

SCOPE OF WORK

On-Call Service, Repair and Installation of Fences, Security Gates and Gate Operators for Hartsfield-Jackson Atlanta International Airport

I. Objective

The City of Atlanta (COA), Department of Aviation (DOA), is requesting proposals from qualified contractors to provide on-call service, repair, limited installation, preventive maintenance, and parts supply for fences, security gates, gate operators, and associated control systems at Hartsfield-Jackson Atlanta International Airport (H-JAIA).

This is a time-and-materials contract intended to support operational continuity, regulatory compliance, and security integrity of airport gate systems. This contract includes both parts and labor. It does not include large-scale capital construction projects, new perimeter fence expansions, or major civil construction unless separately authorized in writing by DOA

II. Scope of Work

The awarded Contractor(s) shall provide both replacement parts and full-service labor for diagnostics, repair, adjustment, calibration, preventive maintenance, and limited replacement of existing gate systems when requested by DOA. While DOA personnel may perform certain repairs using supplied parts, the Contractor must be capable of performing complete troubleshooting and repair services, including emergency response.

The Contractor shall coordinate all work with DOA representatives to minimize disruption to airport operations and secure area access.

1. Testing and Inspection

The Contractor shall conduct scheduled preventive inspections and testing of all operational security gates and gate operators. Unless otherwise directed by DOA, inspections shall occur quarterly, with one annual comprehensive inspection of all systems.

Inspection activities shall include mechanical integrity checks, inspection for leaks or unusual noises, electrical system testing, verification of safety controls, control panel diagnostics, and confirmation of compliance with 14 CFR Part 139, 49 CFR Part 1542, TSA Security Directives, and applicable local, state, and federal regulations.

2. Preventative Maintenance

Preventative maintenance shall include lubrication of motors and bearings, tightening of electrical connections, calibration of sensors and safety loops, replacement of worn or damaged components, adjustment of gate arms and track systems, and replacement of oil filters, wiring, fuses, or electrical components as needed to maintain safe and efficient operation.

SCOPE OF WORK

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The Contractor shall supply necessary parts and perform maintenance services unless otherwise directed by DOA.

3. Repairs and Replacements

The Contractor shall provide prompt diagnostics and repair services for malfunctioning gate systems. Repairs may include replacement of motors, control boards, operator units, arm assemblies, electrical wiring, safety devices, and fence panel sections directly associated with gate systems.

Full replacement of entire gate systems or fencing segments may only occur with written authorization from DOA. This contract does not include new construction fencing or major structural/civil modifications unless separately approved.

III. Equipment to Be Serviced When Requested:

The Contractor shall provide services for all existing security gates, swing gates, slide gates, gate operators, gate control panels, vehicle gate arms, access consoles, and associated electrical and mechanical components installed at H-JAIA.

This includes, but is not limited to, the models listed in Section IV. The Contractor must support currently installed equipment and functionally equivalent replacement models introduced during the contract term.

IV. Parts to Be Provided When Requested:

The Contractor shall be capable of supplying OEM or approved equivalent parts for the following equipment, in addition to other gate systems currently installed at H-JAIA:

- Door King Model No. 6300-081
- Lift Master Model No. MATDCBB3
- Door King Model No. 1601-080
- Door King Model No. 9220-383
- HySecurity Slide Driver 30F
- Max Model #F18 Pro
- Magnetic Auto Control Gate Arms
- HySecurity Gate Operators
- TAG Touchscreen Control Console
- TAG BDL Controllers

All parts require prior written approval from DOA before installation.

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V. Service Hours and Availability

The Contractor shall provide services 24 hours per day, 7 days per week, 365 days per year.

For emergency service requests impacting secure area access, operational continuity, or safety:

- Contractor must acknowledge the request within one (1) hour.
- Contractor must arrive onsite within two (2) hours.

For non-emergency service requests:

- Contractor shall respond within twenty-four (24) business hours.

These response times are mandatory Service Level Agreements (SLAs) and will be used in performance evaluations

VI. Contractor(s) Responsibilities When Service Is Requested

The Contractor shall provide appropriately trained and certified technicians. At a minimum, technicians must possess OSHA 10 certification and any state-required electrical or low-voltage licensing applicable to the services performed. All personnel must obtain required airport security credentials, including SIDA badging, prior to performing onsite work.

The Contractor shall provide all tools, equipment, and materials necessary to perform the work. The Contractor shall comply with all OSHA standards, TSA requirements, FAA regulations, and airport-specific operating procedures.

The Contractor shall be responsible for removal and proper disposal of replaced gate components, motors, control boards, wiring, and related debris in accordance with applicable environmental regulations. Disposal responsibilities apply only to materials directly associated with gate and fence systems covered under this contract.

SCOPE OF WORK

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VII. Deliverables and Performance Monitoring

For each service request, the Contractor shall submit detailed electronic documentation within forty-eight (48) hours of service completion. Documentation shall include:

- Work order reference
- Description of issue
- Diagnostic findings
- Labor hours by technician
- Itemized parts used
- Recommendations for future action
- Photographs (for major repairs when applicable)

All work must receive written approval prior to commencement, except in emergency situations where verbal authorization may be provided but must be documented in writing within twenty-four (24) hours. Any scope or cost changes require written authorization before proceeding.

The Contractor shall provide a one-year workmanship warranty on all labor performed. Manufacturer warranties shall apply to all supplied parts. The Contractor shall assist DOA with warranty claims but is not required to extend manufacturer warranties.

Performance will be evaluated based on:

- Compliance with emergency response SLAs
- Quality of repair and maintenance services
- Accuracy and timeliness of documentation
- Absence of repeat failures due to workmanship within warranty period

Failure to meet performance standards may result in corrective action.

VIII. Pricing Structure

This contract shall be administered on a time-and-materials basis. Proponents shall provide hourly labor rates for standard hours, after-hours, overnight, weekend, and holiday services as outlined in the pricing table.

For parts and materials, Proponents must provide:

- A fixed percentage discount off MSRP
AND
- A fixed percentage markup over cost

One pricing structure will be selected for contract administration. Manufacturer price lists or invoices must be made available upon request to verify pricing. All parts require prior DOA approval.

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Service Category	Time Frame	Hourly Rate (\$)
Standard Hours	Monday – Friday, 7:00 AM – 4:00 PM	\$ _____
After-Hours	Monday – Friday, 4:01 PM – 11:59 PM	\$ _____
Overnight	Monday – Friday, 12:00 AM – 6:59 AM	\$ _____
Weekend Hours	Saturday – Sunday, 7:00 AM – 11:59 PM	\$ _____
Weekend Overnight	Saturday – Sunday, 12:00 AM – 6:59 AM	\$ _____
Holiday Rate	Recognized Holidays (24-hour coverage)	\$ _____

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