**RFP 20-058**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

1. Describe your experience and ability repairing and/or replacing any item associated with automated door operators and associated hardware (motion sensors, control boards, transmitters/receivers, etc.)

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| ADA and its Team have been in business since 2005 giving excellent service to Central Indiana businesses to include Medical and Manufacturing companies like Witham Hospital, Eskenazi Hospital, Eli Lilly and Cummins to name a few. Our specialties are Automatic swing and slide doors as well as revolving doors and all hardware on typical doors like the IGC uses. We have over 20 men here in Indy and are a full service 24/7  Door company. We pride ourselves in giving excellent response times and have a vast array of highly experienced Technicians and service Managers. We currently service your doors and have trained your staff recently  John Gambrel Manager 317 513 4621  John Norris Service Manager 317 4145386 |

1. Describe your experience and ability repairing and/or replacing any item associated with the following manufacturers: Keane Monroe, Stanley, Quad, Horton, LCN and various other hardware as it applies to repairing and/or replacing automated door operators and applicable support hardware

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| As stated above ADA stocks parts for all brands of door hardware and Automatic Door Systems and we are distributors of Quad, Horton, LCN, Tormax, Boon Edam, and Dorma. Multiple personnel that have been in industry for 10 years or more, several have over 20 years of experience. |

1. Describe the labor warranty provided by your company and the process of notification and resolution

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| ADA has a 1 year parts and labor warranty on new Auto door operators and a 90 day warranty on all other replacement parts such as a Panic Service calls typically are emailed to [servicerequest@adausa.com](mailto:servicerequest@adausa.com) with a PO#  Or call John Norris 317 414 5386  Backup contact Don Walker 317 937 9668 |

4. Describe in detail the preventative maintenance processes, procedures and applied methodologies utilized by your company as it relates specifically to the scope of this RFP

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| ADA Typically is called out when service is needed, we also have a PMP program where we visit site for inspections and maintenance 2 times a year or 4 times a year  We can give you an estimate for this if need be  We have PMP service forms and AAADM inspection forms that are filled out  And given to maintenance Teams after the service is performed |

5. Describe your company’s ability to maintain and manage parts/materials that may be categorized as high demand through the life of this contract and/or needed to be readily available to ensure arrival onsite to troubleshoot high priority problems/issues within four (4) hours from the date and time an emergency service request submittal is initiated by the State via phone and/or email

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| We also service Eskenazi Hospital and they have similar demands, we worked with their maintenance Teams and stocked parts for their doors, another option is similar to the way VA Hospital, they stock typical parts in a room onsite for use as needed  We can meet the 4-hour window typically no problem, same day for sure depending on the emergency |