payment Bonds

Payment Bonds of 25% of the job price must be collected for all projects over \$100,000.00.

Please follow the steps below for collecting Performance Bonds:

1. State Agency/Authorized User receives quotes over \$100,000.00 for a project under SWC 700.
  - Note: If the Authorized User anticipates quotes over \$100,000.00, please include a reference to section 8.10. when the quote request is sent, to remind the supplier(s) of this requirement.
2. "Awarded" supplier is identified with the lowest quote.
3. State Agency/Authorized User requests the payment bond per terms and conditions section 8.10. The initial bond can be sent via email as a PDF.
4. State Agency/Authorized User emails the PDF bond to the SWC Administrator for verification. The SWC Administrator may ask the supplier for changes based on the CPO

Risk Manager's review. Once deemed compliant with the terms and conditions, the SWC Administrator will request the hard copy bond be mailed to CPO.

**NOTE:** Jobs over \$100,000.00 will require BOTH a Performance Bond and a Payment Bond.

*\*\*Please request the vendor submit original Payment & Performance Bond to the Central Procurement Office. Notify the contract administrator so a copy of the bond may be submitted to your Agency upon receipt.*

Central Procurement Office  
312 Rosa L. Parks Ave., 3<sup>rd</sup> Floor  
Nashville, TN 37243-1102

#### Bond Templates

Most bond issuers prefer to use their own templates, but they can use the templates below if they choose to.

[Payment Bond Template - Optional](#)

[Performance Bond Template - Optional](#)

#### **14. Security Requirements:**

- Contractors/subcontractors must meet Authorized User's security requirements, including being uniformed/having visible ID and providing photographic ID upon entrance. (Sub)Contractors may be subject to background checks and inspection and search while on facility grounds (including vehicles).

#### **15. Warranty/Incomplete Work:**

- Services requiring the Contractor to return to the Facility due to equipment or system(s) failure with reference to services previously provided by the Contractor will be at no charge to the Authorized User. This service request must be made within one-month after completion of the job.
- The Contractor shall give the Authorized User the manufacturer warranty agreements for equipment, parts and materials used by the Contractor on the equipment or system(s) under Contract, when ownership is assumed.
  - i. In the case an Authorized User has an active warranty on a piece of equipment, the Authorized User can request approval from the Central Procurement Office Contract Administrator to utilize the Contractor that holds said warranty.

#### **Requisition and Purchase Order Generation:**

There are line items with item IDs for hourly labor rates and trip charges for each county. Since there are multiple vendors associated with each line item, please be sure to select the correct vendor when using the labor and trip charge item IDs during the requisition and purchase order generation. Please reference the "Vendor Contract Lines" (Tab 3) of the ["SWC 700 Vendor and](#)

[Contract Information](#) spreadsheet to determine the appropriate vendor ID and Edison contract ID to select.

There are generic line items for the variable cost lines such as parts reimbursement, firm quote jobs over \$10,000, and firm quote HVAC preventative maintenance jobs. These generic line items can be utilized and referenced through the “**special requests**” option on requisitions and purchase orders. Special requests will need to be tagged against the appropriate contract number, vendor ID number, item ID, and UNSPSC code. The table below shows the generic item IDs and UNSPSC codes for the parts reimbursement, firm quote, and preventative maintenance items.

There are several resources on CPO’s TeamTN webpage that are helpful on the “[CPO Job Aid](#)” and “[Webinar](#)” pages regarding requisitions, purchase orders, and purchasing without item IDs.

Generic Item ID	Generic Item Description	UO M	UNSPSC Code
1000171103	Electrical Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72151515
1000170929	Electrical Maintenance, Firm Quote, Jobs over \$10,000, Generic Item for SWC 700	EA	72151515
1000193772	Electrical Maintenance, Firm Quote, Preventative Maintenance, Generic Item for SWC 700	EA	72151515
1000171102	HVAC Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72101511
1000171105	HVAC Maintenance, Firm Quote, Jobs over \$10,000, Generic Item for SWC 700	EA	72101511
1000171106	HVAC Maintenance, Firm Quote, Preventative Maintenance, Generic Item for SWC 700	EA	72101511
1000171104	Plumbing Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72101510
1000171140	Plumbing Maintenance, Firm Quote, Jobs over \$10,000, Generic Item for SWC 700	EA	72101510
1000193771	Plumbing Maintenance, Firm Quote, Preventative Maintenance, Generic Item for SWC 700	EA	72101510
1000194483	Boiler Maintenance, Firm Quote, Jobs over \$10,000, Generic Item for SWC 700	EA	72151001
1000194484	Boiler Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72151001
1000194485	Boiler Maintenance, Firm Quote, Preventative Maintenance, Generic Item for SWC 700	EA	72151001
1000193769	Chiller Systems Maintenance, Firm Quote, Jobs over \$10,000, Generic Item for SWC 700	EA	72101511
1000193768	Chiller Systems Maintenance, Parts Reimbursement, 15% Markup, Generic Item for SWC 700	EA	72101511
1000193770	Chiller Systems Maintenance, Firm Quote, Preventative Maintenance, Generic Item for SWC 700	EA	72101511

### Billing and Payment Instructions:

FOB Destination; Net 45 Payments

The Contractor shall submit an **itemized invoice**, with all necessary supporting documentation (i.e. parts receipts, specialized equipment rental invoice), to the state agency billing address provided in the PO. The invoice will include only charges for service described in the PO and detailed in the job quote, and may only include labor charges as verified in the [Job Log](#) (unless the invoice is for a firm quote). Once the agency is in possession of the invoice the timeframe for payment begins and the agency will then follow their normal procedures for invoice payment.

Multiple Contractors accept ACH deposit and purchasing-card (“p-card”) payments. Additionally, multiple Contractors offer prompt pay discounts. Please reference the “Vendor Info” (Tab 3) of the [“SWC 700 Vendor and Contract Information”](#) spreadsheet to determine the appropriate vendor ID and Edison contract ID to select.

**Asset and Inventory Management:** N/A

**Miscellaneous Information:**

Please contact the contract administrator with any additional questions regarding the use of SWC #700 Electrical, HVAC, Plumbing, Boilers, and Chiller Systems Maintenance and Repair.

All contract documents are publicly available in Edison through the [Supplier Portal](#) under “Statewide Contract Information” by SWC #700 Electrical, HVAC, and Plumbing Maintenance and Repair.

Note – Contractors awarded Boiler Maintenance & Repair contracts have slightly different version of the specifications and Licenses Requirements (Attachment C) due to the re-advertisement that was needed for the Boiler Maintenance and Repair Job Category. Contractors awarded Boiler Maintenance and Repair contracts are Alpha Mechanical and Boiler Supply Co.