



## **Appendix No. 2 to IFB No. 204-26, Comprehensive UPS Lifecycle Support and Maintenance Services**

### **Service Level Agreement (SLA)**

#### **1. Purpose.**

This Service Level Agreement (SLA) establishes the minimum service requirements, performance standards, response times, reporting requirements, and responsibilities for the awarded Vendor providing *Comprehensive Uninterruptible Power Supply (UPS) Lifecycle Support and Maintenance Services*.

The objective of this SLA is to ensure the reliability, availability, and operational readiness of all UPS systems covered under the Contract.

#### **2. Scope of Services.**

The Awarded Vendor shall provide comprehensive lifecycle support for UPS systems under the following tasks:

- Task 1: Purchase and installation of new and replacement UPS systems, batteries, and related components.
- Task 2: Biannual (twice yearly) preventative maintenance services.
- Task 3: Corrective maintenance, technical support, and emergency response.

#### **3. General Service Requirements.**

The Awarded Vendor shall:

- a Perform all work using qualified technicians who are trained and certified (when required) on the manufacturer(s) of equipment serviced.
- b Perform all work in accordance with the published specifications, maintenance procedures, and recommendations of the Original Equipment Manufacturer (OEM).
- c Comply with all applicable federal, state, local, electrical, safety, and occupational regulations.
- d Obtain all required permits and inspections.
- e Furnish all labor, supervision, tools, test equipment, transportation, consumable supplies, and incidental materials necessary to perform the required services, unless otherwise directed by Thornton.
- f Coordinate service activities with Thornton agency contact to minimize operational disruption.
- g Leave each work area in a clean, safe, and operational condition.

#### **4. Purchase and Installation Services (Task 1).**

When requested by Thornton, the awarded Vendor shall:

- a Procure new UPS systems, replacement units, batteries, and related equipment.
- b Deliver equipment to the designated installation site.
- c Remove existing equipment, when applicable.
- d Install, configure, test, and commission all equipment.
- e Verify proper operation before placing equipment into service.
- f Dispose of batteries and other regulated materials in accordance with all applicable environmental regulations and Thornton direction.
- g Provide all applicable manufacturer warranties and documentation and perform any warranty registration requirements on behalf of Thornton.
  - i New equipment shall carry a minimum one-year warranty.
  - ii Installation and repair services performed by the Vendor shall carry a workmanship warranty of at least ninety (90) days.
- h Update equipment inventories, serial numbers, asset information, and maintenance records following installation.

#### **5. Preventative Maintenance Requirements (Task 2).**

Each covered UPS system shall receive preventative maintenance two (2) times annually.

Preventative maintenance shall, at a minimum, include:

- a Services performed in accordance with OEM maintenance recommendations.
- b Visual inspection of the complete UPS system, including:
  - i. subassemblies;
  - ii. wiring harnesses;
  - iii. electrical cables;
  - iv. electrical contacts;
  - v. internal assemblies; and
  - vi. all other major system components.
- c Inspection of batteries and battery connections.
- d Inspection for corrosion, leaks, swelling, damage, contamination, or abnormal conditions.
- e Verification of charger operation.
- f Status check of alarm circuits.
- g Verification of system diagnostics.
- h Review of event logs and fault history.
- i Operational testing of the UPS system, including:
  - i. transfer testing;
  - ii. battery discharge testing, as appropriate;
  - iii. bypass operation; and
  - iv. verification of inverter performance.
- j Temperature measurements of:
  - i. breakers;
  - ii. electrical connections;

- iii. terminals;
  - iv. controls; and
  - v. associated electrical components.
- k Identification and repair, where authorized, or reporting of all abnormal high-temperature conditions.
- l Inspection of all nuts, bolts, screws, terminals, and electrical connections for proper tightness, looseness, arcing, or heat discoloration.
- m Cleaning of dust, dirt, debris, and foreign material from internal components using manufacturer-approved methods.
- n Verification of proper ventilation and cooling.
- o Inspection of cabinet integrity and environmental conditions.
- p Identification of worn or aging components approaching end-of-life.
- q Recommendations for repairs or replacement of components that may impact reliability.

## **6. Corrective Maintenance & Technical Support (Task 3).**

The Awarded Vendor shall diagnose and repair failures affecting covered equipment.

Corrective maintenance includes:

- a Troubleshooting.
- b Failure diagnosis.
- c Component replacement.
- d Firmware updates, where approved by Thornton.
- e Functional testing.
- f Return to normal operating condition.

Repairs shall restore equipment to full operational capability consistent with OEM performance specifications. All repairs shall be warrantied for at least 90 days.

Corrective maintenance may be performed during preventative maintenance services, if approved by Thornton, or during separate service calls.

## **7. Equipment Removal and Loaner Equipment (Task 3).**

If repairs cannot reasonably be completed on-site, the Awarded Vendor may remove equipment for repair with prior approval from Thornton.

The awarded Vendor shall:

- a Document the condition of the equipment before removal.
- b Protect all Thornton property during transportation.
- c Maintain chain-of-custody documentation.
- d Return the equipment fully tested and operational.

If the repaired equipment cannot be returned to service within three (3) calendar days after removal, the awarded Vendor shall provide, at no additional cost to Thornton, a temporary



loaner UPS of equal or greater electrical capacity and functionality until the repaired or replacement equipment is installed and fully operational.

The awarded Vendor shall remain responsible for transportation, installation, testing, removal of the loaner unit, and restoration of the permanent equipment.

### **8. Emergency Response (Task 3).**

The awarded Vendor shall maintain emergency service availability twenty-four (24) hours per day, seven (7) days per week, 365 days per year, including weekends and holidays.

Emergency service requests shall be initiated through a dedicated telephone number answered by a live representative. Calls shall not be routed exclusively to voicemail, automated attendants, or recorded messaging systems.

If call volume temporarily prevents an immediate live answer, the awarded Vendor shall ensure that a qualified representative returns the call within the required one-hour contact window.

The awarded Vendor shall maintain procedures for dispatching qualified service technicians at all times.

### **9. Service Radius Requirement.**

The awarded Vendor *must*, at all times, have at least one (1) qualified field service technician available and able to perform preventative and corrective maintenance, technical support, and emergency response services located within eighty (80) miles of Thornton's City Hall, located at 9500 Civic Center Drive, Thornton, CO 80229. "Located" means the technician is routinely dispatched from a service office, residence, or designated duty station within an 80-mile radius of Thornton's City Hall.

### **10. Summary of Service Level Performance Standards.**

| <b>Service Requirement</b>                                | <b>Required Performance</b>                                                  |
|-----------------------------------------------------------|------------------------------------------------------------------------------|
| Field service technician service radius                   | At least one (1) qualified field service technician within eighty (80) miles |
| Initial Thornton contact in response to emergency request | Within one (1) hour of service request                                       |
| On-site arrival for emergency service                     | Within four (4) hours of service request                                     |
| Preventative maintenance scheduling                       | Twice annually                                                               |
| Service report submission                                 | Within three (3) business days following service                             |
| Loaner UPS provided if removed equipment not returned     | Within three (3) calendar days                                               |

## **11. Service Reports.**

The awarded Vendor shall provide a written service report following every preventative maintenance visit, repair, emergency response, installation, inspection, or technical service.

Each report shall include, at a minimum:

- a Date of service.
- b Arrival time.
- c Departure time.
- d Equipment serviced.
- e Facility location.
- f Asset identification.
- g Serial number.
- h Technician name.
- i Description of work performed.
- j Test procedures completed.
- k Measurements recorded.
- l Parts replaced.
- m Firmware revisions, if applicable.
- n Equipment condition.
- o Remaining deficiencies.
- p Recommended corrective actions.
- q Equipment operational status upon completion.
- r Thornton representative acknowledgment of service.

Reports shall be submitted electronically unless otherwise directed.

## **12. Replacement Parts.**

Replacement parts shall:

- a Be new OEM parts unless otherwise approved by Thornton.
- b Meet or exceed original equipment specifications.
- c Be covered by applicable manufacturer warranties.
- d Be documented in service reports.

## **13. Battery Services.**

Battery replacement services shall include:

- a Safe removal of existing batteries.
- b Installation of replacement batteries.
- c Verification of polarity and connections.
- d Battery testing.
- e Disposal and recycling in accordance with environmental regulations.
- f Documentation of installation date and expected replacement interval.



#### **14. Technician Qualifications.**

Technicians performing work under this Contract shall:

- a Be experienced in servicing commercial UPS equipment.
- b Maintain manufacturer training or certification when available.
- c Be trained in applicable electrical safety procedures.
- d Follow all lockout/tagout requirements and site-specific safety policies.

#### **15. Thornton Responsibilities.**

Thornton shall:

- a Provide reasonable access to equipment.
- b Identify authorized points of contact.
- c Provide notice of operational restrictions or scheduled outages.
- d Coordinate facility access as necessary.

#### **16. Performance Monitoring.**

Thornton may monitor awarded Vendor performance through:

- a Review of response times.
- b Review of preventative maintenance completion.
- c Review of service reports.
- d Equipment reliability trends.
- e Compliance with SLA metrics.

Failure to consistently meet SLA requirements may be considered unsatisfactory contract performance.

#### **17. Escalation.**

If an issue cannot be resolved by the responding technician, the awarded Vendor shall promptly escalate the issue to higher-level technical personnel and management until resolution is achieved.

The awarded Vendor shall provide current escalation contact information to Thornton throughout the term of the agreement.

#### **18. Documentation.**

The Awarded Vendor shall maintain complete maintenance history for all covered equipment, including:

Preventative maintenance records.

- a Repair history.
- b Parts replacement history.



- c Battery replacement history.
- d Equipment configuration records.
- e Warranty information.

Documentation shall be made available to Thornton upon request at no additional charge.

#### **19. Acceptance of Services.**

Services shall be considered complete only after:

- a Required work has been performed.
- b Equipment has been tested and verified operational.
- c Required documentation has been submitted.
- d Deficiencies have been identified and communicated to Thornton.

#### **20. Continuous Improvement.**

The awarded Vendor shall notify Thornton of recurring failures, obsolete equipment, end-of-life components, manufacturer recalls, firmware updates, or recommended improvements that would enhance system reliability, maintainability, or operational continuity.