



**District Five of
Lexington and Richland
Counties**

Invitation for Bid

Solicitation #	2021-026
Date Issued	4/23/2021
Procurement Official	Valerie Smith
Phone	(803) 476-8182
E-Mail Address	D5bids@lexrich5.org



DESCRIPTION	Districtwide Elevator Maintenance and Repair Services <i>The Term "Offer" Means Your "Bid" or "Proposal"</i>
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SUBMIT OFFER BY	May 18, 2021 @ 11:00 am
QUESTIONS MUST BE RECEIVED BY	May 3, 2021 @ 2:00 pm
NUMBER OF COPIES TO BE SUBMITTED	One

Offers must be submitted in a sealed package. Solicitation number & Opening Date must appear on package exterior.
SUBMIT YOUR SEALED OFFER TO:

**District Five of Lexington and Richland Counties
Purchasing Office
1020 Dutch Fork Road
Irmo, SC 29063**

CONFERENCE TYPE: N/A DATE & TIME: (EST) As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions	LOCATION: Not Applicable
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AWARD & AMENDMENTS	The award, this solicitation, and any amendments will be posted at the following web address: https://www.lexrich5.org/Page/25417
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You **must** submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of sixty (60) calendar days after the Opening Date.

NAME OF CONTRACTOR (Full legal name of business submitting the offer) TK Elevator Corporation		CONTRACTOR'S TYPE OF ENTITY: (Check one) <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input checked="" type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other _____ (See "Signing Your Offer" provision.)
AUTHORIZED SIGNATURE 		
TITLE (Business title of person signing above) Branch Manager		
PRINTED NAME (Printed name of person signing above) Sam Hiott	DATE SIGNED 5-18-2021	
Instructions regarding Contractor's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Contractor above. The entity named as the Contractor must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.		
STATE OF INCORPORATION Georgia (If Contractor is a corporation, identify the state of Incorporation.)	TAXPAYER IDENTIFICATION NO. 62-1211267	

COVER PAGE

PAGE TWO
(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Contractor's home office / principal place of business) <p style="text-align: center;">145 Windhill Road Columbia, SC 29203</p>				NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) <p style="text-align: center;">145 Windhill Road Columbia, SC 29203</p>			
		Area Code:	Number:	Extension:	Facsimile:		
		803	319-4407		866-812-5543		
E-Mail Address: Josiah.Harper@TKElevator.com							
PAYMENT ADDRESS (Address to which payments will be sent.) <p style="text-align: center;">TK Elevator Corporation 3100 Interstate North Circle SE Ste 500 Atlanta, GA 30339-2227</p> <input type="checkbox"/> Payment Address same as Home Office Address <input type="checkbox"/> Payment Address same as Notice Address (check only one)				ORDER ADDRESS (Address to which purchase orders will be sent) <p style="text-align: center;">145 Windhill Road Columbia, SC 29203</p>			
				Order E-Mail Address: Josiah.Harper@TKElevator.com			
				<input type="checkbox"/> Order Address same as Home Office Address <input type="checkbox"/> Order Address same as Notice Address (check only one)			
ACKNOWLEDGMENT OF AMENDMENTS: Contractors acknowledges receipt of amendments by indicating amendment number and its date of issue.							
Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date
1	5/4/2021						
DISCOUNT FOR PROMPT PAYMENT		10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	Calendar Days (%)		
		_____	_____	_____			
MINORITY PARTICIPATION Please answer the following question: 1. Are you certified as a MOB/WOB (minority-owned business/woman-owned business) by the State of South Carolina? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, provide certification number: _____							

VIII. BIDDING SCHEDULE / PRICE-BID SCHEDULE

District Elevators and Wheel Chair Lifts Maintenance Services

Quantity x Price Per Month = Extended Price

Item Number	Quantity (# of Months)	Number of (E)- Elevator(s) (L) – Lift(s)	School	Manufacturer Machine Type Elevator # and lbs #Floors	Price Per Month	Extended Price Per Year
1	12	1 - L	Chapin Elementary 940 Old Bush River Rd. Chapin, SC	(L) Manufacturer, Type, Lbs. TBD	\$ 105	\$ 1260
2	12	2 - E	Chapin High 300 Columbia Avenue Chapin, SC	ThyssenKrupp Hydraulic #3200457 – 3500lbs/5 floors	\$ 105	\$ 1260
				# 3200455 - 2500lbs/2 floors	\$ 105	\$ 1260
3	12	1 - E	Chapin Middle 11661 Broad River Rd. Chapin, SC	ThyssenKrupp Hydraulic #3200465 – lbs/2 floors	\$ 105	\$ 1260
4	12	1 - E	Crossroads Intermediate 6949 St. Andrews Road Columbia, SC	Dover Hydraulic #3200169 – 2500lbs/2 floors	\$ 105	\$ 1260
5	12	1 - L	Dutch Fork Elementary 7900 Broad River Road Irmo, SC	National Wheel-O-Vator Screw 3200325 – 750lbs/2 floors	\$ 75	\$ 900
6	12	2 - E	Dutch Fork High 1400 Tamah Road Irmo, SC	Dover Hydraulic #4000967 – 2100lbs/3 floors	\$ 105	\$ 1260
				Schindler Hydraulic #401839 – 4000lbs/3 floors	\$ 105	\$ 1260
7	12	1 - E	Irmo Middle 6051 Westcott Road Columbia, SC	Otis Hydraulic #3200044 – 2000lbs/3 floors	\$ 105	\$ 1260
8	12	4 - E 2 - L	Irmo High and Annex 6671 St. Andrews Road Columbia SC	Dover Hydraulic #3200045 – 2100lbs/2 floors	\$ 105	\$ 1260
				Otis Hydraulic #3200046 – 2500lbs/3 floors	\$ 105	\$ 1260
				Dover Hydraulic #3200047 – 2500lbs/3 floors	\$ 105	\$ 1260
				ThyssenKrupp Hydraulic #401855 – 5800lbs/2 floors	\$ 105	\$ 1260
				(L) Garaventa Genesis Acme Screw #401870 – 750lbs/2 floors	\$ 75	\$ 900
				(L) Garaventa Genesis Acme Screw #401869 – 750lbs/1 level	\$ 75	\$ 900

Item Number	Quantity (# of Months)	Number of (E)- Elevator(s) (L) – Lift(s)	School	Manufacturer Machine Type Elevator # and lbs #Floors	Price Per Month	Extended Price Per Year
9	12	1 - E 1 - L	Irmo Elementary 7401 Gibbes Street Irmo, SC	Schindler Hydraulic #3200443 – 3500lbs/3 floors	\$ 105	\$ 1260
				(L) National Wheel-O-Vator Screw #3200361 – 750lbs/2 floors	\$ 75	\$ 900
10	12	1 - L	Leaphart Elementary 120 Piney Grove Road Columbia, SC	(L) National Wheel-O-Vator Screw #4001421 – 750lbs/2 floors	\$ 75	\$ 900
11	12	1 - L	Nursery Rd. Elementary 6706 Nursery Road Columbia, SC	Garaventa Hydraulic #3200387 – 750lbs/2 floors	\$ 75	\$ 900
12	12	1 - E	Piney Woods Elem. 814 Amicks Ferry Road Chapin, SC	ThyssenKrupp Hydraulic	\$ 105	\$ 1260
13	12	1 - E	Spring Hill High 11629 Broad River Rd. Chapin, SC	ThyssenKrupp Hydraulic #3200454 – 3500lbs/2 floors	\$ 105	\$ 1260
Total Extended Price:						\$ 24,300

Note: Provide the following Labor Rates for any work performed that is not included in Preventative Maintenance.

Description	Hourly Rate Unit Price
Hourly Rate – Repairs (Normal Working Hours)	\$ 250
Hourly Rate – Repairs (After Normal Working Hours)	\$ 425

Note: Provide the following Percentage Markup on Materials for any work performed that is not included in Preventative Maintenance.

Description	Percentage Markup Above Cost on Materials
All Materials	10%

IX. ATTACHMENTS TO SOLICITATION

- A. Minority Participation Affidavit
- B. Contractor's Checklist
- C. References

ATTACHMENT A

MINORITY PARTICIPATION AFFIDAVIT

Is the bidder a South Carolina Certified Minority Business? Yes No

Is the bidder a Minority Business certified by another governmental entity? Yes No

If so, please list the certifying governmental entity: _____

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor? Yes No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? _____

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? Yes No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor? _____

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

- Traditional minority
- Traditional minority, but female
- Women (Caucasian females)
- Hispanic minorities
- DOT referral (Traditional minority)
- DOT referral (Caucasian female)
- Temporary certification
- SBA 8 (a) certification referral
- Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

The Department of Administration, Division of Small and Minority Business Contracting and Certification, publishes a list of certified minority firms. The Minority Business Directory is available at the following URL: <http://osmba.sc.gov/directory.html>
[04-4015-3]

ATTACHMENT B

CONTRACTOR'S CHECKLIST AVOID COMMON MISTAKES!

(Review this checklist prior to submitting your offer)

- ✓ COMPLETED & SIGNED ALL REQUIRED DOCUMENTS.
- ✓ DO NOT INCLUDE ANY OF YOUR STANDARD CONTRACT FORMS!
- ✓ UNLESS EXPRESSLY REQUIRED, DO NOT INCLUDE ANY ADDITIONAL BOILERPLATE CONTRACT CLAUSES!
- ✓ MAKE SURE YOUR OFFER DOES NOT TAKE EXCEPTION TO ANY OF THE DISTRICT'S MANDATORY REQUIREMENTS!
- ✓ MAKE SURE YOU HAVE PROPERLY MARKED ALL PROTECTED, CONFIDENTIAL OR TRADE SECRET INFORMATION IN ACCORDANCE WITH THE INSTRUCTIONS: "SUBMITTING CONFIDENTIAL INFORMATION." DO NOT MARK YOUR ENTIRE RESPONSE AS CONFIDENTIAL, TRADE SECRET OR PROTECTED! DO NOT INCLUDE A LEGEND ON THE COVER STATING THAT YOUR ENTIRE RESPONSE IS NOT TO BE RELEASED!
- ✓ PROPERLY ACKNOWLEDGED ALL AMENDMENTS?
- ✓ MAKE SURE THAT YOUR OFFER INCLUDES THE SOLICITATION COVER PAGE. MAKE SURE THE COVER PAGE IS SIGNED BY A PERSON THAT IS AUTHORIZED TO CONTRACTUALLY BIND YOUR BUSINESS.
- ✓ MAKE SURE YOUR OFFER INCLUDES THE NUMBER OF COPIES REQUESTED.
- ✓ CHECK TO ENSURE YOUR OFFER INCLUDES EVERYTHING REQUESTED!
- ✓ IF YOU HAVE CONCERNS ABOUT THE SOLICITATION, DO NOT RAISE THOSE CONCERNS IN YOUR RESPONSE! AFTER OPENING, IT IS TOO LATE! IF THIS SOLICITATION INCLUDES A QUESTION & ANSWER PERIOD OR A PRE-SOLICITATION CONFERENCE, RAISE YOUR QUESTIONS AS PART OF THAT PROCESS.

This checklist is included only as a reminder to help Contractors avoid common mistakes. Responsiveness will be evaluated against the solicitation, not against this checklist. You do not need to return this checklist with your offer.

SUBMIT WITH OFFER:

1. Cover Page
2. Page 2
3. Bid Schedule
4. Minority Participation Affidavit
5. Completed W-9 (if needed)

ATTACHMENT C

REFERENCES

Instructions: Provide three references of customers that you have provided similar services for pest control services as is described in this solicitation. The list of References shall be completed in its entirety and submitted with the bid response.

Company/School Name: Richland County School District One
Address: 1616 Richland Street, Columbia, SC 29201
Contact Person: Christopher Lampkin
Phone Number: 803-600-0749
Type of Service: Full elevator preventative maintenance and repair

Company/School Name: Richland County School District Two
Address: 124 Risdon Way, Columbia, SC 29223
Contact Person: Kelly Hill
Phone Number: 803-736-3774
Type of Service: Full elevator preventative maintenance and repair

Company/School Name: Darlington County School District
Address: 120 E. Smith Avenue, Darlington, SC 29532
Contact Person: Tressa Boatwright
Phone Number: 843-398-5100
Type of Service: Full elevator preventative maintenance and repair



TK Elevator Corporation, 2600 Network Blvd., Suite 450 Frisco, TX 75034

TK Elevator Corporation
145 Windhill Rd.
Columbia, SC 29205

Elevator Technology

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Reference line- Solicitation #2021-026

1. Diagnostic Programs

Every handheld device and laptop provided to every technician in our service and repair base contains specially designed diagnostic software that can communicate with many of the advanced controls of the last 25 years including but not limited to:

Schindler/Westinghouse: MPH2, 300A, Miconic HX, Miconic A, TXR5, 400A

Otis: 211, 311, 411, GCS

Kone: Miprom, Miprom 21

Dover: TIV, DMC, TIII

Thyssenkrupp: TAC20, TAC22, TAC33, TAC50-04, ISIS, Synergy, TAC50, TAC32T

2. Handheld CPU's and MCP

All TK field personnel are equipped with the latest smartphones and laptops to aid them in nearly any troubleshooting situation. In addition they afford TK Elevator to complete and log tickets in real time on a unit by unit basis. All employees have access to all TK manuals, safety manuals, and third party manuals for their immediate use through Big Tin Can, an online resource.

3. Technology

TK Elevator is one of the most advanced companies in the industry in its use of technology, from our national diagnostic and in-house board repair department, our advanced diagnostic tools for numerous competitor's equipment, to our maintenance control program.



TK Elevator Corporation, 2600 Network Blvd., Suite 450 Frisco, TX 75034

TK Elevator Corporation
145 Windhill Rd.
Columbia, SC 29205

Elevator Technology

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Reference line- Solicitation #2021-026
Pre-Maintenance Repairs

1. Springhill High School
 - a. Category 5 test due as required by code
 - i. Cost- \$1,851.00
2. Chapin High School
 - a. Jack packing replacement needed as oil is leaking past the existing packing
 - i. Cost- \$3,700.00
3. Chapin Middle School
 - a. Jack packing replacement needed as oil is leaking past the existing packing
 - i. Cost- \$3,700.00
4. Irmo High School
 - a. Garavanta wheelchair lift in theatre is making a grinding noise in up direction and will require troubleshooting time and minor parts replacement
 - i. Cost- Not to exceed proposal of 4 hours @ \$250/hour
 - b. Dover Elevator in Annex was shutdown at time of survey and will require a time and material proposal to troubleshoot and return to service
 - i. Cost- Not to exceed proposal of 8 hours @ \$250/hour
5. Dutch Fork High School
 - a. Schindler Elevator in Gym is shutdown and will require replacement of the CPBHNA, CRIPHNA, PIHNA, and CIOACD boards along with the PI cable assembly, CFIRE board, and main cable assembly
 - i. Cost- \$14,584.96

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. TK ELEVATOR CORPORATION (fka THYSSENKRUPP ELEVATOR CORPORATION)	
	2 Business name/disregarded entity name, if different from above N/A	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) <u>5</u> Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>	
	5 Address (number, street, and apt. or suite no.) See instructions. 3100 Interstate North Circle SE, Suite 500	
	6 City, state, and ZIP code Atlanta, GA 30339	
	7 List account number(s) here (optional)	

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
or									
Employer identification number									
6	2	-	1	2	1	1	2	6	7

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶ <i>David Turnage</i> David Turnage - Tax Officer	Date ▶ 02/25/2021
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

LEXINGTON RICHLAND
DISTRICT 5 ELEVATOR
MAINTENANCE BID 2021



Submitted by:
Josiah Harper, Account Manager
Sam Hiott, Branch Manager



ABOUT US

Columbia Office Address

TK Elevator
145 Winhill Road, Suite 300
Columbia, SC 29203
Phone: (803) 798-3895
Website: www.thyssenkruppelevator.com

TK Elevator Corporation Americas

11605 Haynes Bridge Road
Suite 500
Alpharetta, GA 30009

- TK is a diversified industrial group with traditional strengths in materials and a growing share of capital goods and service businesses. Over 156,000 employees in nearly 80 countries work with passion and technological know-how to develop high quality products and intelligent industrial processes and services for sustainable progress. Their skills and commitment are the basis of our success. In fiscal year 2015/2016 TK Elevator generated sales of around €39 billion.
- TK Elevator brings together the Group's global activities in passenger transportation systems. With sales of €7.5 billion in fiscal 2015/2016 and customers in 150 countries, TK Elevator built its position as one of the world's leading elevator companies from scratch in a mere 40 years' time applying TK unique engineering capabilities. With more than 50,000 highly skilled employees, the company offers smart and innovative products and services designed to meet customers' individual requirements. The portfolio included passenger and freight elevators, escalators and moving walks, passenger boarding bridges, stair and platform lifts as well as tailored service solutions for all products. Over 900 locations around the world provide an extensive sales and service network to guarantee closeness to customers.
- TK Elevator Americas is the largest producer of elevators in the Americas, with more than 15,500 employees in over 230 branch and service locations. TK Elevator Americas oversees all business for the operations in the United States, Canada, Central and South America. It is a subsidiary of TK Elevator AG.
- Together with our customers we develop competitive solutions for current and future challenges in their respective industries. With our engineering expertise we enable our customers to gain an edge in the global market and manufacture innovative products in a cost and resource-friendly way. Our technologies and innovations are the key to meeting diverse customer and market requirements around the world, growing on the markets of the future, and generating strong and stable earnings, cash flows and value growth.



INSURANCE AND CERTIFICATIONS

Columbia Office Address

TK Elevator

145 Winhill Road, Suite 300

Columbia, SC 29203

Phone: (803) 798-3895

Website: www.thyssenkruppelevator.com

- TK Elevator will provide all insurance requirements per the requirements of solicitation #2021-026
- All TK Elevator Mechanics are trained per National Elevator Union guidelines and have received NEIP Certification

BUSINESS ENGAGEMENT STATEMENT

Our understanding is that the Lexington Richland District 5 Procurement Office will require the following service assurances:

- Thyssenkrupp is regularly engaged in the business of installing and servicing equipment of the same type and character as this project.
- That your **equipment will operate safely, reliably and at its optimum performance levels.**
- Maintenance of your equipment at a level that **enhances the building image.**
- That your equipment investment is protected with our maintenance service and it's **lifespan will be maximized**, thereby eliminating expensive, pre-mature repairs and modernization.
- That your equipment will be maintained and serviced **in accordance with all national, state and local elevator codes.**
- We **will provide numbers to access us on a 24 hour, 7 day per week basis.** We are always there for you to assist with technicians to respond to your requests for service and provide technical engineering staff to assist technicians should they encounter unusual service problems.
- We will **continue to invest in state-of-the-art technology** to provide you with the most efficient and cost effective means of equipment service, real time records and reporting, and innovative product information.
- We will **monitor the real time physical operation of your equipment** and take the necessary action to remedy the situation.
- You will have **immediate access to current web site information regarding your elevator service reports and records.**
- We have the **insurance** to protect your customers should something unforeseen and unpreventable occurs with your equipment.
- You will **be informed regarding recent code changes, advancements in technology, safety enhancements and equipment upgrades** available to keep your equipment operating at peak levels of performance, reliability and safety.
- You will be provided with a **dedicated Management team** who will be your contact for any service questions or issues and will be your first line of contact regarding your service program. The team will also provide consultations for you regarding financial and budgetary planning, equipment modernization and upgrade recommendations, code compliance and interior planning and design.



SERVICE AND WAREHOUSE FACILITIES

Inventory

TK Elevator has over \$4,000,000.00 national parts inventory that is computer controlled.

- In addition, it is TK Elevator's plan to meet or exceed all maintenance parts needs. In addition to our technician's well-stocked service vehicle, we also intend to keep an on-site inventory to more effectively maintain the Lexington Richland District 5 University elevators.

Each of our Service Technicians is supplied with a company vehicle fully stocked with the components that historical evaluation indicates will most likely be required for their specific route and the elevators on that route. This assures to the highest degree possible that we have the part with us when we respond to a service call. Further, we stock each on-site equipment room with the most frequently used items tailored to the specific needs of that building's equipment.

In addition to our mobile inventory and on site inventory, all of our local offices includes an attached warehouse stocked with all major and minor parts, repair tools and state of the art electronic testing equipment utilized by all thyssenkrupp Elevator service technicians. The value of this parts inventory is in excess of \$100,000. Major components are available at our warehouse facility ready for immediate delivery to your property. We invite you to inspect our facility at your convenience.

On a national level, thyssenkrupp Elevator has the ability to network among all of our service locations for support, parts, or training when necessary.

Safety edge replacement parts	Hoist motor brushes	Motors
Photo eye replacement parts	Generator brushes	Motor generators
Door lock contacts	Machine seals	Hoist ropes
Car roller guide parts	Gear oil	Governor ropes
Fan	Rope lube	Guide rails
Door operator motor brushes	Solid state boards	IBM and Potter
Door operator switches	Microprocessor board	Brumfield relays
Door gibs	Hydro valve replacement parts	IBM relay bases
Selector cable sheave & springs	Hydro valve coils	Overload replacement parts
Counterweight roller guide parts	Starter coils	Resistors
Door operator motor replacement parts	Lubricants	Diodes
Door operator contacts	Cleaning supplies	Selector floor bar contacts
Motion control engineering-software & circuit boards	Optical leveling cars	P.I. skis
	Electronic timers	Director switches
	Fuses	Optical leveling sensors
	Bulbs for pushbutton and P.I. lights	Starter contacts
	Door hanger rollers	Pushbutton contacts



CUSTOMER PORTAL / REPORTING CAPABILITIES

Customer Portal is an interactive online tool for customers to monitor their vertical transportation equipment performance and service activity. The application is highly customizable to deliver the information a customer needs, when they need it.

Recent enhancements are now available to provide better transparency to the work we do for our customers. Customers may now set up email notifications any time a new service ticket is created, when a service ticket is completed or when we finish preventative maintenance. Customers can group units into portfolios that make sense to run their business and create customizable reports on these portfolios.

Unit Availability: How often is the unit available for use- will separate scheduled repairs and PM

Callback Frequency Report: To trend how the potential for future callbacks based on the selected time period. The report includes all tickets excluding :

- Preventive maintenance
- Scheduled repair orders.
- Vandalism

Response Time: Reports how quickly, during the period selected, that technicians arrived onsite after a customer reported a problem.

Measuring the time between when the service ticket is created by the dispatcher to the time it takes for a technician to arrive at the customer site.

The report includes all tickets excluding :

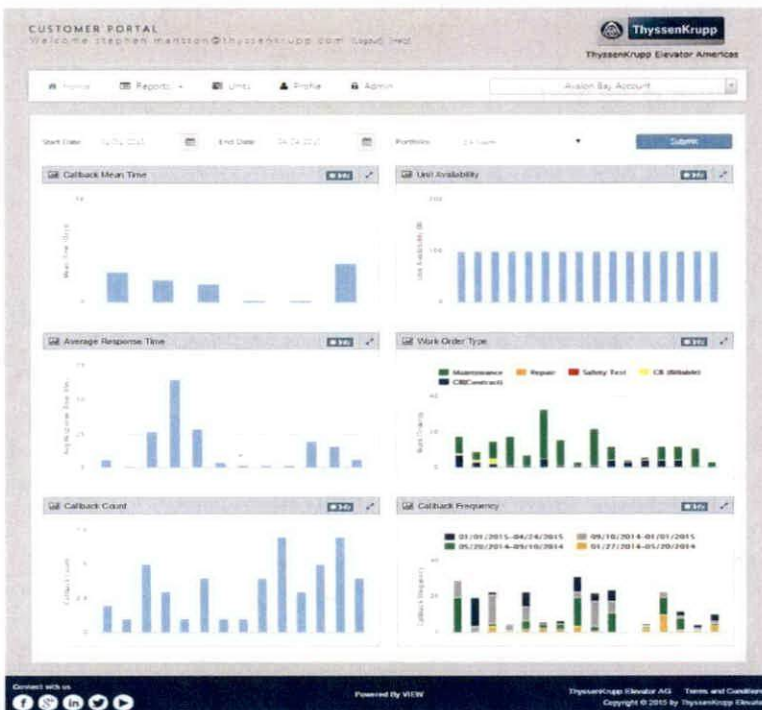
- Preventive maintenance
- Scheduled repair orders.

Callback Mean Time Report (aka: Callback Break Fix Cycle): Reports how long the period was between the time a request for service call is made and the time the unit is safely returned to service. Measuring the time between when the service ticket is created by the dispatcher to the time it takes for a technician to return the unit to service

Callback Count: Number of callbacks by site

Work Orders By Type: Callbacks, Maintenance and Repairs

- Customer email notifications keep you in the loop when service work is performed.
- Account history access to service and preventative maintenance call work performed.
- Dashboard with six standard reports with information that can be customized to show specific groups of units or buildings for varying time lengths.
- User management customizes access to information by roles within your organization to fit your business needs.
- Download reports export ticket data into a PDF or Excel.
- Improved transparency to completed preventative maintenance and service calls.
- Reduces effort by proactively informing customers when preventative maintenance is completed and what the resolution was to a service call.
- Enhanced communication provides fast, accurate information.
- Convenient access to information and the ability to easily pull ticket history information.



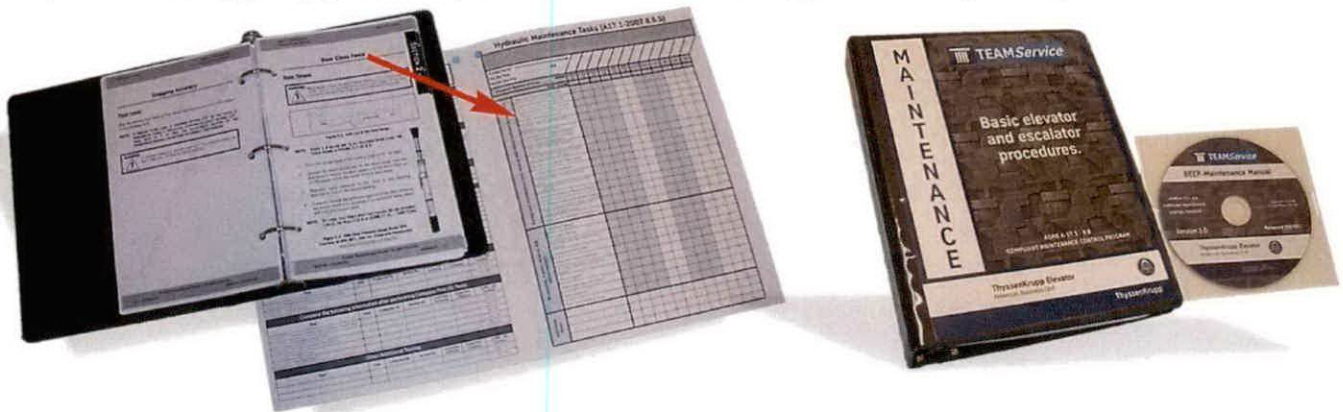
MAINTENANCE PRACTICES

Elevators are a major capital investment and a vital part of your operations. **Preventative maintenance is the only way to get top performance and long life from your equipment.** Our technicians receive the best training in the industry. Our systematic and regular approach to elevator maintenance will provide you with confidence that their elevators will perform when needed.

TK Elevator offers a comprehensive one-stop service for all brands. Our competence and expertise in the maintenance and repair of all kinds of systems benefits our customers by:

- Constantly updating knowledge of competitors' equipment using the latest technical information.
- Technical manuals and customized diagnostic tools with state-of-the-art software develop in-house that easily interface with other manufacturers' control systems.
- 24/7 availability of a wide geographic network of experts who support service technicians by phone or in the field whenever third-party expertise is required.
- Extensive stock of spare parts from all major elevator brands, available on demand.

thyssenkrupp Elevator's code compliant **Maintenance Control Program (MCP)** outlines the basic elevator and escalator procedures (B.E.E.P.) Each employee is issued a B.E.E.P binder to follow for maintenance procedures. This is made up of procedures for the examination, maintenance and testing of your elevators and escalators to ensure the utmost in safety and performance, giving you unsurpassed benefits. Hardcopy available upon request.



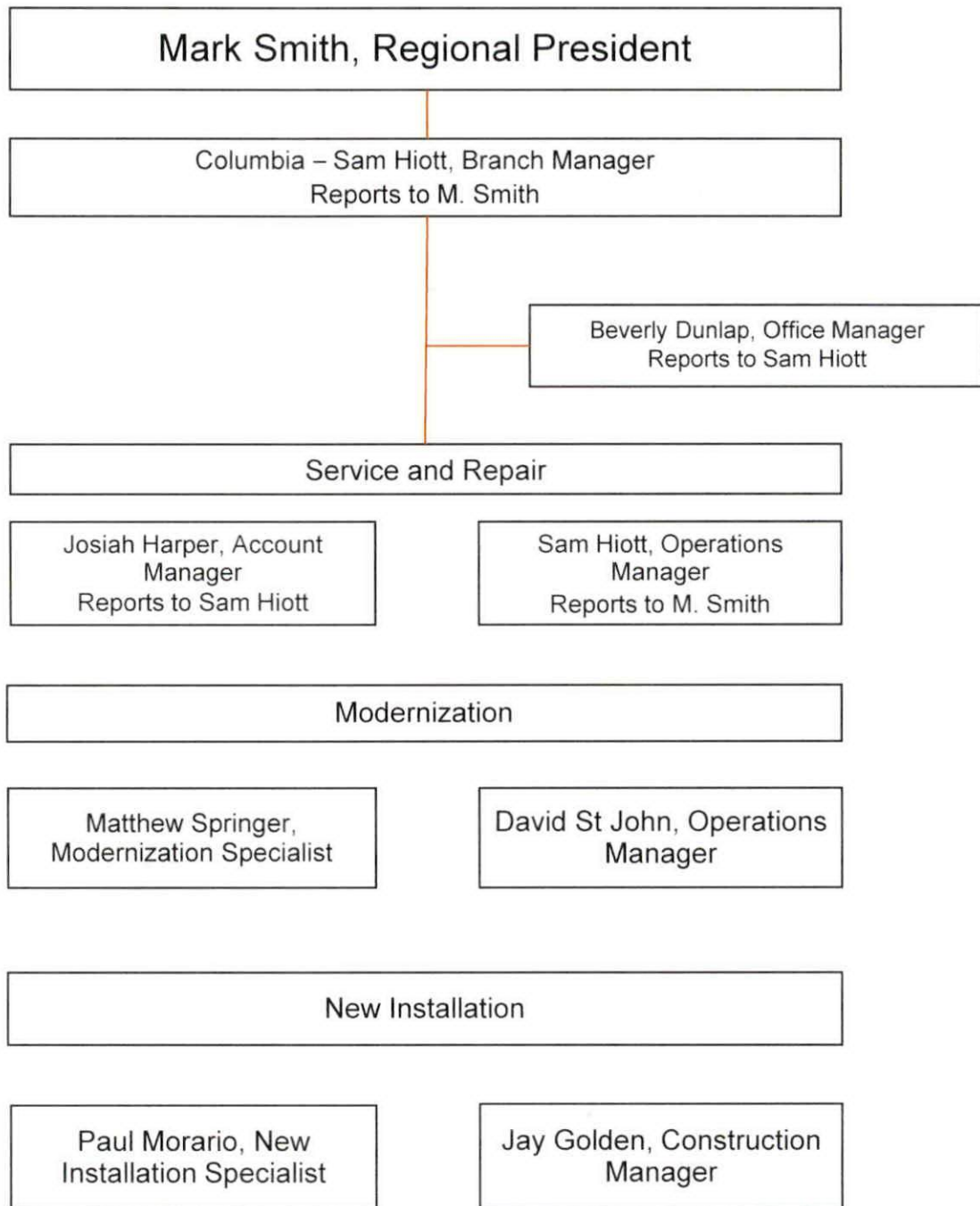
Convenient, detailed list of maintenance tasks scheduled to be performed

Maintenance Tasks & Records Log (MTR), allowing for a record of tasks, historical data, list of tests required and test results

Maintenance tasks clearly defined by equipment type – maintenance personnel can visibly understand responsibilities

Permanent, hard copy of records that remain with the equipment owner

PERSONNEL AND ORGANIZATIONAL STRUCTURE



PERSONNEL AND ORGANIZATIONAL STRUCTURE

Sam Hiott, Branch Manager
(803) 553-6401
Sam.hiott@tkelevator.com

Sam will work with you to be sure that you are fully satisfied with TK Elevator's commitment, service and quality. He will act as the liaison with the Account Manager and Field Supervisors to ensure that you receive the highest quality of service.

Josiah Harper, Account Manager
(803) 319-4407
Josiah.Harper@tkelevator.com

Josiah is the dedicated Account Manager for the Columbia Branch. He will be a main point of contact regarding all quotes, repair work, and any service questions you may have.

Beverly Dunlap, Office Manager
(803) 798-3895
Beverly.dunlap@tkelevator.com

Beverly is a valuable asset to the office and customers she supports. Beverly supports the Operations team and assists with dispatching, scheduling, and repair coordination.





PERSONNEL AND ORGANIZATIONAL STRUCTURE CONTINUED

Brown, Troy - 31 Years Experience

Troy has worked for Thyssenkrupp in 1988 and has over 30 years experience in the trade. Troy began when it was Dover elevator and is very knowledgeable on both older and newer equipment.

Corder, Shane - 21 Years Experience

Shane has worked in the industry for over 20 years. He worked for many years in new installation and has a great familiarity with older and newer equipment from a strong foundational background.

Rankin, Ben - 14 Years Experience

Ben has 14 years experience in the industry and is currently servicing a route in downtown Columbia. On his current route he is working on a highly variable route with all types of units on it. He has consistently impressed customers with his service and attitude.

Rankin, Rick - 24 Years Experience

Rick has over 20 years experience in the industry. He brings another unique aspect to the field having been a modernization manager for a time. Rick has a diverse understanding of all types of elevator segments.

Bloom, Troy- 20 Years Experience

Troy has over 20 years of experience. Troy has spent time with multiple elevator companies and has a diverse knowledge of many elevator OEM's. Troy has an incredible relationship with his customers and that is due largely in part to his dedicated and effective service levels.

Scircle, David - 30 Years Experience

David has been a valued member of the elevator industry for 30 years. David's primary focus has been on repairs, making him a valued asset to TKE Columbia.

Ward, Wes - 23 Years Experience

Wes has over 20 years of experience and has worked in multiple LOB's during that time. He currently services a route in downtown Columbia and handles a variety of elevators along his route.

Hickson, Trevor – Repair Technician, 22 Years Experience

Trevor has 20+ years experience with all elevator equipment doing repairs and Modernization. He's had experience dealing with all major elevator brands having served on service routes before and as a repair technician. He has experience in construction, service, and repair with elevators, giving him a unique insight and perspective to bring to our repair team.

Stilwell, Cedric – Repair Helper, 2 Years Experience

Cedric joined TKE in 2017 as a helper in construction. As he continues his education to become a certified elevator technician, Cedric currently works as the repair helper in assisting Trevor in all his jobs. By furthering his education and working alongside a seasoned technician, Cedric continues to be a valuable asset.





TK ELEVATOR OFFICE AND SERVICE CENTER LOCATION

- The local Columbia Branch of TK elevator is located at 145 Windhill
 - Rd, Ste 300 Columbia, SC 29203

- The Columbia Branch of TK elevator has been a
 - successful operation providing service for over 35 years.

- The Columbia Branch currently services over 1000 elevators within 90 miles of the Columbia office.

- All required Elevator code books, standards, and guides are presently residing
 - in the Columbia Branch and are available to all technical and management
 - personnel.

- The Columbia Branch currently employs (8) Full Time Certified Elevator
 - Mechanics and (1) Repair Helper all working out of the Columbia Branch.

- The (8) Technicians are designated to (7) dedicated service routes and (1) full
 - time repair team.

- Additionally, the TK Atlanta Branch has (67) Route Technicians,
 - (8) Repair Teams, and 5 full time Field Engineers including OTIS, Schindler,
 - KONE, and Fujitec Specialists. The TK Charlotte Branch has 16
 - Route Technicians, 2 Repair Teams, and 2 Full Time Field Engineers.



TKE MOVE
BEYOND