

**STATEMENT OF WORK
VENDING MACHINE SERVICE REPAIR SERVICES
INVITATION FOR BID 6100066171**

CONTRACT SCOPE/OVERVIEW. The Commonwealth of Pennsylvania on behalf of the Department of Labor and Industry (DLI), Office of Vocational Rehabilitation (OVR), Business Enterprise Program (BEP) is issuing this Invitation for Bid (IFB) to acquire vendors with the relevant experience, qualifications, background, licensure, and certifications to provide vending machine service repairs and preventative maintenance services for Commonwealth owned vending machines. Vending machines are located throughout the Commonwealth along the interstate or in local government, state, and federal office buildings. DLI requirements must be met and in compliance with all local, state, and Federal laws and regulations.

METHOD OF AWARD (MULTIPLE AWARD): Contracts will be awarded to all responsible and responsive bidders as outlined below who comply with the “Eligibility Requirements” set forth in this IFB. Bidders will bid on counties they wish to provide service. Awards may be awarded to more than one supplier in a specific county. There is no guarantee that the award of a Contract will result in the assignment of work. When assigning work, consideration may be given to Department of General Services Small and Micro Business suppliers. Information about qualifying for these programs can be found at [Bureau of Diversity, Inclusion, and Small Business Opportunities | Department of General Services | Commonwealth of Pennsylvania](#).

The Awarded Bidder(s) shall provide all facilities, labor, materials, services, skills, supervision, insurance, and necessary equipment to manage and conduct provision of services under this Contract. These services will be provided as an independent contractor, not as an employee of the Commonwealth. The Awarded Supplier(s) shall render services in accordance with the policies, procedures, and standards of the Commonwealth.

TERM. The term of the contract shall begin on the start date and end in two years. The Commonwealth at its sole discretion reserves the right to exercise up to three (3) additional one (1) year terms. All renewals and extensions will be under the same terms and conditions.

No work may be performed without the issuance of a purchase order.

PRICING. DLI has established pricing tiers for Service Call Request Form (RF) and Administrative Service Repairs (ASR). Bidders will provide an all-inclusive RF/ASR service call rate with consideration of time, mileage, and other transportation costs.

Bidders shall submit their rates electronically in the Supplier Relationship Management System (SRM). Alternatively, Bidders shall use Appendix A (attached) to identify the counties where it will provide service. If Bidders wish to offer a variable rate based on the county where services occur, bidders may also use Attachment A to identify the county service location-based rates.

The applicable RF/ASR rate shall be reimbursed in accordance with the bid pricing where the work was performed.

The RF/ASR pricing tiers are as follows:

RF/ASR rate 11-50- miles

RF/ASR rate 50 -99 miles

RF/ASR rate 100 miles or greater

In addition to the RF/ASR rate, awarded bidder(s) shall submit a per hour labor rate to perform vending machine repairs. Proposed labor rate shall be the same for all counties served.

Parts and on-site labor are reimbursable independent of the RF/ASR Rate. Parts are reimbursable at cost plus 10 percent. Invoices that demonstrate the cost of the part must accompany the invoice. Any parts that cost greater than \$100 must be quoted separately and approved by the BEP Administrator, Agent or designee prior to purchase and installation

Awarded bidders may be reimbursed for multiple RF/ASRs each day.

Awarded bidders may request no later than 60 days of the term an increase up to 2.5 percent annually. Any requests for increased must be received by the Issuing Officer via RA-li-OIT-BAS-procur@pa.gov. Failure to follow this requirement will result in no annual increase.

ESTIMATED QUANTITIES. It shall be understood and agreed that any quantities listed in the Contract are estimated only and may be increased or decreased in accordance with the actual requirements of the Commonwealth and that the Commonwealth in accepting any bid or portion thereof, contracts only and agrees to purchase only the materials and services in such quantities as represent the actual requirements of the Commonwealth. The Commonwealth reserves the right to purchase materials and services covered under the Contract through a separate competitive procurement procedure, whenever Commonwealth deems it to be in its best interest.'

BID SUBMISSION. Bids must be electronically received through the PA Supplier Portal. To be considered for Contract award, bidder must complete and return the following documents in response to this IFB.

1. Appendix A –COPA County Listing and Map
2. Workers' Protection and Investment Form
3. Lobbying Certificate

SUBCONTRACTOR. Subcontracting is permitted under this agreement; all subcontractors must be approved by the BEP before work may be delegated to a subcontractor. It shall be understood that any work performed by a subcontractor is under the same terms and conditions of the contract. The prime contractor is responsible for the work performed by its subcontractor.

OPTION TO ADD/REMOVE SUPPLIERS. The addition and/or deletion of any Supplier(s) during the term of this Contract will be at the sole discretion of DLI. The DLI reserves the right

to issue a supplementary bid on a quarterly basis, or as required, to add additional suppliers. All vendors awarded contracts under supplemental bids will be held to the same terms and conditions of this IFB.

ON BOARDING. Within two weeks of notice of award, DLI Procurement and BEP will schedule a meeting with awarded bidders to review contract expectations and requirements.

REQUEST FORMS AND ADMINISTRATIVE SERVICE REQUESTS.

The awarded bidders shall come to the work site prepared to make repairs. If a specific tool is required to perform the service, the tool becomes the property of the awarded bidder and is non-reimbursable by the BEP. Transportation costs to acquire the tool or parts will not be reimbursable.

The awarded bidders will address repairs within a reasonable time, with consideration of the time required to obtain parts. The BEP Administrator, Agent or designee will decide on reasonableness for repairs.

The awarded bidders are responsible for any tools or property issued to the technician by the DLI. All tools or property will be returned to the Commonwealth at the end of each day's assignment. The awarded bidder(s) will be responsible for effecting reimbursement to the DLI for unreturned property.

Administrative Service Requests (ASR) or preventative maintenance shall include but is not limited to:

1. Vending Machines

- a. For Beverage Machines:
 - i. Inspection of picker head assembly, if the machine has one, and lubricate all of the moving parts – motor bearing, cams, bushings.
 - ii. Inspection of XY bar (moves up/down and side to side), if the machine has one. Clean all rails and lubricate. Inspect motor bearings and lubricate. Check all switches.
 - iii. Port door delivery system will be disassembled, cleaned, lubricated, then reassembled and reinstalled.
 - iv. Inspection of all gates for proper product delivery.
 - v. Refrigeration units will be inspected and coils cleaned, all bearings lubricated, and the drain hose inspected for any debris build-up and cleared.
 - vi. Pay System (bill acceptor and coin changer) will be inspected, and the acceptor gates and bill paths will be cleaned.
 - vii. Pest inspection and ensuring power cords/connections are secure and undamaged.
- b. For Snack Machines:
 - i. Inspection of delivery door. Hinges and locks will be lubricated.
 - ii. Pay System (bill acceptor and coin changer) will be inspected, and the acceptor gates and bill paths will be cleaned.
 - iii. Pest inspection and ensuring power cords/connections are secure and undamaged.
- c. For Chilled Snacks:

- i. Inspection of delivery door. Hinges and locks are lubricated.
 - ii. Refrigeration unit(s) will be inspected, and coils will be cleaned, all bearings lubricated, and the drain hose inspected for any debris build-up and cleared.
 - iii. Pay System (bill acceptor and coin changer) will be inspected and the acceptor gates and the bill paths cleaned.
 - iv. Pest inspection and ensuring power cords/connections are secure and undamaged.
- d. For Coffee Machines:
 - i. Inspection of all motors – whipper motors, cup assembly motor – and all moving parts cleaned and lubricated.
 - ii. Disassemble brewer base to inspect and clean all screens and seals and then reassemble.
 - iii. Inspection of gram throw, steep time, and cup levels.
 - iv. Disassemble and clean all water valves of scale and lime build-up. Reassemble and reinstall.
 - v. Inspection of water lines for any leaks. Change external water filter to maintain proper water filtration quality.
 - vi. Pest inspection and ensuring power cords/connections are secure and undamaged.
- e. Pay System (bill acceptor and coin changer) will be inspected and the acceptor gates and bill paths cleaned.

2. Technical Checks & Documentation

- a. Functional verification of diagnostic and safety interlocks.
- b. Recording every maintenance visit: date, technician, tasks completed, and any anomalies.
- c. Maintaining and submitting maintenance reports, including logs of replacements, repairs, and consumables.

3. Repair & Replacement Work

- a. Replacement of worn parts (belts, motors, coils, gaskets) identified during inspections.
- b. Immediate response to equipment malfunctions with specified response times (e.g., within 72 hours for service calls).
- c. Repairs must comply with OEM specifications and use compatible parts; technicians must be trained or certified on manufacturer's equipment
- d. Labor and parts covered under agreement must carry a warranty period (e.g. 30 days), aligned with manufacturer warranties.

4. Other items performed during Preventative Maintenance:

- a. Disconnect any machines bolted to each other, move them forward and clean under and behind the machines. Check any connections on the back side of the machine. Once cleared, move them back into place and re-bolt.
- b. Software and Firmware Updates:
 - i. Perform periodical updates for vending equipment and suggest updates and perform digital payment systems and management software to

improve efficiency and security, especially for machines linked to remote monitoring systems.

- c. Electrical and Wiring Checks:
 - i. Inspect wiring and electrical connections for signs of wear or damage to prevent potential hazards or downtime.
- d. Security and Surveillance:
 - i. Ensure that vending machines are checked for tampering or vandalism.
- e. Extended Refrigeration System Checks:
 - i. Verify refrigerant levels and compressor performance to ensure the longevity and efficiency of cold beverage and refrigerated food machines.
- f. Preventative Lubrication and Component Maintenance:
 - i. Besides lubrication tasks (e.g., the latch strike nut), check moving parts such as motors, gears, and rollers for appropriate lubrication and smooth operation on a twice a year basis.
- g. Environmental Considerations:
 - i. Check indoor environmental conditions (humidity and temperature) to ensure they fall within the optimal operating ranges specified by the machine manufacturer. Suggest adjustments to maintenance frequency in particularly harsh environments such as heat, cold, dust, and other debris.
- h. Pest Inspection and ensuring power cords and connections are secure and undamaged. If there is evidence of pest infestations, the technician must notify the BEP Administrator, Agent or designee immediately.

5. Reporting & Compliance

- a. Provide upon request: maintenance manuals, BOM, service logs, and technician certifications
- b. Perform services in compliance with applicable health, safety, electrical, and refrigeration codes.
- c. Notify BEP program manager of recurring issues or required major repairs and provide cost estimates.
- d. Maintain liability insurance, worker eligibility, and compliance with PA state contractor licensing.

Request Form Maintenance Services Calls are routine repairs that will be conducted on as needed/emergency basis. Interested bidders should take into consideration their bidding rate, there will be no overtime paid under this agreement

Depending on the urgency of the service requested, the Contractor shall contact the BEP within two hours of notification that service is required to schedule services. It is expected that all responses to service calls is to be conducted to prevent disruption to operations.

Any damage to the existing buildings, landscaping, grass, fencing, road surfaces, utility lines, or existing equipment caused by the Contractor or subcontractor in the process of providing service operations on site shall be replaced/repared by the Contractor. The damaged items shall be restored to the original condition at no additional cost to the Commonwealth. These repairs/replacements shall match the existing in all cases and shall be completed to the satisfaction of the DLI.

The Contractor will be responsible for effecting reimbursement to the DLI for damages to equipment, building or facility caused by an employee under this contract when deemed by a department investigation that such damage was the result of negligence, misconduct, abuse or misuse of such equipment, property, building or facility.

The Contractor will not be held responsible for any damages that result from faulty Commonwealth owned equipment.

The DLI reserves the right to objectively evaluate the quality of workmanship. Any work found to be inferior or non-functional shall be corrected or replaced by the Contractor at no additional cost to the Commonwealth and may result in an entry into the Contractor Responsibility Program System (CRPS).

The Contractor will be responsible for the cleanliness of the area and for any dirt and stains that employees might cause. All work areas will be cleaned at the end of each work assignment. All tools and equipment must be picked up and/or removed at the end of each workday.

The Contractor will adhere to all security requirements, safety policies, and parking requirements of the DLI. Real ID is required to enter federal office buildings. [REAL ID in Pennsylvania | Driver and Vehicle Services | Commonwealth of Pennsylvania](#)

The DLI will notify the Contractor in writing of any unsatisfactory services rendered; the Contractor shall correct the deficiency within 10 days of such notification.

The Contractor or designee may be required to participate in meetings as requested by the DLI to discuss services.

The Contractor will only assign one technician to complete required work; should it be determined an additional technician is required; the contractor must obtain approval from the BEP designee before assigning additional personnel. The Contractor will assign with consideration taken on the skillset of the service technician and service to be rendered.

The Service Technician will be required to wear the appropriate uniform identifying the contractor's name and visible identification. The contracted employee shall present a neat, clean, and professional appearance.

Service technicians will be fully qualified licensed persons with appropriate tools, education, training, and experience in accordance with industry standards and laws.

Contractor will perform a complete pre-employment investigation on each employee selected to work at the DLI. The investigation will cover the person's qualifications and criminal background check. Technicians may not be assigned work in Federal Office buildings without a Real ID. Services performed in schools or where minors are present will require ChildLine Clearance.

The Contractor shall provide documentation to confirm that they have the technical staff with proper knowledge and skill and experience. The DLI reserves the right to request documentation or proof of licenses, education, and/or training of any employee performing work under this contract.

MATERIALS AND PARTS.

Any materials furnished are to be first quality. All materials, components and equipment installed under this contract will have a one-year warranty or manufacturer's full warranty, whichever is greater. Vendors are encouraged to use aftermarket-market parts unless original equipment manufacturer's parts are the only parts available.

SITE ARRIVAL.

Upon arrival, the contractor must check in with the BEP designee. At the end of each service, a detailed service report of the work performed should be signed and left with the BEP designee to review the contractor's findings. A list of BEP designees by location will be provided by the BEP to all bidders upon award of a contract.

When an RF/ASR requires return trips to the worksite, the vendor shall only be reimbursed for transportation costs to the work site in accordance with the [Commonwealth Travel Policy](#). The contractor shall provide supporting documentation for travel expenses incurred.

Travel includes mileage at the current [Privately owned vehicle \(POV\) mileage reimbursement rates | GSA](#), tolls, and parking. In the event the contractor must make return trip(s) to the RF/ASR worksite, the contractor will only be reimbursed for actual transportation costs to the worksite. Documentation representing the true cost such as mileage log and receipts.

The contractor shall submit with its invoice supporting documentation of mileage for BEP review and approval. The BEP reserves the right to develop a form to be used for this purpose.

In the event repair services are required in multiple locations in the same office building, the BEP reserves the right to combine the services into one RF/ASR.

Mileage begins at miles from the technician's home or company's primary address whichever is closer. Mileage is not reimbursable from worksites back to the employees' home or office.

When the BEP requires an RF or an ASR at multiple locations performed on the same day, travel the awarded bidder shall be reimbursed for each RF/ASR and travel from work site to work site, not the originating location to each work site.

In the event of an emergency where the awarded contractor cannot provide service the DLI reserves the right to obtain services from an alternate contractor.

PAYMENT TERMS.

Payment shall be made on a reimbursement basis for actual goods and services received and accepted by the DLI.

Invoices shall be emailed to ra-ob69180@pa.gov, copying ra-libepinbox@pa.gov. Only one invoice per email is permitted. Invoices must be on official company letterhead and must contain the purchase order of reference, the contractor's vendor number, remittance address and actual dates of service along with transportation supporting documentation.

