APPENDIX C - DEFINITIONS

The words or phrases shown below, which appear in this RFP, are defined as follows.

A. **ASU**: Owner, Officers, Directors, Elevator Contracts Administrator and employees who have legal authority to act directly on behalf of the Owner.

B. **Pro-active**: Acting in anticipation of future problems, needs, or changes.

C. **Full**: Complete, especially in detail, number, or duration; all that is wanted, needed, or possible.

D. **Preventive**: To anticipate or act ahead of; to keep from happening.

E. **Maintain / Maintenance**: Keep in an existing state. Preserve from failure or decline.

F. **Timely Replacement**: Adequate inventory of commonly used spare parts and other components for elevators available within 4 hours.

G. **Tenant Sensitive Items**: Anything concerning the elevators that tenants can see, hear, or feel.

H. **Callback**: Any request by Property personnel of Contractor to go to a specific elevator to correct any elevator related problem and/or condition which, in the properties opinion needs attention before the Contractor’s next scheduled preventative maintenance visit. Additionally, a “call back” is work that can ordinarily be performed by one person working alone at the job site for a time period not to exceed two (2) hours.

I. **Mean Time Between Failures**: The average time between out of service and return to service. This is calculated as the total time out of service / number of out of service events. In the context of this RFP, refers to Mean Time Between Callbacks.

J. **Repair Time Total**: Cumulative time for all repairs over the last twelve months or a set calendar twelve-month period.

K. **Availability**: Considers equipment down time vs. maximum equipment up time or usage time. This is calculated as “maximum availability - down time/maximum availability - 100” and is expressed as a percentage. The higher the percentage, the better the performance is. This percentage is only calculated vs. the time in the building or facility when the equipment is required to support building activity. The evaluation considers actual equipment availability vs. potential 100% availability.

L. **Entrapments**: An out of service elevator with passengers in the cab requiring the Contractor or other emergency personnel to release the passengers.

M. **Major Repair**: Work which requires a second person and exceeds two (2) hours shall be considered “Major Repair” work and shall be governed by the “Repair” provisions of the specifications.
N. Minor Repair: Work which can be accomplished by a single person and does not exceed two (2) hours shall be considered “Minor Repair” work and shall be governed by the “Callback” provisions of the specifications.

O. Running on Arrival (ROA): Where a callback as in Appendix C, (I.) is placed and upon the arrival of the elevator personnel the elevator is either operational and/or the elevator personnel are unable to duplicate the reported condition at that specific time.