

Elevator and Escalator Maintenance and Repair Services

Presented to:

Organizational, Services & Performance
Monitoring Committee

May 5, 2026

Elevator and Escalator Maintenance and Repair

History / Background:

- RTA currently has 33 elevators, 12 escalators, and 3 platform lifts
- Equipment is located at 24 different locations – stations and buildings
- Maintained for public use through preventative maintenance (PM) program

Elevator and Escalator Maintenance and Repair

Scope of services include:

- Monthly preventative maintenance on all equipment per manufacturer specifications
- 2 dedicated route mechanics Monday-Friday, 7a-3:30p
- Included at no extra labor cost
 - Mechanical defects 24/7
 - Overtime callouts equipment related
- Excluded from monthly costs
 - Vandalism, acts of God, etc.

Elevator and Escalator Maintenance and Repair

Justification:

- Equipment see heavy use and adverse conditions
- Equipment ensures ADA compliance at bus and rail stations
- Minimize downtime by establishing PM schedules and routine checks
 - Remote monitoring on all equipment at no cost that can be accessed via web or phone app

Elevator and Escalator Maintenance and Repair Procurement Overview

- RFP issued on January 16, 2026
- Accessed on the GCRTA website by eight (8) interested parties
- Proposals due February 25, 2026
- Three (3) firms proposed

Elevator and Escalator Maintenance and Repair Procurement Overview

Evaluation Panel:

- Central Facilities
- Rail District Facilities
- Engineering & Project Management
- Administration & External Affairs
- Office of Management and Budget
- Procurement

Elevator and Escalator Maintenance and Repair Procurement Overview

Evaluation Criteria:

- Technical Expertise, Experience & Track Record
- Scope & Methodology
- Timeliness & Responsiveness
- Pricing & Cost Effectiveness
- Reporting & Documentation

Elevator and Escalator Maintenance and Repair Procurement Overview

Recommended Firm:

TK Elevator located in Broadview Heights, Ohio

- 70+ years of industry experience
- Over 25,000 employees servicing over 1,000 branch offices in 100+ countries
- Capability to provide technical assistance, troubleshooting, board repair, and replacement where needed from their ITS facility in Atlanta, Georgia.
- Recognized globally for sustainability efforts
- Continually introducing new technologies to reduce downtime

Elevator and Escalator Maintenance and Repair Procurement Overview

Firm's Experience:

- Local Broadview Height's office
 - Employ approximately 24 mechanics in Local 17
 - 2 dedicated OT on-call technicians & dedicated escalator repair crews
- Customer Contact Center– Atlanta, GA
 - National Service Headquarters
 - 24/7 Customer Contact Center
 - Provide virtual support to local mechanics
- Experience serving large agencies with similar requirements

Elevator and Escalator Maintenance and Repair Procurement Overview

Client Base includes:

- Southwest General Hospital (various locations),
- Baldwin Wallace University
- Cleveland Metropolitan Housing Authority
- John Carroll University
- Rocket Arena
- Various others

Contract Amount

Term	Not-to-Exceed-Amount
3-Year Base Term	\$ 3,120,000
Option Year 1	\$ 1,100,000
Option Year 2	\$ 1,120,000
Total Contract (5-Year Term)	\$ 5,340,000

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Recommendation:

- Staff requests that the Organizational, Services & Performance Monitoring Committee recommend an award to TK Elevator to provide elevator & escalator maintenance and repair services for a three-year base term in an amount not to exceed \$3,120,000 with two, one-year options in amounts not to exceed \$1,100,000 and \$1,120,000 respectively, for a total contract amount not to exceed \$5,340,000.

This total amount is approximately 4.22% below the project estimate

Questions?