

Date: November 19th, 2020

Name: Matt Mackel

Title: Director, Business Development

Subject: Request for Proposal (RFP) for Elevator Equipment, Service, Repair and Related Services

Solicitation Number: 36-20

Mr. Mackel,

thyssenKrupp would like to thank you for the opportunity to participate in the formal Request for Proposal (RFP) for Elevator Equipment, Service, Repair and Related Services Solicitation Number: 36-20. We have attached all the required documentation in general accordance with the elevator RFP. We are eager to continue our partnership with NCPA and look forward to the continued growth moving forward.

thyssenKrupp is a global leader in providing elevator services including service and repair of all types and all manufacturers of elevators. Each program is personalized to address preventative maintenance, parts repair and replacement, quality assurance, service requests and value added services according to your needs.

With well over a combined 150 years of technical experience, our technicians are well equipped to deliver maintenance and repair services to protect your investment, provide reliable elevator operation, maximize the longevity of your equipment and further enhance the high level of quality service expected by the staff and general public visiting these facilities.

We are eager to continue our partnership with NCPA and look forward to the continued growth moving forward.

We trust that we have provided you with an informative presentation for the elevator maintenance agreement; however, if you have any questions, please feel free to contact me.

Sincerely,

Marc McCabe
National Accounts Manager
941.650.1636

Charlotte O'Connor
National Accounts Coordinator
770.799.0473

Tab 1 – Master Agreement

General Terms and Conditions

- ◆ Customer Support
 - The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.

- ◆ Disclosures
 - Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
 - The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

- ◆ Renewal of Contract
 - Unless otherwise stated, all contracts are for a period of one (1) year with an option to renew annually for an additional four (4) years if agreed to by Region 14 ESC and the vendor or any combination of time equally not more than 2 years if agreed to by Region 14 ESC and the vendor.

- ◆ Funding Out Clause
 - Any/all contracts exceeding one (1) year shall include a standard “funding out” clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity’s current revenue only, provided the contract contains either or both of the following provisions:
 - Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.

- ◆ Shipments (if applicable)
 - The awarded vendor shall ship ordered products within the written estimate of delivery time by the vendor to the entity after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. destination.

- ◆ Tax Exempt Status
 - Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

- ◆ Payments
 - The entity using the contract will make payments directly to the awarded vendor or their affiliates as long as written request and approval by NCPA is provided to the awarded vendor.

- ◆ Adding authorized distributors/dealers
 - Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.
 - Purchase orders and payment can only be made to awarded vendor or distributors/business partners/resellers previously approved by NCPA.
 - Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.
 - All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.

- ◆ Pricing
 - All pricing submitted to shall include, as a cost of sale to the awarded vendor, the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA. For those pricing requiring annual or periodic pricing updates, awarded vendors are expected to provide these changes as submitted. Pricing submitted to the customer will include the administrative fee.
 - All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing

- ◆ Warranty
 - Proposals should address each of the following:
 - Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
 - Availability of replacement parts
 - Life expectancy of equipment under normal use
 - Detailed information as to proposed return policy on all equipment
 - All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.

- ◆ Audit rights
 - Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by any entity that utilizes this Agreement. NCPA and Region 14 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases

are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request.

- Region 14 ESC shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 14 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 14 ESC is made aware of any pricing being offered to eligible agencies that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Vendor's pricing at Vendor's sole cost and expense. Region 14 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 14 ESC or NCPA.

◆ Indemnity

- The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract. ***See Amendment 1 Attached***

◆ Licenses and Duty to keep current licenses

- Vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 14 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated. Vendor is expected to provide all required license(s) with this RFP response.

◆ Franchise Tax

- The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

◆ Supplemental Agreements

- The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.

◆ Certificates of Insurance

- Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor

shall require all subcontractors performing any work to maintain coverage as specified.

◆ Legal Obligations

- It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

◆ Protest

- A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. No protest shall lie for a claim that the selected Vendor is not a responsible Bidder. Protests shall be filed with Region 14 ESC and shall include the following:
 - Name, address and telephone number of protester
 - Original signature of protester or its representative
 - Identification of the solicitation by RFP number
 - Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested
- Any protest review and action shall be considered final with no further formalities being considered.

◆ Force Majeure

- If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.
- The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the

judgment of the party having the difficulty.

◆ Prevailing Wage

- It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

◆ Miscellaneous

- Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. Cancellation of this agreement between vendor and NCPA will have no effect on existing individual contracts between vendor and clients.

◆ Cancellation for Non-Performance or Contractor Deficiency

- Region 14 ESC may terminate any contract if awarded vendor has not used the contract, or if purchase volume is determined to be low volume in any 12-month period.
- Region 14 ESC reserves the right to cancel the whole or any part of this contract due to failure by contractor to carry out any obligation, term or condition of the contract.
- Region 14 ESC may issue a written deficiency notice to contractor for acting or failing to act in any of the following:
 - ◆ Providing material that does not meet the specifications of the contract;
 - ◆ Providing work and/or material that was not awarded under the contract;
 - ◆ Failing to adequately perform the services set forth in the scope of work and specifications;
 - ◆ Failing to complete required work or furnish required materials within a reasonable amount of time;
 - ◆ Failing to make progress in performance of the contract and/or giving Region 14 ESC reason to believe that contractor will not or cannot perform the requirements of the contract;
- Upon receipt of a written deficiency notice, contractor shall have ten (10) days to provide a satisfactory response to Region 14 ESC. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by contractor under the contract shall become the property of Region 14 ESC on demand.

◆ Open Records Policy

- Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).
- The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 14 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to

confidentiality by the respondent are not acceptable. Region 14 ESC must comply with the opinions of the OAG. Region 14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondent are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

If awarded vendor is going to do business in the State of Arizona, the following terms and conditions shall apply

◆ Cancellation for Conflict of Interest

- Per A.R.S. 38-511 a School District/public entity may cancel this Contract within three (3) years after Contract execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract on behalf of the School District/public entity is, or becomes at any time while the Contract or an extension the Contract is in effect, an employee of or a consultant to any other party to this Contract with respect to the subject matter of the Contract. The cancellation shall be effective when the awarded vendor receives written notice of the cancellation unless the notice specifies a later time.

◆ Registered Sex Offender Restriction

- Pursuant to this order, the awarded vendor agrees by acceptance of this order that no employee of the awarded vendor or a subcontractor of the awarded vendor, who has been adjudicated to be a registered sex offender, will perform work on any School District's premises or equipment at any time when District students are, or are reasonably expected to be, present. The awarded vendor further agrees by acceptance of this order that a violation of this condition shall be considered a material breach and may result in a cancellation of the order at the District's discretion.

◆ Contract's Employment Eligibility

- By entering the contract, awarded vendor warrants compliance with A.R.S. 41-4401, A.R.S. 23-214, the Federal Immigration and Nationality Act (FINA), and all other federal immigration laws and regulations. A School District/public entity may request verification of compliance from any contractor or subcontractor performing work under this contract. A School District/public entity reserves the right to confirm compliance in accordance with applicable laws. Should the School District/public entity suspect or find that the awarded vendor or any of its subcontractors are not in compliance, the School District/public entity may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the contract for default, and suspension and/or debarment of the awarded vendor. All costs necessary to verify compliance are the responsibility of the award vendor.

◆ Terrorism Country Divestments

- Per A.R.S. 35-392, a School District/public entity is prohibited from purchasing from a company that is in violation of the Export Administration Act.

◆ Fingerprint Checks

- If required to provide services on School District/public entity's property, awarded vendor shall comply with A.R.S. 15-511(h).
- ◆ Indemnification
 - Notwithstanding all other provisions of this agreement, School District/public entity does not agree to accept responsibility, waive liability, or indemnify the awarded vendor, in whole or in part, for the errors, negligence, hazards, liabilities, contract breach and/or omissions of the awarded vendor, its employees and/or agents.

Process

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor(s) whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

- ◆ Contract Administration
 - The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.
- ◆ Contract Term
 - The contract term will be for one (1) year starting from the date of the award. The contract may be renewed for up to two (4) additional one-year terms or any combination of time equally not more than 4 years.
 - It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.
- ◆ Contract Waiver
 - Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.
- ◆ Products and Services additions
 - Products and Services may be added to the resulting contract during the term of the contract by written amendment, to the extent that those products and services are within the scope of this RFP and has written approval of NCPA and Region 14 ESC.
- ◆ Competitive Range
 - It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.
- ◆ Deviations and Exceptions
 - Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.
- ◆ Estimated Quantities
 - The estimated dollar volume of Products and Services purchased under the proposed Master Agreement is \$25 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program. There is no

guarantee or commitment of any kind regarding usage of any contracts resulting from this solicitation

◆ Evaluation

- Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.

◆ Formation of Contract

- A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process.

◆ NCPA Administrative Agreement

- The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.

◆ Clarifications / Discussions

- Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of elimination minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondents are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent bring its proposal up to the level of other proposals through discussions. Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.

◆ Multiple Awards

- Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.

◆ Past Performance

- Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.

Evaluation Criteria

- ◆ Product & Services/Pricing (40 points)
 - Respondent(s)' products and services (e.g.; quality and breadth of product(s)/service(s), description(s) quality, reputation in the marketplace, average on time delivery rate and historical shipping timelines, return and restocking policies and applicable fees, average Fill Rate, shipping charges and other)
 - Competitive Level of Pricing for vendor's available products and services
 - Warranties on Respondent(s)' products and services (e.g.; availability of standard/extended warranties, pricing, detailed descriptions, ease of process and others)
 - Evidence of the ability of Respondent(s)' products and services to save members time and money (e.g.; breadth of service departments, technological advances, personnel experience, product(s) efficiencies, and others)
 - Other factors relevant to this section as submitted by the responder(s)
- ◆ Ability to Provide and Perform the Required Services for the Contract (25 points)
 - Response to emergency orders & service (e.g.; response time, breadth of service coverage, strength of meeting service and warranty needs of members)
 - Customer service/problem resolution (e.g.; technical abilities of service personnel; quality of processes,)
 - Invoicing process (e.g.; ease of use; transparency, billing resolutions)
 - Respondent(s)' processes, and quality of organizational structure
 - Contract implementation/Customer transition
 - Financial condition of vendor
 - Offeror's safety record (e.g.; benchmarks, lost hours, reporting)
 - Instructional materials and training (e.g.; administrative documentation, internal technical training, training of agencies)
 - Other factors relevant to this section as submitted by the proposer
- ◆ References (10 points)
 - A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
- ◆ Qualification and Experience (15 points)
 - Respondent(s)' reputation in the marketplace
 - Past relationship with Region 14 ESC and/or NCPA members
 - Experience with cooperative selling (e.g.; number of other cooperatives, Exhibited understanding of cooperative purchasing)
 - Experience and qualification of key employees

- Location and number of sales persons who will work on this contract
 - Marketing plan and capability
 - Past experience working with the government sector
 - Past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors
 - Completeness of response (e.g.; filled out all sections, answered all questions, provided pricing)
 - Other factors relevant to this section as submitted by the proposer
- ◆ Value Added Services Description, Products and/or Services (10 points)
- Marketing and agency Training
 - Customer Service
 - Sales force training (e.g.; internal training plan, corporate officer involvement, orientation commitment)
 - Marketing plan and capability (e.g.; contract rollout plan, benchmarks, goals)
 - Green initiative(s) (e.g.; philosophy, certificates, awards)
 - Quality and breadth of value add(s)
 - Other factors relevant to this section as submitted by the proposer

Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name	<u>Thyssenkrupp Elevator</u>
Address	<u>3100 Interstate N Circle SE</u>
City/State/Zip	<u>Atlanta GA 30339</u>
Telephone No.	<u>770.799.0448</u>
Fax No.	<u></u>
Email address	<u>Mark.Hintz@tkelevator.com</u>
Printed name	<u>Mark Hintz</u>
Position with company	<u>Vice President, Contracts</u>
Authorized signature	<u><i>Mark Hintz</i></u>

Tab 2 – NCPA Administration Agreement

This Administration Agreement is made as of December 8, 2020, by and between National Cooperative Purchasing Alliance (“NCPA”) and Thyssenkrupp Elevator (“Vendor”).

Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated December 8, 2020, referenced as Contract Number 02-99, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the “Master Agreement”), for the purchase of Elevator Equipment, Service, Repair and Related Services;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as “public agency” or collectively, “public agencies”) may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

◆ General Terms and Conditions

- The Master Agreement, attached hereto as Tab 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Agreement except as expressly changed or modified by this Agreement.
- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this

Agreement including, but not limited to, the Vendor's obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.

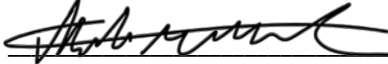
- Vendor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.
 - NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Vendor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
 - With respect to any purchases made by Region 14 ESC or any Public Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, remarketer, representative, partner, or agent of any type of Vendor, Region 14 ESC, or such Public Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region 14 ESC, any Public Agency or any employee of Region 14 ESC or Public Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or responsible for any failure by the Public Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Public Agency, or any employee of Region 14 ESC or Public Agency under this Agreement or the Master Agreement.
 - The Public Agency participating in the NCPA contract and Vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the Public Agency and Vendor. NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.
- ◆ Term of Agreement
 - This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.
 - ◆ Fees and Reporting
 - The awarded vendor shall electronically provide NCPA with a detailed monthly or quarterly report showing the dollar volume of all sales under the contract for the previous month or quarter. Reports shall be sent via e-mail to NCPA offices at reporting@ncpa.us. Reports are due on the fifteenth (15th) day after the close of the previous month or quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

Agency Name	State	Zip Code	Date	PO or Job #	RQN Number	Sale Amount	Admin Fee
							Total

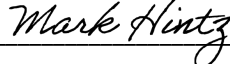
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- Each month NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee of three (3%) for the amount of the agency’s purchase order less any applicable sales tax and Performance and/or Payment bond cost. Vendor’s annual sales shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.
 - Supplier shall maintain an accounting of all purchases made by Public Agencies under the Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of five (5) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an underreporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA’s costs and expenses for such audit.
 - ◆ General Provisions
 - This Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and no other agreement, statement, or promise relating to the subject matter of this Agreement which is not contained herein shall be valid or binding.
 - Awarded vendor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this contract by awarded vendor must have prior approval from NCPA.
 - If any action at law or in equity is brought to enforce or interpret the provisions of this Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney’s fees and costs in addition to any other relief to which such party may be entitled.
 - Neither this Agreement nor any rights or obligations hereunder shall be assignable by Vendor without prior written consent of NCPA, provided, however, that the Vendor may, without such written consent, assign this Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Agreement.

- This Agreement and NCPA's rights and obligations hereunder may be assigned at NCPA's sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA's obligations hereunder
- All written communications given hereunder shall be delivered to the addresses as set forth below.

National Cooperative Purchasing Alliance:

Name: Matthew Mackel
Title: Director, Business Development
Address: PO Box 701273
Houston, TX 77270
Signature: 
Date: December 8, 2020

Vendor: _____ thyssenkrupp Elevator _____

Name: _____ Mark Hintz _____
Title: _____ V P Contracts _____
Address: _____ 3100 Interstate N Circle SE _____
Atlanta, GA 30339
Signature: 
Date: 11/18/2020

NCPA Registered Vendor Quotation Number

RFP responders are requested to agree to a quotation number registration program to provide consistency and faster service for our facility awarded vendors, agency members and participants. The process will require Facility Contract holders to register and receive a NCPA Vendor Registered Quotation Number that must be prominently displayed on each proposal(s) that you present to the agencies. The system will track Facility transactions from the initial proposal stage to the completion of each project. NCPA has assembled an experienced Facilities Management Team that stands ready and willing to assist its vendors in providing quality services to the awarded vendor's organization. Failure to receive the Vendor Registered Quotation Number can result in potential delays to your services and the only acceptable proposals need to have a NCPA Vendor Registered Quotation Number.

NCPA Registered Vendor Quotation Number Process

Fill out the form on the Facilities page at www.ncpa.us

(Direct link is <http://www.ncpa.us/Facilities/Register>)

*** Fill out and submit.**

- All registered vendor quotation number requests must be submitted *and* a proposal number received *before* you present it to your potential customer.
- You will have a response with a NCPA Vendor Registered Quotation Number within 4 hours.
- If you have an emergency and need a quotation number sooner, call any member of the Facility Management team and we will help you.
- Include the quotation number on all proposals.

This document acknowledges that you have received and agree to the details, directions and expectations of the NCPA Vendor Registered Quotation Number process.

Date	11/18/2020
RFP Number	
Company Name	<u>Thyssenkrupp Elevator</u>
Printed Name	<u>Mark Hintz</u>
Signature	<u><i>Mark Hintz</i></u>

Tab 3 – Vendor Questionnaire

Please provide responses to the following questions that address your company's operations, organization, structure, and processes for providing products and services.

◆ States Covered

- Bidder must indicate any and all states where products and services can be offered.
- Please indicate the price co-efficient for each state if it varies.

XX 50 States & District of Columbia (Selecting this box is equal to checking all boxes below)

- | | | |
|---|---|---|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Maryland | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Alaska | <input type="checkbox"/> Massachusetts | <input type="checkbox"/> South Dakota |
| <input type="checkbox"/> Arizona | <input type="checkbox"/> Michigan | <input type="checkbox"/> Tennessee |
| <input type="checkbox"/> Arkansas | <input type="checkbox"/> Minnesota | <input type="checkbox"/> Texas |
| <input type="checkbox"/> California | <input type="checkbox"/> Mississippi | <input type="checkbox"/> Utah |
| <input type="checkbox"/> Colorado | <input type="checkbox"/> Missouri | <input type="checkbox"/> Vermont |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> Montana | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> Delaware | <input type="checkbox"/> Nebraska | <input type="checkbox"/> Washington |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> Nevada | <input type="checkbox"/> West Virginia |
| <input type="checkbox"/> Florida | <input type="checkbox"/> New Hampshire | <input type="checkbox"/> Wisconsin |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> New Jersey | <input type="checkbox"/> Wyoming |
| <input type="checkbox"/> Hawaii | <input type="checkbox"/> New Mexico | |
| <input type="checkbox"/> Idaho | <input type="checkbox"/> New York | |
| <input type="checkbox"/> Illinois | <input type="checkbox"/> North Carolina | |
| <input type="checkbox"/> Indiana | <input type="checkbox"/> North Dakota | |
| <input type="checkbox"/> Iowa | <input type="checkbox"/> Ohio | |
| <input type="checkbox"/> Kansas | <input type="checkbox"/> Oklahoma | |
| <input type="checkbox"/> Kentucky | <input type="checkbox"/> Oregon | |
| <input type="checkbox"/> Louisiana | <input type="checkbox"/> Pennsylvania | |
| <input type="checkbox"/> Maine | <input type="checkbox"/> Rhode Island | |

All US Territories and Outlying Areas (Selecting this box is equal to checking all boxes below)

- | | |
|---|--|
| <input type="checkbox"/> American Samoa | <input type="checkbox"/> Northern Marina Islands |
| <input type="checkbox"/> Federated States of Micronesia | <input type="checkbox"/> XX Puerto Rico |
| <input type="checkbox"/> Guam | <input type="checkbox"/> U.S. Virgin Islands |
| <input type="checkbox"/> Midway Islands | |

◆ **Minority and Women Business Enterprise (MWBE) and (HUB) Participation**

➤ It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.

- **Minority / Women Business Enterprise**
 - Respondent Certifies that this firm is a M/WBE
- **Historically Underutilized Business**
 - Respondent Certifies that this firm is a HUB

◆ **Residency**

➤ Responding Company's principal place of business is in the city of Atlanta, State of Georgia

◆ **Felony Conviction Notice**

➤ Please Check Applicable Box;

- X A publically held corporation; therefore, this reporting requirement is not applicable.
- Is not owned or operated by anyone who has been convicted of a felony.
- Is owned or operated by the following individual(s) who has/have been convicted of a felony

➤ If the 3rd box is checked, a detailed explanation of the names and convictions must be attached.

◆ **Distribution Channel**

➤ Which best describes your company's position in the distribution channel:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Manufacturer Direct | <input type="checkbox"/> Certified education/government reseller |
| <input type="checkbox"/> Authorized Distributor | <input type="checkbox"/> Manufacturer marketing through reseller |
| <input type="checkbox"/> Value-added reseller | <input type="checkbox"/> Other: _____ |

◆ **Processing Information**

➤ Provide company contact information for the following:

- **Sales Reports / Accounts Payable**

Contact Person: Ivan Gutierrez
Title: National Accounts Team Lead
Company: thyssenkrupp Elevator
Address: 3100 Interstate N Circle SE
City: Atlanta State: GA Zip: 30339
Phone: 770.261.0006 Email: Ivan.Gutierrez@tkelevator.com

▪ Purchase Orders

- ◆ Contact Person: _____ Marc McCabe _____
- ◆ Title: _____ National Accounts Manager _____
- ◆ Company: _____ thyssenkrupp Elevator _____
- ◆ Address: _____ 3100 Interstate N Circle SE _____
- ◆ City: _____ Atlanta _____ State: _____ GA _____ Zip: _____ 30339 _____
- ◆ Phone: _____ 941.650.1636 _____ Email: marc.mccabe@thyssenkrupp.com

▪ Sales and Marketing

- ◆ Contact Person: _____ Julie Nottke _____
- ◆ Title: _____ Marketing and Project Manager _____
- ◆ Company: _____ thyssenkrupp Elevator _____
- ◆ Address: _____ 2600 Network Blvd _____
- ◆ City: _____ Frisco _____ State: _____ TX _____ Zip: _____ 75034 _____
- ◆ Phone: _____ 972.624.7199 _____ Email: Julie.Nottke@thyssenkrupp.com

◆ Pricing Information

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing.
 - If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.
 X Yes No
- Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.
 Yes X No Pricing submitted as a part of this RFP is a not to exceed pricing structure; however it does not include the administrative fees in the RFP. Fees will be added based on the calculation of service to the end user.
- Vendor will provide additional discounts for purchase of a guaranteed quantity.
 X Yes No
Guaranteed quantity would need to be clarified before any additional discounts are applied and mutually

Tab 4 – Vendor Profile

Please provide answers to the following questions in a clear and concise manner. Provide the question number in your response:

1. Company's official registered name. **thyssenkrupp Elevator**
2. Brief history of your company, including the year it was established. **See attached**
3. Company's Dun & Bradstreet (D&B) number. **13-044-1751**
4. Company's organizational chart of those individuals that would be involved in the contract. **Marc McCabe, National Account Manager, 941.650.1636, Marc.Mccabe@thyssenkrupp.com; Charlotte O'Connor, Sales Coordinator, 770.799.0473, Charlotte.Oconnor@tkelevator.com**
5. Corporate office location.
 - a. List the number of sales and service offices for states being bid in solicitation. **120+ branch offices**
 - b. List the names of key contacts at each with title, address, phone and e-mail address. **Org chart attached.**
6. Define your standard terms of payment. **Service: Typically, we bill monthly or quarterly in advance. Payment is expected Net 30. Repair: 50% upon award, 50% upon completion of work. Construction: Progressively in line with percentage of completion. 10% retainage. However, with advanced notice we can accommodate most any billing and collection terms.**
7. Who is your competition in the marketplace? **Otis, Schindler, Kone**
8. What is your market share?
<https://www.thyssenkrupp.com/en/investors/reporting-and-publications/>
9. Are you gaining market share, losing market share, or maintaining market share?
<https://www.thyssenkrupp.com/en/investors/reporting-and-publications/>
10. What is your strategy to increase market share? **Thyssenkrupp's mission statement is to provide comprehensive, high quality and competitively priced vertical transportation equipment and service to all our customers. We accomplish this through continuous identification of needs and expectations, effective planning, skilled employees and cutting edge technology consistent with business plan objectives. As well as an aggressive marketing campaign to build partners in our industry.**

11. What differentiates your company from competitors? At thyssenkrupp, our goal is to achieve a partnership with our customers that permit us to meet their vertical transportation needs now and in the future. Our aim is to make a direct contribution to our customer's success. We are committed to the continual improvement of our service business and endeavor to maintain our position as the peerless leader in our industry. Thyssenkrupp is the largest elevator services provider in North America.
14. Describe how your company will market this contract if awarded. As a current NCPA approved vendor, we already provide monitor local city and state websites for contracts that will soon be requesting bids for services and notify them that we are an NCPA supplier. For those government agencies that are not currently using NCPA, we will off these services and associated pricing
15. Describe how you intend on introducing NCPA to your company. As a current NCPA approved vendor, we provide our local sales managers with an "NCPA Package" which includes instructions on the program including: new contract, pricing matrix, the current membership roster and National contacts Marc McCabe and Charlotte O'Connor for questions.
16. Describe your company's Customer Service Department (hours of operation, number of service centers, parts outlets, number of technicians, etc.) Clarify if the service centers are owned by your company or if they are a network of subcontractors. 24/7 dispatch center owned and managed by thyssenkrupp with 120+ branch service offices throughout the US.
17. Describe your company's process in handling High Security Areas for repair work. We are prepared to adhere to the security needs of our customers.
18. Describe how your company handles after-hours customer service needs. As per above 24/7 dispatch center.
19. Indicate your response time to emergency service calls. Emergency service calls involving entrapments are responded to immediately with a goal of 1 hour or less upon notification. Normal service calls goal is to arrive within 2 hours of notification. In remote areas where driving time is significant, response may be longer.
20. Describe your call log and what information is provided. Location, unit, date and time of call, name of technician who responded, route cause and resolution of the call. See Customer Portal for further details.
21. Provide your company's "Maintenance Performance Evaluation Form" and "Maintenance Evaluation Checklist" per ASME Current code requirements. Attached

22. List the dollar volume your company completes in Elevator maintenance annually along with Baggage Handling Systems and Passenger Loading Bridges. **More than \$2MM – note that we will not be submitting a proposal for Passenger Loading Bridges Maintenance and Baggage Handling Systems.**
23. Does your company offer a dedicated, 800 number for all locations to place phone and fax orders? Is the call center available 24 hours/7 days week? **Yes, as detailed above**
24. Describe how service call problems get escalated in emergency situations during and after hours. Who would be responsible in your company for assessing the appropriate course of action to remedy the problem? **Once the call is dispatched to the Route Mechanic, any service issues not addressed would be escalated as follows: service superintendent, Service (OPS) Manger, Branch/Sales Manager in conjunction with the National Account manager.**
25. Describe how your company tracks completion of repairs and what information is required to be submitted by the service center prior to payment. **Time tickets trigger invoices for billable calls. Each billable call is reviewed for authorization prior to invoicing.**
26. Describe your process for coordinating the annual QEI inspections for all elevators, if required by each individual state. Indicate who will be present for all QEI's. **Each of our branch offices includes a QEI Coordinator. As each state/county requirements vary, the process varies for notification and coordination as well.**
27. Can agencies review your company's proposed personnel assignments and can they request changes or substitutions to the proposed personnel? If so, describe your process? If not, explain why? **Yes, proposed personnel assignments would be reviewed on a local basis by both parties and any changes or substitutions would be negotiated at a branch level.**
28. Indicate how your company's maintenance procedures meet Section 8.6 of the ASME Code A17.1. **We are required as a signatory company to the elevator industry to follow the ASME A17.1 Codes. Along with the maintenance check charts located in each equipment room and the annual superintendent review, we comply with the elevator maintenance safety code. The AHJs inspections also review our maintenance program for compliance.**
29. Indicate the implementation steps and time frames needed to implement an Elevator Repair and Maintenance Program with your company. **We are ready to provide services upon receipt of a fully executed Agreement with the individual site.**
30. List the functions or parameters your company is monitoring or receiving elevator trouble calls from the general public. **Our MAX product tracks all service calls and predicts needed maintenance for all OEM equipment.**
31. List your company capabilities regarding system changes and repairs to Elevator systems. **Competence and diversity, global reach and tradition form**

the basis of our worldwide market leadership. We create value for customers, employees and shareholders. We are customer-focused. We develop innovative products and services that create sustainable infrastructures and promote efficient use of resources. We engage as entrepreneurs with confidence, a passion to perform and courage, aiming to be best in class. This is based on the dedication and performance of every team member. Employee development is especially important. Employee health and workplace safety have top priority. We serve the interest of the group. Our interactions are based on transparency and mutual respect. Integrity, credibility, reliability and consistency defined everything we do. Compliance is a must. We are a responsible corporate citizen.

International Technical Services is a key component to our ability to maintain our competitor manufactured equipment. In addition to providing engineering support, training and technical publications, ITS provides repair and diagnostic testing of circuit boards. In addition they provide and develop the diagnostic tools to trouble shoot microprocessor controllers. This is a key advantage of the thyssenkrupp elevator, we are nearly self-contained when it comes to microprocessor boards.

Thyssenkrupp elevator utilizes GPS within our Technician's mobile devices so that we can route the closest technician to service calls in effort to reduce downtime. We continually look for ways to better to better serve and communicate with our customers. As we find more ways to improve our service through mobile technology thyssenkrupp elevator is always communicating these new enhancements to our customers. With over 34% of the new installation market, thyssenkrupp elevators product line as earned one of the highest reputations for consistency and continuous operations in the Americas.

With the development of "toe to go" elevator call button, phone app for cab operations and air cleaning products for cab interiors, thyssenkrupp continues to rise to the challenges of today as it pertains to COVID and creating a safer elevator environment.

32. List the reporting capabilities your company has for Elevator system parameters. **See MAX product information.**
33. Respondents must be able to maintain and repair/replace Elevator Systems in-house (self perform) to include monitoring on all government entities. Describe, in general, your ability to accomplish this. **See above technical capabilities.**
34. Describe your process for trouble shooting a problem at a site with an Elevator system. How does repair get escalated for service? **As described in 24 above.**
35. List the total dollar volume your company completes in Elevator replacements annually. **Modernizations account for \$500MM+ annually.**
36. List the other functions your company can provide regarding unit replacement to offer a turnkey project (ex. electrical, sheet metal work, Elevator system

connection and programming, etc.) Thyssenkrupp provides New Installation, Modernizations, Eco & Energy Savings upgrades, telephone monitoring services.

37. Describe your company capabilities regarding Elevator system inspections and for upgrades and equipment repair/replacement. Each unit brought onto service will receive a “comprehensive” review. Perform preventative maintenance tasks specified on the appropriate machine room check list. Expired or past due Safety Code inspections and tests will be conducted. Electronic checklists/schedules of periodic services will be submitted with this time frame.
38. Describe your training program for your field personnel? See attachment regarding training.
39. Please list your company’s location for technical training. ITS (International technical Services) located in Coppell, TX
40. Describe your company’s warranty support. Thyssenkrupp offers a 1 year warranty on all replacement parts if the location is under our service.
41. Describe your company’s safety program during service/repair work. See Attached Safety Procedures Document.
42. Indicate number of lost hours or other benchmarks to verify your company’s effectiveness of their safety record. See attached OSHA logs
43. What reporting mechanism does your company provided to the customer upon completion of any project? See attached Customer Portal/MAX documents
44. Describe your company’s technical training system for maintaining equipment other than what your company manufactures. Our mechanics are trained to work on non OEM equipment. Our IT center continually works on reverse engineering of competitors products to ensure we are able to service various equipment. Survey of equipment is provided prior to contract and we will not take on any equipment we are not able to service.
45. Acknowledge that your organization agrees to provide its company logo(s) to Region 14 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Yes, this is acceptable as we have done so in the past.

47. Describe your company's implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative's name(s), contact person(s) and contact information as reference(s). **thyssenkrupp is currently an NCPA preferred provider and attached references include NCPA contracted customers.**
48. Describe the capacity of your company to report monthly sales through this agreement. **Already in place with our existing NCPA agreement.**
49. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency. **Reports are addressed in our Customer Portal/MAX documents. Consolidated billing can be established at the local or National level as the requirements warrant.**
50. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

Green Initiatives

We're committed to helping to build a cleaner future!

According to the U.S. Census Bureau, the world population is expanding at a mind-boggling rate. The world reached 1 billion people in 1800; 2 billion by 1922; and over 6 billion by 2000. It is estimated that the population will swell to over 9 billion by 2050. That means that if the world's natural resources were evenly distributed, people in 2050 will only have 25% of the resources per capita that people in 1950 had.

The world has a fixed amount of natural resources - some of which are already depleted. So as population growth greatly strains our finite resources, there are fewer resources available. If we intend to leave our children and grandchildren with the same standard of living we have enjoyed, we must preserve the foundation of that standard of living. We save for college educations, orthodontia, and weddings, but what about saving clean air, water, fuel sources and soil for future generations?

As our business grows, we want to make sure we minimize our impact on the Earth's climate. So we're taking every step we can to implement innovative and responsible environmental practices throughout NCPA to [reduce our carbon footprint](#), reduce waste, energy conservation, ensure [efficient computing](#) and much more. To that effort, we ask respondents to provide their companies environmental policy and/or green initiative. **Moving our service truck fleet to electric vehicles.**

Vendor Certifications (if applicable)

Provide a copy of all ***current licenses, registrations and certifications*** issued by federal, state and local agencies, and any ***other licenses, registrations or certifications*** from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to ***licenses, registrations or certifications***. M/WBE, HUB, DVBE, small and ***disadvantaged business certifications and other diverse business certifications***, as well as manufacturer certifications for sales and service must be included if applicable. **Thyssenkrupp holds licenses in all jurisdictions as required by law. File is too large to attach.**

Thyssen entered the North American elevator market in the 1980's with the acquisition of Northern Elevator, a major Canadian manufacturer and service provider based in Toronto. In the early 1990's, Thyssen moved into the U.S. market with the acquisition of US Elevator Corporation's factories and service network as well as several local and regional service providers. By 1999, Thyssen Elevator had established itself as a respected American elevator company.

In 1999, shortly before the mega-merger of Thyssen and Krupp, Thyssen Elevator acquired Dover Elevators and its subsidiaries, Arizona Elevator, General Elevator, Logerquist Elevator, Miami Elevator, Payne Elevator, and Sound Elevator to create the largest elevator sales and service company in North America. In March 2001, all the North American elevator service units formally adopted the new corporate name, ThyssenKrupp Elevator Corporation.

Thyssen and Dover Elevator joined forces as ThyssenKrupp Elevator with one purpose: to exceed customer expectations with a powerful combination of products, services and technology.

Through its extensive branch network, ThyssenKrupp Elevator has a strong presence in every real estate sub-market in the US and Canada. All work is performed by highly trained and dedicated employees who are focused on achieving this purpose. ThyssenKrupp is totally responsible for their employment and performance. When subcontractors are occasionally brought in to perform a highly specialized function, they are always under ThyssenKrupp's direct supervision.



ThyssenKrupp AG of Essen, Germany is one of the world's 50 largest industrial corporations. The genesis of ThyssenKrupp AG was the 1999 merger of two steel giants – Thyssen AG and Krupp AG – and the result has become a global company which understands that any product, any service is the sum of the creativity, knowledge and experience which go into it.

ThyssenKrupp AG operates in more than 80 countries, with the focus on Western Europe and North America. We possess a wealth of expertise in three main areas of business Steel, Capital Goods and Services. Every day, more than 193,000 employees in the six segments Steel, Automotive, Elevator, Technologies, Materials and Industrial Services develop products and services to meet the challenges of the future. They each supply high-quality capital goods and occupy strong market positions worldwide.

ThyssenKrupp AG sale of the elevator division was effective July 31, 2020 acquired by leading private equity firm Advent International and Cinven. thyssenkrupp Elevator, a leading global player in the elevators and escalators (E&E) market, announced today that it is a stand-alone company now that the change of ownership has completed. All relevant regulatory authorities have given their unconditional approval of the acquisition by Advent and Cinven. Together with the new owners as strategic and financial partners, thyssenkrupp Elevator will be able to continue with its ambitious plans to further expand its strong market positioning and technology leadership.

With operations worldwide and more than 50,000 employees, thyssenkrupp Elevator achieved sales of around €8 billion in fiscal year 2018/2019. The company's most important business line is its service business with around 1.4 million elevator & escalator units under maintenance and over 24,000 service technicians globally. thyssenkrupp Elevator's product portfolio covers a wide range of products: from commodity elevators for residential and commercial buildings to cutting-edge, highly customized solutions for state-of-the-art skyscrapers – such as One World Trade Center in New York. Besides elevators, its portfolio also covers escalators and moving walks, passenger boarding bridges, stair and platform lifts as well as tailored service solutions for all products – thus covering a broad spectrum of urban mobility.

Headquartered in Atlanta, Georgia, ThyssenKrupp Elevator Corporation provides a full range of elevators, lifts and escalators for all types of passenger and freight applications. Complete elevator systems, including all major components, are manufactured at our plants in Tennessee and Mississippi, Toronto and New York City. ThyssenKrupp Elevator is represented by over 135 branches and 140 local representatives in the United States and Canada and employs over 10,000 manufacturing, installation, service, repair, sales and management professionals. Most impressive is the fact that we

individually service nearly 204,000 elevators, escalators and lifts in North America, over 50,000 of which were manufactured and installed by other companies.

Our speakers



Jon McCabe
Executive Vice President, Field



Kevin Robertson
Senior Vice President, Sales



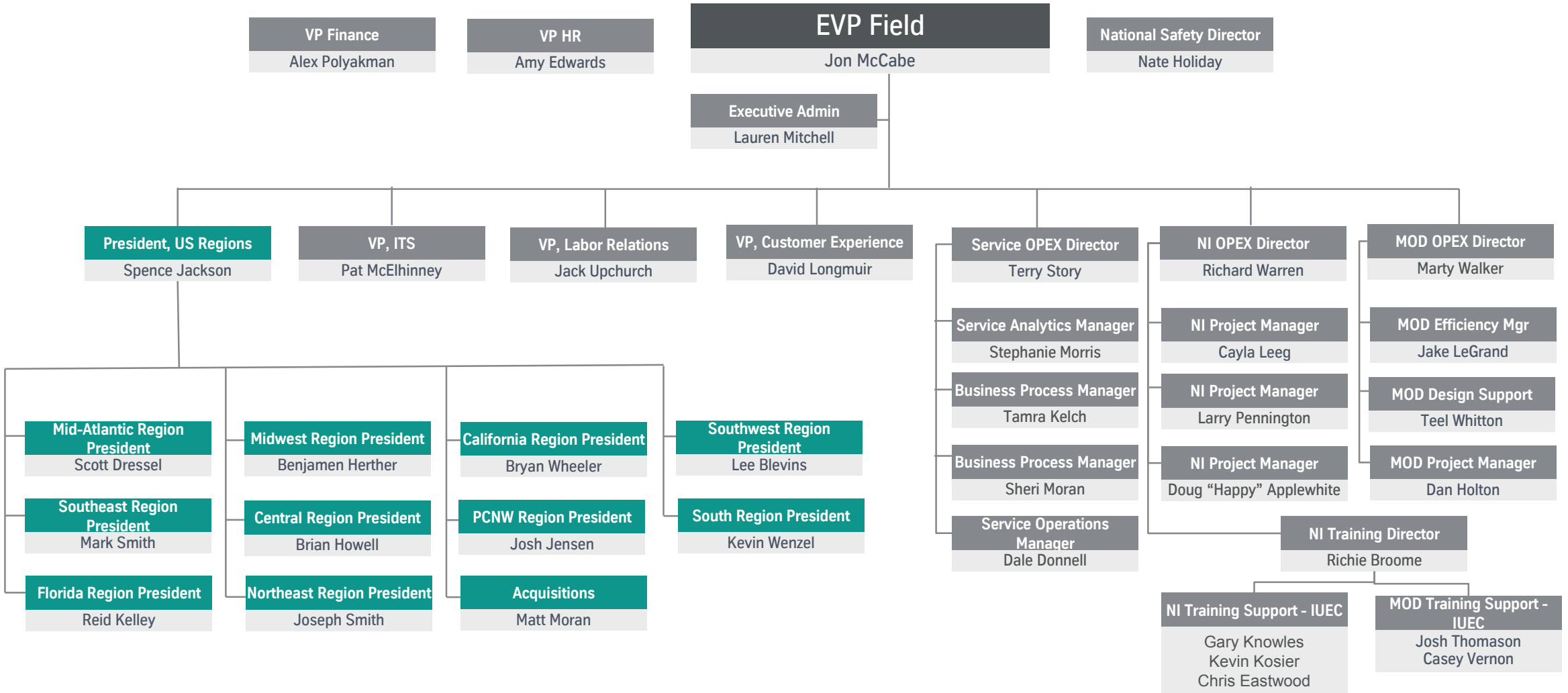
Spence Jackson
President, Field



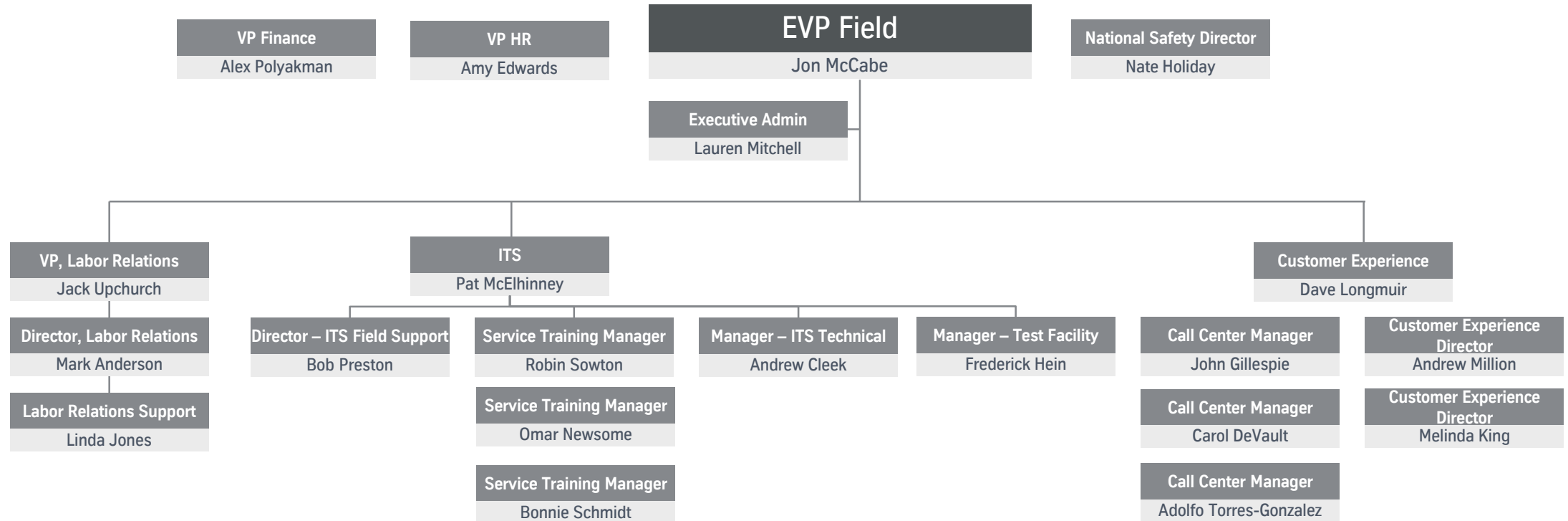
Sasha Bailey
Director, Communications



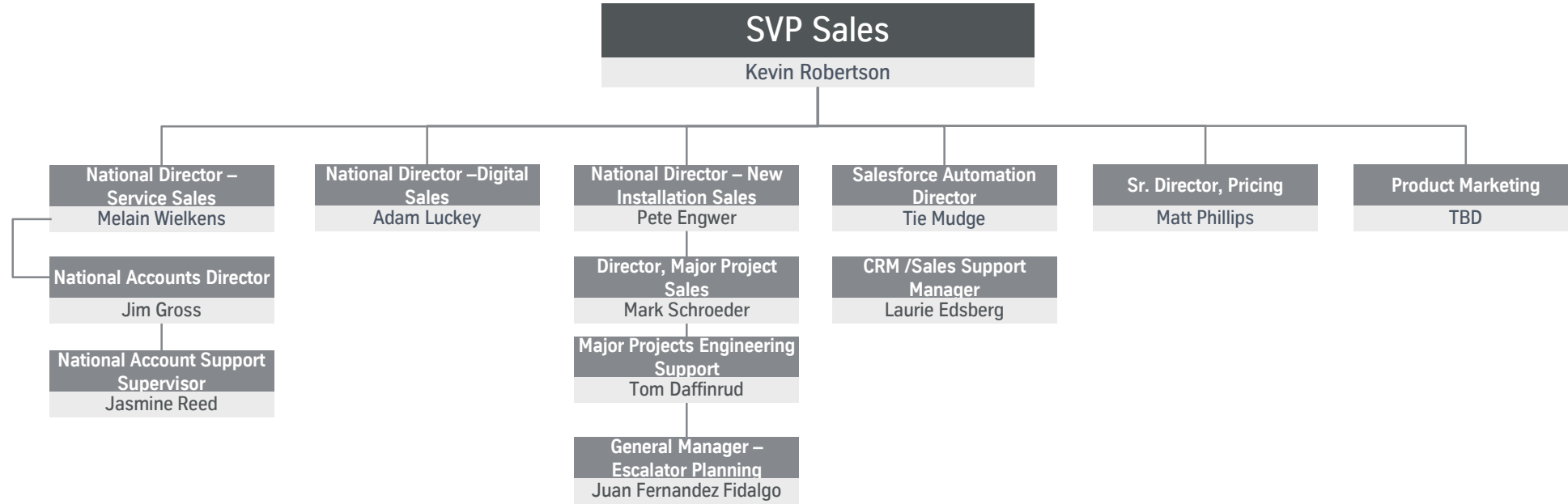
National US Field Structure – LEAN and Focused



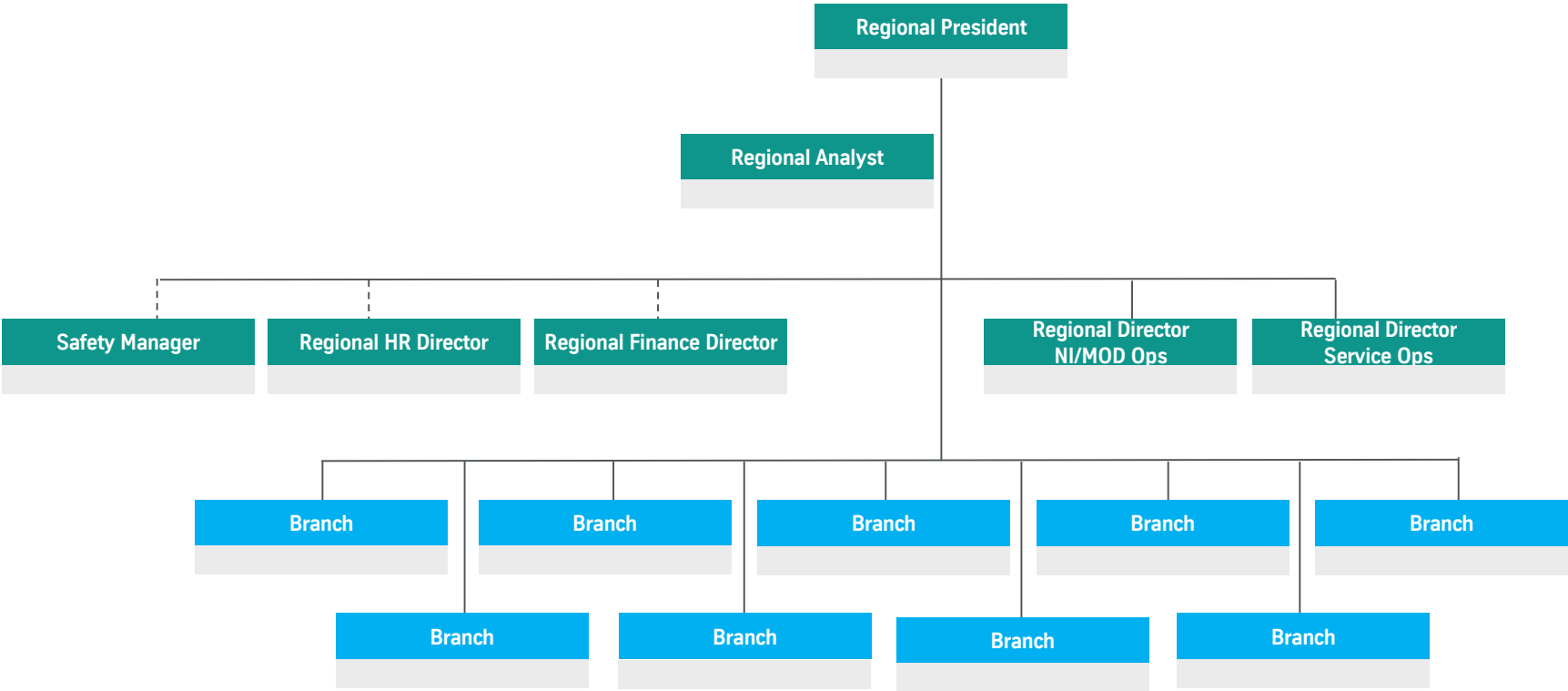
National US Field Structure – LEAN and Focused



North America LEAN Sales Structure



LEAN US FIELD – Regional Structure



OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

Year 2017



U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this Summary page, even if no injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the log. If you had no cases write "0."

Employees former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR 1904.35, in OSHA's Recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>0</u>	<u>53</u>	<u>51</u>	<u>29</u>
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
<u>2242</u>	<u>3003</u>
(K)	(L)

Injury and Illness Types

Total number of... (M)	
(1) Injury	<u>133</u>
(2) Skin Disorder	<u>0</u>
(3) Respiratory Condition	<u>0</u>
(4) Poisoning	<u>0</u>
(5) Hearing Loss	<u>0</u>
(6) All Other Illnesses	<u>0</u>

Post this Summary page from February 1 to April 30 of the year following the year covered by the form

Public reporting burden for this collection of information is estimated to average 58 minutes per response, including time to review the instruction, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistics, Room N-3644, 200 Constitution Ave, NW, Washington, DC 20210. Do not send the completed forms to this office.

Establishment information

ThyssenKrupp Elevator Corporation

Your establishment name ThyssenKrupp Elevator Corporation

Street 5701 Pine Island Road Suite 390

City Tamarac State FL Zip 33321

Industry description (e.g., Manufacture of motor truck trailers)
Elevator installation, conversion, repair & maintenance

Standard Industrial Classification (SIC), if known (e.g., SIC 3715)

1 7 9 6
2 3 8 2 9 0

Employment information

Annual average number of employees 7944

Total hours worked by all employees last year 15,889,281

Sign here

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Eric Scrudders
Company executive

VP Risk Mgt.
Title

954 597-3000
Phone

1/22/2018
Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

All establishments covered by Part 1904 must complete this Summary page, even if no injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete. Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the log. If you had no cases write "0."

Employees former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR 1904.35, in OSHA's Recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases away from work	Total number of cases with job transfer or restriction	Total number of cases other recordable cases
1 (G)	46 (H)	68 (I)	36 (J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
2615 (K)	3239 (L)

Injury and Illness Types

Total number of ... (M)	(1) Injury	(2) Skin Disorder	(3) Respiratory Condition	(4) Poisoning	(5) Hearing Loss	(6) All Other Illnesses
	151	0	1	0	0	0

Post this Summary page from February 1 to April 30 of the year following the year covered by the form

Public reporting burden for this collection of information is estimated to average 58 minutes per response, including time to review the instruction, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistics, Room N-3944, 200 Constitution Ave, NW, Washington, DC 20210. Do not send the completed forms to this office.



Year 2018

U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0178

Establishment information	
Your establishment name	ThyssenKrupp Elevator Corporation
Street	210 N. University Drive Suite 804
City	Coral Springs
State	FL
Zip	33071
Industry description (e.g., Manufacture of motor truck trailers)	Elevator installation, conversion, repair & maintenance
Standard Industrial Classification (SIC), if known (e.g., SIC 3715)	1 7 9 6
	2 3 8 2 9 0
Employment information	
Annual average number of employees	8125
Total hours worked by all employees last year	18,249,752
Sign here	
Knowingly falsifying this document may result in a fine.	
I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.	
Eric Scrudgers	Company executive
954 597-3000	Phone
	1/19/2018
	Date

OSHA's Form 300A (Rev. 01/2004)

Summary of Work-Related Injuries and Illnesses

Year 2019



U.S. Department of Labor
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this Summary page, even if no injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the log. If you had no cases write "0."

Employees former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR 1904.35, in OSHA's Recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases

Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
<u>1</u>	<u>63</u>	<u>57</u>	<u>33</u>
(G)	(H)	(I)	(J)

Number of Days

Total number of days away from work	Total number of days of job transfer or restriction
<u>3126</u>	<u>3983</u>
(K)	(L)

Injury and Illness Types

Total number of... (M)	154	(4) Poisoning	<u>0</u>
(1) Injury	<u>154</u>	(5) Hearing Loss	<u>0</u>
(2) Skin Disorder	<u>0</u>	(6) All Other Illnesses	<u>0</u>
(3) Respiratory Condition			

Post this Summary page from February 1 to April 30 of the year following the year covered by the form

Public reporting burden for this collection of information is estimated to average 58 minutes per response, including time to review the instruction, search and gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about these estimates or any aspects of this data collection, contact: US Department of Labor, OSHA Office of Statistics, Room N-3644, 200 Constitution Ave, NW, Washington, DC 20210. Do not send the completed forms to this office.

Establishment information	ThyssenKrupp Elevator Corporation
Your establishment name	<u>ThyssenKrupp Elevator Corporation</u>
Street	<u>210 N. University Drive Suite 804</u>
City	<u>Coral Springs</u> State <u>FL</u> Zip <u>33071</u>
Industry description (e.g., Manufacture of motor truck trailers)	<u>Elevator installation, conversion, repair & maintenance</u>
Standard Industrial Classification (SIC), if known (e.g., SIC 3715)	<u>1 7 9 6</u> <u>2 3 8 2 9 0</u>
Employment information	
Annual average number of employees	<u>8 101</u>
Total hours worked by all employees last year	<u>16,202,379</u>
Sign here	<u></u>
Knowingly falsifying this document may result in a fine.	
I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.	
<u>Eric Scrudders</u>	<u>CLO/VP Risk Mgt.</u>
Company executive	Title
<u>954 597-3000</u>	<u>1/10/2020</u>
Phone	Date



Training Course Catalog



PROGRESS Software Suite

Role Based Training

BRANCH
DISTRICT
REGION
CORPORATE

Version 1.0

Business Roles
Management
Office Administration
Operations
Parts



Welcome to the PROGRESS Learning Institute,

We believe helping our employees learn new skills is key to our overall success as we implement the PROGRESS Software Suite. Through the establishment of the PROGRESS Learning Institute (PLI), ThyssenKrupp has taken an important step in making training more accessible and available to all. Our mission at PLI is to provide the highest quality, most comprehensive training solutions to enhance our employee's level of performance.

PLI training is designed to help employees adapt to the upcoming IT changes, the implementation of the new PROGRESS Software Suite, by understanding how it affects them in the performance of their daily job roles and responsibilities. Our training courses focus on the use of new technology; associated business processes and explores the need behind these important changes.

Our training program includes courses designed specifically around the job roles we perform using the new system. Role-based courses deliver in-depth training on the tasks performed by role within our business processes. This role-specific approach results in a more efficient training program for our employees, who learn only the features, functions, and transactions they need to know in order to perform their job within the new system. As a result, employees gain a deeper knowledge of those features and functions through greater concentration on relevant, practical knowledge.

These courses offer the highest level of learning through Instructor-Led Training (ILT) which provides a superior mix of experienced instructors, role-based course materials and hands-on labs and exercises. Instructor-led training is the first choice for most learners because it fosters interaction with an instructor. Students are allowed to freely ask questions and to practice hands-on labs and exercises under the watchful eye of a mentor. Through Instructor-Led Training, we:

- ***Exchange ideas and network with others who perform the same role*** – learn alongside peers who face similar challenges.
- ***Experience a user-friendly training format*** – PLI courseware is filled with examples and designed with hands-on lab exercises so we can practice as we learn PROGRESS.
- ***Access interactive online training technology and a quality training facility*** – Benefit from state of the art computer projection equipment, computer workstations, and the latest in online training tools.

We aim to be your trusted source of quality training by delivering effective training courses you can depend upon to help you learn the new skills necessary to be successful. We hope you find this catalog useful. The PLI training team is at your service to answer any questions you may have regarding our training program. We look forward to meeting you soon and welcome your participation in the PLI training courses!

Best regards,

PLI Training Team

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Course Description			
Course Title:	PROGRESS Software Suite – Orientation for Business Users		
Course Duration:	2.5	Hours	Course ID: CUATKR01
Instruction:	Webinar		
Technology:	TENet>Americas Team PROGRESS>PLI>eLearning		
Location:	ThyssenKrupp's Intranet		
Participant Roles:	All PROGRESS Software Suite Users		
Pre-Requisites:	none		
This course has been developed for role-based training and covers the business procedures and systems task specific to the participant roles above.			
Learning Objectives			
<p>In this course, participants learn about the origins of PROGRESS, its identities and branding, the team of people behind the development and implementation, the applications which comprise PROGRESS including Oracle E-Business Suite and Customized applications. Participants will learn about the business process flows and modules which make it the best solution for our business. And, you will learn about keys to using the suite and support available to our employees.</p>			
Course Curriculum			
PROGRESS Software Suite – Orientation for Business Users			
Lesson 1: About PSS PSS Origins, Identity, Team, Components and Architecture (25 min)			
Lesson 2: Modules (35 min)			
<ul style="list-style-type: none"> • Customers, • Installed Base, • Service Contracts • Repair • Service Management 			
Lesson 3: Modules (19 min)			
<ul style="list-style-type: none"> • Sales Online • Projects • Supply Chain • Accounts Receivable • Corporate Finance 			
Lesson 4: Keys, Support Keys to PSS, Demonstrations, Support (Web Help Desk) (12 min)			

Course Description			
Course Title:	PROGRESS Software Suite – Basic Navigation		
Course Duration:	2.5	Hours	Course ID: CUATKR02
Instruction:	Webinar		
Technology:	TENet>Americas Team PROGRESS>PLI>eLearning		
Location:	ThyssenKrupp's Intranet		
Participant Roles:	<ul style="list-style-type: none"> All PROGRESS Software Suite Users 		
Pre-Requisites:	none		
<p>This course has been developed for role-based training and covers the business procedures and systems task specific to the participant roles above.</p>			
Learning Objectives			
<p>In this course, participants learn about the PROGRESS Software Suite (PSS) through an introductory PSS Orientation, Basic Navigations, and the requirements to Getting Started in PSS.</p> <p>In addition to demonstrations on basic navigations there are hands-on simulations, through which the participants learn how to navigate through PROGRESS, search for customers, query for unit and contract information, generate/view business reports, manage worklists, and accessing online help.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Definition of PSS <ol style="list-style-type: none"> a) PSS Flow b) Components c) PSS Module Overview 2) Getting Started <ol style="list-style-type: none"> a) Query/Search b) Customers c) Unit d) Contract 3) PSS Navigation <ol style="list-style-type: none"> a) Basic Navigations b) Defining Form Details c) Using the Menu Bar d) Using the Tool Bar 4) Basic Functions <ol style="list-style-type: none"> a) Using Flex Fields b) Creating Top Ten List 5) Requests and Worklists <ol style="list-style-type: none"> a) Running and Viewing Requests b) Viewing Worklist 6) Accessing On Line Help 			

Course Description			
Course Title:	PROGRESS Software Suite for Branch Managers 100		
Course Duration:	24	Hours	Course ID: CUATKR95
Instruction:	Instructor Led Training		
Technology:	Demonstration		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Branch Managers • District Managers 		
Pre-Requisites:	PROGRESS Software Suite Orientation Webinar		
	PROGRESS Software Suite Basic Navigation Webinar		
This course has been developed for role-based training and covers the business procedures and systems tasks specific to the participant roles above.			
Learning Objectives			
<p>In this course, participants gain an overall understanding of Oracle E-Business Suite and customized applications which are available in the PROGRESS Software Suite. We examine the numerous modules within the applications that comprise the PROGRESS Software Suite. The course begins with the overall architecture of the system and the workflow throughout the application as the modules cover every aspect of our work.</p> <p>Participants learn how PROGRESS Software Suite modules function in our core lines of business and where work is performed in the system. This study will include features and benefits as well as business process improvements. A combination of lecture and demonstrations will be used during these lessons.</p> <p>Participants learn new business terminology associated with each module.</p> <p>Participants examine the business procedures which are performed in each functional module within the PROGRESS Software Suite. A combination of lecture and demonstrations will be used during these lessons.</p> <p>Within each business procedure, participants will learn about the roles and responsibilities required to carry out tasks associated with the procedure. They will gain a greater understanding of the skills and abilities required in each role using this new technology. Instructors will demonstrate access to this information and use of HELP to locate business procedures and associated roles.</p> <p>This course is delivered five (5) months prior to Go Live. Information gained in this course helps District and Branch Managers determine employee role assignments and standardization locations for the work based upon this new knowledge. In addition to change management activities, these role assignments drive user setups in PSS, training participation and human resource planning and management.</p> <p>Participants discuss and view demonstrations throughout the instruction.</p>			

Course Curriculum

1) Introduction to Course

- a) Introductions
- b) Expectations
- c) Purpose, Process and Payoff for Course
- d) Learning Resources
- e) Support

2) PROGRESS Software Suite Branch Orientation

- a) Why Are We Implementing a New System
- b) About our Current System
- c) Project Timeline
- d) Key Company Benefits
- e) Business Scenario – Today and Tomorrow
- f) Change Management
- g) Standardization of Roles
- h) About Go Live and Cutover
- i) Education and Support
- j) Rollout Schedule
- k) Enhancement and Expectations

3) PROGRESS Software Suite Application

- a) Application Architecture
- b) PROGRESS Software Suite Business Flow

4) PROGRESS Software Suite Modules (same format for each module)

- a) Process
- b) What is <Module Name>
- c) Terminology
- d) Features and Benefits (Legacy compared to PSS)
- e) Module Business Process Flow
- f) Roles and Business Procedures
- g) Common Scenario For BM
 - i) Hands-on Activity
- h) Keys to Success
- i) Payoff

5) Wrap Up – Course Conclusion

- a) Payoff – What Participants Have Learned
- b) Revisit Expectations (from beginning of course)

Modules in this Course:

Customers
Installed Base
Service Contracts
Projects, Sales Online
Service Management
Repair Management
SCM Marketplace
Payroll
Billing Extras
Accounts Receivable
Corporate Finance

Course Description			
Course Title:	PROGRESS Software Suite for Branch Managers 101		
Course Duration:	24	Hours	Course ID: CUATKR96
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Branch Managers • District Managers 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
<p>This course has been developed for role-based training and covers the business procedures and systems tasks specific to the participant roles above.</p>			
Learning Objectives			
<p>In this course, participants begin study with a brief refresher on the functional modules in the PROGRESS Software Suite. Typically, the 100 course is conducted months prior to this course, so this recap of Branch Managers 100 is intended to highlight the process workflow, roles and responsibilities with emphasis on the Branch Managers role and a quick review of the most relevant benefits associated with the module.</p>			
<p>Participants learn about basic navigation in the PROGRESS Software Suite. They log-in to the system, learn about responsibilities in the system and how to change responsibilities in order to access different modules and tasks. Participants learn about common icons, menu options and accessing and using Help.</p>			
<p>Participants learn about the specific module business flows which detail the processes that can be performed within each module to keep the business functioning smoothly.</p>			
<p>Participants learn the data entry tasks which are specific to the role of the Branch Manager and this course will take them through the specific screens and steps required to complete this work. A combination of demonstrations, labs and exercises will be used during these lessons.</p>			
<p>Participants learn how to access and monitor information that should be routinely checked on a daily or weekly such as work lists, notification summaries, and approval alerts. Instructors will demonstrate access to this information and navigation paths are provided in this guide.</p>			
<p>Participants learn about reports used by District and Branch Managers to manage their branches. Reports serve as an important managerial tool. Reports are used to monitor financial performance, determine corrective action and measure business results in key areas including branch administration, sales and operations. Participants learn how to search, view and create reports. Participants learn about report sources and which types of reports are available in these sources. Sources include PSS, FSG, Dashboards and Mega Query reports in each area of business. In addition, managers learn how to use conversion tables that help them relate Legacy reports to new replacement PSS reports</p>			
<p>Participants discuss, view demonstrations and complete hands-on labs and exercises for tasks they perform using the new system in each area of responsibility.</p>			

Course Curriculum

- 1) **Introduction to Course**
 - a) Introductions
 - b) Expectations
 - c) Purpose, Process and Payoff for Course
 - d) Learning Resources
 - e) Support
- 2) **PROGRESS Basic Navigation**
 - a) Log-in to Training Environment
 - b) Discuss Roles/Responsibilities
 - i) User Setups
 - ii) Governance (approval levels)
 - c) Discuss Java Forms
 - d) Common Icons
 - e) Help Menu
 - i) Demonstrate PLI Business Handbook
 - ii) Demonstrate UPK Player
- 3) **PROGRESS Reports and Request**
 - a) Reports Overview
 - b) Generating Reports
 - i) Creating Request Sets
 - ii) Running Concurrent Reports
 - c) Legacy to PROGRESS Cross Reference List
- 4) **PROGRESS Software Suite**
 - a) Application Architecture
 - b) PROGRESS Software Suite Business Flow
- 5) **PROGRESS Software Suite Modules (same format for each module)**
 - a) Process
 - b) Recapping <<Module>> Branch Managers 100
 - c) Module Business Process Flow
 - d) System Use By Branch Managers
 - e) Demonstration and Exercises (e, f interchangeable)
 - i) Hands-on Activity
 - ii) Quiz or Skill Assessment Activity
 - f) Reports in <<Module>>
 - g) Keys to Success
 - h) Payoff
- 6) **Financial Reports**
 - a) Standard Costing
- 7) **Wrap Up – Course Conclusion**
 - b) Payoff – What Participants Have Learned
 - c) Revisit Expectations (from beginning of course)

Modules in this Course:
Customers
Installed Base
Service Contracts
Projects, Sales Online
Service Management
Repair Management
SCM Marketplace
Payroll
Billing Extras
Accounts Receivable
Corporate Finance

Course Description			
Course Title:	PROGRESS Software Suite for Branch Svc/Repair Operations Administrators		
Course Duration:	32	Hour(s)	Course ID: CUABRA01
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> Branch Service/Repair Operations Administrators 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>In this course, participants learn about content designed specifically for Branch Service/Repair Operations Administrators. This course starts with log-in, viewing and searching for Customers, Service Contracts and Installed Base units. Next, core content of the course details how students will complete specific functions within: Service Management, PROGRESS Mobility, TK Communications (On-Call) and Supply Chain Management including Marketplace. Throughout the course various reports will be discussed which are specific to Branch Service/Repair Operations Administrators.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Customers, Units and Contracts for Service Management 2) TKE Pre-Invoicing Report and Related Invoices 3) Branch AR and Extras Billing 4) Repair Management for Branch Service/Repair Operations Administrators <ol style="list-style-type: none"> a) Scheduling Repairs b) Backlog Review 5) Introduction to Supply Chain Management <ol style="list-style-type: none"> a) Creating a Requisition using TKE Marketplace for Service Operations 6) Introduction to Service Management <ol style="list-style-type: none"> a) Route Planning Tool Enhancements b) Service Management for Branch Service/Repair Operations Administrators c) Servigistics Access and Navigation d) Create Safety Inspections Ticket e) Generate Reports in Servigistics 7) PROGRESS Mobility <ol style="list-style-type: none"> a) CN50 Mobile Device Mechanic Support Processes b) Debriefing Time on the Mobile Device 8) Entering TK Communications On-Call 9) Payroll for Branch Administrators – Service 10) Course Conclusion 			

Course Description			
Course Title:	PROGRESS Software Suite for Branch Sales Administrators		
Course Duration:	16	Hour(s)	Course ID: CUABRA02
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Branch Sales Administrators • Branch Office Managers 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		

Learning Objectives

In this course, participants learn about content designed for Branch Sales Administrators. This course starts with log-in, viewing and searching in the areas of Customers, Service Contracts and Installed Base units. Next, core content of the course includes learning how to perform tasks in Customers, Installed Base, booking service and NIM contracts, processing change requests for service contracts, escalating service contracts, entering EDS information for TK Communications, programming ADA Telephones, creating requisitions, and examines reports that are used by Branch Sales Administrators.

This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.

Course Curriculum

- 1) Customers for Branch Sales Administrators
- 2) Creating and Maintaining Customers
 - a) Creating a Trouble Call (establishing Customer)
- 3) Installed Base for Branch Sales Administrators
 - a) Entering Units into Installed Base
 - b) Processing Changes in Installed Base
 - c) Expiring Units in Installed Base
 - d) Temporary Acceptance
 - e) Creating a Trouble Call
 - f) Access Notes Changes by Mechanic
- 4) Booking Service and NIM Contracts
 - a) Booking Service Contracts
 - b) Booking NIM Contracts
- 5) Processing Change Requests in Service Contracts
 - a) Processing Change Requests
 - b) Changing Bill to Address
 - c) Extending Expiring Service Contracts
 - d) Terminating Service Contracts
 - e) Billing Rate Update
- 6) Escalating Service Contracts
- 7) SoundNet- Entering EDS Information
 - a) Programming ADA Telephones
- 8) Creating a Requisition
- 9) Reports for Branch Sales Administrators

Course Description			
Course Title:	PROGRESS Software Suite for Branch Parts Warehouse Coordinators and District Buyers		
Course Duration:	24	Hour(s)	Course ID: CUABRA03-DIS06
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Branch Parts Warehouse Coordinators • District Buyers 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>This role-based course covers the business procedures specific to the participant roles listed in this document.</p> <p>In this course, participants learn about content designed for Branch Parts Warehouse Coordinators and District Buyers. This special course combines two roles who work directly with one another in many of the business procedures that make up the supply chain management module. Business procedures will be discussed and participants learn the importance of their tasks and hand-offs throughout the procedures.</p> <p>This course starts with log-in, viewing and searching in the areas of Customers, Service Contracts and Installed Base units. Next, core content includes how to create parts requisitions, receive materials ordered through PROGRESS, and issue inventory to projects, service jobs, and repairs. We will also review reports which will be used by the Branch Parts Warehouse Coordinator and District Buyer.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Course Introduction 2) Customers, Units and Service Contracts 3) Creating a Requisition through Marketplace 4) Item Maintenance, Vendors, and System Preferences <ol style="list-style-type: none"> a) Adding, Deleting, and Maintaining an Item b) Setting Up and Approving New Vendors c) Cross Reference from PROGRESS to Component Source d) Setting Entry Preferences for Requisitions e) Adding a Top Ten List 5) Receiving Purchase Orders 6) Maintaining Item Transaction Defaults 7) Issuing Inventory 8) Entering Physical Inventory 9) Notification Summary Review 10) Issuing Parts to Repair 11) Processing RMA – Returned Materials Authorizations 12) Course Conclusion 			

Course Description				
Course Title:	PROGRESS Software Suite for Branch NI/Mod Operations Managers Supervisors			
Course Duration:	32	Hour(s)	Course ID:	CUABRA04
Instruction:	Instructor Led Training			
Technology:	CBT – Computer Based Training			
Location:	PLI Training Facility, Frisco, TX			
Participant Roles:	<ul style="list-style-type: none"> Branch NI/Mod Operations Managers and Supervisors 			
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning			
	PROGRESS Software Suite Basic Navigation eLearning			
Learning Objectives				
<p>In this course, participants learn about content designed for Branch NI/Mod Operations Managers.</p> <p>This course starts with log-in, viewing and searching in the areas of Customers and Installed Base units. Next, core content includes how to review projects, analyze projects costs, process change orders, invoice projects, schedule manpower and review and approve payroll. Job Sight is also included in this course as it relates to PROGRESS, This course includes supply chain tasks such as requisitioning and receiving. Finally, we will also review reports which will be used by Branch NI/Mod Operations Managers and Supervisors in the execution of their duties.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>				
Course Curriculum				
<ol style="list-style-type: none"> 1) Course Introduction 2) Customers and Units 3) Reviewing Projects- Branch <ol style="list-style-type: none"> a) Coordinating a Project b) Executing Projects 4) Analyzing Project Costs <ol style="list-style-type: none"> a) Closing a Project 5) Processing Change Orders 6) Invoicing Projects <ol style="list-style-type: none"> a) Invoicing a Project b) Event Billing c) Invoicing Projects – Final Bill 7) Supply Chain for NI/Mod Operations <ol style="list-style-type: none"> a) Creating a Requisition with TKE Marketplace 8) Scheduling Manpower <ol style="list-style-type: none"> a) Executing Projects b) Scheduling Manpower 9) TKSmart REP-CON – CN50 Device Mechanic Support 10) Payroll for NI/MOD <ol style="list-style-type: none"> a) Manually Debriefing Time and Expenses b) Processing Payroll and Expenses 11) JobSight 12) Course Conclusion 				

Course Description			
Course Title:	PROGRESS Software Suite for Branch Service and Repair Operations Managers and Supervisors		
Course Duration:	32	Hour(s)	Course ID: CUABRA05
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Branch Service and Repair Operations Managers and Supervisors 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		

Learning Objectives

In this course, participants learn about content designed for Branch Service and Repair Operations Managers and Supervisors. This course starts with log-in, viewing and searching in the areas of Customers and Installed Base units. Next, core content includes how to manage service operations using Servigistics, how to generate reports using Servigistics, effectively using the Route Planning Tool, understanding and working with PROGRESS Mobility, monitoring changes in Service Contracts (added units and terminated units), and understanding iFMS, payroll and billing functions which affect Service and Repair Operations Managers.

This course includes supply chain tasks such as requisitioning and receiving. Finally, we review reports which will be used by Branch Service and Repair Operations Managers and Supervisors. This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.

Course Curriculum
<ol style="list-style-type: none"> 1) Introduction 2) Customers, Units and Service Contracts 3) Repair Management for Service Operations <ol style="list-style-type: none"> a) Surveying, Estimating and Proposing Billable Repair b) Estimating Non-Billable Repairs c) Procuring Materials d) Creating Parts Sales e) Scheduling, Mobilizing, Completing, and Handing Over Repairs f) Closing Repairs and Backlog Review 4) Creating a Requisition through TKE Marketplace <ol style="list-style-type: none"> a) Creating a Requisition with TKE Marketplace 5) Introduction to Service Management 6) Route Planning Tool Enhancements 7) Service Management for Service Operations <ol style="list-style-type: none"> a) Accessing Servigistics b) Data Management in SVG c) Navigating Gantt View and Alert View d) Generate Reports in SVG 8) PROGRESS Mobility <ol style="list-style-type: none"> a) "CN50** Mobile Device Mechanic Support Process 9) Debriefing Tickets and Time to Modernization, Service and Repair 10) Approving Payroll Invoicing Extras and Zero Dollar SRs <ol style="list-style-type: none"> a) Processing Payroll and Expenses

Course Description			
Course Title:	PROGRESS Software Suite for Region and District AR Administrators		
Course Duration:	24	Hour(s)	Course ID: CUAREG01-DIS03
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • District AR Administrators • Region AR Administrators 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>In this course, participants learn about Accounts Receivable Collections within the PROGRESS Software Suite (PSS). This special course combines two roles who perform very similar tasks with the business procedures that make up the accounts receivables collections module.</p> <p>This course starts with log-in, viewing and searching in the areas of Customers and Installed Base units. Participants are introduced to core content specially designed for managing collections and viewing data within collections. Key business procedures are covered which detail the process of soliciting payments from our customers on past due invoices and handling disputes.</p> <p>There are hands-on exercises, through which the participants learn how to navigate the Universal Work Queue (UWQ), generating the Aging Report, search for customers, units and contracts; dun and call customers, handle disputes, handling overpayment processes, credit holds, viewing data and reporting.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Introduction 2) Customers, Units, and Contracts <ol style="list-style-type: none"> a) Creating and Maintaining Customers (Customer Number Request Form) b) Entering Units into Installed Base c) Viewing Data in Service Contracts 3) Dunning and Calling Customers in AR <ol style="list-style-type: none"> a) Dunning and Calling Customers for Service and Repair (Aging Report and UWQ) 4) Handling Disputes in Accounts Receivable <ol style="list-style-type: none"> a) Notating a Dispute (Collection Notes, PTP) b) Exporting Collection Notes and Printing Invoices 5) Credit Holds 6) Processing AR Receipts <ol style="list-style-type: none"> a) Processing AR Receipts - Credit Card and Remote Deposits 7) Processing an AR Credit Request <ol style="list-style-type: none"> a) Handling Open AR Credits 8) Viewing Data in Collections 9) Reports <ol style="list-style-type: none"> a) TKE: NL Customer Bill To Usage Report b) Project Payment Status Snapshot c) AR Aging Report with On Account Cash 10) Dunning and Calling Customers in AR <ol style="list-style-type: none"> a) Dunning and Calling Customers for NI/MOD 11) Course Conclusion 			

Course Description			
Course Title:	PROGRESS Software Suite for District Dispatchers		
Course Duration:	24	Hour(s)	Course ID: CUADIS01
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> District Dispatchers 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>In this course, participants learn about content designed for District Dispatchers. This course starts with log-in, viewing and searching in the areas of Customers, Service Contracts and Installed Base units. Next, core content includes understanding the route planning tool through an overview, navigating and managing data using Servigistics, working with various type of tickets, managing alerts and holds and debriefing using PROGRESS Mobility. We will also review reports which will be used by the District Dispatcher.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Course Introduction 2) Customers, Units and Service Contracts 3) Introduction to Service Management 4) Route Planning Tool Enhancements 5) Servigistics - Navigation and Data Management <ol style="list-style-type: none"> a) Introduction b) Access and Navigation 6) Working with Tickets for Dispatchers <ol style="list-style-type: none"> a) Creating a Trouble Call b) Trouble Call Scheduling c) Create a Safety Inspection Ticket d) Creating a Manual Ticket in SVG e) Mark Ticket for Office Debrief 7) PROGRESS Mobility <ol style="list-style-type: none"> a) CN50** Mobile Device Mechanic Support Process b) Debriefing Tickets on Mobile Device c) Debriefing Time to Construction/Mod Projects d) Debriefing Time to Repairs 8) Generating Reports in SVG 9) TK Communications On-Call <ol style="list-style-type: none"> a) TK Communications On-Call Process 10) Course Conclusion 			

Course Description			
Course Title:	PROGRESS Software Suite for District NI/Mod Project Managers and Branch NI/Mod Operations Administrators		
Course Duration:	32	Hour(s)	Course ID: CUADIS05-BRA06
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • District NI/Mod Project Managers • Branch NI/Mod Operations Administrators 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		

Learning Objectives

This role-based course covers the business procedures specific to the participant roles listed in this document. In this course, participants learn about content designed for District NI/Mod Project Managers and Branch NI/Mod Operations Administrators. This course starts with log-in, viewing and searching in the areas of Customers and Installed Base units. Next, core content includes reviewing projects, booking projects, coordinating projects, executing projects, closing projects, JobSight and scheduling manpower. Participants learn how to analyze project costs, process change orders, cancel projects with costs and request and receive parts for projects. The course includes discussion of PROGRESS Mobility and the CN50 for construction and modernization. We will also review reports which will be used by the District NI/Mod Project Manager.

This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.

- Course Curriculum**
- 1) Introduction
 - 2) Customers – View Only
 - 3) Searching and Viewing Unit Data in Installed Base
 - 4) Reviewing Projects
 - 5) Booking Projects
 - a) Customer Acceptance
 - b) Booking NI/MOD Projects through Sales Online
 - 6) Projects for Branch Operations Administrators
 - a) Coordinating a Project
 - 7) Scheduling Manpower
 - a) Temporary Acceptance
 - 8) TKSmart REP-CON
 - a) CN50** Mobile Device Mechanic Support Process
 - 9) Requesting and Receiving Parts for Projects
 - a) Creating a PO for New Projects and Issuing Inventory
 - 10) Coordinating Projects
 - 11) Executing Projects
 - 12) Analyzing Project Costs
 - 13) Closing Projects"
 - 14) JobSight
 - 15) Processing Change Orders
 - a) Cancelling a Project with Cost
 - 16) Course Conclusion

Course Description			
Course Title:	PROGRESS Software Suite for District Payroll/Extras Billing Coordinators		
Course Duration:	40	Hour(s)	Course ID: CUADIS02
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • District Payroll/Extras Billing Coordinators • District Office Managers 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>In this course, participants learn about content designed for District Payroll/Extras Billing Coordinators. This course starts with log-in, viewing and searching in the area of Installed Base units. Next, core content includes time and expense entry for construction and service, correcting time and expense entries for construction and service, iFMS payroll entry, temporary acceptances, printing invoices and invoicing extras and zero dollar service requests (SR's). We will also review reports which will be used by the District Payroll/Extras Billing Coordinator.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Course Introductions 2) Searching and Viewing Units in IB <ol style="list-style-type: none"> i) Searching and Viewing Unit Data in Installed Base 3) Time and Expense Entry - Construction <ol style="list-style-type: none"> a) Manually Debriefing Time and Expenses b) Processing Payroll and Expenses c) Correcting T&E (Post Approval) d) Processing Final Payroll 4) Time and Expense Entry - Service <ol style="list-style-type: none"> a) Correcting T&E (Post Approval) b) Manually Debriefing Time and Expenses c) Processing Payroll and Expenses d) Processing Final Payroll 5) Temporary Acceptance 6) Printing Invoices 7) Invoicing Extras and Zero Dollar SRs 8) Course Conclusion 			

Course Description			
Course Title:	PROGRESS Software Suite for District Repair Coordinators		
Course Duration:	24	Hour(s)	Course ID: CUADIS04
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • District Repair Coordinators 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>This role-based course covers the business procedures specific to the participant roles listed in this document.</p> <p>In this course, participants learn about content designed for District Repair Coordinators. This course starts with log-in, viewing and searching in the areas of Customers and Installed Base units. Next, core content includes entering and booking all types of repairs, creating parts sales, procuring materials for repairs, scheduling repairs, conducting Backlog Review meetings, closing repairs, invoicing and realizing revenue in repair. We will also review reports which will be used by the District Repair Coordinator.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Course Introduction 2) Customers for District Repair Coordinators 3) Installed Base for District Repair Coordinators 4) Entering and Booking Repairs <ol style="list-style-type: none"> a) Booking Repairs Business Process b) Documenting a Time and Material Repair c) Estimating Non-Billable Repairs 5) Creating Parts Sales 6) Procuring Materials <ol style="list-style-type: none"> a) Processing RMA's 7) Scheduling Repairs 8) Conducting Backlog Review Meetings <ol style="list-style-type: none"> a) Closing Repairs 9) Invoicing and Realizing Repair Revenue 10) Course Conclusion 			

Course Description			
Course Title:	PROGRESS Software Suite for Region Billing - NI/MOD		
Course Duration:	32	Hours	Course ID: CUATREG3
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Regional NI/Mod Billing Administrators • Regional NI/Mod Billing Manager 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>This course has been developed for role-based training and covers the business procedures and systems tasks specific to the participant roles above.</p> <p>In this course, participants learn about the core content designed for Regional personnel which details how they will use Projects to manage all aspects of billing for Construction - New Installation and Modernization Projects.</p> <p>There are hands-on exercises, through which the participants learn how to manage and analyze project costs, invoice a project, perform event billing, close a project, and create requisitions.</p> <p>This course has been developed for role-based training and covers the business procedures specific to the participant roles listed in this document.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Course Introduction 2) Customers, Units, and Contracts <ol style="list-style-type: none"> a) Creating and Maintaining Customers 3) Project Review 4) Analyzing Project Costs <ol style="list-style-type: none"> a) Customer Acceptance 5) Event Billing <ol style="list-style-type: none"> a) Cancelling a Project with No Cost b) Cancelling a Project with Cost 6) Creating Credit Memos in Projects <ol style="list-style-type: none"> a) Printing Invoices b) Handling Disputes in Accounts Receivable c) Processing a Credit Request 7) Processing Change Orders 8) Invoicing a Project <ol style="list-style-type: none"> a) Invoicing Projects - Final Bill 9) Closing a Project 10) Course Conclusion 			

Course Description			
Course Title:	PROGRESS Software Suite for Region Service Contract Administration		
Course Duration:	24	Hours	Course ID: CUATREG6
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Region Service Contract Administrators • Region Vice President of Finance 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>This course has been developed for role-based training and covers the business procedures specific to the participant roles listed in this document.</p> <p>This course has been developed for role-based training and covers the business procedures and systems tasks specific to the participant roles above.</p> <p>In this course, participants learn about Service Contract Administration within the PROGRESS Software Suite (PSS). Participants are introduced to core content through which they learn how to create and maintain customers, enter units into Installed Base, book Service Contracts including NIM contracts, process change requests, and terminate and extend expiring contracts. In addition, participants will learn how to generate and interpret reports for this role.</p> <p>This course includes presentation and lecture, instructor led demonstrations, user-guided simulations, hands-on practices, learning activities, group exercises and scenario based labs during which participants will perform data entry required to complete a required job task in the system.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Course Introduction 2) Creating and Maintaining Customers 3) Entering Units into Installed Base 4) Processing Changes in Installed Base 5) Expiring a Unit in Installed Base 6) Booking a Service Contract 7) Booking a NIM Contract 8) Processing Change Requests in Service Contracts 9) Changing Bill to Address 10) Terminating Service Contracts 11) Extending Expiring Service Contracts 12) Course Conclusion 			

Course Description			
Course Title:	PROGRESS Software Suite for Region Billing Maintenance		
Course Duration:	24	Hours	Course ID: CUATREG4
Instruction:	Instructor Led Training		
Technology:	CBT – Computer Based Training		
Location:	PLI Training Facility, Frisco, TX		
Participant Roles:	<ul style="list-style-type: none"> • Region Maintenance Billing Administrator • Region Vice President Finance 		
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning		
	PROGRESS Software Suite Basic Navigation eLearning		
Learning Objectives			
<p>This course has been developed for role-based training and covers the business procedures and systems tasks specific to the participant roles above.</p> <p>In this course, participants learn about Central Billing from the Service side of the house within the PROGRESS Software Suite (PSS). Participants are introduced to core content specially designed for Region Maintenance Billing which details how to manage the billing process. Participants learn how to view and search Customer, Installed Base Units and Service Contracts to locate billing information. They will explore invoice correction methods, credit and rebill and reports.</p> <p>There are hands-on exercises, through which the participants learn how to create, maintain, and change contracts; print and escalate invoices, credit and rebill using the workbench, create manual invoices and corrections, create and generate reports.</p> <p>This course has been developed for role-based training and covers the business procedures specific to the participant roles listed in this document.</p>			
Course Curriculum			
<ol style="list-style-type: none"> 1) Course Introduction 2) Customers, Units, and Contracts 3) Invoice Correction Methods <ol style="list-style-type: none"> a) Handling Disputes 4) Credit and Rebill <ol style="list-style-type: none"> a) Processing Credits and Rebill via the Workbench b) Processing a Credit Request c) Printing Invoices 5) Reports 6) Course Conclusion 			

Course Description						
Course Title:	PROGRESS Software Suite for Corporate – NI/MOD Contract Administrators					
Course Duration:	20	Hours	Course ID:	CUATCOR5		
Instruction:	Instructor Led Training					
Technology:	CBT – Computer Based Training					
Location:	PLI Training Facility, Frisco, TX					
Participant Roles:	<ul style="list-style-type: none"> Corporate NI/MOD Contract Administrator 					
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning					
	PROGRESS Software Suite Basic Navigation eLearning					
Learning Objectives						
<p>This course has been developed for role-based training and covers the business procedures and systems tasks specific to the participant roles above.</p> <p>In this course, participants learn about the core content designed for Corporate NI/MOD Contract Administrators which details how they will use Sales Online to enter data and book a project for New Installation and Modernization Projects.</p> <p>There are hands-on exercises, through which the participants learn how to book NI/MOD Projects through Sales Online, setup projects, and create factory purchase orders.</p> <p>This course has been developed for role-based training and covers the business procedures specific to the participant roles listed in this document.</p>						
Course Curriculum						
<table border="0"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> 1) Booking NI/MOD Projects through Sales Online <ol style="list-style-type: none"> a) NI Create Opportunity b) Create Quote c) Enter Estimation Details d) Finalize Booking Package e) MOD_OPP_Table Setup f) MOD_Create Opportunity g) MOD_Create Quote h) MOD_Enter Estimation Details i) MOD_Finalize Booking Package j) Attaching Documents k) Verify and run interfaces to book job in Projects 2) Creating POC Projects <ol style="list-style-type: none"> a) Project Setup </td> <td style="vertical-align: top;"> <ol style="list-style-type: none"> b) Agreement Setup c) Baseline Revenue and Cost Budgets d) Set Project Status to Approve 3) Coordinating a Project <ol style="list-style-type: none"> a) Modify Key Members b) Attach Documents 4) Creating Factory Purchase Orders <ol style="list-style-type: none"> a) Create a Factory PO b) Query, Cancel, Print, and Return a PO c) View Invoices Matched to a PO d) Notification Summary Review (Approve, Forward, Reject) e) Receive a PO <ol style="list-style-type: none"> i) For a Project ii) For Inventory </td> </tr> </table>					<ol style="list-style-type: none"> 1) Booking NI/MOD Projects through Sales Online <ol style="list-style-type: none"> a) NI Create Opportunity b) Create Quote c) Enter Estimation Details d) Finalize Booking Package e) MOD_OPP_Table Setup f) MOD_Create Opportunity g) MOD_Create Quote h) MOD_Enter Estimation Details i) MOD_Finalize Booking Package j) Attaching Documents k) Verify and run interfaces to book job in Projects 2) Creating POC Projects <ol style="list-style-type: none"> a) Project Setup 	<ol style="list-style-type: none"> b) Agreement Setup c) Baseline Revenue and Cost Budgets d) Set Project Status to Approve 3) Coordinating a Project <ol style="list-style-type: none"> a) Modify Key Members b) Attach Documents 4) Creating Factory Purchase Orders <ol style="list-style-type: none"> a) Create a Factory PO b) Query, Cancel, Print, and Return a PO c) View Invoices Matched to a PO d) Notification Summary Review (Approve, Forward, Reject) e) Receive a PO <ol style="list-style-type: none"> i) For a Project ii) For Inventory
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Course Description							
Course Title:	PROGRESS Software Suite for Corporate Administrators – Cash Applications						
Course Duration:	32	Hours	Course ID: CUATCOR7				
Instruction:	Instructor Led Training						
Technology:	CBT – Computer Based Training						
Location:	PLI Training Facility, Frisco, TX						
Participant Roles:	<ul style="list-style-type: none"> Corporate Cash Applications Administrator 						
Pre-Requisites:	PROGRESS Software Suite Orientation for Business Users eLearning						
	PROGRESS Software Suite Basic Navigation eLearning						
Learning Objectives							
<p>This course has been developed for role-based training and covers the business procedures and systems tasks specific to the participant roles above.</p> <p>In this course, participants learn about the PROGRESS Software Suite (PSS) through an introductory PSS Orientation, Basic Navigations, and the requirements to Getting Started in PSS. This introduction is followed by core content designed for Corporate Cash Collections personnel which details how they will use Accounts Receivable to manage the incoming receipts by our lockbox.</p> <p>There are hands-on exercises, through which the participants learn how to navigate through PROGRESS, search for customers, units and contracts; process overpayment refunds, handle disputes, perform period end close, and process AR receipts.</p> <p>This course has been developed for role-based training and covers the business procedures specific to the participant roles listed in this document.</p>							
Course Curriculum							
<table border="0"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> 1) Handle AR Period End Close <ol style="list-style-type: none"> a) Post Journal Entries Manually b) Transfer Receipts to GL c) Complete Cash Apps d) Run Last Transfer to GL e) Open Period f) Close Current Period g) Change the Status of first available h) Period Reconciliation 2) Processing AR Receipts <ol style="list-style-type: none"> a) Search for Transaction Number b) Manually Applying Receipts c) Applying Open Credit Memos – Same/Different CN d) Crediting a Transaction </td> <td style="vertical-align: top;"> <ol style="list-style-type: none"> e) Creating Credit Memo's f) Adjusting a Transaction g) Adding Viewing Attachments on AR Transactions 3) Lock Box <ol style="list-style-type: none"> a) UPK 1 & 2 4) Applying Receipts 5) Processing Adjustments 6) Processing Refund Requests 7) Split Check 8) Invoice Washout 9) Viewing AR Notes </td> <td colspan="2"></td> </tr> </table>				<ol style="list-style-type: none"> 1) Handle AR Period End Close <ol style="list-style-type: none"> a) Post Journal Entries Manually b) Transfer Receipts to GL c) Complete Cash Apps d) Run Last Transfer to GL e) Open Period f) Close Current Period g) Change the Status of first available h) Period Reconciliation 2) Processing AR Receipts <ol style="list-style-type: none"> a) Search for Transaction Number b) Manually Applying Receipts c) Applying Open Credit Memos – Same/Different CN d) Crediting a Transaction 	<ol style="list-style-type: none"> e) Creating Credit Memo's f) Adjusting a Transaction g) Adding Viewing Attachments on AR Transactions 3) Lock Box <ol style="list-style-type: none"> a) UPK 1 & 2 4) Applying Receipts 5) Processing Adjustments 6) Processing Refund Requests 7) Split Check 8) Invoice Washout 9) Viewing AR Notes 		
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Course Description			
Course Title:	PLI Webinar: NI/Mod Sales Representatives - Contract Booking Forms Instruction		
Course Duration:	60	Minutes	Course ID: CUASOW01
Instruction:	Recorded Narration Webcast		
Technology:	Windows Media Player, Adobe PDF Reader		
Location:	TEnet>Americas Team PROGRESS>PLI>eLearning		
Participant Roles:	<ul style="list-style-type: none"> • Branch NI/Mod Sales Representative • Branch NI/Mod Sales Managers 		
Pre-Requisites:	PROGRESS Software Suite Orientation Webinar		
	PROGRESS Software Suite Basic Navigation Webinar		
Learning Objectives			
<p>In this webinar, participants learn about the core content designed for Branch Sales personnel which details how they will use the new PROGRESS Software Suite (PSS) Booking Sheets and Schedule of Values (SOV) form to book a project.</p> <p>This webinar has been developed specifically for Branch Sales personnel and provides detailed steps to access and fill out the specific forms to book a project.</p> <p>The objectives for this Webinar, are as follows:</p> <ul style="list-style-type: none"> • Defining New Terms • PSS – Unit Based • Booking Form Changes • New Change Order Form 			
Course Curriculum			
<p>Webinar Topics:</p> <ul style="list-style-type: none"> • Booking Form Changes • Forms Required by LOB • PSS Booking Sheet (unit details) • SOV Template • PPE Request Form • Change Order Form • Drop Downs for Material/Expenses • Unit Based form (No Groups) • Labor Increase Template 			

Course Description			
Course Title:	PLI Webinar: Service/Repair Sales Representatives - Contract Booking Forms Instruction		
Course Duration:	60	Minutes	Course ID: CUASOW01
Instruction:	Recorded Narration Webcast		
Technology:	Windows Media Player, Adobe PDF Reader		
Location:	TEnet>Americas Team PROGRESS>PLI>eLearning		
Participant Roles:	<ul style="list-style-type: none"> • Branch Service/Repair Sales Representative • Branch Service/Repair Sales Managers 		
Pre-Requisites:	PROGRESS Software Suite Orientation Webinar		
	PROGRESS Software Suite Basic Navigation Webinar		
Learning Objectives			
<p>What you will learn: In this webinar, participants learn about the core content designed for Branch Service/Repair Sales personnel which details how they will use the new PSS Service Contract Transmittal and the Installed Base form to book a Service Contract and request changes to a contract or unit.</p> <p>This course has been developed for role-based training and covers the business procedures specific to the audience listed above.</p> <p>Webinar Objectives:</p> <ul style="list-style-type: none"> • Defining New Terms • Changes to the Service Booking Package 			
Course Curriculum			
<p>Webinar Topics:</p> <ul style="list-style-type: none"> • Defining New Terms • System Required Fields • Business Required Fields • Changes to the Service Booking Package • DC34 <input type="checkbox"/> Service Contract Transmittal • Installed Base Form 			

END OF CATALOG

BU Americas

Overview

Larry Leadingham

March 2019

engineering.tomorrow.together.



thyssenkrupp

What is a good safety culture?

- Everyone is approachable
- Fear is low
- Anyone can stop a job



Behavioral Safety: Words from the Expert

FIVE BEHAVIORAL TRAPS

- **Lack of Awareness:** signs are there, simply did not see, hear smell what was wrong or pay attention to the mind talk
- **Unintentional Pressure:** boss, peers, customer
- **Fear Factor:** looking stupid, losing job, falling behind
- **Lack of Concentration:** fatigue, worry, distractions
- **Diminishing the Risk:** done it before, just take a minute, mind talk justifies the go ahead



Behavioral Safety

➤ **Starting point:** Why do people do things that are not in line with established rules, processes, or even common sense?

➤ **Five reasons (traps):**

- 1) Lack of Awareness
- 2) Unintentional Pressure
- 3) Fear Factor
- 4) Lack of Concentration
- 5) Diminishing Risk



➤ **Our Challenge:** Our employees have unequivocally told us that this is what is happening in our industry. Our competitors, the union, and our own investigations confirm that reality.

<https://vimeo.com/245543736>

➤ **A strong safety culture is:**

- 1) Fear factor is low
- 2) Everyone is approachable
- 3) Anyone can stop a job

We have the tools and processes in place to stop our serious accidents but we have some work to do in improving our safety culture



Continuing Improvement

Consistent Messaging – Expectations - Enforcement

- Behavioral Traps: Train and discuss; apply to real issues; identify and abate
- Reset: Enforcement/Recognition/FPP 10 Rules
- Hazard Recognition: Insist and coach proper JHA's; STOP card; use of near misses and accident reports
- HR Integration of Safety: Hiring, Career Development
- Union and subcontractor partnerships: discussions and sharing
- Leadership presence: audits, safety visits, GEMBA walks, training



What we do now:

- 1) Consistent job site visits from leadership at all levels to include Executive Leadership
- 2) Monthly and Quarterly Training with Hands on Training focus; as well as weekly tool box talks (tool box talks discuss near misses reported from field using our “immunity reporting process”)
- 3) Safety Leadership Training Program for leadership at all levels. This course is a result of our ongoing partnership with the National Safety Council
- 4) We Care Days with family involvement
- 5) Ongoing Behavioral Traps, STOP and FPP



What are we doing?

Consistent Messaging – Expectations - Enforcement

- Hands on FPP supported and adopted by IUEC
- HR/SEED improved integration of Safety: Hiring, Career Development
- Hiring 10+ new safety coordinators for USFO
- Safetk (ProcessMaps) transparent safety management system



Other important items:

- 1) More “boots on the ground”. 10-15 people dedicated solely to safety; role will be to visit jobsites. Audits, walks, talks.
- 2) Hot wash after action (systematic lessons learned process)
- 3) Union and all major competitors conducted an industry wide stand down with thyssenkrupp taking the lead. Thyssenkrupp and Union working towards an agreed upon enhanced/stricter disciplinary policy.
- 4) Gemba Walks (all graded leaders conducting job audits with employee engagement the focus)
- 5) Daily electronic safety reminders being developed
- 6) Renewed communications blitz linking the 5 traps with the 10 rules and our STOP work policy.



SAFetk – A comprehensive Safety Management System that provides us with the ability to better identify hazards and control risks. Using various modules enables data collection and transparency across the BU and BA.

- **identify hazards by tracking and trending accident/incident/near miss data**
- **mitigate risks by performing job site audits, safety improvements, training management , and local compliance on a desktop and mobile platform**
- **Necessary tool for effectively managing CAPAs from the field up to Executive Management.**

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SAFetk
Safety App for Employee
Tracking and Knowledge

SAFEtk Modules

- **Foundation** (BU Branch and Region Structure, complete with employee data as a foundational organizational structure to promote transparency)
 - Branch and Regional structure constructed for entire BU
 - Employee data complete for USFO and US-MC
 - Employee data for Brasil complete
 - Coordinating with IT and HR for employee data for LATAM and Canada
- **Integrated Incident Management** (Tracking, reporting, and managing accidents, near misses, and environmental incidents)
 - Fully trained, configured, and deployed across USFO and US-MC
 - Being used on mobile and desktop platforms
 - Integrated with HR data feed to track accident data vs. hours and employee count
 - Phase 1 testing and development in LATAM/Brasil Field and MC (Safety Leadership training and implementation)
- **Learning Management** (Training course management and tracking for local and tkE compliance)
 - Phase 1 – Data entry for course description and documentation
 - Testing has been successfully completed in several Regions to track the effectiveness of the module
 - Safety leadership has been trained for USFO and US-MC
 - Next Phase – Training Branch leadership and deployment (June/July)



SAFEtk Modules

- **App Builder** (Integrated checklist builder for safety visits in the field and safety specific quick audits)
 - 18 jobsite, vehicle, manufacturing checklists constructed for use on mobile and desktop platforms (USFO and US-MC)
 - Piloting underway at 3 branches with positive results
 - Corporate GEMBA walk deployed successfully with Executive Leadership
 - Training and Deployment (July/August)
 - LATAM/Brasil – 5 Forms created, 2 forms deployed in Porto Alegre
- **Audit Management** (Comprehensive, scored, safety compliance audits)
 - Safety Systems Audit being configured within the system
 - Environmental compliance audit being constructed in the system
- **Task Management/Calendar** (Tracking, trending, and management review for corrective and preventative actions)
 - Implementation within all previous modules
 - Training underway on CAPA management and review
 - Action items and follow up being utilized for accidents and near misses
 - Occasional action items being produced within job site visit checklists at pilot branches
- **Insight** (comprehensive tracking, trending, and reporting of all modules within the SMS)
 - Basic Integrated Incident Management dashboard created and being utilized by safety leadership
 - Detailed comprehensive dashboard being created for Quarterly Reports (July 1)
 - TRC accident report created and running within the system



Customer

Portal

October 2018

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thyssenkrupp

Purpose, Process and Payoff

Purpose

- To provide an overview of the customer portal

Process

- Goals for the customer portal project
- Features and benefits
- Information needed from customers
- Questions

Payoff

- Better understanding of the customer portal and how it can be used to have a positive impact on performance management



Customer portal goals

Increase customer satisfaction

Increase use of online reporting

Reduce need for customer calls for information

Improve customer relationships with fast information



Customer portal goals

Increase customer satisfaction

Increase use of online reporting

Reduce need for customer calls for information

Improve customer relationships with fast information



Customer portal goals

Increase customer satisfaction

Increase use of online reporting

Reduce need for customer calls for information

Improve customer relationships with fast information



Customer portal goals

Increase customer satisfaction

Increase use of online reporting

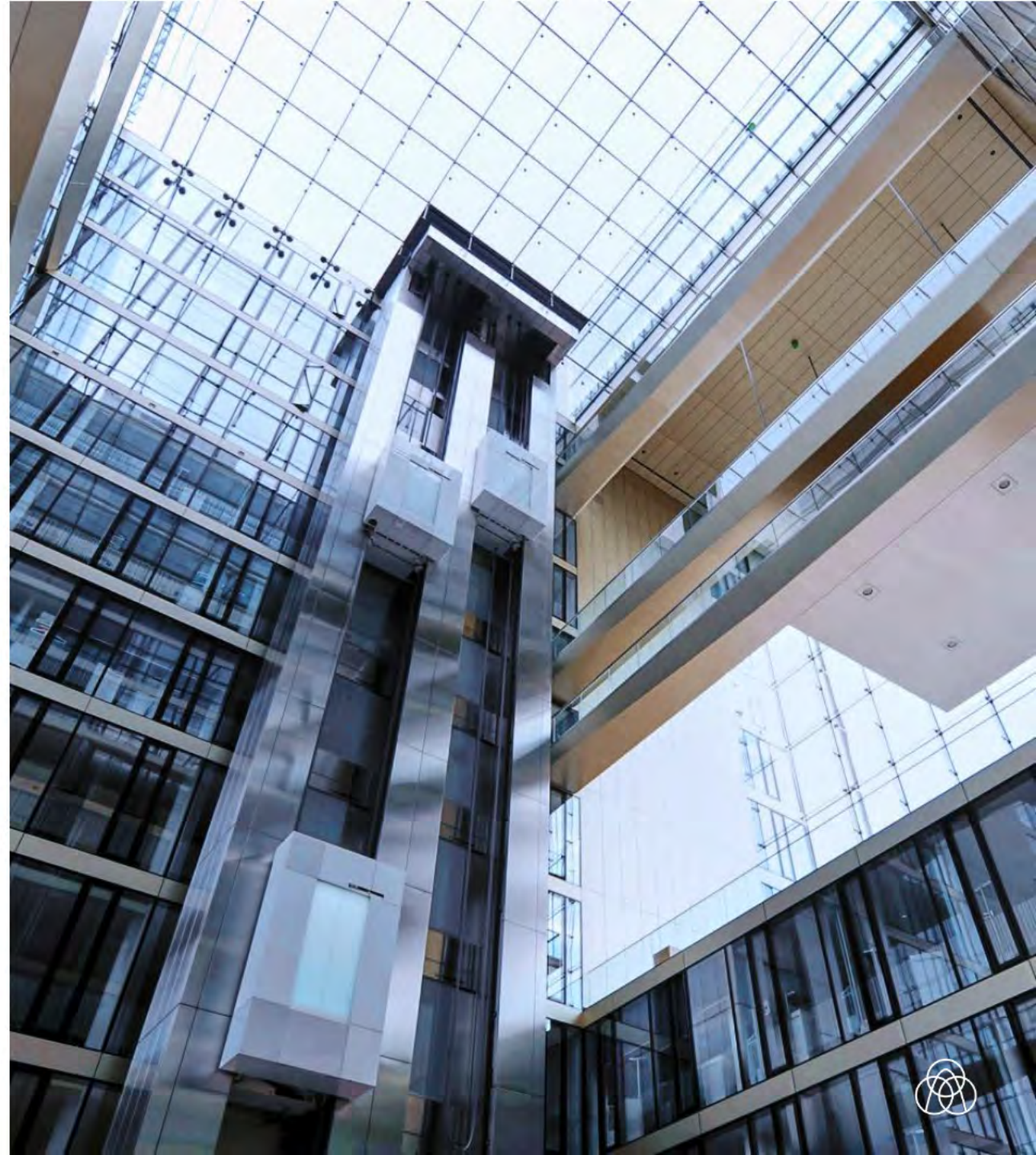
Reduce need for customer calls for information

Improve customer relationships with fast information



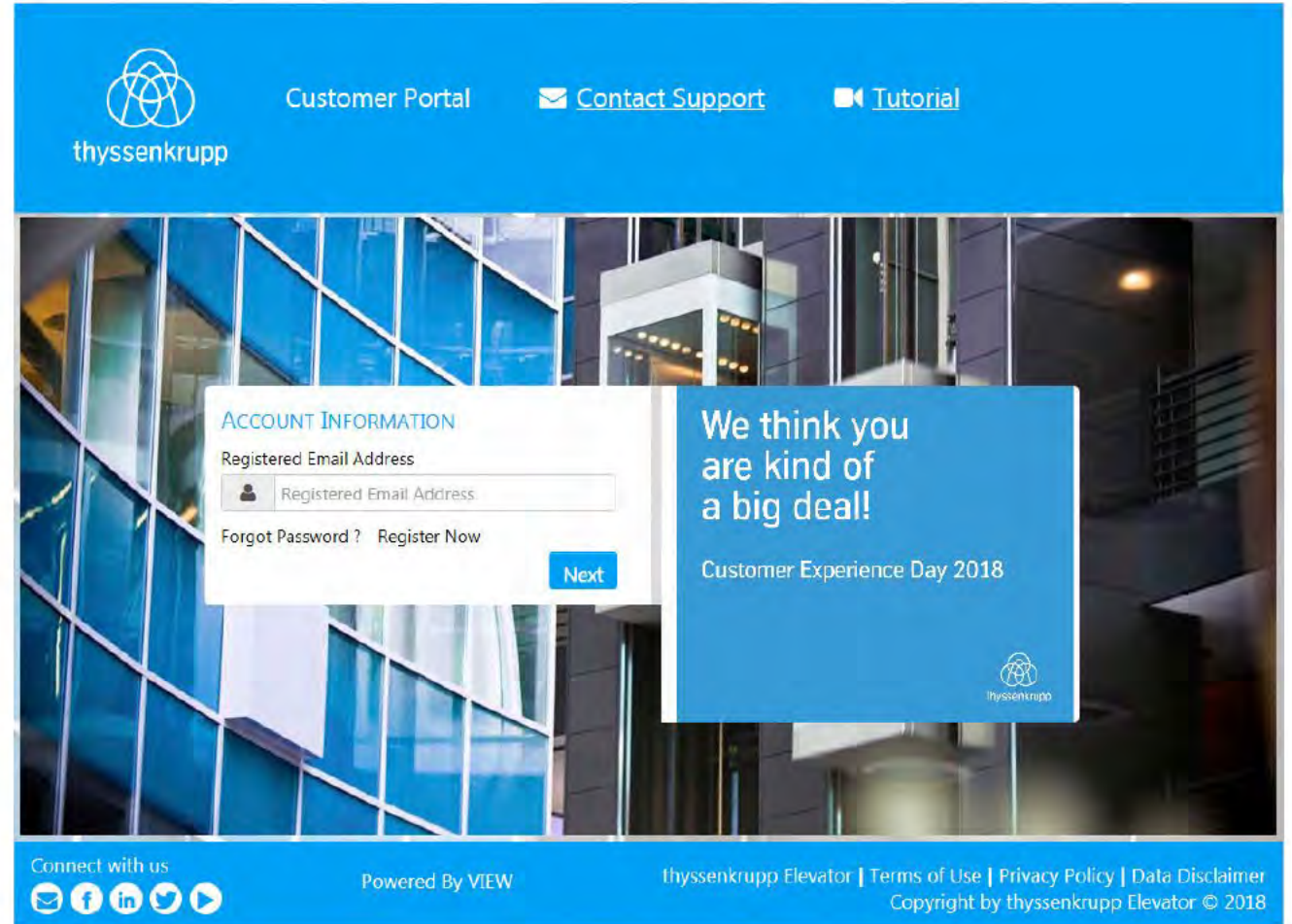
Browser compatibility

The customer portal works on all browsers, but page load is faster in Google Chrome.



How do I get to the customer portal?

<https://tke-portal.com/>



The screenshot shows the Thyssenkrupp Customer Portal login page. At the top, there is a blue header with the Thyssenkrupp logo on the left, and navigation links for "Customer Portal", "Contact Support", and "Tutorial" on the right. Below the header is a large banner image of a modern building. Overlaid on the banner is a white login form titled "ACCOUNT INFORMATION". The form contains a "Registered Email Address" label, a text input field with a placeholder "Registered Email Address", and a "Next" button. Below the input field are links for "Forgot Password?" and "Register Now". To the right of the form is a blue promotional box with the text "We think you are kind of a big deal!" and "Customer Experience Day 2018", along with the Thyssenkrupp logo. At the bottom of the page, there is a blue footer with social media icons (email, Facebook, LinkedIn, Twitter, YouTube) on the left, "Powered By VIEW" in the center, and "thyssenkrupp Elevator | Terms of Use | Privacy Policy | Data Disclaimer" and "Copyright by thyssenkrupp Elevator © 2018" on the right.



Customer portal features

Home dashboard

A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management



Customer portal features

Home dashboard

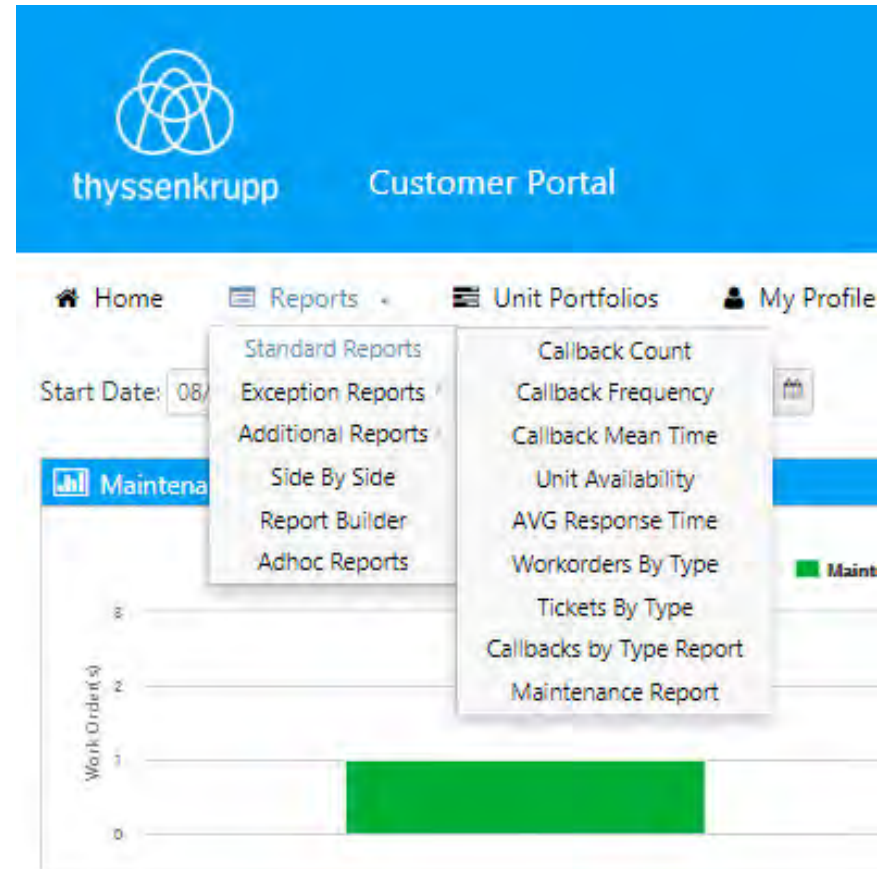
A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management

Collection of standard reports



The screenshot displays the Thyssenkrupp Customer Portal interface. At the top, there is a blue header with the Thyssenkrupp logo and the text "Customer Portal". Below the header, there is a navigation bar with links for "Home", "Reports", "Unit Portfolios", and "My Profile". The "Reports" dropdown menu is open, showing a list of report options: "Standard Reports", "Exception Reports", "Additional Reports", "Side By Side", "Report Builder", "Adhoc Reports", "Callback Count", "Callback Frequency", "Callback Mean Time", "Unit Availability", "AVG Response Time", "Workorders By Type", "Tickets By Type", "Callbacks by Type Report", and "Maintenance Report". The main content area shows a "Maintenance" report with a bar chart titled "Work Order(s)" and a "Start Date" field set to "08/".



Customer portal features

Home dashboard

A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management

Exception reports
Additional reports
Callback by type
Side-by-side comparison
Ad-hoc reports
Report builder

If these report options are not what you are looking for, then you can build your own with Report Builder.

The screenshot shows the 'Report Builder' interface. At the top, there is a navigation bar with 'Home', 'Reports', 'Unit Portfolios', 'Place Service Call', and 'My Profile'. A dropdown menu is open under 'Reports', showing 'Unit Portfolios', 'Place Service Call', and 'My Profile'. The main content area is divided into three panels: 'Entities', 'Columns', and 'Conditions'. The 'Entities' panel shows a list of entities with checkboxes: 'RawData', 'BranchName', 'SiteNumber', 'SiteName', 'Unit', 'SRNumber', 'TechnicianName', 'Problem', and 'Resolution'. The 'Columns' panel shows a table with 'Expression' and 'Title' columns, containing 'BranchName' and 'SiteNumber'. The 'Conditions' panel shows a list of conditions with checkboxes: 'Select records where all of the following apply', 'RawData BranchName starts with [enter value]', and 'and RawData SiteNumber starts with [enter value]'. On the right side, there is a 'Menu' panel with a 'Report Name' input field, a checkbox for 'Allow access to All', and three buttons: 'Clear Report', 'Save Report', and 'Run Report'. The top right corner of the interface has a dropdown menu with 'DEMO - INTERNAL USE ONLY'.



Customer portal features

Home dashboard

A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management

The screenshot displays two parts of the Customer Portal interface. The top part, titled "Maintenance Report", shows a bar chart with two green bars representing maintenance data. A red arrow points from the chart to the table below. The table, titled "Maintenance Report Detail(s)", has an "Export to Excel" button and contains the following data:

Branch Name	Site#	Site Name	Serial Number	Unit Name	Equip Type
DALLAS	HALL OFFICE PARK T2	HALL OFFICE PARK T2	US349479	P4	EL MR HIGH
DALLAS	HALL OFFICE PARK T2	HALL OFFICE PARK T2	US349480	P5	EL MR HIGH
DALLAS	HALL OFFICE PARK C2	HALL OFFICE PARK C2	US103146	3	EL TR GEARED

The bottom part of the screenshot shows the Microsoft Excel interface with the same data table loaded. The Excel ribbon is visible, and the data is displayed in a grid format with columns labeled A through F.



Customer portal features

Home dashboard

A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management

Step one (select a unit)

Home Reports Unit Portfolios Place Service Call My Profile DEMO - INTERNAL USE ONLY

Place a Service Call

DO NOT USE THIS FORM FOR ENTRAPMENTS
Please contact 1-877-230-0303 for immediate assistance.
For safety test, inspections or preventative maintenance schedule questions,
please call 1-844-427-5461 to be connected with our local branch office.

1 Select an Unit 2 Additional Info & Save

Next

Step 1 - Select an Unit

	Job Name	Nickname	Address	City	State	Serial #
<input type="checkbox"/>	Details HALL OFFICE PARK A2	2	2591 DALLAS PKWY	FRISCO	TX	US103097
<input type="checkbox"/>	Details HALL OFFICE PARK G1	1	2401 INTERNET BLVD	FRISCO	TX	US85623
<input type="checkbox"/>	Details HALL OFFICE PARK G2	1	2611 INTERNET BLVD	FRISCO	TX	US85685
<input type="checkbox"/>	Details HALL OFFICE PARK B2	1	2600 NETWORK BLVD	FRISCO	TX	US103331
<input type="checkbox"/>	Details HALL OFFICE PARK T1	1	3001 DALLAS PKWY	FRISCO	TX	US172485
<input type="checkbox"/>	Details HALL OFFICE PARK B1	1	6801 GAYLORD PKWY	FRISCO	TX	US103107
<input type="checkbox"/>	Details HALL OFFICE PARK E1	1	3010 GAYLORD PKWY	FRISCO	TX	US86156
<input type="checkbox"/>	Details HALL OFFICE PARK G3	1	2811 INTERNET BLVD	FRISCO	TX	US85786
<input type="checkbox"/>	Details HALL OFFICE PARK D1	1	3101 GAYLORD PKWY	FRISCO	TX	US86003
Total: 53						



Customer portal features

Home dashboard

A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management

Step two (describe situation)

Home Reports Unit Portfolios Place Service Call My Profile DEMO - INTERNAL USE ONLY

Place a Service Call

DO NOT USE THIS FORM FOR ENTRAPMENTS
Please contact 1-877-230-0303 for immediate assistance.
For safety test, inspections or preventative maintenance schedule questions,
please call 1-844-427-5461 to be connected with our local branch office.

1 Select an Unit 2 Additional Info & Save

Previous

Selected Unit

Job Name	Nickname	Address	City	State	Serial #
HALL OFFICE PARK A2	2	2591 DALLAS PKWY	FRISCO	TX	US103097
Total: 1					

Please describe the situation with your unit (25 character minimum)

Elevator is just sitting at first floor with doors open and lights on. It won't respond when we push the floor buttons inside.

255 remaining

Number to reach you (813) 508-3912 PO Number

By clicking on the checkbox to the left, you agree that you are an authorized caller for this unit at the respective location. If the ticket is submitted outside the service response hours specified in your contract, you may be charged overtime for services rendered. You agree to any and all charges that may be incurred as a result of placing this service call. You agree that the information entered above does not relate to any entrapments, preventative maintenance, safety tests, or inspections.

Submit



Customer portal features

Home dashboard

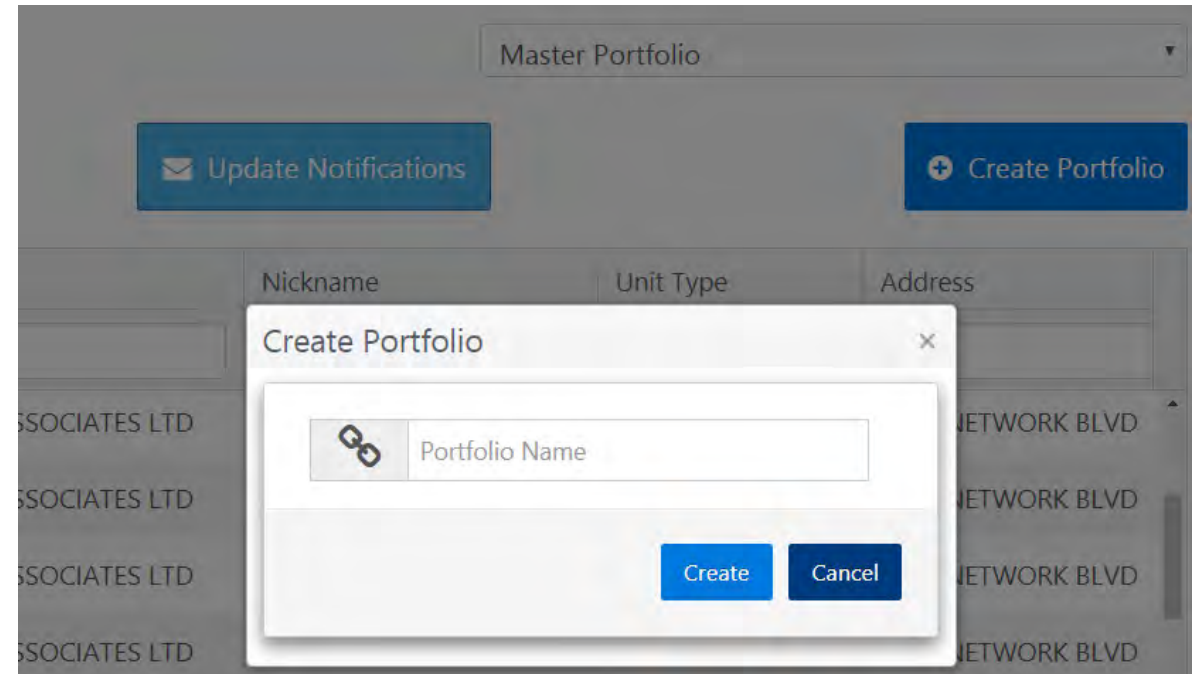
A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management

Customizable unit groups



Customer portal features

Home dashboard

A collection of reports

Core view functionality
Excel raw data download

Place a service call

User management

Optional – Create users independently

✓ User

1 2 3 4 5

User Information Select Role, Customer(s) Notifications Customize Security Finish

Next

Step 1 - Basic Information

First Name Last Name

User Name (Email) Address

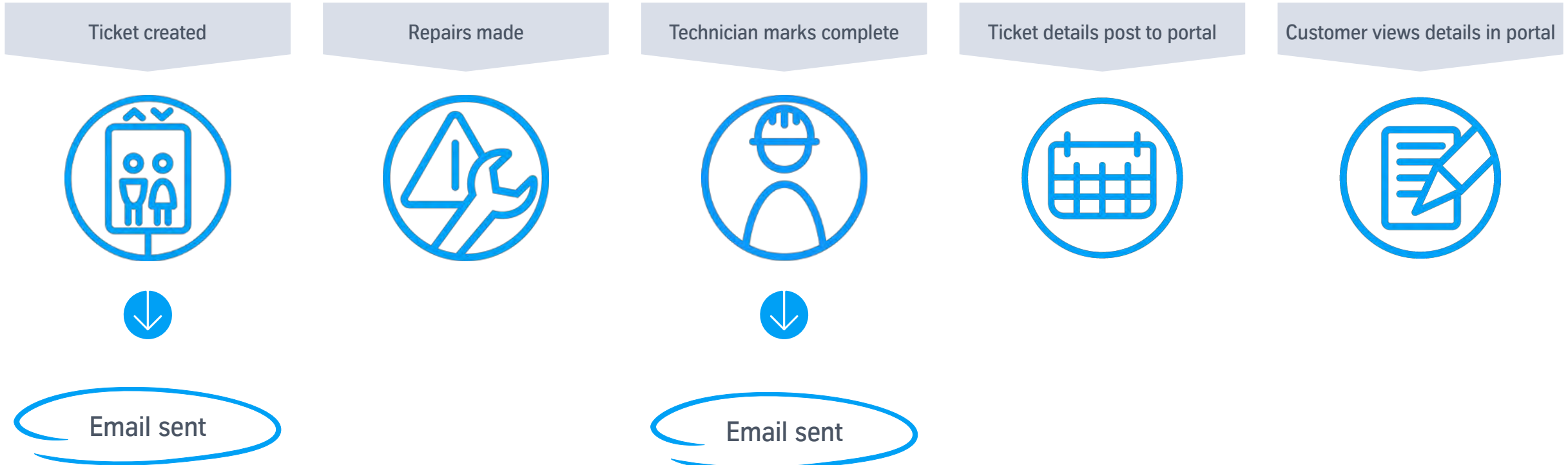
City State

Zip Phone Number

Company



Automated notifications



Thank you for your business!

www.thyssenkruppelevator.com



Elevator Technology

Your Service Partner.

Always there.



thyssenkrupp





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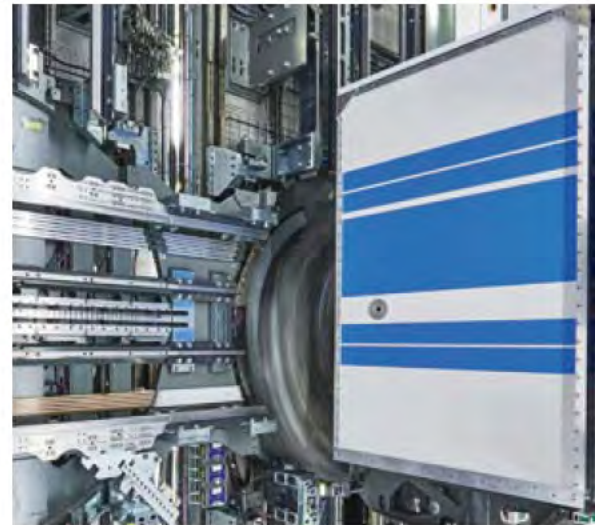
Making cities better.

Half of the world's population now lives in cities. And urban populations are expected to grow by another 2.8 billion people by 2050.

To meet changing resident and business demands, cities need to adopt efficient urban planning and infrastructure development. They also need to create solutions for keeping people mobile in the midst of rapid growth.

As your urban mobility leader, thyssenkrupp Elevator is reshaping the elevator industry and transforming cities. We're constantly evolving, with new products like MULTI, the first rope-less and horizontally moving elevator and MAX, our predictive maintenance solution.

To improve urban mobility, thyssenkrupp provides industry-leading elevator and escalator service.



MULTI: our award-winning multidirectional elevator



At thyssenkrupp Elevator, our aim is to make cities the best places to live: to move people safely, comfortably and efficiently — today and tomorrow.

We do this by intelligently applying existing technologies and developing next-generation solutions – working closely with you to advance an industry that moves more than 1 billion people a day, worldwide.



thyssenkrupp headquarters, Essen, Germany

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10 MAXimize your uptime.

- 12 We keep escalators and moving walks running smoothly.
 - 14 Tools, teams and people dedicated to you.
-

16 Service packages that suit your needs.

- 18 Breathe easy.
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20 About thyssenkrupp.

- 20 Our core principles.
 - 21 thyssenkrupp at a glance.
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Your elevators are critical.

Your tenants are busy and have high expectations. The last thing you need are unreliable elevators and escalators.

Building traffic increases. Lines form. Frustration builds. Tenants complain. And your building staff gets the blame.



We make your job easier.

We know your focus is on your building and its tenants — not elevators and escalators. That's what thysssenkrupp is for. Our experts take pride in keeping your equipment moving efficiently and safely while keeping you in the loop.

We have the size and resources to fully support you and your vertical transportation needs — when and where you need us. This includes our round-the-clock call center, a dedicated account manager and sophisticated online tools.

Through our preventative maintenance programs, we regularly inspect your equipment and perform necessary adjustments. This leads to increased uptime and fewer tenant complaints.

But even with the best care, equipment sometimes breaks down. That's why you need a partner you can trust. We'll work closely with you to match our services to your needs.



Responsive support.

Always available.

As a thyssenkrupp service partner, you'll be backed by a company with more than 70 years of experience keeping equipment moving safely.

You can always count on our:

- 2,600 highly-trained service technicians, experts in thyssenkrupp and third-party (OEM) equipment
- 24/7 emergency service availability from technicians who are always nearby
- 24/7 thyssenkrupp call center, standing by to quickly take your call
- Customer Portal, an online tool for managing your elevator account and placing service requests
- Global network of engineers and experts, International Technical Services
- Advanced diagnostic tools for communicating with thyssenkrupp and third-party equipment
- Predictive maintenance solution, MAX, which dramatically improves elevator uptime using Internet of Things (IoT) technology
- Dedicated account managers, your point of contact for account-related issues
- Capital planning services to help you budget for future expenses



Safety is everything.

When passengers ride your elevators and escalators, you want them safe.

As your service provider, we build safety into everything we do.

By meeting or exceeding national and local elevator codes for our equipment, we maintain a safe environment for your passengers as well as our technicians.

Through our expertise and training, we identify and eliminate potential hazards. We also stay current with the latest:

- Service standards and processes
- Equipment inspections and certifications
- Construction and installation standards

By partnering with thyssenkrupp, you can count on us to provide safe and reliable vertical transportation to the riding public.



Always available.
Always nearby.



With more than 100 thysenkrupp branches across the U.S., our service technicians are never far from your buildings — and they're available day and night.

If your building needs a dedicated technician for immediate responses, we can provide that too.



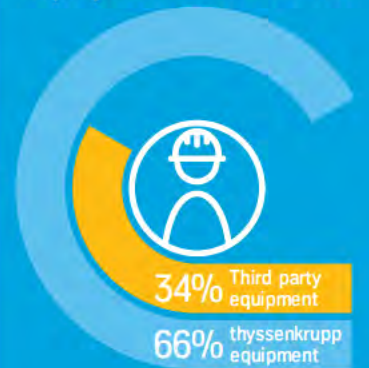
Service by the numbers



Coverage offered in all **50** states and Puerto Rico


Over 100 branches across the United States

Equipment serviced



2,600 service and repair technicians

We service **200,000+** units



PC board repairs

Each year, International Technical Services repairs thousands of PC boards and drive units from all major manufacturers. We also store thousands of competitors' PC boards to meet urgent demand for replacements. Usually, we can repair and return PC boards in less than 24 hours, minimizing your equipment downtime.

Training

ITS trains thousands of technicians annually on thyssenkrupp and competitor equipment. A full-time staff is also dedicated to creating service manuals and documentation on competitor equipment. These efforts ensure our equipment knowledge stays up-to-date.

Technicians supported by expert engineers.

International Technical Services (ITS) offers the latest in diagnostic tools, troubleshooting support, PC board repair and technical training for thyssenkrupp's and other manufacturers' units, including Otis, KONE, Schindler, Fujitec and Mitsubishi.

Averaging over 23 years of experience, ITS field engineers are among the most skilled and knowledgeable in the industry. They provide 24/7 support and are an exceptionally valuable resource for our field technicians, and ultimately, our customers. Priceless, actually.



Real-time support

Your onsite service technician can access real-time support from ITS field engineers in our research and repair labs. This expert collaboration helps us quickly solve any challenge.

An aerial night view of a city, likely New York City, with a blue color cast. The image features light trails from traffic and buildings, creating a sense of motion and connectivity. The text 'MAX' is prominently displayed in white, bold, sans-serif font at the top.

MAX

your

Smarter service and

An aerial view of a city skyline, likely New York City, with a blue tint. The image features light trails from traffic and buildings, creating a sense of motion and technology. The text is overlaid on this background.

imize uptime.

less downtime with MAX.

MAX is
working onsite
24/7/365.

Using cutting-edge IoT technology, MAX continuously collects data about your equipment's components and systems and sends it to the cloud. The data is analyzed and compared with data taken from other MAX-connected elevators. Algorithms then predict whether your equipment requires maintenance from our technicians.





MAX sends
equipment
diagnoses to
your technician.

Your technician is sent alerts if your equipment breaks down. These alerts are added to your technician's work order application. We often know when the equipment shuts down before you or your tenants. This saves time and helps us provide smarter, pre-emptive service.

Your technician
completes
repairs in
less time.

Because your technician is aware of reported issues in advance, less time is needed for troubleshooting and repairs. Your technician's MAX notification advises them on which replacement parts are needed for your job site, resulting in shorter visits and fewer trips.

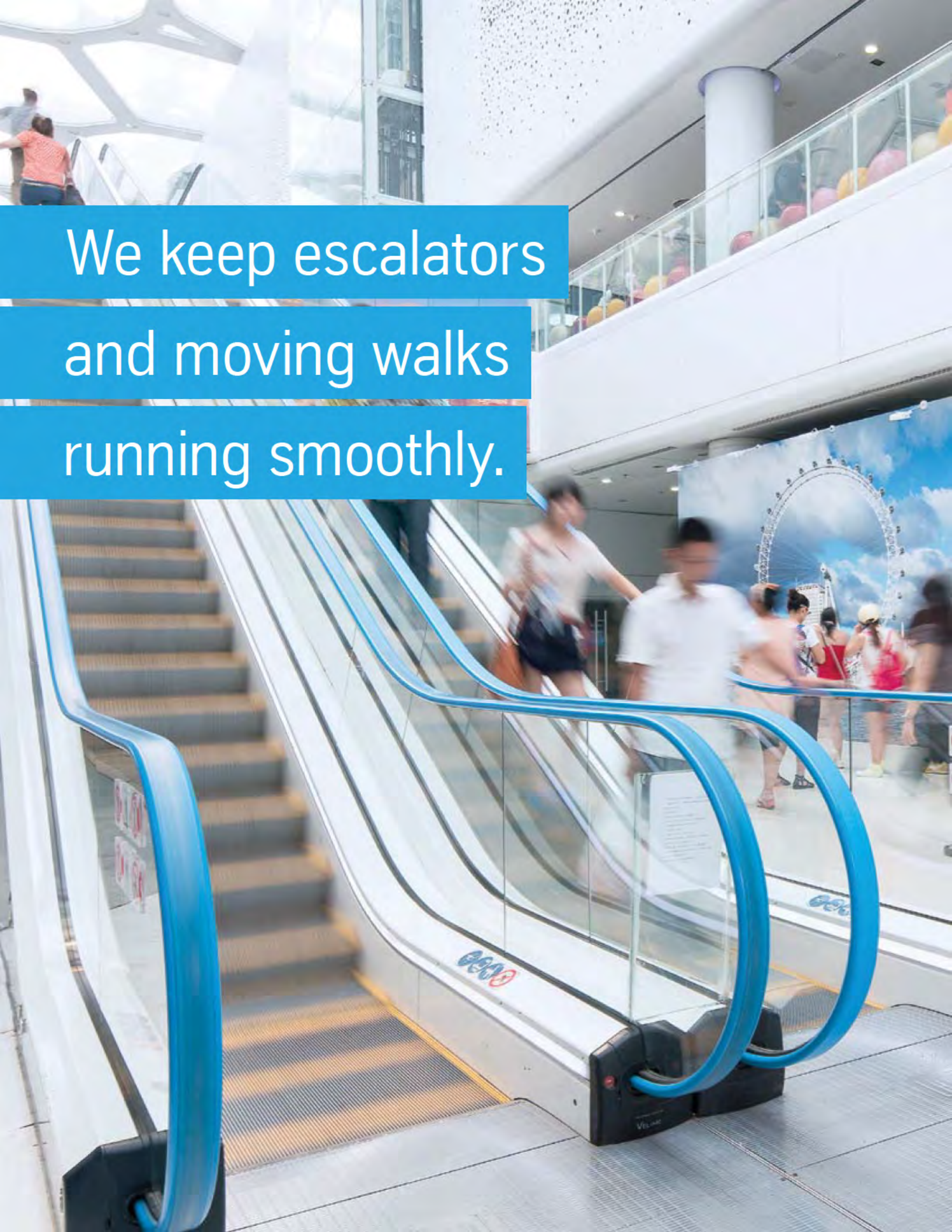




You'll have
less downtime
and happier
tenants.

The predictive maintenance from MAX can reduce your equipment's downtime by up to 50 percent. It also helps you better plan for future costs and schedule disruptions. MAX captures more than 16.5 million daily elevator trips in the U.S., driving predictive analytics models that can identify shutdowns with over 95 percent accuracy. As MAX continues gathering data, it will get even better at predicting shutdowns before they happen — and prescribing fixes.

We keep escalators
and moving walks
running smoothly.



Escalators and moving walks have near constant use, placing high demands on their parts and components.

Whether they're in a shopping mall, airport or sports arena, our expert service keeps this critical equipment code compliant and running safely.

We also service third-party escalators and moving walks.

As your service partner, we'll provide individualized and budget-friendly service plans, along with reliable replacement parts.



Tools, teams and people dedicated to you.

Need to place a trouble call or have long-term planning questions? A range of teams, managers and technology is here to support you.

24/7 call center

thyssenkrupp's call center is always standing by to quickly take calls and dispatch service technicians. Our highly-trained dispatchers handle over 1 million calls a year, can communicate in up to 135 languages and strive to answer calls in less than 10 seconds.

In the unfortunate event of a passenger entrapment, our call center immediately sends a technician to your location. Dispatchers also communicate with the passengers to provide peace of mind and let them know they aren't alone.

Dedicated account manager

As a service customer, you'll be backed by a dedicated account manager. That person is your point of contact for any account-related questions or concerns.

Asset management

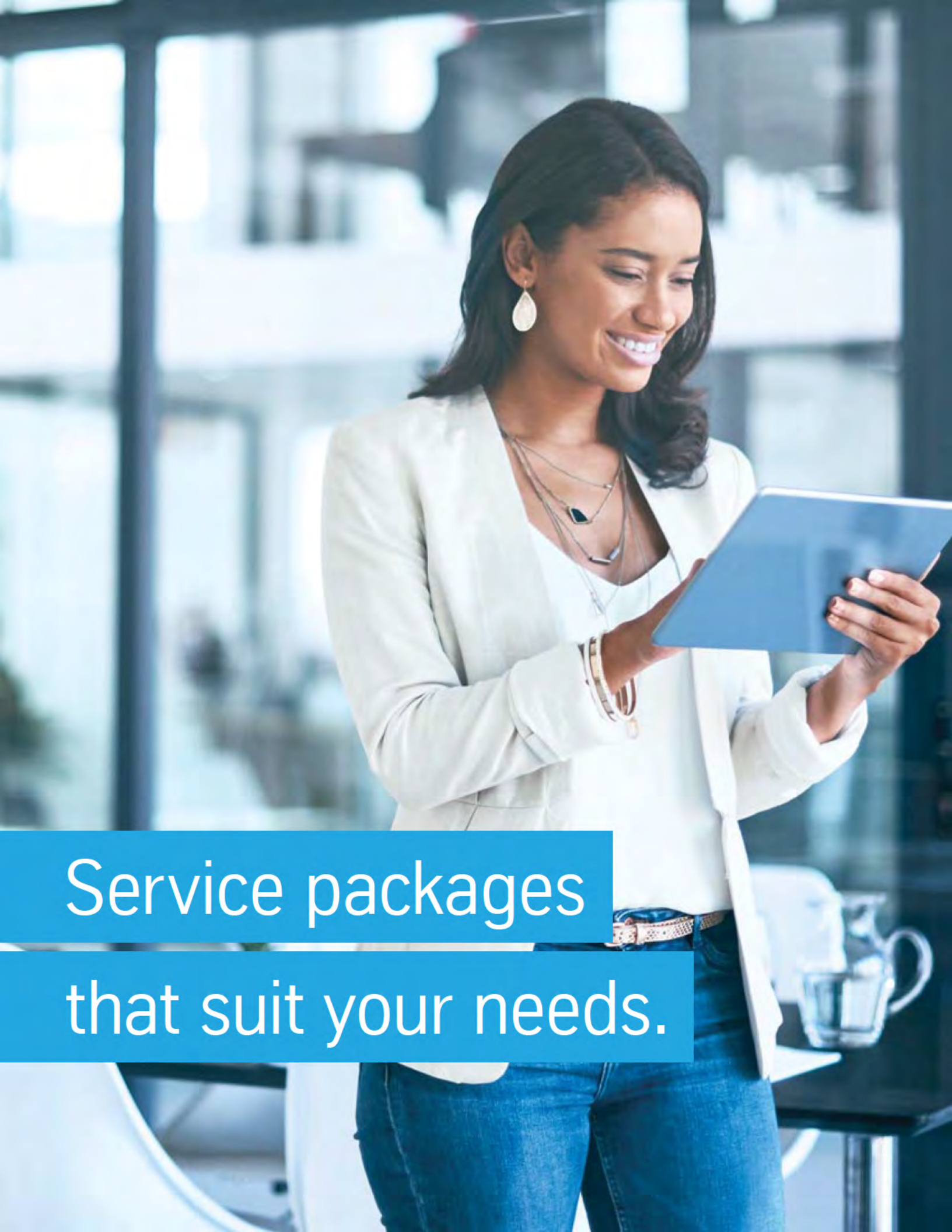
As your equipment ages, you may need to think about repair costs and keeping your equipment up-to-date. Through our capital planning process, we'll help you plan for these expenses by spreading them out over time.

Online Customer Portal

As a thyssenkrupp service customer, you'll receive access to the Customer Portal — our online tool for managing your elevator account and placing service requests.

With the Customer Portal, you can sign up for email notifications to inform you when service and maintenance calls are completed. You also can download reports showing your service and maintenance history.





Service packages
that suit your needs.

We service thyssenkrupp and non-thyssenkrupp equipment.

Machinery with constant use requires constant care. For elevators and escalators, this means regular inspections and adjustments. But even with the best care, equipment occasionally breaks down. That’s where our service packages matter. Whether your elevator is used once a week in a church, or in a hospital that operates 24/7/365, we’ve got you covered. This includes expert service for competitor equipment, such as Otis, KONE, Schindler, Fujitec and Mitsubishi.

Like any good partnership, we’re with you for the long haul. Our professionals can help you understand your elevator’s life cycle and plan for necessary capital expenditures. Capital planning is an imperative and we’re ready to help.

Packages	Bronze	Gold	Platinum	Platinum Premier
Services				
Quality assurance				
Preventative maintenance				
Annual safety testing				
ADA telephone monitoring				
Customer Portal				
MAX				
Parts repair and replacement				
Service requests during normal hours				
After-hours service requests				



Optional



Limited or conditional



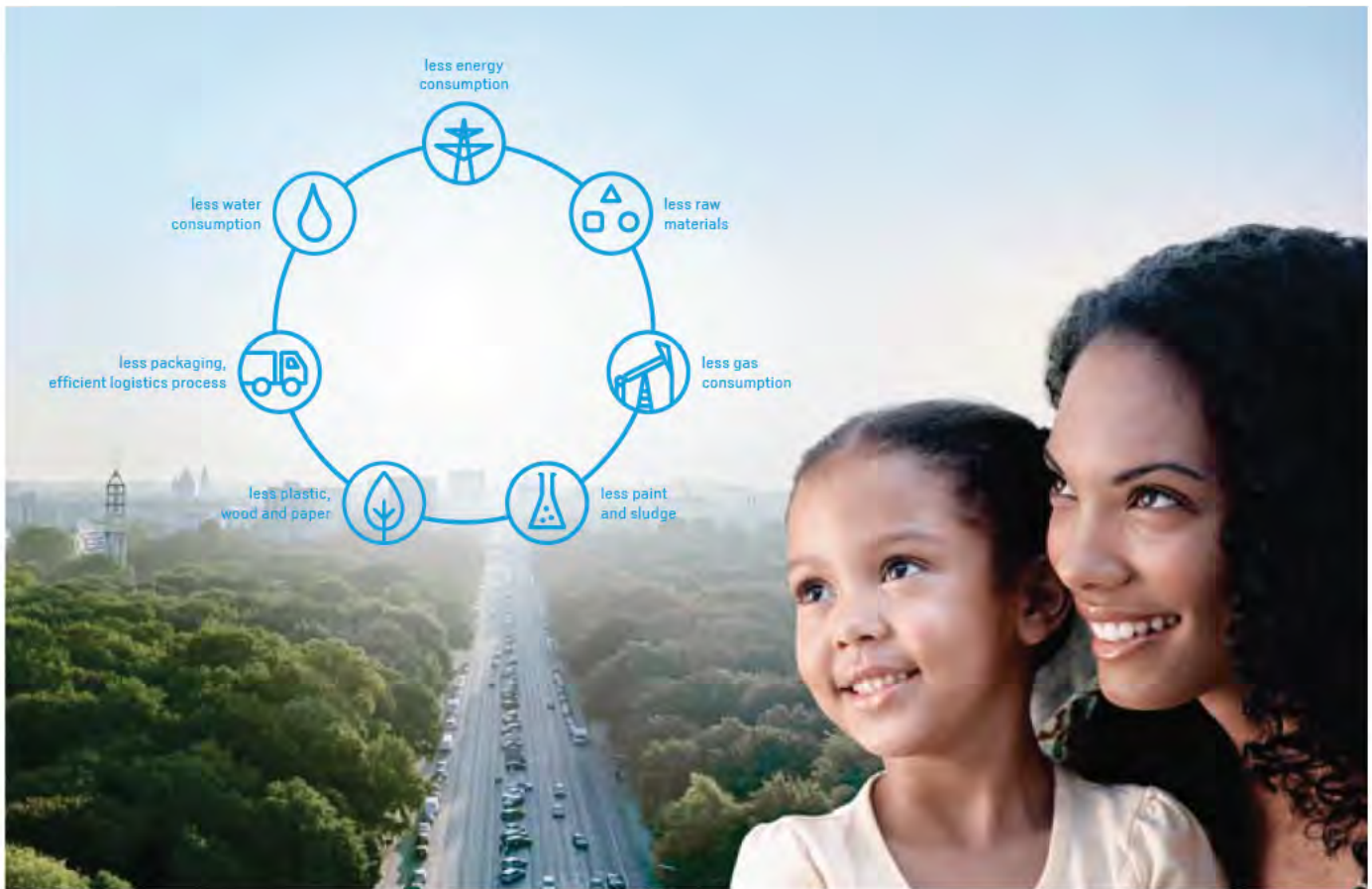
Included

Breathe
easy.



In 2010, we introduced propane-powered vehicles. This reduced our fuel consumption by 850,000 gallons per year.





We provide environmentally-friendly solutions for ourselves, our customers and the planet.

Our service technicians began switching to smaller and more fuel-efficient vehicles in 2010, and when possible, to propane-powered vehicles. This saved our company 850,000 gallons of fuel per year and the figure has been growing.

We're the first elevator company to share what's in our products and materials, and we're proud to lead our industry in material transparency.

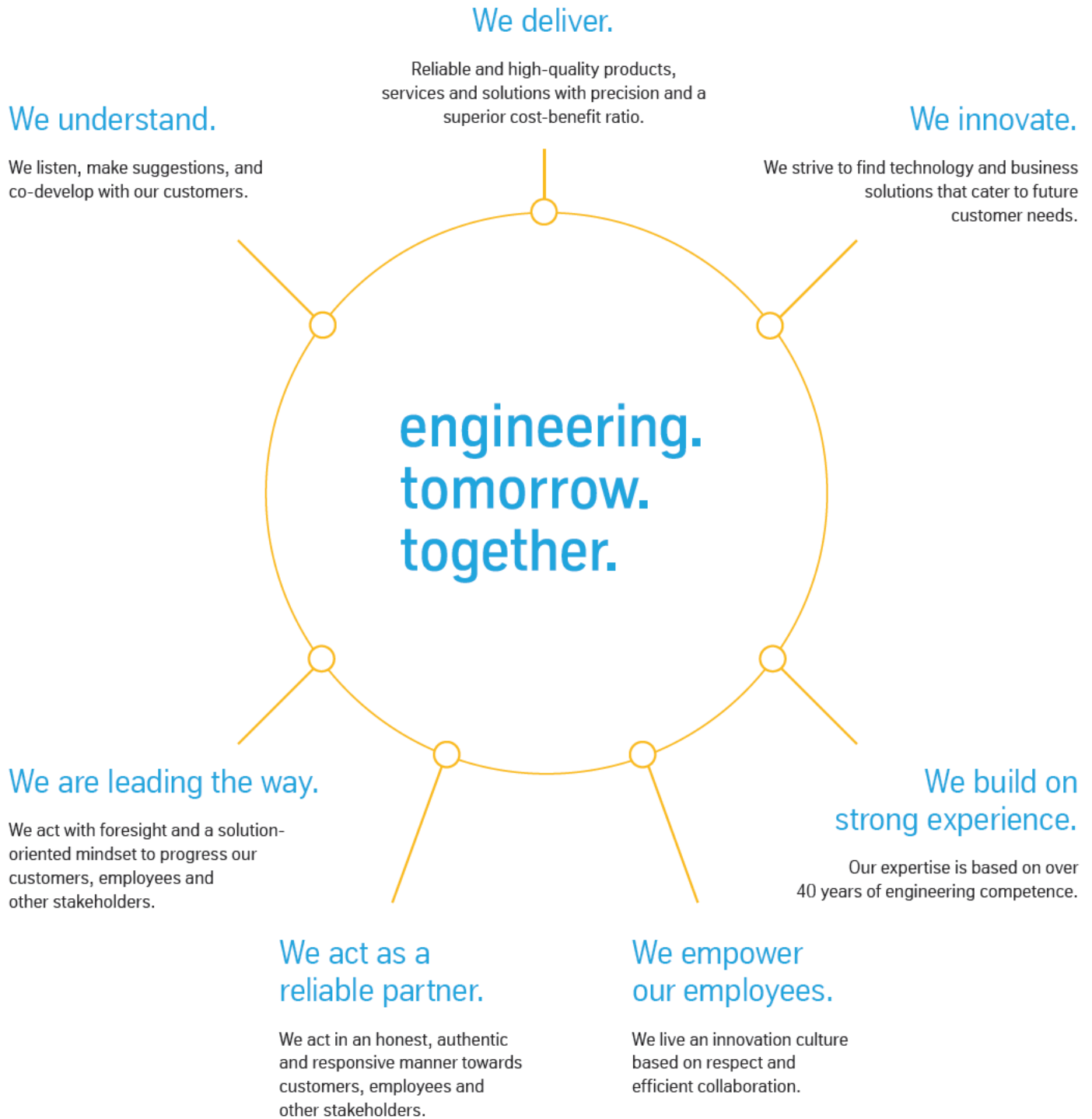
We also can make existing products more efficient. Features like automatic fan and light shutoff save energy, while regenerative drives put extra energy back into your building.

Our 12-acre Tennessee factory is certified LEED Gold for Existing Buildings. We're the first elevator company to achieve this status.

When doing business with us, you can be confident that everything we do keeps your health and the environment in mind.



Our core principles.



1,200,000
elevators and escalators under maintenance

customers in
150
countries

50,000+
employees

Always
there.

Our passionate goal is to always be there to secure the reliability of mobility equipment, ensuring it provides each passenger with the safest and most comfortable travel experience, thereby helping to make cities the best ever places to live.

1,000+
locations

24/7
service available for
customers

24,000+
service technicians
worldwide

Elevator Technology

thyssenkrupp Elevator Corporation
2591 Dallas Parkway, Suite 600
Frisco, TX 75034, USA
P: +1 844 427 5461
www.thyssenkruppelevator.com



INTERNATIONAL
LIVING FUTURE
INSTITUTE™

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MAX

The game-changing predictive maintenance
service for elevators

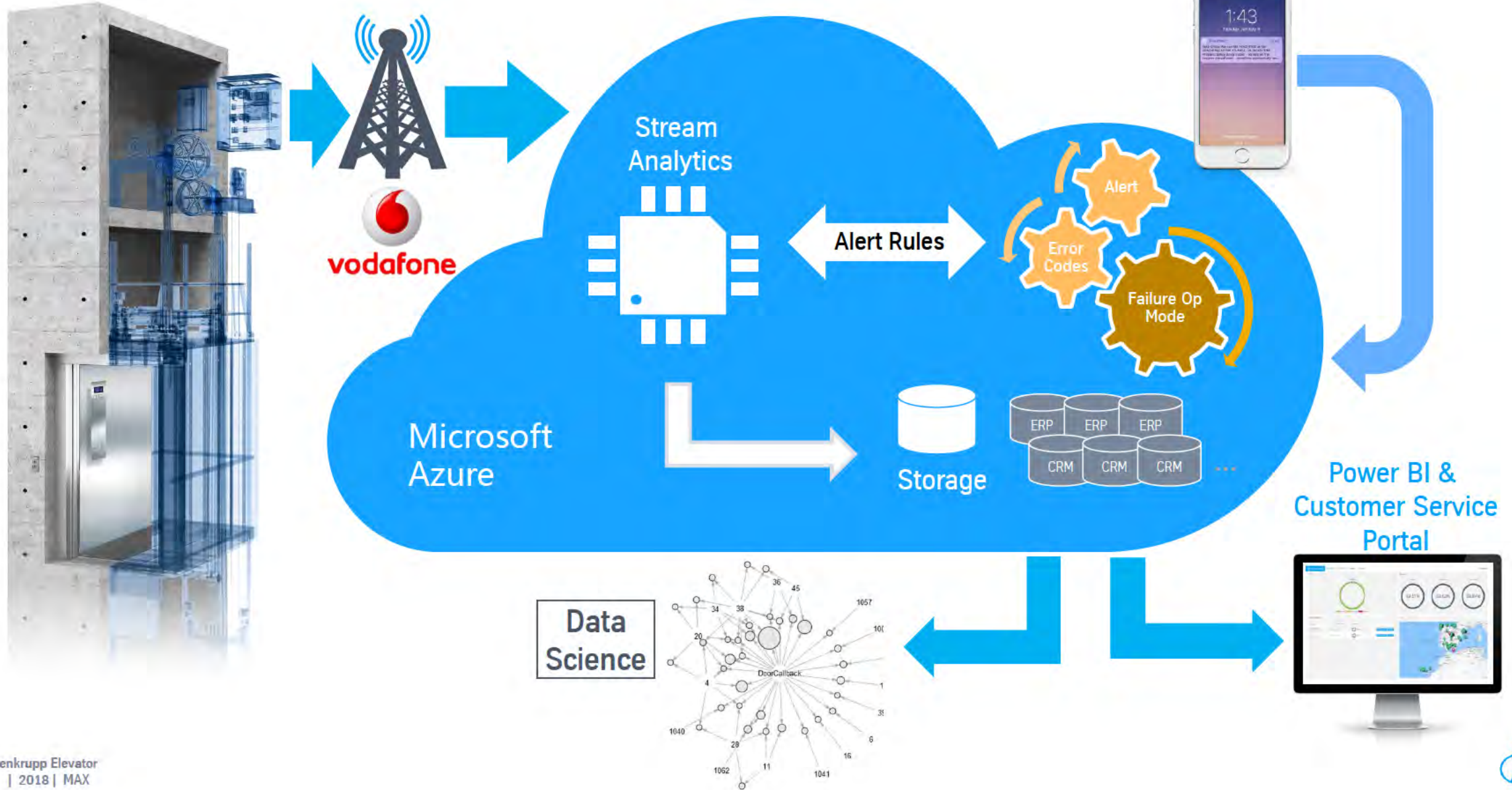
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thyssenkrupp

MAX IoT Platform

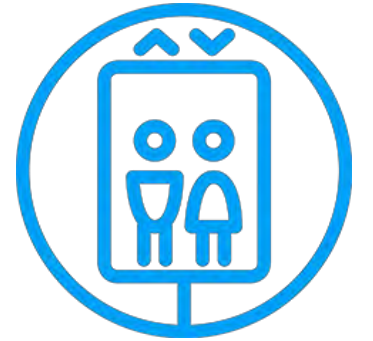
TechConnect



Current customer experience



“Elevator is broken, need service immediately”



MAX- the game changer

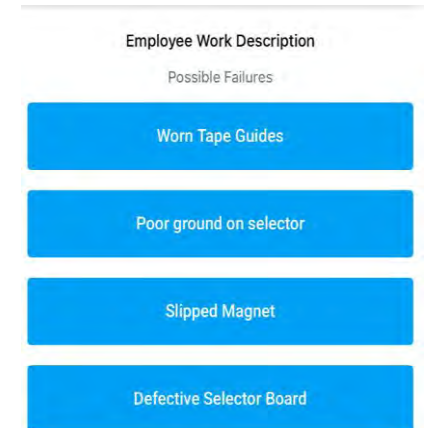
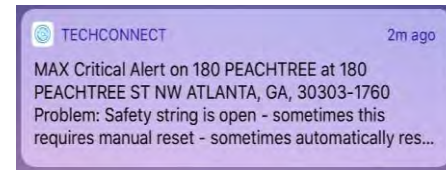
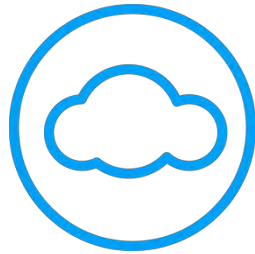
Elevator breaks

Sends data to the cloud

Technician receives alert

Detailed description

Recommended solutions and returns to service



MAX = time



Property manager

- Minimize elevator downtime
- Maximize elevator up time
- Minimize time spent handling tenant complaints
- More time building relationships



Tenant elevator use

- Less time waiting for elevators
- Less down time
- Increased productivity
- More time focusing on your business

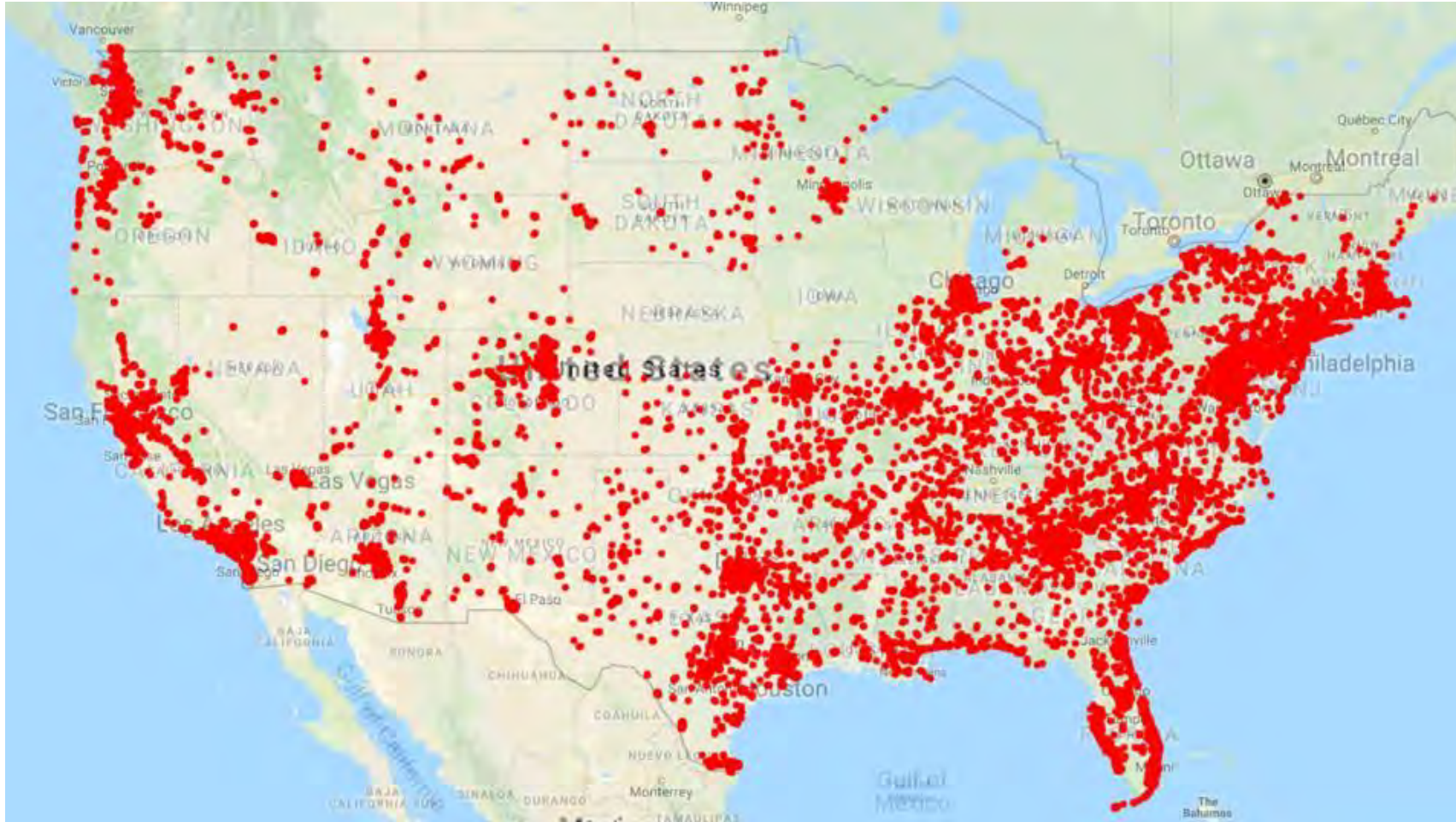


Technician

- More time for preventive maintenance
- Less windshield time
- Knowing when to perform the right service at the right time
- Increased customer satisfaction



MAX Units Installed



Over 83,000+ units installed



Customer Benefits from MAX

Increased safety and reliability

Today

"My elevator stopped working and I had to call the company on the phone to get them to send a technician over."

With MAX

"As soon as the problem occurred, the technician was alerted and arrived to fix the problem without us having to call anyone."

Increased uptime

Today

"As a building manager, I am frustrated by the inconvenience and time wasted due to out-of-service elevators."

With MAX

"Enhanced service, I have seen a significant decrease in downtime of my building's elevators."

Quicker service

Today

"The problem was solved, but it took multiple service visits to find the cause for the elevator breakdown"

With MAX

"The technician had a precise fault diagnoses as well as possible solutions, so the service disruption was minimal."

Improved elevator lifetime

Today

"I never know when my elevator will break down or when I will have to replace parts."

With MAX

"I know my elevator will run longer and better because MAX optimizes the lifetime and performance of each component."



MAX customer testimony

On Wednesday May 2nd at 5:17PM a MAX Alert was created for Maumelle City Hall, AR.

On Thursday May 3rd at 7:30AM the technician was dispatched and arrived on site as the building was opening.

Christie, Maumelle City Hall

- “Shortly after arriving at work, I received a complaint the elevator was not working, I went to check it out and as I was returning to my office to place a service call I bumped into our service technician Bernie walking in the building. I asked what he was doing here and he informed me he was here to fix the elevator.”
- “I didn’t even need to make a phone call”
- “Afterwards I discussed the experience with my co-workers and how cool it was to have someone on the way before we even knew there was an issue, [we talked and laughed about the experience](#). I also told the Facility Manager and he was surprised to find out the problem had been corrected before he was even aware the elevator had stopped working.”





thyssenkrupp

International Technical Services (ITS)

engineering.tomorrow.together.



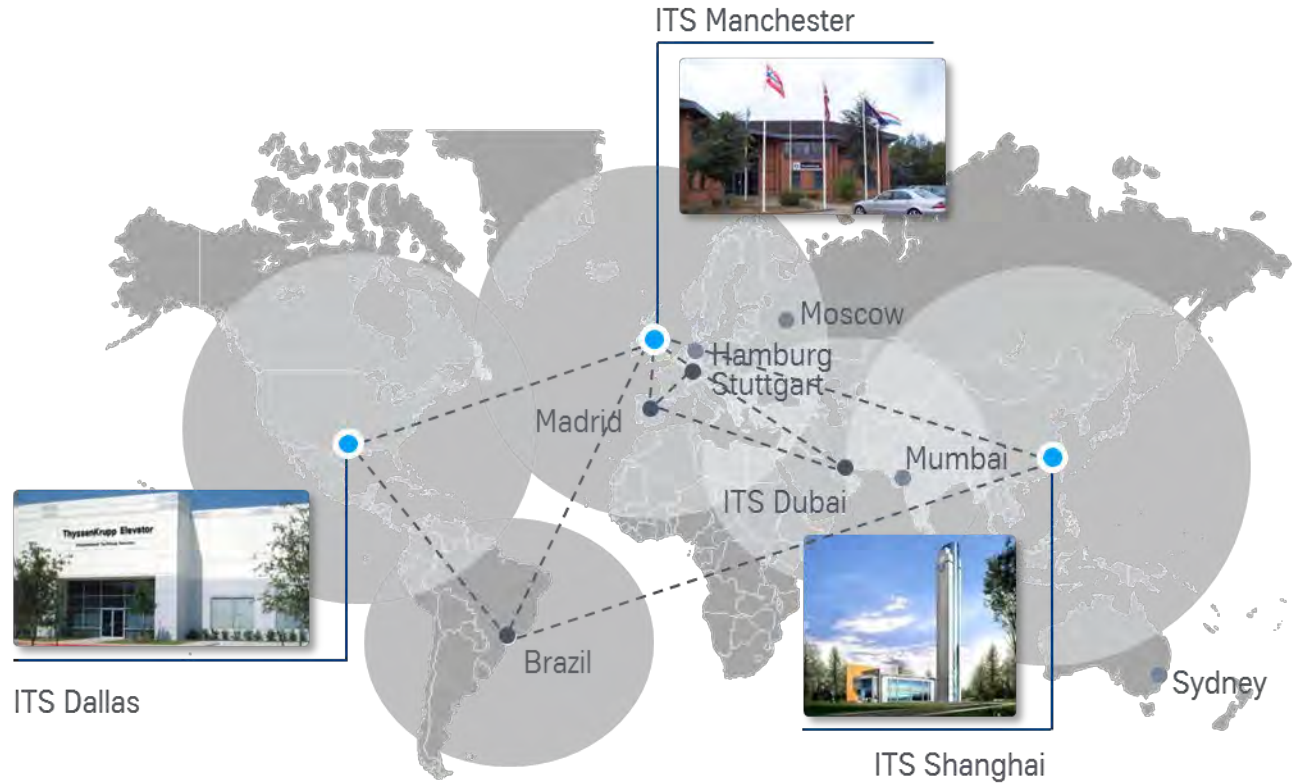
thyssenkrupp

Products and services

International Technical Services (ITS)



- Regional Lead Center
- National Support Center
- Smaller national Support Center



Technical support

- 3rd party expert support via phone
- On site support

Technical training

- ITS training facilities
- Onsite sessions

Documentation & tools

- Creation of own manuals
- Diagnostic tools

Repair and spare parts

- Repair of boards
- Stock of 3rd party components

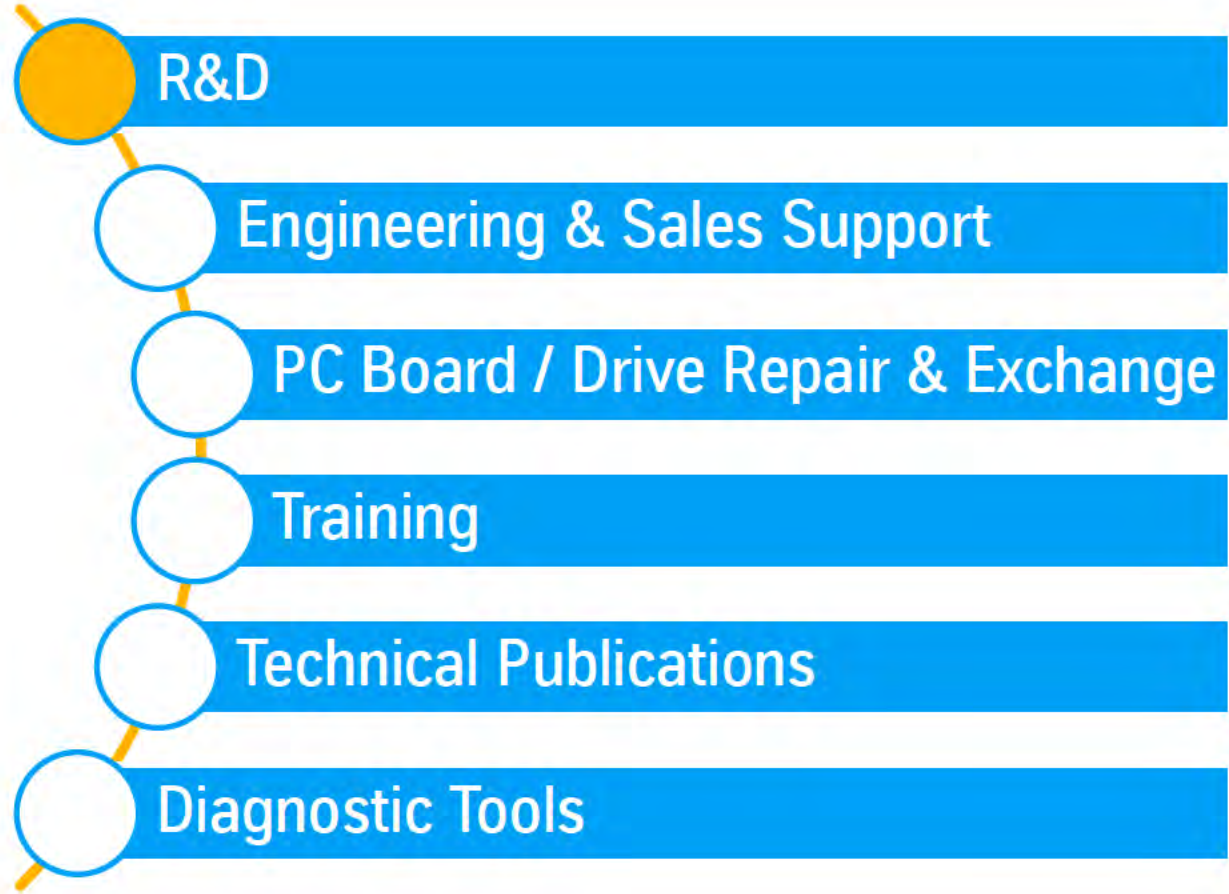
Marketing & Sales

- Customer tours
- Project surveys
- Sales training

Key take-away: Customer-centric solutions...



ITS Support Functions



Key take-away: World-class alternatives to the OEM...



R&D

- Reverse-engineer our competitors' equipment
- Build working simulators to assist local mechanics
- Currently have a total of 66 simulators in the lab



KONE KCM831



OTIS GCS GEN2

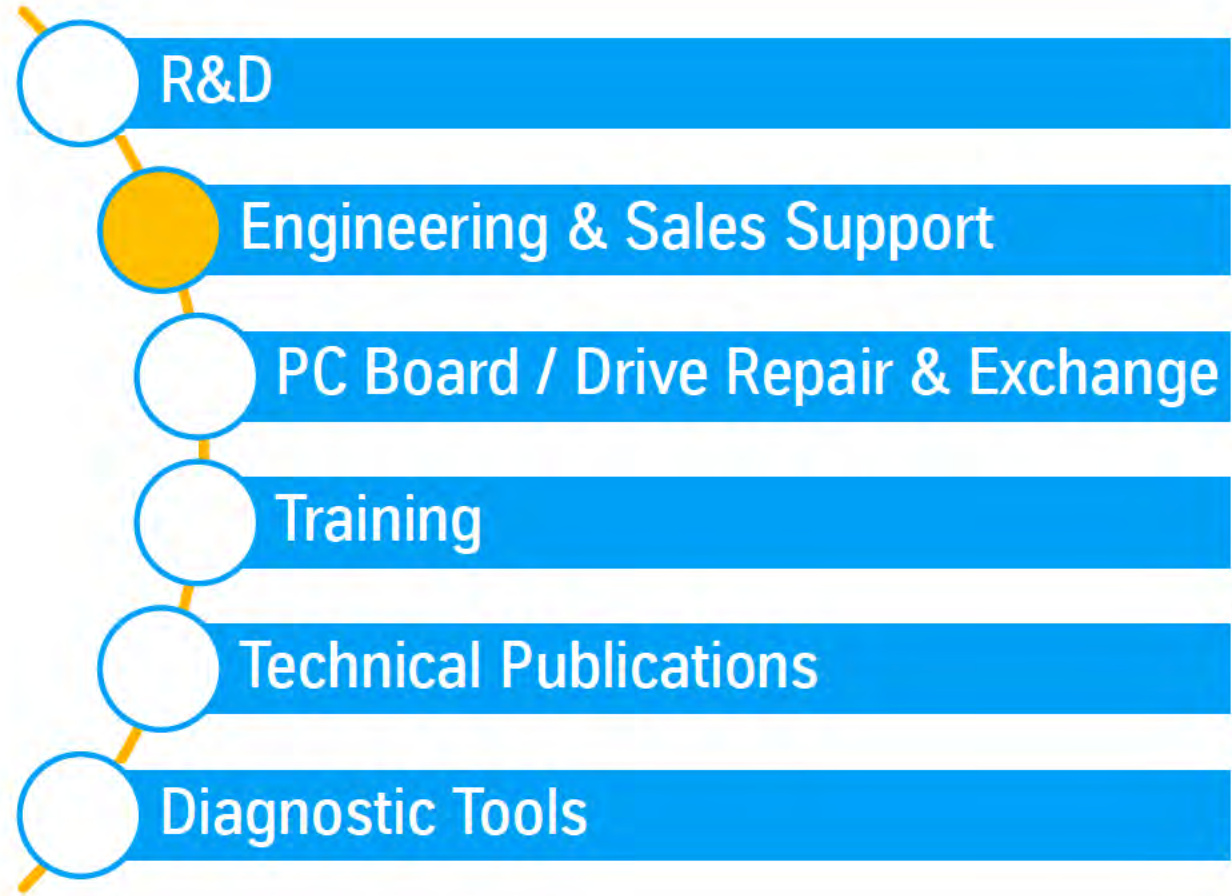


Schindler TXR5/400A

Key take –away: We invest in our knowledge of competitor equipment in order to provide our customers options.



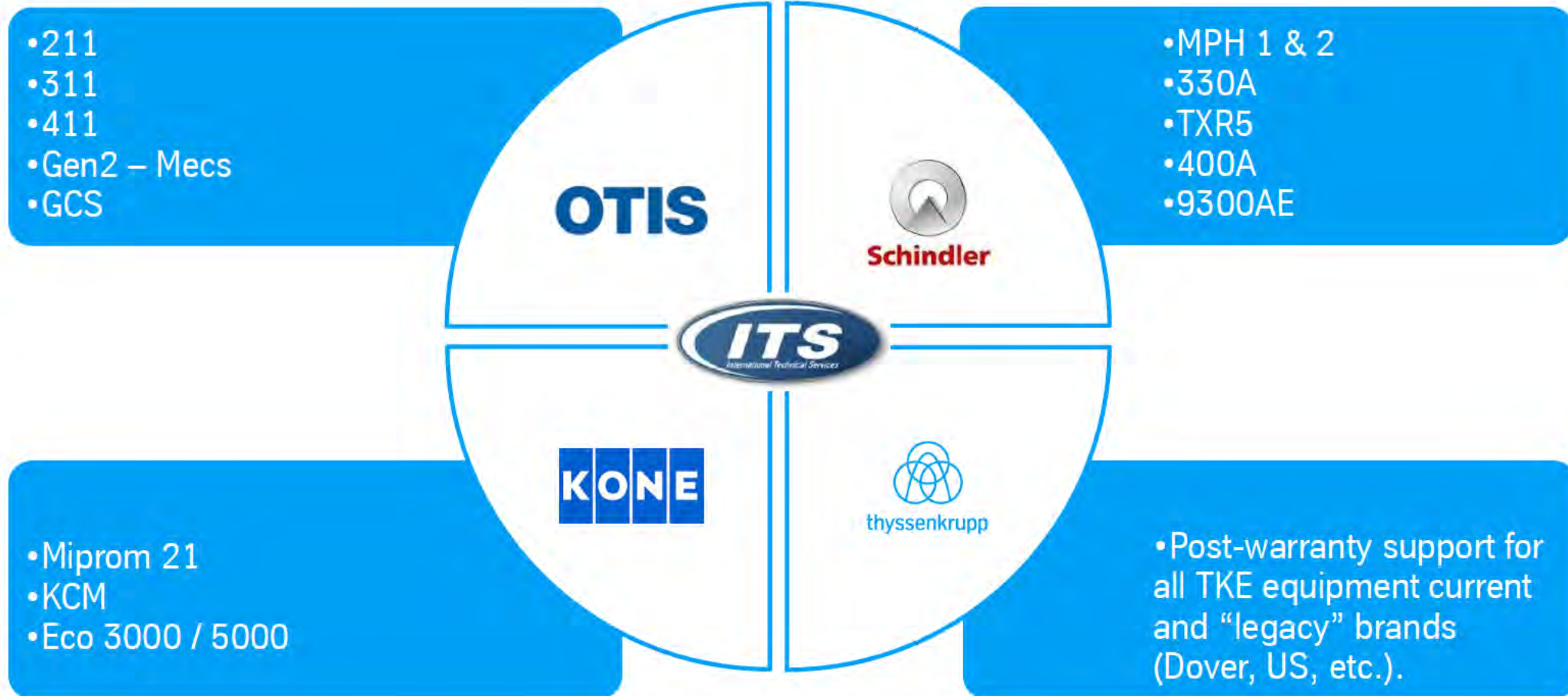
ITS Support Functions



Key take-away: World-class alternatives to the OEM...



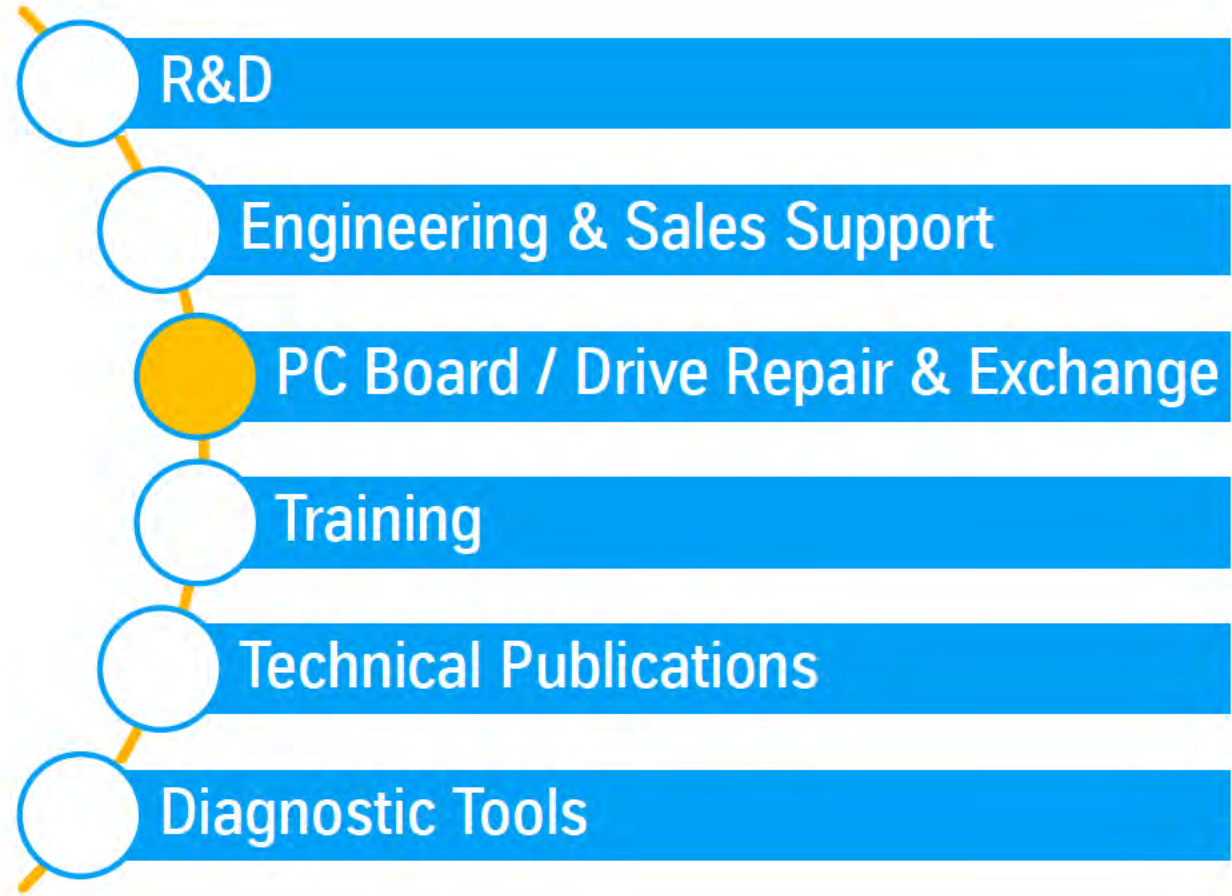
EQUIPMENT SUPPORT:



Key take-away: Concentrated efforts on high-volume, global manufacturers.



ITS Support Functions



Key take-away: Key to managing equipment availability...



Laboratory: Test / Repair / Exchange

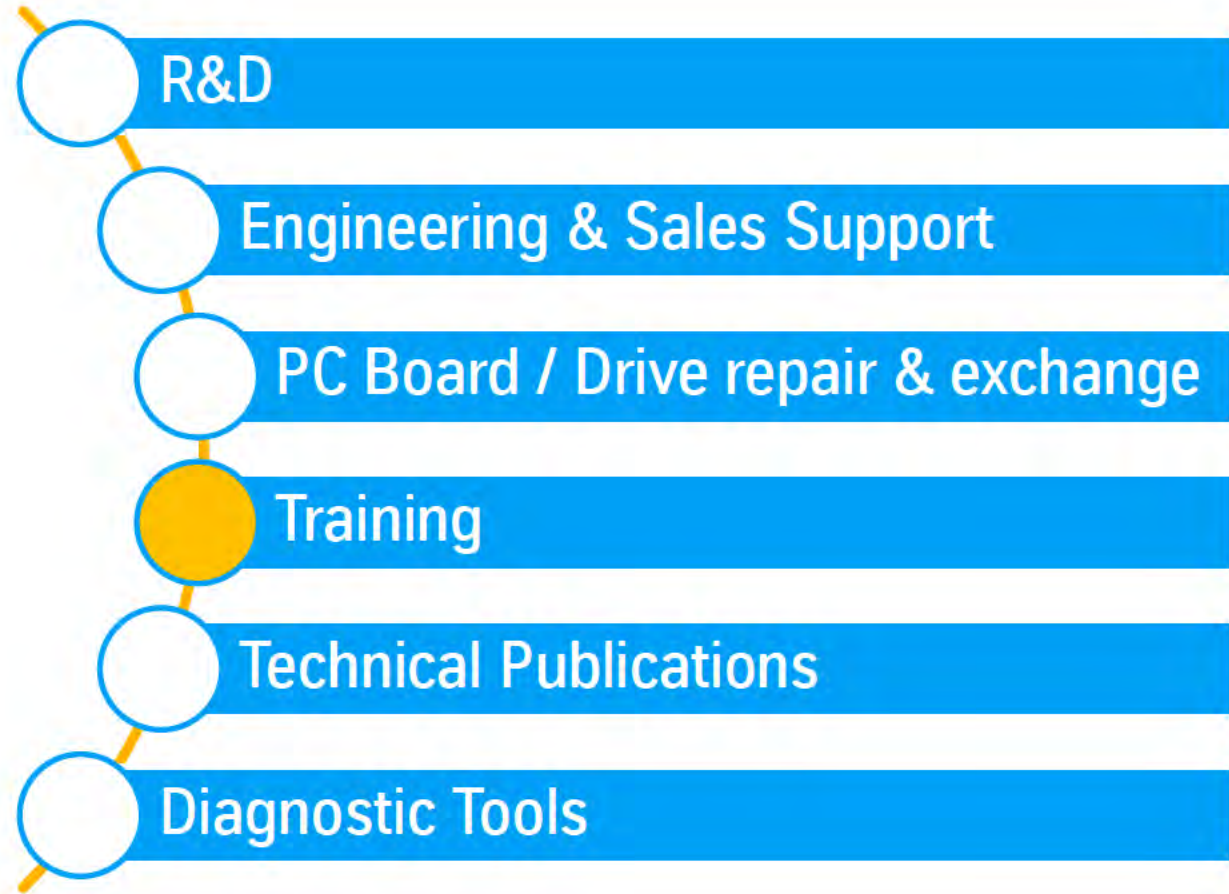
- 8 dedicated electronics technicians
- State-of-the art tools
- Estimated \$3-4 million annual savings to branches in FYE '15
- >3,000 PC boards, various drives, various soft-starters in inventory
- Carbon dust washing station
- Electrostatic Discharge coated flooring / static free environment
- Drive Repair



Key take –away: Mitigating cost and managing lead time exposure on OEM replacement parts...



ITS Support Functions

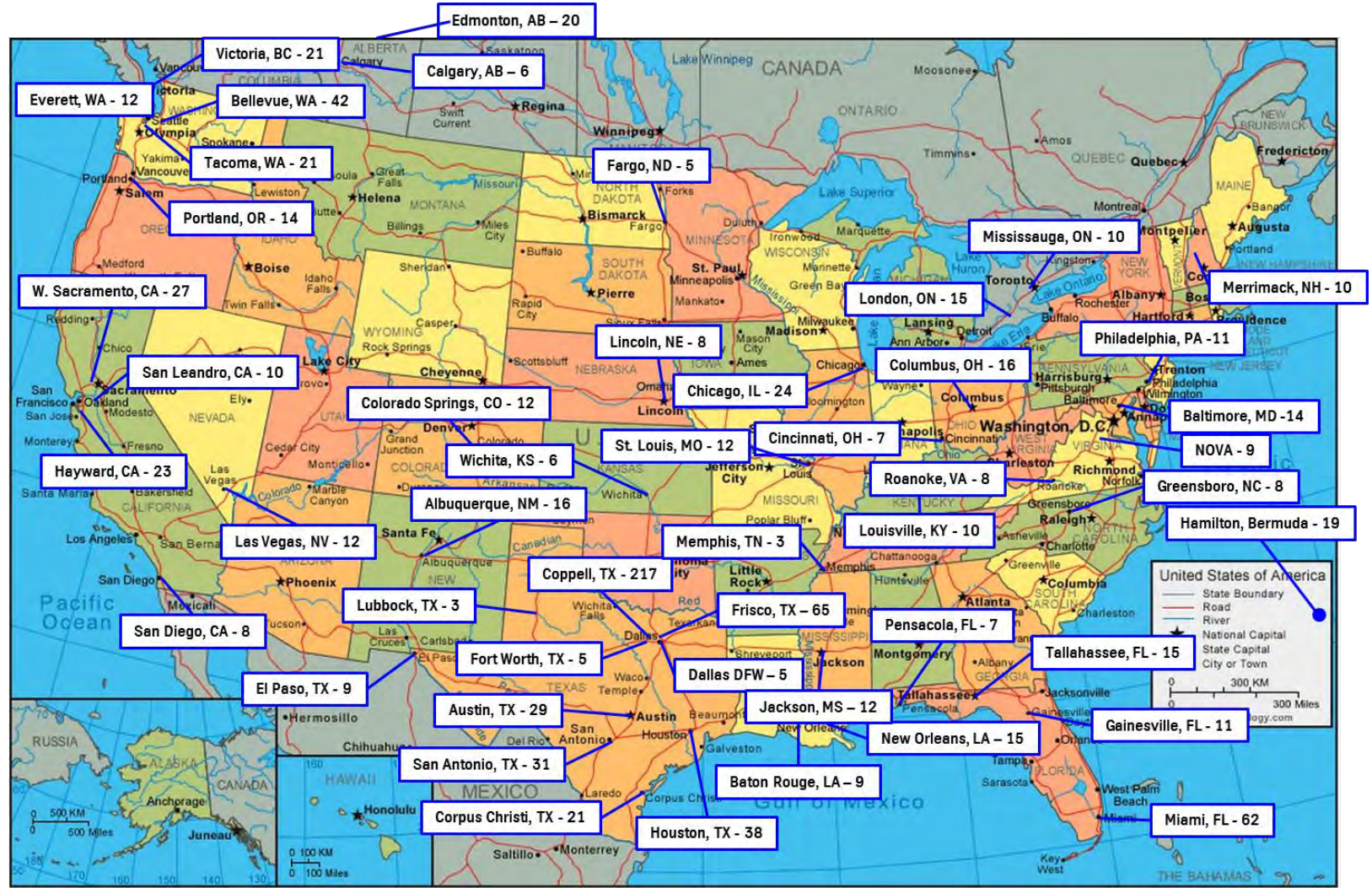


Key take-away: Preparing for the challenges of “tomorrow” ...



Responding To The Call

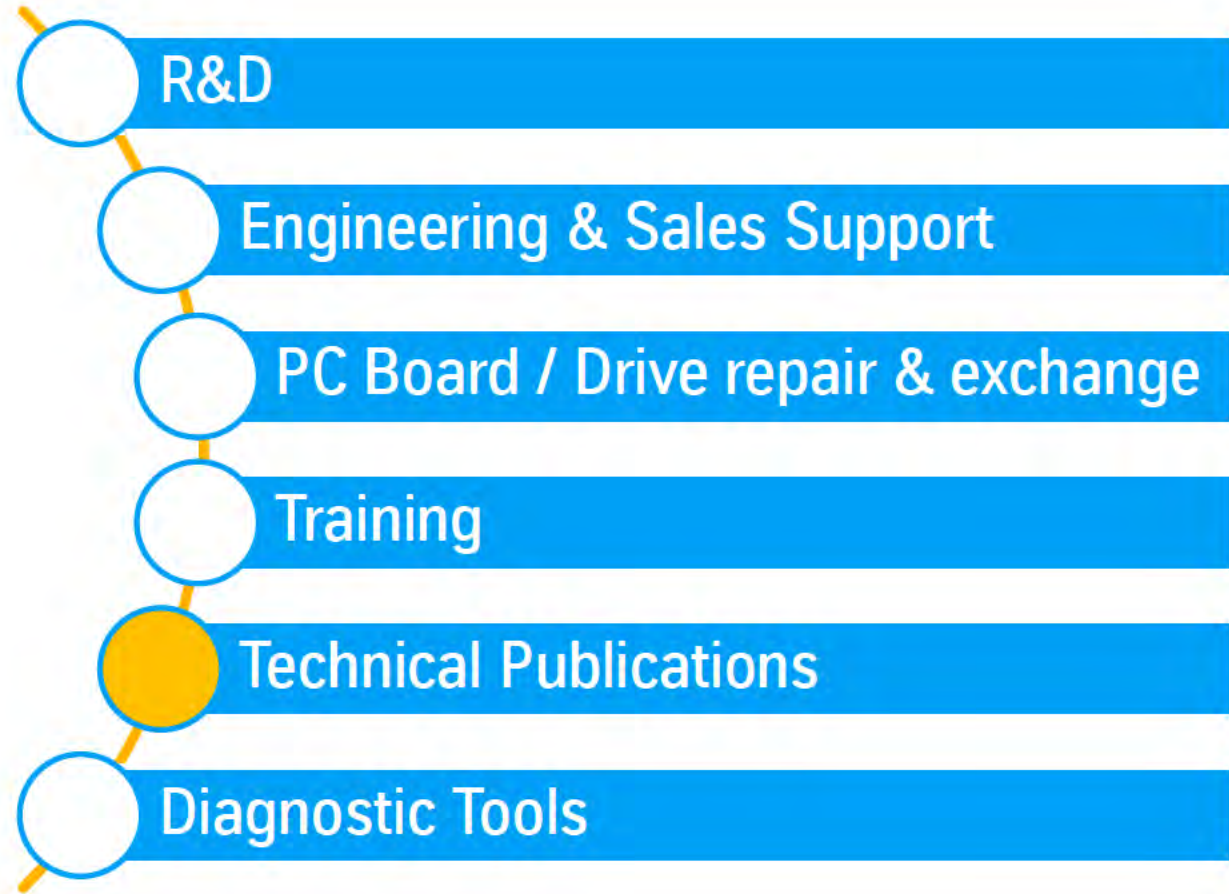
- Combined training / instructor staff of (10) team members
- Instruction led, small classes – 3 to 5 day duration
- Online self study programs
- Hands on in-house or in-field training
- >1,000 students trained per year (5yr avg.)



Key take-away: Sharing the knowledge & cross-training the team...



ITS Support Functions

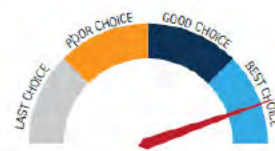


Key take-away: Documenting our discoveries...



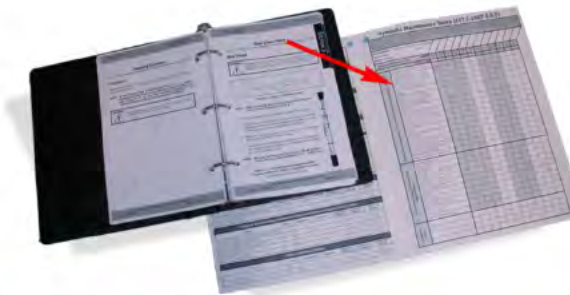
Technical Document Library

- Technical-writing staff comprised of (5) team members
- Availability - hard copy, online self-study, Intranet based PDF docs
- Product range: Sales / Field equipment support documents, safety manuals, machine room logs, (MCP) – Maintenance Control Procedures, Escalator Safety and much more...



SUPPORT AVAILABILITY GRID

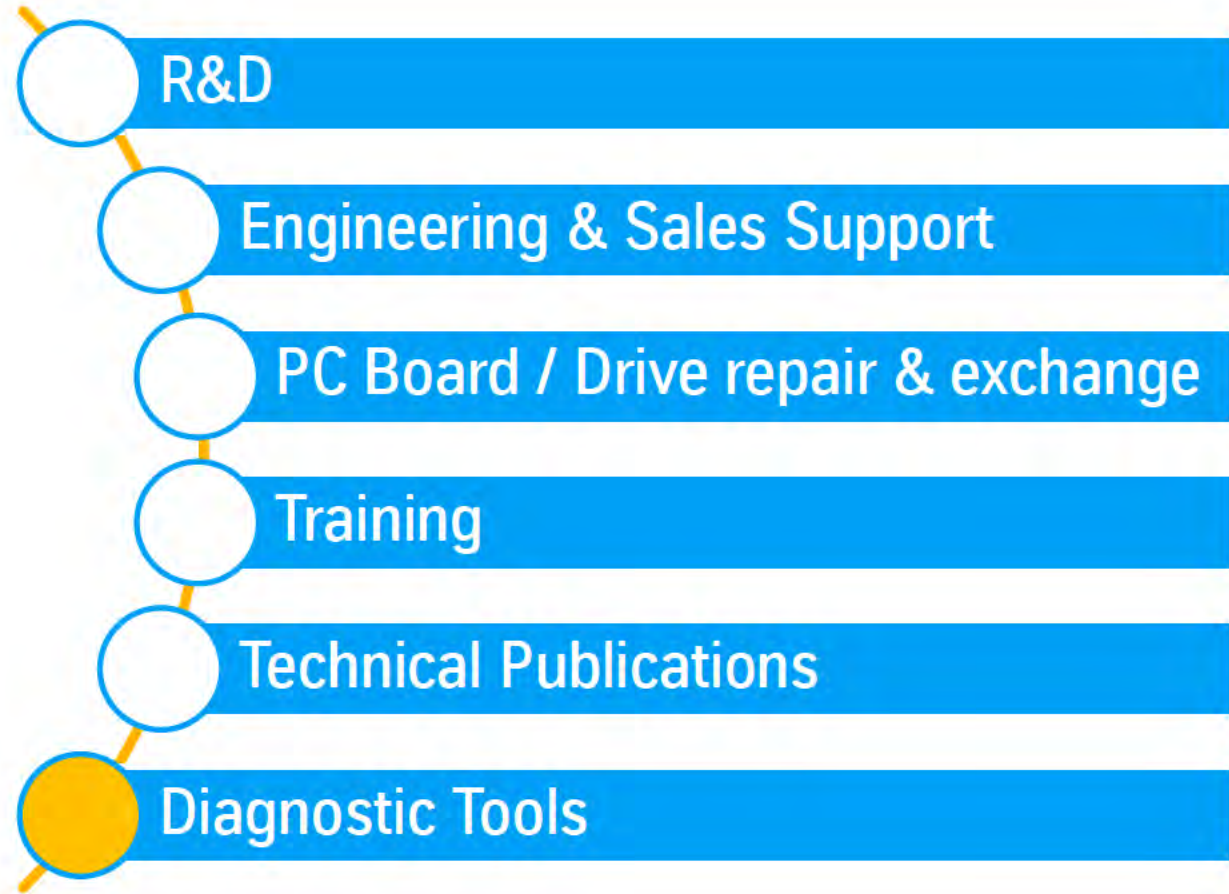
	FULL	PARTIAL	NONE
TRAINING	★		
SERVICE MANUAL	★		
FIELD ENGINEERING	★		
BOARD REPAIR	★		
BOARD AVAILABILITY	★		
SERVICE TOOL	★		



Key take-away: An extensive library of documented self-discovery to support competitor equipment...

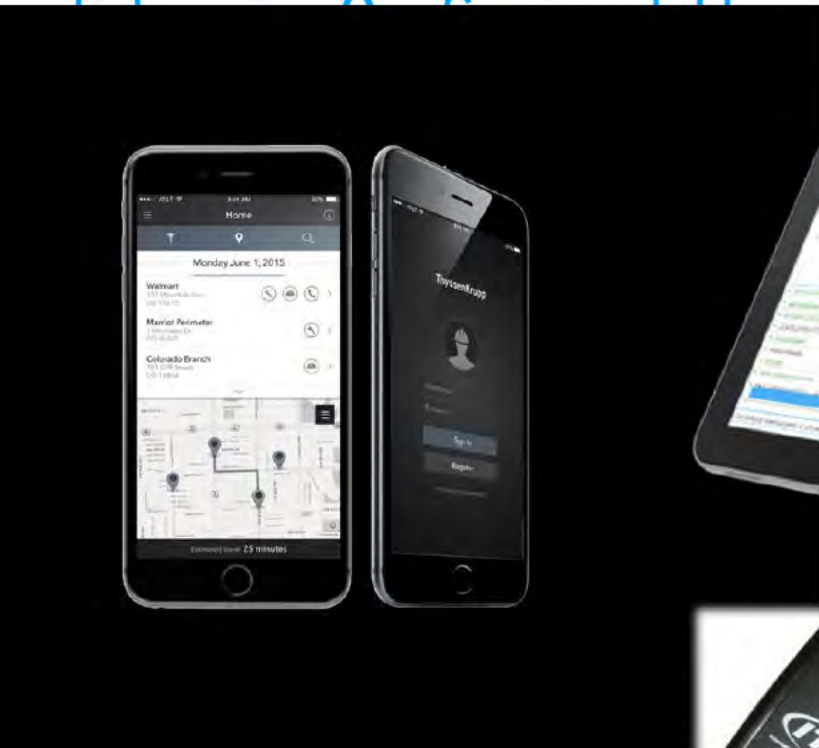


ITS Support Functions



Key take-away: Minimizing dependency on the OEM...





- iPhone 6 utilization
- Bluetooth tool interfaced developed for hands-free diagnostics
- Tablet-based WINDOWS 8 platform

International Technical Services has diagnostic software tools available for many major Elevator manufacturers (Westinghouse, Schindler, Montgomery, KONE, and Otis). They can be easily installed onto most laptop computers that are running Windows XP / 7 operating systems. These programs provide diagnostic capabilities for the following systems:

Miprom 21 – Miprom 1	ECO 3000 Escalator
Ultron-DC	E5000 Escalator
Ultron DDC	KONE HS
VVVF DRIVES	KONE ST
Marathon Door	KONE KCM831
Operators	
Scamp Board	105 MAC Board
E 411 / 411M	211 / 211M Hydraulic
E 311 / 311M	Spec 60 (MRQ)
311 Gem	Gamma D
335 M	GEN 2 MECS
	GEN 2 GCS
MPH-1 Hydro	Epoch 1 ATM-MPG
MPH-2 Hydro	Epoch 1 ATM-MPM
300-A Hydro	Epoch 2 MTM-MGC
Miconic A / Miconic A/M	Epoch 2 VA/Epoch 2 VVVF
Miconic A/ACVF / Miconic A/SSDC Traction	Epoch 2 VA/SSDC TXR5 and 400-A
Millennium II	
US1220	US1230
Ascension 1000	Ascension 2000/2000 HCU

International Technical Services provides diagnostic tools for the TKE Elevator. These tools are: IMS, DMCI Fast, Door Fast, and LON Device Drivers.

LAPTOP COMPUTER
WINDOWS XP / 7
ITS DIAGNOSTIC
TOOLS

Montgomery and
KONE

Otis Modular
Equipment

Westinghouse and
Schindler

Fujitec

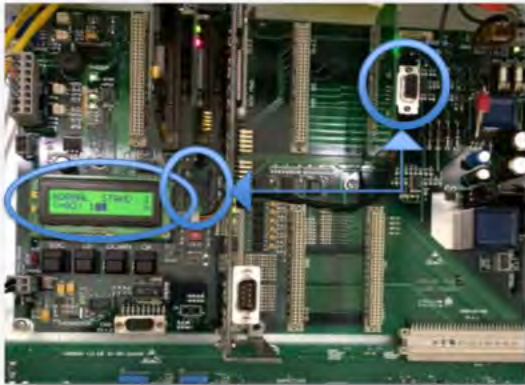
U.S. Elevator

ThyssenKrupp
Software Toolkit

Key take-away: Implementing today's technology for tomorrow's business needs...



Sophisticated Diagnostics



Schindler TXR5 / 400A
SDM tool (LEFT) –
developed at ITS, it allows
onboard diagnostic tool
access w/o the SIM card.

OTIS Gen2 belt monitor
(RIGHT) – developed at
ITS, it allows code
compliant monitoring of
the “flat-belt” system
(similar to OTIS “PULSE”).

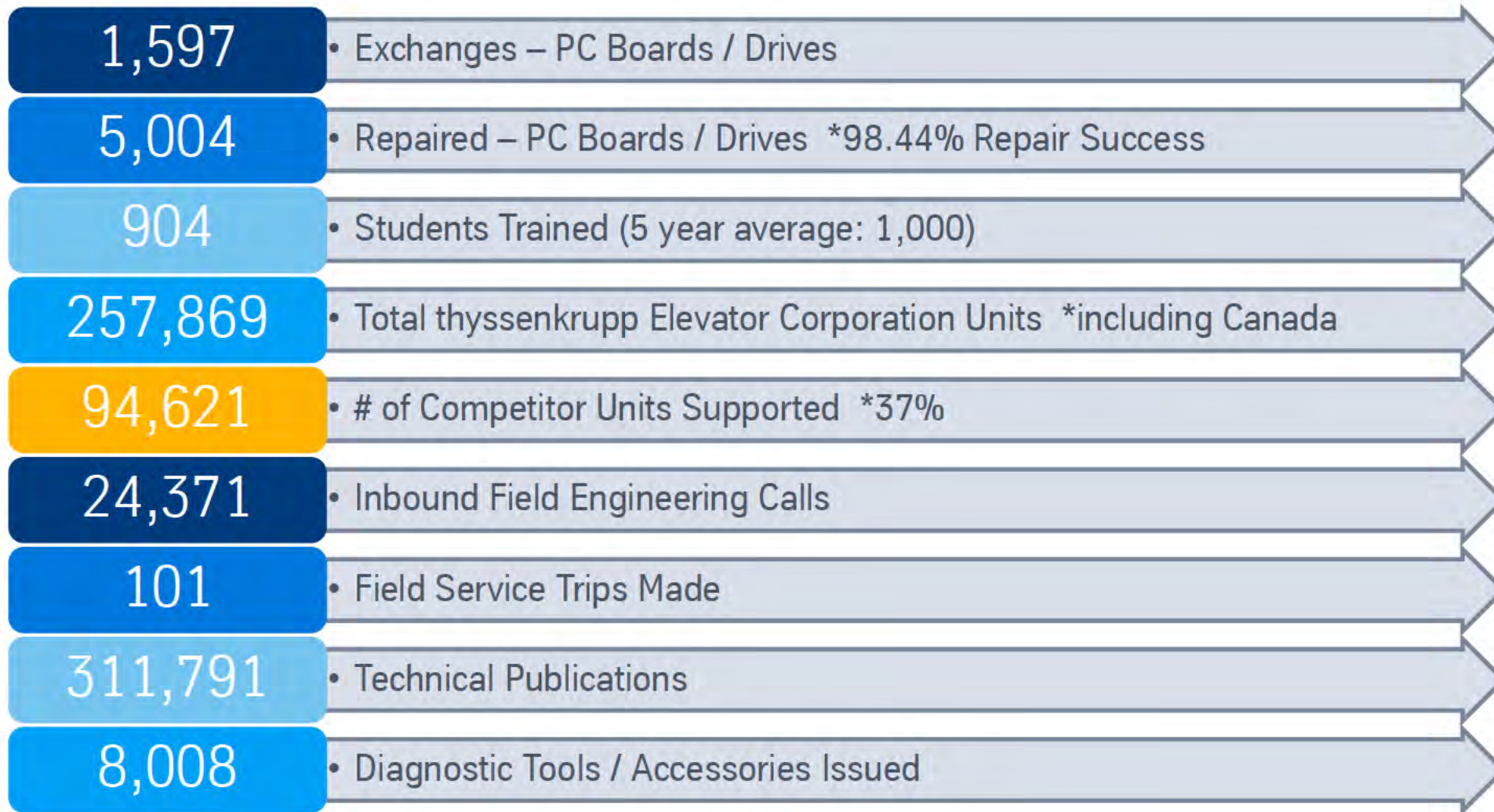


The eTrac Event Tracker (RIGHT) - Data
Logging System (eTrac) device is a
standalone data logger for elevator and
escalator systems. The eTrac monitors
and reviews discrete input data,
obtained via the eTrac box, from an
elevator or escalator controller system.

Key take-away: Equipment interface solutions so you can rest easy...



How WE Performed



Key take-away: Delivering on our customer-centric support promise...



You're Invited To Our Facility



- Tour our elevator simulator laboratory
- Meet our field engineers
- Visit our training facility
- See our diagnostic tools/capabilities
- Listen in on our 24/7/365 elevator call center

Key take-away: engineering. tomorrow. together.



Tab 5 – Products and Services

Respondents are requested to provide detailed description of your product offerings.

It is the intention of NCPA to establish a contract with vendor(s) for Elevator Equipment, Service, Repair and Related Services. Awarded vendor(s) shall perform covered services under the terms of this RFP and the contract terms and conditions.

NCPA is seeking a service provider that has the depth, breadth and quality of resources necessary to complete all phases of Elevator Equipment, Service, Repair and Related Services. Contractors specializing in one or more of the athletic surfaces may clearly indicate and propose on those items only.

PRODUCT:

- Respondent shall indicate, in this section, the following:
- Which manufacturer by make and model they are unable to repair, service or replace in their response. List these here.

_____None_____ ____None_____

Manufacturer Make/Model

- Do you have or are you able to obtain the diagnostic tools necessary to maintain, repair or replace all equipment (unless specified above)?

_____XX_____ _____

YES NO

- **Responding to the Baggage Handling System and Passenger Loading Bridge Section and/or Escalator, or Moving Walkway portion of this RFP is not necessary, in order to be considered for this RFP.**

Respondents are requested to provide detailed description of your service offerings. Provide sufficient information for each service category as listed on the following classifications of service. Each service shall meet the following minimum requirements:

- The Services shall meet ASME Code A 17.1-2007/CSA B44-07, ASME Code A 17.3-2002, ASME Code A 18.1-2005, and ASCE Code 21 as required by the Texas Department of Licensing and Regulation or equivalent for the state(s) of respondent(s)' territory.
- Section 8.6 of the ASME Code A17.1 specifically addresses the requirements for a comprehensive maintenance program. Respondent shall ensure that the Facility is in compliance with these requirements.
- Every time a technician is on-site a check in with Approved Facilities Personnel shall be done. When work is completed and the technician is leaving, they will check back out with Approved Facilities Personnel. The technician shall fill out the Elevator Maintenance Checklist to document the services provided.
- Describe and provide timelines of review meeting(s) between Responder(s) and Approved Facilities representatives.
- Provide and deliver all inspection reports in compliance with State law to Approved Facilities

- representatives to ensure Facilities compliance with this requirement,
- In general all elevator components shall be cleaned, lubricated, adjusted, and items worn or broken shall be repaired or replaced. Any replacement shall be at no additional charge to the Facility unless it has been approved in advance by the facility.
- Respondent(s) shall be responsible for applicable code and safety tests. Records of the tests and callbacks shall be kept current by the responsible party.
- Respondent(s) should be compliant with environmental regulations, and firefighter's emergency operations monthly operation, including documentation.

General Maintenance Contracts

- a written maintenance control plan
- use of trained personnel
- disposal of hazardous materials
- how the maintenance plan is executed
- include a quality control program
- Complete logs in each machine room to be filled out with each visit. It is mandatory that machine room logs are filled out completely and left in the machine room. Electronic tickets are not acceptable for this requirement.

Elevator Maintenance Services

- Annual governor and safety tests on traction elevators
- Annual relief pressure tests on hydraulic elevators
- General Monthly or Quarterly Services
- Onsite inspections
- Data tags and code information
- List Exclusions (e.g.; Cab enclosure finishes, repairs, or replacement, Damage to hoistway door panels, door frames, and door sills, floor coverings inside the elevator cabs, Smoke and fire sensors, Air conditioning units, Buried or underground piping of any type or kind including, but not limited to, underground oil/feed line(s), hydraulic cylinders, pistons, and PVC or other cylinder lining(s) and others)

Controller Equipment Monthly or Quarterly Services

- Maintenance and service of components
- Onsite inspections of other incidental electronic or mechanical components and wiring
- Onsite inspections of filters and cooling fans
- Onsite inspections controller doors, covers, guards, and labels
- Verify proper grounding with electric meter;
- Recording unit run counter, if applicable, and your reporting function
- List Exclusions (e.g.; Cab enclosure finishes, repairs, or replacement, Damage to hoistway door panels, door frames, and door sills, floor coverings inside the elevator cabs, Smoke and fire sensors, Air conditioning units, Buried or underground piping of any type or kind including, but not limited to, underground oil/feed line(s), hydraulic cylinders, pistons, and PVC or other cylinder lining(s) and others)

Pump Unit and Motor Monthly or Quarterly Services

- Maintain and service of components (e.g.; power unit, pump motor, valves, pump, belt and others)
- Onsite inspections of other incidental electronic or mechanical components and wiring
- Monitoring oil levels
- Cleaning of components
- Your reporting capabilities and reporting timelines (e.g.; weekly, monthly, quarterly or other)
- List Exclusions (e.g.; Cab enclosure finishes, repairs, or replacement, Damage to hoistway door panels, door frames, and door sills, floor coverings inside the elevator cabs, Smoke and fire sensors, Air conditioning units, Buried or underground piping of any type or kind including, but not limited to, underground oil/feed line(s), hydraulic cylinders, pistons, and PVC or other cylinder lining(s) and others)

Elevator Cab and Hoistway Door Equipment Monitor Quarterly Services

- Maintain and service the following components (e.g.; door motors, Electronic boards, contacts, rollers, pick-ups and relating devices, bearings, sheaves, door arms, bushings, wiring and related electronic components, door restrictors and others)
- Verify speed and torque levels of door operation as required by Category 1 periodic test
- Verify proper grounding with electrical meter
- Check hoistway door gibes and vision panels
- Test and confirm door locks, verify an open lock would prevent movement as required by code
- List Exclusions (e.g.; Cab enclosure finishes, repairs, or replacement, Damage to hoistway door panels, door frames, and door sills, floor coverings inside the elevator cabs, Smoke and fire sensors, Air conditioning units, Buried or underground piping of any type or kind including, but not limited to, underground oil/feed line(s), hydraulic cylinders, pistons, and PVC or other cylinder lining(s) and others)

Elevator Cab Monthly or Quarterly Services

- Maintain and service components (e.g.; car top service and operation controls, check/repair alarm bells and wiring, pushbuttons, pushbutton lamps, digital and/or incandescent position indicators and lamps)
- All switches (keyed, push/pull, or toggled)
- Electrical outlets or other operational device directly related to the operation of the elevator
- Check, monitor and replace fan if necessary
- Test emergency lights and replace batteries and lights if necessary
- Fire Services Per ASME 17.1 8.6.11.1 (e.g.; All elevators provided with firefighter's emergency operation shall be subjected monthly to Phase I recall by use of the key switch, and a minimum of one-floor operation on Phase II. Findings shall be recorded and deficiencies corrected)
- List Exclusions (e.g.; Cab enclosure finishes, repairs, or replacement, Damage to hoistway door panels, door frames, and door sills, floor coverings inside the elevator cabs, Smoke and fire sensors, Air conditioning units, Buried or underground piping of any type or kind including, but not limited to, underground oil/feed line(s), hydraulic cylinders, pistons, and PVC or other cylinder lining(s) and others)

Hoistway and Pit Monthly or Quarterly Services

- Maintain and service components (e.g.; Limit switches, Leveling systems, electronic or mechanical, buffer assembly – also check for leaks, buffer switches, Hoistway wiring, piping, and related devices, Governor, governor sheave, shaft assembly, bearings, contacts and governor jaws and others)
- Examine compensation chain rope, guides or sheaves and adjust to provide proper clearance and tracking;
- Examine governor sheave and switch and adjust as required
- Examine selector tape sheave and switch and adjust as required
- Examine and check coated steel belt, shackles, sheaves and associated hardware
- Check for damage to polyurethane or exposed wires
- Check for unusual noise, heat, vibration or wear patterns
- Clean excessive debris or fluid off coated steel belts
- Examine counterweight and compensation ropes, chains and fastenings
- Check counterweight frames, guides, and sheaves
- Adjust counterweight roller guides for proper tension and rail clearance
- Replace worn guide components as needed
- Lubricate counterweight safety linkage pivot points as needed
- Hoistway entrance door sill areas beyond the entrance frame opening will be cleaned
- List Exclusions (e.g.; Cab enclosure finishes, repairs, or replacement, Damage to hoistway door panels, door frames, and door sills, floor coverings inside the elevator cabs, Smoke and fire sensors, Air conditioning units, Buried or underground piping of any type or kind including, but not limited to, underground oil/feed line(s), hydraulic cylinders, pistons, and PVC or other cylinder lining(s) and others)

AIRPORT BRIDGE MAINTENANCE AND BAGGAGE HANDLING SYSTEMS

NOTE: It is not necessary to respond to the Elevator, Escalator, or Moving Walkway portion of this RFP to submit a response to this section

This contract also includes an alternative for preventative and complete maintenance service and repairs of equipment of mechanical systems of Airport Bridges (known as Passenger Loading Systems or Bridges) and Airport Baggage handling systems. The Responder(s) shall provide:

- All management, supervision, labor, materials, supplies, and repair parts, tools, and equipment
- Plan, schedule, coordinate and ensure effective and economical completion of all work and services specified in this contract.
- These specifications are a statement of the minimum level of work and services that are to be provided under this contract.
- They are not intended to be, nor shall they be construed as, limiting specifications and measures which would be taken by a prudent building owner to maximize the life expectancy of the property.
- All mechanical, electrical, and utility systems in the building shall be operated at the highest level of efficiency compatible with any energy conservation requirements, and maintained at an acceptable level throughout the contract period. An acceptable level of maintenance is defined as the level of maintenance, which will preserve the equipment(s)' operating condition. This means keeping the equipment above the point where deterioration will begin, thereby diminishing the normal life expectancy of the equipment.
- Perform maintenance and repairs in the manner, which preserves the equipment and machinery and assures it's most economical and efficient usefulness for an indefinite period.

- The contract is designed to cover the complete Baggage Handling System and Passenger Loading Bridge Maintenance effort in a manner to ensure beneficial and continued Airport operations.
- All work required for the proposed maintenance by this contract is intended to be within the scope of work except as may be otherwise specified.

Facilities, Equipment and systems to be operated, maintained and/or services to be performed under the Contract include but are not limited to:

The Passenger Loading Bridges

- Associated ground power units
- Potable water systems
- Preconditioned air units.

The Complete Baggage Handling System

- Inbound and outbound Baggage conveyers, carousels, and associated equipment.
 - Baggage Security Doors,, Passenger Loading Bridges, Generators-400HZ System, Jet Power Systems, Potable Water, Lighting, Cable Retrievers
 - Ramp scrubbing option
 - Special projects related to the maintenance, repair, or upgrade to these systems
 - New equipment may be added to standardize with existing systems (It is the intent to take corrective action as needed to ensure that the equipment and related systems covered in this contract are safe, in operation and do not disrupt Airport Operations).
 - immediate emergency response service arising from unforeseen circumstances or conditions
 - Personnel to operate a Service Call Desk twenty-four (24) hours a day, seven (7) days a week.
 - Propose three options of maintaining these systems and what each one includes
Describe how your company will perform all duties within this contract so that it will not cause interference or Airport Operations.
-



TEAM *Service*

Hydraulic Elevator Maintenance Tasks & Records



JOBSITE INFORMATION 20__

Job Name: Attachment Question #18

Job Address: _____

Route/Contract #: _____ Elevator # ____ of ____

Contract Type: Platinum Premier Platinum Gold Bronze

Building Manager/Supt.: _____ Location: _____

Phone Number: _____ Ext.: _____

Building Engineer: _____ Location: _____

Phone Number: _____ Ext.: _____

EQUIPMENT DATA

Elevator # _____, State Installation # _____, Unit Serial # _____

Original Manufacturer: _____ Controller Mfg.: _____

Controller Name & Model: _____

Controller Type: Simplex Duplex Group Other _____

Landings/Opening: _____ Valve Mfg. Model: _____

Door Equipment Mfg.: _____ Model: _____

Pump Motor Mfg. & Model: _____ HP _____ Voltage: _____

Supply Voltage: _____ Pump Mfg. & Model: _____ Belted _____

Submersible: _____ Main Piston Mfg.: _____ Packing Type & Sizes _____

The frequency of periodic inspections and tests are recommended by ASME A17.1-2007 (8.11.1.3 Periodic Inspection and Test Frequency). The frequency of maintenance intervals, as required by Section 8.6, are determined by the TKEstimate program.

ThyssenKrupp Elevator
Americas Business Unit



ThyssenKrupp

Hydraulic Repair Log

INSTRUCTIONS:	(1)	All Billable and Non-Billable repairs shall be recorded.
	(2)	Replacement parts used during repairs shall be recorded.

DATE	Description of Work	Parts Used	Technician

Hydraulic Service Request Log

INSTRUCTIONS:	(1)	This Service Request Report (Callback) Log shall be used to record all Callbacks or Complaints reported to Elevator Personnel by any means, including corrective actions taken.
	(2)	The Technician is responsible to report all trouble calls to ThyssenKrupp Dispatch that he or she receives by means other than Authorized Dispatch.

Date	Time	Description	Resolution	Technician

SoundNet® Emergency Communications



- Answers in excess of 1.5 million calls annually
- Handles after-hours emergency dispatch for more than 200,000 units in North America
- Operates in two sites
- Utilizes a professional language assistance service, which offers translation services in 175 languages, having both English and Spanish speaking capabilities
- Digitally records 100% of service requests calls to and from the call center



SoundNet[®] Emergency Communications Call Center

The SoundNet Call Center is the centralized dispatch arm of ThyssenKrupp Elevator.

SoundNet is responsible for:

- Emergency communications
- After-hour business calls for all ThyssenKrupp Elevator branch offices throughout North America
- Dispatching service calls 24 hours a day, 7 days a week, including holidays.

SoundNet[®] Emergency Communications

Specially trained personnel to handle elevator emergency situations.

- Identifies course of action
- Stays in contact with passenger

Digital and hard copies are stamped with:

- Time
- Date
- Location

All calls are logged in our database and this valuable building-history information can be accessed at any time.

**“Our job is to ensure the safety and security of the elevator riding public.”
Kevin Walsh, ThyssenKrupp Communications Manager**

SoundNet® Emergency Communications



Automatically identifies a building's elevator and location.

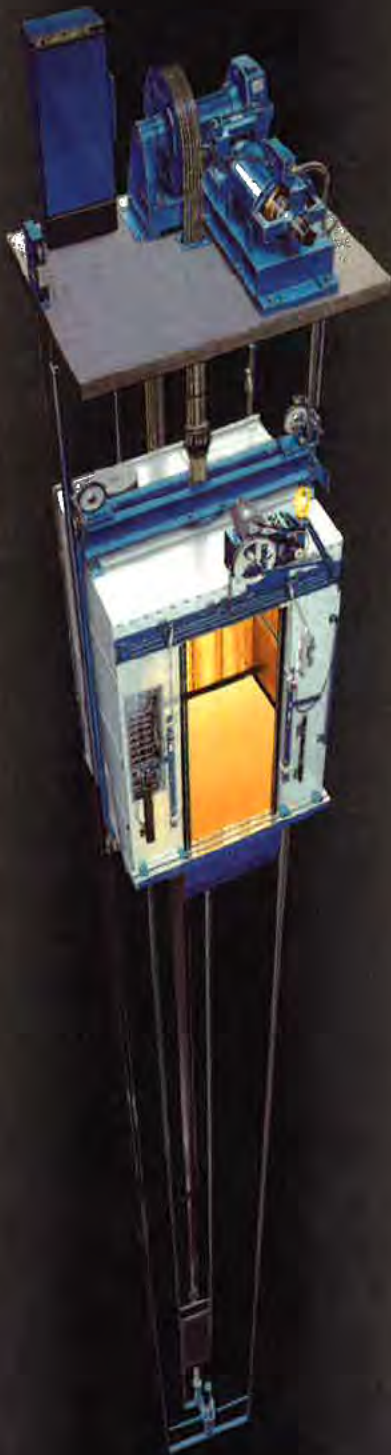
Our monitoring service meets the requirements of the Americans with Disabilities Act and is user-friendly for all passengers.

It's 3 am, who do you want answering the phone?



TEAM *Service*

Traction Elevator Maintenance Tasks & Records



JOBSITE INFORMATION 20__

Job Name: Attachment Question #18

Job Address: _____

Route/Contract #: _____ Elevator # _____ of _____

Contract Type: Platinum Premier Platinum Gold Bronze

Building Manager/Supt.: _____ Location: _____

Phone Number: _____ Ext.: _____

Building Engineer: _____ Location: _____

Phone Number: _____ Ext.: _____

EQUIPMENT DATA

Elevator # _____, State Installation # _____, Unit Serial # _____

Original Manufacturer: _____ Controller Mfr.: _____

Controller Name & Model: _____

Controller Type: Simplex Duplex Group Other _____

Landings/Opening: _____ Geared Gearless Speed _____

Door Equipment Mfr.: _____ Model: _____

Supply Voltage: _____

Drive: MG SCR VVVF PWM Other _____

Drive Mfr. & Model: _____ HP: _____ Voltage: _____

Hoist Motor Mfr.: _____ HP _____ Voltage _____ AC DC

The frequency of periodic inspections and tests are recommended by ASME A17.1-2007 (8.11.1.3 Periodic Inspection and Test Frequency). The frequency of maintenance intervals, as required by Section 8.6, are determined by the TKEstimate program.

ThyssenKrupp Elevator
Americas Business Unit



ThyssenKrupp

Traction Repair Log

INSTRUCTIONS: (1) All Billable and Non-Billable repairs shall be recorded.
 (2) Replacement parts used during repairs shall be recorded.

DATE	Description of Work	Parts Used	Technician

Traction Service Request Log

INSTRUCTIONS: (1) This Service Request Report (Callback) Log shall be used to record all Callbacks or Complaints reported to Elevator Personnel by any means, including corrective actions taken.
(2) The Technician is responsible to report all trouble calls to ThyssenKrupp Dispatch that he or she receives by means other than Authorized Dispatch.

Date	Time	Description	Resolution	Technician

Tab 9 – Required Documents

- ◆ Clean Air and Water Act / Debarment Notice
- ◆ Contractors Requirements
- ◆ Antitrust Certification Statements
- ◆ Required Clauses for Federal Funds Certifications
- ◆ Required Clauses for Federal Assistance by FTA
- ◆ State Notice Addendum

Clean Air and Water Act & Debarment Notice

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations

Potential Vendor	<u>Thyssenkrupp Elevator</u>
Print Name	<u>Mark Hintz</u>
Address	<u>3100 Interstate N Circle SE</u>
City, State, Zip	<u>Atlanta, GA 303439</u>
Authorized signature	<u><i>Mark Hintz</i></u>
Date	<u>11/18/2020</u>

Contractor Requirements

Contractor Certification Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed

Fingerprint & Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the

district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

Authorized signature

Mark Hintz

Date

11/18/2020

Antitrust Certification Statements (Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company name	<u>Thyssenkrupp Elevator</u>
Address	<u>3100 Interstate N Circle SE</u>
City/State/Zip	<u>Atlanta, GA 30339</u>
Telephone No.	<u>770.799.0448</u>
Fax No.	
Email address	<u>Mark.Hintz@tkelevator.com</u>
Printed name	<u>Mark Hintz</u>
Position with company	<u>V P Contracts</u>
Authorized signature	<u><i>Mark Hintz</i></u>

Required Clauses for Federal Funds Certifications

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. The following certifications and provisions may be required and apply when a Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a

provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-

1387), as amended— Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non- Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy

efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Required Clauses for Federal Assistance provided by FTA

ACCESS TO RECORDS AND REPORTS

Contractor agrees to:

- a) Maintain all books, records, accounts and reports required under this Contract for a period of not less than three (3) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until Public Agency, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.
- b) Permit any of the foregoing parties to inspect all work, materials, payrolls, and other data and records with regard to the Project, and to audit the books, records, and accounts with regard to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination.

FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts. Reference 49 CFR 18.39 (i)(11).

CIVIL RIGHTS / TITLE VI REQUIREMENTS

- 1) Non-discrimination. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
- 2) Equal Employment Opportunity. The following Equal Employment Opportunity requirements apply to this Contract:
 - a. Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 et seq., and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of this Project. Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue.
 - b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue.
 - c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.

- d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.
- 3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.
- 4) Sanctions of Non-Compliance. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.

Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

DISADVANTAGED BUSINESS PARTICIPATION

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "*Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*", therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

- 1) Non-Discrimination Assurances. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).
- 2) Prompt Payment. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty

(30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.

- 3) DBE Program. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

ENERGY CONSERVATION REQUIREMENTS

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Contract between public agency and the FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT, as set forth in the most current FTA Circular 4220.1F, dated November 1, 2008, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to perform any act, fail to perform any act, or refuse to comply with any public agency requests that would cause public agency to be in violation of the FTA terms and conditions.

NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the

solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.

Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

State Notice Addendum

The National Cooperative Purchasing Alliance (NCPA), on behalf of NCPA and its current and potential participants to include all county, city, special district, local government, school district, private K-12 school, higher education institution, state, tribal government, other government agency, healthcare organization, nonprofit organization and all other Public Agencies located nationally in all fifty states, issues this Request for Proposal (RFP) to result in a national contract.

For your reference, the links below include some, but not all, of the entities included in this proposal:

http://www.usa.gov/Agencies/State_and_Territories.shtml

<https://www.usa.gov/local-governments>

Re: NCPA – REGION 14 EDUCATION SERVICE CENTER (NATIONAL GPO)

Amendment No. 1

This Amendment No.1 shall be made a part of the Agreement, and in the event of conflict with other articles, terms, conditions or contract documents, this Amendment No.1 shall be final.

Page 8 (Indemnity) Amend so neither party shall be liable for consequential damages.

Mark Hintz

THYSSENKRUPP ELEVATOR