xxxxx, xx, xxxx

National Consolidated Facilities Engineering Specification

SOLICITATION NUMBER: **G S -** **P -** **-** **-** **-**

SERVICE: **OPERATIONS and MAINTENANCE, CUSTODIAL AND RELATED SERVICES**

LOCATION(S):

PERIOD OF PERFORMANCE: **xxxxxxxxxx**

SOLICITATION ISSUE DATE: **xxxx xx, 20xx**

OFFER RECEIPT DATE/TIME: **xxxx xx, 20xx**

Please remove this page after reviewing

Remove this Section when finished with Performance Work Statement (PWS)

NOTES TO SPECIFICATION WRITER

General Instructions:

The specifications listed constitute the standard for Operations and Maintenance services (O&M) for all PBS facilities. Regions shall not reduce specification provisions, but shall incorporate building specific requirements or adjustments as required. Regions are encouraged to aggregate the services in the national specification across multiple building locations to help further reduce their Contract costs. The region shall conduct a comparative analysis of the requirements required in the specification to determine those benefits through "economies of scale" and the best approach for successful implementation. Additionally, the document has been designed to be flexible and includes editor's notes in blue and contained within square brackets "[[[ ]]]" to clarify the intent in these sections.

Functional Guidelines:

- **Each section and subsection has a specific numbering system; if your building does not require a certain subsection, you must keep the subsection numbering header in the specification, but mark it reserved.**
- **Add regional-specific information and additional requirements.**
- **Do not insert page numbering until you have completed the scope to avoid confusion.**
- **Delete all blue editor's notes and paragraphs when the specifications are finalized.**
- **Some exhibits are intended for editor and shall be deleted before sending to the Contractor. Exhibits 1 through 4 are to be submitted along with the PWS. Exhibit 5 is for the CO or designee, and Facility Manager. Exhibit 6 is to be included in SMART buildings running GSAlink technology.**
- **Be sure to complete the Building Information Sheet (See Exhibit 1) for each building that is covered under the Contract.**
- **Contractor prices are to include labor, equipment, tools, supplies, supervision, management, and subcontracted services, except as set forth as Government-furnished, and otherwise to perform and provide the work described in Performance Work Statement (PWS).**
- **Tenants that delay Contractor access to the space they occupy shall reimburse GSA for the cost of delay. The CO or their designee shall specify in the contract what constitutes timely access to tenant's space.**
- **Prior to sending out the specifications for Contractor's bid, check with the tenant's occupancy agreement or reach out to the appropriate tenant representative(s) to ensure the PWS meets the tenant's services requirements. Tenant requirements that exceed the standard services are reimbursable to GSA.**

- **Custodial Notes on changes:**

- The specifications in this scope of work shall constitute the national standard of service for custodial and related services provided to tenants by all regions. Regions that provide any of the services by a separate contract shall remove that portion of the Performance Work Statement from the National Custodial Specification and make it part of a separate contract. Version 1.1 reflects changes associated with cleaning of frequently touched surfaces.
-
- General Requirements and Best Practices
-
- Tasks specified in the national custodial specification shall not be deleted unless they are 'not applicable' such as, but not limited to, requirements for Child Care services, snow removal, landscaping, etc. If any section is not applicable the language shall be removed and the section marked as RESERVED to maintain consistent number formatting.
-
- This specification requires the Contractor to routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards in Section C.2.1 and C.2.2 in this specification. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC), which includes the routine cleaning of all high-touch surfaces.
-
- Examples of high-touch (frequently touched) surfaces include, but are not limited to the following: handrails, door knobs, access control panels, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.
-
- When disinfectants are used in this specification the Contractor should allow all disinfected surfaces to air dry.
-
- Individual occupant agencies, not the custodial contractor, are responsible to provide their own products (such as disposable wipes) and to perform cleaning and/or disinfecting of their agency-owned equipment, such as telephones, computers, keyboards, docking stations, computer power supplies, computer mouse devices, personal fans and heaters, and desk lighting.
-
"Routinely," is defined as being in accordance with applicable guidance from the Centers for Disease Control and Prevention (CDC), but shall not be less frequently than once daily or once per shift where custodial services are provided for during more than one shift. Daily cleaning is defined as the normal operating hours where the custodial contractor is currently performing the standard services.

The Contractor must use U.S. Environmental Protection Agency-registered disinfectant products in accordance with directions provided by the manufacturer. Disinfection application and products should be chosen so as to not damage interior finishes or wood furnishings including GSA's fine arts collections and murals, and historic materials and finishes.

Regions should collaborate with their Contractors to assess opportunities for increasing worker productivity and reducing task frequencies based on the type of buildings and occupants being serviced.

Regions are encouraged to aggregate the services in the national specification across multiple building locations to help further reduce their contract costs. The region shall conduct a comparative analysis of the tasks required in the specification to determine those benefits through 'economies of scale' and the best approach for successful implementation.

Above Standard Service

Remove any service identified in Section C.15 'Above Standard Services' that does not apply to your region. For those items that do apply, ensure that the service is depicted in a line item on the pricing schedule, if you choose to obtain pricing with the proposals.

Building Information Sheet

Regions are required to use the Custodial Square Footage Tool provided at the link below to prepare custodial square feet in Exhibit J.1 'Building Information Sheet.' To download the tool, if you have questions or need information on how to use this tool, please refer to the web site: https://sites.google.com/a/gsa.gov/national-custodial-operations-maintenance-specifications/estimating-tools

It is important that the Government and Contractor agree and have a clear understanding on the amount of square footage that will be cleaned. The region should ensure that the Contractor fully understands that the tool calculates only the square feet that will be cleaned on a routine basis. Also, the regions must make adjustments to remove all square feet that will not be cleaned routinely. Examples of square feet that may be removed include, but are not limited to, the following:

- File room storage
- Mechanical rooms
- Stairwells
- Electrical and telecommunication closets
- Restricted 'Top Secret' areas
- Areas where friable asbestos is present
- Backrooms work areas and food locker areas in Concessions space
- Lab Space with biohazards, radiation exposure, and/or containment areas

Child Care

The Contractor shall work with the local Child Care Program Manager to verify State and local requirements and provide a list of products when required. When any part of the contract is performed as a separate contract the relevant parts of this specification language shall be used in preparing the separate contract specification. When preparing the specification for solicitation, the spec. writer should work with their respective regional Child Care Program Manager. The spec. writer should expect to receive from their Child Care Program Manager the following: site specific instructions on recommended floor cleaning product/procedure, playground safety surface product (including snow removal and deicers) and blast film product, evacuation routes for playgrounds, and marked up floor plan with product areas. Coordinate with the regional Child Care Program Manager for interior finish maintenance specifications.

Contractor Prices

The Contractor prices are to include personnel, labor, equipment, material, tools, supplies, supervision, management, training/certifications, and services, except as may be expressly set forth as Government

furnished, and otherwise do all things necessary or incident to, perform and provide the work efforts described in the specification.

Communication Matrix
Contract Provisions/Exhibits

NOTE TO SPEC WRITER: A MUST READ

ANY CONTRACT PROVISION OR EXHIBIT IN THIS SPECIFICATION THAT IS NOT APPLICABLE TO A PARTICULAR REGION, BUILDING, OR GEOGRAPHIC LOCATION SHALL BE DELETED AND THE SECTION MARKED RESERVED TO PRESERVE THE INTEGRITY OF THE TABLE OF CONTENTS AND SECTION REFERENCES. ALSO, ANY PART OF THIS CONTRACT THAT IS PERFORMED AS A SEPARATE CONTRACT, THE RELEVANT PART(S) OF THIS SPECIFICATION LANGUAGE SHALL BE USED IN PREPARING THE SEPARATE CONTRACT SPECIFICATION.

Fair Labor Standards Act (FLSA) Wage Escalation

Price adjustment should be based on actual cost data, rather than base-year, proposed hours. The price adjustment clause at FAR 52.222-43 provides that any adjustments shall "reflect the Contractor's actual increase or decrease in applicable wages and fringe benefits. The purpose of the price adjustment clause is to reimburse actual costs incurred by the Contractor to comply with an increase in the applicable wage determination. This is the case, regardless of whether the contract is labeled as fixed price.

Integrated Pest Management (IPM) Plan

The Option B language identified in the Integrated Pest Management (IPM) section shall be used in the development of a separate pest management contract. The description of the IPM and the Preventive Pest Management paragraphs shall be inserted to create the standalone Performance Work Statement (PWS).

Indoor Firing Ranges (IFRs)

Cleaning of IFRs is a specialized service and will not be performed under the context of this PWS.

Required Background Investigations that Exceed HSPD-12 Requirements

Tenants that require Contractor background investigations that exceed HSPD-12 shall reimburse GSA for actual costs incurred to obtain and renew credentials for the Contractor personnel. Only Contractor personnel with the higher-level investigations are authorized to enter the tenant's space.

Snow and Ice Removal

The removal of snow and ice from entrances, walks, landings, etc. is included as part of the standard service with workforce diversion. If your region has significant snow and ice issues where plowing and heavy equipment are needed, and a separate contract is not desired, you must ensure that the paragraph remains in Section C.15 'Above Standard Services' to allow for the ordering of heavy equipment services when needed.

Remember to identify the types of line items required so they can be inserted in the Pricing Schedule. Options include but are not limited to: Vehicle with 5-8 ft blade and driver; Vehicle with 10 ft blade and driver; Front end loader with operator; Tandem axle dump truck and driver; snow blower with operator, etc. For snow and ice removal outside of cleaning hours, use the hourly overtime rate.

Suspension of Work

The adjustment below on the Suspension of Work shall be incorporated in either Section G or Section I of this specification.

In the event services are not provided or required by the Government because the building(s) is closed due to inclement weather, under construction, unanticipated holidays declared by the President, failure of the Congress to appropriate funds, etc., reductions shall be computed as follows:

- The reduction rate in dollars per day shall be equal to the per month contract price for the building(s), divided by the number of working days per month.
- The reduction rate in dollars per day multiplied by the number of days services are not provided or required. In the event services are provided for portions of days, appropriate adjustments shall be made by the Contracting Officer to assure the Contractor is compensated for services provided.

As long as the Contractor pays employees as if it were an anticipated Federal holiday, the Contractor will be paid for the unanticipated holiday as if it were a normal Federal Holiday.

Trash and Recycling Services

If the Government contracts separately for trash removal, and/or the recycling disposal company and the Contractor is a SourceAmerica/AbilityOne NPA, please refer to the most current Service Purchase Exception (PE), signed and issued from the Committee for Purchase from People Who Are Blind or Severely Disabled to GSA and SourceAmerica. The PE permits GSA to administer the trash removal and recycling disposal services through a direct contract..

Space Change Tool

The Space Change Tool that is referenced in H.17 is available at https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations

Verifying Tenant Service Requirements

Prior to sending out the specification for the Contractor's proposal, check the tenant's occupancy agreement and/or reach out to the appropriate tenant representative(s) to make sure that the SOW meets the tenant's service requirements. Tenant requirements that exceed the standard services are reimbursable from the tenant

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Change Log

1. Changes will be recorded here

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A. FORMS

B. SERVICES, ORDERING AND PRICES

This solicitation contains a work statement for a performance-based service. This means that the Government has described WHAT is to be accomplished, not HOW to accomplish it, and states a basis for determining whether finished work meets the Government quality requirements. It does not state detailed procedures for accomplishing the work unless there are safety, security or communication requirements.

The contractor will be required to maintain a quality control program to ensure that the requirements of this contract are met. This program shall be created for identifying and correcting deficiencies in the quality of services before the performance becomes unacceptable.

B.1. Description of Services

The Contractor shall provide all management, supervision, labor, materials, supplies and equipment (except as otherwise provided), and shall plan, schedule, coordinate and assure effective performance of all services described herein. The Contractor will be required to provide management, operations and maintenance and Custodial related services during the initial twelve (12) months of service in accordance with the requirements of this solicitation and prices for basic and alternate services.

B.2. Bid/Offer/Basic Services Benchmark Data

The General Services Administration will utilize resources such as the BOMA Experience Exchange Report (BEER) Benchmark Data and Regional market analysis, and the ISSA Cleaning Time to determine a reasonable per square foot cost for these services.

B.3. Alternate Bid/Offer For Additional Services

Offerors must quote a price **per man-hour** for providing additional services when ordered by the Contracting Officer's Representative in addition to the services specified as "basic services" in Section C. This additional services provision is to be used to satisfy the Government's short-term non-recurring need for service.

Should a continuing need for additional service arise; a contract modification will be negotiated pursuant to the "Changes" clause contained on the Supplemental Contract Clauses for Building Service Contracts.

Orders for additional services may be placed for each service by the CO. All individual orders will be confirmed by issuance of a GSA Form 300, Order for Supplies or Services. The GSA Form 300 will describe the service provided and will establish the hours of service for which the Contractor will be compensated, based on the CO or designee authorization log. Monthly

orders totaling less than $2,500.00 will be processed via use of the Government Visa credit card or direct pay system as shown in Section G, and will not be confirmed in writing. If an emergency arises after hours, the contractor must contact the COR for authorization to perform emergency repairs.

Wage Determination No.

Wage Determination No.

There is a collective bargaining agreement (CBA) in place for the following locations:

City	Building Name	Building Number	Building Street Address

In the event an option(s) is exercised by the Government, the contract price(s) will be adjusted upward or downward at the time the option is exercised in accordance with the clause entitled Fair Labor Standards Act and Service Contract Act - Price Adjustment (Option Contract). (See Sec. I)

C. DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

SECTION 1 GENERAL CONTRACT REQUIREMENTS

C.1.0 General

This is a Performance Based Work Statement (PWS) for Facilities Engineering: Operations, Maintenance, Custodial, and Related Services defined under the scope of this contract. This PWS describes the minimum requirements of the U.S. General Services Administration (GSA) and acceptable outcomes to be performed by the Consolidated Services Contractor (known from here on as Contractor). All, or part of, the successful offeror's Management Plan shall be incorporated into the contract.

C.1.0.1 Facilities Engineering

GSA intends to purchase Contractor provided technical and managerial expertise to assist in the holistic management of assets over the long term. This program strategy has taken the name "facilities engineering" and has proven to be a successful model resulting in efficient and effective management of assets while maintaining a lower overall cost of operations. The facilities engineering model is dependent upon an effective partnership with a highly skilled Contractor whose objectives are based on mutual understanding of the stated requirements and objectives. A higher level of effective communication between the Government and Contractor is essential for partnering and for this performance-based service contract to succeed, whereas the success of this contract is shared between the Government and the Contractor. More emphasis is placed on the Contractor's self-management of quality, not the usual inspection by Government inspectors, although that is a part of this contract as well. All parties shall act proactively to reduce service cost.

C.1.0.2 Systems Thinking

To establish a standard of facilities engineering practices, thought processes and problem solving throughout the model, GSA established a program philosophy rooted in "systems thinking" whereby the means and methods for providing building operations and maintenance are established through investigations, metrics, and feedback loops, and by establishing a partnership between the Government and Contractor to achieve joint performance objectives. The goal of applying systems thinking to facility management is to see that every action or decision in operating, maintaining, and retrofitting a building shall result in an impact (financial, environmental or, human resource, or any combination thereof), and to evaluate the "full circle" implications. Long term application of systems thinking throughout GSA has

resulted in both Contractor and Government joint command of short-term and long-term cohesive management of real property assets.

C.1.0.3 Partnering

GSA seeks to establish a partnering relationship with the Contractor to accomplish the program objectives in this contract. The objective of the partnering process is to provide an effective problem-finding/problem-solving management team composed of personnel from both parties, thus creating a single culture with one set of goals and objectives. Partnering requires that both parties recognize and address those opportunities and challenges that shall be confronted to help maintain the health of the Contractor/GSA relationship. The relationship is based on trust, dedication to common goals, and an understanding of each other's individual expectations and values. The team shall utilize a facilities engineering and systems thinking approach to provide solutions from a global perspective. The outcome of this initiative is for GSA to leverage Contractor expertise to assist GSA in accomplishing GSA goals and objectives.

GSA team members, as a minimum, shall include the Contracting Officer Representative (COR), Property Manager(s), Facilities Management Subject Management Experts (SME), and if necessary, the Contracting Officer.

Recurring partnering meetings will be vital in establishing a complete understanding by all stakeholders of the government's key performance measures and contract requirements, and in communicating means and methods by which the Contractor is working to ensure they are consistently met.

C.1.0.4 Tenant Satisfaction

While all GSA measures are important, it is imperative that the Contractor understands the government’s prioritization of commitment to tenant satisfaction. To improve the customer experience, it is necessary that the Contractor ensure that accurate and timely communications on issues that have a global impact on the tenant environment are communicated timely to GSA.

C.1.0.5 GSA Programs and Strategic Objectives

The Contractor shall work closely with GSA in management of strategic program goals and objectives. These goals, objectives and measures include but are not limited to the following:

- Assimilate into GSA programs and strategic objectives
    - Management of GSA objectives, performance measures and KPIs (energy consumption, tenant satisfaction, NCMMS, and sustainability, etc.)
        - Environmental Compliance
        - GSA Sustainability Program

        - Tenant Satisfaction
    - Leveraging GSA information technology resources (current examples include, but are not limited to, the following)
        - Use of the GSA Google Platform (Google Drive (shared documents, sites, storage)
        - Use of GSA networks and BAS systems on the network (shared document storage, paperless environment)
        - Energy Analysis Utilization System (EAUS)
        - Advanced Metering Technology, ION EEM
        - BIM resources where available
        - GSA Link network where applicable

- To work jointly and/or in stewardship with other facility related initiatives including design, construction and other activities performed by GSA or other 3rd party contractors
    - Architectural and engineering, construction, studies and surveys, environmental and energy assessments, etc.
    - Upon invitation participate in - Design reviews, consultation, punch lists, quality inspections, etc.
- Participate in review of Building Assessment Tool (BATS) surveys
    - Assist in the planning and prioritizing of repairs and long-term capital improvements

C.1.0.6 Guiding Principles

The Contractor, through innovation, technology, or other means, shall perform the required maintenance of these facilities by following our Guiding Principles for Sustainable Buildings which include:

1. Employ Integrated Assessment, Operation and Management Principles
    a. In conjunction with the CO or designee establish operational performance goals for energy, water, material use and recycling, and indoor environmental quality, and ensure incorporation of these goals throughout the lifecycle of this contract
    b. Ensure that operating decisions include sustainability considerations.
    c. Meet ASHRAE standards as noted throughout the SOW for thermal comfort and indoor air quality
    d. Use low emitting materials for any consolidated services. Use products that have low pollutant emissions, adhesives, sealants, and solvents.
    e. Use products meeting or exceeding EPA's recycled content recommendations for building consolidated services. For other products such as ceiling tiles, use materials

with recycled content. For more information see EPA's Comprehensive Procurement Guideline website.

f. Use of materials with the highest content level of biobased products per USDA's biobased content recommendations (website).
g. Use environmentally preferable products that have a lesser or reduced effect on human health and the environment, See the Federal Green Construction Guide.
h. Provide salvage, reuse and recycling services for waste generated from building consolidated services and discarded equipment.
i. Eliminate the use of ozone depleting compounds where alternative environmentally preferable products are available consistent with the Clean Air Act.

2. Optimize Energy Performance – GSA is in the process of optimizing energy performance through many means and processes. Operate all equipment to optimize efficiency to reduce energy use and otherwise seek operating costs reductions wherever possible
3. Protect and Conserve Water where possible inside and outside. Metering systems may be already installed or will be installed in government buildings to aid in reducing consumption. Where available use EPA's WaterSense-labeled products or other water conserving products, where available.
4. Be aware that the building(s) and management involved with this contract may establishing processes, instituting plans, and operational procedures to meet energy efficiency goals through receiving an ENERGY STAR rating, or comparable programs. The contractor will play an integral part of obtaining these goals and should be aware of the programs and processes.
5. The policy of GSA is to bring existing buildings into conformity with GSA's Strategic Sustainability Performance Plan (SSPP).

[[[This paragraph should be removed if lists of systems and strategic goals are not included below]]]

The following sections detail the GSA minimum requirements and acceptable outcomes for both tactical and strategic requirements. The Contractor shall closely monitor all aspects of the work, identify deficiencies, and implement corrective action, without reliance on Government oversight.

C.1.1 Scope of Work

[[[Note to Spec Writer: Remove reference to vertical transportation systems if your region has a separate contract for vertical transportation systems. Also make changes in sub section 6.12.]]]
[[[Note to Spec Writer: Throughout various paragraphs and definitions ESPC/ UESC information is included. These may be removed if NOT applicable.]]]

[[[Note to Spec Writer: Include this sentence if any of the locations covered by this solicitation have an active ESPC or UESC: Locations X, Y, and Z have an active Energy Savings Performance Contract (ESPC) or Utility Energy Service Contract (UESC). The Contractor shall operate and maintain these locations with consideration of the ESPC/UESC to ensure to the greatest extent possible that energy savings targets are satisfied or exceeded.]]]

C.1.1.1 Contract Systems and General Objectives

The Contractor shall provide management, supervision, labor, materials, equipment, and supplies (shipping & handling) and shall be responsible for the efficient, effective, economical, and satisfactory operation, scheduled and unscheduled maintenance, repair of all equipment and systems***, [[[Remove "(listed below)" if no list provided]]]*** (listed below), Vertical Transportation and all Custodial and related services otherwise known as Consolidated Services located within the property line of the locations captured in the chart below:

[[[Chart Example from Excel pasted over as a picture. Regions may modify or remove as needed.]]]

Building	Tenant (Normal) Hours	O&M	Custodial	Grounds	Interior Plants	Int. Pest Mgmt	Solid Waste Removal
Bldg Name/ Number	7:00AM - 5:00PM	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N

[[[This list of specific tactical and strategic requirements may be included modified or not used as desired]]]

a. Heating, ventilation, and air conditioning (HVAC) systems and equipment
b. Kitchen hoods and toilet exhaust systems
c. Electrical systems and equipment, lighting, and switchgear systems
d. All control systems that are within the scope of this Contract:

    1. Building Automation System (BAS) (where BAS systems are connected to the GSA network, the Contractor's employees will obtain a GSA ENT account to access systems).
    2. All Building Control Systems to include (BAS), Public Address Systems, and Security Control Systems (Note: Software maintenance and upgrades for BAS is the responsibility of GSA if on the GSA network; Software maintenance and Access and Control for Security Systems such as card readers is the responsibility of GSA. Software maintenance for Fire Alarm Systems is the responsibility of the O&M contractor. The software maintenance of lighting control systems and BAS systems not on the GSA network is the responsibility of the contractor).

e. Plumbing and domestic water equipment and systems
f. Kitchen/concessions/restroom/mechanical area drains and grease traps
g. Maintenance of landscape irrigation systems to include controllers, pumps, timers, and sprinkler nozzles.
h. Sanitary sewage equipment and systems.
i. Storm drainage equipment and systems
j. Fire protection and life safety systems and equipment including detection, notification, and communication systems, as well as monitoring service, suppression systems, standpipes, backflow preventers, water storage tanks, fire extinguishers, etc.
k. Smoke control systems (i.e., building, atrium, stair pressurization, elevator ventilation, etc.)
l. Perimeter and non-tenant security system (locks, gates/arms, operable bollards, wedge plates, keypads, card readers, magnetic locks, etc.…) and its components (hardware only) which includes general building public access and all garage access.
m. Dock levelers, roll-up doors, and sliding gates.
n. Architectural and structural systems, fixtures, doors, windows, roofs, and equipment within the site (to the property line).
o. US Flagpole, lighting and pulley systems.
p. Roofing system investigations, inspections, and repairs.
q. Mechanical and electrical equipment for window washing (wall glider, tracks, davits, and associated equipment).

r. Static and dynamic bollard systems, gates, and fences
s. Fire doors and windows (including hinges, closers and latching hardware)
t. Parking Lots, parking lot surfaces, sidewalks, and illumination.
u. Parking control equipment and loading dock equipment.
v. DSL, Modems, and other information systems periphery used to include the communication and data lines necessary to operate the fire alarm monitoring and web-based access to NCMMS. **Phone lines for fire alarm dialer.**
w. Maintenance, monitoring, testing, inspecting, and reporting of Vertical Transportation systems and equipment. This includes providing program administrative and technical support to the regional elevator team. Qualified Elevator Inspector (QEI) shall NOT be a subcontractor to the Vertical Transportation System (VTS) maintenance contractor.
x. Dispensing equipment in the restrooms and all hand sanitizers in common areas. This includes supplying batteries for all towel dispensers, soap dispensers, automatic operated flush valves, and sink faucets.
y. Window Blind repairs for common areas <u>ONLY (i.e., non-tenant space) and those Blinds which are part of the architectural structure of the window.</u>
z. Service request desk operations to include asset/equipment records management, real-time production control and dispatching of tenant or any reactive requests for all types of services, development and scheduling of planned maintenance and repairs, creating and use of query-based reports, and record keeping of all building related work using the National computerized maintenance management system (NCMMS).
aa. Locksmith services
bb. GSA owned kitchen equipment
cc. Custodial and Related Services

dd. GSA owned Kitchen Equipment

In addition, the Contractor shall be responsible for supporting GSA strategic management and capital improvement programs associated with physical assets and components. In certain instances, GSA may contract with third party resources to accomplish component and/or systems services. As needed, the Contractor shall be responsible to serve as agents of GSA requirements. The ***strategic*** general categories of services included within this PWS are as follows:

- Assimilate into GSA programs and strategic objectives
    - Management of GSA objectives, performance measures and KPIs (energy consumption, tenant satisfaction, financial performance, sustainability, etc.)
        - Environmental Compliance Audits
        - GSA Sustainability Program
        - Tenant Satisfaction Survey (TSS) Program
        - Federal Building Personnel Training Act (FBPTA)
        - GSA Link if implemented

    - Organizational/political/tenant priorities that will change over the course of the contract term
    - Leveraging GSA information technology resources (current examples include, but are not limited to, the following)
        - Use of GSA laptops
        - Use of the GSA Google Platform (Google Drive (shared documents, sites, storage))
        - Use of GSA networks (shared document storage, paperless environment)
        - Energy Usage Analysis System (EUAS)
        - Advanced Metering Technology, ION EEM
        - BIM resources where available
        - GSA Link and Smart Buildings Technology where applicable
- To work jointly and/or in stewardship with other facility related initiatives including design, construction and other activities performed by GSA or other 3rd party contractors
    - Architectural and engineering, construction, studies and surveys, environmental and energy assessments, etc.
    - Design reviews, project meetings, expert consultation, punch lists, quality inspections, etc.
- Work closely in joint partnership with GSA in the strategic implementation of a complete facilities management program within an environment of increasingly limited resources
    - WEBBER / Physical Condition Survey (PCS)
    - Planning and prioritizing of repairs and long-term capital improvements
    - Assessment and identification of risks, along with the realignment of resources
    - Information and data management, performance indicators, feedback loops, etc.

C.1.1.2 Scope Exclusions

Excluded from this scope are:

a. Agency installed/specific Security systems (does not include mechanical components of the door, closers, keepers, hinges, etc.)

b. Government telecommunication systems.

c. Equipment owned and operated by tenant agencies.

d. Furnishings, furniture, portable equipment, office partitions and cubicles unless specifically noted in the asset list (not installed as fixtures).

e. Kitchen appliances and equipment owned by the concessions vendor.

f. Equipment owned by servicing public utilities.

g. Maintenance and upgrade of GSA IT supported software or software licenses (to include building automation systems (BAS), lighting systems, security systems, and advance metering systems that reside on the GSA Network.

h. Upgrade of software and software licenses for NCMMS.

i. Fitness center equipment maintenance

j. Vending machines (with exception of wiping down of buttons for COVID-19 prevention)

k. Additional services as needed by various agencies.

Additional services may be ordered at the discretion of the Government for work relating to the custodial related issues, operations, maintenance and repair or upgrade of the covered facilities, but not covered in the basic services of the contract, as described in this document.

C.1.1.3 Discrepancy in the Specifications

In any cases of discrepancy in the specifications, the matter shall be immediately submitted to the Contracting Officer (CO). The decision of the CO as to the proper interpretation of the specifications shall be final in accordance with the Disputes Clause of this Contract.

C.1.2 Staffing and Ability to Communicate

The Contractor must provide all management, supervision, labor, subcontracts, materials, equipment, and supplies as necessary to meet all the requirements and objectives as detailed within this PWS. A staffing plan shall be included as a portion of the Contractor's Management Plan including key personnel and qualifications.

The Contractor must propose and adhere to a staffing and subcontracting plan that provides sufficient personnel at the various levels of expertise to ensure all requirements of this contract are achieved.

Provide qualified staff and onsite personnel to ensure services are continued without disruption to the tenant. The Contractor must be able to respond immediately to a variety of service requests involving multiple trades, including the operation, troubleshooting, and maintenance of building control and energy management systems.

The labor categories in the staffing and subcontracting plan shall correlate with the categories in the Service Contract Act Directory of Occupations. Personnel must be properly licensed and certified to work on facility systems or equipment for which licensed and or certified personnel are required by Federal, State, or local law, codes, or ordinances. Any qualitative or quantitative

changes to the proposed staffing or subcontracting plan (including both the number of personnel, qualifications, and/or the areas of expertise or disciplines) must be approved by the COR. Approval may be contingent upon an equitable adjustment in contract payment. Prolonged and/or unjustified vacancies beyond two (2) months may result in an equitable adjustment or payment deduction.

The contractor must submit emergency contact information for key personnel (including subcontractors, as applicable) to the COR or designee during the Transition Phase

A copy of the SCA Directory of Occupations can be found at this link: https://www.dol.gov/whd/regs/compliance/wage/SCADirV5/SCADirectVers5.pdf .

C.1.2.1 Qualifications of Project Manager and Onsite Supervisory Personnel

The project manager is a person, designated in writing by the Contractor, who has complete authority to act for the Contractor in every detail during the term of the contract. The Project Manager must have the authority to accept notices of deductions, inspection reports and all other correspondence on behalf of the Contractor. The Project Manager's physical location and availability must be satisfactory to the Contracting Officer and Its Representatives Officer or Representative. The Project Manager must have at minimum twelve (12) years of O&M/Facilities Management type experience, with at least 8 years in a project management/supervisory role. The proposed Project Manager's experience must be in the operation, management, and supervision of building mechanical maintenance operations for buildings of the approximate size, complexity, and characteristics of the buildings to be covered by this contract. A detailed resume containing the information specified in this document must be submitted to the CO or their representative for approval during the Transition Phase and prior to the assignment of the project manager to the contract. Both new and replacement project managers must meet these qualification standards. Minimally the resume must contain:

1. The full name of the proposed project manager.
2. A detailed description of the previous 7 years' employment history of the proposed project manager.
3. The names and addresses of the companies for whom the proposed project manager worked for the past 7 years, along with the names and telephone numbers of the immediate supervisors.

The O&M and Custodial Onsite Supervisors shall possess at least 3 years of recent experience in directing operation and maintenance of asset in a supervisory capacity for assets of the approximate size, complexity, and other characteristics of the asset to be operated and maintained under this Contract for the O&M Onsite Supervisor. The On-Site Custodial Supervisor shall possess at least 3 years of experience in custodial services, two of which must have been

supervisory, which includes knowledge of cleaning procedures, equipment and supplies, is required. A detailed resume for each candidate containing the information specified in this document shall be submitted to the CO or their designee for approval during the Transition Phase and prior to the assignment of any supervisor to the Contract. Both new and replacement onsite supervisors shall meet these qualification standards. Minimally the resume shall contain:

1. The full name of the proposed supervisor.
2. A detailed description of the previous 3 years' employment history of the proposed supervisor.
3. The names and addresses of the companies for whom the proposed supervisor worked for the past 3 years, along with the names and telephone numbers of the immediate supervisors.

C.1.2.2 Authority

The Project Manager shall have complete authority to act for the Contractor in every detail during the term of the Contract and shall have the authority to exercise financial expenditures and controls, accept notices of deductions, inspection reports and all other correspondence on behalf of the Contractor.

C.1.2.3 Communication Equipment

The Contractor shall provide key operational personnel (Managers, Supervisors, and Mechanical Engineers, Mechanical Supervisors, Operating Engineers, Heating, Ventilation and Air Conditioning (HVAC) Mechanics) with portable electronic means to communicate with GSA for all work covered under this Contract (Work Orders, emergencies, status of projects). Outside of normal working hours, the Contractor shall maintain some designated form of communication with on-call staff to allow the CO or their designee to contact such on-call staff at any time for emergency response. Electronic communication methods are the following:

- Phone/Emails/Text messaging capable smartphone or tablet devices. The Contractor is responsible for all initial and monthly costs associated with the device(s). Such devices shall be on the list of GSA- approved devices for remote mobile management found at this site: https://sites.google.com/a/gsa.gov/mobileinfo/approved-devices . This shall allow for mobile access to GSA email, the National Computerized Maintenance Management System (NCMMS) mobile environment and Building Automation Systems (BAS) alarms. The process for this and the list of currently approved devices is available upon request. Contractor personnel under this Contract must obtain and maintain an official GSA ENT account (this is your enterprise account for signing into systems administered by GSA) and monitor their GSA email account for all notifications.

- Fax. Receiving and sending faxes is acceptable as a secondary communication method for locations that have problems with wireless device signal strength. However, delaying faxes because of combined usage of voice and fax on the same line is not acceptable.

- Administrative Station – The management of NCMMS for a contract group of buildings will require at least one administrative station to administer the scheduling, communication log, creation and modification of route plans, creation of task planning, work order process flow, report generation and maintenance, preventive maintenance tracking and accomplishment for the contract, and numerous other functions not able to be performed on portable device. The contractor is responsible for providing internet connection for this administrative station. The contractor is responsible for the training of contract personnel on the use of the device, how to perform an email/text, how to use their radio, tablet, and phone.

  Note: In areas where cellular service is unavailable, or unreliable, special exceptions shall be made by the CO or designee on a case-by-case basis.

C.1.2.3.1 Prohibited Telecommunications Equipment

The contractor shall comply with Section 889 of the John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019. Section 889 of the NDAA includes two prohibitions regarding certain telecommunications and video surveillance equipment and services (telecom).

- Part A, the Government cannot obtain prohibited telecom: Effective August 13, 2019, the Government may not obtain (through a contract or other instrument) certain telecommunications equipment or services produced by the following companies or their subsidiaries and affiliates:
  - Huawei Technologies Company
  - ZTE Corporation
  - Hytera Communications Corporation
  - Hangzhou Hikvision Digital Technology Company
  - Dahua Technology Company
- Part B, Contractors cannot use prohibited telecom: Effective August 13, 2020, the Government may not contract with an entity that uses telecommunications equipment

or services, as a substantial or essential component of any system, or as critical technology as part of any system, produced by the same companies listed in Part A.

- Use is "regardless of whether that use is in performance of a Federal contract"
    - Section 889 Part B applies to every contract: no matter what your company makes or sells. As of August 13, 2020, any technology the Contractor uses must be checked to ensure that it does not include prohibited components and be able to complete representation/reporting requirements in Federal Acquisition Regulation (FAR) subpart 4.21

C.1.2.3.2 CIO 2100 IT Security Policy

The Contractor shall ensure compliance with GSA Order CIO 2100.1K. Contractor core personnel under this Contract must obtain an official GSA email account. Employees must have clearance before they shall access GSA email, NCMMS, or other Government systems. The GSA Order CIO 2100 prohibits an employee or Contractor supporting GSA from creating or sending information using a non-official GSA electronic messaging account (*i.e.*, company or personal email account). The Contractor shall ensure compliance with the Department of Homeland Security ICS-CERT cyber security guidance and recommendations. Guidance can be found at the web site in document titled "Web Links" at: Operations and Maintenance Specification

C.1.2.4 Language

On-site personnel and the Contractor's Point of Contact (POC) for GSA need to be proficient in English, and must be able to read, write, speak, and understand English.

C.1.2.5 Employee Suitability

The GSAR 552.237-71 Qualifications of Employees (1989) clause shall be followed at all times during the performance of this Contract.

a. All Contract employees requiring routine unescorted access to federally controlled facilities or information systems, or both, for more than six months (Regular Employees) shall be required to undergo a suitability determination before a personal identification verification (PIV) card is issued. After the request for suitability determination is sent to the determining authority, requested personnel may not enter the facility for work associated with the contract. They may enter to attend training or indoctrination activities only. After their initial favorable suitability determination is received, Contractor personnel may enter for work and shall comply with normal facility access control procedures, including recording presence, temporary badging, and escorted entry, as applicable. When a favorable final suitability determination is received and PIV card issued, entry will allowed by presenting the PIV card.

b. Failure of a Regular Employee to receive a favorable suitability determination shall be cause for removal of the employee from the work site and from other work in connection with the Contract.

c. Contract employees working less than six months (Temporary Employees) shall, at the Government's option, be required to undergo a lesser form of suitability determination. Prior to the time that an identification card is issued, if at all, such Temporary Employees shall be required to comply with normal facility access control procedures, including recording presence, temporary badge, and escorted entry, as applicable.

d. The Government, at its sole discretion, may grant temporary suitability determinations to Regular or Temporary Employees. However, the granting of a temporary suitability determination to any such employee shall not be considered as assurance that a favorable suitability determination shall follow.

e. The CO or designee shall provide the Contractor with the required clearance procedures for obtaining necessary clearances. The Contractor shall comply with these clearance procedures.

f. The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse for any lack of Contractor performance under the Contract.

g. The contracting officer or a designated representative may require the Contractor to remove any employee(s) from GSA controlled buildings or other real property should it be determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on GSA controlled property.

h. The Contractor shall fill out and cause all of its employees performing work on the contract work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. Upon request of the Contracting Officer, the Contractor and its employees shall be fingerprinted.

i. Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form I-151, or, who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

C.1.2.6 Employee Technical Qualifications

Employees or subcontractors performing Contract work involving the operation, maintenance or repair, inspection, or testing of any piece of equipment or system shall be trained and possess the knowledge, experience and skills pertinent to the equipment or system as demonstrated by a current training certificate from an equipment manufacturer or a certificate by an organization acceptable to the CO. Contractor personnel shall have NCMMS skills sufficient for "Use of NCMMS" as described in this subsection. All personnel or sub-contractor personnel shall possess all certifications and licenses required by Federal, state and local jurisdictions and National Fire Protection Association (NFPA) 72, National Fire Alarm Code, section 10.5, for equipment that they shall be, maintaining, repairing, inspecting or testing. It is not necessary for O&M staff personnel to possess a NICET certification to operate fire life safety equipment. These tasks include such operations as enabling/disabling points on Fire Alarm Systems, isolating portions of the wet or dry sprinkler systems, draining drum drips, or resetting dry pipe clappers. Provided testing is conducted in accordance with NFPA processes and that training has been conducted by a certified company, the O&M staff may conduct weekly / monthly fire pump tests, monthly emergency lighting testing, monthly generator transfer switch testing, and conduct monthly visual inspections of fire extinguishers.

C.1.2.7 Certifications

Copies of all certifications for Contractor employees shall be kept on-site and provided to the Government upon request. The Contractor shall provide to the CO or their designee documentation of the certificates of training, licenses, and permits for all new employees not later than seven business days prior to that person beginning work under the terms of this Contract. The Contractor shall ensure that all certificates of training, licenses, permits, and bonds are current and valid and are loaded in NCMMS.

C.1.2.7.1 Qualifications of Fire Alarm System Technicians

a. Technicians performing contract work involving the inspection, testing, and preventive maintenance or repair of fire alarm systems shall be certified by the National Institute for Certification in Engineering Technologies (NICET) and possess at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Fire Alarm Systems. The Contractor shall submit to the CO or designee the NICET level certification number and expiration date for each field technician and inspector responsible for performing fire alarm system preventive maintenance and repair services required under the terms of this Contract.

b. Technicians modifying the programming software of the fire alarm system shall also be factory trained and certified by the system manufacturer for the specific type and brand of fire alarm system being serviced. The Contractor shall submit to the CO or designee the factory trained certification number and expiration date for each specific manufacturer's equipment

for each technician responsible for performing programming of the fire alarm system.

C.1.2.7.2 Qualifications of Water-Based Fire Suppression System Technicians

Technicians performing contract work involving the inspection, testing, and preventive maintenance or repair of water-based fire suppression systems shall be certified by the National Institute for Certification in Engineering Technologies (NICET) and possess at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Inspection, and Testing of Water-Based Systems. The Contractor shall submit to the CO or designee the NICET level certification number and expiration date for each field technician and inspector responsible for performing water-based fire suppression system PM and repair services required under the terms of this Contract.

C.1.2.7.3 Qualifications of Technicians

[Dry Chemical Extinguishing System], [Wet Chemical Extinguishing System]; [Clean Agent Fire Extinguishing System]; [Halogenated Extinguishing System]; [Carbon Dioxide Extinguishing System]; [Ventilation System Fire Extinguishing System]; [Smoke Control]; [Fire Damper]; [Smoke Damper]; [Combination Fire/Smoke Damper]; [Fire-rated Door Assemblies]; [Smoke Door Assemblies]; [Portable Fire Extinguisher]; [Emergency and Standby Power];

Technicians shall be trained and possess a current training certificate for inspecting, testing, and maintaining these components from an equipment manufacturer or a certificate by an organization acceptable to the CO. The Contractor shall submit to the CO or designee the certification document and expiration date, issued by the equipment manufacture or organization confirming the technician has been trained, for each field technician and inspector responsible for performing the inspection, testing, and maintenance of such systems/equipment under the terms of this Contract.

C.1.2.7.4 Qualifications for Electrical Technician

Technicians performing Sub-Contract work involving inspections, testing, and maintenance for the electrical switchgear shall meet the qualifications by the American National Standards Institute/International Electrical Testing Association ETT-2015, Standard for Certification of Electrical Testing Technicians or qualifications by the National Institute for Certification in Engineering Technologies (NICET) and hold at least a Level 3 certification.
The Contractor shall provide documentation to the CO or designee on qualifications identified in this standard. Certification can be obtained through; the ANSI/NETA Certification program (http://www.netaworld.org/press-release/251) or Electrical Testing Technician Certification Institute (http://www.ettci.org/). Guidance can be found at the web site in document titled "Web Links" at: Operations and Maintenance Specification

Alternate certifications presenting evidence of equal or greater skills and qualification may be

substituted; however, the burden to evidence the quality of such certification falls fully upon the vendor.

C.1.2.7.5 Qualifications of BAS / EMS Technicians

All personnel involved in the operation, adjustment and maintenance of all BAS and Energy Management Systems (EMS) systems must be trained and qualified. The Contractor must provide to the CO or their designee documentation of the level of experience, including any certificates of training, for all employees who will be involved in this function. Technicians modifying BAS and EMS systems must be factory trained and currently certified for the operating system, including software version, of the BAS and EMS systems and must provide documentation of this certification to the CO or designee.

The Contractor shall be proficient in applicable controls systems (e.g. JCI, Honeywell, Siemens, Delta, Automated Logic, Allerton, and Tridium). The Contractor shall be aware of building systems running on GSA IP Enterprise Network and capable of initiating troubleshooting if network communications is suspect. This means being familiar with the procedure for logging GSA IT Help Desk tickets and following up to ensure tickets are being worked by the assigned party. Some familiarizations with the use of Integrated Control systems, GSA IP Addresses, function of network routers, function of network switches, networks communications, and BAS software will be necessary.

C.1.2.7.6 Qualifications of a Production Control Clerk

Persons performing this role must have 2 years' experience performing the activities similar to those described in paragraph C.1.9 and be proficient in MS Office. Position duties include receipt, recording, and distributing work orders utilizing IBM Maximo 7.6, or most current version, to service groups or crews upon customer requests. Customers include building tenants, visitors, government officials, or property management. The Service Order Dispatcher / Production Control Clerk records information, such as name, address, article to be repaired or service to be rendered, prepares work orders and distributes to service crew or group. The Service Order Dispatcher /Production Control Clerk function dispatches and ensure satisfactory performance of service, keeps record of service Requests and work orders, and may dispatch orders and relay messages and special instructions to mobile crews and other departments using radio or cellular telephone equipment. He or she may perform any combination of the following duties: compile and record production data from customer service Requests, work tickets, asset specifications, and individual worker production sheets following prescribed recording procedures and using different word processing techniques. The schedule function includes generate preventive-predictive maintenance schedules , update asset records, dispatch preventive and corrective maintenance tasks to staff or groups for accomplishment, record accomplishment and expended labor hours to perform the tasks.

C.1.2.7.7 Qualifications of Elevator Administrative and Technical Support Personnel

Persons performing elevator administrative and technical support shall have extensive knowledge and experience working with and around elevator equipment and systems. The elevator administrative and technical support personnel will act as an extension of the regional Elevator Program Team and be responsible for monitoring all vertical transportation system maintenance, performing routine equipment inspections, reporting equipment conditions, and providing corrective recommendations for elevator system deficiencies. Persons in this role shall have a minimum of 1 year as an inspector or consultant in the vertical transportation industry and must function independent of an Elevator Manufacturing, Maintenance, or Repair company. They shall be well versed in the current Safety Handbooks, Elevator Guidelines, ANCI recommendations, and NFPA and ACME codebooks, specifically pertaining to vertical transportation systems. As part of the NCMMS requirements, the administrative and technical support personnel will be required to update the NCMMS with all vertical transportation system related work orders for service requests, repairs, preventive maintenance, testing, and reported elevator incidents. At the start of the contract, they must be an individual possessing a valid Qualified Elevator Inspector (QEI) certification. QEI credentials shall be current and provided to the COR at the start of the contract, during the contract transition phase.

C.1.2.7.8 Qualifications of Elevator Inspectors

Inspection and testing of elevator equipment and systems shall be performed by specialized and qualified 3rd party inspection contractors. The inspecting contractor shall be certified by an organization accredited by the American Society of Mechanical Engineers Qualifications for Elevator Inspectors Committee in accordance with the requirements set forth in the Standard for the Qualification of Elevator Inspectors, ASME QEI-1 and be recognized by the authority having jurisdiction. In addition, inspectors and/or consultants shall have a minimum of 1 year as an inspector or consultant in the vertical transportation industry and must function independent of an Elevator Manufacturing, Maintenance, or Repair company. Each Inspector's-QEI credentials shall be current and provided to the COR prior to performing any inspections.

C.1.2.7.9 Qualifications of Elevator Maintenance Technician

The personnel employed by the Contractor shall be capable employees, trained and qualified in elevator maintenance and repair work. Elevator maintenance mechanics performing contract work shall have journeyman status as recognized by the industry and/or the National Association of Elevator Contractors (NAEC) Certified Elevator Technicians (CET).

Elevator technicians must have access to a continuing education program, new technology and technical support. Technician need not be an Elevator Union member; however, the Company /Contractor must have a working agreement with the Local Elevator Union.

C.1.2.8 Employee Training

The Contractor shall submit a training program to ensure employees working in a Federal building have the experience, knowledge, skills, and abilities to perform the work required by this Contract. The training program must be submitted to the CO or their designee for approval no later than 90 calendar days after contract services date. The program must include training subjects, to include initial safety training, and dates that employees will be attending the sessions. The training program shall stipulate training for any new hires that are brought on staff anytime time during the contract term. The Contractor shall document training and provide documentation to the CO or designee. The Contractor shall provide training and/or document training that conforms to the core competencies of the Federal Buildings Personnel Training Act of 2010, green cleaning practices, and sustainability. The contractor shall provide documentation to the CO or designee."

C.1.2.8.1 Asbestos Awareness Training

The Contractor shall ensure that all employees, including replacement workers, receive asbestos training and refresher training in accordance with 40 C.F.R part 763 and 29 C.F.R. part 1910. The Contractor shall follow all instructions for each asbestos class job as outlined in 29 C.F.R. parts 1910. The training shall be conducted, at no additional expense to the Government, within 60 calendar days of Contract services start date. The Contractor shall submit written certification to the CO or designee within five business days of the completion of training.

C.1.2.8.1.1 Asbestos Worker Training

The contractor shall ensure that adequate numbers of HVAC employees have attended the initial 16-hour worker training as well as the annual 4 hour refresher course in order to maintain necessary certifications to conduct class 3 and class 4 asbestos work. **Class III asbestos** work includes repair and maintenance operations where ACM or presumed ACM (PACM) are disturbed. **Class IV** work includes custodial activities where employees clean up **asbestos**-containing waste and debris produced by construction, maintenance, or repair activities. This training shall be conducted by a training organization / person who is certified IAW OSHA standard(s). The contractor shall submit proof of initial training within 90 days of the contract services start date and annually thereafter. All newly hired HVAC employees shall complete initial training within 90 days of hire date.

C.1.2.8.2 Re-Tuning Training

The Contractor shall ensure that all Mechanical Engineers, Mechanical Supervisors, Operating Engineers, HVAC Mechanics, and Control Technician employees, including replacement workers, receive Building Re-Tuning Training, (guidance can be found at (http://retuningtraining.labworks.org/training/lms/). This is a five (5) to six (6) hour online

course and refresher training every two years. The training shall be conducted within 60 calendar days of the contract services start date with refresher training conducted every two years, at no additional expense to the Government. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee identified above.

C.1.2.8.3 Education Requirements and Certifications

All HVAC personnel designated to work on, operate, maintain, and (or) repair HVAC equipment or systems shall maintain a minimum of 16 hours annually of continuing education from either a NATE, HVAC Excellence, UA Star recognized provider program or industry recognized HVAC training organization. The Contractor is responsible for all costs associated with obtaining this training. All training must be tracked and reported to the COR annually.

All HVAC personnel designated to work on, operate, maintain, and (or) repair HVAC equipment or systems shall possess one or more of the following certifications:

1) North American Technician Excellence (N.A.T.E.) Core Service plus Air Distribution Services Specialist or any service Knowledge Areas of Technician Expertise (K.A.T.E.) Specialty listed under the service category.

2) HVAC Excellence Professional - the following three certifications: Light Commercial Air Conditioning, Gas Heat, and Green Awareness Certification

3) UA Star HVACR Mastery Certification

NOTE: (Incumbent and new hired Employees) All Incumbent personnel previously designated HVAC and new hire employees who operate, work on, maintain and repair HVAC equipment (including boilers and heating systems) will be required to become certified. The contractor shall develop a training plan for each employee and submit to the COR within the 30 calendar days after contract services start date and must be certified or completed within the first 6-months of the contract start date or employment date or within the normal industry prescribed time frame for the program selected. Progress to complete this requirement shall be reported to the COR in the monthly progress reports.

Progress to maintain certification and report of continuing education received shall be reported to the COR annually.

C.1.2.8.4 NCMMS Training

Contractor shall ensure that all staff using NCMMS complete Government provided new user training at a minimum. New user basic training curriculum, which takes approximately 6 hours, covers the following at a minimum:

- Basic Navigation

- Work Order Tracking
- Asset Management
- Preventive Maintenance
- Reports

Contractor shall identify and designate staff responsible for performing specific administrative tasks within NCMMS. In addition to NCMMS New User Training, designated staff shall complete NCMMS Contract Administration Training for Contractors which takes approximately 3 hours and covers the following at a minimum:

- Account Management
- People Records
- Labor Records
- Location Records
- Preventive Maintenance Work Orders
- Conduct Quality Control Inspections
- Generate Monthly Progress Reports
- Hazards and Precautions Management

Training can be provided: In-person (by Regional NCMMS support staff via webinar by National NCMMS staff) **or** Online on demand training. Contractor shall work with COR to schedule and facilitate training during the Transition Phase of the contract. Contractor shall request new user training for replacement staff from COR. Training shall be completed at no additional cost to the Government. Contractor may request a waiver for staff that have previously completed NCMMS training and can demonstrate knowledge and proficiency using the system. Contractor shall identify all previously trained staff and provide supporting documentation and records to the COR for waiver consideration. The Contractor shall submit written certification to the CO or designee within five (5) business days of completing training.

C.1.2.8.5 Lead Awareness Training

The Contractor shall ensure that all employees, including replacement workers, receive lead awareness training and refresher training in accordance with 29 CFR 1910.1025(l)(1)(i). The training shall be conducted, at no additional expense to the Government, within 60 calendar days of Contract services start date. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training.

C.1.8.6 Custodial Training

In addition to other required training in this PWS the Contractor shall provide custodial employees with training to broaden their technical skills, improve customer service, and to promote personal development. Training provided shall embrace the concepts of providing and

maintaining quality cleaning that is safe, healthy, and sustainable. www.issa.com as well as other cleaning groups offer their members educational materials on these items. The training shall be conducted, at no additional expense to the Government, within 90 calendar days of Contract services start date or new employee onboarding. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee.

Each Custodial supervisory employee must maintain a current certification in Advanced Custodial Technician from the Cleaning Management Institute (CMI) or equivalent. The CO or their designee will approve any equivalent course. The training shall be conducted, at no additional expense to the Government, within 90 calendar days of Contract services start date or new employee onboarding. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee.

C.1.2.9 Appearance

Contractor personnel shall present a neat appearance and be easily recognized. This shall be accomplished by wearing uniforms bearing the name of the company and employee name. Denim jeans and T-shirt, sleeveless shirt, or shirts without collars are not acceptable. Uniforms shall be regularly laundered, consistent among personnel classifications, and maintained presentable to tenant personnel during all working hours. Smocks shall be acceptable for custodial personnel.

C.1.2.10 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking disciplinary action with respect to its employees, as necessary. The Contractor is responsible for ensuring that its employees do not disturb papers on desks, open desk drawers or cabinets, or use Government telephones, except as authorized. Each employee must adhere to standards of behavior that reflect favorably on his or her employer and the Federal Government. Smoking is only allowed in designated areas on the property and no smoking, to include electronic cigarettes or vaping devices, are allowed within the Facility.

The Contractor shall, at a minimum:

- ➢ Ensure that the Contractor's employees participate in building fire and civil defense drills.
- ➢ Ensure if applicable, rooms are locked after performing work and that keys are returned to the designated office.
- ➢ Ensure that lost and found articles by the Contractor's employees are turned in to the CO or their designee.

- ➢ Ensure that the Contractor employees notify the security officer on duty when unauthorized or suspicious person(s) are seen on premises.
- ➢ Ensure that the Contractor's employees notify CO or their designee of any observed hazardous material, or Universal Waste materials in the trash or recycling receptacles.

C.1.2.11 Recording Presence

Each Contract employee shall sign in when arriving and departing the facility daily and follow card access requirements as directed by the CO or designee. The Contractor shall accumulate GSA Form 139 (Record of Time of Arrival and Departure from Building) or other designated form for use in recording presence each calendar week and certifies in writing on each form that the information shown is true and correct within 5 business days of the end of the work week. The Contractor shall provide copies of these records to the CO or designee upon request.

C.1.2.12 Personal Identity Verification Requirements

Contractor employees that require access to GSA-controlled facilities or information systems to perform Contract requirements shall comply with GSA personal identity verification requirements, guidance can be found at the web site in the document titled "Web Links" at: Operations and Maintenance Specification. The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have access to a GSA-controlled facility or access to a GSA-controlled information system.

C.1.2.13 Credentials and Identification

Upon receipt of favorable suitability determination as indicated in this document, each employee of the Contractor will be issued an identification credential. The identification credential shall be displayed at all times while on Government property. The CO or designee, Government law enforcement, or security person shall periodically verify passes of Contractor employees with their personnel identification. Contractor employees shall comply with security verification procedures at all times.

a. The Contractor shall ensure that every Contract employee has a Government issued identification credential before the employee enters on duty. As required by the Government, the Contractor shall make his employees available for photo identification badges, on a schedule to be worked out with the CO or designee. The Government will make the identification credentials after a favorable security determination has been received for the Contractor's employees. Each identification credential shall have an expiration date and Contractor employees shall sign each badge at the time of photographing.

Contractor personnel with credentials shall be required to comply with all access security

screening procedures applicable to Government or other personnel possessing similar credentials, or as determined by the building practices as defined by the Facility Security Committee. All Contractor personnel possessing credentials (PIV or otherwise) shall visibly display their credentials at all times while in the building(s) where work is being performed.

The Contractor shall be responsible for ensuring that all identification credentials are returned to the CO or designee whenever its employees leave the Contract (*i.e.,* when the Contract has been completed, employees leave the company, employees are dismissed or terminated or the Government determines that the employee is to be removed from the contract). The Contractor shall notify the CO or designee whenever employee badges are lost.

The Contractor shall be responsible for paying the Government for replacement credentials at the current cost per badge.

C.1.2.14 Escorting

Temporary contract employees who do not have favorable preliminary or final suitability determinations and need to work in non-public federally-controlled space must be escorted. In those cases, the Contractor shall comply with the security clearance procedures for Escort Only Contractors. All un-cleared contract employees shall be escorted in non-public space by a Government employee or another responsible cleared contract employee who is approved by the CO or designee. Other Government agencies shall have specific agency security requirements for their own space that shall only allow escort by Government employees or those designated by their agency. Government employees or approved cleared contract employees who provide escorts for un-cleared contract employees shall always be within eyesight of the un-cleared contract employees. The Contract Government escort shall watch un-cleared employees and remain with un-cleared contract employees for the entire time they are in non-public federally controlled space. Any security violation of escort requirements by a cleared and approved contract employee shall result in the immediate removal from the Contract of all contract employees involved, *i.e.,* escorts and un-cleared escorted contract employees. Also, violations of escort requirements by subcontract employees in accordance with security requirements shall be grounds for loss of facility access for those individuals or grounds for termination of Contract, or both.

C.1.2.15 Occupancy Emergency Plan (OEP)

The Government's Occupant Emergency Plan (OEP) is used by the CO or their designee during building emergencies. Designated Contractor personnel, including the on-site supervisor(s), shall be thoroughly familiar with the Government's OEP. All the Contractor’s employees shall be trained by the Contractor to fully understand their responsibilities relative to each emergency plan. The Contractor shall participate in fire and other emergency drills. The Contractor shall be required to perform the services required by the contract and as identified by the CO or their

designee to the extent allowed during all emergency situations including but not limited to fires, accidents and rescue operations; the Contractor's personnel strikes; other service contractors on strike; civil disturbances; natural and man-made disasters, and utility service outages.

C.1.3 Quality Control Program

A Quality Control Program (QCP) shall be developed and implemented by the Contractor. The Contractor's QCP shall ensure Contract compliance, and act to ensure that potential problems with building services, equipment and systems are identified, documented, and resolved prior to failure. The Contractor shall create and implement data collection and analysis plans to continually monitor and improve efficiency in operations, resource consumption, environmental impact and tenant satisfaction. In the event the Government Quality Assurance Program identifies deficiencies the Contractor shall implement progressively responsive quality control measures commensurate with the severity of the Government's deficiencies. Deficiencies identified by the QCP or QASP shall be recorded in the NCMMS as described in the ADVANCED GSA Process Flows Procedures Manual.

[[[Note to Spec Writer: This subsection shall be coordinated with the proposal submission requirements. Note that the Quality Control Plan must be submitted as part of the technical proposal for review prior to award and shall be clearly identified in the evaluation factors.]]]

C.1.3.1 Quality Control Plan

The "Quality Control Plan" (QC plan) is the Contractor's complete written system for identifying and correcting deficiencies and monitoring and improving efficiencies to continually improve the quality of services provided. Preparation of the QC plan is the responsibility of the Contractor and is due with the Contractor's proposal.

[[[Note to Spec Writer: Annual resubmission of the QCP may be required as regions deem needed. If desired, include the annual requirement in this following paragraph.]]]

The QC plan, revisions or updates shall be submitted for approval by the CO or designee. A review of the QC Plan can be initiated by direction of the CO or designee.

C.1.3.2 Quality Control Plan Contents

The QC plan shall detail the Contractor's methods, frequencies, documentation, and remedies for ensuring that all aspects of contract work performed is of the highest quality. It shall describe procedures for correcting problems, data gathering, improving efficiencies, and addressing quality assurance findings by the Government. The Contractor shall further customize the QC plan to meet facility specific conditions. The QC plan shall describe the Contractor's overall approach, methods, roles, and responsibilities relating to Quality Control of

all areas of contract work including service calls, preventive maintenance/inspection schedules, and operating data collection and analysis. The revised QC plan is to be submitted for review and approval to the CO or designee within 30 calendar days of Contract start date.

[[[Note to Spec Writer: Include if any of the locations covered by this solicitation have an active ESPC or UESC: The QC Plan must address how the contractor plans to monitor operations to ensure compliance with parameters set forth by the ESPC/UESC to ensure the government is realizing established energy savings and the equipment/systems are performing as designed.]]]

C.1.3.2.1 Inspection and Data collection Program

[[[Note to Spec Writer: Recommend to submit the Quality Control Plan as a stand-alone attachment not subject to the page restrictions of the Technical Proposal.]]]

The Contractor shall develop an inspection and data collection and analysis programs that ensure a safe, secure and efficient level of operation of all equipment and services required in this PWS. The inspection program shall specify the areas to be inspected on a scheduled or unscheduled basis, how frequently inspections shall be accomplished, and the title of the individual(s) (third party or corporate) who shall perform the inspections. The inspection program shall provide for a written record of inspections and results. The inspection program plan shall be planned, scheduled, tracked, and reported via the NCMMS.

C.1.3.2.2 Methods

The Contractor shall identify its methods for identifying, correcting, and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.

C.1.3.3.1 Data Collection and Analysis Program

The Contractor shall collect and analyze any and all operational data including, BAS, NCMMS, Utility bills, installed meters, infrared scans, vibration analysis, and meteorological data to implement or recommend any operational changes to increase the buildings operational efficiency, reduce resource use, lower environmental impact, reduce costs and improve tenant satisfaction. The Contractor will verify expected results and report expected vs. actual results at least annually.

C.1.3.3.2 Methods

The contractor shall use NCMMS to the maximum extent possible to create and store analytic data. Physical meters used for analysis shall be asset based in NCMMS with meter readings recorded in NCMMS.

C.1.3.1 PERFORMANCE EVALUATION AND REVIEW

C.1.3.1.1 General:
The CO or designee will coordinate performance evaluation meetings with the Contractor and/or tenants.

C.1.3.1.2 Communications Requirements:
Proper communication to appropriate personnel is imperative to overall success of the contract and tenant satisfaction.

- Tenant Meetings: The Contractor shall attend a minimum of quarterly and as required tenant meetings. The meetings will be on the agenda to communicate program specific information, improvements, or work that will impact the tenants.

- Partnering Meeting / Quality Control Meeting: While the Government does not seek to be prescriptive, it is noted that live, interactive meetings, including updates, reports and trend analysis on the varying contract programs areas have been shown to hold significant value in meeting the Government's desired performance levels in this area. Additionally, the use of electronic media and mobile platforms (such as google docs, Meeting Space and teleconferencing) function well with GSA's mobile workforce.

It is expected that the monthly partnering meetings will be vital in establishing a complete understanding by all stakeholders of the government's key performance strategic requirements.

The written minutes of these meetings will be prepared by the Contractor and delivered to the CO or their designee no later than 3 business days subsequent to the meeting(s).

- Day to Day / Emergency Communications:

While all GSA measures are important, it is imperative that the Contractor understands the government's commitment to tenant satisfaction. It is essential that the Contractor ensure that accurate and timely communications on events that have a global impact on the tenant environment are communicated to GSA. Examples of such events include but are not limited to the following

- On-site injuries
- Equipment failures or design flaws that impact ability to maintain proper temperature and humidity for the entire building, floor, tenant area or computer rooms
- Elevator entrapments or failures
- Power Outages
- Water Outages
- Fire Alarm activations

- Tenant complaints received via a NCMMS bounce back survey, e-mail, phone call, or verbally to a member of the contractor's team.
- Tenant service Requests that have not been completed within prescribed time frames established in the Performance Work Statement (PWS)
- Major Water leaks that have migrated to tenant work areas
- Failure of GSA security control systems that have an impact on authorized tenant's ability to access control to parking areas or buildings.
- Custodial performance issues

The contractor shall utilize their professional judgment and experience in balancing emergency events response with timely GSA notification. When feasible, the contractor shall communicate to GSA while simultaneously responding to these events.

C.1.4 Quality Assurance

GSA's role in quality assurance is to ensure that the Contractor is achieving the quality levels established in the operation and maintenance and custodial services contract and focuses on the Contractors' QC plan. GSA periodically validates the execution of the Contractor's QCP by reviewing such areas as the Contractor's inspection forms, service request logs, tenant reports, tenant satisfaction surveys, the NCMMS surveys, and the timeliness of corrective actions.

As part of the Government's quality assurance program, the Government may:

a. Review and, if warranted, reject any reports or other submittals required from the Contractor.

b. Review performance and service records, including (if applicable, but not limited to) monthly progress reports, BAS data, NCMMS data, (Advance metering System, (AMS) data) and any computerized or hard copy records maintained by the Contractor documenting performance under this Contract, and require correction of any unsatisfactory conditions noted.

c. Determine the adequacy of the Contractor's QCP and documentation and the overall success of this program. The Government shall (may) order improvements, if it determines the program is insufficient or ineffective.

d. Obtain tenant satisfaction and NCMMS survey information and require improvements in service based on such information to the extent such results correlate with deficiencies in Contract requirements.

e. Conduct (random and routine) physical inspections of facility equipment and systems, inspect both interior and exterior areas to ensure custodial requirements

are met, including programs and files maintained on computers in Contractor onsite offices and work areas, and require correction of deficiencies noted.

f. Perform inspections with Government personnel or independent third-party inspectors.

g. ***[[[Add this para. For ESPC/ UESC bldgs.. Otherwise delete]]]:*** Review changes made to O&M procedures compliance with established by an ESPC/UESC, if applicable, and require correction of any O&M deficiencies.

C.1.4.1 Contracting Officer's Representative (COR)

Contracting Officer's Representatives (COR) shall be appointed to monitor Contractor performance, and they have the right to inspect and accept or reject defective services. The COR has the authority to recommend deductions based on findings in the Quality Assurance Report. The name and telephone number of each COR under the Contract shall be furnished to the Contractor in writing by the CO.

The COR is not authorized to make commitments for the Government or make changes to the contract terms and conditions.

C.1.4.2 Government Monitoring

The Government shall inspect the Contractor's performance using a quality assurance surveillance program (QASP) through random inspections, scheduled inspections, or any other method of inspection by the COR or designee that the Government determines reflects the actual performance of this Contract. Contractor performance shall be evaluated based on the performance success or deficiencies, success or failure in meeting contract requirements, and the Contractor's record of correcting deficiencies when noted. While corrective actions shall be noted, a record of significant performance deficiencies shall lead to a performance evaluation that is less than satisfactory even if the Contractor takes corrective action. The Contractor shall meet with the CO or designee and other Government representatives, at the discretion of the CO or designee, to review Contract performance monthly after the contract services start date for the first ***[[[fill in number]]]***___ months and then quarterly thereafter.

C.1.4.3 Performance Evaluations – Reserved (For Ability One Contracts Only)

C.1.5 Physical Security

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use in accordance with the Government Property (GP) clause, Federal Acquisition Regulation (FAR) 52.245-1. Any loss of integrity in the lock and keying system shall be immediately reported to the COR.

C.1.5.1 Key Control

The Contractor shall follow the building's key control program; refer to Policy 5900.1ADM, Physical Access Control Systems in U.S. General Services Administration Controlled Space. Keys issued to the Contractor or the Contractor's personnel or subcontractors shall be signed for and not transferred to other personnel unless recorded in the key control log. All new locks shall be incorporated into the existing grand master key system. The Contractor shall develop procedures covering key control that shall be included in the QC plan The Contractor shall be financially liable and shall furnish labor and materials associated with re-keying due to the loss of a master key by Contractor or their subcontractor. The Contractor shall respond during normal hours to assist tenant personnel in obtaining access to office space if locked out. Access shall be given to tenant personnel only after securing agency approval.

The contractor shall be responsible for duplication of keys when requested in writing from the CO or designee. The number of keys duplicated during a year shall not exceed 15 per building and any additional keys shall be at the cost of the government.

C.1.5.2 Lock Combinations

The Contractor shall establish and implement methods of ensuring all lock combinations are not revealed to unauthorized persons. These procedures shall be included in the Contractor's QC plan.

C.1.6 Safeguarding Sensitive Data and Information Technology Resources

C.1.6.1 General

The Contractor is responsible to safeguard sensitive Government data, personal information and the integrity of Government information technology resources. This subsection applies to all users of sensitive data and information technology (IT) resources, including awardees, Contractors, sub-contractors, lessors, suppliers and manufacturers. Contractor personnel requiring access to GSA's Network shall comply with all Federal Information Technology regulations regarding Trusted Internet Connection (TIC) in conjunction with Public Buildings Service (PBS) and GSA Chief Information Officer (CIO) IT policies, *i.e.,* all PBS IT systems needing network connectivity shall reside on the GSA network. The following GSA policies shall be followed:

a. 2100.1M CIO, GSA Information Technology (IT) Security Policy
b. 2100.2C CIO, GSA Wireless Local Area Network (LAN) Security
c. CIO 2104.1A, GSA Information Technology IT General Rules of Behavior
d. CIO 2105.1 C, GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
e. CIO 2106.2, GSA Social Media Policy
f. CIO 2107.1, Implementation of the Online Resource Reservation Software

g. CIO 2160.4A, Provisioning of Information Technology (IT) Devices
h. CIO 2162.2, Digital Signatures
i. CIO P 2165.2, GSA Telecommunications Policy
j. CIO P 2180.1, GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
k. 2181.1 ADM, Homeland Security Presidential Directive-12, Personal Identity Verification and Credentialing, and Background Investigations for Contractors
l. 1878.3 CIO, Conducting Privacy Impact Assessments (PIAs) in GSA
m. CIO 2231.1, CIO GSA Data Release Policy
n. 9732.1E ADM, Suitability and Personnel Security. The Contractor and subcontractors must insert the substance of this order in all subcontracts.

These policies can be found at the website in document titled "Web Links" at: Operations and Maintenance Specification

C.1.6.2 Safeguarding and Dissemination of Controlled Unclassified Information

C.1.6.2.1 General

This subsection applies to all recipients of Controlled Unclassified Information (CUI), including offerors, bidders, awardees, contractors, subcontractors, lessors, suppliers and manufacturers. Dissemination of sensitive but unclassified paper and electronic building information shall be made on a need to know basis in accordance with GSA Order PBS P 3490.2, a copy of which shall be made available upon request.

C.1.6.2.2 Marking CUI

Contractor-generated documents that contain building information shall be reviewed by the CO/COR to identify any CUI content, before the original or any copies are disseminated to any other parties. If CUI content is identified the CO or designee shall direct the Contractor, as specified elsewhere in this Contract, to imprint or affix CUI document markings to the original documents and all copies, before any dissemination.

C.1.6.2.3 Authorized Recipients

Building information designated CUI shall be protected and controlled by strictly limiting access to those individuals having a legitimate business need to know such information. Those with a need to know shall include Federal, state and local Government entities, and non-Government entities engaged in the conduct of business on behalf of or with GSA. Non-Government entities shall include architects, engineers, consultants, contractors, subcontractors, suppliers, utilities, and others submitting an offer or bid to GSA, or performing work under a GSA contract or subcontract. Recipient Contractors shall be registered as "active" in the System for Award Management (SAM) database at the web site titled "Web Links" at: Operations and Maintenance Specification. If a subcontractor is not registered in the SAM and has a need to possess CUI building information, the subcontractor shall provide to the Contractor its DUNS

number or its tax ID number, a copy of its business license and a valid state driver's license with photograph or other valid IDs with photograph. The Contractor shall keep this information related to the subcontractor for the duration of the Contract and subcontract.

All GSA personnel and Contractors shall be provided CUI building information when needed for the performance of official Federal, state, and local Government functions, such as for code compliance reviews and for the issuance of building permits. Public safety entities such as fire and utility departments shall require access to CUI building information on a need to know basis. This clause shall not prevent or encumber the dissemination of CUI building information to public safety entities.

C.1.6.2.4 Dissemination of CUI Building Information

C.1.6.2.4.1 By Electronic Transmission

Electronic transmission of CUI information outside of the GSA network shall use session encryption (or alternatively, file encryption). Encryption shall be via an approved NIST algorithm with a valid certification, such as Advanced Encryption Standard (AES) or Triple Data Encryption Standard (3DES), in accordance with Federal Information Processing Standards Publication (FIPS PUB) 140-2, Security Requirements for Cryptographic Modules per GSA policy.

C.1.6.2.4.2 By Non-electronic Form or on Portable Electronic Data Storage Devices

Portable electronic data storage devices include, CDs, DVD, and USB drives. Non-electronic forms of CUI building information include, among other formats, paper documents.

C.1.6.2.4.2.1 By Mail

Contractors shall use only methods of shipping that provide services for monitoring receipt such as track and confirm, proof of delivery, signature confirmation, or return receipt.

C.1.6.2.4.2.2 In Person

Contractors shall provide CUI building information only to authorized recipients with a need to know such information.

C.1.6.2.5 Record Keeping

Contractor shall maintain a list of all entities to which CUI is disseminated. This list shall include at a minimum: (1) the name of the state, Federal, or local Government entity, utility, or firm to which CUI has been disseminated; (2) the name of the individual at the entity or firm who is responsible for protecting the CUI building information, with access strictly controlled and limited to those individuals having a legitimate business need to know such information; (3) contact information for the named individual; and (4) a description of the CUI building information provided. Once "as built" drawings are submitted, the Contractor shall collect all lists maintained in accordance with this clause, including those maintained by any

subcontractors and suppliers, and submit them to the CO. For Federal buildings, final payment shall be withheld until the lists are received.

C.1.6.2.6 Safeguarding CUI Documents

CUI building information (both electronic and paper formats) shall be protected. GSA Contractors and subcontractors shall not take CUI building information outside of GSA or their own facilities or network, except as necessary for the performance of that contract. Access to the information shall be limited to those with a legitimate business need to know.

C.1.6.2.7 Destroying CUI Building Information

When no longer needed, CUI building information shall be destroyed so that marked information is rendered unreadable and incapable of being restored, in accordance with guidelines provided for media sanitization within GSA CIO 2103.1 Controlled Unclassified Information (CUI) Policy and Appendix A of NIST Special Publication 800-88, Guidelines for Media Sanitization. Alternatively, CUI building information may be returned to the CO.

C.1.6.2.8 Notice of Disposal

The Contractor shall notify the CO that all CUI building information has been returned or destroyed by the Contractor and its subcontractors or suppliers with the exception of the Contractor's record copy. This notice shall be submitted to the CO at the completion of the Contract to receive final payment. The Contractor may return the CUI documents to the CO rather than destroying them.

C.1.6.2.9 Incidents

All improper disclosures of CUI building information must be reported immediately to the CO. If the Contract provides for progress payments, the CO shall withhold approval of progress payments until the Contractor provides a corrective action plan explaining how the Contractor shall prevent future improper disclosures of CUI building information. Progress payments shall also be withheld for failure to comply with any provision in this clause until the Contractor provides a corrective action plan explaining how the Contractor shall rectify any noncompliance and comply with the clause in the future.

C.1.6.2.10 Subcontracts

The Contractor and subcontractors shall insert the substance of these subsections 1.6.2, Safeguarding and Dissemination of Controlled Unclassified Information Building Information through 1.6.2.9, Incidents, in all subcontracts.

C.1.7 Hours of Operation

C.1.7.1 Normal Working Hours

The Contractor shall maintain the following customer-service hours, which are referred to in this

Contract as Tenant Normal Working Hours:

The tenant normal working hours are defined in the chart in paragraph C.1.1.1 Contract Systems and General Objectives.

C.1.7.2 Tenant Working Hours

The Contractor shall provide the required environmental conditions, specified during the "normal tenant working hours". Personnel responsible for the operation of the heating, ventilation and air conditioning systems may be required to be available earlier or later than specified for normal startup and shut down of HVAC assets or when requests for overtime utilities or additional services are issued. Contractor shall also be responsible for any necessary operation and prevention of damage to assets during on and off duty hours due to inclement weather, high wind events, or freezing temperatures.

C.1.7.3 Recognized Holidays

Federal holidays for the purpose of this Contract are New Year's Day, Martin Luther King, JR. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. When Federal holidays fall on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday.

Unanticipated holidays declared by the President will count as Federal holidays. As long as the Contractor pays its employees as if it were an anticipated Federal holiday, the Contractor will be paid for the unanticipated holiday as if it were a normal Federal holiday. In the event that a facility must remain open on an unanticipated holiday then the contractor must provide services at no additional cost to the government.

C.1.7.4 Extended Operating Hours

The following areas of the building regularly operate during hours outside of Normal Working Hours; supporting equipment shall be operated and maintained by the Contractor to support these extended operating hours.

Areas of the building with extended operating hours may change during the performance period of the Contract. The Contractor shall be notified by the CO in writing by modification of the Contract of these changes as soon as possible.

Current areas of extended operating hours: ***[[[fill in days, hours, locations and types and numbers of equipment to be monitored]]]***

C.1.7.5 Building Access

The Contractor expects that tenants of the building will provide reasonable access to their space to allow the Contractor to carry out the task of providing those building services that are contracted for by GSA in this document. If the tenant does not provide reasonable and timely access to their space, the Contractor shall immediately notify the CO or designee. The Contractor is not authorized to negotiate or accept any changes, requested by the tenant, to the services required in this specification.

C.1.8 Conservation of Utilities

The Contractor shall be proactive in attempts to meet all current and future energy and utility goals of the Government. They shall ensure, through use of operational logs, preventive maintenance actions, tenant complaints, troubleshooting efforts, and other necessary means (i.e. data abstracted from Exhibit 2), that the current sequence of operations and HVAC schedules are best meeting the facility's current and future energy and utility goals. Continually and systematically performing these activities forms the backbone of a robust O&M contract and shall be an important factor for assessing the performance of the Contractor.

C.1.9 Use of NCMMS

C.1.9.1 General

The Contractor shall be responsible for completing all CMMS actions in accordance with the National CMMS Policy Desk Guide (April 30, 2019 or newer version) which can be found at the website in a document titled "Web Links" at: Operations and Maintenance Specifications.

GSA will provide contractor access to the National Computerized Maintenance Management System (NCMMS) web-based enterprise platform. The NCMMS houses equipment inventory, preventive maintenance plans, preventive maintenance schedules, and equipment maintenance history.

Contractor shall use the NCMMS for the capture of all work performed at all facilities covered by this contract including but not limited to: sub-contract work, records documentation, equipment maintenance, locations and inventories, warranty information, job plans, preventive maintenance plans and tracking, O&M manuals, reports, systems inspection, tour sheets, operating logs, safety plans, quality control inspections, Work Orders, miscellaneous hours information, Overtime Utilities information, all tests, equipment photos, certifications, meter readings, permits, existing deficiency reports, initial deficiency reports, GSA small projects that are above scope, and other records related to the work order. The Contractor shall use the NCMMS to validate and update, on a continuous basis, the equipment inventory and all locations where contractor work occurs. Contractor shall provide an annual certification that the equipment inventory and location data in the NCMMS are up to date and complete.

The Contractor must provide all computer hardware including the necessary computer auxiliary equipment, consumables, and services required to reliably access the internet and sign in to the NCMMS platform. The contractor is responsible for internet connectivity. The Contractor shall provide all technicians mobile devices (smart phones, or tablets) for access to additional NCMMS mobile features and functionality. Mobile telephone devices shall conform and comply with GSA IT Bring Your Own Device policy, requirements, and must be listed in GSA list of approved devices.

The Government will provide access to the NCMMS website upon completion of required training.

NCMMS tasks include but are not limited to the following: identify, track, and schedule preventive maintenance work, service requests, and equipment inventory, confined space inventory, initial deficiency list, close out inspection, equipment hazards and precautions.

The Contractor shall track historical maintenance and repair activities and provide minimally required data including but not limited to: work order log entries, failure codes, tasks, labor (man-hours), and other costs associated with work completion for each work order received during the performance of the contract.

Contractor shall demonstrate the required NCMMS skills and familiarity within the first 30 days of the contract start date, as measured by timely, accurate data entry in NCMMS, as defined elsewhere in this scope.

The contractor may utilize GSA-provided training, at no additional cost to the government, and help documents as part of their strategy to meet the NCMMS skills requirement.

C.1.9.2 Operations

Contractor shall initiate NCMMS start-up activities upon notification by GSA that the NCMMS is available for use. Contractor will have 30 days following the Government furnished training to complete the startup activities listed below. Following the 30-day period the contractor shall exclusively use the Government furnished NCMMS. The Government may perform periodic audits of the NCMMS and data at its discretion.

Start Up Activities: (post transition phase):

Work with CO or designee to obtain ENT credentials needed to access NCMMS.

Work with CO or designee to obtain NCMMS accounts.

Complete Government provided new user basic and administrative training no later than [[[Suggested 30 days; region may adjust]]] after contract start.

Review/validate equipment inventory within NCMMS per section C.5.3.2 of this specification.

Review/update preventive maintenance schedules within NCMMS as outlined in section C.6

Manage and track new and existing GSA initiated work orders within NCMMS.

Contractor shall complete an initial review and verification of preventive maintenance plan/schedule no later than 60 days after award or start as outlined in section C.6 of this specification.

Contractor shall document and submit Initial Deficiency List and submit to CO or Designee for approval. See section C.7 for additional instruction on IDL's.

NCMMS Basic Requirements

Upon satisfactory completion of NCMMS start up activities contractor shall use NCMMS in accordance with provided basic user training, standard operating procedures, NCMMS Policy Desk Guide, and process workflows provided by the Government. At a minimum, contractor shall perform the following within NCMMS:

a. Proactively manage user accounts and profiles, On/off board users in a timely manner.

b. Proactively manage asset inventory data.

c. Proactively manage preventive maintenance plans and schedules.

d. Process all planned and unplanned work orders providing minimally required data/information within three business days of work order completion or receipt of a service request, whichever comes first:

e. Process above standard work.

f. ***[[[Note to spec writers… include, unless you have this service desk requirement covered in another contract or contracts. ... Process additional services work including inputting work orders for non-O&M work as part of a service desk function; otherwise…delete]]]***

g. Process miscellaneous work.

h. Capture above threshold costs.

i. Provide contract-required, and adhoc reports to the CO or designee as requested.

j. Link assets to unplanned and proactive work orders.

k. Upload and maintain asset documents, including but not limited to, third party inspection

certificates, calibration reports, testing reports, warranties, entry permits, and other documents as requested by CO or Designee.

m. Upload and maintain location-based work orders and PM's, including but not limited to, tours logs, operating logs, and other documents as requested by CO or Designee.

n. Perform quality control inspection/review per guidance in PBS NCMMS Desk Guide, at least 10 percent of completed work orders of non-preventive maintenance type, and record results in NCMMS via NCMMS QC process.

o. Perform quality control inspection/review per guidance in PBS NCMMS Desk Guide, at least 10 percent of completed work orders of preventive maintenance type work orders, and record results in NCMMS via NCMMS QC process.

p. Capture meter readings.

q. The contractor may create more effective job plans based on manufacturer's instructions or combine PMs in NCMMS by creating route plans in an effort to operate more efficiently.

[[[Note to Spec Writer: This subsection is optional. It requires knowledge of advanced NCMMS practices. Suggested for larger operations, like >=1,000,000 sq-ft.]]]

In addition to the basic requirements listed in C.1.9.2 and in accordance with provided advanced user training, standard operating procedures, and process workflows provided by the Government. The Contractor shall perform the following tasks within NCMMS:

a. Manage staff scheduling and availability through the use of calendar and shifts.

b. Generate and assign work electronically using a mobile platform eliminating hard copy printed work orders.

[[[Note to Spec Writer: asset downtime and asset life cycle items below may be moved to the required subsection just above this section.]]]

c. Capture asset downtime data. Generate asset downtime reports and submit to CO or Designee upon request

d. Collect and monitor asset lifecycle data. Generate asset end of lifecycle/condition report no less than annually.

e. Manage asset and or location specific hazards (permit required confined space) and precautions.

f. Create asset specific lock out tag out procedures.

g. Manage parts inventory.

The Contractor shall use the NCMMS uploader templates to review and bulk update data in the NCMMS. The Contractor shall use the existing inventory and asset location list in the NCMMS. Any bulk data changes, or additions shall be submitted to the COR, using the NCMMS generated/approved templates, small additions of up to 50 items will be added locally by the contractor after COR approval.

GSA utilizes the NCMMS database for various needs. As such, there are specific GSA measures associated with the data that the contractor inputs into this database. Those measures are described herein, and the contractor is expected to fully understand these measures and provide a status of the measures as part of the monthly progress report. These measures are representative only and are subject to change year-to-year. Contractor shall update the report with new measures without cost to the government.

- **Work Orders per Square Feet Measure:** Complete work orders logged versus expected. Calculation is the number of non-preventive work orders divided by building square feet.
- **Days of Work Order Activity Measure:** Verify people are using the system regularly, for timely updates and improved work order data. Calculation is Number of days any change of status was made to any work order in the building, in the previous month, divided by 20.
- **PM Plans in Place Measure:** Percent of operating assets which have an active PM plan assigned or are assigned to an active PM route. Calculation is the count of operating assets with active PM plans and Next Date in the future divided by total count of operating assets.
- **Percentage of PMs Closed Timely Measure:** Percent of PMs created that were closed timely, year to-date. Calculation is count of PMs closed year-to-date divided by count of PM's scheduled year-to-date.
- **NCMMS Surveys Sent as a Percentage of Work Requests Measure:** How many surveys were sent to tenants each month. Calculation: Count of **On Behalf Of filled** out and a valid **email address), divided** by **(Count Work Requests).**
- **Time to Complete Work Orders Measure:** Measures percent of non-PM work orders completed per SLA. Calculation is based on **Routine** WO: Time to Complete = (Actual Finish Time) - (Reported Time). Urgent and Emergency: Time to Respond = (Actual Time to Start) - (Reported Time)

- **Percent of non-PM work orders completed per SLA Measure:** The number of work orders open past due date. Calculation is based on the number and percent of non-PM work orders still open 5 days after being reported. Exclusions are work orders for which additional funds need to be approved, standing work orders, and IDL work orders.

C.1.9.3 Reporting

Contractor shall deliver upon request of the COR or CO, reports produced from the NCMMS and use the NCMMS to provide current Contract monthly submittal requirements, such as monthly reporting quality control reports; completion of scheduled Work Orders, and Contract reports of accomplishment of services for the CO or designee when requested.

C.1.10 Documentation and Records

All records and files that this Contract requires the Contractor to maintain shall be made readily accessible to Government representatives, including third-party contract inspectors, on request. All records, files, plans, and other Contract-related documents used or generated during the course of the Contract by the Contractor, including all standard operating procedures, preventive maintenance plan schedules and building operating plans, shall become the property of the Government, (excluding, however employee personnel files and company financial information). Files are to be provided in both hard copies and electronic copies. All records are subject to the Freedom of Information Act and Privacy Act and any requests for release of any records shall be handled accordingly.

C.1.11 Ordinances, Taxes, Permits, and Licenses

Without additional expense to the Government, the Contractor shall fully comply with all local, city, state, and Federal laws, regulations, and ordinances. The Contractor shall also be liable for all applicable Federal, state, and local taxes and shall obtain and pay for all permits, fees and licenses governing performance under the Contract.

C.1.12 Other Contractors

The Government shall undertake or award other contracts for additional work, and the Contractor shall fully cooperate with such other contractors or Government employees. The Contractor shall be responsible for entering work related data in the NCMMS performed by other contractors (*e.g.,* elevator repair Requests , custodial Requests, etc...). Received tenant Requests outside the scope of the contract shall be dispatched to the assigned GSA property manager or the COR for tracking, documenting status, and resolution of the service request. During the Transition Phase the contractor shall be provided a list of GSA property managers for the facilities in this contract as well as their point of contact information.

The Contractor shall carefully schedule its own work, in conjunction with the additional work, as shall be directed by the CO or designee. In addition, the Contractor shall not commit or

permit any act that shall interfere with the performance of work by another contractor or by Government employees.

C.1.13 Government Forms

The various Government forms mentioned in this PWS, such as recording presence forms, and inspection forms, shall be obtained from the CO or designee after award.

C.1.14 Contractor Maintenance Performance Plans

This Contract requires in sections 5 and 6 that the Contractor provides specific plans to ensure efficient and effective operation of equipment and systems. Plans that are required by this Contract must be submitted per the specified schedule (see Exhibit 3) and shall be evaluated for completeness. Government approval is required before they are accepted and implemented. The Government reserves the right to require changes to the Contractor performance plans. All plans shall take into consideration the following:

a. Peak performance - The system shall be considered when designing a performance plan.
b. System longevity – Following the performance plan shall enhance the life of the equipment or a system and mitigate events that could shorten the life of the equipment or a system.
c. Energy Conservation – The performance plan shall support energy efficiency and reduction goals as much as is practical. Also include ongoing Energy Savings Performance Contracts (ESPC).
d. Conditioned space – The spaces served by the system shall be considered as to type and purpose in relation to system performance.
e. Variability - The plan format shall consider the various configurations of the building(s) and their systems and use specific templates for the standard configurations such as systems in small remote locations, high rise structures or campus installations.

SECTION 2 DEFINITIONS

C.2.0 General

This section is a list of definitions of certain terms used in this PWS.

Above Standard Services

- (O&M) Above Standard Services are services such as Overtime Utilities or Agency equipment repair and maintenance not covered in the monthly price of the Contract and are normally funded by the agency requesting such services.

- (Custodial) Above Standard Services are services not covered in the monthly price of the contract. Contractor prices include all applicable labor, materials, supplies,

training/certifications, equipment (except as otherwise provided), supervision, and management.

Acceptance
"Acceptance" means an authorized representative of the Government has inspected and agreed that the work meets all requirements of this Contract, including all documentation requirements.

Acts Of God
These are unanticipated grave natural disasters or other natural phenomenon of an exceptional, inevitable, and irresistible character; the effects of which could not have been prevented or avoided by the exercise of due care or foresight.

Additional Services
"Additional services" are services that the Contractor shall provide at an additional cost to the Government, including all labor, supervision, supplies and materials specifically identified as being outside the provisions of the basic services and pricing. The CO or designee shall issue a separate delivery order before work shall proceed.

Advanced Meters
Advanced meters are deployed in a building in addition to utility meters to measure and record interval data and communicate the data in a format that can be easily integrated into an advanced metering system.

Advanced Metering Systems
Advanced metering systems are a system that collects time-differentiated energy usage data from advanced meters via a network system on a request or defined schedule basis. The system can provide usage information on a daily basis and can support desired features and functionality related to energy use management, procurement and operations.

Annual Child Care Facility Survey
Annual Child Care Facility Survey is an occupant safety inspection performed annually by the GSA Child Care Program Manager and GSA Facility Manager.

Approval
"Approval" means the Government has reviewed submittals, deliverables, and administrative documents (e.g., insurance certificates, installation schedules, planned utility interruptions, etc.) and has determined the documents conform to contract requirements.

Architectural and Structural
"Architectural and structural" systems include all building structure, envelope, building improvements and finishes, and site improvements (*e.g.*, paving, walkways, and asphalt) to the property line.

Assets Inventory
Asset Inventory Is a term associated with the National Computerized Maintenance Management System (NCMMS) database for the purposes of categorizing and identifying various types of equipment located within a facility to track all Preventive Maintenance (PM) and repair actions associated with all assets.

Basic Services
Basic Services of the Contract consist of the recurring contract requirements for which the Contractor is paid as a base price, *i.e.*, the requirements established by the Contract, this PWS and related general and administrative requirements that do not contain provisions for separate reimbursement. Indefinite Quantity services (Additional Services and Reimbursable Repairs) are requirements outside of Basic Services for which payment is made on a case-by-case basis.

Buffing
A method of gloss maintenance using a soft pad and a low speed (175 RPM) rotary floor machine.

Building
A reference to 'facility' and 'site' is interchangeable with 'building.' A man-made structure or edifice which services are performed within or on the exterior of the formation and is intended to support or shelter any use or continuous occupancy.

Building Automation System (BAS)
The "building automation system" is a system controlling and monitoring building HVAC, and possibly other systems, including all BAS devices, field and global controllers, instrumentation, networking infrastructure, computers and peripherals, software, programming, database files, and licenses.

Building Operating Plan
The "Building Operating Plan" (BOP) is a mandatory plan requiring Government approval that the Contractor either develops for new buildings or reviews and updates for existing facilities that documents the procedures for the operation of all the mechanical and electrical equipment and systems covered by this Contract under normal circumstances and emergency contingencies.

Burnishing
A method of high-speed gloss maintenance that uses various buffing/burnishing pads in conjunction with a high-speed (1500+ RPM) buffing machine. Also referred to as high-speed buffing.

Clean
The surface is visibly free from dust, dirt, fingerprints, grease, grime, rust, spots, stains or smudges. The surface must be free from all foreign substances. In restrooms, particularly, "clean" means all surfaces must be free of organic material, feces, urine and other soil.

Cleanable Square Feet
This is calculated by taking the Gross Square Feet minus walls (approx.1.5% of gross square feet) minus non-cleanable areas such as electrical closets, closets, mechanical rooms, storage rooms, raised floor computer rooms, etc.

National Computerized Maintenance Management System (NCMMS)
A "computerized maintenance management system" is a database and application software package that automates the O&M and repairs record keeping requirements. GSA's National Computerized Maintenance System (NCMMS) is designed to enhance efficiency and effectiveness of service and maintenance activities. Typical features include planning, scheduling and monitoring of service Work Orders and maintenance. The NCMMS is a central repository (Database) for all service requests and maintainable GSA assets. The NCMMS provides a mandatory, agency-wide means and method for processing, analyzing and reporting all service and maintenance work, equipment, costs, and labor hours for all of GSA facilities.

Consumable Parts
"Consumable parts" are parts or components that customarily require regular replacement rather than repair in a maintenance program and shall be disposed of properly. Examples include oil, grease, belts, filters, ballasts, and lamps.

Contract Award Date
Contract award date" as used in this document refers to the date the contracting officer signs the contract.

Contracting Officer (CO)
Contracting Officer (CO) is a GSA employee who has the overall responsibility for the administration of this Contract. The CO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the Contract terms, conditions, requirements, specifications, details and delivery schedules. The CO shall delegate administration of the Contract to a Contracting Officer's Representative.

Contracting Officer's Representative (COR)
Contracting Officer's Representatives (COR) shall be appointed by letter from the CO. CORs or designees shall be the primary Government representatives for the administration of Contract, shall have proper training and experience in inspecting contracts, but shall not have the authority to modify the Contract.

Contractor

“Contractor” as used in this PWS refers to the company or firm awarded this Contract.
Contractor’s Other Than Normal Working/Duty Hours
Hours other than those identified as Normal Working Hours.

Contract Services Start Date
“Contract service start date” as used in this document refers to the first day after completion of the transition phase and is the day the performance of O&M and custodial services commences.

Contract Transition Phase
“Contract Transition Phase” as used in this document refers to the period after award and prior to performance of /Custodial related and O&M services where the contractor performs certain tasks to ensure that there is a seamless transition and preparedness to perform all requirements of the PWS on the first day of the contract services.

Controls and Control System
A “control system” is any low-voltage control, communication and monitoring system, including but not limited to stand alone devices, field and global controllers; instrumentation; networking infrastructure; computers and peripherals; software; programming; database files; and licenses. Examples are the BAS, Advance Metering System (AMS), security access control systems, and lighting control systems. Fire protection systems are excluded for purposes of this contract and are defined separately. Gateway devices and mapping software and files for data interchange between a control system and a fire protection or security system are considered part of the control system.

Core Coverage Hours
“Core coverage hours” are also referred to as referred as Normal Tenant Working hours, and are the hours when the Contractor is required to maintain Basic Services.

Corrective Maintenance
Corrective Maintenance is a term from the NCMMS tool that refers to any activity that is not previously scheduled per industry standards, the PBS-P100 Design Standard, PBS 2018 (or most current) Preventive Maintenance Standards, or other referenced standards. The term includes service requests, equipment problems, minor repairs or unscheduled maintenance activities.

Critical Assets
Any assets or system used for safeguarding of life and property. Assets needed to give adequate security to areas subject to compromise; to eliminate health, fire, or safety hazards; or to protect valuable property or equipment. Assets used in direct support of the overall GSA mission that, if not operational, would reduce the effectiveness of GSA's ability to sustain tenants in a property; assets that supports the property or prevents a breakdown of essential equipment operations or housekeeping functions.

Custodial
A reference to 'custodial' is interchangeable with 'janitorial'. Custodial and related services can include cleaning, window washing, trash removal, recycling, snow and ice removal, landscaping, and maintaining a building or area.

Defective Services
A unit of service that does not conform with specified contract requirements.

Demand Response Program
Demand Response Program is a load management program that usually offers the Government incentives to curtail energy demand during peak use periods to protect system reliability or respond to market conditions. This program requires that the Contractor perform specific requirements to satisfy the curtailment request (*e.g.,* using onsite generation, switching to different fuels, or turning off excess equipment).

Disinfect
To free from infection especially by destroying harmful microorganisms. Generally, refers to applying an agent or chemical to cleanse a surface of any existing bacteria, viruses, and other microbes.

Emergency
The term "Emergency" includes bombings, and bomb threats, civil disturbances, fires, explosions, electrical failure, loss of water pressure, building flooding, sanitary and sewer line stoppage, chemical and gas leaks, medical emergencies, hurricanes, tornadoes, floods, and earthquakes. The term does not apply to civil defense matters such as potential or actual enemy attacks.

Emergency Callback
An "emergency callback" is a Work Order for service placed outside of Normal Working Hours and of such a nature that response cannot wait for the resumption of the next day's Normal Working Hours. An emergency creates a life/safety hazard or immediate loss or damage of Government property and the event can disrupt the routine operation of the building, thereby preventing the tenants from working or the building from being secured.

Energy Conservation Measure (ECM)
An ECM is a building improvement, designed and constructed through an ESPC or UESC or other means, that, when operated and maintained as intended will result in a specified amount of energy savings.

Energy Savings Performance Contract (ESPC)

An ESPC is a performance contract vehicle used to design and construct capital improvements and facility upgrades, referred to as Energy Conservation Measures (ECMs), and Water

Conservation Measures (WCMs) that result in guaranteed energy and water savings goals. The savings goals are satisfied when operations and maintenance procedures established by the ESPC are followed as confirmed through annual measurement and verification.

Environmentally Sustainable Products and Services
Products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison shall consider raw materials acquisition, production, manufacturing, products and chemicals, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service. Attributes of environmentally sustainable products or services include those that are energy efficient, greenhouse gas reducing, water-efficient, biodegradable, environmentally preferable, non-ozone depleting, contain recycled content, non or less toxic, EPA-designated and bio-based.

Exposure Control Plan (ECP)
The Exposure Control Plan is a set of processes and procedures to be followed by contractor staff to avoid being exposed to blood-borne pathogens, raw sewage, biomedical waste and other infectious agents in the course of performing contract work. Preparation of this document is the responsibility of the Contractor.

Exterior
The exterior is the area from the building or facility extending to the legal property line. This includes but not limited to entrances, landings, steps, sidewalks, parking areas, arcades, courts, planters, lawns, irrigation systems, fountains, playground, security bollards, guard booths, gates, fences, flagpoles, building-mounted poles, and ground lighting located adjacent to the facility.

Existing Deficiency List Report
The “existing deficiency list report” or “existing deficiency list” is a list of deficiencies that may exist in the assets and systems covered by this performance work statement, as well as the Contractor's itemized price (including, but not limited to, labor, materials, overhead, and profit) for correcting each deficiency. The CO or his/ her designee may not require all deficiencies to have an itemized price and may only require pricing for specific deficiencies. The purpose of this inspection shall be to discover and list in an existing deficiency list report all deficiencies that may exist in the assets and systems covered by this performance work statement, as well as the Contractor's itemized price in accordance with the requirements of this specification for correcting deficiencies.

Facilities Engineering
A program strategy implemented by the GSA Mid-Atlantic Region beginning in the late 1990s in response to in-house technical skill set changes and more demanding stakeholder requirements. A standard operations and maintenance contract is prescriptive in nature and task oriented. The contractor does not evaluate the impact of actions, rather merely provides

the basic maintenance services as directed in the contract. A facilities engineering contract includes those same basic services, but also requires the contractor to provide additional technical, managerial, and decision making expertise to assist GSA in the holistic management of our assets over the long term. A facility engineering contractor is expected to participate in asset modernization planning and assists in the evaluation of proposed projects serving as GSA's trusted partner. A facilities engineering contractor must be able to respond to multidisciplinary demands in a dynamic work environment to achieve joint long and short term performance objectives in partnership with GSA.

Federal Holidays

Federal holidays are New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. When Federal Holidays fall on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday. Veterans' Day is always on the 11th of November and Thanksgiving is always the 4th Thursday of November.

Federally Equipped Food Service

This is a facility in Federal Government space where the Government procures and maintains the inventory of food service storage, preparation, cooking and hot and cold holding equipment.

Fire Protection and Life Safety Systems

"Fire protection and life safety systems" are systems and equipment installed in the building to: detect fire and products of combustion, notify building occupants and emergency responders, initiate smoke control systems, initiate fire suppression systems, control or suppress fires and facilitate or enhance emergency egress. These systems also shall communicate with other major building systems for fire and smoke control, elevator recall and utilities control.

GSAlink

GSAlink is a strategic software analysis platform to leverage automated building analytics technology to capture real-time building systems point data, apply rules-based analytics software to the data and spot trends and deficiencies while reporting actionable events via the NCMMS as a Work Order to building operators, O&M Contractors, and GSA Service Center Facility Managers.

GSA Green Purchasing Program (GPP)

The GPP which includes the Green Purchasing Plan specifies requirements to promote the purchase of environmentally sustainable products and services.

Government Furnished Equipment (GFE)

Any required computer or server hardware (i.e. PC, laptop) and peripherals (i.e. mouse, keyboard, monitor) and/or routing and switching equipment, used to provide GSA network connectivity, must be government-furnished and must be provided by the GSA.

Green Procurement Compilation (GPC)
The GPC specifies requirements to use environmentally sustainable products and services.

Guiding Principles for Sustainable Existing Buildings
A practice of using processes that are environmentally responsible and resource-efficient throughout a building's life cycle. The goal is to minimize and offset consumption of energy, water, and other resources and to eliminate all waste and pollution in building operations and activities. The result is to reduce the environmental impact of the Federal government, which will expand and complement the building design economy, utility, durability, and comfort. The common objective is to reduce the overall impact of the building environment on human health and the natural environment by:

a. Improving energy efficiency and reductions in greenhouse gas emissions.
b. Reducing water consumption intensity.
c. Acquiring green products and services.
d. Implementing pollution prevention measures, including reduction or elimination of the use of toxic and hazardous chemicals and materials.
e. Implementing cost-effective waste prevention and recycling programs.
f. Increasing diversion of solid waste.

High Performance Buildings
A building that, when compared to similar buildings, reduces energy, water and material use; improves occupant health and productivity; minimizes air and water pollution and waste generation; acquires sustainable products and services; and increases reuse and recycling activities; consistent with the Guiding Principles for Sustainable Federal Buildings and Associated Instructions. Refer to 42 U.S.C. 17061.

Indefinite Quantity
“Indefinite quantity” provisions in a Contract permit the Government to order work, in addition to the Basic Services, and upon acceptance permit additional payment to the Contractor.

Initial Deficiency Report
The “Initial Deficiency Report” is a listing of the deficiencies that exist in the equipment and systems covered by this PWS, as well as the Contractor's itemized price (including, labor, materials, overhead, and profit) for correcting each deficiency. Initial Deficiency Report findings are logged in NCMMS.

Key Sustainable Product (KSP) Standards

KSP are those categories of products that the Government's Contractor uses most frequently in the delivery of custodial and facilities related services. The KSP standards are the minimal attributes that the KSPs shall meet. Uses of the KSP's in this contract are mandatory.

Maintenance Repair
Work required to prevent a breakdown of a piece of asset or system or put assets or systems back in service after a breakdown or failure.

Miscellaneous Work
"Miscellaneous work" is additional labor, in addition to PM and equipment maintenance, that is performed at the direction of the COR or CO (*i.e.,* they are part of Basic Services). The Contractor shall also provide consumable materials to complete the request. Miscellaneous work is treated as a Service Request and is included in the Basic Operations and Maintenance price quoted per month on the bid sheet.

Modification (of Contract)
A modification is a change to the terms and conditions of the Contract. In accordance with FAR 52.212-4(c) – Changes, the parties must agree to any changes to the terms and conditions of the Contract via a written modification to the Contract signed by the Contractor and the CO. Notwithstanding the foregoing, the CO may modify the period of performance of the Contract via a unilateral modification, *i.e.,* without the consent of the Contractor, in accordance with FAR clause 52.217-8, Option to Extend Services, and FAR clause 52.219-9, Option to Extend the Term of the Contract, both of which are included in this Contract.

Negligence
"Negligence" is the failure to use due care under the circumstances. It is the doing of some act which a person of ordinary prudence would not have done under similar circumstances or failure to do what a person of ordinary prudence would have done under similar circumstances.

Non-Agency Specific Assets
Assets owned or controlled by the tenant agency and not GSA.

Non-Reimbursable Repairs
A "non-reimbursable repair" is a repair that is the Contractor's responsibility with no additional reimbursement from the Government.

Normal Working Hours
"Normal Working Hours" are the hours of building occupancy by the tenants (typically 10 hours) when all services shall be available to occupants.

Occupant Emergency Plan (OEP)
The lead agency (the largest agency in the building) in each building is responsible for development and enforcement of the building's "Occupant Emergency Plan" (OEP). The OEP

details what the building tenants shall do in case of an emergency. The plan identifies floor wardens and shelter in place locations. The OEP will detail actions to be taken by the services contractor that are within the scope of this PWS. These actions could include, but are not limited to, such things as securing HVAC equipment, shutting down elevators, shutting off building utilities, and operating the Building Announcing system at the FACP . The contractor shall familiarize themselves with the OEP.

Ongoing Commissioning
A facilities management and technical approach designed to resolve operating problems, improve comfort, optimize energy use, and identify retrofits for existing buildings using data from multiple systems (*e.g.,* BAS, advance meters and GSAlink). This process can identify equipment inefficiencies as they occur and allow for quick remediation and greater energy and cost savings.

Ordering Official
Ordering Officials are appointed by letter from the CO. Ordering Officials shall be the Government's representative for the ordering of supplies and services.

Open Protocol Systems
The Contractor shall use an open-source computer operating system typically composed of coordinated modular components from a number of sources and not reliant upon any proprietary elements. Characteristics of open protocol systems include the exposure of the source code, which is thus available for understanding and possible modification and improvement, portability, which allows the system to be used in a variety of environments, and interoperability, which allows the system to function with other systems. "Open" applies to communication protocols, software, and business practices.

Operations
"Operations" is the continual process of using building equipment systems to accomplish their function, optimize building performance and improve energy efficiency. Operations includes analysis of requirements and systems capabilities, operating controls and control systems, responding to Work Orders, touring and observing equipment performance and condition, adjusting equipment, identifying needed maintenance and repairs to equipment, and maintaining lubrication and chemical treatments.

Overtime Utilities
"Overtime Utilities" (OTU) are utilities and services that are outside Normal Working Hours and are funded by tenant agencies. Contractor support for OTU shall be considered an Additional Service and shall be on a separate requirements Order. OTU are scheduled and approved in advance to provide lights and HVAC beyond Normal Working Hours.

Partnering

Partnering is a formal management process in which all parties to an endeavor agree at the outset to provide an effective problem-finding/problem-solving management team, composed of personnel from both parties, thus creating a single culture with one set of goals and objectives. Partnering also requires the recognition that risks, and accountability shall be shared by both parties and that maintaining a healthy partnership is everyone's responsibility. The outcome of this initiative is for GSA to leverage Contractor technical, managerial and decision making expertise to assist GSA in accomplishing the Contracts performance goals and objectives.

Performance Based Work Statement (PWS)
The Performance Based Work Statement details the work requirement and can be referred to as the specification. This is a procurement strategy that seeks to issue technical requirements that set forth outcomes for performance instead of specific requirements on how to perform the service. This strategy shifts the risk of performance to the Contractor by allowing the Contractor to design the methods of achieving desired results as defined by the performance quality standards established by the Government.

Periodic Cleaning
Services performed on a regular basis within an annual time frame (e.g. monthly, quarterly, semi-annually) Can also be referred to as designated times per year (i.e. 2,3,4 times per year).

Phase in
"Contract Phase in" as used in this document refers to the period the contractor has to develop and submit for approval required plans, schedules and submittals prior to beginning performance of O&M and Custodial services.

Phase out Transition Period
"Contract Phase out Transition Period" as used in this document shall be 30-45 days prior to the end of the contract term for O&M services.

Predictive Maintenance
Predictive maintenance is a program of maintenance activities in which scheduling of maintenance is derived from monitoring the operating condition, or changes in the operating condition, of equipment being maintained.

Preventive Maintenance
Preventive maintenance is a program of scheduled maintenance activities performed based on a fixed schedule or on equipment runtimes.

Product Preference
Use of "environmentally sustainable" products is mandatory for performance of this contract. As such, products identified as "environmentally sustainable" will be selected over those which do not carry such designations. The following factors should be considered when selecting

products: environmental performance, cost performance, bio-based, recycled content, biodegradability, technical performance, and availability.

Quality Assurance Surveillance Plan (QASP)
The QASP is the Government's surveillance method for monitoring and evaluating the Contractor's performance under a Performance Based Statement of Work (PWS).

Quality Control Program (QCP)
The Quality Control Program is a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. Preparation of this document is the responsibility of the Contractor.

Rapid Building Assessment Program
The Rapid Building Assessment Program is an electricity and water assessment program conducted by a third party, which provides features that allow GSA staff to improve electricity and water efficiency for assets that have access to interval electricity and water metering. It uses proprietary statistical methods and advanced data analytics to provide building-specific performance benchmarks for electricity and water savings.

Repair
A "repair" is an act of restoring inoperable, dysfunctional or deteriorated equipment, systems or material to a fully functional, non-deteriorated state. Repairs involve some combination of labor and repair or replacement of the equipment, parts, components or materials.

Reimbursable Repair
A reimbursable repair is a repair that is reimbursable to the Contractor, in whole or in part, in accordance with the provisions of the PWS.

Restorative Cleaning
Intense services that may be performed multiple times per year, but more likely performed annually or less (e.g. stripping and refinishing)

Routine Cleaning
Tasks performed at least once daily or multiple times a month (e.g. daily, weekly, two times per month, three times a month, etc.)

Service Calls
See Service Requests.

Sanitize
This is the process of removing dirt and certain bacteria so that the number of germs is reduced to a level that the spread of disease is unlikely.

Sequence of Operations
A "sequence of operations" is the control logic used to operate a system normally put into effect through a control program.

Service Requests
Service Requests for purposes of this contract are related to both Custodial, Custodial related, and O&M Services

Service Calls and Service Request are commonly associated as having the same meaning. For purposes of this contract both terms shall be synonymous with one another.

A "service request" is a response to a GSA, tenant, or agency request or a response to an observation that there is a deficiency related to the services associated with the custodial or O&M requirements.

Service request response involves analysis of the problem and adjustment of operating or monitoring controls or other immediate corrective action. A requirement to perform a repair may result from the analysis stage of a service request. Service requests may be generated automatically from interfaces to BAS or diagnostic software. Service requests are categorized as work orders in the NCMMS database.
Service requests should not require more than four hours labor and $200 in parts and materials.

Spot Mopping
A type of mopping usually associated with the cleaning of spills that occur during operating hours or mopping only noticeable soiled areas to reduce labor hours.

Standard Services
Standard services are defined as all services that are included in the monthly price or as defined in the Contract document. Prices are to include all applicable labor, materials, supplies, training/certifications, equipment (except as otherwise provided), supervision, and management.

Stewardship
This is the responsibility for managing, conducting or supervising the quality, state or condition of a commercial or institutional building.

Strip and Refinish
The restorative process of removal of all pre-existing coats of seal and/or finish (getting down to the bare floor), detailing all corners, edges and cove base followed by multiple applications of seal and/or finish to protect the floor and enhance appearance.

Stripping Chemicals

Aggressive chemicals designed to remove old floor finish. Stripping chemicals are generally high alkaline (sometimes bordering on caustic) and can be damaging to some floor coverings.

Supervisor, On-site
The term "on-site supervisor" means a person designated in writing by the Contractor who has authority to act for the contract on a day-to-day basis at the work site.

Sustainable Cleaning
Sustainable Cleaning is a planned and organized approach to cleaning specifically designed to protect building occupants' and workers' health, while at the same time reducing environmental impacts.

Systems Thinking
"Systems thinking" is a program philosophy that was incorporated into facilities engineering contracts by the GSA Mid-Atlantic Region beginning in the late 1990s to establish a standard of engineering practices, thought processes and problem solving throughout the service solution. A term defined by Peter Senge, director of the Center of Organization Learning at MIT's Sloan School of Management. "It is a discipline for seeing wholes. It is a framework for seeing interrelationships rather than things, for seeing patterns of change rather than static 'snapshots'". It is a set of specific tools and techniques of feedback and engineering theory to understand systems. The goal of applying systems thinking to facility management is to see that every action or decision in operating, maintaining, and retrofitting a building will result in an impact (financial, environmental, human resource), and to evaluate the "full circle" implications. A standard operations and maintenance (O&M) contract is prescriptive in nature and does not implement a systems thinking approach. The contractor does not evaluate the impact of actions, but merely provides services as directed by the owner. Details such as the how and when of building maintenance and operations are not defined and are not questioned by the contractor. A systems thinking approach is performance oriented and questions all decisions and actions. The means and methods for providing building operations and maintenance are established through investigations, feedback, and by establishing a partnership with the owner to achieve joint performance objectives. Applying systems thinking develops an understanding and appreciation of global short-term and long-term consequences of any action or decision to be made. Systems thinking approach results in an integrated approach that creates system interfaces. Not applying systems thinking results in decisions and actions that are made in isolation, decisions that are made in a void without determining the consequences to other systems. Not applying systems thinking results in poor or inefficient building systems, crisis management, and the wasting of energy and financial resources." In short, the essence of systems thinking is found in the ability to:

- See interrelationships rather than linear cause-effect chains, and
- See processes of change rather than snapshots, and
- Balance inquiry and advocacy issues to achieve fair evaluation and response

Technical Proposal

Technical proposal" means all documentation (regardless of the form or method of the recording) of a technical nature submitted by the contractor in response to contract requirements.

Tour
A tour is generally a scheduled inspection of equipment rooms and installations including computer rooms and restrooms by Contractor operating personnel for the purpose of ensuring that equipment is running properly, ensuring that equipment rooms are in good order and without safety hazards, and making any necessary adjustments to operating controls or to lubricate equipment. A tour inspection can be a combination of physical visits and automated systems for the monitoring of equipment and systems. Operating logs and tour sheets are a part of the tour program plan.

Utility Energy Service Contract (UESC)
A UESC is a performance contract vehicle used to design and construct capital improvements and facility upgrades, referred to as Energy Conservation Measures (ECMs), and Water Conservation Measures (WCMs), that result in energy and water savings goals. The savings goals are satisfied when operations and maintenance procedures established by the UESC are followed and Key Performance Indicators (KPIs) are satisfied as confirmed through annual measurement and verification.

Vertical Transportation Systems
Vertical transportation systems are designed to transport persons or materials between two or more levels in a vertical direction, which commonly includes elevators, escalators, dumbwaiters, and lifts.

Waste Diversion
Waste diversion means redirecting waste materials from disposal in landfills or incinerators to recycling, composting, or recovery. The waste diversion rate is the amount of waste diverted (i.e., recycled and composted) divided by the total amount of waste generated.

Watch
A watch involves performing certain requirements required for the operation of the HVAC equipment (central systems over 300 tons), boilers, compressors, and related equipment in a centralized location. Watches include, starting equipment, checking at designated intervals all operating equipment in the area, recording readings, shifting equipment and loads, adjusting at the central control center, taking water samples, making tests, and adding chemicals, as required.

Water Conservation Measure (WCM)

A WCM is a building improvement, designed and constructed through an ESPC or UESC or other means, that, when operated and maintained as intended will result in a specified amount of water savings.

Wet Mopping
The process for removal of soil adhered to a hard-flooring surface and includes; spot, damp, wet and aggressive mopping techniques.

Work Order
A Work Order (Service Request/Work Request/Work Order) is a documented response entered into the NCMMS to a request by GSA, the tenant or a Contractor's observation that some equipment, system or material covered by the Contract is inoperable, dysfunctional, deteriorated, or not within normal operating parameters, or that the performance standard of the Contract, to include custodial requirements, are not being met. Work Order response involves analysis of the problem and adjustment of operating or monitoring controls or other immediate corrective action. Work Orders may be generated automatically from interfaces to BAS, central communications service, or diagnostic software.

SECTION 3 GOVERNMENT-FURNISHED PROPERTY

C.3.0 General

The Contractor or the Contractor's employees shall not use Government property in any manner for any personal advantage, business gain, or other personal endeavor. The Contractor will take appropriate precautions to safeguard and protect from damage, theft or misuse government furnished equipment. Government furnished property lost, stolen or damaged due to Contractor neglect shall be replaced at the expense of the Contractor.

C.3.1 Electric Power

The Government shall provide electrical power at existing outlets for the Contractor to operate equipment that is necessary in the conduct of its work.

C.3.2 Water Source

The Government shall provide hot and cold water as necessary, limited to the normal supply provided in the building. No special heating or cooling of the water shall be provided.

C.3.3 Contractor Office Space and Furnishings

The Contractor may use space in the building and furnishings, including locker rooms and lockers (not a part of any tenant rentable or commonly accessible areas) if available with permission from the CO or designee. Any existing equipment within GSA space, such as lockers, tables, benches, chairs, and appliances may be used by the Contractor during the term of the Contract, provided written authorization is received from the CO or the designee. Space in the building, furniture and furnishings, and equipment for Contractor use (including management's office) is to be used for official business only in the performance of this Contract. If the Government supplies telephones, they shall only be used for communication related to the Contract. Allocated space, furnishings and equipment shall be kept neat and clean and returned to the Government at the expiration of the Contract in reasonably the same condition as at the time of entering into the Contract. The Government retains the right to change permission for use of space and furnishings throughout the life of the Contract.

C.3.4 Storage Space

Space will be provided in the building for the storage of supplies and equipment that is to be used in the performance of work under the Contract. The Contractor shall maintain this space in a clean, neat and orderly condition. Contractor must store all flammable or combustible liquids in a UL- rated flammable storage cabinet or inside storage room as indicated in 29 C.F.R. 1910.106(d) and NFPA 30. The Government shall not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.

C.3.5 Network Equipment and Computer Hardware

Government-furnished network equipment and computer hardware shall be used in all cases for PBS IT systems. Network equipment- includes any equipment that has IT routing and switching functionality.

- Computer hardware includes PCs, laptops, and their peripherals (monitors, microphones and keyboards).
- Proprietary system hardware/software can be Contractor provided, but is subject to network and system testing, review and approval for connection to GSA's network and acceptance of the GSA IT.

Government-Furnished Equipment – GSA IT shall provide one laptop to newly integrated (to the GSA network) BAS sites for the purpose of giving all users access to the building monitoring and control systems. Please note availability of hardware is dependent on the availability of budgeted funds dedicated for this purpose, which may or may not be renewed on an annual basis. Existing GSA workstation refreshes shall still be coordinated through the regional Office of the Chief Information Officer's office. No hardware (workstations, servers, switches) shall be provided unless an approved network diagram is submitted.

SECTION 4 CONTRACTOR-FURNISHED PROPERTY SUPPLIES/MATERIAL/EQUIPMENT

C.4.0 General

The Contractor shall provide all labor, services, supplies, material, and equipment necessary to perform efficiently and effectively the requirements of this Contract, except as explicitly stated within this PWS. At the expiration or termination of this Contract, all equipment furnished and installed by the Contractor in the building shall remain and become the property of the Government. All electronic data used to operate, track, and maintain the facility remains the property of the Government and must be turned over to the Government in an electronic media identified by the Government. All non-electronic media used to operate, track, and maintain the facility remains the property of the Government and must be turned over to the Government in good condition upon request or upon the completion of the Contract.

C.4.1 Specific Requirements

The items listed below shall meet the standard or characteristic specified: The Contractor shall provide at its sole expense an onsite computer with broadband Internet service for the purpose of receiving and documenting Work Orders and other Contract data via NCMMS.

SECTION 5 OPERATION-SPECIFIC REQUIREMENTS

C.5.0 General

The Contractor shall provide building operations services for all systems covered by this Contract, maintain uninterrupted utilities services, and environmental conditioning to tenants during Normal Working Hours, and at other times as described in this PWS, to preserve the asset value of the facility and its systems, and minimize operating costs to the Government without compromising other Contract objectives or requirements.

The Contractor shall prepare a Strike Contingency Plan (SCP) to be used in the event of a strike by his employees. The SCP shall be submitted to the CO or their designee 5 calendar days prior to contract services start date and updated annually. At a minimum, the SCP shall include the following information:

a. Support Personnel: The SCP shall describe in detail how the Contractor shall staff the building to provide the services defined in this document in the event of strikes by his employees. This includes HSPD-12.

b. License and Certifications: The SCP shall describe in detail how the Contractor will provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including subcontractor employees) shall meet the experience and license requirements defined in this document.

C.5.1 Tenant Environment

In accordance with Federal Management Regulations sections 102-74.185 and 102-74.195, respectively, the Contractor shall meet ASHRAE Standard 55-2017 (or latest version, if superseded), Thermal Environmental Conditions for Human Occupancy, and ASHRAE 62.1-2016 (or latest version, if superseded), Ventilation for Acceptable Indoor Air. The Contractor shall maintain these standards throughout the Normal Working Hours in occupied spaces. Equipment startup shall occur efficiently to attain fully environmental conditions at the beginning of Normal Working Hours. The Contractor shall comply with ASHRAE Standard 55-2017 (or latest version if superseded) to achieve temperature settings between 72°F and 78°F in the summer months and between 69°F and 75°F in the winter months. These recommended temperature settings apply to the entire building not individual offices. The Contractor shall report significant changes in the operating conditions to the CO or designee. If the standards (i.e., ASHRAE Standards 55 and 62) cannot be met the Contractor shall submit a deviation by in writing, to the CO or designee for approval.

C.5.1.1 Tenant Furniture

Tenant agency furniture and office equipment in the Contractor's immediate work area shall be moved and protected by the Contractor and returned to its original location once work is completed. If the Contractor's work does not allow furniture and office equipment to be replaced to its original location, new locations will be designated by the COR or the tenant agency representative or point of contact. The Contractor is responsible for repair or replacement due to damage as a result of moving tenant furniture or office equipment.

C.5.2 Building Operating Plan

[[[Note to Spec Writer: It is understood that updates are required and the Spec Writer shall add or delete items as long as the contents listed in 5.2.1. remain intact.]]]

In existing facilities the Contractor shall create or update the Building Operating Plan (BOP) and submit for approval to the CO or designee, not later than the end of the Transition Phase outlining the operating and general maintenance procedures for all major building equipment and systems. The Contractor shall coordinate with the CO or designee in developing the components of the plan in accordance with the BOP template provided by the CO or designee.

In newly constructed buildings without a BOP, the Contractor shall develop a BOP that includes all O&M equipment and systems. The purpose of the BOP is to document the standard O&M procedures for the building ***[[[ADD this phrase for ESPC/ UESC buildings, otherwise delete: to include ESPC/ UESC O&M standards]]]***. An additional objective of this plan is that if key personnel are not available then authorized and qualified staff shall be able to refer to the BOP and manage and operate the building. The BOP contains critical information such as: who to contact, emergency procedures, demand response, hours of operation, locations of emergency shut off valves, confined entry space inventory, hazardous chemicals, the location of OEP, Continuity of Operations Plan (COOP), drawings, and equipment Inventory. The Contractor shall execute the Contract requirements in accordance with the approved BOP. The BOP must be submitted as an electronic file (MS Word or Google.doc) with regular updates that reflect current personnel, subcontractors, equipment, systems, and operating procedures, and entered in the NCMMS. The Contractor shall revise as needed and annually review and update the BOP and submit to the CO or designee an electronic file (MS Word, Google.doc) of the complete updated BOP on the anniversary of the Contract start date of each Contract year. If the Contractor fails to submit a satisfactory BOP the Government shall withhold payments until a satisfactory plan is submitted.

C.5.2.1 Components of the Building Operating Plan

The components of the BOP are compilation of requirements stated throughout the O&M PWS. Most of the information and documents shall be provided by the CO or designee to complete this plan, such as OEP and COOP and drawings. At a minimum, the Contractor is responsible for providing the following information within the BOP:

a. Contact information of local Contractor staff and corporate managerial staff.

b. Description of staffing, responsibilities, and work schedules.

c. Identify personnel with QCP functions and the personnel with authority to commit funds, and the dollar level of that authority for this Contract.

d. Standard operating procedures for operating building systems, including at a minimum:

    1. Startup and shutdown times and procedures relative to various environmental conditions.

    2. Facility hours of operation – Normal and Core hours.

    3. Procedures to accommodate tenant OTU requests. Provide listings of mechanical equipment, hours of operation and separate procedures for heating and cooling.

    4. Energy Conservation – Performance Plan, Management and Control Systems, peak load demand management procedures, and Advance Meter System (AMS) data for conservation strategies (if applicable).

    5. Other operating strategies to maximize efficiency and minimize energy consumption ***[[[For ESPC/ UESC add: and satisfy ongoing ESPC/ UESC]]]***.

    6. Descriptions of major mechanical equipment, modes and sequences of operations for equipment systems such as schedules, settings, startups, shut-down and control sequences.

    7. Locations of all major utilities shut off, including gas, electric, water and steam (if applicable).

    8. Locations of all electric rooms and a narrative of the areas served by each including emergency generators, substations and transformers, and equipment that is on the emergency generator.

e. Architectural and Structural systems maintenance (*e.g.,* facade, roof, gutters, drains, and windows).

f. Building tour plan and watch locations, recording presence and documentation procedures.

g. Maintenance schedules and procedures, and a reference to which preventive or predictive maintenance standards or guides the Contractor shall use. The Contractor shall use the applicable NFPA code or standard (latest edition) to perform the inspection, testing and maintenance (ITM) of all fire protection and life safety systems. The Contractor shall perform all ITM in accordance with the frequency schedules and test methods in the applicable NFPA code or standard. All ITM performed must be recorded on the suggested ITM forms referenced in the applicable NFPA code or standard.

h. List of test equipment to be maintained onsite to support troubleshooting and sensor calibrations.

i. Vertical Transportation maintenance plan, if applicable, including escalators, elevators, and dumbwaiters.

j. A description of how building equipment data is maintained and updated. Work Order and repair procedures, including staffing and procedures for the Work Orders, during operating hours, after hours and emergencies.

k. A description of key control procedures.

l. Safety, Security, Disaster Emergency Response, Recovery and Reporting Procedures. Reference the location or incorporate contingency plans for:

    1. Loss of the Contractor's onsite personnel (*i.e.,* strike, walkout, injury, abrupt resignation). At a minimum, the Strike Contingency Plan (SCP) shall include the following information:

        a. Support Personnel: The SCP shall describe in detail how the Contractor shall staff the building to provide the services defined in this PWS in the event of strikes by its employees. This includes HSPD-12 requirements.

        b. License and Certifications: The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including subcontractor employees) shall meet the experience and license requirements defined in this PWS.

    2. Civil disturbance or major security threat.

    3. Natural disasters, bombing, or other events that damage the building's structure or utilities.

4. Floods, including flooding caused by plumbing breaks.
5. Hazardous materials including asbestos, lead paint, leaks or spills and water management.
6. Inoperability and impairment of fire protection and life safety systems (including fire watch and impairment procedures (*e.g.,* red tags).
7. Location of fire alarm control unit/fire control room/instructions to operate Public Address system in emergency, if applicable.
8. Location of incoming municipal fire protection water supply.
9. Location of fire sprinkler riser rooms and isolation valves.
10. Location of fire pump.
11. Location of sump and sewage ejector pumps and emergency procedures.
12. Pressure booster and reducing stations, and backflow preventers.
13. Above and Underground Storage Tanks.
14. Confined Space Locations.
15. Portable Fire Extinguisher Locations.
16. Radon mitigation program, if applicable.
17. Description of safety procedures.

m. Contractor contingency plans to operate the building in support of the Government's COOP, OEP, loss of connectivity of the BAS, Shelter in Place, and Pandemic Preparedness planning for the site.

n. Description of environmental regulatory requirements, such as Air Quality Management District and include rules that apply to equipment in the building, which permits are necessary, inspection and certification requirements, and other essential information. Identify how the administrative and technical requirements shall be managed for the timely accomplishment of all Contract requirements.

o. Contractor plan to support demand response or utility curtailment programs in which the building participates, including communications protocols and curtailment activities. The

Contractor shall provide in its contract an estimate as a separate line item for performing curtailment activities.

p. The Contractor shall develop and implement a written emergency plan that describes procedures for its employees to follow during power failures, equipment failures, or other emergencies within 30 calendar days of Contract start date. The Contractor shall also review with its employees those parts of the plan necessary to protect workers in emergencies.

q. [[[For ESPC/ UESC add the following: Contractor plan to support ESPC/UESC in which the building(s) have established energy savings goals, including communication protocols, in the event operational changes jeopardize such goals or ESPC/UESC equipment is not performing adequately to achieve such goals.]]]

r. Sustainable Cleaning and Methods Plan

C.5.3 Equipment Inventory

[[Note to Spec Writer: If there is not a totally accurate inventory consider including an RFP, if funding is available, to provide additional time for the Contractor to correct.]]]

C.5.3.1 General:

The Contractor shall maintain and update as required the building equipment inventory and maintenance records to ensure accurate data in the NCMMS for building operations.

During the performance period the contractor shall physically visit all assets while performing maintenance and obtain all pertinent nameplate data and update the assets list to ensure the list is complete and accurate. The contractor shall submit all additions/deletions of the asset list in the **monthly progress reports.**

Changes in the inventory can result in a negotiated price adjustment to the Contract, which must be approved, in writing, by the CO. Omissions in the existing inventory do not relieve the Contractor from the responsibility for the repair of the equipment as all equipment is a component of the building mechanical, electrical, plumbing, security, architectural, structure, or fire life safety systems infrastructure, as described in section C.1.0.1. The Contractor may request an equitable adjustment pertaining to physical changes in building equipment which occur after the contract start date or for any assets that were not on the asset inventory, the Building Information Sheet (BIS), or a solicitation amendment at the time of award. This request shall be submitted to the CO or designee for consideration. If the contractor-maintained inventory data does not meet Contract requirements (up-to-date, required equipment information) the CO will take action to withhold payments. Repairs shall still be the

responsibility of the contractor (up to their repair threshold) if the equipment is still part of a system or component of a system the contractor is responsible for in accordance with C.1.0.1 (Systems).

C.5.3.2 Operations
The Contractor shall:

Within 30 days of contract start review Level 1 Asset Inventory Audit Baseline Reports (See Exhibit 15, NCMMS Audit Tool) for each location.

[[[Suggestion to spec writer: Optional / Recommended approach (used in R5 as-of 2019). Include this section in QASP / deliverables chart]]]

Within 60 days after contract start the contractor shall submit an Asset Management Plan for each location covered in this contract to the CO or Designee. The plan must address all discrepancies noted in the Level 1 Asset Inventory Audit Baseline Reports. At a minimum the plan shall include, but not be limited to specific actions taken by contractor to:
Improve Baseline Asset Score of*:*

[[[Note to spec writer: fill in your own values in place of the Values provided]]]

Location 1: 54% Asset Score by 25% within Base Performance Year.
Location 2: 54% by 25% within Base Performance Year.
Location 3: 54% by 25% within Base Performance Year.
Location 4: 54% by 25% within Base Performance Year.
Location 5: 54% by 25% within Base Performance Year.
Improve Baseline PM Plan/Schedule Score of:
Location 1: 35% by 25% within Base Performance Year.
Location 2: 35% by 25% within Base Performance Year.
Location 3: 35% by 25% within Base Performance Year.
Location 4: 35% by 25% within Base Performance Year.
Location 5: 35% by 25% within Base Performance Year.
Improve both Asset and PM Plan/schedules by 10% each follow-on option year until a score of 95% is reached.
Maintain a score of 95% or better for the balance of the contract performance period.

[[[End of optional clauses]]]

On an on-going basis and throughout the life of the contract, submit updates to asset records within NCMMS in accordance with provided training, standard operating and workflow procedures and processes established by GSA.
Manage and maintain asset inventory consisting of:
All GSA and tenant agency owned equipment inclusive of types that require maintenance, inspections, certifications, calibration, testing, and monitoring pursuant to the PBS

Maintenance Standards, applicable codes, regulations, ordinances, industry standards, owner's operations & maintenance manuals.
Equipment which is operated through a sequence of operations.
Electronic controllers and network devices.
Sensors.
Tenant agency-owned equipment operated or maintained.
Collect and maintain the following minimally required NCMMS specific asset data in the ASSET record of NCMMS: asset template, asset number, asset tag, asset type, asset description, equipment owner, equipment ID, manufacturer, model number, serial number, asset status, maintenance responsibility, quantity, log, location, specifications, relationship, identifying attributes (floor, room number, or column line), data plate information, including but not limited to, horsepower, voltage, amperage, tons, cubic feet per minute, gallons per minute, etc.
The Government reserves the right to require additional information. (Exhibit 9, Inventory/NCMMS).
Annually certify that the asset inventory is up-to-date and submit the certified inventory to the CO or designee.
Update asset records within NCMMS when equipment is added, removed, or retrofitted as part of a project, or discovered by GSA or the Contractor.
Review and submit asset record updates within NCMMS during repairs, preventive maintenance, or corrective maintenance for COR approval within 5 working days of collecting or verifying asset data.

[[[Note to Spec Writer: Remove if you don't have any ESPC assets.]]]
For assets covered by an ESPC contract, check the "ESPC" box on NCMMS Asset page; collect and maintain ESPC contract information.

[[[Note to Spec Writer: See GSA Insite page PBS-Our Organization- KPI Dashboard: Work Order Throughput KPI's.]]] [[[This KPI is on hold until further notice. State as such in the PWS but leave the language in the PWS: Work Order Throughput KPI's.]]]
Meet minimum Level 3 of the current GSA Work Order Throughput key performance indicator (KPI) standards. Goal: Public Building Service (PBS) productivity and customer experience through timely completion and tracking of work orders.

C.5.3.3 Reporting
The Contractor shall:

a. Provide all data to GSA in the NCMMS with certification that the inventory is complete and accurate.

b. Annually certify that the Maintained Equipment Inventory is up-to-date and submit the certified inventory to the CO or designee.

c. The Contractor shall annually submit to the CO or designee an itemized equipment condition assessment with its recommendation for equipment or system upgrades or replacements (that has reached end of their life cycle), including a text description of each recommended upgrade or replacement and its life-cycle cost analysis including estimated project cost. The equipment condition assessment reports shall be produced in NCMMS and submitted electronically as an email attachment to the CO or designee.

[[[Suggestion to spec writer, ADD: Optional / Recommended]]]

d. The condition assessment of an asset or system must have supporting predictive analysis. The documentation supporting an observation must utilize one or more of the following technologies: Thermal imaging, sound and vibration analysis, oil analysis, radiography, magnetometry.
e. Predictive Maintenance (PdM) and Condition Based Maintenance (CBM) data is needed to support priority, criticality, and phase of life cycle.

C.5.4 Safety Management

C.5.4.1 General

The Contractor shall comply with all applicable Federal, state and local laws and regulations that relate to the maintenance and operation of equipment and systems within the scope of this Contract including: permitting, plans, inspection, personnel safety, control of hazardous substances, certification, recordkeeping and training. Contract personnel shall wear proper personal protective equipment (PPE) to meet OSHA standards where required. Throughout the Contract period, the Contractor shall keep current and be aware of any changes in regulations and requirements and update its operations and training as necessary.

The Contractor shall immediately correct or mitigate any recognized safety or environmental hazard. The Contractor shall notify the COR, other designated Government representative, or appropriate authority if applicable. The Contractor shall be responsible for any fines or penalties levied by any environmental or regulatory authority resulting from its action or inaction, (but not actions or inactions of a third party or the Government).

C.5.4.2 Workplace Safety and Health Program

The Contractor shall develop a site-specific safety and health plan that specifically describes O&M work related to applicable safety programs required under 29 C.F.R. parts 1910 and 1926.

C.5.4.2.1 Reporting

The site-specific safety and health program shall be submitted to the COR or designee for

review and approval during contract transition phase. By approving the program, GSA assumes no responsibility for the Contractor's occupational safety and health program.

C.5.4.3 Scheduling and Record Keeping

The Contractor shall maintain copies of all tests, certifications, permits and other required records.

C.5.4.3.1 Reporting

All required safety tests; certifications, permits, plans, and other procedures required in this PWS shall be scheduled in the NCMMS Work Order system and documented in the NCMMS. The contractor shall ensure that their employees are adequately trained in the work place health program within 45 days of contact services start date and then annually during option periods. The contractor shall submit proof of training to the CO or designee indicating that all employees have received training. Any newly hired employees will receive initial training prior to starting work in the facility and then annually thereafter.

C.5.4.4 Fall Protection

The Contractor must provide fall protection equipment to its employees and all employees must be adequately trained in accordance with 29 C.F.R. 1910.28 and 1910.29. The Contractor shall develop specific fall protection procedures for work on roofs, equipment, and other areas at elevation.

C.5.4.5 Powered Platforms

The Contractor shall inspect, test, and maintain all federally owned permanently installed powered platforms in accordance with 29 C.F.R. 1910.66, and provide copies of such certifications to the COR. Aerial and scissor lifts, if used, must be inspected before each use in accordance with 29 C.F.R.1910.67 (c) (2) (i) and the manufacturers specifications.

C.5.4.6 Lock Out/Tag Out

The Contractor shall adhere to 29 C.F.R. 1910.147 lock out/tag out procedures. The Contractor's lock out/tag out procedures shall be developed and submitted to the CO or designee within 30 calendar days after contract services start date. Contractor shall communicate the lock out/tag out procedures to all employees and other affected Contractors.

C.5.4.7 Confined Spaces

The Contractor shall evaluate, identify and label all confined spaces in accordance with OSHA standards 29 CFR 1910.146. The Contractor shall develop a confined space entry permit system for all permit-required confined spaces within 60 calendar days after contract services start date.

C.5.4.8 Facility Hazards and Accidents

The Contractor shall take immediate action to report accidents and control hazards that

present an imminent danger.

C.5.4.8.1 Hazards

The Contractor is responsible for ensuring safe working conditions and identifying hazards that exist in the work environment. When the Contractor identifies any hazardous work condition, regardless of cause, the Contractor is responsible for protecting its employees from that hazard and correcting hazards under its control. Hazards not under the control of the Contractor, as well as all hazards that present an imminent danger, must be reported immediately to the CO.

C.5.4.8.2 Accidents

The Contractor shall immediately notify and provide copies of all accident reports to OSHA and to the CO or designee.

C.5.4.9 Disruptive or Hazardous Equipment

C.5.4.9.1 Tools

The CO or designee shall approve in advance the use of impact tools and power-actuated tools during Normal working Hours. Burning or welding equipment shall be used only with written permission from the facility management office or CO or designee. A Welding and Burning Permit (GSA Form 1755 or equivalent) shall be issued in advance for each day welding or burning is performed. Compress gas cylinders must be stored in accordance with 29 C.F.R.1910.101 and welding in a confined space requires specific confined space permitting requirements.

C.5.4.9.2 Hooks, Cranes, Hoists Chains and Slings

The Contractor shall inspect before each use and follow the inspection requirements in 29 C.F.R. 1910.184 and 1910.179 and ANSI B.30.10 as needed. Items that are defective shall be removed from service. The rated loads shall be listed on the devices.

C.5.4.10 Scheduled Disruption to Utilities, Lighting, Fire Protection & Life Safety Systems, or Space Conditioning

Any work that will disrupt utilities, fire protection and life safety systems, lighting or space conditioning for building tenants must be scheduled and approved in advance by the CO or designee and generally must be performed outside of Normal Working Hours.

C.5.4.11 Safety Data Sheets and Hazard Communication Plan

C.5.4.11.1 Safety Data Sheets

The Contractor shall make Safety Data Sheets (SDS) available to its employees in accordance with 29 C.F.R. 1910.1200 and upon request to the COR or designee. SDS shall also be made available to the CO or their designee on request. The Contractor shall prepare and submit a

hazardous materials inventory. The inventory shall itemize all hazardous materials by specific type as sold with individual SDS and include information pertaining to approximate quantities of each type and exact locations where hazardous materials are to be stored on the premises.

NOTE: No chemicals shall be brought on premise without first submitting the SDS sheets to the COR for approval.

C.5.4.11.2 Hazard Communication Plan

The Contractor shall develop a written Hazard Communication Plan in accordance with 29 C.F.R. 1910.1200 as part of its overall Health and Safety Program. The written plan applies to any hazardous chemical present in the area where the Contractor is working and to which the Contractor is or may be exposed to, under normal conditions of use. The plan must include the method the Contractor will use to provide other employers that shall also be exposed to the hazardous chemicals, knowledge of the locations where the Contractor's SDSs are kept and how access by other employers can be obtained. The plan shall include documentation of training for all Contractor staff in the plan and the hazard communication standard. The plan shall also identify the method of labeling the Contractor will use for all chemical product containers, including secondary dispensing containers used on site. The standard requires the Contractor to maintain a copy of their written Hazard Communication Plan onsite and it must be readily available to employees. The Contractor shall prepare and submit a hazardous materials inventory as an appendix to the BOP and Hazardous Communication Plan. This inventory shall itemize all materials by type as sold with an SDS and include approximate quantities stored or to be stored as well as the exact locations where hazardous materials are to be stored on the premises and the date the material was stored. The inventory must be kept current and submitted annually by September 30 of each year and at the end of the Contract.

C.5.4.12 Labeling and signage

The Contractor shall maintain the labeling of existing equipment, pipes, storage areas, containers, confined space, and workspaces as well as associated signage, in accordance with OSHA standards to ensure labels are visible and easily readable. Any equipment, pipes, and other materials newly installed by the Contractor that require labeling and signage per OSHA standards shall be labeled immediately upon completion of the installation and maintained throughout the Contract period.

C.5.4.13 Emergency Shutdown Instructions

Emergency shutdown instructions (including contact name and telephone numbers) and tour inspection checklists and Lock-Out-Tag-Out procedures shall be posted by the Contractor in all mechanical rooms and electrical rooms, as applicable to the equipment in the given room. Such instructions and checklists shall be posted in an accessible and conspicuous location.

C.5.4.14 Electrical Safety

The Contractor shall comply with NFPA 70: National Electrical Code and NFPA 70E: Standard for Electrical Safety in the Workplace, when working on or around electrical equipment or systems or switchgear equipment. The Contractor shall ensure that any and all areas restricted to qualified personnel are secured and properly labeled.

C.5.4.15 Labeling of Electrical Circuits and Panels

The labeling of the electrical circuits and panels shall be maintained up-to-date either in electronic format or hard copy blueprints when the Contractor adds or modifies electrical circuits. The CO or designee shall ensure all recorded changes in electric panels from upgrades or renovations from the third party electrical work subcontractors are transmitted to the Contractor to maintain the accuracy of labeling. In the event the Contractor identifies a circuit through discovery, the Contractor must label the circuit in accordance with NFPA 70B.

The contractor shall not be responsible for tracing existing circuits that are not currently identified in panel schedules; however, the contractor shall be required to label unlabeled circuits found during the course of performing trouble shooting or other maintenance actions. The contractor shall ensure that up-dated panel schedules are presented in a typed format vice “pen and inked” changes to ensure confidence for future technicians that depend on the information being correct.

C.5.5 Environmental Management

C.5.5.1 General

The Contractor shall use to the extent practicable, the safest and most environmentally friendly products and processes available. The Contractor shall use manufacturer recommended products. Before substituting for any manufacturer's recommended product, the Contractor shall ensure any substitution is deemed safe by the equipment manufacturer. The Contractor’s

maintenance, operations, materials and processes must use green products and processes including products containing recycled content, environmentally sustainable products and services, bio-based products, and products and services that minimize the use of energy, water, and other resources to the maximum extent possible.

The Contractor shall be cognizant of and comply with all applicable Federal, state, and local laws and regulations related to building management (*e.g.,* permitting, inspection, testing and personnel safety, control of hazardous substances, and certification) including those related to materials and associated systems used or removed in the performance of this Contract. Contractor shall comply with all such requirements including record keeping. The Contractor shall comply with all Federal, State, and Local environmental and safety laws and regulations that relate to the maintenance and operation of assets and systems within the scope of this Contract.

The Contractor shall be responsible for any fines or penalties levied by any environmental or regulatory authority resulting from its or subcontractors actions or inaction, (but not resulting from the actions or inactions of a third-party or the Federal Government). All required safety and environmental tests, certifications, permits, and other procedures required in this PWS shall be scheduled in the NCMMS Work Order system.

C.5.5.2 Refrigerants

General

Refrigerants are just one aspect of many building assets used to protect electronic equipment, dry compressed air, and provide tenant comfort. Refrigerants also may be considered by the EPA as Ozone Depleting Substances or contributors to Green House Gasses. The Contractor will closely monitor the refrigerant inventory, monitoring refrigerant additions to assets, establishing leak rates, performing leak inspections, and recording all data and findings in NCMMS. Hydrofluorocarbon (HFC) refrigerants will be treated with the same restrictions as required for Hydrochlorofluorocarbon (HCFC) refrigerants with regards to operation, maintenance, testing, disposal and reporting.

C.5.5.2.1 Operations

The Contractor shall comply with EPA section 608 regulations (40 C.F.R. part 82 under section 608 of the Clean Air Act) and associated state laws and regulations for refrigeration and air conditioning equipment. All HVAC mechanics performing repairs on refrigerated equipment shall possess a Universal Chlorofluorocarbon (CFC) Certification.

C.5.5.2.2 Maintenance (Refrigerant Recycling, Reclamation, and Disposal)
The Contractor shall evacuate refrigerant to EPA-specified levels, using a certified recovery and/or recycling machine, prior to disposing of refrigeration and air conditioning equipment. When disposing of refrigerants, the Contractor shall give preference to reclamation (to EPA-certified refrigerant reclaimers) as a method of disposal. The Contractor shall notify the CO or designee and obtain approval prior to selling or offering for sale used refrigerant evacuated from GSA equipment; and transferring recycled refrigerant between facilities for use in GSA equipment.

C.5.5.2.3 Testing/Inspections
The Contractor must maintain and test emergency devices and systems, such as refrigerant monitors, automatic leak detection systems, alarms and purge ventilation systems as part of the maintenance program. The Contractor must use appropriate media to test sensors as well as alarm circuitry. The Contractor shall calculate and document the leak rate every time refrigerant is added to equipment (unless the addition qualifies as a seasonal variance).

C.5.5.2.4 Reporting

The Contractor must immediately report refrigerant leaks, at or above a 10% leak rate, to the CO or designee and take corrective action to repair leaks prior to the EPA 30-day deadline in compliance with section 608 of the Clean Air Act. Repair of leaks shall be documented by both an initial verification test and a follow-up verification test. In the event fines or penalties are levied by the EPA or an ***AQMD***, the Contractor may be charged the actual cost assessed. The Contractor shall submit reports to COR and EPA if systems containing 50 or more pounds of refrigerant leak 125% or more of their full charge in one calendar year.

C.5.5.3 Local Air Quality Management Operating Permits
The Contractor shall comply with the operating permit requirements of the Local Air Quality Management District (AQMD) and shall ensure operating permits for boilers; generators and other emissions-producing equipment regulated by the local AQMD are up-to-date and have copies available to the CO or designee via NCMMS immediately upon request. In the event of fines or penalties levied by an AQMD, the Contractor shall be charged the cost as a performance deduction under the Adjusting Payments clause. The Contractor shall submit emissions reports when required by the regulating entity.

C.5.5.4 Stationary Engines
The Contractor shall comply with all applicable Federal, state, and local regulatory requirements for the notification of compliance, periodic inspection, monitoring, permitting, certification, registration, maintenance, personnel training, recordkeeping and reporting for all

regulated stationary engines. The Contractor must ensure compliance with New Source Performance Standards (NSPS) for Stationary Compression Ignition Internal Combustion Engines, 40 C.F.R. part 60, subpart IIII; NSPS for Stationary Spark Ignition Internal Combustion Engines, 40 C.F.R. part 60, and National Emission Standards for Hazardous Air Pollutants for Stationary Reciprocating, 40 C.F.R. part 63 subpart ZZZZ.

C.5.5.5 Fuel Storage Tank Management

The Contractor shall comply with GSA Order 1095.2 PBS. "Fuel Storage Tank Management" and all applicable Federal, state, and local regulatory requirements for the periodic inspection, monitoring, permitting, certification, registration, maintenance, personnel training, and recordkeeping for underground and aboveground storage tanks. Where GSA policy and regulatory requirements differ regarding fuel storage tank management, the more stringent directive shall apply.

C.5.5.5.1 Fuel Storage Tanks

The Contractor shall:

a. Comply with all Federal, State, and Local requirements for the periodic inspection, monitoring, permitting, certification, registration, maintenance, personnel training and recordkeeping for underground and/or above ground storage tanks.

b. Comply with any additional responsibilities required by the facility's Spill Prevention, Control and Countermeasure (SPCC) Plan including, but not limited to inspections, training, and recordkeeping if the facility must comply with SPCC requirements. Contractor shall update the SPCC plan as required.

c. Validate the asset list of all tank systems and assess tanks for compliance with current environmental design and installation standards at the commencement of the Contract.

d. Notify the CO or their designee not later than the end of the Transition Phase and record within the Existing Deficiency/Initial Inspection Deficiency list observed instances of non-compliance to include but not limited to required registration documentation and monitoring systems.

e. Record the fuel levels monthly and report findings in the Monthly Progress Report.

f. Record monthly usage logs and follow all fuel unloading procedures**.**

g. Contractor shall ensure that on-site personnel are trained and certified to the appropriate ***level of Underground Storage Tank Operator training***.

h. Act as GSA's designee of paragraph 9 of GSA order PBS 1095.2 to provide actions described in paragraphs 9c, 9d, 9h, 9i, 9k, 9l, 9m, 9n, 9p, 9r, 9t.

C.5.5.5.2 Underground and Above Ground Storage Tanks

The Contractor is responsible for complying with all Federal, State, and local requirements for the periodic inspection, monitoring, permitting, certification and maintenance of underground storage tanks. Perform Preventative Maintenance per NCMMS.

C.5.5.5.3 Underground Storage Tanks

According to revisions to 40 CFR part 280 (http://www.epa.gov/oust/fedlaws/proposedregs.html) UST operators must be certified by state approved trainers by August 8, 2012. Each state has the authority to design its own training course and requirements may vary.

UST Operator Training is designed to ensure that UST operators operate their tank systems in a manner that is compliant with state and federal requirements, and that will prevent product releases that could endanger human health and/or the environment.

Who needs to be trained?

Each underground storage tank facility must have a Class A, Class B, and Class C operator designated for that facility. Separate individuals may be designated for each class of operator, or an individual may be designated to more than one of the operator classes. An individual who is designated to more than one operator class must be trained in each operator class for which he or she is designated. Class A or Class B operators will be responsible for making sure their Class C operators are properly trained.

The general description for each class of operator is as follows:

Class A Operator

Person having primary responsibility for on-site operation and maintenance of UST system. Class A operator typically manages resources and personnel, such as establishing work assignments, to achieve and maintain compliance with regulatory requirements.

Class B Operator

Person having daily on-site responsibility for the operation and maintenance of UST system. Class B operator typically implements in the field aspects of operation, maintenance, and associated recordkeeping for an UST system.

Class C Operator

Daily, on-site employees having primary responsibility for addressing emergencies presented by a spill or release from an UST system. Class C operator typically controls or monitors dispensing or sale of regulated substances.

C.5.5.5.4 Above Ground Storage Tanks

All aboveground storage tanks (ASTs) shall be maintained in accordance with all applicable codes and regulations including 40 CFR 112 Oil Pollution Prevention. The contractor shall conduct and document periodic inspections (i.e. monthly, third party, etc.)..

The contractor shall operate, test and maintain all AST's in accordance with Appendix B: PBS Desk Guide for Fuel Storage Tank Management (Companion to GSA Order PBS 1095.2) which is contained as an appendix to the PBS 1095.2.

The contractor shall document all monthly AST inspections and submit findings in the monthly progress reports. The inspection should look for signs of leaks, stress fractures, stressed vegetation, and visible water in the secondary containment area.

C.5.5.6 Solid Waste (Refer to Section 15)

C.5.5.7 Polychlorinated Biphenyl (PCB) Control

The Contractor shall inspect all transformers containing polychlorinated biphenyls (PCBs) and maintain records of such inspections in accordance with state, local, and EPA regulations. The CO or designee shall be notified immediately if any such equipment is found to contain PCBs, or suspected to contain PCBs. Equipment verified to contain PCBs, except lighting ballasts, shall be labeled as containing PCBs. Any transformer leaks of PCBs shall be reported immediately to the CO or designee. The Contractor shall inspect all leaks in accordance with state, local, and EPA regulations. The Contractor shall properly dispose of caulk that contains PCBs. The Contractor shall take immediate action to contain all leaks.

C.5.5.8 Asbestos Management

The Contractor shall be expected to perform, on occasion, Class III and Class IV asbestos work as defined in 29 C.F.R. 1926.1101. The Contractor shall be prepared to deal with asbestos on a small-scale, short-duration basis to effect emergency repairs and to clean up small spills. The Contractor shall protect building tenants, visitors, and employees from asbestos exposure. The Contractor shall comply with applicable OSHA regulations and all applicable Federal, state, and local asbestos regulations. The Contractor shall immediately become familiar with, comply with, and recommend any appropriate changes to the Government Asbestos Management Plan for the building. If the Contractor disturbs materials its suspects may contain asbestos, the Contractor must immediately report the condition to the CO or designee. Contractor personnel who perform the above-mentioned work must have the appropriate training in accordance with 40 C.F.R. part 763, and the Contractor shall provide training records to demonstrate

compliance, including respirator suitability medical and fit test reports with Personal Identification Information removed.

The contractor shall be thoroughly familiar with PBS 1000.1A and associated Asbestos Management Desk Guide. The contractor will perform required surveillances and reporting procedures. The contractor will discuss with the COR strategies to minimize degradation of current and suspected ACM sites or the impact on the building population of any expected degradation. The contractor will request and be provided with a current FMA asbestos template for transcribing findings. Findings including recommendations for testing of new suspect ACM will be reported and provided to the COR. A copy of the report will be included in the NCMMS work order for the surveillance. The surveillance will be performed by O&M personnel trained to perform Class III asbestos work.

The contractor shall develop an Asbestos O&M Plan for COR approval within 90 days of the contract start date. The O&M is plan specific to the facility and the standard procedures used to address surveillance, maintenance, repair, and cleanup of the asbestos. O&M plans are often chapters or sections within the asbestos management plan for the facility. The procedures should match the actual steps used by the O&M for performing asbestos O&M activities. O&M plans should be considered living documents and as such, be updated as procedures are changed.

The Contractor shall ensure that sub-contractors review the buildings' asbestos surveillance survey prior to starting any work.

C.5.5.9 Facility Hazards

The Contractor shall assist in identifying facility health and safety hazards and report all hazards in writing to the CO or their designee on GSA Form 3614, GSA Notice of Unsafe/Unhealthful Workplace Conditions. The Contractor shall take immediate action to control hazards that present an imminent danger.

C.5.5.10 Disposition of Hazardous Waste

The Contractor shall ensure that on-site hazardous waste management is compliant with all regulatory accumulation requirements (*e.g.,* hold times, marking/labeling and container management). All Hazardous and Universal Waste shipping documentation shall be maintained for the life of the building. Universal Wastes (*i.e.,* fluorescent lamps, batteries, certain pesticides, and mercury-containing equipment) in quantities subject to Federal and State Universal Waste Rules (40 C.F.R. part 273) shall be recycled or disposed of as Hazardous Waste. Preference is given to recycling of intact items. Hazardous Wastes not subject to the Universal Wastes Rule shall be managed in accordance with all applicable parts of 40 C.F.R. part 260. As co-generators, the Contractor and Government mutually agree that the Contractor shall

perform generator duties on behalf of both parties. Generator requirements include hazardous waste generation, handling, accumulation, shipment and disposal, and also include exception reporting as required. The Contractor must include the disposition of Hazardous and Universal Waste as a Work Order in NCMMS with documentation attached.

C.5.5.11 Backflow Prevention Devices

The Contractor shall maintain all existing backflow prevention devices and certify them as prescribed by applicable Federal, state, and local laws, ordinances, and regulations. If no local requirement exists, a certified inspector shall inspect all existing backflow prevention devices on an annual basis, record the inspection as a Work Order in the NCMMS and provide certification of proper operation to the CO or designee. A copy of the certification shall be posted at all backflow prevention devices. While the Federal Government shall generally pass on to the Contractor backflow testing notices received from local water districts or other local authorities, the Contractor is responsible for timely completion and submission of such test results regardless of receipt of such notices. In addition to other requirements, backflow prevention devices used on water-based fire suppression systems shall be inspected, tested, and maintained in accordance with NFPA 25.

C.5.5.12 Potable Water Systems

The Contractor shall comply with The Safe Drinking Water Act, PL 99-339, as amended, and the U.S. Environmental Protection Agency Safe Drinking Water regulations (40 C.F.R. 141.43, sections A and D), which address the quantity of lead allowable in new installations or repairs to existing drinking water systems and plumbing. Potable water systems that are repaired, modified, serviced, or breached in any way shall be disinfected and flushed as needed prior to returning the system to service. The Contractor is required to comply with all applicable Federal, state, local codes, GSA Order PBS 1000.7- Drinking Water Quality Management and the PBS Desk Guide for Drinking Water Quality Management, in the operation, treatment, and testing of potable water systems.

Public drinking water delivered to federally owned buildings controlled by GSA is treated by the provider to minimize bacterial growth and water system corrosion. The treatment chemicals are constantly depleted by interaction with the water, suspended minerals and the inner walls of the plumbing. Lead and bacteria contamination can occur once the treatment is depleted. The depleted water reacts with the plumbing system materials and possibly leaching lead and other metals. The breakdown of treatment allows bacteria, such as legionella, to grow. Bacteria can then build up because a biofilm grows in the stagnant water and shields the bacteria from contact with the chlorine disinfectant. Legionella bacteria is controlled primarily through contact with disinfectant residuals like chlorine, as well as maintaining point of use hot water temperatures above 108° F and cold water below 77°F. A Water Safety Plan that

emphasizes flushing and monitoring will ensure fresh disinfected water is present in the buildings with low water usage. Legionella can lead to severe illness when water mist or vapor, containing the bacteria is inhaled. Caution should be exercised when flushing or running water to avoid inhaling potentially contaminated mist or vapor.

Potential lead contamination may be reduced by flushing tailored to the relative usage rate and presence of lead plumbing sources in each building.

The Contractor shall:

Develop and submit for approval a Water Safety Plan that includes the following:
Means of determining the manner of disinfection of drinking water and best method for testing either through contact with the local water provider for their most current water quality information (e.g., Consumer Confidence Report, Annual Testing Report) and reviewing the information.
Confirmation that plumbing system repairs and maintenance are being performed per contract standard and all hot water heater/tank temperatures are set to 140°F at the tank and that all recirculation pumps are operating properly.

An ongoing flushing protocol for floors that have low occupancy ***[[[Region Fill In Amount]]]*** (Less than XX%) that covers at minimum: **NOTE: Ongoing flushing shall occur where there are floors that have an occupancy of less than XX%, as provided in Exhibit 13.**

i. Testing for residual disinfectants prior to flushing, at a minimum of 10% of the cold water outlets in the building.
    1. Ensure the outlets chosen include the following at a minimum: outlet closest to the service line/entry piping, outlet nearest the riser on each floor, one outlet at the most remote point on each horizontal branch, in low occupancy areas, and at distant plumbing legs.
ii. Method of testing proposed for residual disinfectant based on the specific treatment used by the water provider and associated recommendations. (note: portable hand-held colorimeter or similar device shall be the default method when no other information is available from the water provider).
iii. Parameter to be tested, also based on recommendations from the water provider. (note: free chlorine with a target of 0.2 ppm shall be the default

parameter and level when no recommendation is available from the water provider).

iv. Post flushing testing of residual disinfectant of the same pre-flushed outlets tested (note: free chlorine with a target of 0.2 ppm shall be the default parameter when no recommendation is available from the water provider).

v. Manner, duration and frequency of ongoing flushing in response to the pre- and post-flushing test results. At a minimum the ongoing flushing shall include:

1. Flushing at least once weekly
2. Flushing more frequently when pre-flushing tests show no free chlorine or other residual disinfectant present at one or more outlets tested.
3. Continued flushing of outlets until post-flushing tests show some presence of residual disinfectant.
4. Flushing rates as high as possible but not so high as to create potential exposure risk of legionella in mist or vapor for employees.
5. Adequate flushing of hot water outlets until a temperature of 120 degrees F, or the local anti-scald regulation maximum temperature is attained.

b. Document all water activities (flushing, testing, temperature checks) and report them to the COR and facility manager via the NCMMS using Work Order type “Pandemic Response,” and subtype “Potable Water” Also, include flush completion and test results in the contractor’s monthly report.
c. Ensure Contractor’s staff are taking the necessary precautions to avoid exposure to potential *Legionella* bacteria in stagnant water mist or sprays.
d. Coordinate with GSA to obtain access to locked and secured tenant areas in the building. Take into account areas such as concessions, childcare centers and fitness centers.
e. Follow the Quality Control procedures stipulated in their Quality Control Plan.
f. GSA personal property equipment such as water dispensers, dishwashers, ice makers, coffee machines and concession equipment that use potable water and have been unused for one week or more, shall be flushed prior to use. Such equipment should be locked out and tagged to prevent use while sitting idle for more than one week.

The contractor shall provide the completed plan to the CO or COR for within the Transition Phase. The contractor shall use the approved Water Safety Plan to perform all associated activities, including repairs, hot water temperature setpoints, and ongoing flushing and testing.

C.5.5.13 Reporting

The Contractor shall provide all necessary information required in this subsection to comply with environmental and reporting requirements, and agency sustainability goals in this specification. The Contractor shall submit to the CO or designee the following reports.

(a) Waste Reports

[[[Spec writer fill in appropriate building numbers]]]

Applies to:

- Building 1
- Building 2

The Contractor shall submit a monthly report on waste handling activities including disposal and recycling. The report shall contain shipping information for hazardous and non-hazardous waste and be submitted by the 15th of each month and upon request by the CO or designee. The report must include the waste type, name and final disposition destination. All Hazardous and Universal Waste shipping documentation shall be maintained for the life of the building. If the Contractor performs non-hazardous solid waste management for the entire building, they shall also report on these solid waste and recycling activities.

(b) Environmental Compliance

The Contractor shall collect and retain requisite data to produce and make mandatory reports required by environmental regulatory agencies including GSA programs, directives and orders, or as necessary to demonstrate ongoing compliance with environmental regulatory operational requirements. These reports include waste generation, shipment and disposal, hazardous materials storage (Tier II/Emergency Planning and Community Right-to-Know Act reporting), release reporting, fuel tank registration, operator training records, and notices of compliance for reciprocating internal combustion engines.

(c) Sustainable Purchasing Practices

a. O&M:

The Contractor shall submit information on sustainable purchasing practices specific to the performance of this Contract. Records showing the monthly cost of sustainable cleaning products and materials purchased must be provided to the United States Department of Agriculture and copied to the CO or designee as required by RCRA. The Contractor shall select from products that are EPA-designated (*e.g.* Comprehensive Procurement Guidelines [CPG]) and USDA-designated in the BioPreferred Program refer to the web site in document titled "Web Links" at: Operations and Maintenance Specification, and all other factors (such as price, performance, and availability) being equal, the Contractor shall select the CPG item. For other purchases, unless the Contractor receives an exemption from the CO or designee, the Contractor shall select USDA designated in the BioPreferred Program, products over products with other sustainable attributes. Guidance for products designated under Federal sustainable product programs – USDA Biopreferred, EPA CPG, EPA Design for the Environment, and Department of Energy, Energy Star and FEMP - can be found at the website in a document titled Web Links" at: Operations and Maintenance Specification. Sustainable products designated under third-party programs include but not limited to Green Seal, Eco Logo, and Environmental Choice. For those categories of products not recognized by one of the aforementioned standard's, preference shall be given to products meeting the California Code of Regulations maximum allowable Volatile Organic Compounds (VOC) levels for the appropriate cleaning product category (California Air Resource Board/California Code of Regulations (CCR), 17, C.C.R. section 94509 – (Topic cited; Standards for consumer products at the website in "Web Links" at: Operations and Maintenance Specification.

b. Custodial

The Contractor shall use safe and environmentally friendly products as referenced throughout this specification. This specification requires the Contractor to routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards herein in Section C.2.1 and C.2.2. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC). When disinfectant products are used they must be Environmental Protection Agency(EPA)-registered products or another product containing the same active ingredient(s) at the same or greater concentration. The Contractor must use the product in accordance with directions provided by the manufacturer. The Contractor must wear disposable gloves (*e.g.*, latex or nitrile), facemasks (if applicable) and any additional required personal protective equipment as recommended by the manufacturer when cleaning. Contractor shall select and track

cleaning product and materials purchases as described herein.

(d) Sustainable Product Standards

Federal agencies, including contractors, must comply with the sustainable purchasing requirements and the recommended specifications, standards, and ecolabels for each product category in the "Cleaning Products" section of the Green Procurement Compilation. For most product categories in the Green Procurement Compilation, there are links to lists of brand-name products that meet these requirements and recommendations.

The Contractor shall also ensure that: (a) Vacuum cleaners meet the Carpet and Rug Institute (CRI) Seal of Approval https://carpet-rug.org/testing/seal-of-approval-program/certified-vacuums/. (b) Chemical concentrates that require dilutions are used whenever possible as compared to ready-to-use products. Dilution control equipment should be utilized to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals.

(e) Proof of Compliance

During the Transition Phase the Contractor shall submit to the CO or their designee a product list and, for each product, proof of compliance with the sustainable product requirements. For product categories in the Green Procurement Compilation provided in section (d) Sustainable Product Standards, for which there are links to lists of brand-name products that meet Federal requirements, a download of the brand-name product page is sufficient proof of compliance. For other product categories, proof of compliance may include third-party certifications obtained from certifier or manufacturer websites, manufacturer product sheets, or screenshots from manufacturer or distributor catalogs or websites.

(B) If the Contractor is unable to meet the sustainable product standards because a product meeting the standards cannot be acquired competitively within a reasonable time frame, does not meet reasonable performance standards, or cannot be acquired at a reasonable price, the Contractor shall provide the CO or their designee or designated representative with a short written justification for a proposed exemption.

C.5.5.14 Contractor Pandemic Plan

The Contractor shall provide a Contractor Pandemic Plan. As required by the 'National Strategy for Pandemic Influenza Preparedness', the Government has prepared a plan that safeguards its employees and provides for continued operations in the event of an influenza pandemic. The Contractor shall prepare a plan to prevent and reduce the spread and mitigate the potential effects of an influenza pandemic on O&M, custodial and related services. Given the unpredictable length and severity of a pandemic, the

Contractor's plan shall link their planned actions to the periods and phases established by the World Health Organization for a pandemic cycle and to the guidance provided by CDC.

The Contractor shall submit the pandemic plan to the CO or their designee within thirty (30) calendar days of the start of the contract. During a declared pandemic the Government reserves the right to substitute disinfectant cleaners for non-disinfectant cleaners when required by the Centers for Disease Control and Prevention.

The contractor's pandemic plan shall include the following, at a minimum:

- ➢ Identify key Contractor personnel and their credentials for such an event
- ➢ Specify, require and provide Contractor employees with appropriate training to fully address cleaning requirements during pandemic events
- ➢ Explain how Contractor staff will communicate with and provide reporting and status updates to the Government
- ➢ Provide a contingency (backup personnel) to continue services if Contractor staff get sick and are unable to work
- ➢ Identify those procedures that will maximize air dilution, filtration and sanitizing of HVAC air streams and implement those procedures as recommended by the CDC
- ➢ Identify and develop procedures to monitor water use and levels of disinfectant and dissolved metals at the delivery point. Develop procedures to operate water systems to ensure delivered water contains residual disinfectant or adequate discharge temperature to prevent bacterial growth and adequate flow to limit the concentration of leaching metals to safe levels. See para. C.5.5.12 above
- ➢ Identify those procedures that ensure compliant, timely, effective, and safe disinfectant cleaning practices
- ➢ Specify the type of PPE and how it will be used by Contractor staff
- ➢ Provide protocols to ensure that the Contractor has sufficient supplies of filters, cleaners, PPE, and disinfectants

Reference material can be found at the links below:

- ➢ For information on the phases of a pandemic cycle see http://www.who.int/csr/resources/publications/influenza/whocdscsredc991.pdf.

- For CDC guidance see https://www.cdc.gov/.

- See components of Pandemic Planning at https://www2.ed.gov/admins/lead/safety/emergencyplan/pandemic/planning-guide/basic.pdf.

- A template for developing a Pandemic Plan is located at https://www.fema.gov/media-library-data/1396880633531-35405f61d483668155492a7cccd1600b/Pandemic_Influenza_Template.pdf.

C.5.6 Energy and Water Efficiency

C.5.6.1 General

The Contractor shall operate equipment and systems per design as efficiently as possible without compromising service to the tenants.

C.5.6.2 Operations

The Contractor shall make full use of available analytic tools (*e.g.,* BAS, AMS, GSAlink data, PNNL E4 reports and GSA Rapid Assessment results, as applicable) to diagnose problems and identify operational improvements. When equipment is being replaced, the Contractor, in coordination with the CO or designee, shall pursue the use of energy-efficient replacement parts and equipment items (not limited to Energy Star ® or FEMP-designated Energy Efficient products, Water-Sense, Safer Choice products) that shall meet or exceed the requirements of this statement of work. Any rebates received from a service utility provider or Contractor shall be assigned to the Government.

[[[ESPC/ UESC Bldgs include this paragraph]]]: In facilities with ESPCs or UESCs the contractor shall ensure the operating limits for equipment and/or controls established by the ESPC/UESC are followed. Any adjustments to operations that may jeopardize the energy savings realized by the government in accordance with the ESPC/UESC must be submitted to the COR in writing within 1 business day. Any changes discovered by the Energy Savings Company (ESCO) or Utility during Measurement and Verification (M&V) and/or Performance Assurance activities may warrant root cause determinations. The Contractor will assist in root cause determinations. Changes made by the Contractor that exceed USPC/ UESC operating limits will be returned to ESPC/ UESC stipulated conditions by the Contractor at no additional cost to the government.

The Contractor shall operate assets and systems as efficiently as possible without compromising service to the tenants. Failure to operate assets prudently (e.g., unnecessarily setting demand peaks, simultaneously heating and cooling, operating assets when not needed, overriding set point unnecessarily, or failing to correct underlying conditions) may result in deductions and unsatisfactory performance evaluation.

C.5.6.3 Reporting

[[[Note to spec writer: Determine which paragraph fits regional policies better and remove the other. NCMMS paragraphs above already contain asset and PM management and meter reading as a basic service]]]

On a monthly basis the Contractor shall read and record all available utility and fuel meters (electric, gas, diesel fuel levels, water, cooling tower water makeup, irrigation, etc.) and include in the monthly progress report. The Contractor shall use the Energy and Water Efficiency Monthly Report format (see Exhibit 2). The Contractor shall report monthly energy and water usage as compared to the previous year and to explain usage trends. The contractor shall report all known or potential O&M impacts to ESPC/UESC equipment and/or ECMs. The report shall be submitted to the CO or designee by the ***[[[spec writer fill in]]]*** _th business day of the following month.

Within ***[[[spec writer fill in]]]*** __ days of contract award date, the Contractor shall create NCMMS assets, asset meters, PMs and job plans to activate monthly meter reading NCMMS work orders for all available utility and fuel meters (electric, gas, diesel fuel levels, water, cooling tower water makeup, irrigation, etc.) The Contractor shall report monthly energy and water usage as compared to the previous year, and year over year to determine and report usage trends, abnormalities, and opportunities to reduce resource use. The contractor shall report all known or potential O&M impacts to ESPC/UESC equipment and/or ECMs. The report shall be submitted to the CO or designee by the ***[[[spec writer fill in]]]*** _th business day of the following month.

C.5.7 Advanced Metering Systems

C.5.7.1 General

The purpose of the AMS is to monitor, identify and implement opportunities to reduce energy usage at the building(s) and, in some cases, to verify that the utility companies are billing correctly. In many cases, the AMS shall be connected to the BAS. It shall be the Contractor's responsibility to partner with GSA to utilize fully the AMS to develop and implement strategies that will result in an overall reduction in energy consumption.

C.5.7.2 Operations

The Contractor shall verify daily that each of the advanced meter(s) are functioning properly and are communicating to the regional and Central Office server, as applicable, and are accessible via end-user interface (currently ION Enterprise Energy Management). Where advanced meters are connected through the BAS, the Contractor shall verify daily proper information and data sharing. Any communication failures shall be corrected prior to any loss of data. In the event of a communications failure, the Contractor should refer to both the manufacturers and GSA's troubleshooting guides. The Contractor shall be responsible for the recalibration of the advanced meters in accordance with the manufacturer's recommended frequency or sooner if there is evidence that the meters are not reading correctly. Calibration shall be scheduled in advance along with other building preventive maintenance tasks. Documentation of the recalibration shall be submitted with preventive maintenance reports. Where weather sensing equipment is installed as part of the BAS, Contractor shall ensure proper daily communication and shall recalibrate in accordance with the manufacturer's recommended frequency.

C.5.7.3 Maintenance

The contractor is responsible for ensuring power is available for the on-site advance meter server and that any interconnecting cabling between the advanced meter sensors and the actual server are not damaged. Any Batteries or UPS device that supports the advanced metering server is the Contractor's responsibility to maintain.

C.5.7.4 Reporting

The Contractor is responsible for reporting immediately any onsite communication failure to the COR to mitigate any loss of data. The Contractor shall create a Work Order in NCMMS to track communication failure resolution. The regional advanced metering lead shall be the Contractor's main point of contact for advanced metering issues. The Contractor shall add or update Advanced Meter Asset and Location information in NCMMS.

Contractor will be responsible for using the AMS on a day-to-day basis for monitoring energy usage and for retrieving data to complete energy performance analysis.

C.5.8 Building Automation Systems and IT Controls

C.5.8.1 General

The automatic centralized control of a building's HVAC, lighting and other systems are managed through a BAS / EMS and may also be referenced as Building Monitoring, Energy Management or Control System. The objectives of building automation are improved occupant comfort, efficient operation of building systems, reduction in energy consumption and operating costs,

and improved equipment life cycle. BAS core functionality keeps building climate within a specified range, provides light to rooms based on an occupancy schedule (in the absence of overt switches to the contrary), monitors performance and device failures in all systems, and provides malfunction alarms to building maintenance and/or GSA staff. The intent of a BAS is to reduce building energy and maintenance costs. The Contractor must retain levels of expertise necessary to manage the control systems in a manner that meets the objectives of this Contract either by retaining on staff a factory trained and certified technician or subcontracting (not on a contingency basis only) with the BAS vendor for services. The Contractor must establish disaster recovery plans for loss of connectivity to the BAS and procedures to operate the building systems manually.

Control systems shall be maintained as designed. The Contractor will be responsible for maintaining BAS hardware which includes all field controllers, sensors, supervisory controllers, routers and all interconnecting cabling up to the GSA network.

The Government may upgrade or change control system software or reprogram control systems during the performance period of the Contract. If the Government provides operator level training and operator level documentation for the Contractor's use, the Contractor shall not claim additional payment for changing to the new or upgraded software or control programs. The Contractor will not modify sequences of operation or control programs or run systems manually without prior approval of the CO or their designee and regional subject matter expert (SME).

NOTE: ANY CHANGES TO SOFTWARE OR SEQUENCE OF OPERATIONS SHALL BE FIRST APPROVED BY FM REGIONAL ENERGY GROUP. (R4-energy-team@gsa.gov)

C.5.8.2 Operations

The standard for HVAC equipment normal operation shall be automatic operation, by the BAS, in accordance with the established Sequence of Operation***. [[[ESPC/ UESC bldgs. Add these sentences: If the established sequence of operation for the BAS or portions of the BAS are set forth by an ESPC or UESC it is the contractors responsibility to maintain or enhance established protocols to ensure energy savings goals are satisfied. Changes to the setpoints or schedule that negatively affect the energy cost savings must be avoided.]]]*** The Contractor is responsible for effecting repairs and or notifying the Government if a sequence of operations, equipment or schedule is not operating as designed, at optimal efficiency, successfully meeting the current needs of a building space, or in a manner resulting in unnecessary energy use. Repairs shall be performed in accordance with the standards established in the Repairs Clause. The Contractor is responsible for maintaining an adequate level of expertise to manage the control systems. Such expertise, while not limited to, shall specifically include the ability to: correctly change operational parameters, calibrate and replace sensors, adjust or override equipment and schedules, initiate and interpret diagnostic programs and reports, establish and

interpret trend data, and any and all maintenance activities proscribed by the manufacturer, industry standards or current GSA Maintenance Standard. If the Contractor does not have a manufacturer trained or equivalent BAS operator on site, the Contractor shall enter into a subcontract, including regular scheduled support (not merely support on a contingency basis), with a firm that has these skills. This subcontract shall include regularly scheduled maintenance including sequence of operation tuning, calibration, BAS log review and other BAS system maintenance, and shall not be considered sufficient to replace the necessary onsite capability to perform basic day-to-day, and or emergency manual, operations of the system.

All computers networked with building monitoring and control systems located inside GSA facilities, or that provide storage of and access to GSA data, including data related to energy usage, industrial systems controls, physical access controls, and lighting controls, are required to be hosted exclusively on GSA's physical network and system infrastructure, unless otherwise accepted by CO or designee.

The Contractor shall maintain the following minimum standards described below.

C.5.8.2.1 GSA-hosted Systems Requirements

[[[Spec Writer Include below all buildings with GSA hosted BAS programs]]]

Building Number	BAS Program Name and version

The Contractor shall**:**

a. Ensure that all devices or groups of devices that communicate with GSA system data and use wireless or radio frequency (RF) based communications are subject to all GSA IT Security policies related to the use of wireless technology. This policy establishes the requirement that these devices be submitted for IT security testing and remediation in order to receive approval for use at GSA.

b. Ensure that all building systems software (server and client) are hosted on Government furnished equipment (GFE), including GSA virtual server or GSA provided desktop/laptop workstations.

c. Ensure that all IP traffic is managed by GSA, and IP addresses, as well as all routing and switching equipment, shall be furnished exclusively by GSA.

d. Be responsible for supporting all cabled pathways connected to GSA's network including copper and fiber cabling, necessary to enable IP network communication among system devices and network components, and all break/fix requirements. All new cabling, including break/fix, shall be installed in accordance with the PBS Telecommunications Distribution and Design Guide. The Contractor is not responsible for interconnecting cabling of the GSA onsite network components.

e. Ensure that the Contractor staff receives preliminary favorable and ultimately completely favorable adjudication of their Tier 1 clearance in accordance with the HSPD-12 directive to obtain a GSA ENT user credential, which is required for all system access. All elevated access requires Tier II clearance.

f. Ensure that at no time a GSA hosted building monitoring and control system is made accessible to the public internet or via any third party network connection.

g. Be aware of building systems running on GSA IP Enterprise Network and be capable of initiating troubleshooting, if network communications is suspect. This means being familiar with the procedure for logging GSA IT Help Desk tickets and following up to ensure the ticket is being worked by the assigned party.

C.5.8.2.2 Excepted Systems Requirements

[[[Include buildings with stand alone BAS systems]]]

Building Number	BAS Name and Version

The Contractor shall:

a. Ensure the CO or designee approved antivirus software subscription is kept in effect and the software used is current at all times.

b. Ensure all Contractors provided software that has an End User License Agreement is presented to and approved by the CO or designee before that software is purchased.

c. Ensure Contractor personnel do not use the BAS system computer to connect to websites.

d. Ensure antivirus and spyware scans are conducted monthly.

e. Be responsible for keeping all workstation and server operating systems updated, including Windows (or other operating system), Java, Adobe, and all other standard software. Critical updates shall be downloaded and installed monthly.

f. Ensure complete data backup to a CD, DVD or flash drive, including trend logs and control software, is conducted whenever a software or programming change is made but no less frequently than monthly.

g. Ensure disk drive maintenance, including defragmentation, is performed quarterly.

h. Be responsible for software, licenses and security updates to all Contractor provided systems devices.

i. Ensure a proper Configuration Management Plan is in place for the BAS devices and applications so the system can be supported.

j. Ensure there is strong encryption on devices and applications for safeguarding sensitive data and login credentials.

k. Ensure unnecessary services are disabled *(e.g.,* FTP and Telnet) to protect the system from unnecessary access and a potential exposure point by a malicious attacker.

l. Ensure unnecessary open ports are closed or blocked to secure against unprivileged access.

m. Protect against Cross-Site Scripting, which is a common vulnerability in web applications where an attacker can compromise or take control of a site.

n. Enforce Least Privilege, where proper permissions are enforced on a device or application so that a malicious attacker cannot gain access to all data. Enforcing Least Privilege shall only allow users to access data they are allowed to see.

o. Protect against Insufficient User Access Auditing, where device or application does not have a mechanism to log/track activity by user.

p. Not use the use of end-of-life systems and application/system software that is no longer supported by the manufacturer.

q. Use the latest, supported and approved operating systems.

r. Ensure that all proposed standard installation, operation, maintenance, updates, and patching of software do not alter the configuration settings from the approved United States Government Configuration Baseline.

s. Ensure that the use of commercially-provisioned circuits to manage building systems is strictly prohibited. All circuits shall be provisioned through GSA IT.

t. Ensure the workstation or server running building monitor and control system is not connected to the public internet (Trusted Internet requirement of the 2100.1 order). The system shall not be accessible remotely.

u. Adhere to GSA-IT Security Procedural Guide, CIO-IT Security-16-76, Building Technologies Technical Reference Guide, NIST IT Security Special Publications.

v. Ensure all IP-enabled devices and applications are approved by GSA-IT Security before they are installed or connected on the GSA network.

w. Provide a network diagram of all IP-addressable devices that terminate on the GSA network to the GSA IT program managers. GSA IT shall be included in the design phase of the network infrastructure. Vendor-provided diagrams must be submitted in digital display and in an editable format, such as Microsoft Visio.

x. Provide documentation and assist GSA-IT and PBS with performing disaster recovery so that systems can function on the local area network (LAN) in an event of an outage.

C.5.8.3 Maintenance

C.5.8.3.1 BAS Control Systems and upgrades

BAS Control Systems shall be maintained as designed and updated when required, including data point and graphics, as applicable. The Contractor shall perform maintenance required to ensure that all BAS devices function properly and repair or replace components that fail.

The Contractor shall not upgrade or patch any BAS device independent of a qualified support from the manufacturer or its representative and then and only after consultation with GSA. The Contractor shall cooperate with GSA and the BAS contractor to facilitate any upgrades GSA deems necessary for the functionality or security of the BAS. The Government may upgrade or change control system software or reprogram control systems during the performance period of the Contract. The Contractor shall not modify sequences of operation or control programs or run systems manually without prior approval of the CO or designee in consultation with regional subject matter experts (SME). When sequence of operation changes are approved, the Contractor shall provide accurate edits to the sequence of operation to document the changes made.

C.5.8.3.2 BAS Alarms

BAS alarms shall be treated as Work Orders and responded to accordingly. Any adjustments to set points to accommodate tenant comfort shall be approved in advance by the CO or designee.

Repetitive or associated alarms shall be treated in the aggregate and tracked under the Work Order system established in the NCMMS. Communications for alarms set up for remote notification shall be tested on a recurring basis.

C.5.8.4 Testing/Inspecting

The contractor shall conduct Preventive Maintenance actions on all BAS controllers and sensors in accordance with the NCMMS and the most recent GSA PM guide.

The Contractor shall conduct the six-step re-tuning procedure described in the Pacific Northwest National Laboratory Building Re-tuning process. (http://retuningtraining.labworks.org/training/lms/). If Contractor does not have adequate level of expertise to complete Re-tuning, all requirements shall be included in the BAS maintenance sub-contract. The initial frequency of the re-tuning is semi-annually to coincide with the heating and cooling seasons. After completing two re-tuning cycles building optimum performance and energy efficiency shall be maintained as proposed in the Contractor's submitted Management Plan. Test and cross- calibration of sensors, instrumentation and controls shall be documented in the NCMMS program and included as a portion to the Contractor's Healthy Building Continuous Commissioning process (C.5.17).

C.5.8.5 Reporting

Deficiencies in the BAS system operations shall be identified by BAS trending, GSAlink or Contractor's tours. All deficiencies shall be reported via a work order in the NCMMS. BAS alarms logs shall be included in the monthly report to show that they are being addressed.

C.5.8.6 Smart Building Technology

GSA PBS has several programs in development and at various stages of implementation. One of these programs includes Smart Building technologies. A key objective of implementing Smart Technologies in GSA buildings is to capture and make available more real-time performance data about the individual building systems (*e.g.,* HVAC/BAS, lighting, and Advanced Meters). This data shall be made available to the Contractor and as GSA analyzes this new trend of monitoring building performance at a detailed level, building support personnel engagement shall increase in significance over time. The Contractor is advised that tools, processes, data, and some procedures shall be modified to meet GSA requirements for long-term improved operational efficiencies. The Contractor shall continue to monitor developments in this area as more buildings in the GSA portfolio deploy Smart Technologies.

New building technologies, and their convergence with traditional information technology, have altered the way in which facilities can be monitored, maintained, and operated. Trends in building systems technology have provided opportunities to use real-time data to operate facilities more efficiently. Building systems are getting increasingly more dependent on software, IT networks (physical and wireless), servers, internet access, and cloud-based/hosted solutions. As a result, building operations and maintenance staff must protect and leverage the availability of real-time data to help them perform building systems support more effectively. This shall involve more thorough planning and redefining some processes, procedures, and job roles to better operate the facilities that have newer technology-based systems.

GSA is fielding diagnostic and optimization software to detect problems and inefficiencies in equipment operation. The Contractor shall perform the recommendations of such diagnostic and optimization software reporting. Performance, anticipated results, interim troubleshooting, and final resolution will be recorded in NCMMS. The Contractor shall provide status updates of diagnostic and troubleshooting results during monthly meetings.

C.5.9 Fire Protection and Life Safety Equipment and Systems

C.5.9.1 General

The Contractor shall use the current NFPA codes and standards as stated in this subsection to perform inspections, testing, and preventive maintenance of fire protection and life safety systems and equipment and all test results and certifications shall be recorded. The Contractor shall not make any software upgrades or corrections to the Fire Protection Systems without prior approval and coordination of the GSA Regional Fire Protection Engineer. The Contractor shall:

a. Utilize the latest edition of the applicable NFPA code or standard.

b. Ensure all fire protection and life safety systems, equipment, and markings are kept operational at all times, except while being tested or repaired.

c. If the system cannot be restored, the CO or designee shall be contacted immediately. The CO or designee will contact the regional Fire Protection Engineer (FPE) who will determine the need for a fire watch and set specific protocol to be followed by the Fire Watch. The contractor will be paid for all services related to fire watch at the cost established for Emergency callback and Overtime rate established in the bid schedule unless the reason for the failure is due to negligence of the contractor.

d. Ensure all maintenance and pre-planned impairments of the fire protection and life safety systems and equipment have been authorized and approved by the CO or designee prior to the Contractor performing any work.

e. Comply with all appropriate safety code requirements. If the Contractor encounters equipment that is in a condition that shall endanger life or property, the Contractor shall immediately notify the CO or designee of the condition requiring immediate action. Within 24 hours following the notification of the CO, the Contractor shall provide to the CO or designee a written report of the hazardous condition and recommended corrective action.

f. Enter into NCMMS as a Work Order any deficiency identified by the Contractor to include evidence of correction or price proposals for the deficiency. Status changes will be reported as occurred and in Contractor's Monthly Progress Report.

g. Provide all tools, supplies and equipment necessary to inspect, test, and maintain the fire protection and life safety equipment and systems in accordance with applicable NFPA codes or standards.

C.5.9.2 Fire Alarm System Services and Emergency Communication Systems

The Contractor shall ensure compliance with NFPA 72, National Fire Alarm and Signaling Code, in the performance, inspection, testing, acceptance, and preventive maintenance or repair of fire alarm and notification systems, equipment and components of said systems and all other ancillary devices that operate related equipment. The Contractor shall provide and maintain Remote Supervising Station equipment and monitoring services evaluated by Underwriters Laboratories (UL) to UL Standard 827, Central Station Alarm Services (UUFX Category Code) to monitor all fire alarm transmitters and related equipment.

Fire alarm system or emergency communications system inspection, testing, maintenance, and repair shall be performed during normal working hours when it does not interfere with building or tenant operations. Testing that activates notification devices, initiates elevator recall or activates HVAC shutdown shall always be tested after hours. When such inspection, testing, maintenance, or repair is expected to interfere with building or tenant operations, it shall be performed after normal working hours without additional costs to the Government. The Contractor shall schedule with the GSA Property Manager and the CO or designee all testing and non-emergency shutdowns of such systems and assure that back-up protection is provided by the Contractor (i.e., arrangement of additional personnel stationed in the areas affected and at the fire alarm system control unit or emergency communications control unit) any time such system is temporarily out of service.

When impairments to the systems occur or when impairments are identified during inspection, testing or maintenance activities, the Contractor shall inform the GSA Property Manager and the CO or designee immediately. The CO or designee will contact the regional Fire Protection Engineer (FPE) who will determine the need for a fire watch and set specific protocol to be

followed by the Fire Watch person(s). The contractor will be paid for all services related to fire watch at the cost established for Emergency Callback and Overtime rate established in the bid schedule unless the reason for the failure is due to negligence of the contractor. The fire watch shall remain in place until the systems are completely restored during the performance of routine service and testing procedures.

When unwanted fire alarm system activations occur, without additional expense to the Government, the Contractor shall be liable for all local fees associated with unwanted fire alarm system activations.

The Contractor will report unwanted fire alarms to the CO or designee at the close of each business day and provide the follow information: the approximate time, date and location of the system activation, a brief description of the fire alarm system activation, including initial device activation, location of initial device, a brief reason for why the fire alarm system activated (if known), how the fire department was notified and what time they arrived on scene, an approximate count of how many building occupants evacuated the building and for how long in minutes.

C.5.9.3 Water-Based Fire Protection Systems

The Contractor shall ensure compliance with NFPA 25 in the inspection, testing and maintenance and repair of water-based fire protection systems, and in the performance; inspection, testing, preventive maintenance and repair of all devices that are components of water-based fire suppression systems.

Water-based fire protection system inspection, testing, preventive maintenance, and repair shall be performed during Normal Working Hours when it does not interfere with building operations. When such inspection, testing, preventive maintenance, or repair is expected to interfere with building operations; it shall be performed after normal working hours without additional costs to the Government. The Contractor shall schedule with the Property Manager and the CO or designee all non-emergency shutdowns of the water-based fire protection system and back-up protection shall be provided by the Contractor any time the water-based fire protection system is expected to be out of service for more than the limit set by NFPA 25 para. 15.5.2(4). When a water-based fire protection system is returned to service, it shall be verified that the system is working properly in accordance with the component action requirements in NFPA 25.

When impairments to the system occur or when impairments are identified during inspection, testing, or preventive maintenance activities, the Contractor shall inform the GSA Property Manager and the CO or designee immediately. The CO or designee will contact the regional Fire Protection Engineer (FPE) who will determine the need for a fire watch and set specific

protocol to be followed by the Fire Watch person(s). The contractor will be paid for all services related to fire watch at the cost established for Emergency Callback and Overtime rate established in the bid schedule unless the reason for the failure is due to negligence of the contractor. The fire watch shall remain in place until the water-based fire protection system is completely restored to service.

C.5.9.3.1 Five Year Obstruction Test

Five years from the previous test or as required by AHJ directive, the contractor shall evaluate a minimum of ***[[[Verify with AHJ and Include the number and alternating plan of systems to be checked using the NFPA 25 para. A.3.6.4 definition of a system and current risk assessments]]]*** **XXXX** sprinkler systems for signs of obstruction per NFPA 25 chapter 14 Results from these tests shall be reported in NCMMS including "NFPA 25 chapter 14" in the description, with documentation attached, and forwarded to the CO and Contracting Officer Representative. These reports will be evaluated by the Regional Fire Protection Engineer to determine if any further evaluation is required. Any further evaluation shall be funded by GSA under the additional services provision contained within the contract.

C.5.9.4 Fire-rated Door Assemblies

The Contractor shall ensure compliance with NFPA 80, Standard for Fire Doors and Other Opening Protectives, in the inspection, testing, preventive maintenance and repairs of all fire-rated door assemblies. Inspection of fire-rated door assemblies shall also meet the requirements in NFPA 101, Life Safety Code.

C.5.9.5 Fire Damper and Combination Fire/Smoke Dampers

The Contractor shall ensure compliance with the NFPA 80, Standard for Fire Doors and Other Opening Protectives, in the inspection, testing, maintenance and repair of all fire dampers, radiation dampers, and combination fire/smoke dampers. Please note that maintenance of combination fire/smoke dampers shall also meet the requirements contained in NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives.

C.5.9.6 Smoke Doors Assemblies

The Contractor shall ensure compliance with the NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives, in the inspection, testing, preventive maintenance and repair of all smoke door assemblies.

C.5.9.7 Smoke Dampers

The Contractor shall ensure compliance with NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives, in the inspection, testing, preventive maintenance and repairs of all smoke dampers.

C.5.9.8 Portable Fire Extinguishers

The Contractor shall ensure compliance with NFPA 10, Standard for Portable Fire Extinguishers; in the inspection, testing, preventive maintenance and repairs of all portable fire extinguishers.

C.5.9.9 Non-Water-Based Fire Extinguishing Systems

The Contractor shall ensure compliance with the following specified codes in the inspection, testing, preventive maintenance and repairs of the following types of non-water-based fire extinguishing systems:

a. Carbon dioxide extinguishing systems, NFPA 12, Standard on Carbon Dioxide Extinguishing Systems.

b. Halogenated extinguishing systems, NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems.

c. Dry chemical extinguishing systems, NFPA 17, Standard for Dry Chemical Extinguishing Systems.

d. Wet chemical extinguishing systems, NFPA 17A, Standard for Wet Chemical Extinguishing Systems.

e. Fire extinguishing systems, NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations.

f. Clean agent fire extinguishing systems, NFPA 2001, Standard for Clean Agent Fire Extinguishing Systems.

C.5.9.10 Smoke Control Systems

The Contractor shall ensure compliance with NFPA 92 and 92A, Standard for Smoke Control Systems, in the inspection, testing, preventive maintenance and repairs of smoke control systems.

C.5.9.11 Emergency and Standby Power Systems

The Contractor shall ensure compliance with the following specified codes in the inspection, testing, preventive maintenance, repairs and exercising of equipment per the manufacturer's recommendations for the following types of emergency and standby power systems:

a. Emergency power supply systems, NFPA 110, Standard for Emergency and Standby Power Systems.

b. Stored electrical energy emergency and standby power systems, NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems.

C.5.9.12 Emergency Lighting Systems and Exit Signage

The Contractor shall ensure compliance with NFPA 101, Life Safety Code, in the inspection, testing, preventive maintenance and repair for purchasing systems and signage to bring the building up to code of emergency lighting systems, emergency lighting equipment, and exit egress marking systems.

C.5.9.13 Fire Resistance Rated Construction

The Contractor shall ensure compliance with the International Fire Code and NFPA 221 in the inspection, preventive maintenance, repair or installation of new systems and assemblies used for structural fire resistance, fire resistance rated-construction separation of adjacent spaces and construction installed to resist the passage of smoke to safeguard against the spread of fire and smoke within a building and the spread of fire to or from buildings. All materials and fire-stop systems provided or maintained under this Contract shall comply with these codes.

Materials and fire-stop systems used to protect membrane and through penetrations along with joints and voids in fire resistance-rated construction and construction installed to resist the passage of smoke shall be maintained. The materials and fire-stop systems shall be securely attached to or bonded to the construction being penetrated with no openings visible through or into the cavity of the construction. Where the system design number is known, the system shall be inspected to the listing criteria and manufacturer’s installation instructions.

The Contractor shall notify the Facility Manager and the CO or designee of areas in the building that firestop systems are lacking or compromised.

C.5.9.14 Lightning Protection Systems

The Contractor shall ensure compliance with the inspection, testing, maintenance and repair of lightning protection systems in accordance with NFPA 780 - Standard for the Installation of Lightning Protection Systems.

C.5.9.15 Chemical Sensors

The Contractor shall be responsible for the testing, maintenance and repair of chemical sensor equipment as required by the manufacturer's recommendations. Those tests shall be conducted by a certified manufacturer's representative. HVAC unit shutdowns and damper shutdowns required as a result of a trip of the chemical sensor system shall be inspected and documented. All documentation of the testing including the chemical sensor, HVAC shutdown, and proper damper operation shall be documented in NCMMS within 48 hours of test conclusion.

C.5.10 Tours

C.5.10.1 General

The Contractor shall tour major building systems, equipment, tanks and anything requiring tours mandated by any acts, codes or regulations as contained in this PWS or any state or local requirements. To accomplish this objective the Contractor shall develop a Tour Plan and submit it to the CO or designee for approval, no later than the end of the Transition Phase. With the advent of technology and innovation a "tour" is no longer exclusive to the physical walks. A tour shall be a part, or a combination of physical visits and automated systems. Tours are an opportunity to view equipment in different phases of operation, make adjustments, validate controls, verify set points, check efficiency, physical condition of mechanical space, and overall safety. It is not the intention of the Government to overly prescribe tour frequencies or methodologies; instead, the Contractor is expected to develop tours at frequencies and using methodologies that are of value to operations, inclusive of analytical decision making intended to optimize operations based on real time performance data.

C.5.10.2 Proactive Facility Tours

The Contractor shall conduct periodic tours of the building to identify proactively and remedy any issues pertaining to lighting, bathroom fixtures, and other tenant environmental comfort concerns. The tours shall seek to work in conjunction with the Contractor's energy conservation efforts, proactive Work Orders, and equipment condition assessments. All findings noted during the tour shall be tracked and a Work Order shall be initiated for corrective action by the Contractor.

C.5.10.3 Minimum Tour Frequencies

a) Daily**:** Major HVAC equipment (when in operation), including boilers, chillers, cooling towers, pneumatic control air compressors, main/ emergency switchgear, fire alarm main control panel (fire alarm system control panel shall not have any unwanted trouble conditions) and special HVAC and uninterruptible power systems for critical functions.

b) Weekly**:** Distributed HVAC equipment including package units and external condensers, pumps, motors, sewage ejectors, fire pumps, and generators. Incorporate moisture control tours to prevent building damage, minimize mold contamination, illuminate leaks, and reduce health risks related to moisture.

c) Twice per Month**:** Battery systems.

d) Monthly**:** AHU rooms, condensate drip pans, transformers, secondary electrical equipment rooms and telephone closets.

C.5.10.4 Monitoring of Central Plant Equipment

[[[Note to Spec Writer: Modify this to reflect conditions or concerns at the building – such as condition of plant equipment, history of stability, instability.]]]

Where central plant equipment (chillers over _____ tons ***[[[Insert tonnage]]]*** capacity, boilers over _____pounds per square inch (psi) ***[[[Insert psi rating]]]*** is not (1) controlled by a programmed Sequence of Operations in a BAS, (2) or capable of daily tracking and trending of the operations in the plant or (3) centrally alarmed with alarm paging and operational watch procedures, in addition to tour requirements specified elsewhere in this PBWS, the Contractor shall ensure the following is performed:

a. Monitor the starting, stopping and loading of equipment.

b. Check all operating equipment in the watch area twice daily with one tour in the hottest time of the day for Chillers, and coldest time of the day for boilers.

c. Record operating data in appropriate logs or records.

d. Make adjustments at the central control panel in response to changing operating conditions.

C.5.10.5 Operating Logs and Tour Check Sheets

Contractor shall maintain Operating Logs and Tour Sheets as part of the data for major equipment. Documentation shall be completed at the time of tours. Information recorded in the logs shall be sufficient to track the operating hours and performance history of the equipment. Records shall be kept of tours and action items needed based upon tour discovery. As such, Operating Logs and Tour Sheets shall be a part of the Tour Plan and a Tour Sheet shall be established for any space identified as requiring a tour. The Contractor shall upon request make the operating logs and tour sheets available for inspection by the CO or designee.

A Tour Sheet shall contain at a minimum:

a. General space condition and annotate any discrepancies.
b. Identify broken/inoperable equipment and capture Work Order status.
c. Accurately reflect equipment inspected during tour.
d. Capture operating data of identified equipment.
e. Status in regards to operational parameters.

The contractor shall obtain chiller readings during the hottest time of the day and record the readings in an OEM approved chiller log. The log shall ensure that the approach is recorded for both the condenser and evaporator side of the chiller.

Contractor shall evaluate discrepancies in Operating Logs and Tour Sheets and the operational performance shall be investigated and repaired when necessary. All work performed on equipment as a result of a tour inspection shall have a Work Order generated in the NCMMS.

The O&M Contractor shall submit to the CO, or designee, a proposed Operating Logs and Tour Sheets for approval prior to implementing the Tour Plan.

C.5.10.6 Reporting

Problems or conditions that shall potentially affect the efficient operation of the building or create a negative impact on the tenant ***[[[ESPC/ UESC bldgs. Add: , or jeopardize ESPC/ UESC savings]]]*** shall be immediately reported to the CO or designee.

C.5.11 Repairs

C.5.11.1 General

A "repair" is an act of restoring inoperable, dysfunctional or deteriorated equipment, systems, or material to a fully functional, non-deteriorated state. Repairs involve some combination of labor and repair or replacement of the equipment, parts, components or materials.

[[[If the region intends to NOT use a shared liability use paragraph A, otherwise use paragraph B and delete the unused paragraph A]]]

[[[Paragraph A]]]

The Contractor must perform reimbursable and non-reimbursable repairs as described in this document for mechanical equipment and systems. Relatively small value repairs below ***[[[Insert threshold amount]]]*** $XXX (non-reimbursable repairs) are the responsibility of the Contractor in their entirety, and larger repairs (reimbursable repairs) after approval, will be funded by the Government in their entirety.

[[[End of Paragraph A]]]

[[[Paragraph B]]]

The Contractor shall perform reimbursable and non-reimbursable repairs. Repairs are handled on a shared liability basis. This contract has a shared liability amount threshold which means the Contractor is responsible for the first **[[[** ***Insert Shared Liability dollar amounts*****.]]]** ($**XXXX**) of the repair costs***. [[[End of Paragraph B]]]***

The intent of this Contract is to ensure that most repairs are accomplished by Contractor personnel. However, the Government recognizes that occasionally there are certain specialized repairs that require specialized skills outside the skill sets of the Contractor personnel. If the Contractor identifies a repair that they believe is of such a specialized nature that a specialized

subcontractor is required to complete the repair properly, the Contractor shall provide written justification in advance, to the CO or designee, for approval of the need to use a subcontractor. The Contractor must not use subcontractors to perform non- reimbursable repairs unnecessarily or with the intent of driving up the repair cost so the Government must cover all or part of it. If approved, the cost of the subcontractor's labor and material shall be treated as a repair part for the purposes of calculating the repair cost. If the government determines repairs are required because of Contractor (or subcontractor) negligence, the Contractor shall be responsible for all costs associated with the repair.

Any replacement parts used during this Contract shall be of comparable or higher quality and efficiency. Materials and parts that are visible to building occupants shall be to building standard and maintain the same appearance as similar materials and parts in the occupied space. Components of control systems shall be replaced to maintain the tie-in to the control system with no degradation of data throughput, memory, point capacity, data acquisition, or programmability. Whenever electrical equipment is replaced, a "best fit" determination must be made based on current use and forecasting trends to obtain the best value to the government.

The Contractor shall stock commonly used items and stay in good standing with a network of suppliers that shall deliver ordered items without any delay. Repairs delayed due to supply houses refusing to do business with the Contractor for any reason, is not an excuse to delay the repair. Any equipment components/systems that can no longer be repaired shall be replaced with similar parts that meet the equipment function and are approved by the CO or designee. These replacements shall be considered a repair and the shared liability amount threshold shall apply.

C.5.11.2 Operations

C.5.11.2.1 Non Reimbursable Repair

A non-reimbursable repair is a repair or replacement requiring no more than ***[[[Insert dollar amount]]]*** $XXXX in cost for repair parts and materials only (including any approved subcontracting costs). The cost of consumable parts and materials shall not be calculated as part of the Contractor's repair parts and material costs. Non-reimbursable repairs are entirely the Contractor's responsibility with no reimbursement from the Government.

Non-reimbursable repairs shall be completed within three working days from discovery of the problem unless an extension is approved by the CO or designee. The Work Order shall be put into a status field in NCMMS to indicate the nature of any delay, with appropriate remarks.

[[[Delete the wording and mark the paragraph "reserved" if partially reimbursable repairs are not used]]] [[[See Next Paragraph]]]

C.5.11.2.2 Partially Reimbursable Repairs

Partially Reimbursable Repairs shall be identified as a single incident, not an accumulation of various repairs (bundling). If repair costs (repair parts and approved subcontractor costs) exceeds the threshold and has been approved and verified by the CO or designee, it becomes a partially reimbursable repair. A partially reimbursable repair is reimbursable to the Contractor for the portion of the cost exceeding the repair threshold. The completion date of reimbursable repairs shall be mutually agreed upon by the CO or designee and the Contractor. The CO or designee shall determine if the repair can be made during Normal Working Hours. The contractor shall not charge labor for employees unless the work must be **unreasonably** performed after hours when the work could be reasonably performed during hours. Work that disturbs tenants such as disruptions of power to large areas or the entire facility, water to the facility or large areas, fire system protection, indoor air quality, creates loud noises, or other work the CO or designee determines, shall be considered **reasonable** to conduct after hours and the contractor shall not be allowed to charge employees labor. If the contractor is authorized to charge in-house labor the labor rate shall be the overtime rate / emergency callback rate established in the Contract. If the work is subcontracted, due to the need of a specialty skill, the cost proposal shall include subcontractor's labor hours, hourly rate, and parts and materials listing with associated costs, and overhead and profit costs. The Contractor shall only apply overhead and profit after the Contractor's shared liability has been subtracted.

Example:

A repair is identified and estimated by the Contractor to cost $3,000.00 for repair parts and materials only. The CO or designee shall verify and approve both the need for the repair and the $3,000.00 estimated cost of repair parts and materials. In this example, the Contractor shall pay the first $2500.00 of the repair and GSA shall pay the remaining $500.00 plus approved mark-ups (i.e. Profit and Overhead).

a. Total estimated approved cost for repair parts and materials to complete repair $3,000.00

b. Contractor's shared liability amount to be subtracted (same amount as the non-reimbursable threshold) $2500.00.

c. Total to be paid by GSA to the Contractor for the repair $500.00 plus approved mark-ups.

The required completion date for reimbursable repairs shall be established when the CO or designee approves the work in writing, as mutually agreed upon by the CO or designee and the

Contractor. The Contractor shall attempt to complete work as promptly as feasible. Immediately upon identification of a reimbursable repair, the Contractor shall create a Work Order in the NCMMS and defer it by putting it in a "hold" status until required approval is obtained from the appropriate CO or designee.

[[[Delete the wording and mark this next paragraph "reserved" if fully reimbursable repairs are not used]]]

C.5.11.2.3 Fully Reimbursable Repairs

If a repair exceeds the non-reimbursable repair cost threshold of***[[[Insert Repair threshold]]]*** $xxxx for repair parts and materials only (including any approved subcontracting costs), and has been approved and verified by the COR or designee, it becomes a reimbursable repair. Reimbursable repairs are fully reimbursable to the Contractor.

When the Contractor determines a repair is estimated to exceed the non-reimbursable repair threshold, the Contractor must immediately notify the COR. No work may proceed unless an order authorizing the repair is issued by a Contracting Officer.

The Contractor will defer performance of the reimbursable repair by placing the corresponding work order into a "waiting for funding" status from the time a valid quote is given to the COR until the time an order is issued to the Contractor. The time during which the work order is thus deferred will not count against the Contractor in calculating timeliness.

If the Contractor intends to utilize a subcontractor, the CO or designee may determine the skills required are within the Contractor's required skill set and not approve subcontractor costs for those repairs. The Contractor is still required to complete the repair.

Repairs that are caused by third party vandalism, misuse/abuse by third parties, or acts of God (*e.g.,* hurricanes, tornadoes, earthquakes, hail, or floods), including natural disasters where the Contractor took all reasonable precautions and exercised due diligence, are fully reimbursable. Repairs ordered by the government that are for equipment on the Initial/Existing Deficiency List shall be fully reimbursable to include contractors in-house labor and mark-ups. The Contractor shall be reimbursed under the Additional Services provisions described in this PWS or at the Government's sole discretion; the Government shall have the work performed by other means. When new equipment/systems are installed, the Contractor shall be responsible for entering and maintaining warranty information/data/records.

C.5.11.3 Warranties

The Contractor shall contact installers or manufacturers, as appropriate, for work that is covered under a warranty and maintain records of warranty service. The Contractor shall avoid actions that would invalidate a warranty, unless authorized by the CO or designee. If an

installer or manufacturer fails to comply with the terms of a warranty, the Contractor shall immediately notify the CO or designee.

C.5.11.4 Third-Party Contractors

The Government reserves the right to order repairs from a third party contractor. If the repair is a reimbursable repair, the Government shall inform the Contractor of the outside source's price, and deduct $2,500 or the third party contractor's price, whichever is less, from the Contractor's payments. Contractor shall ensure current-in-force warranty information is maintained in NCMMS and checked prior to maintenance on affected equipment.

C.5.12 Work Orders

C.5.12.1 General

[[[This is a deliverable]]] The contractor shall include their work order and information dissemination strategy in their Management Plan which will become part of this PWS. The Contractor shall manage all Work Orders for each building and serve as the responsible main point of contact for all work. The intent of the management of Work Orders is to maintain a safe, healthy and functioning environment for all occupants and to preserve the asset value of the building(s) in the scope of the Contract. The Contractor's performance in management of the work scope shall be assessed by tracking the completion record, requirements performance, tenant satisfaction, and the overall accountability and organization of the work. Nationally, the Government shall use the data collected by the Contractor to characterize and develop reports using building asset data and to study trends pertaining to O&M and custodial activities. Utilization of NCMMS including Work Order volume, completeness, timely entry, and timely closure as recorded in NCMMS is part of GSA's national performance measures, and part of quality assurance plans. The Contractor shall update Work Order data within one business day or less of work order receipt, acceptance, start of work, and work completion.

C.5.12.2 Operations

GSA uses a NCMMS to manage the work of the Contractor. It is used to manage all work, scheduled and unscheduled maintenance and repairs, any building environment-related tenant complaints, associated documentation and any miscellaneous work required for all buildings. The Contractor shall operate a Work Request/Work Order management system and NCMMS administrative support function during Normal Working Hours and act as a central point of contact for the Government and building occupants (See Paragraph C.5.14.7). The administrative support can be off site. Management activities include accepting Work Orders from a Service Call Center ***[[[delete service call center and offsite services if not applicable]]],*** generating Work Orders and as the need arises and, tracking and maintaining Work Order data records. This includes Work Orders for work not under the scope of this Contract *(i.e.,* performing a central Work Order desk function for the facility, regardless of who is responsible

for responding to the Work Order). Requests outside the scope of the contract shall be dispatched to the assigned GSA property manager or the COR for tracking, documenting status, and resolution of the service request. During the Transition Phase the contractor shall be provided a list of GSA property managers for the facilities in this contract as well as their point of contact information.

The Contractor shall enter all minimally required data into the NCMMS, including all Work Orders and resultant Work Orders, Work Order description, problem cause, and remedy, timestamps, work start, and completion, as well as time to complete any necessary action and log entries. The Contractor shall update Work Orders in NCMMS timely, preferably within one hour of change in status, and in all cases on the same day as the work status changed (*e.g.,* reported, assigned, started, or completed).

Primary duties of the Contractor to manage most of the work are:

a) Attend required training on the use and maintenance of the Work Order management tools provided by the Government and to increase proficiency in the tools.

b) Operate as a central point of contact for the Government and building occupants to take all Work Orders, and track and maintain Work Order records in the NCMMS. Including communicating any work requests not under the scope of this Contract that are received through regular channels. Work not under this scope shall be entered and tracked in the NCMMS for proper disposition as directed by GSA.

c) For tenant Work Requests, Contractor shall also record tenant contact information, tenant agency and email address of tenant requesting work.

[[[Note to Spec Writer, you shall need to describe in the above subparagraph the direction you wish to give the O&M on NCMMS Administrative duties, e.g., entering, closing out service calls and dispatching.]]]

d) Uses NCMMS for mobile work management practices to the greatest extent practicable. This includes using the NCMMS mobile application for management and input of Work Orders, and documentation of time to complete Work Orders in real-time, when possible.

[[[Note to Spec Writer: Remove if not applicable.]]]

e) Document in NCMMS Work Orders for all work performed, including routine Work Orders, urgent Work Orders, emergency Work Orders and emergency callback Work Orders.

f) Generate reports using the NCMMS for the CO or designee as requested and, in a format, and media as requested.

C.5.12.2.1 Emergency Work Order (During Hours)

The Contractor shall respond to an emergency Work Order immediately during Normal Working Hours. The Contractor shall remain on the job until the emergency situation has been secured and adequate temporary repairs have been made. Permanent repair shall be governed by the repairs provisions in this PWS. Emergency Work Orders are service requests where the work consists of correcting failures that constitute an immediate danger to personnel or property, including broken water pipes, stalled elevators with trapped passengers (see C.6.12.5 Elevator Cab Phone Monitoring), electrical power outages, electrical problems that shall cause fire or shock, gas or oil leaks, major air conditioning or heating problems, or any work considered by the CO or designee to be of an emergency nature.

C.5.12.2.2 Emergency Callback (Beyond Normal Work Hours)

On occasion, services shall be required to support an activation or exercise of contingency plans or emergency callback outside the Normal Working Hours described. Emergency callback requests are service requests where the work consists of correcting failures that constitute an immediate danger to personnel or property or any work considered by the CO or designee to be of an emergency nature. The Contractor shall respond to emergency callback service requests immediately (within the shortest possible time consistent with the Contract employee(s) location) not to exceed 1 hours. The Contractor shall remain on the job until the emergency situation has been secured and adequate temporary repairs have been made. Permanent repair shall be governed by the repair provisions in this PWS. The Contractor shall provide a written account of any emergency callback; including costs incurred and plan for permanent correction of the problem, to the CO or designee no later than the morning of the next business day. If the emergency callback is expected to take more than two hours to resolve, the Contractor must get approval from the CO or designee.

C.5.12.2.3 Urgent Work Order

The Contractor shall respond to urgent Work Orders within 1 hour during normal working hours. The Contractor shall remain on the job until the urgent work order, service request, service Requests needs have been completed. Permanent repair shall be governed by the repair provisions in this PWS. Urgent Work Orders are those Work Orders where the work consists of correcting failures that interrupt or otherwise adversely impact either GSA operations or building occupant operations. Examples of these types of service requests include, inoperative electrical circuits, extreme temperature complaints, inoperative lighting above a workstation, flush valve stuck open, any malfunctions to equipment that affect the tenant's operations, or any work considered by the COR to be of an urgent nature. Custodial

Urgent Work Orders / Service Requests are those requests where there exists an immediate need to address things such as spilled water in traffic areas, lack of toilet supplies, blood borne pathogens, etc...

C.5.12.2.4 Routine Work Orders

The Contractor shall respond within 1 hour to Routine Work Orders / Service Request (i.e. plumbing issues, spills, conference room set-ups, and lighting issues, temperature complaints etc...) and complete the required work within 24 hours of notification. The Contractor shall immediately notify the CO or designee with a written extension request when the routine service request cannot be completed within the specified timeframe. Routine Work Orders are those Work Orders that do not interrupt or otherwise adversely impact GSA operations or building occupant operations.

C.5.12.3 Data Maintenance

The Contractor shall keep all records and databases current and able to be accessed by the Government. The Contractor is responsible for the accuracy of data in the NCMMS and for entering all data requested for each activity tracked by the NCMMS. Any data that is found to be in error shall be brought to the attention of the Property Manager and/or the COR to be noted and discussed to determine the proper resolution. The Contractor shall:

- Update the NCMMS database frequently, including all certifications, inspections records and third-party reports.
- Ensure updates of the equipment list and identify equipment deficiencies as needed throughout the duration of the Contract.
- Ensure all Work Orders include labor hours, costs and closeout notes.
- Check on the status of in progress Work Orders and report to the Government any barriers that can potentially impact successful and timely completion.
- Generate reports for the Monthly Report at the request of the CO, the COR or designee.

C.5.12.4 Reporting

All Work Orders shall document and capture minimally required information, including; Work Order description, resolution information, timestamps, work notes, and other Completion information, in accordance with provided training, guidance and Standard Operating Procedures.

All additional information requests made by the Government shall be responded to within one business day. All such requests shall be communicated to the Contractor with a detailed explanation of the information that is requested.

C.5.13 Additional Services Indefinite Quantity Provisions

C.5.13.1 General

The CO shall order Additional Services at their discretion. Additional Services shall include any services related to custodial services , operations, maintenance and repairs, construction, systems upgrades, system operation, or tenant services facilities within the scope of the Contract but, not covered within Basic Services (i.e., not already a requirement of the Contract).

C.5.13.2 Price Proposal for Additional Services Work Request

The Government shall issue the Contractor an Additional Services Work Request (ASWR) for additional work within the general scope of this Contract. The Contractor shall provide a proposal within two working business days of receipt of the ASWR. The Proposal shall include a brief description of the technical approach to completing the ASWR. The ASWR Proposal shall also include detailed pricing on a firm-fixed price basis. At a minimum, the price to complete the ASWR shall include parts and materials, labor and subcontracting costs as described below.

C.5.13.2.1 Parts and Materials

The price for any parts and materials required to complete the ASWR shall include a description of the estimating methodology used by the Contractor to determine the reasonableness of the proposed price, *e.g.,* review of manufacturer catalogs, review of competitive quotes or justification of only one available source for the parts or materials.

C.5.13.2.2 Labor

The price for labor required to complete the ASWR shall identify the labor categories and rates from the price schedule in this Contract. This includes the labor categories and rates for any subcontracts awarded under this Contract. Proposed and actual costs shall be recorded. ***[[[The following sentence is optional, but is used to reduce labor costs]]]*** **If the work (including escorting of subcontractors) is to be performed by in-house resources within their normal duty hours, the Contractor shall not seek reimbursement from the Government for those labor cost.**

C.5.13.3 Additional (Non-Pricing Schedule) Subcontracts

The Contractor shall identify the price of any new, additional subcontractor labor necessary to complete the ASWR and the Contractor's methodology to determine that the level of effort and price of labor is reasonable, *e.g.,* competitive quotes for the work, justification of only one source, and any other additional information to assist the Government in determining the

reasonableness of the proposed subcontract(s). The Contractor shall compete subcontractor opportunities for the work to the maximum extent practicable.

C.5.13.4 Indirect Costs (Markup)

The Contractor shall include the material handling cost (*i.e.,* indirect cost, rate or burden) for any materials, parts, or subcontractor costs proposed to complete the ASWR as stated on the price schedule. If no indirect costs (markup) are included in the price schedule, the Contractor shall provide the basis for the indirect cost. When performing work that requires use of subcontractors (provide two or more quotes) and charging subcontractor management fee and/or parts and material handling fee or both, the Contractor shall provide the Government with documentation of vendor proposal(s). If two or more quotes are not obtained, the Contractor will provide justification.

C.5.13.5 Proposal Review

The Government shall review the Contractor's ASWR proposal and may request additional information regarding the technical approach or the price of the prospective ASWR.

C.5.13.6 Additional Services Work Request Ordering and Invoicing

If the Government is satisfied, in its sole and absolute discretion, with the technical approach and the price of the ASWR, the CO or designee may order the ASWR, in writing, if priced at less than $2,500. The Contractor shall accept the GSA Purchase Card as a method of payment.

If the ASWR is priced at $2,500 or greater, the CO may order the ASWR proposed work by a separate requirements Order using GSA Form 300.

C.5.13.7 Cost Documentation

The Contractor shall provide all paid invoices for any materials, parts, and subcontractor costs (certified payrolls and a Release of Claims) following the completion of the ASWR requirements Order work. This documentation shall be provided no later than 30 business days after completion of the ASWR requirements Order work. Documentation for GSA Purchase Card work shall be provided at the time payment is processed.

C.5.13.8 Construction Services

Ancillary Repair & Alteration services (NAICS 236220), valued at no more than $ 50,000 per occurrence, may be added via a written Order or via a written modification to the BPA in accordance with SIN ANCRA7, Repair and Alteration Services of the GSA Multiple Award Schedule Contract. This SIN EXCLUDES: (1) major or new construction of buildings, roads, parking lots and other facilities; (2) complex R&A of entire facilities or significant portions of facilities; and (3) Architect-Engineering Services (A&E) under the Brooks Architect-Engineers Act as stated in Federal Acquisition Regulation (FAR) Part 36.

These projects are not covered under the basic monthly recurring services (see C.2.8, Basic Services), and are services the Contractor will provide at an additional cost to the Government. The cost will include all labor, supervision, supplies and materials necessary to complete the Order or additional CLIN. The Contracting Officer will issue the Order or additional CLIN before the Ancillary Repair & Alteration Services project may proceed. Examples of such construction services include new systems or equipment, tenant services within the facilities covered under the basic services of the Contract.

At the request of the Contracting Officer or designee, which may be sent as a NCMMS work order, the Contractor shall provide a price quote to accomplish an additional service within four days of the request. The Contractor shall provide a detailed basis of estimate for the total price (cost and fee) for performing the ancillary services on the Construction Services Form (see Exhibit 4). The Contractor shall provide a detailed basis of estimate for the total firm fixed price (cost and fee) for performing the Ancillary Repair & Alteration Services. *[[[Note to Spec Writer: If you are using Unit Price Agreements, insert the following sentence, otherwise delete it.]]]* If this Contract includes a Unit Price Agreement, the Contractor shall propose the Unit Price for Ancillary Repair & Alteration Services. If this Contract includes an Overhead and Profit (markup), the Contractor shall include the Overhead and Profit (markup) in its basis of estimate.

Construction Services valued at greater than $2,000.00 are subject to the Wage Rate Requirements in accordance with FAR subpart 22.4 and other specific regulatory supplements. Applicable regulatory requirements shall be identified by the CO and included in the AWSR.

Contractor shall update NCMMS to match any changes resulting from Construction Services.

C.5.14 Building Management and Support Services

C.5.14.1 General

Projects for the major repair, replacement or enhancement of the facilities covered under the scope of this Contract are often initiated from the GSA regional offices and awarded to private sector Contractors. Generally, these projects are lengthy and complicated in nature, affecting several major building systems during construction. To deliver successful project results and minimize impact on building tenants and daily operations, high levels of coordination and inspection are necessary.

To assist GSA in these efforts, and when requested by the COR or designee through a NCMMS Work Order, the Contractor shall provide reasonable and competent assistance during Normal Working Hours to GSA personnel or other GSA contractors, at no cost to GSA, on performing energy studies, commissioning services, engineering studies, building condition evaluations,

project designs within the building, and equipment or system surveys. Such assistance shall include escorting investigatory personnel through spaces in the building in accordance with building security requirements, explaining the operation and condition of equipment and systems to investigatory personnel and providing access to trend data, maintenance records, reference library materials, and other pertinent building technical data to investigatory personnel. ***[[[In facilities with ESPC/UESCs add the following sentence: The contractor will assist and perform ESPC/ UESC measurement and verification and/or performance assurance activities.]]]*** The COR or designee shall inform the Contractor as far in advance as possible of the actual date and time these services are needed. Any impact on regular scheduled work shall be identified to the COR and any deferment approved in advance.

C.5.14.2 Miscellaneous Work

The Contractor shall provide a total of ***[[[regions include number of hours and cost of supplies for the year or month as desired]]]*** xxx hours and up to $xxxx.00 of parts and supplies ***[[[regions choose monthly or annually]]]*** to include the base year and any option periods (hours and dollar amounts are not cumulative to succeeding ***[[[regions choose]]] months or years*** when requested by the CO or designee, to accomplish discretionary work in the buildings covered by this Contract. The government shall not request miscellaneous work in excess of ***[[[regions decide amounts]]] XX*** hours per month in any particular month.

The Contractor shall furnish the labor, tools, and consumable materials as necessary to perform the work. Miscellaneous work may be required for work that makes use of any of the trades normally employed in performing operations and maintenance services under this Contract and does not include tasks associated with the performance of services covered under the scope of this Contract. The Contractor shall create and process work orders for all miscellaneous work, and accurately record hours of labor and materials expended.

These hours are not limited to normal working hours and can be utilized for after-hours support. In such case, the total labor burden shall be calculated at 1.5 times the hours used after hours .

All miscellaneous hours used shall be recorded in NCMMS and provided in the Monthly Report as to the number of hours and dollars used for the month as well as the total amount used for the year.

When additional hours, beyond the allocated hours stipulated above are requested, the contractor shall be entitled to reimbursement at the miscellaneous labor rate specified in the bid schedule. When additional material cost is required the contractor shall be entitled to reimbursement.

C.5.14.3 Review of Design Documents

Utilizing the most qualified onsite personnel familiar with the operations of the facilities covered under the scope of this Contract, the Contractor shall review design and construction project documents in accordance with instructions and timeframes provided by the CO or

designee. The purpose of this review is to allow the Contractor to comment on any negative impact the proposed project may have on its ability to operate efficiently the building equipment or systems. This section does not require work from either an architect and/or an engineer under FAR subpart 36.6

C.5.14.3.1 Reporting
The Contractor shall provide input or propose ideas that can improve the operations.

C.5.14.4 Inspections Assistance for Space Build Outs
When tenant improvement or space alteration work is completed in the building, the CO or designee shall request that the Contractor inspect the area to verify that the spaces have: appropriately zoned HVAC, lighting, fire life safety systems, controls, signage, labeling and other aspects related to tenant safety, comfort and compliance with applicable guidance and directives.

C.5.14.5 Flag Procedures
The Contractor shall raise, lower and place at half-staff the United States Flag, agency pennants, and other flags (*e.g.,* POW flag) provided by GSA in accordance with the Public Law 94-344 and GSA Flag Policy. https://www.gsa.gov/cdnstatic/GSA_Flag_Policy_Updates__031815.pdf

The raising and lowering of the flag on special occasions and local or national declared events of honor or mourning is considered part of the monthly costs and is at no extra charge.

*Flag flying includes holidays, weekends and all designated days in the referenced in Public Law and is considered as no additional expense to GSA.

C.5.14.6 Overtime Utilities (OTU)
The Contractor shall at the direction of the COR through NCMMS Work Order, provide OTU to tenant agencies. The Contractor shall program Energy Management System (EMS) electronically or by hand turn on necessary equipment to provide OTU. OTU are funded by agencies and are considered above standard services. The Contractor does not have to be physically present but shall ensure that the utilities are scheduled for these hours and are provided for per the OTU request. OTU hours shall be included in the Monthly Report. The Contractor shall track the OTU and report its use to building management as requested.

C.5.14.7 Service Request and Administrative Support /Customer Service Desk
The Contractor must operate and staff a customer service desk, during normal working hours, to act as a central point of contact for service requests.

The primary function of the customer service desk includes handling communications and

dispatch for various services, including those requests outside the scope of this Contract (See Paragraph C.5.12.2(b)), complaints, and inquiries from GSA, tenants, and other stakeholders. The Contractor shall receive and track service Requests /work orders and requests and document all requests in the NCMMS database.
Additionally, the Contractor shall maintain an answering service for those periods when the customer service desk is vacant. The answering service must be able to receive service desk Requests, and when necessary, escalate urgent Requests to the COR.
A staffing plan, with proposed hours of daytime staffing for this function, shall be included as a portion to the Contractor's management plan.

C.5.14.8 Technical Program, Property, and Project Support

The Contractor is responsible to exhibit tactical stewardship of contracted assets via awareness of projects and activities occurring within the property, regardless of who initiates and/or performs. The Contractor will be responsible for supporting GSA strategic management and capital improvement programs associated with physical assets and components. This includes planning, project management, technical support, and in engineering and design capacities.

Due to increasing stakeholder requirements, in-house technical skillset changes, and limited Government resources and hiring authority, an increase in both short term and long-term turnkey solutions is needed from the Contractor. As a result, this contract will require IDIQ support services inclusive of administration, property management, and project management services on a full-time basis as delineated below.

C.5.14.8.1 Alteration Project Assistance

Tenant agencies housed in the buildings covered under the scope of this contract occasionally request through the GSA field office, minor office and workspace alterations. These alterations may include erecting, moving, or demolition of walls, partitions, and doors etc. to accommodate their space configuration needs. To assist GSA in these efforts, and when requested by the COR or designee, the Contractor must provide qualified individual(s) familiar with the building systems (HVAC, plumbing, electrical, lighting etc.) and operational design capacities of the facilities covered under the scope of this contract, to partner with Government personnel and agents in the design and construction processes. The intent of this interaction is to aid in providing system alterations, upgrades and modifications that, when incorporated, enhance the operability and efficiency of the facility as a whole. **When requested to provide these additional services that are above the base services that the contractor provided in their management plan, the contractor will be compensated at the rate specified in their bid package.**

Over the course of the contract term, the Government may request from the Contractor building construction and renovations support services on a continuing, full-time basis. When

requested by the COR, the Contractor must provide a qualified individual experienced in construction methods, techniques, and services in large, complex office buildings and courthouses. The qualified individual should be familiar with federal regulations, handbooks, nationally recognized standards, and national and local codes pertaining to construction, including but not limited to the P-100 and other relevant tenant design guides. The qualified individual must be capable of managing multiple construction or renovation projects from initial development of technical requirements and a scope of work, to on-site construction management, to final inspections and proper payment of vendors. The individual provided by the Contractor must be capable of cost estimating for complex construction projects and must be capable of technical reviews of design drawings and specifications for HVAC, plumbing, electrical, and architectural projects.

When requested to provide these services on a full-time basis, the Contractor will be compensated for a Full Time Equivalent (FTE) at the monthly rate specified in their bid package.

C.5.14.8.2 Project Management Assistance

Projects for the major repair, replacement or enhancement of the facilities covered under the scope of this contract are often initiated from the GSA regional offices and awarded to private sector Contractors. Generally, these projects are lengthy and complicated in nature, affecting several major building systems during the course of construction. To ensure successful project results and minimize impact on building tenants and daily operations, high levels of coordination and inspection are necessary. To assist GSA in these efforts, and when requested by the COR or designee, the Contractor must provide qualified individual(s) familiar with the building systems and operation (HVAC, plumbing, electrical, lighting etc.), and the ability to interpret and understand construction documents, capable of providing project management assistance through monitoring the daily activities of the construction contractor and providing the level of coordination necessary to minimize tenant and daily building system operations.

When requested to provide these additional services that are above the base services that the contractor provided in their management plan, the contract will be compensated at the hourly rate specified in their bid package.

C.5.14.8.3 Equipment Engineering & Design Assistance

The Government may request from the Contractor engineering analysis, or design assistance, of building systems and equipment that are covered under the scope of this contract. Design and engineering analysis may be required to evaluate options for large repairs, equipment and building systems replacement, or substantial upgrades to existing equipment and/or systems. To assist GSA in these efforts, and when requested by the COR or designee, the Contractor

must provide qualified individual(s) familiar with building systems and operation (HVAC, plumbing, electrical, lighting etc.), capable of providing engineering analysis, design assistance, certification, and an assortment of other services as required.

When requested to provide these additional services that are above the base services that the contractor provided in their management plan, the contract will be compensated at the rate specified in their bid package.

C.5.14.8.4 Program / Property Management Support

Over the course of the contract term, the Government may request from the Contractor building management and/or lease administration support on a continuing, full-time basis. When requested by the COR, the Contractor must provide a qualified individual with experience in providing and maintaining safe, secure, clean, and sustainable facilities to tenants in owned buildings and leases.

When requested to supply owned building management support, the person supplied by the Contractor must be aware of and be able to successfully manage tenant relations, operations and maintenance, repairs, alterations, historic preservation, recycling and waste diversion, energy and water resource stewardship, environmental health and safety, fire protection, and building security.

The support person must be capable of overseeing and evaluating the performance of major building systems, including, but not limited to HVAC, automation, lighting, electrical, plumbing, vertical transportation, and fire/life safety. The support person supplied by the Contractor must be able to assist in developing and reviewing building projects. The support person must also be able to successfully administer GSA's many policies on tenant, space, and pricing, using the appropriate guides, which may include work on space assignments, overtime utilities, etc.

This individual must be capable of acting on behalf of the government asset (the building) on a day-to-day basis, with the intent of safeguarding the asset and getting the best value for the taxpayer.

[[[Remove this paragraph if no lease administration support will be required]]] When requested to supply lease administration support, the Contractor must be able to work in coordination with the Leased Contracting Officer (LCO) on tasks including, but not limited to market surveys and pre- occupancy inspections, periodic and ad-hoc occupied space condition inspections, and succeeding lease processes. The Contractor must be able to evaluate and properly document lessor compliance/non-compliance with the scope, terms and conditions of the lease. At a minimum, annual site inspections are required for each lease requiring support. Also, the Contractor must closely partner and communicate with the client agency to ensure

high levels of tenant satisfaction, and lessor compliance. The Contractor shall closely follow the Lease Management Desk Guide in all leases the Contractor supports.

When requested to provide these services on a full-time basis, the Contractor will be compensated for a Full Time Equivalent (FTE) at the monthly rate specified in their bid package. The Government will only exercise this requirement in situations of long-term intent (a year or longer).

C.5.14.9 Specialized Asbestos Services

The intent of this clause is to have the Contractor provide certified and licensed personnel (via in-house resources or subcontractor(s)) to provide turnkey asbestos testing, assessment and project design services to facilitate Government construction, renovation or repair work occurring within the facilities covered under the scope of this contract. The Contractor must comply with applicable OSHA regulations and all applicable Federal, State and local asbestos regulations.

C.5.14.9.1 Asbestos Sample and Test

The Contractor shall provide services to collect, package, ship, analyze and report upon a single piece of building material to determine if it contains asbestos. The single sample shall be collected from the facility by personnel currently maintaining EPA-approved building inspector accreditation and any State and local licensing required. Proof of qualifications shall be provided to GSA upon request. The Contractor shall provide all supplies and equipment necessary to perform the sample. The Contractor shall restore destructive sample locations to match their original condition where possible. Analysis of the sample shall only be performed by a laboratory with the appropriate accreditation as required by the Asbestos Hazard Emergency Response Act of 1986 (AHERA). Reporting, at a minimum, shall include the following information:

- Date of Sample
- Location of Sample
- Type and Description
- Results
- Homogeneous Area Number
- Friability
- Condition
- Accessibility
- Asbestos Quantity
- Asbestos Quantity Units
- Abatement Cost Estimate

- Variability of Cost Estimate

When requested to provide these additional services, the Contractor will be compensated at the per occurrence rate specified in their bid package. *GSA's intent is for labor and travel related expenses to be captured in the "first sample". Additional samples beyond the 1st should limit the expenses associated with labor and travel, and instead reflect expenses more limited to shipping costs, laboratory work, and reporting. For example, if three samples are ordered by GSA, the line item for the first asbestos sample would be applied (i.e. $300), plus two orders from the second line item price structure (asbestos samples line item 2 through 9 (i.e. $30)), to equate to the total aggregated cost of three line item prices (i.e. equaling $360).*

C.5.14.9.2 Pre-Alteration Asbestos Assessment Services

The Contractor shall perform a pre-alteration asbestos assessment on behalf of the Government to investigate and report upon any asbestos hazard within the project scope. The assessment will be used by the project designer to either avoid disturbing asbestos or to design controls to safely deal with the disturbance of the asbestos material. It may be necessary that the pre-alteration assessment be conducted in a manner that meets the requirements of the pre-construction survey/project design survey. The means and methods to accomplish the assessment may include the following:

- Interviewing stakeholders such as the project manager, facility management personnel, construction management personnel, customer agencies, etc.
- Reviewing existing asbestos inventories, management plans, surveys, samples or other relevant data
- Reviewing construction or design surveys, drawings, as-builts, specs, documents, etc.
- Examining the existing conditions, taking additional samples as necessary
- Developing the assessment documentation/report

The assessment shall be accomplished by personnel currently maintaining EPA-approved building inspector accreditation and any State specific or local licensing required. Proof of qualifications shall be provided to GSA upon request. The Contractor shall provide all supplies and equipment necessary to perform the assessment. The Contractor shall restore destructive sample locations to match their original condition where possible.

The Contractor shall provide a report per ASTM E2356-10. In addition to the report, the survey data shall be submitted electronically in the format provided by GSA.

When requested to provide these additional services, the Contractor will be compensated at the hourly rate specified in their bid package. Additional samples necessitated by the

assessment will be reimbursable to the Contractor at the per occurrence rate specified in their bid package.

C.5.14.9.3 Pre-Alteration Asbestos Design Services

The Contractor shall provide pre-alteration asbestos design services on behalf of the Government. The personnel performing the services shall be project designer qualified in accordance with the EPA Asbestos Model Accreditation Plan with any state or local accreditation required and licensed in the state of operations. Proof of qualifications shall be provided to GSA upon request. Services performed by this individual may include designing the asbestos portion of the project or reviewing the design developed by others. Services performed by the Contractor may include the following:

- Reviewing, commenting upon, consulting, and providing design expertise to the project team
- Reviewing existing asbestos assessment and/or other relevant data (asbestos inventories, management plans, surveys, etc.)
- Reviewing existing design documentation (construction/design surveys, drawings, as-builts, specs, documents, etc.)
- Designing or reviewing the asbestos portion of a project
- Developing appropriate documentation including design documents, markups, plans, and calculations,
- Administers notifications to appropriate parties, permit applications, and providing certifying signatures where appropriate

When requested to provide these additional services, the Contractor will be compensated at the rate specified in their bid package.

C.5.15 Monthly Progress Report

C.5.15.1 General

The Contractor shall provide to GSA accurate monthly progress information describing the status and impact of all current and future facility engineering, maintenance and operations activities. The purpose of this requirement is to ensure all concerned parties are informed and up to date on all building projects and issues, to facilitate strategic planning and tactical operations, and to systematically document pertinent information. To this end the report shall be formatted such that critical parameters are identified, trended, failures rates established, costs tracked or estimated, out of specification events be quantified and multiplied by severity factors to better understand the overall implications to equipment life and tenant satisfaction. Current

maintenance suitability and effectiveness be analytically determined, improvements and cost savings introduced, and feedback reported. The report shall include NCMMS workorder and asset numbers where effected. The format of the report will be included in the management plan provided with the bid. The report will include all activities as of the last day of the performance month and be submitted to the COR by the ***[[[Regions input]]] xth*** working day of the following month. As a minimum, such reporting shall include the following subject areas.

a. Description of any lost time accidents or other safety problems, inclusive of fire-life-safety equipment, as identified in the NCMMS work orders, including NCMMS work orders describing incidents involving hazardous materials that occurred during the performance month
b. NCMMS open work orders for all equipment requiring repairs or replacement
c. Monthly water treatment test results
d. When testing/inspections on critical assets is performed, the Contractor shall submit results with the monthly progress report
e. Refrigerant Inventory Log to include type and amount of refrigerant used during the month including the leakage rate information on all assets containing refrigerant.
f. Monthly diesel fuel level recordings
g. Changes to assets records
h. Recycling and Solid Waste reports
i. Monthly utility readings
j. Quality control inspections
k. FST / AST inspections results
l. Monthly Energy Report (Exhibit 2)
m. Monthly NCMMS KPI's
n. Any specific Tenant Complaints concerning contract performance (Positive or Negative)
o. Completed training activities and certifications for contractor staff
p. Water Safety Plan activity - test results and flushing records for low occupied areas
q. BAS critical alarms
r. Miscellaneous hours used for the month and for the year to date.
s. Monthly tenant agency overtime time utilities
t. Daily chiller and boiler logs
u. Hazardous waste disposal manifest
v. Monthly generator logs
w. Elevator phone and alarm bell testing (Exhibit 7)
x. Monthly VTS Reports (Section 6.12.2 and Exhibit 4)
y. Review of energy performance trends as of the end of the performance month and description of likely causes of significant changes in energy usage from the same month one year prior. [[[ESPC/ UESC bldgs. Add this sentence: The Contractor shall report ECMs and WCMs status, trends, actions taken and recommended actions to improve ESPC/ UESC performance.

COR may request updates to report content based on future performance measures, KPIs, operations activities or issues. Updates will be at no cost to the government.

C.5.16 Reference Library

C.5.16.1 General

The Contractor shall maintain a comprehensive reference library that includes building design or record documents, renovation or equipment retrofit design or record documents, maintenance reference documents, applicable NFPA codes and standards, fire protection system as-built drawings, fire protection system operations and maintenance manuals with copies of approved submittals, fire protection system parts list, fire protection system zoning scheme, fire protection system sequence of operation matrix, HVAC Operations Manual (if one has been developed), building operating plan, energy and other building technical studies, hazardous materials surveys, and other documents necessary to document the design, function, and condition of the building. The Contractor shall safeguard this information in accordance with the provisions of subsection 1.6.2, Safeguarding and Dissemination of Controlled Unclassified Building Information.

The Contractor must maintain data generated in the performance of this contract that is considered to be of importance to the Government. This data shall be categorized and uploaded in NCMMS as appropriate and where NCMMS is not appropriate the data shall be uploaded in the Reference Library cloud location provided by GSA. This information must be made available to the Government when requested and is considered the property of GSA.

C.5.17 Healthy Building Continuous Commissioning

To assist GSA's efforts in maintaining the most comfortable, cost efficient and sustainable space possible for its tenants, the Contractor must leverage its skilled individuals and data collected through day-to-day operations, equipment maintenance, systems monitoring, and testing and inspection services performed as part of this contract to provide an ongoing analysis and review of each building's "commissioned status." This effort must focus on detecting and correcting improper equipment performance, trending patterns and fluctuations in utilities usage and space environments, observing opportunities for saving energy and money, and initiating strategies for improving the performance of the various building systems. This action is the logical "systems thinking" culmination of comprehensive preventive maintenance and quality control programs, effective repairs processes and knowledgeable buildings operations and, as such, is expected as a contract standard.

SECTION 6 MAINTENANCE SPECIFIC REQUIREMENTS

C.6.0 General

The Contractor shall establish an effective Preventive Maintenance Plan for scheduling and performing scheduled preventive maintenance on all building equipment and systems requiring a preventive maintenance procedure covered under the scope of this Contract. The Contractor shall complete preventive maintenance in the month scheduled. Contractor shall provide accurate and timely tracking of preventive maintenance in NCMMS and minimize preventive maintenance backlog. Preventive maintenance planning, reporting and backlog are used in PBS national performance measures and GSA quality assurance.

The contractor shall be provided the current preventive maintenance schedule (PM) for the facilities from the NCMMS and shall utilize this schedule for performing preventive actions on the assets.

C.6.1 Maintenance Standard

The Contractor shall submit for approval to the CO, or designee, the preventive or predictive maintenance standards proposed by the Contractor. These standards must be based on a combination of equipment manufacturers' (OEM) recommendations, the Public Buildings Service O&M Standards latest revision, ***[[[ESPC/ UESC bldgs. Add ESPC/ UESC documentation,]]]*** sensor technology, diagnostic software, the Contractor's experience and other provided sources.

The Contractor shall use the NFPA Codes and Standards in addition to other standards specified in this document to perform inspections, testing, and preventive maintenance of fire protection and life safety systems and assets. At a minimum the contractor will record all data required by the applicable NFPA standard and in a manner best conducive to asset longevity analysis. Data, analysis, and projections will be recorded in NCMMS.

The Contractor must obtain approval from the CO or designee, for each piece of equipment where the OEM recommends preventive maintenance. If the Contractor uses the most current version of the NCMMS included preventive maintenance guides, the Contractor assumes responsibility that the preventive maintenance guides are all inclusive of all the required preventive maintenance requirements for equipment and systems covered in this contract. The equipment requiring Contractor's proposed preventive or predictive maintenance standards or guides includes all of the equipment and systems when any of the following equipment characteristics apply:

a. The equipment normally requires periodic replacement of consumable components.

b. The equipment normally requires periodic or occasional cleaning.

c. The equipment has moving parts.

d. The equipment is prone to failure before overall obsolescence of the system it serves.

e. The equipment is of a type itemized in the NETA, Maintenance Testing Specifications.

f. The equipment requires inspection, testing and maintenance in accordance with NFPA codes and standards.

g. The equipment requires maintenance in accordance with any other provision of this Contract.

The Contractor shall schedule preventive maintenance and begin maintenance on new equipment in the NCMMS, when the extended maintenance service is completed by the installer and the Contractor ensures that all pertinent warranty information and proposed maintenance plans are sufficient to uphold warranty obligations.

The contractor shall utilize the NCMMS database as the PM program. During the base year of the contract, while updating the equipment inventory, if the contractor discovers any equipment that requires PM actions then the contractor shall update the changes to the assets in the NCMMS database. If the equipment found was not on the asset inventory, Building Information Sheet (BIS), or identified in an amendment during the solicitation process, the contractor shall submit for an equitable adjustment prior to scheduling and performing any PM action. Repairs shall still be the responsibility of the contractor (up to their repair threshold) if the equipment is still part of a system or component of a system the contractor is responsible for in accordance with C.1.0.1 Systems.

Infrared Surveys shall be conducted every three years to include all switchgear, Motor Control Centers, disconnects, distribution panels, transformers and bus duct and all other critical assets and conducted as stipulated by ANSI/NETA MTS and NFPA 70B. A copy of the infrared survey report shall be submitted electronically to the CO or designee with findings and recommendations. Switchgear testing shall be conducted during the same time frame as the infrared testing and shall meet the requirements of ANSI/NETA MTS and NFPA 70B . Periodic circuit breaker testing shall be accomplished for breakers 400 amperes and above. Lower amperes breakers shall be tested as deemed necessary by the contractor, but at no additional cost to the government.

On VAV's and PIU's that do not have filters, preventive maintenance is not required but shall be monitored by the BAS system for proper operation.

Preventative Maintenance and repair actions on all chillers, boilers, and generators shall be accomplished by a certified OEM company and/or technician.

C.6.2 Boiler Systems

C.6.2.1 General

Boiler systems are an essential part of GSA's ability to provide the environment needed for its tenants to perform their mission. The Contractor shall operate and maintain the boiler systems to preserve the safety of personnel, the protection of the property, and the comfort of the tenants.

C.6.2.2 Operation

The Contractor shall operate boiler systems according to established operational standards outlined in the current Building Operating Plan. The intent is to operate as efficiently as possible while protecting all assets from freezing conditions. Boiler operations shall be logged daily while in operation. The Contractor shall be familiar with the requirements of the local AQMD and shall ensure operating permits for boilers, and all other emissions producing equipment regulated by the AQMD are up-to-date and have copies available for the CO or designee. Operating readings shall be logged daily and posted during boiler operation. The Contractor shall implement GSA approved boiler shutdown and summer lay-up procedures to protect the boilers from corrosion during the off-season. ***[[[For all buildings with utilities curtailment agreements use the following sentences, otherwise, delete.]]]*** Alternate fuel operations that support utilities curtailments will be tested annually for four consecutive hours to ensure systems and personnel will support immediate transfer to the alternate source when required. A boiler watch shall be stationed when the alternate fuel is a pressurized liquid. During curtailment testing and operations, all alternate fuels used shall be reimbursable by the Government.

C.6.2.3 Boiler Maintenance

The Contractor shall provide a maintenance plan that maximizes safety, mechanical integrity, operating efficiency and ensure regulatory compliance. Where the NBIC in any States limit or exempt federally controlled/ owned pressure vessels from inspection requirements, those limits or exemptions are null and shall not be considered applicable. The maintenance plan will outline all analytical steps to measure and improve combustion efficiency, heat transfer, extend equipment life. The Contractor will follow the approved maintenance plan for all boiler maintenance and testing. Boilers includes all associated equipment and sensors.

C.6.2.4 Unfired Pressure Vessel Maintenance and Inspecting

All unfired pressure vessels shall be inspected as required by NBIC. Where the NBIC in any States limit or exempt federally controlled/ owned pressure vessels from inspection requirements, those limits or exemptions are null and shall not be considered applicable. [[[spec writer decide inspection frequencies as they vary by state]]] annually. Inspections shall

be performed by inspectors certified by the National Board of Boiler and Pressure Vessel Inspectors or insurance company inspectors.

C.6.2.5 Reporting

Operating analysis, measurement data, operating adjustments and expected versus realized operational results will be reported monthly and included in annual and multi-year trend analysis. Daily logs of the boiler shall be recorded by the Contractor on an approved boiler log and kept at the boiler for the operating month. After the third-party inspection of a boiler, the Contractor shall have the inspector complete GSA Form 349 (Inspection Report of Boiler) for each boiler inspected. After the third-party inspection of an unfired pressure vessel, the Contractor shall have the inspector complete GSA Form 350 (Inspection Report of Unfired Pressure Vessel) for each vessel inspected. GSA Form 1034 (Certificate of Inspection), GSA Forms, 349, and 350 shall be attached to the NCMMS work order and sent electronically to the COR. A paper copy of the GSA Form 1034 (Certificate of Inspection) will be mounted near or on the referenced equipment.

C.6.3 Air Distribution Equipment

C.6.3.1 General

The purpose of air distribution systems is to maintain acceptable indoor air quality for building occupants. These systems are applied in various locations, including industrial spaces, warehouses, kitchens, office space, computer rooms, laboratories, and courtrooms. The scope of operations and maintenance for air distribution systems includes all components as part of the system. This includes all types of air handling equipment owned or managed by GSA, such as packaged units, rooftop units, fan coil units, and direct expansion that are either part of the entire building system or for tenant computer rooms.

The Contractor **is** responsible for operation and preventive maintenance and service Requests **ONLY** of Occupant Agency Program Asset List in (Exhibit 6), Occupant Agency Program Asset List. The contractor is NOT responsible for repairs of this listed equipment

C.6.3.2 Operation

The Contractor shall operate air distribution systems in accordance with their design and the approved sequence of operations and any other requirements within this Contract The Contractor shall be responsible for making immediate adjustments or corrections that fall within the proposed maintenance plan, generated Work Orders and any other requirements under this Contract. The Contractor shall make recommendations and perform adjustments to controls, adjust BAS settings, correct set points, and restore equipment to automatic operation as approved by the CO or designee. The Contractor shall make every reasonable effort to protect all assets regarding air distribution systems and associated equipment listed in this Contract from freezing conditions.

C.6.3.3 Maintenance

The Contractor shall provide a maintenance plan that maximizes safety, mechanical integrity, operating efficiency and ensure regulatory compliance. The maintenance plan will outline all analytical steps to measure and improve efficiency, heat transfer, and extend equipment life. The Contractor will follow the approved maintenance plan for all air distribution equipment maintenance and testing.

The equipment requiring the Contractor's proposed maintenance plan shall include all of the building equipment associated with the air distribution systems up to and including the final discharge of air into occupied spaces

C.6.3.4 Replacement of Air Filters

The Contractor shall follow the approved maintenance plan to determine replacement filter change requirements. The Contractor shall only use air filters with known Minimum Efficiency Reporting Value (MERV), as defined in the ANSI/ASHRAE Standard 52.2 and required in accordance with the most current PBS-P100. The Contractor shall replace air filters with the air filters that have the highest MERV value consistent with the feet per minute of the fan. The Contractor shall maintain minimum ventilation standards in ASHRAE Standard 62.1 with the current revision year. The Magnehelic gauges, if used, shall be calibrated or "zero checked" yearly per OEM documentation and recorded with the annual preventive maintenance of the parent unit. Rooftop unit, variable air volume, power Induction unit), fan coil, computer room, or any other air distribution device filters shall be changed as required by the Preventive Maintenance Plan.

C.6.3.5 Testing and Inspecting

The Contractor shall ensure that air distribution components operate on a system level per the design intent and sequence of operations by testing and inspecting the units. The testing of the air distribution system shall also include the integration with other equipment in the building including chillers, boilers, variable air volume system components, fans, ductwork, and air intakes. The Contractor shall conduct regular inspections of air filters to ensure replacement frequencies or parameters are adequate. The Contractor shall conduct inspections of the condensate drip pans of all AHU, A/C package units, window A/C units, and other equipment items and systems that physically have drip pans to ensure that they drain properly. Such inspections shall be conducted in accordance with the tour program and be performed no less frequently than monthly. Pans that are not level or that leak shall be reported to the CO or designee. All drip pans shall be treated with an appropriate biocide to control the growth of algae, mold or other organisms or fungi. If any condensate pans are inaccessible, the Contractor shall notify the CO or designee immediately. On units with Ultraviolet lights (UV) the lights shall be replaced on a frequency stipulated by the OEM but no more than annually.

C.6.3.6 Reporting

The Contractor shall report and record in NCMMS any and all activities performed with respect to the air distribution system and its components.

C.6.4 Chiller Systems

C.6.4.1 General

Chiller systems are an essential part of GSA's ability to provide the environment needed for its tenants to perform their mission. The Contractor shall operate the chiller to preserve the safety of personnel, the protection of the property, and the comfort of the tenants.

C.6.4.2 Operation

The Contractor shall operate the chiller systems according to established operational standards with manufacturer's guides, industry standards or as otherwise directed by the CO or designee. The intent is to operate as efficiently as possible while protecting all assets. Chillers shall be logged daily while in operation utilizing a GSA-approved chiller log.

C.6.4.3 Maintenance

The Contractor shall provide a maintenance plan that maximizes safety, mechanical integrity, operating efficiency and ensures regulatory compliance. The maintenance plan will outline all analytical steps to measure and improve operation efficiency, heat transfer, and extend equipment life. The Contractor will follow the approved maintenance plan for all chiller maintenance and testing. Work performed on Chillers includes all associated equipment and sensors.

C.6.4.4 Testing/Inspecting

Nondestructive Chiller Tube Analysis (Eddy Current) testing on Chillers, with tube and shell heat exchangers, both evaporator and condenser, is required to be performed in the base year of the contract on the condenser and evaporator tubes. Subsequently, both evaporator and condenser, shall have an eddy current test performed every three years for condenser and every five years for evaporator The Contractor shall take pictures of the tubes, tube sheets and end plates of water cooled chillers with tube and shell heat exchangers after the removal of the end plates prior to brushing the tubes and again after the brushing of the tubes. These pictures shall be uploaded into the NCMMS. The Contractor shall notify the CO or designee at least two business days prior to the removal of the end plates so that GSA has the opportunity to observe the condition of the tubes right after the removal of the end plates. All inspections and tests shall also be scheduled and annotated. Contractor shall include all reports in the NCMMS work order that originated the work. The report shall include findings and recommendations.

C.6.4.5 Reporting

Daily logs of the chiller(s) shall be recorded on an approved chiller log and kept at the chiller for the operating month. With low pressure chillers daily logs shall include purge run times and pump out times. Logs are to be Included in the monthly report.

C.6.5 Cooling Towers

C.6.5.1 General

The cooling tower equipment is a critical component to HVAC operations. By design this device removes heat in the condenser water loop by the process of evaporation. In this process the returning water can take on properties that are detrimental to the proper functions of the HVAC system. The Contractor shall ensure proper maintenance of this equipment in order to ensure proper HVAC operations.

C.6.5.2 Operations

Due to factors such as geographic location, altitude, local weather conditions, and prevailing winds, etc., setting and maintaining a set-point for water temperature is a complex process that has high local variability. Therefore, the Contractor shall ensure that the cooling tower is always at an optimal temperature for chiller efficiency. The Contractor shall analyse and propose a better sequence that offers greater efficiency if applicable. Before enactment of the new sequence, the Contractor shall submit the proposal to the CO or designee for consideration and approval.

C.6.5.3 Maintenance

The Contractor shall provide a maintenance plan that maximizes safety, mechanical integrity, operating efficiency and ensure regulatory compliance. The maintenance plan will outline all analytical steps to measure and improve efficiency, heat transfer, and extend equipment life. The Contractor will follow the approved maintenance plan for all cooling tower maintenance and testing. Cooling towers includes structural supports and all associated equipment and sensors.

C.6.5.4 Testing

The Contractor shall test and maintain water chemistry in accordance with the water treatment section of this contract. All equipment associated with the cooling tower shall be checked for proper operation and free of scale, corrosion and other contamination affecting performance of the tower. Testing must include vibration cutout switch where installed.

C.6.5.5 Reporting

All maintenance and all service Requests associated with cooling towers shall be reported in the NCMMS. Because of the importance of this critical equipment, GSA requires the Contractor to advise the COR immediately if it is not operating properly or is offline for any reason.

C.6.6 HVAC Water Management

C.6.6.1 General

HVAC water management is the chemical treating, testing, replacement and reporting of the water used to transfer heating and cooling from the point of generation to the point of use. The goal of HVAC water management is to minimize chemical attack and water replacement while maximizing heat transfer and HVAC equipment efficiency.

C.6.6.2 HVAC Water Management Plan

The Contractor shall prepare a comprehensive water treatment plan that includes operating, cleaning, maintenance, corrosion monitoring, seasonal equipment layups, water treatment for both open and close loops and reporting on all related actions and analysis. The plan shall be specifically detailed to provide the CO or designee a quality assurance guide to assess total plan compliance . The Contractor shall ensure compliance with GSA Order PBS 1000.7 Drinking Water Quality Management and Appendix E of the PBS Desk Guide for Drinking Water Quality Management. All equipment installed for water treatment and corrosion monitoring shall be conveyed to the Government at the end of the Contract. The scope of this work extends to related safety equipment (e.g., emergency eyewash stations), all of which shall be maintained in accordance with all applicable OSHA standards. This Plan will be submitted to the CO or designee for approval within 30 days after contract services start date.

C.6.6.3 Operation

The Contractor shall implement and comply with the approved water treatment plan. The Contractor shall be responsible for compliance with all applicable local sanitation requirements, discharge regulations, district air quality regulations, and other environmental laws and regulations. The scope of this work extends to related safety equipment (e.g., emergency eyewash stations), all of which shall be maintained in accordance with all applicable OSHA standards.

C.6.6.4 Maintenance

The Contractor shall implement and analyze the water management plan results recommending changes that lead to improved control of any of the parameters of concern. Remedial actions to return chemistry parameters to within specification shall be performed immediately. Deficiencies in water chemistry or equipment may NOT be included in the IDL.

C.6.6.5 Testing and Inspecting

The Contractor shall provide a qualified independent water treatment specialist to draw and test all water samples for all HVAC loops. All testing and retesting results shall be entered into the NCMMS by the Contractor.

C.6.6.6 Reporting

The initial analysis of the HVAC water system(s) shall be reported to the CO and designee immediately after the results are known. It shall be the responsibility of the Contractor to correct any non-compliant conditions at no cost to the Government as soon as a solution has been reviewed and approved by the CO or designee. ***[[[Writer will determine if repair threshold is applicable to water chemistry deficiencies]]]*** Any initial cost that exceeds the repair threshold shall be a shared liability.

The periodic water treatment and testing reports shall be included in the monthly progress reports. All other analysis reports performed to analyze or mitigate non-conforming issues shall be brought to the attention of the CO or designee immediately

The Contractor shall compare cooling tower water treatment results with the Chiller Operating Log. Trending and best practices shall be identified and proposed to CO or designee for review and approval prior to implementation in an effort to establish the most efficient systems operations based on conditions.

Table of GSA established HVAC water management criteria

Open Loop

Chemistry Tests	Frequency of Test	Operating Ranges
Tower Water Conductivity	Auto Blow down: Weekly, Monthly Manual Blowdown: Daily	160-2400 mmHOS (110-1600 ppm)
Makeup Water Conductivity (Hardness)	Auto Blow down: Weekly, Monthly	40-600 mmHOS (30-400 ppm)
pH Test	Daily, Weekly	7.5 to 9.5
Corrosion Monitoring (Coupon Test)	Quarterly (3 months)	Iron: 2 to 5 mils/ year Copper: 0.2 to 0.5 mils/ yr
Bacteria Testing	Quarterly (when system is running) and whenever system has been shut-down for 5 consecutive business days	Max: 1000 cfu/ml (colony forming units/ ml)
Chlorides	Weekly, Monthly	Max: 250 ppm as Cl Max: 410 ppm as NaCL

Sulfites	Weekly, Monthly	50-100 ppm SO_3 80-160 ppm Na_2SO_3
Corrosion Inhibitor Residual	Auto Chem. Feed: Weekly, Monthly	Defined by Consultant
Oxidizing Biocide Residual	Auto Chem. Feed: Weekly, Monthly	Defined by Consultant
Legionella pneumophila, Bacteria Testing	Quarterly (when system is running) and whenever system has been shut-down for 5 consecutive business days	When total bacteria >1,000 cfu/ml (repeat treatment and testing until total bacteria <1,000 and L. pneumophila bacteria <10 cf/ml Max: 10 CFU/ml

Closed Loop

Chemistry Tests	Frequency of Test	Operating Ranges
pH	Monthly	7.5-9.5
Total Dissolved Solids (TDS) or Conductivity	Quarterly (3 months)	Maximum: 2000 ppm or (2500µS/cm)
Polyphosphates (PO_4)	Monthly	10- 20 ppm
Sulfites	Monthly	50-100 ppm SO_3 80-160 ppm Na_2SO_3
Bacteria Testing	Monthly	Max: 1000 cfu/ml (colony forming units/ ml)
Corrosion Monitoring (Coupon Test)	Bi-Annually (6 months)	Iron: max. 0.5 mils/ year Copper: max. 0.2 mils/ yr
Corrosion Inhibitor Residual	Monthly	Defined By Consultant
Bacteria Testing	Quarterly (when system is running) and whenever system has been shut-down for 5 consecutive business days Max:1000CFU/ml Quarterly (when system is running) 10 CFU/ml	When total bacteria >1,000 cfu/ml (repeat treatment and testing until total bacteria <1,000 and L. pneumophila bacteria <10 cf/ml

C.6.6.7 Chemical Free Water Treatment System

For HVAC loops that are treated by chemical-free water treatment systems, the Contractor shall use an authorized Original Equipment Manufacturer (OEM) certified vendor for sampling and analysis. Tests shall be performed as described in the water treatment plan. In facilities where makeup water is metered, makeup water quantities used shall be tracked and reported.

C.6.7 Domestic Plumbing Systems

C.6.7.1 General

Domestic plumbing systems, including drinking fountains and filters, restrooms, kitchens, locker rooms and showers, water heaters, irrigation systems, stormwater structures/BMPs (*e.g.*, structural or engineered control devices and systems such as retention ponds, backflow preventers, decorative fountains, and outdoor pools, shall be maintained, repaired, and kept functional to the point of service delivery. The Contractor shall ensure all system drains, including storm drainage and roof drains, remain clear and unobstructed. The Contractor is responsible for maintenance of storm water management infrastructure (green roofs, infiltration basins or trenches, rainwater harvesting/cistern systems, bio- retention, catch basins, underground sand filters, other proprietary storm filters, and wet and dry ponds). The Contractor shall take any necessary steps to prevent odors emitting from drains or other plumbing systems into occupied space, including keeping water in traps appropriately maintained. The Contractor shall clear toilet and sink blockages, as necessary. Such requests shall be transmitted to the Contractor by the CO or designee through Work Order procedures. The Contractor shall ensure compliance with GSA Order PBS 1000.7, Drinking Water Quality Management, and Appendix E of the PBS Desk Guide for Drinking Water Quality Management.

C.6.8 Lighting Systems

C.6.8 Lighting Systems

C.6.8.1 General

Indoor Environmental Quality (IEQ) includes access to daylight and views and occupant control over lighting levels at their workspace. It is the goal of this requirement to maintain acceptable IEQ by establishing and maintaining adequate lighting levels throughout the facility interior and exterior to allow the tenant(s) to be productive, feel secure, and egress in case of emergencies. Exceptional lighting shall also save energy, be automatically controlled to respond to daylighting levels, not be a negative impact to the tenants or visitors, and be appropriate for the requirements in all occupied areas. Illuminated areas of responsibility typically include entrances, landings, steps, sidewalks, parking areas, garages, arcades, highly decorative

courtrooms, historic fixtures, fountains, security bollards, stairwells, auditoriums, flagpoles, building-mounted fixtures, pole lighting, elevator car interior and hostway / pit lighting and ground lighting located adjacent to the facility and extending to the property line. Exemptions include specialty lighting integral to artwork, vending machines, experimental fixtures, and some lighting control systems to be identified by the CO. For agency-owned specialized lighting systems the Contractor shall not be responsible for the controls (front end). The Contractor shall be responsible for replacement of ballasts, lights and drivers. The Contractor shall not be responsible for requirements lighting associated with furniture.

C.6.8.2 Operation

To maintain operating consistency of illumination in the workspaces, the illuminance levels shall need to be adjusted through the reprogramming of existing fixtures, or by installing additional hardware or software under the guidance of the CO or designee. These adjustments shall be made without changing fixtures if possible (e.g. automatic lighting controls, tuning dimmable ballasts, and de-lamping). The Contractor is advised that while the PBS-P100 establishes target lighting levels, aspects such as lighting quality, specific tenant requirements, energy efficiency, and other individual factors also have an impact on the application of lighting in spaces.

When tenant improvement or space alteration work is being planned in the building, the CO or designee shall request that the Contractor be a part of the planning and inspection in the space to verify that all lighting levels and controls operate as required for the space. The Contractor must immediately report to the CO or designee obvious problems or conditions that shall potentially affect the efficient operation of the building or create a negative impact on the tenant because of tenant improvement.

The Contractor shall assist in a curtailment program in consultation with the CO or designee. The Contractor shall implement all approved curtailment measures which typically include turning off or de-lamping unnecessary lighting, or implementing setback schedules to create a more energy efficient lighting strategy in accordance with the curtailment program. This shall at times require knowledgeable Contractor staff familiar with the building's BAS software so that modifications to lighting schedules can occur. Lighting replacements as part of a curtailment program shall qualify for a utility rebate and are therefore subject to the rules set forth by the participating utility. The Contractor must investigate the potential for rebates for any lighting replacement activities for which they are responsible. New lighting components shall be tested by an accredited national laboratory (UL or designated equivalent) according to the PBS-P100 Guidance. Replacement components shall be of equal or greater energy efficiency and life expectancy.

C.6.8.3 Maintenance

The Contractor shall respond promptly to routine Work Orders for all lighting issues. The Contractor shall replace failed lamps, LEDs and/or ballasts, with the most efficient products available in accordance with existing building standards defined by the PBS-P100 or as otherwise directed by the CO or designee

The Contractor shall establish and implement a recycling program for fluorescent lamps and other light bulbs in accordance with U.S. Environmental Protection agency and GSA standards. All handling, storage, labeling, reporting and disposal of mercury containing lamps shall be in compliance with Universal Waste Rule guidelines, guidance can be found at the website in a document titled "Web Links" at: Operations and Maintenance Specification.

Hazardous Wastes not subject to the Universal Waste Rule guidelines must be managed in accordance with 40 C.F.R. part 260. Universal Wastes (*i.e.,* fluorescent lamps, solid state lighting (SSL) components, and certain batteries) subject to the Universal Waste Rules guidelines shall be recycled or disposed of as Hazardous Waste. Preference is given to recycling of intact items. Replacement and proper disposal of all burned-out ballasts, including PCB ballasts, shall be the responsibility of the Contractor (see subsection 5.5.9). All lighting changes, Work Orders, fixture schedules and inventory lists, shall be input into the NCMMS and updated regularly.

Replacing incandescent or fluorescent lamps in existing fixtures with lamps of differing design or light sources requires the input and approval of the CO or designee, and advisably a lighting expert plus the energy program manager, to ensure a successful replacement.

The use of bulb crushers is strictly prohibited.

Records including Bill of Lading or receipt of recycling must be obtained for each Universal Waste disposal action. Any other lighting related waste (*i.e.,* LEDs and non-PCB/DEHP light ballasts) shall be properly characterized and disposed of in accordance with the Resource Conservation and Recovery Act; recycling is preferred method of disposal. Local area recycling programs shall provide information on accepted electronic lighting waste. Receipt of recycling for electronic or electronic-like waste shall be maintained and included in the monthly progress report.

C.6.8.4 Testing and Inspecting

Any and all controls that adjust lighting levels or schedules of operation shall be monitored and tested as necessary.

C.6.9 Electrical Switchgear and Switchboards

The Contractor shall provide a maintenance plan that maximizes safety, mechanical integrity, operating efficiency and ensure regulatory compliance. The maintenance plan will outline all analytical steps to measure and improve electrical efficiency and extend equipment life. The Contractor will follow the approved maintenance plan for all electrical maintenance and testing. Electrical switchgear includes all associated equipment and sensors.

Contractor shall perform all preventive maintenance, testing and inspections of Low, Medium, and High voltage electrical distribution, switchgear, switches, transformers and all associated equipment. The Contractor shall ensure compliance with National Electrical Testing Association guidelines for the inspection, testing and maintenance of electrical distribution and switchgear type equipment. The Contractor shall also comply with NFPA 70B. When such testing, maintenance or repair interferes with building operations, it shall be performed after Normal Working Hours without additional cost to the Government. The Contractor shall coordinate all utility shut down scheduling with the electrical utility company; the Contractor shall be responsible for all costs associated with the utility shutdown. The Contractor shall coordinate power shutdowns with the building CO or designee annually. The Contractor shall submit a schedule and shut down plan at least ten months in advance to the CO or designee for approval.

C.6.10 Emergency Power Equipment

C.6.10.1 General

The Contractor shall ensure that all standby and emergency power equipment and related systems are ready to respond at all times to protect the occupants of the building and to maintain critical services during the event of a normal power outage. These services include- the performance, inspection, testing, acceptance, and preventive maintenance and repair of standby and emergency power equipment, supplies, battery powered lights, UPS, electricity distribution from the generators, and fuel distribution to the generators.

C.6.10.2 Operation

All Fuel tanks shall be filled by the Government or the previous contractor at the beginning of the Contract period. The Contractor shall check and record all diesel or propane fuel tank levels monthly and record in the NCMMS.

When the fuel level drops to 70 percent, the Contractor shall notify the CO or designee of the need for refueling and the cost associated and receive approval from the CO or designee prior to refilling the tank. The Contractor shall provide fuel up to ***[[[Regions decide Value]]]*** $XXXXX per Contract year. The Contractor shall maintain a running log containing the amount of fuel used and the log must be available to the CO or designee upon request. The Government shall

pay for all fuel after the ***[[[Regions decide Value]]]*** $XXXX limit is reached each year the contract is in effect.

C.6.10.3 Maintenance

The Contractor shall ensure a preventive maintenance schedule is developed and executed in conformance with manufacturers' equipment recommendations and the following NFPA standards:

- NFPA 110, Standard for Emergency and Standby Power Systems
- NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems

C.6.10.4 Testing and Inspecting

Testing shall include the generator(s), electricity transfer components, oil supplies, and fuel supplies. Testing shall be conducted after hours at no additional cost to the Government. A written procedure is developed that complies with NFPA All other testing shall be conducted by an authorized and certified provider.

a) **Generator Oil.** Generator oil shall be tested by a qualified person at least annually and analysis and recommendations shall be provided to CO or designee. Testing shall be performed per ASTM D6595 (Wear Metals in Used Oils) and ASTM D445 or ASTM D72799 (Viscosity) and recorded in the NCMMS. Contractor shall take corrective actions and follow any recommendations provided from the testing facility. NOTE: Changing of oil in the generator is only to be performed based on testing and analysis recommendations from a UL approved laboratory or annually and not to be done arbitrarily in a periodic schedule. Oil filters shall be changed periodically per manufacturer's recommendation or industry standards.

b) **Diesel Fuel.** Fuel oil shall be tested by a qualified third party vendor/subcontractor at minimum annually. The analysis and recommendations shall be provided to COR. Contractor shall take corrective actions and follow recommendations provided in the analysis, and document within NCMMS (Work Orders) to the repair threshold. Reports and analysis shall be uploaded as attachments to the asset record. Fuel oil must be conditioned and treated to maintain the minimum quality standards established in American Society for Testing and Materials (ASTM) D396-17 or current edition at time of bid, "STANDARD SPECIFICATION FOR FUEL".

c) **Glycol-water solutions.** Glycol-water solutions shall be tested regularly to determine the percentage glycol, pH, reserve alkalinity, inhibitor levels, and

degree of contamination and the Contractor must complete required corrective action based on test results. In addition, the Contractor shall maintain minimum freeze protection and inhibitor levels. The glycol solution shall be checked at least once a year prior to freezing weather and in accordance with the manufacturer's recommendations and results entered into the NCMMS.

C.6.10.5 Reporting

The Contractor shall report the status of the emergency generator and automatic transfer switch in the monthly report, including operational status and present condition, planned or completed preventive maintenance and repairs, main and day tank fuel levels, and fuel purchases.

C.6.11 Oil Analysis and Oil Changes

C.6.11.1 General

Proper care of all systems that provide a safe and functional environment is a critical component of operations. Oil analysis shall be conducted to achieve that goal using a consistent methodology for data collection, analysis, and historical trending and record.

C.6.11.2 Operations

The Contractor shall establish and implement an oil analysis program incorporating the manufacturer’s recommendations. Periodic oil analysis shall include chillers of 50 tons or greater cooling capacity. Generator oil additives shall not be used.

C.6.11.3 Testing and Inspecting

Periodic oil analysis shall be performed prior to annual maintenance requirements so that results shall be considered in performing preventive maintenance.

C.6.11.4 Reporting

Where oil analysis indicates a need for corrective action, an appropriate Work Order shall be created in the NCMMS and the appropriate corrective action taken by the Contractor. Documentation shall include periodic oil analysis tests to be performed at least annually, diagnostic standards, and parameters for oil changes.

C.6.12 Vertical Transportation Systems (VTS)

C.6.12.1 General

The Vertical Transportation Systems sections is divided into Operations, Maintenance, Testing & Inspecting, and Reporting. The Contractor shall be responsible for providing, as part of its base services, sections entitled Operations, Testing and Inspecting, and Reporting. The Maintenance Section of Vertical Transportation Systems will be provided, as additional services, when requested by the CO.

The Contractor shall operate equipment and systems per design as efficiently as possible without compromising service to the tenants.

C.6.12.2 OPERATIONS *(Elevator Program Administrative and Technical Support)*

As a part of the Facilities Engineering services provided in this performance work statement, the Contractor shall provide Elevator Program Administrative and Technical Support. The goal of this service is for the Contractor to assist GSA with managing all vertical transportation equipment (such as elevators, escalators, wheelchair lifts, dumbwaiters, material handling equipment, etc.) and elevator related services within the contract covered facilities. The proposed services shall be incorporated into the Contractor's Management Plan and aligned with the Contractor's Quality Control Plan.

In general, the Elevator Program Administrative and Technical Support will act as an extension of the regional Elevator Program Team by monitoring vertical transportations services and maintenance, performing routine equipment assessment inspections, report on equipment condition, and administer monthly contractor meetings to discuss equipment status and resolve outstanding issues. The Contractor will work with and assist the region's Vertical Transportation (VT) Specialist in managing the elevator maintenance contractor relationship, keeping local property management informed of elevator service status in the area, and assist in providing Quality of Service to the building tenants. As part of the NCMMS requirements covered in section C.1.9 and C.5.12, the contractor will update the NCMMS with all vertical transportation system related work orders for service requests, repairs, preventive maintenance, testing, and reported elevator incidents. At a minimum, the Elevator Program Administrative and Technical Support personnel must be an individual possessing a Qualified Elevator Inspector (QEI) certification. QEI Certification shall be provided to the COR during the Contract Transition Phase, per section C.1.2.7 and Exhibit 4, Contractor Chart of Deliverables (Certifications).

As a minimum, the proposed services shall include:

- Elevator Maintenance Contract Management
    - Track and ensure the provisions of the elevator maintenance contract followed
    - Track required maintenance tasks compared to completed tasks
- Routine Conditions Assessment
- Incident Assessment and Reporting
- Service Request Invoice Review and Management
- Test and Inspection Coordination
- NCMMS Service Work Order Management

- Annual Inspection & Testing Report Review and Deficiency Tracking
- Monthly Elevator Status Reporting
- Elevator Contractor Proposal Review (as needed)
- Administer Monthly Elevator Maintenance Contractor Meetings

(See Exhibit 4- Contractor Chart of Deliverables to the COR, for monthly deliverables.)

C.6.12.3 Elevator Maintenance and Repair (Additional Services)
The Contractor is responsible for full vertical transportation maintenance and related services, including wheelchair lifts and dock hoists, at all locations covered under the scope of this contract. All work shall be performed by skilled craftsmen of the elevator trade. The Contractor shall ensure all equipment and systems are in compliance with the ASME safety code requirements, the manufacturer's recommendations, National Elevator Industry Inc. guidelines, the Elevator Industry Field Employees Safety Handbook, National Electric Code, and all other applicable laws, regulations, rules, ordinances, codes, etc. The provisions of section C.5.12 Work Orders, section C.5.11 Repairs , section C.1.3. Quality Control Program, in addition to the requirements of this section, applies to all vertical transportation systems and equipment.

Additionally, the Contractor is specifically prohibited from entering into any subcontract(s) containing language, provisions or limitations that in any form, shape or manner attempt to limit or restrict the rights or ability of the Government to purchase or perform repairs or maintenance, from alternate sources, on Government owned systems or equipment.

When requested to provide section C.6.12.3 and all subsections as additional services above the base services that the Contractor provided in their management plan, the Contractor will be compensated at the monthly rate specified in their bid package.

C.6.12.3.1 Minimum Maintenance and Tour Requirements
Minimally, the Contractor shall perform routine inspections on all vertical transportation equipment, including handicapped lifts, not less than monthly. These inspections shall ensure a safe and efficient level of operation and all work relative to the cleaning, lubrication and adjustment of equipment that is necessary for the desired level of operation shall be performed.

The Contractor shall perform the required preventive maintenance in accordance with each equipment component manufacturer’s instructions and all necessary cleaning, lubricating and adjusting pursuant to such maintenance.

C.6.12.3.2 Maintenance Performance Standards

The elevator ride, including acceleration and deceleration, shall be smooth and jerk free. Door operation shall be smooth with no discernible extraneous noise. The Contractor shall perform the necessary adjustments as required to maintain the elevator performance measures as prescribed below, or those established by the most recent adjustment, repair, minor or major project work, at the discretion of the COR. The Contractor shall maintain, at all times, the following minimum performance requirements for the Vertical Transportation System. The performance measurements include, but are not limited to the following:

Door Closing Force:

The door closing force of each elevator shall be measured as recommended in the ASME A17.2 elevator inspector's manual.

Door Dwell Times:

Door dwell times shall be maintained within the parameters which comply with the Americans with Disabilities Act.

Door Operation:

Door operation shall be quiet and positive with smooth checking at the extremes of travel.

Ride Quality:

The contractor shall maintain a comfortable elevator ride with smooth acceleration, deceleration and a soft stop.

Stopping Accuracy:

The elevators shall stop within +/- ¼ inch of the floor.

Downtime:

An individual elevator shall not be out of service for more than one (1) consecutive business days without the approval of the COR. No elevator shall be out of service for more than a total of fifteen (15) business days per year without the approval of the COR.

Customer Surveys:

GSA customer satisfaction surveys shall show a level or increasing level of satisfaction with elevator service.

Service Request Benchmark:

A benchmark ratio of service Requests per car per quarter shall be established and reported to the COR at the end of each quarter. The benchmark ratio shall show a level or decreasing level of service Requests per quarter. The occurrence of an increasing trend in service Requests in a

given quarter requires the maintenance supervisor to meet with the COR to determine the steps the contractor will take to reduce the number of service Requests.

At a minimum, all elevator operations, tests, maintenance, alterations, and repairs performed under this contract shall comply with the latest editions of the American Society of Mechanical Engineers (ASME) publication A17.1, —Safety Code for Elevators and Escalators. Upon completion of all periodic tests and inspections, the Contractor shall correct all code compliance deficiencies within 30 days of testing and inspection. Any noted deficiencies the contractor determines will exceed the 30 day timeframe for correction must be documented in writing and repair timeframes submitted, with a schedule, to the COR for approval. Upon completion of deficiency corrections, the Contractor shall notify the COR, in writing, so re-inspection can be scheduled and performed by the Government.

The Contractor shall check the Group Automatic Operation system annually and make necessary tests to ensure that all circuits and time settings are properly adjusted and that the system performs as designed and installed by the manufacturer. The Government reserves the right to require the Contractor to make such tests, when advisable to ascertain that the requirements of this contract, are being fulfilled.

C.6.12.3.3 Scheduling of Work

Except for group supervisory control and fire capture recall system tests on elevators and overtime callback service, herein provided for, all work shall be performed during regular working hours of regular working days, except on holidays observed by the Federal Government. Only when authorized by the COR may any portion of the work other than after-hour and emergency callback service be performed outside of regular working hours. Group supervisory and fire capture recall system tests on elevators shall be performed after normal working hours at no additional cost to the Government.

To facilitate contract administration and inspection by representatives of the Contracting Officer, the Contractor shall submit an annual schedule of all periodic maintenance by dates, elevators and building to the COR during the Transition Phase.

Scheduled maintenance on all equipment with a frequency of once per year will be accomplished during the first nine (9) months of this contract, and during the first nine (9) months of each succeeding contract year.

For any equipment that is out of service for more than thirty (30) days, or is covered by a manufacturer’s warranty that includes maintenance and repairs for more than thirty (30) days, the Government may require an equitable price adjustment be made to the contract for services to that equipment.

C.6.12.3.4 Reimbursable Repairs

The following repair work is specifically excluded from the general provisions of this contract. This work, however, may still be required during the course of the contract, but shall be reimbursable to the contractor in accordance with the following provisions:

1. Repair or replacement made necessary due to negligence or misuse of the equipment by persons other than the Contractor, his representatives or his employees. The initial service Request from the Government to the Contractor to investigate the nature of the problem shall not be reimbursable, as it would fall under the parameters of section C.21 Service Requests. If determined to be negligence, the Contractor's repair work will be reimbursable by the Government as follows:
   - The COR may determine that the repair work shall be completed during normal working hours. When requested to provide these additional services, the Contractor will be compensated at the hourly rate specified on the electronic offer sheet (see section B.2. Offer for Services). The Contractor will not be reimbursed for any travel expenses, including any expenses incurred when providing additional services for the Government.
   - The COR may determine that the repair work shall be expedited and performed after hours. When requested to provide these overtime services, the Contractor will be compensated at the hourly rate specified on the electronic offer sheet (see section B.2. Offer for Services). The Contractor will not be reimbursed for any travel expenses, including any expenses incurred when providing overtime services for the Government.
2. Installation of new attachments which may be required or recommended by Federal, State or Municipal Government authorities.
3. Replacement of underground hydraulic piping or hydraulic jacks and cylinders.
4. Repair and replacement of car enclosures; hoistway enclosures, door panels, frames and sills; cab tile or carpet; existing phone lines and associated hardware

C.6.12.3.5 Elevator Phone Monitoring Service

GSA owns and maintains the responsibility for elevator phone line service at all the facilities under this contract. The Contractor shall be responsible for 24/7 elevator phone monitoring service and the maintenance and repair of all associated elevator phone line hardware and equipment. Contractor shall set phones to correctly dial the monitoring service. The Contractor shall maintain an up-to-date call tree with designated monitoring service. Elevator cab phones automatically call the designated monitoring service communication center when an individual picks up the receiver or pushes the elevator car emergency button. When a call is received of an elevator entrapment, the following shall occur:

- Upon receiving the call, the Elevator Monitoring Company will ask the occupant a series of questions to determine the nature of the emergency. If a medical emergency is

determined, the Fire Department shall be called initially, and in addition to the Contractor elevator maintenance company. If no immediate medical attention is required, the Elevator Monitoring Company will contact the elevator maintenance company to send a technician to the building. The Contractor, Building Manager, or alternate Field Office personnel are notified per location call tree. If the emergency occurs within the courts, then additionally the U.S. Marshall/Security are notified per the call tree. The Contractor shall respond according to section C.5.12.2.1 Emergency Work Order.

- The elevator maintenance company shall respond within 30 minutes after receiving the emergency call. If there is entrapment, the closest technician is dispatched. If the elevator company cannot respond within the 30 minute time frame, then the Fire Department is notified. The elevator technician(s) and Fire Department are the only ones authorized to extricate passengers entrapped which is standard procedure for Region 4.
- The monitoring service shall maintain contact with persons inside the elevator until an ETA is given for the elevator technician to arrive. In cases of medical emergencies, the monitoring service will remain in contact with the passenger(s) until emergency response personnel arrive. Once persons are removed from the elevator (by the elevator maintenance mechanic or emergency response personnel only), the Contractor shall notify the monitoring service call center that the situation is cleared.

C.6.12.4 TESTING AND INSPECTING

C.6.12.4.1 Independent 3rd Party Inspection and Testing

All code required safety inspections for vertical transportation equipment shall be the responsibility of the Contractor to coordinate and perform at no additional cost to the Government at all locations covered under the scope of this contract. During the transition phase, the contractor will be provided with a general elevator testing and inspection schedule which they are to maintain to keep all future tests and inspections sequential with those performed during previous years. All testing and inspections dates shall be finalized through property management to ensure testing does not negatively impact activities scheduled to occur in the building during that time. The Government reserves the right to witness all testing during their performance.

The Contractor shall provide all administration, management, supervision, labor, materials, supplies; and shall plan, schedule, coordinate, inspect and ensure effective completion of all work and services in relation to the elevator maintenance inspections and tests for the vertical transportation systems. Inspections are required to ensure that the maintenance and/or repair work is accomplished, the elevators are safe, meet all applicable codes, and the operation is efficient based on the capabilities or limitations of the elevator equipment.

Inspection and testing shall be subcontracted to a specialized and qualified 3rd party inspection contractor. The inspecting contractor shall be certified by an organization accredited by the American Society of Mechanical Engineers Qualifications for Elevator Inspectors Committee in accordance with the requirements set forth in the Standard for the Qualification of Elevator Inspectors, ASME QEI-1 and be recognized by the authority having jurisdiction. In addition, inspectors and/or consultants shall have a minimum of 1 year as an inspector or consultant in the vertical transportation industry and must function independent of an Elevator Manufacturing, Maintenance, or Repair company. Each Inspector's-QEI credentials shall be current and provided to the COR prior to performing any inspections. At the discretion of the government, a GSA representative may accompany the inspector during inspection and witnessing.

The 3rd party Inspector shall be responsible for making sure all tests and inspections are performed according to the latest standards established by the American Society of Mechanical Engineers Inspectors' Manual for Elevators and Escalators, ASME A17.1, A17.2.1 and A17.2.2. Testing and inspections shall include all code required fire service and emergency phone testing, annual/semi-annual inspections, and witnessing of maintenance tests (Cat 1), five-year test inspections (Cat 5), annual pressure valve relief test inspections (Cat 1), and all Cat 3 testing inspections, where applicable, performed by the elevator maintenance contractor. The inspecting contractor shall also perform follow-up visits (at no additional charge to the government) to confirm completion of deficiencies noted during the annual inspections.

All findings and Code deficiencies shall be noted on Form RW3A and RW3B. Results of the safety and pressure relief tests shall be recorded on Forms RW1 or RW2. (See Section C.6.12.4.3 Inspection Forms, Test Forms, and Certificates, listed below). The forms shall be legible and accurate. The form shall be signed by the elevator contractor and 3rd party Inspector and shall include his or her certification number and certifying agency. All items deemed by the Inspector as "immediate action" items or in his or her judgment compromises the safety of the elevator passengers shall be verbally expressed to the GSA Property Manager immediately and noted on Forms RW3A and RW3B. The 3rd party inspector shall witness tests of existing installations to determine that the equipment is in apparent safe operating condition, has not been altered except in conformity to the applicable code or regulations under which the equipment was installed, and performs in accordance with test requirements.

All inspection/testing reports and findings shall be provided to the COR within 30 days of the test/ inspection being performed. The Government shall be notified of the specific dates the periodic inspections will occur and retains the right to attend. The Contractor shall make the necessary in-house personnel available, at no additional cost, to accompany the contract inspector during the course of any inspection or test, regardless of time or day.

All inspections and tests shall include, but not limited to the following equipment and components (required by code):

- Hoistway and car doors, hangers, guides and operating devices
- Hoisting machines, sheaves, and brakes
- Motors and motor generator sets
- Governors, safeties, interlocks, and contacts
- Guide rails and oiling devices
- Terminal, slowdown and leveling devices
- Elevator cars, counterweights, and buffers
- Machine rooms, hoistways and pits
- Automatic and manual emergency fire services (Phase I and Phase II)
- Emergency Power Operations
- Pit Flood Monitoring Device (if applicable)
- Valves, pumping units, jacks, piping
- All code required cleanliness and maintenance practices

Upon completion of an inspection, the Government shall be furnished with the completed forms listed in section C.6.12.4.3 Inspection Forms, Test Forms, and Certificates, listed below, listing deficiencies. Deficiencies and/or repairs will be handled in accordance with Section C.5.11, Repairs.

C.6.12.4.2 Workmanship

All inspections shall be conducted professionally and thoroughly. All inspections, workmanship, or equipment shall be subject to re-inspection, examination, and test by Government inspectors at any and all times during the course of the work and at any and all places where such work is being conducted. The Government shall have the right to reject defective/incomplete inspections or forms. Rejected forms/reports shall be satisfactorily corrected and/or replaced without additional expense to the Government within **14 calendar days of notification**. Missing forms, out-of-schedule testing [performing annual(Cat 1) tests when 5-year(Cat 5) tests are due] or not completing the "Performance Form" RW5 form during the 5th year or 5-year(Cat 5) testing may result in the government withholding payment until missing or correct test is performed.

C.6.12.4.3 Inspection Forms, Test Forms, and Certificates

Inspector shall use the ASME Elevator Inspection Checklist as a guide for inspecting purposes. 5-year full load test forms shall be provided by GSA. A separate inspection/ test form shall be provided for each elevator inspected. When inspections are completed, the inspector shall complete required GSA forms listed below and provide any findings and recommendations

including deficiencies and recommended corrective action. Code specific items should also be noted on the forms with reference to code rules. All form copies shall be done professionally, filled out electronically or typed, signed and dated by the inspector. Handwritten mark-ups are not acceptable. Upon completion, forms will be provided to the COR, Vertical Transportation (VT) Team, and building manager. Safety deficiencies or any items that require immediate attention shall be reported right away to the Building Manager or designated representative for corrective action.

The following GSA Forms shall be used to collect all data for elevator inspections and tests. The contractor will be provided copies of the form, in electronic format, at the start of the contract. PDF copies, showing the content of the form, are available in Section 16 - Exhibits of this specification.

- **Form RW1 – Traction Elevator Safety Test Form**
- **Form RW2 – Hydraulic Elevator Annual relief Valve Test Form**
- **Form RW3A – Elevator Deficiency List Form**
- **Form RW3B – Elevator Related Deficiency List Form**
- **Form RW5 – Elevator Performance, Test Verification, ADA Compliance Form –** (Must be completed during the 5th year of inaugural testing for both hydraulic and traction elevators as well as escalators)
- **Certificate of Elevator Inspection**

The Inspecting contractor shall include photos of equipment deficiencies, as necessary, to support completed GSA Deficiency forms. Photos shall be taken by digital camera and sent electronically.

C.6.12.4.4 Certificate of Inspection

The 3rd party inspector shall, upon completion of inspection, ensure that the inspector's signature and test date are entered on the GSA furnished Certificate of Elevator Inspection. Original certificates for elevators are to be provided to the contract COR. Certificates shall be signed and scanned before submitting or an electronic signature may be used.

C.6.12.4.5 Unsafe Equipment and Test Failures

Should the inspector, using professional judgment, believe the elevator to be unsafe prior, during or after testing or inspection, he/she shall shut down the unit and immediately advise the Property Manager or Authorized Representative. Elevator service shall not be restored and certificate shall not be (re)issued until the deficiencies have been corrected and the elevator is re-inspected and found suitable for use by the Regional VT Team. Additionally, relative deficiency information shall be submitted in writing to the GSA Property Manager within 24 hours of unit shutdown. The information submitted shall clearly list the safety deficiencies, the recommended corrective action, and the estimated time frame for repairs.

C.6.12.4.6 Elevator Phone and Alarm Bell Testing

The Contractor is responsible for testing the elevator phones and alarm tests monthly. Completed Elevator communication and test form (See Exhibit 7) shall be submitted in the monthly progress reports**.** The contractor will conduct the test in accordance with the job plan established in NCMMS. While conducting the test, if the elevator communications or alarm bell does not work, the contractor shall shut down the affected elevator, post signage, and notify GSA Property Manager and or the COR immediately.

C.6.12.5 REPORTING

As required, Monthly Progress and Communication Programs, the Contractor must provide the GSA staff with accurate monthly progress information describing the status and impact of all current and future facility engineering, maintenance and operations activities. At a minimum, the following vertical transportation information shall be provided:

The Contractor shall comply with the following procedures:

1. The Contractor shall maintain, in the NCMMS, an up-to-date summary log of all elevator maintenance work performed, including hours worked and tasks performed at each location throughout the contract.
2. At the completion of work, the Contractor shall obtain a copy of all work orders and repair orders performed at each site. All information obtained shall be managed and stored in the NCMMS, per section . The following information shall be recorded, at a minimum:
    a. Name of the elevator maintenance contractor.
    b. Name of the contractor's employee performing the work.
    c. Date(s) work performed and hours expended.
    d. Brief description of work performed including equipment identification.
3. The Contractor shall provide and keep current, a suitable check chart for each elevator posted in the machine rooms of the building, on which entries shall be made to indicate the status of scheduled items of maintenance work performed. The contractor must properly initial the chart to indicate that the work has been accomplished.
4. When the Contractor considers the existence or development of any defects or repairs required to the elevators to be outside the scope of his responsibility under this contract, he must immediately notify the COR in writing along with a cost estimate to affect the needed repairs. However, the Contracting Officer reserves the right to make final determinations as to responsibility.
5. Upon completion of elevator testing and inspection, all inspection reports are to be uploaded into the NCMMS for documentation and tracking of outstanding deficiencies.

C.6.13 Architectural and Structural Systems

C.6.13.1 General

The Contractor must maintain, repair, replace, modify, and restore all of the architectural and structural components of the building up to the repair threshold of $2500.00 per repair. Exterior components of this work including: precast concrete systems, foundations, minor exterior wall components, retaining walls, docks, levelers, sidewalks and drives. Interior components of this work include walls, floors, and doors, ceiling systems, soundproofing, insulation, directories, flooring, specialty finishes and lighting. The Contractor shall confirm with the CO or Designee in writing that the work directed to be performed under this Section is work for which the requirements of 22.403-1 Construction Wage Rate Requirements statute (40 U.S.C. chapter 31, subchapter IV, Wage Rate Requirements (Construction), formerly known as the Davis-Bacon Act) do not apply.

The Contractor must perform all architectural and structural maintenance and repairs or replacements to the building interior and exterior extending to the property line. The Contractor must ensure the integrity of elements and materials in compliance with Federal, state, and national codes and standards (*e.g.,* fireproofing materials, fire-stopping, fire and smoke doors, etc.). The Contractor must ensure the building is free of missing components or defects that could affect the safety, appearance, or intended use of the facility or could prevent any electrical, mechanical, fire protection and life safety, plumbing or structural system from functioning in accordance with its design intent.

Architectural Repairs and Replacements are intended to maintain the integrity of the building envelope (preventing water leaks through proactively addressing cracks, minor tuck pointing failures, reattaching loose roof flashing, fixing window cracked by weather or seal failures, water damaged ceiling tile) and address safety hazards (such as tripping concerns or hazards of falling materials). It is not to address cosmetic issues or to perform cyclic maintenance such as minute cracks in terrazzo floors, scaling of concrete sidewalks, repainting for the purpose of refreshing an area's look.

C.6.13.2 Replacement Items and Painting

All proposed replacement items shall be consistent with design documents and match existing equipment in quality, dimension, and material, quality of workmanship, finish, and color.

Painting is considered “touch-up,” for purposes of this Contract and is to repair a specific and limited damaged area of prepared wall, paint or other architectural components. Painting shall extend to logical break points such as the floor or ceiling corners, door frames to avoid a patched look.

Repainting to correct for normal wear and tear to painted surfaces over time (Cyclic paint) is not required. Restriping of parking areas, driveways, roads, and vehicle inspection areas is required where striping is damaged or worn in a specific location, but not for general wear and tear of a large area over time. Repairs or replacement to pavement, walkways and facades are required where a specific location is damaged but not where an extensive area (defined as over 20% of the type of replacement) is degraded. Painting in mechanical areas needed for OSHA compliance, consistent equipment appearance, or other safety reasons is required.

C.6.13.3 Machinery Rooms

The machinery rooms, including walls and the equipment located within the machinery rooms shall be painted to maintain the professional appearance of the room and equipment. When painting equipment or other components in a machine room, the Contractor shall comply with the ANSI color coding system outlined in the ANSI A13.1, *Scheme for the Identification of Piping Systems.* Existing painted floors shall be maintained and bare floors should not be painted but be sealed. The Contractor shall not disturb materials suspected to contain lead-based paint; the Contractor shall immediately report the condition to the CO or designee. Machine rooms with excessive noise shall be labeled "Hearing Protection Required" and appropriate PPE shall be placed outside the room entrances.

C.6.13.4 Historic Buildings

- US Courthouse , MS0008ZZ Natchez

The Contractor shall consider any building 50 years old or older as historically significant, regardless of National Register status and must contact the Regional Historic Preservation Officer (RHPO) before undertaking any work in the building. In addition, the following documents shall be consulted for any work involving the preservation of historic buildings:

a) Historic Building Preservation Plan (HBPP).

b) Historic Structure Report (HSR); and

c) The Secretary of the Interior's Standards for Rehabilitation and Guidelines for Rehabilitating Historic Buildings.

C.6.13.5 Architectural Woodwork

In some architecturally significant areas, it shall be necessary to adjust minimum setbacks for temperatures and humidity control from the established building standards to maintain and protect finished woodwork. These parameters shall be established as necessary by the CO or designee, in consultation with the RHPO. The Contractor shall be responsible for adjusting and maintaining those parameters as established.

C.6.13.6 Directories

The Contractor shall maintain building directories, including electronic directories and tenant common corridor signage but not electronic directories belonging to the tenants. The updating of information within the directories is typically done by the Government or by the Tenants.

C.6.13.7 Roofs

Roof repairs and routine roof preventive maintenance are necessary to protect the structures from significant degradation. Minor roof repair definition and cost thresholds of $2,500 shall be discussed with the CO or designee as an important part of this work to be able to distinguish this work from construction projects. The contractor shall be aware of any roof warranties and be familiar with specifics of the warranty so as not to violate the warranty. Therefore every repair scope of work shall be discussed with the CO or designee before work is undertaken.

C.6.13.8 Roof Anchorages

The contractor shall conduct the 10 year weight test requirement in the base year. The Contractor shall provide for annual third party inspections of designated roof anchorage points by qualified personnel. Roof anchorages (davits or permanent scaffolds if applicable) shall be inspected in accordance with the anchor manufacturer's requirements and any additional requirements contained in the installation certification. If equipment or support areas are identified or suspected of failure, the anchorage and its points of support shall be immediately tagged "out of service" and reported to the CO or designee. Under no circumstances may the equipment be placed back into service until it has been repaired and certified as safe for use. The Contractor shall consult 29 C.F.R. 1910.27 for further guidance. Copies of the inspection reports shall be provided to the CO or designee annually in the monthly progress report.

C.6.13.9 Green Roof

The contractor will develop and implement a plan to safely maintain the rainwater storage and drainage capabilities and the aesthetics of green roofs to ASTM E2777 and industry standards. This includes periodically replacing unhealthy and dead succulent plants, removing weeds, and providing water and nutrients to cause plantings to thrive. This also includes clearing the drains of the green roofs. The contractor will amend the existing Green Roof PMs in NCMMS to reflect the actions and periodicities of the approved plan. The plan will include methods and locations of plant care, safety tie offs, fall arresting gear to be worn, and methods of quality control. A report detailing the work done, including before and after photographs will be included in the NCMMS work order as an attachment. The contractor will utilize OSHA standard 1910.28 in developing the fall arresting aspects of the plan.

C.6.14 Vertical Transportation Systems (VTS) and Associated Equipment

The Elevator maintenance contractor shall take all actions to maximize the life expectancy of the VTS equipment. The work provided must preserve each piece of equipment in unimpaired condition and above the point where deterioration begins.

The Contractor is not required to provide an on-site elevator mechanic for specified duty hours. However, the Contractor shall provide qualified elevator mechanics, work crews, and supervisory personnel in such numbers, places, and times as may be required to fully meet the contract requirements.

Work under the resulting contract shall be accomplished during "Normal Working Hours", 6:00 AM TO 6:00 PM, Monday through Friday, unless otherwise specified or prior arrangements have been approved by the Contracting Officer's Representative (COR). The Contractor will respond to service calls seven (7) days per week, twenty-four (24) hours per day as part of the contract.

Subcontracting. Subcontracting will be required to provide vertical transportation maintenance by an authorized elevator maintenance and repair provider. Provider shall have specialized training in the installation, repair and maintenance of elevator and escalator systems.

All persons subcontracted by the Contractor, are the sole responsibility of the Contractor. The Contractor shall be responsible for their compliance with all laws, rules, and regulations.

The Contractor shall assign an VTS subcontractor Regional Account Representative to work directly with the CO, the COR, and the Government Elevator Inspector. The Government Elevator Inspector or Elevator Inspector under contract with GSA will be responsible for all matters pertaining to the Government's elevator requirements and will be the point of contact for problems the Government encounters that have not been resolved at the local level.

Regional Account Representative shall have the ability to make decisions pertaining to the contract and corrective action where needed.

C.6.14.1 Scope of VTS Work

The elevator maintenance portion of the O&M contract will be required to be Full Service. All repairs, testing and service calls are included in the monthly price for operations and maintenance services, except as indicated below. Work not included in the monthly price for operations and maintenance services is separately reimbursed via the issuance of a Task Order under this contract. The Contractor shall provide all management, supervision, labor, materials, supplies, repair parts, tools, and equipment and shall coordinate and ensure the effective and economical operation, maintenance and repair of the facility equipment as specified in this contract.

The Contractor shall provide full elevator maintenance service, in compliance with the latest ASME A17.1 Safety Code requirements, manufacturer's recommendations, Elevator Industry Field Employees' Safety Handbook, and National Electrical Code at the time of award. Full maintenance service is defined as all services, repairs, inspections and testing necessary **(QEI required services will be provided under a separate contract.)** These services are to maintain all elevator and escalator, appurtenances, and accessories in a fully operational mode at all times except for pre-scheduled downtime including all labor, parts and materials. In part, this includes maintenance and repair of door seals, light bulbs and lighting fixtures in elevator spaces (cars, hoistways, tops and bottoms of cars, and pits), and maintaining acceptable ride quality which may require periodic evaluation and adjustment of guide rails. Reference is made to Section 8.6 of the AMSE A17.1 Elevator Code which establishes requirements that must be adhered to. The elevator maintenance contractor must provide all tools, equipment, supplies and personnel necessary for safely performing all tests required by the ASME A17.1 Safety Code for Elevators and Escalators and the Authority Having Jurisdiction (AHJ). GSA is the AHJ. This includes inspections and tests required at six (6) month, one (1) year, three (3) year and five (5) year intervals, and any other tests determined as necessary by the CO or designee. All tests required by code will be conducted at no additional cost to the government regardless of when the testing is performed.

Note: The terms CO and COR refer to the GSA Contracting Officer (CO) and Contracting Officer's Representative (COR). In addition, the COR may have specialists representing him or her in the management of this contract.

C.6.14.2 VTS Performance Requirements

The Contractor shall provide elevator maintenance and repair service in compliance with the latest editions of the American Society of Mechanical Engineers (ASME) A17.1. Elevator maintenance service is defined as all services, repairs and testing necessary to maintain all elevators, appurtenances and accessories in a fully operational mode at all times except for pre-scheduled downtime including all labor, parts and materials.

All elevator operations, tests, inspections, maintenance, alterations, and repairs performed under this contract shall comply with the latest editions of the American Society of Mechanical Engineers (ASME) publication A17.1. Throughout this specification, ASME A17.1shall be referred to as "the Code". The Contractor shall also comply with any other law, ordinance, code, regulation, or rule applicable to the premises. The Contractor shall ensure that the original operating criterion is maintained at all times for each elevator:

- Maximum capacity in pounds.
- Rated speed in feet per minute.
- Performance time measured brake to brake.
- Door operation.
- Traffic handling capabilities.
- Response times.
- Ride quality. (see the code section 8.11.2.1.1(s))

Acceptable performance will be based on the above listed original operating criteria above, and a down-time percentage for each elevator of not more than one percent (1%) per year per elevator, (based on 365 days a year, 24hrs a day) and a maximum of the industry standard of one (1) service call per elevator per quarter, and a level or decreasing trend in service calls. An increased frequency in service calls is not considered acceptable performance.

C.6.14.3 Acceptance of VTS Equipment

This is a full service elevator operations and maintenance service contract and obsolescence is not recognized under the terms of this contract. The contractor is not responsible for all deficiencies identified on the most recent elevator safety inspection report that were not corrected under the previous contract. These previously identified and uncorrected deficiencies will be the responsibility of the Government.

The Contractor will be responsible however for service calls and preventative maintenance coverage for that equipment, to the extent that it can still be provided with the existence of the deficiency.

C.6.14.4 Costs Not Covered by the Monthly Price for VTS Operations and Maintenance Services

The Contractor shall not be required to make renewals or repairs made necessary by reason of negligence or misuse or vandalism of the equipment by persons other than the Contractor, his/her representatives, and employees. The contractor is not responsible for Acts of God where all due diligence was exercised to protect the equipment. In addition, any upgrades or enhancements to existing equipment made at the request of the Government will be separately reimbursable under this contract. If a part required for a repair that is covered under the monthly price for operations and maintenance services is no longer available or repairable, the contractor shall provide supporting documentation. After mutual agreement, the Government will then pay for the replacement part and the Contractor will pay for the labor.

For all service calls, repairs, and any other work necessary to keep the elevator safely operational that is requested by an authorized individual approved by the CO or COR, and not covered by the full maintenance service contract monthly price, the contractor shall not proceed until a form of payment is verified. Payment shall be made using a Government Purchase Card or through the issuance of a Task Order under this contract.

For separately reimbursable work, the contractor shall only bill labor rates that have been incorporated into the contract under the pricing schedule.

The following elevator components are specifically excluded from this contract:

- Refinishing or replacing elevator cabs, floor coverings, hoistway enclosures, cab and hoistway door frames and sills.
- Replacing underground hydraulic piping or cylinders.
- Replacement or refinishing of escalator balustrades, trim, moldings, and power lines to escalator(s).

C.6.14.5 More Standard VTS Requirements:

The Contractor's offer must include the following services:

Communication - The Contractor will be responsible for the telephone lines and intercom lines in the hoistway and machine room, as well as 24/7 phone monitoring.

General and Emergency Lighting - For lighting installed in the machine room; hoistway; pit; car; car top; and emergency lighting, the Contractor will furnish, install, and maintain all lighting fixture components, including ballasts, bulbs, lamps and tubes.

C.6.14.5.1 VTS Housekeeping

The Contractor shall maintain all building space assigned to the Contractor, and any Government owned equipment the Contractor is authorized to use, in a neat, clean, orderly, and working condition at all times.

The machinery rooms, including floors and the equipment located within the machinery rooms, shall be painted by the Contractor as necessary to maintain the appearance of the room and equipment. When painting, the Contractor must comply with the GSA color-coding system and maintain the identity (identification information) of the equipment.

The Contractor shall take all necessary precautions, to safeguard and protect all Government property with which the Contractor comes in contact while performing the contract work.

All machine rooms, hoistways, pits, elevator equipment, car and landing sill grooves will be kept free of dust, dirt, grease, oil, and foreign debris.

The Contractor will use reasonable care to minimize the generation of waste and properly dispose of all waste it does generate.

The Contractor will use reasonable care to minimize the risks its work poses to the environment, the customers, the general public, and the contract employees.

GSA and its contractors are required to procure and use products containing recovered materials environmentally preferable, bio-based products or Energy Star/FEMP. These items will be used to the maximum extent feasible unless the item is not available competitively within a reasonable time frame, or does not meet appropriate performance standards., or is only available at an unreasonable price.

The Contractor shall make Safety Data Sheet (SDS) available to their employees in accordance with 29 CFR 1910.1200. SDS shall also be made available to the CO or their designee on request. The Contractor shall prepare and submit a hazardous materials inventory as an appendix to the building operating plan. The inventory shall itemize all hazardous materials by specific type as sold with individual SDS and include information pertaining to approximate quantities of each type and exact locations where hazardous materials are to be stored on the premises. This shall be updated and resubmitted annually.

C.6.14.5.2 VTS Equipment Changes

The Contractor shall not change or alter the existing elevator equipment or any electrical circuits, wiring, controls, or sequencing without written authorization from the Contracting Officer. If the Contracting Officer authorizes changes, the Contractor shall make appropriate revisions to all elevator documentation to include control drawings, mechanical drawings, manuals, and specifications. All improvements made by the Contractor during the term of this contract shall become and remain the property of the Government. Exchanging parts between any pieces of equipment for any reason is prohibited under this contract.

C.6.14.5.3 VTS Quality Control Program

The Contractor shall establish a complete Quality Control Program (QCP) to ensure the requirements of the Maintenance Control Program (MCP) are met as required by the current version of ASME A17.1, Section 8.6.1.2.1. Within 10 calendar days after the contract start date, the Contractor shall submit a copy of its proposed MCP and QCP to the COR. If the MCP or QCP is unacceptable, the Contractor shall correct the COR's identified deficiencies and resubmit the QCP to the COR within 10 calendar days.

The QCP program shall include as a minimum, but not be limited to the following:

An inspection system covering all the services required under this specification for operation, maintenance, and repair of elevator systems and related equipment.

A checklist to be used by the Contractor in inspecting maintenance contract performance during inspections. A list of names and qualifications and the extent of their authority of the individuals who will be performing the inspections shall be submitted for CO acceptance.

The checklist shall include every area of the operation, maintenance, and repair of the mechanical and electrical systems and equipment as defined in the contract specifications as well as the contractor provided MCP. This shall contain the signatures of both the mechanic and his supervisor.

A system for identifying and correcting deficiencies in the quality of services provided by the Contractor before the level of performance becomes unacceptable and the Government inspectors identify deficiencies.

A file containing all inspections conducted by the Contractor and the corrective actions taken to correct the deficiencies shall become the property of the federal government. This report shall be given to the CO or the COR each month by the supervisor. The supervisor will meet each month with either the CO or the COR to assure all contract requirements are being met satisfactory.

C.6.14.5.4 VTS NCMMS Requirements

The contractor will be responsible for inputting all NCMMS entries

The contractor shall provide reports for repairs, preventative maintenance, completed VTS QA/ QC inspection deficiencies, service calls and repairs. It is the Contractor's responsibility to provide the following data points under each VTS scenario:

1. Repairs:

Specifying which equipment and components were repaired.

2. Service Calls:

Time and date of initial call including description of problem

The name of the individual who placed the service call.

The location of the problem.

A description of the action taken to resolve the problem.

The time and date corrective action was completed including total downtime.

The name of the technician that corrected the problem.

3. Preventative Maintenance:

A full schedule of planned / preventive maintenance broken out for each maintained asset. The information should include specific tasks required to complete the PM task and support the daily, weekly, Monthly items in addition to the Semi-Annual, Annual, 5-year safety inspections.

Examples of required reporting detail taken from the GSA PM Desk Guide dated December 2018: Monthly Elevator #1 are provided for contractor reference:

Machine Room: Dust drive machines, motor generator sets, and control cabinets. Sweep floor, re-lamp inoperative machine room lights and remove trash. Inspect controllers, signal,

scheduling and dispatch panels, selectors and selector tapes. Make maintenance adjustments necessary for proper operation.

Pits: Dust ironwork, sweep floor, empty drip pans, re-lamp inoperative lights, remove trash and check for leaks. Check run-by, buffer switch, compensating switch and emergency stop switch. Make maintenance adjustments necessary for proper operation.

Motors; hoist motor, motor generator and regulators: Inspect oil level, oil pick up and belts. Make maintenance adjustments necessary for proper operation. Check for excessive heat, noise and leaks. Lubricate in accordance with manufacturer's specification. Renew brushes as necessary for proper operation. Keep end bells, commutators and brush riggings clean.

Geared Machines: Inspect worm and gear for bottoming and backlash, thrust end play, bearing wear, oil pick up, oil level and packing. Check for leaks and empty drip pan. Renew brushes as necessary. Keep end bells, commutators and brush riggings clean. General Services Administration Preventive Maintenance Guide Effective Date: December 31, 2018 623

Brakes: Observe operation of brake. Inspect drum and shoe clearance and adjust as necessary for proper operation. Clean and lubricate pivot points. Where brake shoes are asbestos containing, check for dust, and practice appropriate cleanup and maintenance precautions.

Car Gate: Clean, lubricate and inspect hangers and all related gate operating mechanisms. Check rollers, up-thrust, interlock, gear box, motor brushes, door control box, cables, safety edge, light rays, gibs, sills, proper operating speed and force close speed. Make maintenance adjustments necessary for proper operation.

Speed Governor: Observe operation, including tension sheave. Check electrical switches for proper operation; check that inspection seals are in place and not broken. Clean and lubricate pivot points.

Lighting: Re-lamp all inoperative lamps located in lamp hatchway, hall landings, position indicators, car stations, dome, and wherever else required. Clean light diffusers and car stations.

Hydraulic Machines: Observe operation of motor and pump, oil lines, tank, controls, plunger and packing. Adjust as necessary for proper operation. Correct excessive creeping. Test manual and emergency control. Clean and lubricate as necessary. Check for and repair leaks on oil lines, tank, and packing. Test manual and emergency control. Clean and lubricate all equipment as necessary for proper operation.

Emergency Items: Check that emergency procedure signs are in place and inspection certificates are current and visible (or filed in buildings manager's office). Check top and side exits and related switches for proper operation. Test alarm bell, emergency stop switch, communications system including emergency phones (shall be tested monthly with check charts available for review in the machine room), fire recall service (key capture, minimum one floor run on Phase II), and any other emergency recall features.

Repair, replace, and adjust parts and equipment as necessary to insure operation in accordance with the manufacturer's specifications. Document each test performed, including the date and results of each test.

Clean up and remove all debris from work areas

C.6.14.5.5 VTS Safety Codes

The contractor shall comply with all applicable safety and occupational health requirements set forth in 29 CFR 1910, OSHA'S General Industry Standard. The contractor shall in writing report any unsafe/hazardous conditions once they become aware of them. The contractor shall report immediately in writing any incidents where Government property is damaged or building occupant injuries have occurred. The contractor shall be responsible for all damages caused by the negligence of their employees.

C.6.14.5.6 VTS Key Control Plan

The contractor shall establish a key control plan ensuring that all VTS keys issued to the contractor by the Government are controlled and accounted for, and are not lost, misplaced, or used by unauthorized personnel. No keys issued to the contractor by the Government shall be duplicated. The contractor shall report in writing loss of any VTS keys within 12 clock hours of occurrence or at the beginning of the next scheduled workday. If a key is lost the lock for that room will be replaced by the Government and the total cost deducted from the contractor's monthly payment. In the event, the contractor loses a master key, all locks and keys for that system will be replaced by the Government, and the total cost shall be borne by the contractor.

C.6.14.5.7 Adding or Removing VTS Equipment

The Government reserves the right to add and remove elevators from this contract at any time. By signing this contract, the Contractor is agreeing in advance to this Government right. The Government will inform the Contractor as far in advance as possible of any changes to the inventory.

If the Government removes an elevator from service to perform work outside the scope of the contract, the Government will deduct the monthly amount currently being paid to maintain that elevator. When the Government returns the elevator to service, it will resume paying the Contractor.

C.6.14.5.8 Qualifications of VTS Contract Employees

VTS Supervisor.

According to standard industry practice, the Contractor shall provide competent supervisory personnel that are fully conversant in English.

The supervisor(s) shall be available by telephone at all times while contract work is being performed.

Elevator Maintenance Mechanic.

The personnel employed by the Contractor shall be capable employees, trained and qualified in elevator maintenance and repair work. Elevator maintenance mechanics performing contract work shall have journeyman status as recognized by the industry and/or the National Association of Elevator Contractors (NAEC) Certified Elevator Technicians (CET) or the (NEIEP) National Elevator Industry Education Program .

C.6.14.5.9 VTS Supplies, Materials, and Equipment

Furnished By The Government.

When the COR determines it to be available and appropriate, the Government will provide space in the building for the Contractor's expendable supplies, replacement parts, tools, and equipment.

When requested by the Contractor, the Government will provide drawings and specifications (if available) for the elevators. The Contractor will keep these documents at the work site. When the contract expires, these documents must be returned to the GSA official from whom they were obtained.

Furnished By The Contractor.

The Contractor will provide all labor, supplies, materials, repair or replacement parts, tools, and equipment (including diagnostic tools and equipment) necessary to perform the work specified in this contract efficiently and effectively.

The Contractor will provide a stock of expendable supplies and an approved container for storing used wiping towels in each machine room. The Contractor shall determine the appropriate stock levels needed in the building.

All parts replaced under the provisions of this contract shall be from the original equipment manufacturer, manufactured to OEM specifications, or shall be replacement parts recommended by the equipment manufacturer. The contractor is not permitted to swap out parts from the various elevators in an attempt to identify or correct a faulty piece.

C.6.14.5.10 VTS Inspections and Tests

Maintenance and Repair Inspections by GSA.

The Government reserves the right to make any test or inspection it deems necessary to make sure that all performance requirements are being maintained.

Safety Deficiencies.

If any condition is disclosed which constitutes a safety hazard to either VTS passengers or equipment, that unit shall be removed from service immediately. After corrections have been made and reported to the COR, the subject unit shall be placed back in service.

Annual, Semi-Annual Inspections, and Five Year Test.

GSA Scheduling personnel, or other persons employed for that purpose, will schedule with the Contractor (at least 48 hours in advance), and conduct elevator inspections as required in the Code by a QEI Certified Inspector. The Contractor will provide qualified elevator mechanics to accompany the Government inspector and perform each inspection test at no additional cost. The Contractor will also supply at no additional cost any needed equipment to assist with the test or inspection.

Reports. The Government will furnish a written inspection report to the Contractor who shall correct all listed deficiencies by the date specified in the report. However, any deficiency marked "EMERGENCY" must be corrected in the shortest possible time consistent with the nature of the problem and the best practices of the trade.

Corrections. When all listed deficiencies have been corrected, the Contractor will sign and date the inspection report and return it to the Contracting Officer. At its discretion, the Government may then re-inspect the work.

The Contractor will perform all elevator tests required by the latest edition of the Code. Any damage to the elevator equipment caused by any such test shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests. Any tests that incapacitate a bank of elevators that may need to be performed after hours shall be done so at no additional cost to the government.

In addition to the requirements stated in the Code for the Five-Year test of safeties at rated load and rated speed, the Contractor shall:

Check and adjust existing load weighing devices to ensure that they perform their intended function at the correct weight.

Make all adjustments required to ensure that the safety devices perform their intended function as designed.

File smooth any guide rail damage caused by setting of the safety devices.

Firefighter Service Test.

The Contractor shall test the firefighters' service recall system for each elevator on a monthly basis according to all the requirements of the code. The contractor shall provide the test results to the COR on the "Elevator Firefighter Service Recall System Report Form," found in the MCP, 5 days after test completion. All tests shall be performed during other than Contractor work hours at no additional cost to the Government. Firefighter service testing shall begin within the first month of this contract and continue each month thereafter.

Contract Close-out Inspection.

Prior to the expiration of the contract, the Contractor and the COR together will inspect all elevators. The COR will prepare an Existing Deficiency Report that lists the deficiencies found. The Contractor will correct all the enumerated deficiencies that fall within the scope of this

contract. The Contractor is also responsible for deficiencies that are discovered after the close-out inspection but before the expiration of the contract.

The Contractor may dispute the Contracting Officer's decision concerning responsibility for deficiencies and file a claim under the “Disputes Clause” of this contract. However, pending a resolution, the Contractor will perform the work.

The Contracting Officer may take deductions from moneys due the Contractor for any deficiency that remains uncorrected when this contract expires. Such deductions will be based upon the cost to the Government of having the deficiencies corrected by other means.

C.6.14.5.11 VTS Repairs

Repairs that are caused by electrical power outages, third party vandalism, misuse/abuse by third parties, or acts of God (e.g., hurricanes, tornadoes, earthquakes, hail, or floods), including natural disasters where the Contractor took all reasonable precautions and exercised due diligence, are fully reimbursable.

The Contractor shall immediately perform all repairs necessary to ensure continuity of operations and return all equipment to service as soon as possible. All repairs shall be completed within 24 hours from the Contractor's receipt of a service call, NCMMS, or otherwise in writing by the COR.

The Contractor shall provide written justification for all repairs expected to exceed the 24-hour limitation. The COR or building management is authorized to waive the 24 hour requirement, and he or she shall notify the Contractor in writing of the new date the repair must be completed. The COR, at his or her discretion, may initiate deduction proceedings if in his or her opinion, after 24 hours, the repair is not proceeding as agreed to by the Contractor or as directed by the COR.

The Contractor shall advise the COR on the progress of all repairs on a daily basis. Work shall not be delayed to notify the COR except where guarantees or warranties are involved, in which case, the COR shall be notified prior to repairs being made.

The Contracting Officer will, whenever necessary, decide whether a repair is included in the monthly price for operations and maintenance services, or separately reimbursable via task order. The Contractor may dispute the Contracting Officer's decision and file a claim, under the “Disputes Clause” of this contract. However, pending a resolution, the Contractor will perform the work. All repairs with the exception of the exclusions, listed above, will be the sole responsibility of the contractor.

The Contractor shall furnish a record of all repairs/inspections made to the elevators, their accessories, or appurtenances to be entered into the NCMMS on a monthly basis.

C.6.14.5.12 VTS Service Calls

"Service Call" is a report of an elevator malfunction made by GSA personnel or designated building occupants and the Contractor's subsequent response to, and correction of, the problem.

Whenever called by the COR, Authorized Ordering Representative, or his designee (7 days per week, 24 hours per day), the Contractor shall respond promptly. In no case may the arrival time exceed that listed below:

Elevator Maintenance and Repair

PERFORMANCE OBJECTIVE	PERFORMANCE STANDARD AND AQL
Perform Preventative Maintenance	Elevators are fully operational 99% of the time.
Repair Service Calls	Repairs are made in a timely manner; GSA is informed of expected repair time within three hours of call.
Emergency Calls	Response and repair is made within the specified time; response: 1 hour. ***[[[This response time will need adjusted based on location of the facility, particularly those located in more rural or remote areas.]]]***
Submit Maintenance & Repair Reports	Accurate reports are delivered within two business days 90% of the time.

For each service call, the Contractor shall provide to the COR, documentation that contains the following minimum information. This information will be entered into NCMMS database.

A description of the problem.

The location of the problem.

A description of the action taken to resolve the problem.

The time and date corrective action was completed.

The name of the person who corrected the problem.

The name of the individual who placed the service call

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C.6.14.5.13 VTS Preventative Maintenance

Preventive Maintenance (PM) is defined as regularly scheduled work on the elevator(s) that the Contractor must do to accomplish the following:

The Contractor shall use the MCP along with the manufacturer's recommendation as a minimum requirement to perform scheduled PM. The work shall be performed on the VTS equipment listed in the NCMMS asset lists.

The Contractor shall develop a PM schedule for all equipment identified in the MCP. The PM schedule shall be submitted to the COR for approval 10 calendar days after the contract start date.

Check Charts: The Contractor shall develop, properly use, and maintain preventive maintenance check charts for each elevator and any other pieces of equipment covered by this specification. ASME A17.1, Section 8.6.5.7 provides requirements for the recording of oil use in hydraulic elevators where part of the hydraulic cylinder or piping is not exposed. The elevator check charts shall be posted and left in the respective elevator machine room. Check charts used for other equipment shall be posted as directed by the COR. Entries on each chart shall be made by Contractor personnel to indicate the completion status of all maintenance items and shall be initialed by the Contractor's supervisor for validation that scheduled maintenance has been completed and inspected by the supervisor on a weekly basis. Contractor provided check charts are subject to COR approval prior to use by the Contractor 10 calendar days after contract start date.

GSA may require the contractor to use GSA specific reporting documents both electronic and hard copies such as call reports, inspection reports, check in and check out reports etc. Also the contractor shall provide all reporting documents required by the ASME A17.1 code.

Prior to removing an elevator from service, the elevator mechanic shall coordinate the removal with the GSA representative.

C.6.15 Perimeter Access Control Systems (Security fixtures)

C.6.15.1 General

The Contractor is responsible for repair and maintenance of GSA managed perimeter access control (PAC) system components, including key cards/pads, magnetic door holders, loop and detection sensors, wedge plates and pop-up barriers and bollards, sliding gates, garage doors, gate arms and operators, interconnecting cabling between system components, and onsite field controllers. This also includes door strikes, magnetic door contacts, request to exit sensors and remote release buttons. ***[[[Note to Spec writer: May include the following sentence: The contractor shall Assist in troubleshooting with the ability to remove and replace parts as directed, to include but not limited to doors, turnstiles, locking hardware, etc. This includes PACS components unless an OEM certified technician is required.]]]*** The Contractor is not responsible for central processing units and servers, including software, and programming of user's badges for facility access or purchasing of individual badges and other supplies. Where feasible, the Contractor shall be responsible for manually operating systems in the event of a failure of the automatic operator to allow access to the facility. Manual operation of the primary access doors or barriers controlled by the PACs system is limited to opening and closing once per day. Manually operating systems shall be coordinated and authorized by the CO or designee and are considered part of the Basic Services during Normal Working Hours and reimbursable after hours. The Contractor shall track these assets and their maintenance.

C.6.16 Child Care Center *[[[Spec Writer Include as needed]]]*

The Contractor shall maintain all fixed equipment and systems, including playground equipment and carbon monoxide detectors associated with the Child Care Center. The Contractor shall repair systems upon request (including kitchen and laundry equipment) and according to work items identified by the Annual Child Care Center Survey.

C.6.17 Photo Voltaic Systems and Electrical Vehicle Support Systems

[[[Note to Spec Writer: delete if not applicable and leave the paragraph reserved.]]]

C.6.17.1 General

The Contractor shall ensure that all Photo-Voltaic (PV) and Electric Vehicle Support (EVSE) systems are able to produce and dispense their design power output. These services include

the performance, inspection, testing, acceptance, and preventive maintenance and repair of Photo-Voltaic (PV) and Electric Vehicle Support (EVSE) systems and supplies.

C.6.17.2 Operation

The Contractor shall inform building management of all tenant initiated EVSE service calls. The Contractor shall not connect or disconnect any EVSE from any vehicle

C.6.16.3 Maintenance

The Contractor shall ensure a preventive maintenance schedule is developed and executed in conformance with the GSA Maintenance Standard, manufacturers' equipment recommendations and the following NFPA standard:

● NFPA 70B, Recommended Practice for Electrical System Maintenance

C.6.17.4 Testing and Inspecting

[[[Note to Spec Writer: For large PV/ EVSE installations, insert this sentence: "Annual and semiannual PM inspections may be divided into several months using NCMMS route plans to better control the work load."]]]

For PV systems, testing and inspection shall include the generating panels and interconnecting wiring and inverter systems including meters and monitoring equipment and any meteorological sensing and recording equipment. The contractor shall develop a written inspection plan that includes any necessary fall protection requirements. This inspection plan will be provided to the COR for approval within 90 days on contract award. For PV and EVSE equipment the contractor shall record in NCMMS any available total power meter data and analyze the data for trends, and expected and abnormal changes.

C.6.17.5 Reporting

The Contractor shall report the condition of PV and EVSE systems, their ability to produce or dispense rated power, total power transferred and any trends that would impact future power

transfer. The report will include the year over year raw data and its analysis in a spreadsheet format.

SECTION 7 ADMINISTRATIVE INSTRUCTIONS

C.7.0 Initial Inspection

The contractor(s) and the CO or designee shall make a complete and systematic initial inspection together starting during the Transition Phase that shall include all mechanical, electrical, fire protection, and life safety systems, environmental systems, utility system, windows, doors, and other structural features for which maintenance and repairs are covered by the PWS. The purpose of this inspection is to discover and list in an existing deficiency report all deficiencies that exist in the equipment and systems covered by the PWS, as well as the Contractor's itemized price (including labor, materials, overhead, and profit) for correcting each deficiency. The Government will elect to have all or any part of this work performed by the contractor, or other contractors. The existing deficiency report shall not include any items that would be replaced, repaired or adjusted during the performance of normal preventive or predictive maintenance.

C.7.1 Existing Deficiency Inspection/Initial Deficiency Report

The existing deficiency inspection and list is meant to identify and document deficiencies that exist in the equipment and systems covered by this PWS, but that is not repairable by routine preventive maintenance or service request, and includes the Contractor's itemized price (including labor, materials, overhead, and profit) for correcting deficiencies. Existing deficiency Inspections are viewed as primarily “visual inspections” not a teardown inspection. If preventive maintenance, repair, or any other types of teardown or detailed engineering inspections later disclose a possible deficiency, then the determination of whether or not the deficiency was "Initial" will be made by the CO and COR. This inspection is required to be documented including all data required by the Initial Deficiency Report. If applicable, the Contractor will photograph the identified deficiency and provide a detailed explanation and location of the deficiencies. The Contractor shall submit an Initial Deficiency Report to the CO or designee for approval not later than fifteen (15) calendar days prior to the end of the Transition Phase. Any dispute between the Government and the Contractor as to the classification of an Initial Deficiency Report items shall be resolved under the Disputes Clause of the Contract (FAR 52.233-1). After submission of the Initial Deficiency Report the Contractor shall provide itemized estimates for correcting each deficiency that has been identified by the Contracting Officer or designee and the estimates shall remain in effect for 120 business days. Deficiencies discovered after the submission of the Initial Deficiency Report shall not be considered pre-existing for purposes of this Contract, unless equipment is operational and cannot be secured and inspected. Any piece of equipment or system that cannot be inspected shall be identified as such within NCMMS asset records logs at the beginning of the deficiency report stating why it cannot be secured and inspected. An estimate of when the Contractor reasonably expects to be able to inspect the piece of equipment shall be provided. Equipment

that can be brought into an acceptable level of operation through basic preventive maintenance and operational procedures must be done so and at no additional cost to the Government. As each piece of equipment is examined the Contractor shall document what shall be accomplished, if anything, to bring the equipment into an acceptable level of operation The Contractor shall be responsible for making immediate adjustments or corrections that fall within the scope of routine preventive maintenance or routine service request. This includes making adjustments to controls; adjusting the BAS software, (*e.g.,* correcting set points; reloading programs; restoring equipment being operated manually to automatic operation) testing water sensors, applying lubricants; cleaning fan housings, fans, coils, dampers, AHU sections, and equipment rooms, and replacing consumable parts or components. When an existing deficiency in an item is corrected, the Contractor shall assume full responsibility for the subsequent repair of the item as covered under the terms of this Contract at no additional cost to the Government. Nothing in the Initial Deficiency Report shall be construed as diminishing the obligations imposed by this Contract upon the Contractor to operate any deficient item (to the extent operable) or to adjust or maintain any such item.

NOTE: For the purposes of establishing theI initial /Existing Deficiency List the service request threshold shall be considered as any corrected maintenance or custodial action that requires three (3) hours or less of in-house labor and no more than $400.00 in parts and materials

C.7.2 Transition Phase

The Contractor shall perform transition of this contract during the period from the date of award to the start of performance of services. The purpose of this phase is to permit a transition that is seamless to the tenants and to assess the condition of the building and incomplete maintenance work at the time of Contractor transition. During this period the Contractor shall complete all activities necessary to conduct all contract requirements on the Contract services start date. These activities include but are not limited to the following:

1. Purchase tools, equipment, and supplies. (C.1.1)
2. Emergency Contact Information for key personnel (C.1.2)
3. Complete the government-furnished NCMMS training when applicable and as requested by the contractor. (C.1.2.8.4)
4. Purchase employees uniforms. (C.1.2.9)
5. Receive from GSA, a list of key stakeholders and their contact information for contacting on Requests received from building tenants where the nature of the request is outside the scope of this contract. (C.1.12) (C.5.12.2)
6. Begin developing a new, updated building operating plan (C.5.2)
7. Obtain and review ESPC/UESC documentation to ensure adequate operating and maintenance requirements for realized energy and water savings are incorporated

into the Contractor's performance plan, building operating plan, maintenance schedules and other documentation required by this PWS

8. Develop and submit a site specific Workplace Safety Plan in accordance with the requirements of paragraph (C.5.4.2.1)
9. Develop a list of supplies and chemicals the contractor intends to utilize and submit SDS sheets to the CO or designee for approval. The list shall include the No chemicals shall be brought on the premises without prior approval. (C.5.4.11.1)
10. Submit fuel storage non-compliance issues (C.5.5.5.1.d)
11. Submit Water Safety Plan (C.5.5.12)
12. Sustainable product list and proof of compliance (C.5.5.13.e)
13. Submit Tour Plan (C.5.10.1)
14. Receive General Elevator Testing and Inspection schedule (C.6.12.4.1)
15. Conduct initial inspection and submit the initial deficiency list report in accordance with the requirements (C.7.0), (C.7.1)
16. Sustainable Cleaning Plan (C.9.3)
17. Submit a Snow Removal Plan (C.10.3)
18. Submit Tree Survey (C.11.4)
19. Irrigation System Initial Deficiency List (C.11.15)
20. Conduct Initial Pest Assessment (C.13.2)
21. Submit Exposure Control Plan (C.9.4)
22. Submit Contractor Pandemic Plan (C.5.5.14)
23. Finalized Cleaning Schedule (C.9.6)
24. Initial Water Treatment analysis for all HVAC loops (C.6.6.5)
25. Review the preventive maintenance schedule in the NCMMS. Cross-check PM schedules and guides that are in the NCMMS database versus any newly proposed guides and schedules the contractor would prefer to utilize. The new periodic maintenance schedule and guides, if accepted, shall be based off of the last time PMs were performed and in accordance with the requirements of the contract.

26. Establish subcontractor agreements and submit a list of Sub-contractors to the CO or designee for approval.

27. Complete and submit all necessary requests for security clearances for employee personnel and subcontractors as necessary. Submit Contractor Information Worksheets (CIW) to the COR for update to the Government Contractor Information Management System (GCIMS). Incumbent employee worksheets MUST be submitted at the beginning of every new contract or any Change of Contractor entity they are associated to no matter

the term or length of their previous employment and clearances. Failure to do so may result in the employee active security information and access to be deactivated. Deactivation will result in loss of ability to control any BAS, Advanced Metering Systems (AMS), NCMMS Enterprise Network applications and possibly lose access to enter the building.

28. Purchase necessary communication equipment at each building (i.e. smart phones, fax machines, office phones, tablets, computers, etc...) and submit Enterprise network access requisitions thru the GSA Service-Now network for establishing email and system applications access for each employee requiring to be a user of the application or communicating by email to GSA. Establish phone lines and service for fire alarm dialers, and contractors provided Wi-Fi and internet access.

29. Coordinate with COR the names of personnel that will be placed on the Fire alarm Monitoring Company call list.

30. Conduct interviews and hire new employees to include incumbent personnel.

31. Receive from GSA the current list of devices that are compatible with NCMMS for mobile environment.

32. Review work order history and equipment inventory information.

During the first week Transition Phase the contractor shall submit a schedule and staffing plan for the Transition Phase. This plan shall describe, by week, work to be accomplished. At the end of each week during the Transition Phase the Contractor shall submit a letter report to the CO describing work accomplished during the Transition Phase.

C.7.3 Phase-out Transition Period

When this contract expires or is otherwise terminated, the Contractor shall cooperate with the incoming contractor during a phase-out period. For planning purposes, the Contractor shall assume a phase-out period of 60 days.

During this phase-out period, the Contractor shall:

a. Assist the CO or their designee and incoming Contractor for a seamless transition in operations and maintenance with no adverse effect on the building tenants;
b. Provide GSA and the successor Contractor with access to all records and official documentation (both hard copies and electronic as applicable) required by this Contract;
c. Provide training to the successor Contractor on methods of accessing and programming the building automation system (BAS) and other control systems;
d. Show the successor Contractor where all archived programs and systems literature are maintained.
e. Coordinate and complete disposal, cleanup, and transfer of all materials according to applicable laws.

f. Provide all data records (database files, spreadsheets, etc.) relating to building systems, assets, work orders, permits, work activities, etc. to GSA. GSA owns all data compiled under this Contract or ancillary to this Contract.

g. On the last performance day of the contract, the Contractor shall turn over to the CO or designee all keys and identification badges or cards.

It is the responsibility of the Contractor to maintain the items listed and to provide information and/or instruction to the succeeding Contractor.

1. CURRENT BUILDING OPERATING PLAN
2. KEY CUSTODY AND CONTROL – Key and Door List, Blank and Cut Keys
3. BUILDING AUTOMATION AND CONTROL – Operating Procedures, System Data, Set points and Controls, and Records and Logs
4. ASSETS/BUILDING SYSTEMS – Manuals/Schematics and Blueprints
5. MAINTENANCE MANAGEMENT DOCUMENTATION – Annual Preventive Maintenance Schedule, Asset List, Guide Cards/History Cards, Boiler Certificates/Reports, Unfired Pressure Vessel Certificates/Reports, Water Analysis Reports, all Permits and License , Training Certifications, Fire Alarm System tests, Electrical Switchgear test results, Chiller Eddy Current results, Fuel Storage Tank test and inspection reports, Infrared Survey Test results, List of equipment out of service, Unfired Pressure Vessel Certificates/Reports, Water Analysis Reports

1. MAINTENANCE REPAIRS - History of all Repairs Under Contract for Mechanical Assets and Systems and Architectural and Structure

1. SUBCONTRACTORS LIST - List of Subcontractors Used

1. OTHER DOCUMENTATION – Any other documentation developed pertinent to the buildings under this contract

1. TELEPHONE LINES AND NUMBERS - Monitoring of building systems shall continue without interruption. All information is to be turned over to the succeeding contractor who will assume payment for the service the day the new contract begins. The incoming contractor shall coordinate with the incumbent contractor for the release of all phone lines and assist with the smooth transition of all existing services.

1. SAFETY PLANS (Lockout/tag out, etc.)

C.7.4 Contract Closeout Examination and Withholding of Final Payment

On a mutually agreed-upon date, but no less than 120 calendar days prior to the end date of the contract, the Contractor and the CO and/or designee shall, together make a complete inspection of all mechanical, electrical, plumbing, structural, and utility distribution systems and equipment at the site covered by this Contract. This inspection is to establish the condition of the building systems. There shall be no additional expense to the Government with regard to this inspection and testing regardless of the time or date scheduled. The Government may employ the services of another contractor in the development of such a deficiency list and upon completion provide the Contractor with a copy of work not completed, including the monetary

value the Government has assigned for each item**.** Based upon this inspection, the Contracting Officer or designee shall provide an existing deficiency list to the Contractor. The Contractor shall have 30 business days from the receipt of this list to correct all items that fall within the scope of this contract.

It remains the responsibility of the Contractor to make all adjustments (preventive maintenance and repairs) to bring all equipment to an acceptable level of performance and satisfaction as determined by the CO or designee. All such work is to be completed and found acceptable by the CO or designee prior to the Contract expiration date. Final payment shall be reduced by the value of work not completed or found unacceptable.

SECTION 8 PUBLICATIONS AND STANDARDS

C.8.0 General

The following publications, executive orders and legislative acts are incorporated by reference as setting quality, performance, and design standards for work required in this PWS. Unless a specific date is provided, references are for the current edition published at the time of issue of the solicitation, including any addenda or errata published by the issuing organization. The Contractor is responsible for obtaining access to all referenced documents at its own expense.

The Contractor shall comply with all applicable governance documents, including, but not limited to Federal, State and local laws, regulations, and codes: including any supplements or revisions as specified in the table below. The Contractor shall obtain all applicable licenses, training, and permits. If a change in law and/or regulation requires the Contractor to implement an action that will result in an increase or decrease in contract price, the Contractor shall implement the required action and within 30 calendar days submit to the CO a price proposal for such change. If the CO determines an equitable adjustment is substantiated, a modification to the contract shall be issued.

C.8.1 General Publications

- Public Buildings Service Operations and Maintenance Standards 2018
- Facilities Standards for the Public Buildings Service (PBS P100)
- U.S. Courts Design Guide
- Asbestos Hazard Emergency Response Act
- ASHRAE Guideline 1 HVAC Commissioning Process
- ASHRAE Guideline 4 Preparation of Operating and Maintenance Documentation for Building Systems
- ANSI/ASME A17.1 Safety Code for Elevators and Escalators
- ANSI/ASHRAE Standard 15 Safety Code for Mechanical Refrigeration
- ANSI/ASHRAE Standard 34 Number Designation and Safety Classification of Refrigerants
- ANSI/ASHRAE Standard 55, Thermal Environmental Conditions for Human Occupancy

- ANSI/ASHRAE Standard 62, Ventilation for Acceptable Indoor Air Quality
- ANSI/ASHRAE Standard 100, Energy Conservation in Existing Buildings/Commercial
- ANSI/ASHRAE Standard 111, Practices for Measurement, Testing, Adjusting, and Balancing of Building Heating, Ventilation, Air-Conditioning, and Refrigeration Systems
- ANSI/ASHRAE Standard 188 Legionellosis: Risk Management for Building Water Systems
- ANSI/ASSE A1264.2-2012 Standard for the Provision of Slip Resistance on Walking/Working Surfaces
- ANSI/IWCA I-14.1, Window Cleaning Safety Standard
- American Society of Mechanical Engineers ASME A17.1/CSA B44, Safety Code for Elevators and Escalators
- ASME A17.2, Inspector's Manual for Elevators
- ASME Boiler and Pressure Vessel Code
- ASME CSD-1 Control and Safety Devices of Automatically Fired Boilers
- Building Technologies Technical Reference Guide : refer to website page: Operations and Maintenance Specification
- Child Care Center Design Guide PBS-140
- Clean Air Act, 42 U.S.C. § 7401 *et. seq.*
- Clean Water, 33 U.S.C. § 1251 *et. seq.*
- DOE/EE-0157, International Performance Measurement and Verification Protocol
- Energy Policy Act of 2005, 42 .U.S.C. § 13201 *et. seq.* and 42 U.S.C. 15801 *et seg*
- Energy Independence and Security Act of 2007, 42 U.S.C. *et seg*.
- EPA Green Book
- EPA Purple Book
- Executive Order 13693 Planning for Federal Sustainability in the Next Decade

- Executive Order 13788 Buy American and Hire American
- GSA Order CIO 2100.1K GSA Information Technology Security Policy
- GSA Sustainable Environmental Management System (GSA.GOV/SEMS)
- GSAlink Standard Operating Procedure, refer to website page: Operations and Maintenance Specification.
- Guideline 3-1990 and addendum, or latest, FAR 52.223-2, Affirmative Procurement of Biobased Products Under Service and Construction Contracts; ARI Standard 700-1988,Specifications for Refrigerants or latest edition, and appendix A to 40, C.F.R., part 82, subpart F, Recycling and Emissions Reduction.
- International Building Code
- International Fire Code
- International Plumbing Code
- International Mechanical Code
- National Board of Boiler and Pressure Vessel Inspectors, National Board Inspection Code
- NETA Maintenance Testing Specification for Electrical Power Distribution Equipment and Systems
- TP-1,National Electrical Manufacturers Association (NEMA), Guide for Determining Energy- Efficiency for Distribution Transformers
- NEMA MG-1., Motors and Generators
- NEMA Application Guide for AC Adjustable Speed Drive Systems
- NFPA 10, Standard for Portable Fire Extinguishers
- NFPA 12, Standard on Carbon Dioxide Extinguishing Systems
- NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems
- NFPA 13, Standard for the Installation of Sprinkler Systems
- NFPA 14, Standard for the Installation of Standpipe and Hose Systems

- NFPA 17, Standard for Dry Chemical Extinguishing Systems
- NFPA 17A, Standard for Wet Chemical Extinguishing Systems
- NFPA 20, Standard for the Installation of Stationary Pumps for Fire Protection
- NFPA 22, Standard for Water Tanks for Private Fire Protection
- NFPA 24, Standard for the Installation of Private Fire Service Mains and Their Appurtenances
- NFPA 25, Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems
- NFPA 54-ANSI Z223.1 - National Fuel Gas Code
- NFPA 70, National Electrical Code
- NFPA 70E, Standard for Electrical Safety in the Workplace
- NFPA 70B, Recommended Practice for Electrical Equipment Maintenance
- NFPA 72, National Fire Alarm and Signaling Code
- NFPA 80, Standard for Fire Doors and Other Opening Protectives
- NFPA 85, Boiler and Combustible Systems Hazards Code
- NFPA 92, Standard for Smoke Control Systems
- NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations
- NFPA 101, Life Safety Code
- NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
- NFPA 110, Standard for Emergency and Standby Power Systems
- NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
- NFPA 780 - Standard for the Installation of Lightning Protection Systems
- NFPA 2001, Standard on Clean Agent Fire Extinguishing Systems

- National Institute for Certification in Engineering Technologies (NICET) publications and issuances
- National Institute for Safety and Health publications and issuances
  - North American Technician Excellence (N.A.T.E.) Core Service with any Service Specialty) http://www.natex.org/technicians/what-tests-to-takekates/kates-specialty-exams/
  - HVAC Excellence Professional - the following three certifications : Light Commercial Air Conditioning, Gas Heat, and Green Awareness Certification http://www.hvacexcellence.org/ProfessionalLevel.aspx
  - UA Star HVAC Mastery http://www.ua.org/HVACR.asp
  - GSA Order PBS 1095.2 – Public Buildings Service Desk Guide For Fuel Storage Tank Management
  - Basic and Advanced NCMMS user Process and Procedures Guide and GSA National Computerized Maintenance Management System (NCMMS) Policy and Desk Guide
- Presidential Memorandum, June 20, 2014 entitled: "Creating a Federal Strategy to Promote the Health of Honey Bees and Other Pollinators"
- PBS Order 1095.2 Fuel Storage Tank Management
- PBS Order 100.7 Drinking Water Quality Management
- Property Managers Child Care Desk Guide
- Resource Conservation and Recovery Act, 42 U.S.C. 6901 *et seg.*
- Safe Drinking Water Act, PL 93-523, as amended, 42 U.S.C. 300f *et seg*.
- Sheet Metal and Air Conditioning Contractors National Association HVAC Systems Testing, Adjusting and Balancing
- Technology Policy for PBS-Owned Building Monitoring and Control Systems refer to website page: Operations and Maintenance Specification
- 29 C.F.R. part 1910, OSHA General Industry Standards
- 29 C.F.R. part 1926, Safety and Health Regulations for Construction

- 40 C.F.R. Protection of Environment

- 40 C.F.R. part 761, Polychlorinated Biphenyls (PCBs) Manufacturing, Processing, Distribution in Commerce, and Use Prohibitions, in general and specifically with regard to Electrical Transformers

- 40 C.F.R., 141.43, Sections A and D, EPA Safe Drinking Water

- 41 C.F.R. part 102-74, – Facility Management

- Toxic Substances Control Act, 15 U.S.C. § 2601- 2629 *et. seq.*

C.8.2 Federal Publications

PUBLICATION	TITLE	PORTION
EPACT 05	Title I Energy Efficiency Title IX Research and Development https://www.ferc.gov/enforcement/enforce-res/EPAct2005.pdf	All Applicable Sections of these Titles
EISA 07	Title III Energy Savings Through Improved Standards for Appliances and Lighting. Title IV Energy Saving and Buildings Industry. Title V Energy Savings in Government and Public Institutions. https://www.gpo.gov/fdsys/pkg/PLAW-110publ140/pdf/PLAW-110publ140.pdf	All Applicable Sections of these Titles
Executive Order 13423	Strengthening Federal Environmental, Energy, and Transportation Management and all implementing guidance documents. http://edocket.access.gpo.gov/2007/pdf/07-374.pdf	ALL
Executive Order 13514	Federal Leadership in Environmental, Energy, and Economic Performance http://edocket.access.gpo.gov/2009/pdf/E9-24518.pdf	ALL
Executive Order 13788	Buy American and Hire American https://www.whitehouse.gov/the-press-office/2017/04/18/presidential-	ALL Applicable Section on Buy American

	executive-order-buy-american-and-hire-american	
FAR GSAR FAR Clause 52.223-2	Federal Acquisition Regulation General Services Acquisition Regulation https://www.acquisition.gov/far/current/html/52_223_226.html	All Applicable Sections and Clauses General Services Acquisition Regulation Clauses 1 and 2
PBS P 3490.2	Document Security for Sensitive But Unclassified Building Information https://insite.gsa.gov/portal/content/657310	ALL
29 CFR §1910, as amended	OSHA General Industry Standards (http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html),	ALL
40 CFR	Protection of the Environment http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title40/40tab_02.tpl	All Applicable Sections of Chapter 1
41 CFR § 102-74, Subpart C. - FMR	Facility Management Regulation http://www.access.gpo.gov/nara/cfr/waisidx_06/41cfr102-74_06.html	ALL
ANSI-IWCA.I-14.1	http://webstore.ansi.org/FindStandards.aspx?SearchString=ansi&SearchOption=1&PageNum=0&source=google&adgroup=ansi&keyword=ANSI%2F&gclid=CJnM65r-rqQCFUNM5QodRnhXyw	ALL
ANSI/ASEE A-1264.2-2006	www.ANSI.org	ALL
ANSI Z245.1	Mobile Refuse Collection and Compactor Equipment Safety Requirements http://webstore.ansi.org/FindStandards.aspx?SearchString=ANSI+Z245.1&SearchOption=0&PageNum=0&SearchTermsArray=null%7cANSI+Z245.1%7cnull	ALL
ASTME 1971-05	http://www.astm.org/Standards/E1971.htm	ALL
GSA Green Purchase Plan	http://search.gsa.gov/search?utf8=%E2%9C%93&affiliate=gsa.gov&query=green+purchase+plan&commit=Search	ALL
Guiding Principles for Sustainable Existing Buildings	http://www.wbdg.org/references/fhpsb_existing.php	Section 3-5

Bio-based Products Certification and Purchase Clauses	http://www.biopreferred.gov/BioPreferred/faces/pages/DocumentBrowser.xhtml	ALL
Comprehensive Procurement Guidelines (CPG)	https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program	ALL
Green Seal Certification	http://www.greenseal.org/	ALL
Safer Choice	https://www.epa.gov/sites/production/files/2013-12/documents/standard-for-safer-products.pdf	ALL
Green Products Compilation Database	http://sftool.gov/GreenProcurement/.	ALL
Property Managers Child Care Desk Guide	http://gsa.gov/portal/content/103654	ALL
PBS Key Sustainable Products Initiative	PBS Order 1096.1, Dec 18, 2014 See the CO or designee for copy of document	ALL Applicable Sections
Presidential Memorandum, June 20, 2014 entitled: "Creating a Federal Strategy to Promote the Health of Honey Bees and Other Pollinators."	http://www.whitehouse.gov/the-press-office/2014/06/20/presidential-memorandum-creating-federal-strategy-promote-health-honey-b	*ALL*
PBS P 5800.36A	GSA Property Management Business Practice Handbook https://insite.gsa.gov/portal/content/522198	ALL
Historic Buildings	Custodial Care of Historic Buildings https://www.gsa.gov/portal/content/112694	ALL
GSA IT Policies	GSA Directives	ALL
Onsite Photovoltaic Maintenance Standards – Standard Operating Procedure Effective April 2021.	https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/energy-utilities-management/renewable-energy	UNDER RENEWABLE SYSTEMS MAINTENANCE AND REPORTING STANDARDS

SECTION 9 CUSTODIAL OBJECTIVES AND SCOPE

C.9.0 General

C.9.0.1 Custodial Philosophy

GSA will require the Contractor to create a total custodial services plan. This plan will include all the plans described below that will be presented for approval. The purpose of the overall plan is to serve as a basis for the Contractor's quality control plan. The contractor will seek to improve efficiency, cleanliness and habitability levels in all areas serviced. The contractor, using analytical methods involving measurable parameters, will apply its experience, ingenuity, and research to improve its processes taking full advantage of industry defined best practices to improve environmental impact, key GSA initiatives and the overall customer experience. The contractor will discuss monthly at partnering meetings the process changes revealed prudent by its data analysis.

C.9.1 Cleaning Hours

The performance of the cleaning at building(s) shall normally take place during tenant work hours The contractor shall utilize professional judgement in determining those cleaning activities that may have to occur after tenant hours (i.e. stripping and waxing of floors).

C.9.1.1 Emergency After Hours Support

For emergency service requests, the costs shall only be reimbursed to the Contractor if the request is outside of the building's operating hours and outside the Contractor's regular cleaning schedule. Service Requests that the COR determines to be urgent (spilled water in traffic areas, lack of toilet supplies, etc.) shall be handled immediately.

C.9.2 Sustainable Cleaning

The Contractor shall conduct custodial and related services utilizing industry best practices and guiding principles to minimize the Government's environmental footprint.

The Contractor and their personnel shall employ practices and use products and equipment that are energy-efficient, water-efficient, minimize material resource use, and optimize indoor air quality. Examples of such practices include:

- Communicating the building's sustainability performance goals and requirements, as directed by the CO or their designee.
- After cleaning or leaving a room that is unoccupied, turn off lights and water faucets.
- Closing window blinds when practical, especially in the summer, over long weekends, and during extended closures of the building.
- Notifying the CO or designee of any observed water leaks.

- ➢ When replacing existing equipment, strive to acquire replacement equipment in the top 25% of efficiency as per the Energy Star guidelines.
- ➢ Employing practices that reduce dependency on non-renewable sources of energy.

C.9.3 Sustainable Cleaning and Methods Plan

The Contractor shall submit a sustainable cleaning plan that sets forth the procedures, products and equipment that will be used to reduce the exposure of building occupants and contractor personnel to potentially hazardous chemical, biological and particulate contaminants. The plan shall include building-specific standards that will apply to all custodial and related activities, chemical handling and tracking, cleaning equipment and associated planned maintenance. The plan shall also describe how hard floor and carpet maintenance will minimize chemical use; practices for cleaning entryways; practices for the handling and storage of cleaning chemicals to minimize spills, leaks, and other mismanagement; practices related to the use of chemical concentrates and dilutions systems; personnel training; and sustainable cleaning quality control processes. The Sustainable Cleaning and Methods Plan is due to the CO or their designee within the Transition Phase.

C.9.4 Exposure Control Plan

The Contractor shall establish and implement an Exposure Control Plan (ECP) to protect Contractor staff, building occupants and visitors from contamination, illness or injury by bacteria, viruses and other infectious agents during custodial tasks. The ECP is a written document that specifies the processes and procedures to be used by the Contractor when working with or around infectious materials. The ECP is a living document and may be subject to change depending on the needs of the contract, and changes in staff or building conditions. The ECP shall include the following, at a minimum:

- ➢ Whether the Contractor proposes to use staff or subcontract support to perform cleaning of various biological materials or waste in various circumstances including, but not limited to the following:
    - ○ Blood or other bodily fluids on any surface
    - ○ Flooding or minor drain water backups that includes sewage
    - ○ Human, animal, pigeon, and other avian excrement outside the building
    - ○ Used medical sharps
- ➢ Documentation of training in the OSHA bloodborne pathogens act (29 C.F.R. § 1910.1030) and CDC guidelines for any staff designated to perform the aforementioned cleaning.
- ➢ A list of the personal protective equipment to be used by staff in performing cleaning and disposal of biological materials or waste.
- ➢ A description of the procedures to be followed by staff when encountering blood, vomit, sewage, or excrement in the course of their duties. Procedures for cleaning up black water or grey water (i.e. Category 2 or 3) and impacted building materials shall be in accordance with *ANSI/IICRC S-500 Standard and Reference for Professional Water Damage Restoration*.
- ➢ A description of the procedures to be followed by staff when encountering mold in the course of their duties, in accordance with the USEPA Mold Remediation in Schools and Commercial Buildings (EPA-402-K-01-001)

The Contractor shall submit their ECP for approval by the CO or their designee within the Transition Phase. An example ECP can be found in Exhibit 12.

C.9.5 Contractor Pandemic Plan – Reserved see C.5.5.14

C.9.6 Cleaning Schedule

The cleaning schedule is considered the Contractor's efficient approach to the work. Changes necessary for achieving the contract performance work statement requirements shall be the responsibility of the Contractor and implemented at no additional cost to the government. Cleaning schedules and any revisions are to be submitted to the CO or their designee for approval prior to implementation. The Contractor shall submit a separate cleaning schedule for each building under the scope of the contract.

The initial cleaning schedule is due in the proposal package. During the Transition Phase, the Contractor shall submit a finalized cleaning schedule as part of the Sustainable Cleaning and Methods Plan. This finalized cleaning schedule shall include the dates and Contractor to be used for all subcontracted services. The plan shall be updated as needed to meet the contractual requirements and building standards. **The Cleaning Schedule is a living document and may be subject to change depending on the needs of the contract. The Contractor shall be obligated to adhere to the cleaning schedule. The Contractor's cleaning schedule will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet contract standards.** If the contract is modified to the extent where a change in the Cleaning Schedule is necessary, the Contractor is required to provide an updated Cleaning Schedule to the CO or their designee for review acceptance.

The Contractor's cleaning schedule shall include all standard services as described in this specification. The Contractor's cleaning schedule shall, at a minimum, include the following:

- ➢ Daily cleaning activities, locations, times and associated staffing to accomplish the work
- ➢ Weekly cleaning activities, locations, times and associated staffing to accomplish the work
- ➢ Monthly cleaning activities, locations, times and associated staffing to accomplish the work
- ➢ Periodic cleaning activities, locations, times and associated staffing to accomplish the work

C.9.7 Space Change Methodology

If contiguous cleanable square feet increases or decreases, for more than 90 days, the **contract will be modified** using the table and formula below.

If contiguous cleanable square feet increases or decreases for less than 90 days, **additions/deductions may be made to the monthly payment** in accordance with the table and formula below.

The requirement to modify the contract or adjust the monthly payment is dictated by the table below. The COR shall notify the Contractor at least 30 days prior to the effective date of the change. If the space change does not exceed the threshold for the corresponding size of the building, no action is required.

Building NCSF	Threshold

Buildings Under 75K	500 NCSF
Buildings between 75K and 150K	1,000 NCSF
Buildings between 150K and 500K	2,500 NCSF
Buildings over 500K	5,000 NCSF

The annual cost per net cleanable square foot will be determined as follows:

1. Current annual contract cost
2. Subtract grounds maintenance annual cost
3. Subtract trash removal annual cost
4. Divide adjusted annual contract cost by the total net cleanable square feet (NCSF), as shown on the building information sheet
5. Multiply the adjusted annual cost per NCSF by the amount of space to be added/deleted to derive the annual reduction amount
6. Divide the annual reduction amount by 12 to derive the monthly reduction amount
7. Divide the monthly reduction amount by the number of working days in the month to derive the daily reduction amount, if needed

The resulting annual, monthly and daily amounts will be used to add/delete cost from the contract accordingly, without the need for negotiation.

Example:

1. Annual cost of contract: $500,000
2. Annual grounds maintenance cost: $12,000
3. Annual trash removal cost: $15,000
4. Adjusted annual cost of contract:
    a. $500,000 minus $12,000 minus $15,000= $473,000
5. NCSF as listed on building information sheet: 363,000 NCSF
6. Annual adjusted cost per NCSF:
    a. $473,000 divided by 363,000= $1.30 annually per NCSF
7. NCSF to be deleted: 12,000
    a. 12,000 * $1.30= $15,600 to be deleted per year
    b. $15,600/12= $1,300 to be deleted per month
8. New contract price on effective date:
    a. $500,000 minus $15,600= $484,400 annually
    b. $484,400/12= $40,366.67 monthly

The Space Change Tool can be found at: https://www.gsa.gov/real-estate/facilities-management/facilities-operations and https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations

The formula stated above will also be used to determine deductions for unsatisfactory or non-performance of services and addition of space not covered in the original contract.

SECTION 10 CUSTODIAL STANDARD SERVICES

C.10 Standard Services

The building(s) shall be fully staffed, beginning the first day of work under the contract and throughout the entirety of the contract, unless authorized by the Contracting Officer (CO) or their designee

C.10.1 Interior Services

The Contractor shall provide interior standard services for the work items listed below.

C.10.1.1 Floor Care

The Contractor shall provide a floor maintenance schedule as part of their cleaning schedule to the CO or their designee. The floor maintenance schedule must outline routine, periodic, and restorative tasks (stripping and refinishing).

C.10.1.2 Carpets and Rugs

Extraction (Public Areas Only): Spills, crusted materials and removable spots shall be removed. Harsh brushing or scrubbing shall not be used to minimize deterioration or fuzzing to the carpets and rugs. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets. The Contractor shall coordinate with the CO or their designee the times when carpet shall be cleaned. The carpet shall be dry before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold and is responsible for any remediation that may be required. Moving of furniture and equipment is to be coordinated with the CO or their designee. Any furnishings or equipment moved are to be returned to their original positions.

Spot Cleaning: A spot is defined as approximately 12" X 12". Carpet surfaces shall be free of removable spots, soiled traffic patterns, debris, gum, and crusted materials.

Vacuuming: Carpet surfaces shall be vacuumed to remove dirt, dust, and other debris. The Contractor shall utilize at a minimum HEPA vacuum cleaners that meet the requirements of the Carpet and Rug Institute's 'Seal of Approval Program.'

C.10.1.3 Floor Mats and Runners

The Government or Contractor ***[[[Region, Select One]]]*** shall furnish all replacement mats and runners. ***[[[Region, If the Contractor Furnishes Mats and Runners, Use These Sentences:]]]*** **Types and sizes of mats and runners are identified in the respective 'Building Information Sheet. in Section 18. The CO or their designee shall approve all mats and runners including mat size, type, and placement.**

Mats and runners shall be laid out as specified by the CO or their designee at main entrances, main lobbies, main and secondary corridors at all times. All mats and runners must have finished edges, and they shall be a minimum of 10 feet in length in the primary direction of travel. Replacement mats and runners shall be the same type as the original mats and runners. Mats and runners shall be free of spots, soiled traffic patterns, gum, and crusted materials. Harsh brushing or scrubbing shall not be used to minimize deterioration or fuzzing to the carpets and rugs. They shall be cleaned in accordance with the manufacturer's instructions. Any Government provided mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the CO or their designee so they can be replaced. Mats and runners shall be stored in accordance with the ANSI/ASEE A1264.2-2006 'Provision of Slip Resistance on Walking/Working Surfaces Guidelines.' When the procurement of new mats and runners is necessary, the Contractor shall adhere to Architectural Barriers Act Accessibility Standards (ABAAS) requirements.

The use of larger mats and runners, where appropriate, as opposed to several smaller mats and runners, is preferred to eliminate overlapping and to reduce potential tripping hazards.

In the event of wet or inclement weather, mats and runners shall be placed at entrances and at other areas identified by the CO or their designee prior to the building occupants reporting to work. Wet or inclement weather mats and runners shall be removed, cleaned, and stored by the Contractor when the CO or their designee determines that they are no longer required.

C.10.1.4 Restrooms, Shower Rooms, Tenant Break Rooms, Locker Rooms, Fitness Centers, Lactation Rooms, Laboratories, Health Units, Holding Cells

[[[NOTE TO SPEC WRITER: Remove any space type(s) not in the facility(s)]]]

All areas shall be cleaned in accordance with the applicable standard service requirements outlined in this section. These areas and surfaces shall be cleaned and disinfected using EPA registered disinfectants or another product containing the same active ingredient(s) at the same or greater concentration. Food contact surfaces such as tenant break room counters and dining tables shall be cleaned and sanitized with products safe for food contact.

Partitions, doors, vents, sills, and walls shall have no dirt, bodily fluids, waste, and graffiti. Shower curtains shall be cleaned and free of mold and dirt. Shower liners present in locker rooms shall be cleaned and free of mold and dirt. Shower liners shall be replaced at the Contractor's expense and at a minimum of annually. Locker exterior surfaces shall be free of dust and streaks.

Floors: Floor area shall be cleaned in accordance with the applicable standard service requirements outlined in Section C.10.1.1 Floor Care.

Avoid cleaning of equipment in laboratories and health units that could result in damage to any surface or that could cause contamination with chemicals or infectious materials. Cleaning shall only be performed for areas and surfaces identified in writing by those responsible for managing the laboratories and health units. The Contractor shall submit a safety plan for approval by the CO or their designee.

All areas shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.

Dispensers: The Government or Contractor ***[[[Region, Select One]]]*** shall provide dispensers, including dispensers in tenant break rooms. The Contractor shall replenish supplies and fill dispensers as a standard service. Any Contractor provided dispensers must be approved by the CO or their designee prior to installation. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. Hand soaps shall not contain antibacterial agents except where required by Federal, State, local requirements and health codes. Monies collected from tampon and sanitary napkin dispensers shall be retained by the Contractor who shall provide and replenish the product at their expense. The Contractor shall provide dispenser batteries. In facilities where the Contractor is responsible for dispenser installation, the Contractor will ensure dispensers are installed in the proper location. All dispensers installed at accessible lavatories and those serving the general space must meet the requirements for operable parts in the ABAAS (section F205) to ensure use by people with disabilities.

Receptacles: The Government or Contractor ***[[[Region, Select One]]]*** shall provide receptacles. The Contractor, with proper training in blood borne pathogens, shall wear disposable gloves to empty, clean, and disinfect all sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags.

Equipment: All vinyl surfaces of exercise equipment and exercise mats shall be wiped clean and have no dust, dirt, and spots. Cleaning shall be performed under and around without moving or lifting items.

Holding Cells: Routine cleaning of holding cells is a standard service. Holding cell interiors shall include floors, walls, fixtures and surfaces. Cleaning frequencies requested by a tenant that are above the routine standard shall be completed on a reimbursable basis and be approved by the CO or their designee. See section C.15.11 for above standard holding cell cleaning.

C.10.1.5 Fixtures

All fixtures (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be cleaned and disinfected. All fixtures shall maintain a high level of luster and have no dirt, mold, mildew, streaks, spots or encrustation.

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Drinking Fountains/ Bottle Filling Stations: All fountains and bottle filling stations shall be cleaned, disinfected, free of dirt, watermarks, and other debris or encrustations.

C.10.1.6 Surfaces

Horizontal Surfaces: Routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent. All horizontal surfaces (within approximately 10 feet from the floor) shall be wiped clean and free of dust, dirt, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed.

Metal, Brass, Woodwork, and Stainless Steel: Surfaces (including corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door frames, kick plates, etc.) shall be wiped cleaned and have no dirt, dust, streaks, spots, or smudges.

Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 10 feet from the floor) shall be cleaned and free of dirt, dust, streaks, smudges, watermarks, spots, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture. All interior plate glass (to include glass over and in vestibule doors, all plate glass around entrances, lobbies, and vestibules) shall be cleaned and have no dirt, streaks and shall not be cloudy.

C.10.1.7 High-Touch Surfaces

[NOTE TO SPEC WRITER: This language aligns with Centers for Disease Control and Prevention (CDC) guidance for COVID-19. The language in this section should not be altered without prior consultation with Central Office and your regional Industrial Hygienist. For buildings that provide Child Care, see section C.14 for additional requirements in Child Care Centers.]

The Contractor must routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards in Section C.2.1 and C.2.2 in this specification. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC), which include the routine cleaning of all high-touch (frequently touched) surfaces.The Contractor must wear disposable gloves (*e.g.*, latex or nitrile), facemasks (if applicable) and any additional required personal protective equipment as recommended by the product manufacturer when cleaning. Cleaning products and application should be chosen so as not to damage interior finishes or furnishings, including GSA's fine arts collections and murals, and historic materials and finishes. "Routinely," for purposes of this scope, is defined as being in accordance with applicable guidance from the CDC, but shall not be less frequently than once daily or once per shift where custodial services are provided for during more than one shift. Daily is defined as the normal operating hours where the custodial contractor is currently performing the standard services.

Examples of high-touch (frequently touched) surfaces include, but are not limited to, handrails, doorknobs, key pads, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

Individual occupant agencies, not the custodial contractor, are responsible to provide their own products (such as disposable wipes) and to perform cleaning and/or disinfecting of their agency-owned equipment, such as telephones, computers, keyboards, docking stations, computer power supplies, computer mouse devices, personal fans and heaters, and desk lighting.

C.10.1.8 Walls

All wall surfaces shall be cleaned and free of dirt, spots, smudges, and marks. Cleaning shall not cause discoloration.

C.10.1.9 Trash and Wastebaskets

All trash and recycling (including restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash and recycling containers shall be emptied, kept clean, and odor-free. Plastic

liners for all trash and debris containers shall not be torn, worn, or contain residue. All ash receptacles shall be free of dust, ashes, odors, tar, streaks, and tobacco residue.

C.10.1.10 Elevators, Escalators and Stairways

[[[NOTE TO SPEC WRITER: Remove any space type(s) not in the facility(s)]]]

Door Tracks: Tracks shall be cleaned and free of dirt, built up grime, and other matter.

Exterior and Interior Car Surfaces: Surfaces shall be cleaned and have no marks, streaks or smudges. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.

Exposed Surfaces, Treads, Risers and Landings: Stairways, escalators, entrances, landings, railings, risers, ledges, elevator panels and buttons (inside and outside of the elevator cab), grills, doors, radiators, and surrounding areas shall have no dirt, litter, residue or grime.

[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR WINDOW WASHING SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR PWS.]]]

C.10.1.11 Interior Window Washing

The windows shall be cleaned and free of dirt, streaks, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped clean and free of drippings and other watermarks. Windows shall be cleaned once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis and be approved by the CO or their designee. Exterior and interior window washing shall be coordinated to maximize cost effective operations as directed by the CO or their designee. In the event there is blast protection film, the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. The Contractor shall comply with all Federal, State and local regulations.

C.10.1.12 Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)

Dusting of Blinds and Coverings: All blinds, coverings, cord tapes, and valances shall be wiped clean and have no dust and spots. Blinds that are an architectural part of windows or that are located in common areas are the responsibility of the contractor to repair. Blinds that are in tenant areas that require repair shall be reported to the COR.

C.10.1.13 Fine Arts Collection

[[[NOTE TO SPEC WRITER: Remove this section if it does not apply]]]

The Contractor shall work with the CO or their designee to identify artworks in the building which are considered part of GSA's fine arts collection. The Contractor shall work with the CO or their designee and Regional Fine Arts Officer to determine the best way to ensure that regular maintenance such as floor polishing, dusting, and window washing are accomplished in these areas; and to identify and help mitigate site-specific hazards such as pests that may damage the artworks. Decorative surfaces and artwork should not be cleaned, adjacent surfaces should only be wiped clean (no spraying), and acids, peroxides, alcohol and chlorine bleach should not be used on historic materials. Also, the CDC and EPA do not endorse the

use of fogging applications. The Contractor shall use EPA registered cleaning products in accordance with directions provided by the manufacturer.

C.10.1.14 Historic Buildings

[[[NOTE TO SPEC WRITER: Remove this section if it does not apply]]]

The Contractor shall work with the CO or their designee to identify materials in historic buildings that require special care. Decorative surfaces should not be cleaned, adjacent surfaces should only be wiped clean (no spraying), and acids, peroxides, alcohol and chlorine bleach should not be used on historic materials. Also, the CDC and EPA do not endorse the use of fogging applications. The Contractor shall use cleaning products in accordance with directions provided by the manufacturer. The Contractor shall work with the CO or their designee and Regional Historic Preservation Officer to determine the best way to ensure that regular maintenance does not harm historic materials and finishes. The Contractor can refer to GSA's website for Preservation Tools and Resources (https://www.gsa.gov/real-estate/historic-preservation/historic-preservation-policy-tools/preservation-tools-resources.) for additional guidance.

C.10.1.15 Policing Inside Areas

All building areas shall be free of papers, trash, and other discarded materials.

C.10.1.16 Interior and Atrium Plants (Government Furnished Plants)

[[[NOTE TO SPEC WRITER: Remove this section if it does not apply]]]

Provide Interior plant services for the following locations

Building 1

Building 2

The Contractors' activities shall consist of a regularly scheduled program for maintaining the health and appearance of the plant inventories. Services shall include but not be limited to the following functions to sustain and maintain all tropical trees and plants including potted plants and hanging plants in a healthy, vigorous, attractive, condition at all times. Trained service technicians shall carry out the program.

Plants shall be wiped to remove dust. Contractor shall properly hydrate plants, remove dead leaves, rotate, and properly fertilize, prune, and treat for infestation. Any dead or withered plants, due to the Contractor's neglect, shall be replaced by the Contractor at no additional expense to the Government. Plants that are the personal property of tenants or tenant agencies are excluded.

C.10.1.17 Concessions (Cafeterias, Snack Bars and Vending Machine Areas)

[[[NOTE TO SPEC WRITER: Remove this section if it does not apply]]]

Public Area Cleaning: The Contractor shall be responsible for cleaning and disinfecting the concession areas (cafeterias, snack bars, coffee bars, and vending machine rooms) that are accessible by the public after the Food Service contractor has closed for the day. The Contractor is responsible for trash and recycling collection and removal. The Contractor shall clean, disinfect, and ensure the areas are free of spillages, food crumbs, spots, smudges, marks, and soil build-up. These areas include: 1) serving area

floors that are considered "public", 2) floors in the dining area 3) exterior/interior windows (including ledges and frames) ***[[[NOTE TO SPEC WRITER - DEFINE THE WINDOWS SPECIFICALLY PER EACH BLDG WHERE WINDOWS EXIST]]]*** and 4) cleaning of dining room equipment (tables, table tops and bases, chairs, booths, counters, tray carts, furniture, water stations, and trash/recycling collection stations). Also, food contact surfaces such as public area service counters and dining tables shall be cleaned and sanitized with products safe for food contact. Floors shall be maintained using the floor care standard requirements in this contract.

Non-Public Area Cleaning: Concession areas (cafeterias, snack bars and coffee bars) that are not accessible to the public is the responsibility of the Food Service Contractor. This includes federally installed cooking equipment, cleaning of kitchens, storage rooms, walk-in refrigeration, and areas behind serving lines and counters. During service hours, the Food Service Contractor maintains the "public" serving area floors in a clean, spillage-free condition and shall leave the dining room floor in a "broom clean", spillage-free condition in preparation for cleaning by the Contractor.

C.10.1.18 United States Postal Space
[[[NOTE TO SPEC WRITER: Remove this section if it does not apply]]]

Add Buildings Here

Cleaning: Postal space areas include, but are not limited to, floors, service and box lobbies (including the exterior of post office boxes), swing rooms, work rooms, restrooms, locker rooms, supply rooms, vestibules, and loading docks. All areas shall be cleaned in accordance with the applicable standard service requirements outlined in C.10.1. Postal space floors shall be maintained using the floor care standard requirements in this contract. **UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING, OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.**

C10.1.19 High Cleaning
[[[Note Regions Decide based on Court Room or other Special Purpose Room heights the upper limit of High Cleaning and the lower limit of "Additional Services" cleaning. Consider the type and cost of lifts able to access the areas to be cleaned]]]
The Contractor shall utilize stepping stools, ladders and other equipment necessary to clean areas above 10 feet in height such as return air ducts, high lobby surfaces, signage, sills, etc. The intent of above standard high cleaning is to clean the high areas not accessible or thoroughly cleaned by regular Contractor employees on a daily basis. The high surfaces shall be cleaned free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.

C.10.2 Exterior Services

The Contractor shall provide exterior standard services for the work items listed below.

C.10.2.1 Exterior Plate Glass
All exterior glass (to include spandrel glass, glass over and in exterior and vestibule doors, and all plate glass around entrances, lobbies, and vestibules) shall be cleaned, free of dirt, streaks, and shall not be cloudy.

C.10.2.2 Exterior Window Washing

Both sides of the glass shall be cleaned and free of dirt, streaks, hard water stains, and shall not be cloudy. Windows shall be cleaned once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis. Interior and exterior window washing shall be coordinated with the CO or their designee to maximize cost effective operations. In the event there is blast protection film the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. Window washing shall be in accordance Federal, State and local regulations. An annual deduction to the contract shall be made if the Contractor does not clean any exterior windows for any reason.

C.10.2.3 Canopies

[[[NOTE TO SPEC WRITER: Remove this section if it does not apply]]]

All canopies and anything affixed to or included in the surfaces of canopies shall be cleaned and free of all dirt, dust, cobwebs, bird excrement, trash, and debris.

C.10.2.4 Hard Surface Areas

All areas (sidewalks, brick areas, around light poles, hard surfaces, parking lots, surface parking, garages, dock areas, moats, platforms, driveways, ramps, lanes, etc.) shall be cleaned and be free of dirt, debris, gum, litter, weeds, oil, or grease. No residual dirt shall remain after the removal of the debris. Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

C.10.2.5 Ash Receptacles and Trash Containers

All solid waste shall be collected and removed to a location designated by the CO or their designee. Trash containers and ash receptacles shall be emptied, kept clean and odor-free. The Contractor shall remove ash and cigarette butts, and materials. Where required, sand in ash receptacles shall be replenished. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

C.10.2.6 Surfaces (Signs, Vending Machines, Tables, etc.)

Surfaces shall be cleaned, disinfected, and free of dirt, dust, residue, streaks, spots or discoloration. Vending machines (food, drink or atm) that are located inside of the vendor's store operation is the responsibility of the vendor to wipe down frequently touched surfaces such as touchpads, buttons, and knobs. Contact time should be consistent with the manufacturer's recommendations. Spill residue and clean-up materials used shall be disposed of properly.

C.10.2.7 Graffiti Removal

Remove graffiti using normal cleaning methods (e.g., normal graffiti removal cleansers or solvents). Graffiti that cannot be removed with such methods shall be reported to the CO or their designee. Graffiti removal that requires a subcontractor is an above standard service and requires prior CO approval.

C.10.2.8 Excrement Removal (Human, Bird and Animal)

Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, and balconies shall be cleaned of excrement only by staff fully trained in Center of Disease Control & Prevention (CDC) precaution protocols and in accordance with the approved exposure control plan (ECP) detailed in Section 9.4. Contractor staff shall use the appropriate protective measures and wear personal protective equipment as required by CDC and the ECP when cleaning areas contaminated by excrement.

C.10.2.9 Policing Outside Areas
Policing: All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc. shall be cleared of gum, litter, debris, paper, trash, and other discarded materials.

Unimproved Grounds: All areas shall be cleared of trash, debris, and other discarded material each time the native grasses, weeds, etc. are cut.

Fence Lines: Fence lines shall be cleared of trash, debris, and other discarded materials.

C.10.3 Snow and Ice Removal

[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR SNOW AND/OR ICE REMOVAL SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR SEPARATE PWS.]]]
[[[Regions should provide a drawing noting areas to be cleared and kept clear with the building information sheet to allow accurate pricing for labor, ice melt and ice melt removal]]]

Applies to:

- Building 1
- Building 2
-

A Snow or Ice event that results in an accumulation of *[[[Regions decide snow height]]]* XX inches or greater shall be considered Above Standard Services.

The Contractor shall perform snow and ice removal standard services for the snow and ice removal program. Snow and ice removal from entrances, steps, landings, sidewalks, vehicular courts, driveways, plaza areas, roadways, parking areas, child care playground pathways and entrances, areas providing accessibility for people with disabilities, and approaches___ **[[[Region, Specify Additional Paved Areas Other Than Those Identified Above]]]** are included in the standard service price. This does not include snow and ice removal requiring heavy equipment (ride-on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.) Snow removal equipment provided by the Government that is damaged by the Contractor due to neglect shall be repaired or replaced by the Contractor. The Contractor shall be responsible for all costs incurred.

The Contractor shall clear snow and ice before the normal building operating hours to prevent slip hazards. Furthermore, the Contractor shall continue to clear snow and ice during normal building operating hours and is authorized to divert work to accomplish the task. The Contractor shall notify the CO or their designee of the diversion within ___ ***[[[Region, Insert Timeframe]]]***. The CO or their designee retains the right to determine what type of services and the duration of diverted services for the removal of snow and ice.

The GSA Ordering Official may order additional snow and ice removal services outside of normal building operating hours (i.e., weekends, holidays). The task order shall reflect the days and hours required for snow and ice removal.

The Contractor shall submit a detailed snow and ice removal plan that meets the needs of the GSA as part of the initial proposal package. A finalized snow and ice removal plan is due within the transition phase. An annual updated snow and ice removal plan is due on October 1 of each year. At a minimum, the snow and ice removal plan shall include the following items:

- Coordination measures (to ensure appropriate levels of effort for the conditions of the building)
- Equipment
- Personnel
- Snow removal event triggers
- Treatment areas requiring de-icing
- Approved materials and chemicals
- Safety plan
- Notification procedures
- Pollution prevention procedures for chemical storage, application, and runoff

Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. All deicer chemicals used shall be certified as EPA 'Safer Choice' Products or USDA Certified Biobased. No sodium chloride or calcium chloride salt shall be used due to environmental risk. Less disruptive chemicals such as magnesium chloride, potassium acetate, and potassium chloride are viable alternatives. Deicing chemicals shall comply with Federal specifications and state and local codes, and be approved by the CO or their designee prior to the first inclement weather event. The Contractor shall ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences.

SECTION 11 GROUNDS MAINTENANCE

[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR GROUNDS MAINTENANCE SERVICES REMOVE AND USE THIS STANDARD AS A MINIMUM IN YOUR PWS. PLEASE REVIEW THE O&M PWS FOR AREAS OF OVERLAP AND POTENTIAL CONFLICTS BETWEEN THE TWO CONTRACTS. SERVICES IN THE STANDARD BELOW ALSO COVER OUTDOOR CHILD CARE FACILITY AREAS.]]]

Provide exterior grounds maintenance services for the following locations:

- Building 1
- Building 2
-

C.11 Grounds Maintenance

The Contractor shall perform grounds maintenance standard services for the work items listed below. Contractor shall use recovered organic materials for fertilizer whenever possible.

C.11.1 Landscape Erosion Management

The Contractor shall employ erosion and sediment control best management practices, such as temporary and permanent seeding, mulching, earth dikes, silt fencing, sediment traps and sediment basins to correct existing erosion such as erosion typically found as the result of foot traffic killing the vegetation, steep slopes where sheet flow from storm water exceeds existing vegetation holding power, or point storm water outflow that exceeds the holding power of the vegetation covering the soil.

C.11.2 Grounds Maintenance Services

Grounds maintenance in the standard services shall benefit the environment and generate cost savings to the Federal Government. The Contractor shall maintain all plants, trees, shrubs, ground covers, and lawns in a manner that prolongs life and sustains a healthy appearance. The Contractor shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use to protect the environment, using integrated pest management techniques, mulching and composting, maintaining stormwater best management practices and minimizing runoff. The Contractor shall use approaches that preserve and protect native plants and wildlife that is entrusted to the Government, and that support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies.

C.11.3 Composting

[[[NOTE TO Spec Writer- This paragraph may have to be structured to meet the requirements of SITES for applicable BLDGS. The Spec Writer shall consult with the Regional Sustainability Coordinator for any existing requirements pertaining to SITES]]]

The Contractor is required to compost, to the greatest extent possible, yard waste generated by the Contractor's operations. The Contractor shall not compost material on-site unless authorized by the CO or their designee. The Contractor shall utilize an approved composting facility. Where composting services are available, with the approval of the CO or their designee, the Contractor shall collect paper towels and/or food-related organic waste (such as from onsite cafeterias and wet stands) to recover and compost all possible materials. The Contractor is responsible to pay for composting services.

C.11.4 Trees and Shrubs

Maintenance: Tree supports shall be kept in good condition, functioning at all times and be removed when no longer needed. All trees and shrubs shall be fully protected. Tree stakes, tree ties, and guy wire shall be of materials that are comparable to those existing on site and shall be replaced or repaired by the Contractor as needed. Supports or braces are to be repositioned as often as necessary to prevent damage to the tree or shrub trunk. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower and help to avoid over watering. Keep shrubs and trees trimmed to present an attractive appearance.

Trimming: To promote optimum efficiency and safety for all foot and vehicular traffic, trees and shrubs shall be kept trimmed to clear all roads, drives, and walking areas. Any limbs and branches touching or brushing buildings, fences, or other structures are also to be trimmed to provide clearance and free air circulation around the plant.

Tree maintenance shall be performed only by arborists or arborist trainees who, through related training, on-the-job experience, or both, are familiar with the practices and hazards of arboriculture and the equipment used in such operations. This standard shall not take precedence over arboricultural safe work practices. Operations shall comply with applicable Occupational Safety and Health Administration (OSHA) standards, ANSI Z133.1, as well as State and local regulations

Pruning: Trees and shrubs shall be pruned by the Contractor to remove dead or diseased foliage or branches to help control or direct growth, increase quality, and to add structural strength to the trees and shrubs.

Survey: A certified grounds maintenance professional shall provide a survey of the trees, to include at a minimum species, physical measurement, age, life expectancy, and an evaluation of their condition. This shall be completed during the Transition Phase then annually thereafter (Within the first month of each option year).. The evaluation shall include a plan and price list for any special treatment not covered by this contract. Soil samples shall be taken and analyzed at the Contractor's expense by an approved testing laboratory from areas where plant health problems occur. Recommendations of the testing laboratory shall also be submitted with a plan and price list for any special treatment not covered by this contract.

Planting: The Contractor shall be responsible for all costs associated with the replacement of all planted materials that have been damaged as a direct result of the Contractor's lack of oversight, neglect, or lack of proper care and maintenance. The Contractor shall use replacement plants that are native to the area to reduce the use of irrigation water

C.11.5 Mulching

[[[Spec Writer - Must detail per building the actual requirements of Mulching Requirements]]]

Contractor shall maintain and replace existing mulch as necessary. Replacement mulch shall be commercial grade shredded hardwood bark, or equivalent, including rubber. It shall be free of sticks, stones, clods, or other foreign materials. A sample of proposed mulch and chips shall be submitted to and approved by the CO or their designee prior to use. All areas to be mulched shall be raked, debris removed, edges reestablished, and any excessive mulch buildup worked into existing soil or removed, at the discretion of the CO or their designee, prior to mulch application.

For areas of landscaping that use a material other than mulch, such as xeriscape areas of landscaping, the Contractor shall maintain and replace this material as necessary to maintain an evenly distributed appearance. Replacement fill shall be free of sticks, or other foreign materials. A sample of the material shall be submitted to and approved by the CO or their designee prior to use. All areas utilizing this fill shall be raked, debris removed, and edges established.

C.11.6 Mowing and Edging

Contractor shall mow and edge all turf areas at a frequency and method that ensures that all areas always present an attractive appearance. Mulching mowers shall be used; however, non-mulching mowers are permitted at some sites and shall be approved by the CO or their designee. Grass clippings shall be cleared from walkways and roadways and blown onto the grass. As appropriate, grass clippings shall be left in place, composted, or mulched as coordinated by the CO or their designee.

C.11.7 Leaf Removal
The Contractor shall remove leaves, as necessary, to maintain a neat and clean appearance. Leaves should be composted as appropriate. Throughout the year, the Contractor shall remove minor accumulations due to isolated leaf drop and shall check all storm drain openings on the premises and remove any leaves or debris that have accumulated.

C.11.8 Overseeding, Dethatching and Plugging
Overseed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf areas following common and local landscaping practices.

C.11.9 Fertilization
All lawns, trees, and ground cover shall be fertilized consistent with common local landscaping practices. Application by the Contractor shall employ the best practices to minimize chemical runoff. The fertilizer used shall be of a balanced type that supplies all the nutrients required for providing sustainable growth and development. The fertilizer application rate for the trees will be determined by tree type, girth, and height. Prior to application, the Contractor shall schedule time of application with the CO or their designee.

C.11.10 Flowerbeds and Plants
Flowerbeds are to be free from weeds and debris. Replacement plants shall be supplied by the Contractor. Plants supplied by the Contractor shall be approved by the CO or their designee and shall be arranged in an attractive and professional manner. Preference shall be given to the use of native perennials, with long bloom cycles and diverse flower colors, shapes, and sizes instead of annuals to provide and support habitats for pollinators, including honeybees, native bees, birds, bats, and butterflies. The Contractor shall use replacement plants that are native to the area to reduce the use of irrigation water

C.11.11 Soil and Ground Covers
Aeration: Soil shall be aerated (frequency is dependent on the type of soil and grass but no less than one aeration per year) by manual or mechanical methods of piercing the ground to provide an adequate air supply to the soil and promote sustained plant life.

Cultivation: Soil shall be cultivated to ensure the topsoil is loose for the purposes of gas exchange, water penetration, and soil aeration.

Groundcover: All areas shall be maintained to promote healthy and sustained growth. Ground cover must present a neat appearance.

C.11.12 Unimproved Grounds
Contractor shall mow unimproved grounds to present a neat, well-maintained appearance. Height of weeds, native grasses, etc. on unimproved grounds including Land Ports of Entry shall not exceed 6 inches in height**.**

C.11.13 Fence Lines
Maintenance: Grass, native grasses, weeds, and other growths at fence lines including Land Ports of Entry, shall be controlled and not exceed 6 inches in height. Any chemical treatment used must be approved by the CO or their designee prior to use. Application of any chemicals must be accomplished by a

Licensed Pest Control Operator. Application of chemicals shall be documented in a record logbook on the types of pesticides applied and date(s) of application.

C.11.14 Weeds
All area sidewalks, parking lots, and roadways (excluding unimproved grounds) are to be free of weeds and unwanted growths.

C.11.15 Irrigation
Initial Deficiency Walk-Through: The Contractor shall conduct a walk-through to inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) and submit a list of all damages to those systems to the CO or their designee. The list of damages shall be included in the Initial Deficiency List (IDL). The IDL for the irrigation system must be submitted within the Transition Phase.

Irrigation systems with automatic controllers shall be adjusted, cleaned, and set for the most energy efficient watering periods. When watering lawns, the Contractor must make sure that the sprinklers and drip heads are clean and adjusted so that the water ejects evenly and covers all lawn areas and shrubs. The Contractor must ensure irrigated water does not spray on to paved areas or walkways and run-off into drains and sewers.

Irrigation systems that are damaged by the Contractor shall be repaired by the Contractor. The Contractor shall be responsible for all costs incurred to repair and test the system. Repairs shall be performed by qualified personnel.

C.11.16 Watering
Watering: All watering cycles shall be conducted at times that minimize inconvenience to the building occupants and visitors and maximize percolation. Watering shall be performed to minimize run-off into drains and sewers. Entrances and exits shall not be wet during the arrival and departure of occupants and visitors. Watering shall be accomplished using a drip, soaker hose, or another water-saving irrigation system device. The Contractor shall operate watering systems that use automatic timers coupled with rain/freeze sensors in an efficient manner that considers local weather and local mandates. During periods of water restrictions, watering guidelines by the local water district shall apply. The Contractor shall not be responsible for the replacement of landscaping materials that die because of a lack of proper access to water during these periods of water restrictions by municipalities.

Hand Watering: When mechanical irrigation is not available or is malfunctioning, the Contractor shall use alternative hand watering methods, such as gator bags, or equivalents to ensure, promote, and maintain healthy growth. Watering shall be performed to minimize run-off into drains and sewers.

C.11.17 Integrated Pest Management Plan (IPM)
The Contractor shall utilize the Integrated Pest Management Plan for controlling pests and diseases to ensure that the landscapes, trees, and shrubs are free of disease and pest infestation. The IPM is discussed in detail in section C.13.

SECTION 12 SOLID WASTE MANAGEMENT

Applies to:

- Building 1
- Building 2
-

C.12 Solid Waste Management

C.12.1 Solid Waste Management Program

A solid waste management program, which is a standard service, includes the collection and disposal of non-hazardous solid waste (trash), segregated recyclables, and segregated compostable organic waste (where applicable). The Contractor shall deliver a waste management program that complies with federal, state, and local solid waste and recycling mandates and aims to achieve a minimum fifty percent (by weight) waste diversion rate. Recycling, composting, and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste. To support the operation of a High Performance Sustainable Building, the Contractor shall implement waste management practices that encourage reuse and recycling consistent with the Guiding Principles for Sustainable Federal Buildings. The Government may at its discretion perform solid waste audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement solid waste audit recommendations and best practices.

C.12.1.1 Excluded Waste Types

Unless specifically contracted to collect or recycle items or material identified by the EPA and State and local regulatory agencies as hazardous waste, materials, or Universal Waste, the Contractor shall not collect these items. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (nickel-cadmium and small, sealed lead acid batteries in electronic equipment, mobile phones, portable computers, and emergency lighting). In addition, electronic equipment such as computers and printers shall not be discarded in the trash containers. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash receptacles.

C.12.1.2 Solid Waste Audits

[[[NOTE TO SPEC WRITER: KEEP THIS SECTION IF COMPLYING WITH GUIDING PRINCIPLE REQUIREMENTS DURING THE TERM OF THE CONTRACT. CONSULT WITH YOUR REGIONAL RECYCLING COORDINATOR FOR ASSISTANCE.]]]

At the beginning of a base year contract, the Contractor shall perform a solid waste audit of the building. A waste audit is required to determine the profile (amount and composition) of the solid waste stream; identify efficient methods for the collection, storage, and transfer of wastes for disposal, recycling, and composting; determine the right service level for solid waste collection and removal to minimize waste shipments; and obtain a more accurate picture of GSA's solid waste generation levels in order to achieve or maintain a

minimum fifty percent waste diversion rate. The Contractor shall submit the audit findings to the CO or their designee for review. Based on the findings, the Contractor shall partner with the Government to set up a solid waste management program that is cost-effective and will maximize the amount of waste diverted to recyclers and away from landfills and incinerators. Contractor will develop a written report and analysis of the conclusions drawn from this audit, including recommendations for improving the economy and efficiency of waste collection, storage, transfer, and disposal (including recycling and composting). The audit shall be completed and a Report provided to GSA within 60 calendar days of completion of the audit, unless additional time is authorized by the CO or their designee.

The Government may at its discretion perform solid waste audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement best practices and solid waste audit recommendations.

C.12.1.3 Solid Waste Removal and Disposal

All solid waste collected as a requirement of this contract shall be removed from the premises and transported to a solid waste disposal facility that has been certified by the appropriate state agency responsible for solid waste management or by the EPA.

[[[NOTE TO SPEC WRITER: THE REGION MUST SELECT OPTION A OR OPTION B. DELETE THE OPTION THAT DOES NOT APPLY.]]]

[[[NOTE TO SPEC WRITER: IN BOTH OPTION A AND OPTION B BELOW, EVERY EFFORT SHALL BE MADE TO MINIMIZE THE AMOUNT OF TIME THAT FULL CONTAINERS OF WASTE BE ON SITE I.E., A FULL DUMPSTER SHOULD NOT BE IN THE LOADING DOCK AREA OVER THE WEEKEND. THE CONTRACTOR SHALL ALSO PURSUE SCHEDULES THAT MAXIMIZE THE AMOUNT OF SOLID WASTE HAULED PER PICK-UP.]]]

[[[OPTION A:]]]

The custodial Contractor shall provide solid waste removal and disposal services as described herein.

The Contractor shall collect and transport all solid waste and debris to designated locations on the loading dock or other areas (holding areas) for removal from the premises. Holding areas for solid waste accumulation shall be identified by the CO or their designee. If trash compactors are used at the building, the Contractor shall operate the compactor. The Contractor shall ensure that the appropriate Contractor personnel receive training in the safe and proper operation of the compactor.

The Contractor shall provide a sufficient number of waste removal containers to accommodate all trash generated between pick-up dates. The CO or their designee shall approve all container styles, types, and storage locations prior to placement. The Contractor shall be responsible for the delivery, maintenance, repair, cleanliness, labeling, and removal of storage containers and equipment throughout the contract period. The containers must be kept free of holes, pests, grease, oils, and odors, etc. The Contractor will report any pest infestation in or around the containers to the CO or their designee. All Contractor-supplied equipment and materials shall remain the property of the Contractor during and subsequent to the contract period.

The Contractor shall perform collection, removal, recycling and related activities in accordance with the strategies agreed upon by the Government and Contractor based on the solid waste audit Final Report. The Contractor is responsible for all costs of trash removal. The Contractor shall be responsible for loading containers onto collection vehicles.

C.12.1.4 Solid Waste Records and Reports
Reporting requirements are defined in Section C.5.1.14.

C.12.1.5 Pick-ups on Call
[[[NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE PROPOSAL REFLECTS THE COST FOR ADDITIONAL PICK-UP OF SOLID WASTE AND/OR TRASH, NOT RECYCLABLE MATERIALS.]]]

Additional or special pick-ups of solid waste may be required on an irregular basis. Pick-ups shall be accomplished within 24 hours of notification by the CO or their designee. Payment for these pick-ups shall be based on a price per pick-up.

[[[END OF OPTION A]]]

OR

[[[NOTE TO SPEC WRITER: WHEN SELECTING OPTION B FOR SEPARATE CONTRACT, USE THIS STANDARD AS A MINIMUM IN YOUR PWS. THE GOVERNMENT MAY PURSUE GOVERNMENT AND CONTRACTOR REVENUE SHARING OPPORTUNITIES WHEN SELECTING OPTION B. THE PWS SHALL INCLUDE: (1) THE SAME REPORTING REQUIREMENTS FOR THIS SPECIFICATION INCLUDING APPLICABLE SECTIONS/EXHIBITS]]]

[[[OPTION B:]]]
A separate Government contracted trash removal company shall haul all solid waste and non-recyclable trash from the premises to an approved solid waste disposal facility. The custodial Contractor shall collect and transport all solid waste/ trash and debris to designated locations on the loading dock or other designated holding areas for removal from the premises. Holding areas for solid waste accumulation will be identified by the CO or their designee. All such materials shall be emptied into the appropriate containers with no overflow of these materials in the area around the container. The overflow of materials from containers and dumpsters shall be picked up by the custodial Contractor from the ground and floor area of the waste removal equipment. The custodial Contractor shall immediately report to the CO or their designee pest infestations and any spillage of hydraulic fluids or oil at the collection site. Areas for solid waste disposal will be identified by the CO or their designee. If trash compactors are used at the building, the custodial Contractor shall operate the compactor. The Government CO or their designee shall coordinate with the trash removal Contractor to provide training to appropriate custodial Contractor personnel in the safe and proper operation of the compactor.

C.12.1.4 - Reserved
C.12.1.5 - Reserved

[[[END OF OPTION B]]]

C.12.1.6 Recycling
It is the intent of the Government to keep the maximum amount of materials from landfills through aggressive recycling. To the extent practicable, the Contractor shall pursue revenue sharing opportunities with the Government.

C.12.1.7 Extent of Work
The overflow of materials from containers and dumpsters shall be picked up from the ground and floor area used to collect and consolidate the materials. The Contractor shall remove all hydraulic fluid and/or oil spillage caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Sorbent use for cleanup shall contain post-consumer recycled content minimum as required. The minimum depends on the type of sorbent used: see the EPA/CPG website for details. Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory requirements.

[[[NOTE TO SPEC WRITER: THE REGION MUST SELECT OPTION A OR OPTION B. DELETE THE ONE THAT DOES NOT APPLY.]]]

[[[OPTION A: FOR USE WHEN THE CUSTODIAL CONTRACTOR IS RESPONSIBLE FOR OBTAINING A RECYCLING CONTRACT AND ALL ASSOCIATED COSTS.]]]

The Contractor shall furnish all necessary labor and supervision to provide recycling services as described herein. All recyclable materials shall be collected for removal from the premises. Overflow of materials from containers shall be picked up from the floor of the area used to collect and consolidate the materials.

The Contractor shall arrange for the removal of recyclables from the premises, be responsible for all fees, if any, associated with recycling, and remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **Central recycling bins and containers** (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeterias, restrooms, outside areas, etc.) and **Desk side recycling bins and containers**. [[[***(Region, Select One or Leave Both)]]]***
The Contractor shall:

- Place recyclable materials in containers, dumpsters, or compactors provided by the recycler. The Contractor shall monitor the containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.
- Bale corrugated materials, if a baler is available.
- Ensure that all custodial staff involved in the recycling program fully understand the recycling procedures and requirements.
- Coordinate additional pickups within 24 hours of notification by the CO or their designee.

Retain/Return ***[[[(Region, Select One)]]]*** any proceeds that result from the sale of recyclable materials covered by this contract. Verification of the amount of proceeds received from the sale of recycled materials shall be furnished to the CO or their designee upon request.

OR

[[[OPTION B: FOR USE WHEN THE GOVERNMENT ARRANGES A RECYCLING CONTRACT AND ALL ASSOCIATED COSTS.]]]

[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR RECYCLING, INCLUDE THE REPORTING REQUIREMENTS IN THIS SPECIFICATION AND ENCOURAGE EXPLORATION OF REVENUE SHARING OPPORTUNITIES.]]]

There must be a contract with a recycling company to remove recyclables from the premises. To the extent practicable, the Government will pursue Government and Contractor revenue sharing opportunities. The Government will be responsible for all fees associated with recycling.

The Contractor shall:

- Remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **Central recycling bins and containers** (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeterias, restrooms, outside areas, etc.) and **Desk side recycling bins and containers**. ***[[[Region, Select One or Leave Both]]]***
- Place recycled materials in containers, dumpsters, or compactors provided by the recycler. The Contractor shall monitor containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.
- Bale corrugated materials, if a baler is available.
- Ensure that all custodial staff involved in the recycling program shall fully understand the recycling procedures and requirements.

[[[END OF OPTION B]]]

[[[[NOTE TO SPEC WRITER: IF OPTION B IS CHOSEN SECTIONS C.5.1.8 THROUGH C.5.1.14 MUST BE INCLUDED IN THE SEPARATE CONTRACT.]]]

C.12.1.8 Recyclable Materials Disposition

The Government or Contractor ***[[[Region, Select One]]]*** shall ensure that all recyclable materials are recycled and not placed in landfills and incinerators. The CO or their designee may direct the Contractor to participate in joint efforts with State, city, and local governments regarding recycling.

C.12.1.9 Recyclables

Collection and Pickups: The Contractor shall provide all labor, supplies, materials, and the means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas as designated by the CO or their designee. The Contractor shall ensure that recyclables are collected and placed in the designated holding areas on a schedule that will maximize the quantity of materials removed from the premises as scheduled. Additional collections of recyclable materials may be required on an irregular basis and will be coordinated with the CO or their designee.

C.12.1.10 Pick-ups on Call

[[[NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE PROPOSAL REFLECTS THE COST FOR ADDITIONAL PICK-UP(S) OF RECYCLABLE MATERIALS, NOT SOLID

WASTE AND/OR TRASH.]]]

Additional or special pickups of recyclables may be required on an irregular basis. Pickups shall be accomplished within 24 hours of notification by the CO or their designee. Payment for these pickups shall be based on a price per pickup.

C.12.1.11 Recycling Containers

Individual Deskside and Central Collection Containers: The Government or *Contractor* ***[[[Region, Select One]]]*** shall provide the collection containers.

Central Collection Containers: Container(s) shall be placed in the areas designated by the CO or their designee, where trash is collected. Government approved container(s) shall be placed on each floor to receive the collection of recyclable materials. Full containers with recyclables are to be transported by the Contractor to the dock or designated area for pickup by the recycling Contractor.

Recycling Collection Containers: The Government or Contractor ***[[[Region, Select One]]]*** shall provide the necessary Government approved collection containers/bins and other equipment for use throughout the building for the collection of recyclable materials. These are the mobile type containers/bins and other equipment that the Contractor shall use to collect recyclables from deskside and/or central recycling containers. These containers shall be in sufficient quantities for the collection of recyclable material prior to removal to the designated holding area.

Storage Containers: The Government or Contractor ***[[[Region, Select One]]]*** shall provide the necessary storage containers and other equipment, such as compactors, dumpsters, etc. for use in designated holding areas. Containers shall be in sufficient quantities for the collection and storage of recyclable materials in the holding area prior to removal from the premises by the recycling Contractor.

Containers and Equipment Responsibility: The Contractor shall be responsible for the removal of recyclables from the collection containers and moving them to the holding area throughout the contract period. The containers, excluding those used to collect paper, shall be labeled, lined and free of residue and any plastic liners shall not be torn, worn or contain residue. Containers shall be kept free from holes, vermin, or foreign matter that might cause injury or stain clothing or furniture, and the containers must not emit unpleasant odors. If any container emits an unpleasant odor, as identified by the CO or their designee, it shall be immediately corrected by the Contractor at their expense. Recyclable materials shall not be handled, stored or transported in any manner that causes safety or health hazards.

All Government supplied equipment and materials shall remain the property of the Government. The Contractor shall be accountable for all recycling equipment and containers belonging to the Recycling Contractor and shall use them only for the intended purpose.

C.12.1.12 Restriction on Use

Recyclable paper purchased under this contract shall be used or sold as recyclable paper only; i.e., for processing at a pulp mill to be made into new paper products. The Contractor shall not use, allow access to, or offer for resale any papers, documents, or file record materials for the information contained therein.

C.12.1.13 Recycling Proceeds

The Contractor shall use the proceeds received from the sale of recycling material(s) to lower the cost of trash removal or recycling at the location. In the instance of subcontracted work, funds received by the subcontractor will be remitted back to the Contractor for return to the Government. If the proceeds generated are not used to reduce the cost of trash or recycling the CO or their designee will provide guidance for the depositing of these funds.

C.12.1.14 Solid Waste and Recycling Reports
Monthly Recycling Report: The Contractor shall submit a monthly Recycling Report listing the types, weights, and costs or revenues. Included in the report are single stream recycling, commingled recycling, and composting (if applicable). Reports shall be submitted by the 15th of each month and upon request by the CO or their designee. A sample report can be found in Exhibit J4.

Solid Waste Reports: The Contractor shall submit a monthly Solid Waste Report showing the weight of trash hauled and the associated trash hauling costs. The report shall be submitted by the 15th of each month and upon request by the CO or their designee. A sample report can be found in Exhibit J5.

The recycling and solid waste reports shall contain sufficient data to calculate waste diversion and waste removal costs. When actual weights are not known, the Contractor shall use EPA's Standard Volume-to-Weight Conversion Factors. Deductions shall be made and reported for volumes that are not filled to capacity (i.e., half full, 3/4 full, etc.) and conversions adjusted accordingly.

SECTION 13 INTEGRATED PEST MANAGEMENT

C.13 Integrated Pest Management

Applies to:

- Building 1
- Building 2 etc

C.13.0 General
The Integrated Pest Management (IPM) Plan is a part of the standard services, which consists of a preventive maintenance process. The plan coordinates many different programs to reduce sources of pests on a long-term basis for both the interior and exterior areas of a building. The Pest Control requirement is specified in 7 U.S.C. § 136r-1. The IPM Contractor shall have a plan that employs practices and techniques, as they relate to cleaning, trash, and materials handling, that reduce the sources of food and water, harborage, and access routes used by pests in and around the building.

C.13.1 Preventive Pest Maintenance
The Contractor shall implement a preventive maintenance program that identifies and corrects conditions that contribute to pest infestation. Some of the most effective **EXAMPLES,** include but are not limited to:

- Self-contained compactors rather than dumpsters or stationary dumpsters for storing solid waste awaiting pickup, wherever possible.
- Pressure washing of trash rooms, loading docks, and food preparation facilities. The Contractor shall ensure that run-off into drains and sewers are minimized when using pressure washing devices.
- Food preparation and storage areas remain clean.
- Dedicated, tightly covered receptacles for food waste in indoor areas with chronic pest problems.
- Replacement of dense ground cover in landscapes with chronic rodent problems.
- Employ techniques that may include, but are not limited to, keeping containers closed, removal of debris, etc.

C.13.2 Initial Pest Assessment

During the Transition Phase a certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the interior space and/or exterior grounds, and paved areas. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the Contractor to identify areas or practices that may contribute to pest infestation.

Grounds areas that support pollinator nesting and foraging for honeybees, native bees, birds, bats, and butterflies shall be identified in the initial pest assessment as “pollinator sensitive zones”.

A written Integrated Pest Management report detailing the findings of the initial assessment shall be submitted to the CO or their designee within fifteen (15) calendar days of completing the initial assessment. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary or procedural modifications deemed necessary to eliminate pest infestation.

C.13.3 Recommendations for Pest Management and Control

Application of chemical and non-chemical pesticides and trapping methods to address current pest infestations (pest populations) is not a part of this base contract. As required above, the Contractor shall submit an assessment of practices that may contribute to pest infestations (pest populations). The report shall also include recommendations for getting rid of current pest infestations. Eradication methods recommended shall include non-pesticide practices where possible (vacuum or trapping methods). Each control recommendation shall include a price which the Contractor would charge separately from this contract. Prices shall reflect service from personnel qualified to apply chemical and non-chemical pesticides. In the event that pesticide application or trapping methods are required on a regular basis, this contract may be modified to include those services. The GSA may choose to obtain these services from a separate vendor.

C.13.4 General

The certified pesticide applicator or licensed IPM Contractor shall accomplish the monitoring, trapping, and pesticide application and pest removal components of the IPM.

C.13.5 Pests Included and Excluded

The Contractor shall adequately suppress indoor populations of rats, mice, cockroaches, ants, flies, and any other arthropod pests not specifically excluded in this scope. This includes populations of these pests that are located on the exterior of the facilities and within the property boundaries of the facilities.

The following pests are excluded from the standard services however the Government may request remediation as an above standard reimbursable service:

- ➢ Birds
- ➢ Mosquitoes
- ➢ Snakes
- ➢ Vertebrates that are not commensal rodents
- ➢ Bats
- ➢ Termites
- ➢ Bed Bugs
- ➢ Other wood-destroying organisms

C.13.6 Integrated Pest Management Plan

Prior to initiation of services, the Contractor shall submit to the CO or their designee for approval a written Integrated Pest Management Plan within 30 calendar days following the submission of the Integrated Pest Management report. The plan should include integrated methods, routine site inspections and maintenance, routine pest inspections, pest population monitoring, evaluation of the need for pest control and one or more pest control methods. The plan shall also include a specification of the circumstances under which an emergency application of pesticides can be applied, and a communications strategy directed to building occupants.

The Integrated Pest Management Plan shall consist of the following parts:

- ➢ Proposed Materials and Equipment for Service including labels and Safety Data Sheets (SDS) for all pesticides to be used. A list of the brand names of trapping devices, pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service. The use of sustainable methods and applications is preferred whenever possible. A list of chemicals used and the purchase price for these chemicals.
- ➢ Proposed Methods for Monitoring and Detection including describing those methods and procedures to be used for identifying sites of pest harborage and access and for making objective assessments of pest population levels throughout the term of the contract.
- ➢ An inspection schedule for each building or site. Frequency of contract visits shall depend on the specific pest control needs of each premise. Large office facilities or specified office areas within such facilities with a history of pest infestation will be visited more frequently.
- ➢ A description of any structural or operational changes that would facilitate the pest control effort.
- ➢ A copy of the Commercial Pesticide Applicator Certificate or License for every Contractor representative who will be performing on-site service.

C.13.7 Pesticide Application

The Contractor shall not apply any chemical or non-chemical pesticide products that have not been included in the Integrated Pest Management Plan or approved in writing by the CO or their designee. The Contractor shall employ the least hazardous materials, most precise application technique, and minimum quantity of pesticide necessary to achieve control. Pesticides used by the Contractor must be registered with the U.S. Environmental Protection Agency, States and/or local jurisdiction. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable Federal, State, and local laws and regulations. All chemicals shall be in the original manufacturer's containers and properly labeled.

Chemical pesticides shall not be applied in any Child Care center without prior coordination and consent of the Child Care Director. Posting and notifying the Child Care Director must be initiated at least 24-48 hours in advance of using any chemical pesticides. In Child Care centers, the children's access to those areas treated with chemical pesticides shall be restricted to a minimum of 12 hours. Only qualified, trained, and certified personnel or licensed Contractors shall apply any chemicals. Uncertified individuals working under the supervision of a certified pest applicator or licensed Contractor shall not be permitted to provide service under the terms of this contract. Chemicals shall be applied with extreme care to avoid hazard to any person or animal in the immediate or adjacent areas, or property damage.

The application of pesticides shall not be used in areas that promote and support habitats for pollinators, including honeybees, native bees, birds, bats, and butterflies.

Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any area shall not occur unless visual inspections or monitoring devices indicate the presence of pests in that specific area. In no case shall extremely toxic materials be permitted. The Contractor shall not store any pesticide products on Government property. Any emergency applications of chemical pesticides must be approved by the CO or their designee prior to application.

C.13.8 Structural and Procedural Recommendations

Structural modifications for pest control will be the responsibility of the Government. However, throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about concerns with any structural, sanitary, or procedural modifications deemed necessary to eliminate food and water sources, harborage, or access routes that would allow building infestation by pests in and around the building.

C.13.9 Record Keeping

The Contractor shall be responsible for maintaining a pest control logbook or electronic file for each building or site specified in this contract. These records will help with monitoring pest locations and actions taken to prevent or mitigate further infestations. The log shall include pesticide information on whether chemical and non-chemical methods were used to control pests. Where chemicals are applied the log shall specify the type, quantity, price, and circumstances for using pesticide(s). These records shall be kept on Government property and maintained by the Contractor.

Each logbook or electronic file shall contain at least the following items:

- A copy of the Pesticide Control Plan. The plan shall provide labels and SDS for all chemical pesticides used and purchase price, brand names of all pest control devices and equipment used, and the Contractor's service schedule for the inspection and/or treatment of the building.
- Completed copies of GSA Form 3638, Pest Control Work and Inspection Report, or an equivalent form such as another Contractor service report form that is approved by the CO or their designee. The report form shall be used to advise the Contractor of routine service requests and to document the performance of all work. The Contractor shall also document on the GSA Form 3638 or equivalent all information on pesticide application that is required by statute in the jurisdiction where service is performed. Upon completion of a service visit to a building, the Contractor's representative performing the service shall complete, sign, and date the GSA Form 3638 or equivalent form.

C.13.10 Manner and Time to Conduct Service

Routine pest control services that do not adversely affect tenant health or productivity shall be performed during the tenants' normal working hours. The Contractor shall notify the CO or their designee, and the CO or their designee shall provide notice to occupants at least 72 hours before application of any pesticides during normal conditions and within 24 hours in emergency situations. An emergency is an exceptional circumstance that poses a clear (or at least perceived) health and safety risk or where operations are severely disrupted. Examples of the first involve some outdoor animal (e.g., bird, snake, bat, or squirrel) that has gotten into indoor space and cannot get out, or a nest of bees or wasps are discovered on the grounds. An example of the second would be a swarm of winged termites or ants emerging into occupied space, which might be completely harmless, but nevertheless are alarming to the occupants. When it is necessary to perform any work outside of the tenant's normal working hours, the Contractor shall notify the CO or their designee at least one day in advance.

C.13.11 Insect Control

The Contractor shall provide the CO or their designee with signs, placards, literature, or other information so that the CO or their designee can inform building occupants of the nature of the pesticide application. The information will include at a minimum a brief explanation regarding the reason for the pesticide application, the safety of the products being used, and contact information should the building occupants have questions.

Non-pesticide Products and Use: The Contractor shall use non-pesticide methods of control wherever possible. For example:

- Portable vacuums with HEPA or MICRO filtration
- Trapping devices

Chemical Pesticide Products and Use: When it is determined that chemical pesticides must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. The Contractor shall minimize the use of liquid pesticide applications wherever possible, for example:

- Bait stations and other types of bait formulations rather than sprays.
- As a general rule, liquid, aerosol, or dust formulations shall be applied only as crack and crevice treatment.

- Application of pesticide liquids, aerosols, or dust to exposed surfaces and pesticide space sprays (including fog, mist, and ultra-low volume applications) shall be restricted to unique situations where no alternative measures are practical.

The Contractor shall obtain the approval of the CO or their designee prior to any application of pesticide liquids, aerosols, or dust to exposed surfaces, or any space spray treatments. Other than crack and crevice treatments, no liquid, aerosol, or dust applications shall be made while tenant personnel are present.

C.13.12 Rodent Control

Indoor Trapping: Generally, rodent control inside buildings shall be accomplished with trapping devices only. All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Trap locations shall be identified, recorded and shared with the building manager. Traps shall be checked on a schedule approved by the CO or their designee. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner. Glue traps are not permitted for use in Government facilities.

Use of Rodenticides: In extreme cases, when rodenticides are deemed essential for adequate rodent control inside buildings, the Contractor shall obtain approval from the CO or their designee prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals or in EPA-approved tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.

Use of Bait Boxes: All bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Contractor shall adhere to the following points:

- All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.
- The lids of all bait boxes shall be securely locked or fastened shut.
- All bait boxes shall be securely attached or anchored to the floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.
- Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.
- All bait boxes shall be labeled on the inside with the Contractor's business name and address and dated by the Contractor's technician at the time of installation and each servicing.
- Bait boxes shall be checked on a schedule approved by the CO or their designee.

C.13.13 Safety and Health

Work shall comply with the applicable requirements of 29 C.F.R. § 1910 and State and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply. The Contractor shall ensure subcontractors comply with the safety and health requirements included herein, and shall promptly report violations by such subcontractors, or as otherwise observed, to the CO or their designee, or security personnel.

SECTION 14 CHILD CARE CENTER CLEANING

Applies to:

- Building 1
- Building 2 etc

C.14 Child Care Center

The Contractor through innovation, technology, or other means shall perform the Child Care center services using the prescriptive based standards and frequencies delineated in the PWS. Where Child Care specific standards and frequencies do not exist, the Contractor shall first use the performance based standards in this contract. If no standards exist in this contract, the Contractor shall use industry standards to meet the requirements in this contract.

The Contractor shall furnish all personnel, labor, equipment, material, tools, supplies, supervision, management, and services necessary to perform and provide the cleaning efforts. The cleaning effort shall include, but not limited to: restroom fixtures, faucets, sinks, counters, vents, shelving, partitions, mirrors, waste receptacles, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, waste and soiled diaper receptacles, vertical and horizontal surfaces, countertops, tabletops, doors, cabinet handles, carpets, mats, area rugs, walls, windows, view panels, mirrors, entrance and exits, classroom cleaning, kitchens, wall fixtures, ceilings, horizontal surfaces, built in furniture, lofts, floors, mats, sinks, drinking fountains, trash removal, high cleaning, glazing, partitions, outdoor, playgrounds, playground equipment and rubber/hard surfaces, window treatments and furniture. These items in this scope shall be cleaned to the standards detailed in this scope.

The Contractor shall routinely wipe down all high-touch (frequently touched) surfaces with a cleaner and disinfectant from the EPA-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 (Disinfectants for Use Against SARS-CoV-2), or other product containing the same active ingredient(s) at the same or greater concentration than those on the list. The Contractor shall use the product in accordance with directions provided by the manufacturer.

Examples of high-touch (frequently touched) surfaces include but are not limited to: handrails, door knobs, key cards, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, water cooler and drinking fountain controls. Disinfected surfaces should be allowed to air dry.

The child care provider is responsible for providing disposable disinfectant wipes and the wiping down of the building tenant's equipment such as telephones, computers, keyboards, docking stations, computer power supplies, and computer mouse, personal fans and heaters ,desk lighting, etc.

The Contractor shall maintain a clean, sanitary, safe, and healthy physical environment for children and teachers. Children and their families have a right to expect their stay in a GSA Child Care center to be as safe, clean, and comfortable as possible. High standards of cleanliness are particularly important. Since children will touch any surface they can reach (including floors), all surfaces in a Child Care center may be

contaminated and can spread infectious agents. Therefore, a frequent and responsive cleaning service is essential to ensure all surfaces are properly cleaned and disinfected/sanitized. Sanitizing: Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. Sanitizing is appropriate for food service counters, tables, and highchairs. Sanitizer must be safe for food contact, even if not a food service table or counter. Disinfecting: Destroying or inactivating most germs on any inanimate object, but not bacterial spores. Disinfecting is appropriate for diaper changing tables, door and cabinet handles, toilets, and other bathroom surfaces.

The highest level of sanitation is required in the following areas, but not limited to:

- Child Care areas: classrooms
- Bathrooms
- Diaper changing areas
- Kitchens and classroom food preparation areas

All surfaces contaminated by bodily fluids: saliva, mucus, vomit, urine, stool, or blood must be cleaned and disinfected immediately in accordance with service request requirements.

With the exception of policing and trash removal, cleaning of the Child Care center shall be done when there are no children present in the immediate area of cleaning. **The Contractor must coordinate the cleaning schedule with the childcare provider to ensure children do not return to the area until all disinfected surfaces are dry.**

C.14.1 Products

The Contractor shall properly train their staff in regard to different cleaning methods and products to satisfactorily clean, sanitize, and disinfect the variety of surfaces found within a Childcare center. The use of products should follow appropriate environmental considerations, as it relates to the health, hygiene, and safety of staff, children and the public.

The Contractor shall clean surfaces prior to sanitizing and disinfecting, unless using a cleaner-disinfectant capable of performing both functions simultaneously. Industrial products that meet the Environmental Protection Agency's (EPA) standards for hospital grade germicides (solutions that kill germs) may be used for disinfecting. Use of EPA approved sustainable products for general cleaning are preferred where appropriate. Regarding floor care, the Contractor shall refer to the manufacturers recommended cleaning products. All products must be:

- Fragrance-free
- Non-aerosol
- EPA-registered products as sanitizing or disinfecting
- 3rd party certified as Sustainable cleaning
- Sanitizer must be EPA-approved for food contact surfaces, even if not used on a food service table or counter.

Prohibited Products include:

- Air Fresheners
- Aerosols
- Scented Products

The Contractor shall submit for approval by the CO or their designee the list of all chemical products proposed for use and include the Safety Data Sheets for each, as part of the Contractor hazard communication plan.

C.14.2 Standards

[[[NOTE TO SPEC WRITER: Coordinate with the Child Care Program Manager to add all applicable public health requirements as defined from the local childcare authority including the evidence of Contractor employees being tested for tuberculosis, vaccinations for communicable diseases, etc.]]]

The Contractor employees that clean Child Care centers are subject to Federal, State, and local laws governing health-screening and security background check requirements. All required health certifications shall be provided to the CO or their designee prior to starting work in the Child Care center, including the evidence of being tested for tuberculosis.

All Child Care centers in the GSA controlled space must achieve accreditation from the 'National Association for the Education of Young Children (NAEYC).' Part of this accreditation process includes meeting NAEYC Cleaning Standards and is incorporated within this specification. Successfully achieving accreditation from the NAEYC requires both the Child Care provider and the cleaning Contractor sharing the responsibility. The Child Care center staff is responsible for cleaning the toys, children's furniture including tables and chairs, highchairs, potty chairs, phones, computers, cribs, and kitchen appliances after use and interiors, as well as classroom activity and meal clean up.

NAEYC Definitions

- Cleaning: Physically removing all dirt and contamination, oftentimes using soap and water. The friction of cleaning removes most germs and exposes any remaining germs to the effects of a sanitizer or disinfectant used later.
- Disinfecting: Destroying or inactivating most germs on any inanimate object, but not bacterial spores. Disinfection is appropriate for floors, diaper changing tables, door and cabinet handles, toilets, and other bathroom surfaces.
- Sanitizing: Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. **Sanitizing is appropriate for food contact surfaces**.

Look for the EPA registration number on the product label, which will describe the product as a cleaner or disinfectant. Use the least toxic product for the particular job and use according to the manufacturer's instructions. The Contractor shall follow product recommendations for sanitizing and disinfecting proportions and dry times. Be sure to read the label directions carefully, as there may be a separate procedure for using the product as a cleaner or as a disinfectant.

C.14.3 Safety

The Contractor is responsible to ensure that cleaning and maintenance equipment, and supplies are well secured from the children. Report to the CO or their designee any potential hazards that could conceivably cause injury to a child.

C.14.4 Cleaning Requirements

The following areas have been assigned a minimum cleaning frequency to establish a required base level of cleaning. However, cleaning in these areas may require more attention than the minimums listed to achieve desired results.

The Contractor is responsible for the following tasks:

TWICE DAILY
Remove and seal plastic bags from soiled diaper receptacles to designated areas.

DAILY
General

- Clean and disinfect all surfaces touched by hands, such as light switches, doorknobs, interior glass surfaces, and handles.

Entrance, Outdoor Play Area and Drinking Fountains

- Entrances: Police and clean all entrance and exit areas, including entrance doors.
- Police playground area in the morning before playground activity begins: Remove trash, check for any hazards in the general area, along the fence and equipment; remove any foreign substances or spillages.
- Clean and disinfect all drinking fountains.

Restrooms and Diapering Areas

- Clean and disinfect all restroom fixtures, faucets, sinks, countertops, vents, shelving, partitions, mirrors, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, and other touchable surfaces.
- Clean and disinfect diaper changing table horizontal and vertical surfaces.
- Empty trash and other waste material. Trash shall be collected and disposed of at a location designated by the CO or their designee. Empty, clean and disinfect waste and diaper receptacles.
- Replenish paper towels, soap, and toilet paper. All dispensers shall be filled with Contractor provided supplies; soap must be compatible with the provided dispenser.

Child Care Areas

- Empty trash, clean and disinfect waste receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.
- Clean and disinfect all vertical and horizontal surfaces including countertops and tabletops.
- Clean and disinfect all sinks and faucets.
- Clean and disinfect all door and cabinet handles.
- All carpets, mats, and area rugs shall be thoroughly vacuumed, and spot cleaned. Carpet surfaces are to be free of dirt, dust, and other debris.
- Spot clean walls, windows, view panels, and mirrors.

Kitchen and Food Prep Areas within the Classroom

- Empty trash, clean and disinfect trash receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.

- Clean and **sanitize** all countertops designated for food service *using a solution safe for food contact.*
- Clean and *disinfect* all (non-food service) horizontal surfaces.
- Clean and disinfect all sinks and faucets.
- Clean and disinfect all vertical surfaces and door and cabinet handles.
- Clean and disinfect fronts of all appliances.

Floors
Clean and disinfect all floors, including food preparation and pantry, bathrooms, classrooms, and under mats. First sweep or vacuum, then damp mop with a floor cleaner-disinfectant. (Best practice: consider microfiber damp mop.)

WEEKLY

Damp wipe and vacuum all loft areas (elevated play surfaces).

MONTHLY

- Clean carpets and rugs where non-walking children play. Damp wipe both sides of glass doors, view windows, partitions, bookcases, and any other glass or Plexiglas up to 6 feet from the floor.

QUARTERLY

- Clean floors to remove scuffs, scratches and build up. Follow manufacturer's instructions on appropriate methods how to accomplish this (buff, polish, strip, wax).
- Clean carpets and area rugs in other classrooms, multipurpose areas. Excluded are small throw rugs which are the responsibility of the Child Care center staff and can be cleaned in a washing machine.
- Clean by dusting, damp wiping, or vacuuming surfaces and objects approximately 6 feet or more above the floor. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/bookcases, etc.
- Hose down with water outdoor playground hard and resilient, rubber surfaces to remove any surface dust and debris. Do NOT use a power-washer on resilient, rubber surfaces. **[NOTE to SPEC WRITER: Adjust frequency according to climate if quarterly is not feasible, such as snowy climates]**

SEMI-ANNUALLY

- Upholstered furniture shall be deep cleaned using accepted commercial equivalent practices or manufacturer's recommendation.
- Free standing appliances (ranges, refrigerators, etc) shall be pulled out and areas behind the appliances, including floors, walls, and the back of the appliance, shall be cleaned and all debris removed. Return appliances back to their original position after cleaning is completed.

ANNUALLY

- Wall Washing: (rooms, toilet areas, and kitchen). Clean with a disinfectant cleaner, including surfaces and objects. This includes but is not limited to the wall and ceiling area adjacent to

ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/bookcases, etc.

- Playground Equipment: All playground equipment surfaces, platforms, flooring, resilient flooring surfaces, and structures associated with playground equipment shall be cleaned once per year using a pressure washer or other industry standards for the surface that is being cleaned. Standards will be met when all surfaces are power cleaned, free of dirt, mold, gum, spillages, droppings and all other foreign substances. The Contractor shall contain water used in the cleaning to minimize the run-off into drains and sewers. The Contractor shall not pressure wash resilient rubber surfacing. Resilient rubber surface shall be washed with soft soap and water. Do not use harsh chemical cleaners. Instead, use soft soap (like laundry detergent) mixed with warm water.

C.14.5 Quality Standards for Child Care

- Entrance and Exit: All entrance and exit areas (including fire exits) should be visibly clean and free of all trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances and spillages. Entrance doors shall be clean of smudges, marks, and spots. Drinking fountains shall present a clean appearance with no build up and encrustation.
- Room Cleaning: The room shall be clean and when necessary the Contractor may be required to move furniture and furnishings. This shall be done with extreme care and furnishings shall be replaced to their original positions to make the area ready for use.
- Wall Fixtures: Switches, sockets, and outlets shall be clean and be free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.
- Walls: All wall surfaces (including cove base) shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages. Walls shall be free of streaks and spots. There shall be no signs of overlapping. There shall be no smudge spots where cleaning of the upper and lower halves of the wall overlap. Walls shall be uniformly clean. Frames on doors, windows, moldings, etc shall be clean.
- Ceiling: All ceiling surfaces shall be clean and free of dust, dirt, and debris.
- Horizontal and Vertical Surfaces: All horizontal surfaces shall be clean and free of dust, dirt, debris, and spillages.
- Dusting: There shall be no dust, streaks, oils, spots, and smudges on surfaces.
- Built in Furniture and Lofts (elevated play surfaces): Damp wipe and vacuum surfaces to be clean and free of dust, dirt, and spillages.
- Bare Floors: All floors shall be cleaned and disinfected to be free of dust, dirt, debris, and spillages (refer to manufacturers' specifications for maintenance). The cleaning of linoleum flooring shall follow industry standards.
- Carpet and Area Rugs: All carpets and area rugs shall be clean and free of dust, dirt, debris, and spillages. The Contractor shall protect all carpeting and place protective non-absorbent pads or foil between the cleaned carpet and the furnishings. Any damage resulting from Contractor's lack of carpet protection shall be corrected by the Contractor. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. All area rugs and carpeted areas should be vacuumed with a HEPA filtered vacuum. The Contractor shall utilize vacuum cleaners that meet the requirements of the Carpet & Rug Institute Green Label/Green Label Plus Testing Program, http://www.google.com/url?url=http://www.carpet-rug.org/green-label-plus.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwj8vtDqrdXQAhWLOiYKHbGADEcQFggU

MAA&usg=AFQjCNEIc9yxkhYrShtPY-5BWzm54z6w1Q. Children are not to be present during carpet shampooing. The carpet must be dry prior to children returning to the area.

- Mats: All mats shall be clean and free of dust, dirt, debris, and spillages.
- Sinks and Mirrors: All sinks and mirrors shall be clean and free of dust, dirt, debris, and smearing.
- Toilets and Toilet Closets: All toilet areas shall be clean and disinfected, and be free of dust, dirt, debris, and spillages.
- Dispensers: Dispensers shall be cleaned and adequately stocked.
- Receptacles: Contractor with proper training in blood borne pathogens shall wear disposable gloves to empty, clean, and disinfect/sanitize sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Waste bags with napkins and gloves shall be sealed and placed in the regular trash.
- Doors: All parts of the door structure, including handles, frames and jambs shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.
- Glazing, Including Partitions: All internal glazed surfaces shall be clean and disinfect/sanitize and free of smears, grime, and tape substances.
- Trash Removal: All trash shall be removed as scheduled and by the end of the day if not indicated. All trash (including trash in restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash containers shall be emptied and kept clean and odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash, debris and recycling containers shall not be torn, worn, or contain residue. Please refer to the trash and recycling portion of these specifications.
- High Cleaning Surfaces above 6 Feet: Surfaces shall be cleaned and free of dust and cobwebs. This does not include the removal of vents, tiles, or fixtures to accomplish high cleaning. Where glass is present, both sides shall be clean and free of streaks (interior of building only).
- Outdoor and Playgrounds- External Areas: The complete external areas including playground areas shall be clean and free of trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances on the hard surfaces. Any hazardous conditions or items in need of repair should be identified and a written notice immediately given to the CO or their designee.
- Outdoor Playground Equipment: Equipment shall be clean and free of gum, other foreign substances, spillages, and droppings. Pressure washing shall be used where appropriate. The Contractor shall ensure that run-off into drains and sewers are minimized.
- Outdoor Hard (concrete and asphalt) Surfaces: These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Pressure washing shall be used where appropriate.
- Outdoor Resilient, Rubber Surfaces: These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Broom with soft nylon bristles or blow off loose material as needed. Hose down with water. Do NOT pressure wash resilient, rubber surfaces. The cleaning of playgrounds with rubber and resilient surfaces shall be in accordance with the manufacturer's recommendations. Wash resilient rubber surfaces with soft soap and water. Do not use harsh chemical cleaners. Instead, use soft soap (like laundry detergent) mixed with warm water. The Contractor shall ensure that run-off into drains and sewers are minimized.

- Window Treatments (blinds, shades, curtains): Window treatments shall be clean and free of dust, dirt, debris, and spillages. All sides of blinds, cord tapes, and valances are to be clean and free of dust.
- Window Washing: Windows shall be clean and free of dirt, grime, streaks, tape substances, and excessive moisture. Window sashes, sills, woodwork, and other surroundings of interior glass shall be free of drippings and other watermarks. Windows that have window film shall be cleaned using the manufacturer's instructions for window washing.
- Furniture: All furniture shall be free of dust, dirt, spillages, and spots.

SECTION 15 CUSTODIAL ABOVE STANDARD SERVICES

C.15 Custodial Above Standard Services

The Contractor shall provide interior and exterior above standard services to fulfill the Government's intermittent need for work. These services are in addition to the services specified as a standard service. The Contractor shall not divert workforce to accomplish above standard services.

Submit as part of your initial proposal the pricing for the following above standard services. When requested to provide these services, the Contractor will be compensated at the quantity rate specified on the electronic offer sheet (See Section B, Services, Ordering and Prices).

The Government reserves the right to obtain supplies and services from other sources if prices are found not to be fair and reasonable, based on competitive fair market prices.

NOTE TO SPEC WRITER: DELETE ANY OF THE FOLLOWING SERVICES THAT DO NOT APPLY TO YOUR CONTRACT. FOR THOSE ITEMS THAT DO APPLY ENSURE SERVICE IS DEPICTED IN A LINE ITEM IN SECTION B.

C.15.1 Carpet Extraction (Private Areas)

When ordered, the Contractor shall provide carpet extraction priced per square foot. The quality standard for providing above standard service is the same as that described in the 'Carpets and Rugs' section.

C.15.2 Interior Window Washing

The quality standard for providing above standard service is the same as that described in Section C.10.1.11 Interior Window Washing.

C.15.3 Exterior Window Washing

The quality standard for providing above standard service is the same as that described in Section C.10.2.2 Exterior Window Washing.

C.15.4 Pressure Washing and Steam Cleaning

Cleaning: The Contractor shall remove all dirt, debris, residue, gum, grease, and tar from the exterior areas (including parking garages) of the building(s) with the approval of the CO or their designee. The Contractor shall use best management practices to protect water quality and must comply with federal, state, and local requirements to prevent pressure washing generated wastewater from discharging into the

storm drain system. The Contractor is responsible for identifying and complying with state and local environmental regulations for the proper collection and disposal of pressure washing wastewater.

C.15.5 Tree Thinning

Tree thinning shall reduce the density of live branches towards developing the natural branching structure. Thinning shall result in an even distribution of branches on individual limbs and throughout the crown, to provide free air circulation through the remaining limbs and branches. Not more than 25 percent of the crown should be removed annually.

Tree maintenance shall be performed only by certified arborists. Operations shall comply with applicable Occupational Safety and Health Administration (OSHA) standards, ANSI Z133.1, as well as State and local regulations.

Climbing spurs shall not be used when climbing and thinning trees. Tree branches shall be removed in a manner not to cause damage to other parts of the tree, other plants, or property. Branches too large to support with one hand shall be precut to avoid splitting of the wood or tearing of the bark. Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

C.15.6 Government Furnished Trees and Plants

Government furnished trees and plants shall be planted in the ground or in planters as approved by the CO or their designee. Native trees, shrubs, and herbaceous materials shall be used to support habitats for pollinators. Preference shall be given to the use of native perennials, with long bloom cycles.

C.15.7 Snow and Ice Removal for Areas Requiring Heavy Equipment

The Contractor shall furnish the necessary heavy equipment and other items needed to clear or haul snow and ice from parking areas, roads, driveways, plaza areas, etc. when an order is issued. Heavy equipment includes ride-on equipment such as front-end loaders, backhoes, bobcats, snow plows, etc.

The Contractor shall use caution when snow removal is in progress to prevent any damage to the buildings, grounds, vegetation, landscape areas, sidewalks, roads, fire hydrants, shrubs, signs, and other protrusions. The Contractor shall be held liable for any damages incurred to Government property during the performance of work. All locally prescribed safety regulations, laws, and practices shall be carefully observed in performance of the work.

C.15.8 Sub-Contracted Graffiti Removal

When ordered by the Government, the Contractor shall remove graffiti using a subcontractor who specializes in the task of removing graffiti. In cases involving historical preservation all cleaning methods shall be coordinated with the CO or designee and the Regional Historic Building Preservation Officer. Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

C.15.9 High Cleaning

The Contractor shall utilize stepping stools, ladders and other equipment necessary to clean areas above 10 feet in height such as return air ducts, high lobby surfaces, signage, sills, etc. The intent of above standard high cleaning is to clean the high areas not accessible or thoroughly cleaned by regular Contractor employees on a daily basis. The high surfaces shall be cleaned free of dirt, dust, and cobwebs.

Where glass is present, both sides shall be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.

C.15.10 Machine Strip and Wax Resilient Office Floors
When ordered, the Contractor shall provide pricing per square foot for additional stripping and waxing. Floors shall be machine stripped and sealed with 4 coats of finish. UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.

C.15.11 Holding Cell Interiors
Holding Cell interiors include floors, walls, fixtures and surfaces shall be cleaned to the same quality standard as outlined in Section C.10..1.4. Holding cell interiors that need to be cleaned more than once a day shall be considered above standard services. When ordered, the Contractor shall provide the service at a per hour rate.

C.15.12 Cleaning/Polishing of Exterior Brass
When ordered by the Government, the Contractor shall provide a specialized subcontractor to clean and polish the brass work Regions, **Specify items _____ and _____ locations.** All surfaces including flat surfaces, corners, crevices, moldings, edges, and ledges shall be free of dirt, streaks, spots, hand marks, oil, smudges, soiled substances, encrustation and streaks.

C.15.13 Postal Service Floor Sealing
The United States Postal Service has special requirements for the sealing of the floors in postal work rooms. GSA will provide this service on a reimbursable basis to the Postal Service.

C.15.14 Additional Disinfecting of Frequently Touched Surfaces
This scope is to be used in response to any request for additional iterations of cleaning and disinfecting above and beyond the standard services in C.19.1.7. When ordered, the Contractor shall provide the service at a per square foot rate.

1. The Contractor must wear disposable gloves (*e.g.*, latex or nitrile), facemasks and any additional personal protective equipment as recommended by the cleaning and disinfectant product manufacturers.

2. The Contractor must clean all visibly dirty surfaces using general detergents or cleaning products compatible with the surface materials being cleaned and in accordance with directions provided by the product manufacturer.

3. The Contractor must wipe down all frequently touched surfaces using a disinfectant from the U.S. Environmental Protection Agency-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 (Disinfectants for Use Against SARS-CoV-2) or another product containing the same active ingredient(s) at the same or greater concentration than those on the list.

4. The Contractor must use all products in accordance with directions provided by the manufacturer. Examples of frequently touched surfaces include, but are not limited to, handrails, door knobs, key cards, light switches, countertops, water faucets and handles, work surfaces, computer keypads and computer mouse devices, elevator buttons, sinks, toilets and control handles,

restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls. Disinfected surfaces should be allowed to air dry.

C.15.15 Disinfecting in Response To a COVID-19 Event or Other Pandemic Instances

[[[NOTE TO SPEC WRITER: For COVID-19 incidents, follow all current COVID-19 policy and procedures, including provisions where GSA pays directly for enhanced cleaning and disinfecting services required in Scope 3. The intent of including COVID-19 incidents in the above standard section of the spec is to identify those circumstances that are a non-routine service and to obtain separate pricing from the Contractor to allow the regions the flexibility to respond to future changes in COVID-19 policy and procedures. Link to Covid Scopes. For other pandemic incidences, follow CDC recommendations.]]]

This procedure is to be followed whenever a Novel Coronavirus ("COVID-19") event (defined below) occurs in a federally owned facility. For other pandemic incidences, follow CDC recommendations. A COVID-19 event is defined as an instance when someone who is confirmed or suspected to have COVID-19 enters or occupies a building. When ordered, the Contractor shall provide the service at a per square foot rate. The Contractor should provide pricing for services during normal business hours and another for services outside of normal business hours.

Qualifications. The Contractor performing the work must have the required supplies, and the Contractor staff must be trained in current blood-borne pathogens requirements, as defined by the Occupational Safety and Health Administration (29 C.F.R. 1910.1030). The minimum supplies required are cleaning products containing soap or detergent compatible with the surfaces being cleaned, and disinfectant products either registered by the U.S. Environmental Protection Agency ("EPA") as effective against emerging infectious agents (Disinfectants for Use Against SARS-CoV-2) or equivalent products containing the same active ingredient(s) in similar or greater concentration levels as those listed and registered by EPA. If a subcontractor is necessary to execute this option, the Contractor shall propose that solution to the Government inclusive of the subcontractor to be used and their capabilities statement.

Procedures.

1. The Contractor must submit any proposed disinfectants to the Contracting Officer's Representative ("COR") or the COR's designee for review and approval prior to use.

2. Once approved, the Contractor must use all cleaning and disinfectant products in accordance with the manufacturer's directions.

3. Prior to entering the area to be cleaned and disinfected, the Contractor must don the appropriate personal protective equipment required for the specific cleaners and disinfectants to be used. At a minimum, the Contractor must wear nitrile, latex or similar non-cloth disposable gloves and facemasks.

4. The Contractor must clean all frequently touched surfaces in the affected area(s) free of any visible dirt or grime using the approved cleaning products. The Contractor must also

clean any porous surfaces that contain visible contamination to the extent feasible using products compatible with those surfaces. Visible contamination is defined as surfaces soiled with phlegm, saliva, vomit, or a similar bodily fluid. Dirt and grime are not considered contamination for purposes of this procedure.

5. The Contractor must disinfect all frequently touched surfaces in the affected area(s) using the approved disinfectant. The disinfectant must be applied in such a manner as to ensure solid surfaces are visibly moist. The Contractor must also take extreme care to avoid damage to telecommunications and electronic equipment, GSA's fine arts collection, historic materials and finishes, cloth surfaces, carpeting, and wood furnishings during the application of any disinfectant.

   Frequently touched surfaces include, but are not limited, to handrails, door knobs, key cards, keyboards, computer mouse devices, touch screens, light switches, countertops, table tops, water faucets and handles, work surfaces, elevator buttons, sinks, toilets and control handles, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

6. The Contractor must allow the disinfectant to remain on surfaces until air dry.

7. The Contractor must place used supplies, including gloves, rags and containers, in sealed plastic trash bags. Bags must be tied shut and disposed of as ordinary waste.

8. Once the affected area(s) have been cleaned, disinfected and dried, they can be opened back up to regular occupancy and use.

SECTION 16 EXHIBITS

Exhibit 1 - O&M Building Information Sheets

The O&M Building Information Sheets are attached as separate documents in the solicitation package.

Exhibit 2 - Energy and Water Efficiency Monthly Report

1.0 General: This energy and water efficiency report template serves as minimum standard, and is to be completed per the requirements of section 5.6, Energy & Water Efficiency, of the O&M services contract. The Contractor shall use this report template and submit completed reports as part of the monthly report to the Facility Manager.

1.0 General: This energy and water efficiency report is to be completed per the requirements of section 5.6, Energy & Water Efficiency, of the O&M services contract. The Contractor shall use this report template and submit completed reports as part of the monthly report to the Facility Manager

2.0 Energy and Water Efficiency Reporting Template. The Contractor shall use this template to complete the energy and water efficiency report sections for "Contract Information" and "Contractor Reporting Elements." The GSA Property Manager shall complete the section "GSA Review and Response Elements."

Contract Information

Contract Number:

Report Prepared by:

Building Information

Building Number: (if the building is part of a combined facility use the facility level data)

Building Name:

Building gross square foot:

Energy Technology & Analytic Tools Available at this Building:

Advanced Meters: yes/no

GSA Link: yes/no

Renewable Energy Systems: yes/no (describe)

Most Recent Energy Audit: yes/no (date)

Annual Performance Target

(To be filled out by in conjunction with the regional energy coordinator and the facility manager at the beginning of the Contractor's performance period and 1 year thereafter until the end of contract)

	Energy	**Water**
TARGET Annual Usage	XX,XXX BTU/GSF	X.X Gal./GSF
TARGET Annual Usage Variance	+ / - 5% of target BTU/GSF	+ / - 5% of target Gallon/GSF
ACTUAL Annual Usage	XX,XXX BTU/GSF	X.X Gal./GSF
Actual Usage is Within Target Variance (Yes/No)?	Yes / No	Yes / No
ACTUAL Annual Usage, Previous Year	XX,XXX BTU/GSF	X.X Gal./GSF
Actual Usage is **Improving** Relative to Previous Year (Yes/No)?	Yes / No	Yes / No

If actual energy or water usage is not within target variance, please provide narrative justification: _____

If actual energy or water usage is not improving relative to previous year, please provide justification: _____

Monthly Utility Bill Reporting

(To be filled out monthly)

			Actual Usage for		Difference Between This Year & Previous Year	
Purchased Utility	**Recommended Reporting Unit**	**Current Billing Cycle Ending Month [a]**	**Current Billing Cycle**	**Same Month Previous Year**	**Actual Units**	**Percentage Difference**
Electricity	kWh					
Electric Demand	Peak kW					
Natural Gas	100 Cubic Feet[b] (Therms)					
Steam	MLB / mmBTU					
Chilled Water	Ton-Hours					
Other Energy [c]						
	Total Energy Usage mmBTU [d]					
Domestic Water	Gallons [e]					

a. Current cycle ending month refers to the most recent month in which data is available. EUAS and utility invoices are typically not available until 45 days after the month's end. E.g. June data is available around August 15th.
b. EUAS data is reported in cubic feet. 100 cubic feet = 1 CCF = 1 Therm
c. Other energy can refer to biomass or other purchased utilities that should add to show total building energy consumption
d. Total mmBTU = (3,413 X kWh + 1.031 X 100 Cubic Feet + 1,000,000 X MLB + 12,000 X Ton-Hours) / 1,000,000
e. Water is sometimes billed on quarterly (3 month) intervals. If water is billed quarterly, use the total quarterly value from the most recent quarter available.

Renewable Energy Production
(If applicable, to be filled out monthly)

(If applicable, to be filled out monthly)

System	Recommended Reporting Unit	Current Month	Energy Output: Current Month	Energy Output: Same Month Previous Year	Difference Between This Year & Previous Year: Actual Units	Difference Between This Year & Previous Year: Percentage Difference
otovoltaic	kWh					
Solar Hot Water	mmBTU					
Wind	kWh					
Geothermal	mmBTU					
Other	Other					

Discussion & Analysis

(If applicable, to be filled out monthly)

Are there any significant (>15%) **increases in energy** or water usage? No: _____ Yes: _____

If yes, what is the cause? _____

Are there any significant **decreases or improvements in energy** or water usage? No: _____ Yes: _____

If yes, what is the cause? Is it something that can be replicated across additional GSA buildings? _____

Are there any significant changes in **renewable energy** production? No: _____ Yes: _____

If yes, what is the cause? _____

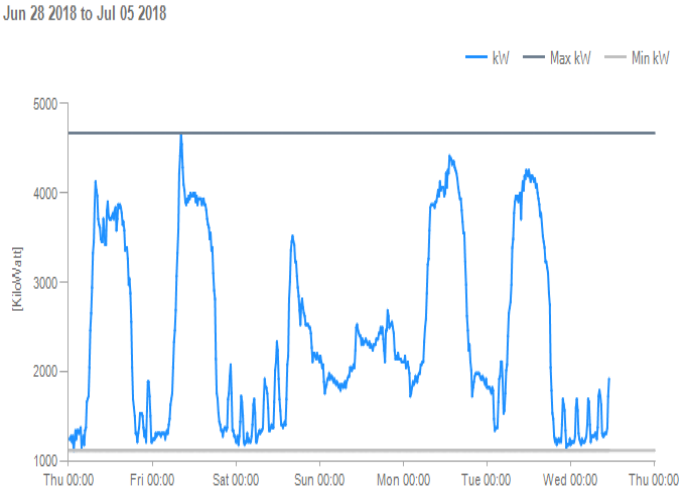
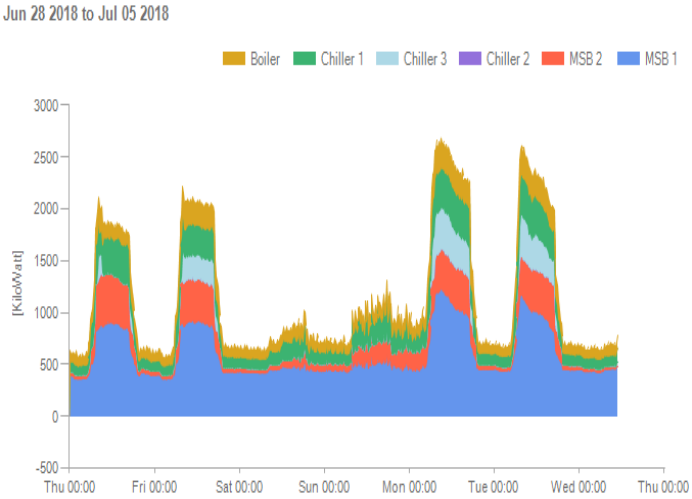
Please describe any *planned* adjustments to operations or physical changes to the building (by the Contractor, a project, or at the request of tenants) since the last report that may result in improved energy or water efficiency. _____

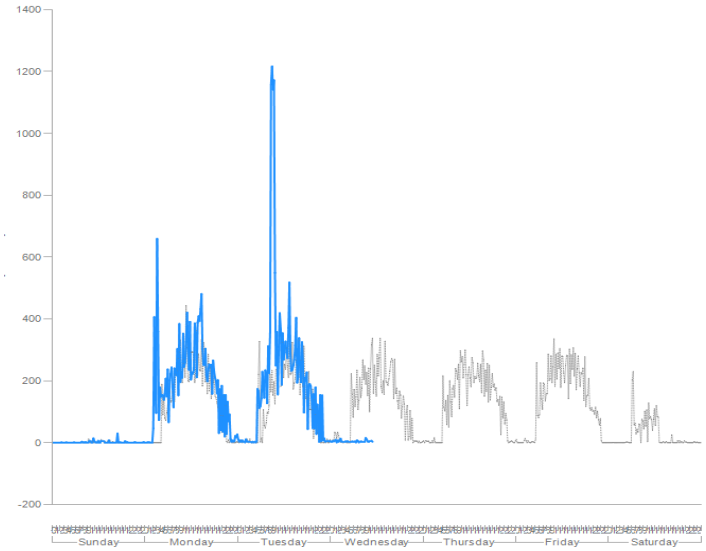
Please describe any *planned* adjustments to operations or changes made to the building (by the Contractor, a project, or at the request of tenants) since the last report that may result in increased energy or water usage. _____

Were planned adjustments from the last report implemented? _____

Advanced Meter Analysis

(To be filled out monthly. If advanced meters are not available for this building, skip to next section.)

Electric Demand Profile (example)  	**Electric Sub-Meter Demand Profile (example)** 
Steam Demand Profile	**Gas Demand Profile**

Chilled Water Demand Profile	Domestic Water Demand Profile (example)
	

System & Efficiency Checks

(To be filled out monthly)

Are advanced meters functioning properly (i.e. are any meters not communicating or reporting data or reporting faulty data)?

Yes _____ No _____ Malfunctioning meters reported to regional metering point of contact? _____

Is GSA Link functioning and are Sparks being addressed?

Yes _____ No _____ Malfunctioning GSA Link reported to regional point of contact? _____

Are space temperatures set at 72 degrees F. +/- 2 degrees F. for heating mode?

Yes _____ No _____ If no, are there plans to adjust temperatures to the desired range? _____

Are space temperatures set at 75 degrees F. +/- 3 degrees F. for cooling mode?

Yes _____ No _____ If no, are there plans to adjust temperatures to the desired range? _____

Are the night and weekend setback temperatures set to no more than 55^0 in the winter and no less than 90^0 in the summer?

Yes _____ No _____ If no, are the night/weekend setback temperatures at the level that promotes maximum energy savings without disrupting comfort? _____

Are holiday schedules verified for upcoming holidays?

Yes _____ No _____ If no, are there plans to verify or add holiday schedules? _____

Is the optimum start/stop sequence programmed into the building automation system?

Yes _____ No _____ If no, are there plans to implement optimum start/stop? _____

AHUs currently allowed to cycle off near the end of the day so building temperatures can "coast"?

Yes _____ No _____ Comments _____

Are computer room temperature set points at 78 degrees or higher, and are overtime utilities being collected for this space?

Yes _____ No _____ Comments _____

If applicable, have steam traps been inspected internally and, if needed, rebuilt prior to the heating season?

Yes _____ No _____ If no, are there plans to inspect and rebuild steam traps? _____

If applicable, have boiler efficiency tests been scheduled and performed in October - November?

Yes _____ No _____ If no, are there plans to schedule tests? _____

Have advanced meters and/or leak detection sensors been checked for signs of water leaks?

Yes _____ No _____ Comments _____

If applicable, have cooling towers been checked for signs of leaks or excessive drift?

Yes _____ No _____ If no, are there plans to inspect cooling towers? _____

Is there a chilled water reset programmed into the chiller controls?

Yes _____ No _____ If chilled water reset schedule is available, but not in use, is there a plan to implement it? _____

Is there a hot water reset programmed into the boiler controls?

Yes _____ No _____ If a hot water reset schedule is available, but not in use, is there a plan to implement it? _____

Are the AHU schedules correctly programmed into the BAS and for the shortest possible time to maintain temperatures for the spaces served?

Yes _____ No _____ Comments _____

GSA Review & Concurrence

GSA1. GSA Reviewing Official: _____

GSA2. Date Reviewed: _____

GSA3. Comments: _____

Exhibit 3 – Construction Services Form

IDIQ		CITY		STATE	COST OF PRICING DATA REFERENCE
TOTAL COST ESTIMATE		BUILDING		PROJECT NO.	
PROJECT NAME:				COMPLETION IN WEEKS	
ESTIMATED COSTS					
A. BASE COST					
1				$ -	
				TOTAL COST A (BASE) $ -	
B. ADD COSTS *(Populate Totals from Base Form)*					
1				$ -	
2				$ -	
3				$ -	
4				$ -	
5				$ -	
6				$ -	
7				$ -	
8				$ -	
				TOTAL COST B (ADDS) $ -	
C. ALTERNATE COSTS *(Populate Totals from copies of Option Form)*					
1				$ -	
2				$ -	
3				$ -	
4				$ -	
5				$ -	
				TOTAL COST C (ALTERNATES) $ -	
D. OPTION COSTS *(Populate Totals from copies of Option Form)*					
1				$ -	
2				$ -	
3				$ -	
4				$ -	
5				$ -	
6				$ -	
				TOTAL COST D (OPTIONS) $ -	
				TOTAL COST E (BASE + ADD / ALTERNATE / OPTIONS) $ -	
				TOTAL COST TO GOVERNMENT $ -	
PREPARED BY (Signature and Title)		Date	APPROVED BY (Signature and Title)		Date
GENERAL SERVICES ADMINISTRATION					

IDIQ	CITY		STATE		COST OF PRICING DATA REFERENCE
TOTAL COST BASE ESTIMATE	BUILDING		PROJECT NO.		
PROJECT NAME:			COMPLETION IN WEEKS		
ESTIMATED COSTS					
A. DIVISIONAL COSTS					
DIVISION NUMBER	*DIVISION TITLES*	Included	AMOUNTS $	TOTALS	
Facility Construction Subgroup				**$ -**	
2	Existing Conditions		$ -		
3	Concrete (footings-foundations)		$ -		
4	Masonry (concrete-block)		$ -		
5	Metals (beams)		$ -		
6	Woods Plastics Composites(framing)		$ -		
7	Thermal and Moisture Protection		$ -		
8	Openings (doorways)		$ -		
9	Finishes		$ -		
10	Specialties		$ -		
11	Equipment		$ -		
12	Furnishings		$ -		
13	Special Construction		$ -		
14	Conveying Equipment		$ -		
15	reserved for future		$ -		
16	reserved for future		$ -		
17	reserved for future		$ -		
18	reserved for future		$ -		
Facility Services Subgroup				**$ -**	
19	reserved for future		$ -		
20	reserved for future		$ -		
21	Fire Suppression		$ -		
22	Plumbing		$ -		
23	Heating Ventilation Air Conditioning		$ -		
24	reserved for future		$ -		
25	Integrated Automation		$ -		
26	Electrical		$ -		
27	Communications		$ -		
28	Electronic Safety and Security		$ -		
29	reserved for future		$ -		
Site and Infrastructure Subgroup				**$ -**	
30	reserved for future		$ -		
31	Earthwork		$ -		
32	Exterior Improvements		$ -		
			DIVISIONS 2-32 SUBTOTAL	**$ -**	
General Requirements Subgroup				**$ -**	
(general requirements priced as percentage of divisions 2-32)		Percent	Div 2-32 subtotal		
1	General Requirements	0.00%	$ -		
			TOTAL COSTS A	**$ -**	
B. NON DIVISIONAL DIRECT COSTS (list)					

DO NOT list Divisional costs, or include lump-sum subcontractor costs that belong in Divisional costs. All Division costs (regardless of whether the work is performed by the prime contractor or by a subcontractor) shall be broken out by Division in Section A. This section is reserved for specialty costs or fees, not fitting into any specific Division.				AMOUNTS		
1				$ -		
2				$ -		
3				$ -		
4				$ -		
				TOTAL COSTS B	**$ -**	
C. MANAGEMENT COSTS						
DO NOT LIST ANY RATES IN THIS SECTION OTHER THAN Project Manager or Superintendent.		Rate	Hours	AMOUNTS		
1	Project Manager	$ -	0.00	$ -		
2	Superintendent	$ -	0.00	$ -		
				TOTAL COSTS C	**$ -**	
				TOTAL BASE BID (A-B-C)	**$ -**	
D. OVERHEAD AND PROFIT						
TITLES		SubTotal	Percent	AMOUNTS		
1	Overhead Percentage (added to base bid)	$ -	0.00%	$ -		
2	Profit Percentage (added to base with overhead)	$ -	0.00%	$ -		
				Total Cost D	**$ -**	
				TOTAL COST A-B-C-D	**$ -**	
IDIQ CONTRACTOR FIRM NAME-ADDRESS	**E**	**Bond**	0.00%	$ -	**$ -**	
	F	**Insurance**	0.00%	$ -	**$ -**	
				TOTAL COST TO GOVERNMENT (BASE)	**$ -**	
PREPARED BY (Signature and Title)		Date	APPROVED BY (Signature and Title)			Date
GENERAL SERVICES ADMINISTRATION						

IDIQ	CITY		STATE		COST OF PRICING DATA REFERENCE
ALTERNATE/OPTION COST ESTIMATE	BUILDING		PROJECT NO.		
PROJECT NAME:			COMPLETION IN WEEKS		
ALTERNATE/OPTION TITLE:					
(ADD / ALTERNATE / OPTION) ESTIMATED COSTS					
A. DIVISIONAL COSTS					
DIVISION NUMBER	*DIVISION TITLES*	Included	AMOUNTS $	TOTALS	
Facility Construction Subgroup				**$ -**	
2	Existing Conditions		$ -		
3	Concrete (footings-foundations)		$ -		
4	Masonry (concrete-block)		$ -		
5	Metals (beams)		$ -		
6	Woods Plastics Composites(framing)		$ -		
7	Thermal and Moisture Protection		$ -		
8	Openings (doorways)		$ -		
9	Finishes		$ -		
10	Specialties		$ -		
11	Equipment		$ -		
12	Furnishings		$ -		
13	Special Construction		$ -		
14	Conveying Equipment		$ -		
15	reserved for future		$ -		
16	reserved for future		$ -		
17	reserved for future		$ -		
18	reserved for future		$ -		
Facility Services Subgroup				**$ -**	
19	reserved for future		$ -		
20	reserved for future		$ -		
21	Fire Suppression		$ -		
22	Plumbing		$ -		
23	Heating Ventilation Air Conditioning		$ -		
24	reserved for future		$ -		
25	Integrated Automation		$ -		
26	Electrical		$ -		
27	Communications		$ -		
28	Electronic Safety and Security		$ -		
29	reserved for future		$ -		
Site and Infrastructure Subgroup				**$ -**	
30	reserved for future		$ -		

31	Earthwork		$ -		
32	Exterior Improvements		$ -		
			DIVISIONS 2-32 SUBTOTAL	**$ -**	
General Requirements Subgroup				**$ -**	
(general requirements priced as percentage of divisions 2-32)		Percent	Div 2-32 subtotal		
1	General Requirements	0.00%	$ -		
			TOTAL COSTS A	**$ -**	
B. NON DIVISIONAL DIRECT COSTS (list)					
DO NOT list Divisional costs, or include lump-sum subcontractor costs that belong in Divisional costs. All Division costs (regardless of whether the work is performed by the prime contractor or by a subcontractor) shall be broken out by Division in Section A. This section is reserved for specialty costs or fees, not fitting into any specific Division.			AMOUNTS		
1			$ -		
2			$ -		
3			$ -		
4			$ -		
			TOTAL COSTS B	**$ -**	
C. MANAGEMENT COSTS					
DO NOT enter any (+ or -) management hours UNLESS project performance time will change.		Rate	Hours	AMOUNTS	
1	Project Manager	$ -	0.00	$ -	
2	Superintendent	$ -	0.00	$ -	
			TOTAL COSTS C	**$ -**	
			TOTAL BASE BID (A-B-C)	**$ -**	
D. OVERHEAD AND PROFIT					
TITLES		SubTotal	Percent	AMOUNTS	
1	Overhead Percentage (added to base bid)	$ -	0.00%	$ -	
2	Profit Percentage (added to base with overhead)	$ -	0.00%	$ -	
			Total Cost D	**$ -**	
			TOTAL COST A-B-C-D	**$ -**	

IDIQ CONTRACTOR FIRM NAME- ADDRESS	**E**	**Bond**	0.00%	$ -	**$ -**	
	F	**Insurance**	0.00%	$ -	**$ -**	
				TOTAL COST TO GOVERNMENT (OPTION)	**$ -**	
PREPARED BY (Signature and Title)		Date	APPROVED BY (Signature and Title)			Date
GENERAL SERVICES ADMINISTRATION						

Exhibit 4 - Contractor Chart of Deliverables for COR

The list below may not include all the deliverables stipulated in the performance work statement. Where a deliverable is not included below, the Contractor is still responsible for providing all deliverables stipulated in the performance work statement.

Deliverable	Reference	Due	Standard
List of Key Personnel and Contacts	C.1.2	Within 15 days prior contract services start date	
Project Manager, O&M and Custodial Onsite Supervisors resumes	C.1.2.1	Transition Phase	
Communication Equipment	C.1.2.3	Transition Phase	
Administrative Station	C.1.2.3	Transition Phase	
Employee Security Clearance	C.1.2.5.e	Transition Phase	
Certifications	C.1.2.7	Within 7 business days after contract services start date and seven days prior to a new hired employee starting work	
Employee Training Program	C.1.2.8	Within 90 days after contract services start date	
Asbestos Awareness Training	C.1.2.8.1	Within 60 days after contract services start date	
Re-Tuning Training	C.1.2.8.2	Within 60 days after contract services start date and every 2 years thereafter.	
Education Requirements	C.1.2.8.3	16 hours of continuing education due annually. Progress to complete HVAC certification must be in the monthly progress report. Develop a training plan for each employee and submit to COR within 30 calendar days of contract services start date.	
NCMMS Training	C.1.2.8.4	During the inbound transition phase	
Lead Awareness Training	C. 1.2.8.5	Within 60 days after contract services start date	
Custodial Training Custodial Employee and Supervisor	C.1.8.6	Within 90 calendar days of Contract services start date or new employee onboarding	
Recording Presence	C.1.2.11	Weekly	
Quality Control Plan	C.1.3	Initial as part of the bid package. Facility specific, within 45 calendar days after contract services start date.	
Procedures for Key Control	C.1.5.1	Part of Quality Control Plan	
Ordinances, Taxes, Permits, and Licenses	C.1.11	As required	
Strike Contingency Plan	C.5.0	Transition Phase and updated annually thereafter.	
Tenant Environment	C.5.1	As required	ASHRAE Standard 55-2004, ASHRAE 62.1-2016

Update Existing Building Operation Plan	C.5.2	Transition Phase	
Updated Equipment Inventory	C.5.3.1	Annual and any additions and deletions in the monthly progress report.	
Safety and Health Program	C.5.4.2.1	Transition Phase	
Workplace Safety Health Program	C.5.4.3.1	Within 45 days after contract services start date and annually thereafter. Newly hired employees will receive training prior to starting work.	
Lock Out/Tag Out Procedure	C.5.4.6	Within 30 calendar days after contract services start date	
Confined Space Entry Permit System	C.5.4.7	Within 60 days after contract services start date	
Hazard Communication Plan	C.5.4.11.2	Submitted annually each year by 30 September and at the end of contract	
Labeling and signage	C.5.4.12	As required	
Electrical Safety	C.5.4.14	As required	
Labeling Electrical Circuits and Panels	C.5.4.15	As required	
Refrigerants	C.5.5.2.1	As required	40 CFR Part 82 under Section 608 of the Clean Air Act
Stationary Engines	C.5.5.4	As required	
Asbestos Management	C.5.5.8	As required	29 CFR 1926.1101
Disposition of Hazardous Waste	C.5.5.10	As required	40 CFR Part 273
Backflow Prevention Devices	C.5.5.11	Annually	NFPA 25
Water Safety Plan	C.5.5.12	Within Transition Phase	The Safe Drinking Water Act, PL 99-339 and 40 CFR 141.43, Sections A and D
Waste Reports	C.5.5.13 (a)	Monthly	
Environmental Compliance	C.5.5.13 (b)	As required	
Sustainable Purchasing Practices	C.5.5.13 (c)	Monthly	Resource Conservation and Recovery Act (RCRA), USDA, and EO 13834
Energy and Water Efficiency Reporting	C.5.6.3	Monthly	Energy and Water Efficiency Monthly Report format (See Exhibit 2
Advanced Metering Program Operations	C.5.7.2	Daily	
Advanced Metering Program Reporting	C.5.7.4	As required	
Building Automated Systems and IT Controls Operations	C.5.8.2	As required	
BAS Alarms	C.5.8.3.2	As required	
BAS Reporting	C.5.8.5	As required	

Fire Protection and Life Safety Equipment and Systems	C.5.9.1.e	Within 24 hours of incident	
Repairs Made to Fire Alarm System	C.5.9.1.f	Monthly	
Fire Alarm System Services	C.5.9.2	As required	NFPA 72 National Fire Alarm and Signaling Code
Water-Based Fire Protection Systems	C.5.9.3	As required	NFPA 25
Five Year Obstruction Test	C.5.9.3.1	base year and option year five of the contract	
Fire-rated Door Assemblies	C.5.9.4	As required	NFPA 80, Standard for Fire Doors and Other Opening Protectives and NFPA 101, Life Safety Code
Fire Damper and Combination Fire/Smoke Dampers	C.5.9.5	As required	NFPA 80, Standard for Fire Doors and Other Opening Protectives and NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives.
Smoke Doors Assemblies	C.5.9.6	As required	NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
Smoke Dampers	C.5.9.7	As required	the NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
Portable Fire Extinguishers	C.5.9.8	As required	NFPA 10
Smoke Control Systems	C.5.9.10	As required	NFPA 92
Emergency and Standby Power Systems	C.5.9.11	As required	NFPA 110, Standard for Emergency and Standby Power Systems; NFPA 111, Standard on Stored Electrical

			Energy Emergency and Standby Power Systems
Emergency Lighting Systems and Exit Signage	C.5.9.12	As required	NFPA 101, Life Safety Code
Lightning Protection Systems	C.5.9.14	As required	NFPA 780, Standard for the Installation of Lightning Protection Systems.
Chemical sensors	C.5.9.15	As required	
Proactive Facility Tours	C.5.10.2	As required	
Minimum Tour Frequencies	C.5.10.3	As required	
Monitoring of Central Plant Equipment	C.5.10.4	Twice daily.	
Cost Documentation	C.5.13.7	Invoice within 30 business days after completion of an ASWR	
Miscellaneous Utility Hours Used	C.5.14.2	Monthly	
Flag Procedures	C.5.14.5	As required	
Monthly Progress Reports	C.5.15	1st working day of each month	
Reference Library	C.5.16.	As required	
Boiler Systems	C.6.2.4	Annually	
Air Distribution Equipment: Air Handling Units (AHU), Exhaust Fans (EF), Ductwork, Variable Air Volume (VAV), Actuators, Intakes	C.6.3	As required	
Chiller Systems	C.6.4	As required	
Chiller Testing and Inspection	C.6.4.4	Notify the government 2 business days prior to removal of chiller end plates	
Daily Chillers Log	C.6.4.5	Include in monthly report	
Cooling Towers	C.6.5	As required	
HVAC Water Management	C.6.6	As required	
HVAC Water Management Plan	C.6.6.2	Within 30 days after contract services start date	
Comprehensive initial water treatment analysis	C.6.6.5	Transition Phase	
HVAC Water Management Reporting	C.6.6.6	Monthly	
Plumbing and Restrooms	C.6.7	As required	
Recycling program for fluorescent lamps and other light bulbs	C.6.8.3	Monthly	

Electrical Switchgear and Switchboards	C.6.9	As required	
Emergency Power Equipment - Maintenance	C.6.10.3	As required	
Emergency Generator and Transfer Switch	C.6.10.4	Monthly	NFPA 110, Standard for Emergency and Standby Power Systems and NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
Emergency Power Equipment – Testing Generator Oil	C.6.10.4.a	As required (minimally once per year)	American Society for Testing and Materials (ASTM) D6595 (Wear Metals in Used Oils) and ASTM D445 or ASTM D72799
Emergency Power Equipment - Reporting	C.6.10.5	Monthly	
Oil Analysis and Oil Changes	C.6.11	As required	American Society for Testing and Materials (ASTM) D6595 (Wear Metals in Used Oils) and ASTM D445 or ASTM D72799 (Viscosity).
VTS Equipment Conditions Assessment and Incident Reporting	C.6.12.2	Monthly	
VTS Service Work Order and Progress Reporting	C.6.12.2	Monthly	
VTS Testing and Inspection Reports	C.6.12.4.1	Within 30 days of performance	
Elevator Phone and Alarm Bell Testing	C.6.12.4.6	Monthly	
Replacement Items and Painting	C.6.13.2	As required	
Directories.	C.6.13.6	As required	
Roof Anchorage	C.6.13.8	10-year weight test in contract base year; visual inspections annually thereafter	
Initial Inspection	C.7.0	Within Transition Phase	
Existing Deficiency Inspection/Initial Deficiency Report	C.7.1	Minimum fifteen (15) calendar days prior to end of Transition Phase	

Work accomplished during Transition Phase	C.7.2	Start from award date to contract services start date. Contractor must submit a letter report to the CO at the end of each week during the Transition Phase describing work accomplished during Transition Phase	
Phase-out Transition Period	C.7.3	Contract expires or is otherwise terminated; the Contractor must cooperate with the incoming contractor during a Phase-out period. Contractor must assume a phase-out period of 60 days prior to end of contract/services.	
Contract Closeout Examination and Withholding of Final Payment	C.7.4	Starts no less than 120 business days from the end of the contract. Contractor has 30 days upon receipt of the deficiency list to correct.	
Sustainable Cleaning Plan	C.9.3	Within Transition Phase	
Exposure Control Plan	C.9.4	Within Transition Phase	
Pandemic Plan	C.5.5.14	Within Transition Phase and updated annually thereafter	
Cleaning Schedule (includes floor maintenance schedule C.10.1.1 Floor Care)	C.9.6	Initial proposal package Finalized - within Transition Phase	
Exterior Window Washing Safety Plan	C.10.2.2	10 calendar days prior to performing these services	
Snow Removal Plan	C.10.3	Initial - Initial proposal package Finalized - within Transition Phase Annual updates - NLT October 1 of each year	
Tree Survey	C.11.4	Initial - Within Transition Phase Annually - During 1st month of each Option	
Mulching Material	C.11.5	Prior to use	
Solid Waste Audit	C.12.1.2	At the beginning of the Base year	
Solid Waste Report	C.12.1.2	Within 60 calendar days of completion of the audit	
Monthly Recycling Report	C.12.1.14	Included in Monthly Progress Report	
Monthly Solid Waste Report	C.12.1.14	Included in Monthly Progress Report	
Integrated Pest Management Report	C.13.2	Within Transition Phase	
Integrated Pest Management Plan (IPM)	C.13.6	Within 30 calendar days following the submission of the Integrated Pest Management report	
Pesticide Control Plan	C.13.9	Within 30 calendar days following the submission of the Integrated Pest Management report	

Exhibit 5 – GSA Smart and Sustainable Buildings

1.0 Smart Technologies - Background and Purpose

Because of current Government energy reduction executive orders and regulatory mandates, GSA Public Buildings Service has several programs in development and at various stages of implementation that O&M Contractors should be aware of. One of these programs includes Smart Building technologies. Currently, approximately 250 buildings in the GSA portfolio are undergoing Smart Technologies design and implementation enhancements. Some facility projects involve complete detailed design-built from the infrastructure to completed project designs. Others involve modest retrofits to update key building controls systems. A key objective of implementing Smart Technologies in GSA buildings is to capture and make available more real-time performance data about the individual building systems (HVAC/BAS, Lighting, and Advanced Meters). This data will be made available to O&M Contractors and building support personnel and will increase in significance over time as more details are learned as GSA analyzes this new trend of monitoring building performance at a detailed level. O&M Contractors should be aware that if they are involved in operational support of one of GSA's newer Smart Buildings, that tools, processes, data, and some procedures may need to be modified to meet GSA requirements for long-term improved operational efficiencies as a result of the investment the Government is making in these new technologies. O&M Contractors should continue to monitor developments in this area as more buildings in the GSA portfolio deploy Smart Technologies.

2.0 Trend Toward Integrated Building System Technologies

New building technologies, and their convergence with traditional information technology, have altered the way in which facilities can be monitored, maintained, and operated. Trends in building systems technology have provided opportunities in the market place to alter the way facilities managers use real time data to operate their facilities more efficiently. Building Systems are getting increasingly more dependent on software, IT networks (physical and wireless), servers, internet access, and cloud-based/hosted solutions. This shift in domain expertise has outpaced traditional design and construction practices. As a result, building operations and maintenance staff need to adapt, be more proactive, and leverage the availability of real-time data to help them perform building systems support more effectively. This may involve more thorough planning and redefining some processes, procedures, and job roles in order to better operate the facilities that have these newer technology based systems.

3.0 Control Systems

The Contractor shall maintain control systems and sequences as documented in facility operations plan. The Contractor will document all Integrated Building Systems set-points, schedules and alarms and present them to the Government for initial review and backup and annually thereafter. On an as-needed basis, submit a request to owner for additional recommended trending, monitoring, graphics, or control points with intent to improve building operations, energy efficiencies, and performance of O&M duties.

Consider 80/20 rule focusing recommendations on 20% of building equipment that impact 80% of operating efficiency and costs. The Contractor shall be responsible for making set point adjustments as necessary and appropriate to meet GSA objectives in facility operations plan. This action requires approval by CO or designee. The Contractor shall be responsible for keeping building system software functioning and for upgrading/re-installing software on computers or building system controllers as necessary to keep current with manufacturer release levels and GSA IT support policies and procedures.

4.0 Smart Buildings

The Government is taking proactive steps to converge a building's monitoring and control systems on common GSA-supported network infrastructure to enable access to real-time controls systems performance data (i.e. data points). If the facilities' building systems network was installed and maintained by GSA CIO, then this building has Government-furnished (GFE) network equipment and Smart Technologies deployed. This also means that the Contractor will potentially need to coordinate troubleshooting and support with building system Contractors (HVAC, Lighting, etc.) and GSA CIO to help identify and resolve issues.

5.0 Integrated Building Systems (IBS)

IBS assists the Government by ensuring that all relevant equipment vendors, with equipment installed in facility, maintain their respective systems (i.e. HVAC, BAS, Lighting, Advanced Metering, etc.) in accordance with GSA Smart and Sustainable Buildings intended objectives (i.e. open systems running on a single GSA Building Systems data network). The Contractor shall act as a liaison and facilitate efforts between their respective building-specific monitoring and control system subcontractors and work through the CO or their designee GSA with the Information Technology Office (PBS CIO) on issues related to O&M operations.

The Contractor shall make recommendations to the government (as applicable), on improvements to sequences of operations. Communications for alarms set up for remote notification shall be tested on a recurring basis.

The contractor shall be responsible for keeping manufacturer and/or O&M building system software (BAS, BMS software) functioning. This includes, but is not limited to, upgrading and/or re-installing manufacturer's building system software on GFE computers and manufacturer's building system controllers as necessary to keep current with manufacturer recommended release levels and to keep in compliance with all applicable GSA IT support policies and procedures

6.0 Qualifications of BAS Technicians

The Contractor shall be proficient in applicable controls systems (e.g. JCI, Honeywell, Siemens, Delta, Automated Logic, Alerton, and Tridium). All BAS Technicians shall be certified in the building-specific integrated system controls certification (i.e. Tridium Niagara, JCI/Metasys, Siemens Apogee, etc.). The Contractor shall be aware of building systems running on GSA IP Enterprise Network and capable of initiating troubleshooting if network communications is suspect. This means being familiar with the

procedure for logging GSA IT Help Desk tickets and following up to ensure the tickets are being worked by the assigned party. Some familiarization with the use of Integrated Control systems, GSA IP Addresses, function of network routers, function of network switches, networks communications, and BAS software will be necessary.

All BAS Technicians shall be certified in the building-specific integrated system controls certification (i.e. Tridium Niagara, JCI/Metasys, Siemens Apogee, etc.). GSA's intent is to align the correct BAS technician certification for the BAS installed in the building.

7.0 Smart and Sustainable Buildings (SSB) Training

Mandatory Training (at least one staff member):

- One-hour "GSA Smart and Sustainable Buildings (SSB) Overview"
    - Module 1 - Includes GSA FMSP Smart and Sustainable Buildings Overview
    - Module 2 - Includes PBS CIO Support Procedures

Optional Training (Recommended for more in depth proficiency):

- Penn State GSA Smart Buildings Course (https://sites.google.com/a/gsa.gov/facility-operations-technologies-training-courses/home/training-calendar)

8.0 Applicable References

Technology Policy for PBS-Owned Building Monitoring and Control Systems https://insite.gsa.gov/portal/content/651562

Building Technologies Technical Reference Guide
https://insite.gsa.gov/portal/content/651562

9.0 GSAlink Program

The contractor shall be responsible for utilizing GSAlink (where provided by the GSA). In a federally owned building with GSAlink, the Contractor shall be responsible for accessing and reviewing identified faults in GSAlink on a weekly basis and attend meetings with the Sustainability Support Center (SSC) quarterly and communicating all open issues with the property management.

The contractor shall provide printed GSAlink Reports "GSAlink Closed Spark Report" and "G-Link Work Order Report" to the CO or their designee monthly as part of the monthly pay submittal package.

Exhibit 6 - Occupant Agency Program Asset List

Asset	Location	Tenant	Bldg. Number	Attributes

Exhibit 7 – Elevator Communication and Test Form

ELEVATOR COMMUNICATION AND ALARM TEST DOCUMENTATION			
The elevator emergency phone and alarm tests shall be performed once a month on every elevator in the facility.			
DATE:		MONITORING SVC PROVIDER	
BUILDING NAME:			
BUILDING ADDRESS:			
BUILDING NUMBER:			
TECHNICIAN:		SIGNATURE:	

ELEVATOR NUMBER	ELEVATOR TYPE P=PASSENGER S=SERVICE F=FREIGHT	COMMUNICATION SYSTEM		ALARM BUTTON (DID IT RING?)
		CAN DISPATCHER IDENTIFY YOUR LOCATION? (Bldg Address & Elevator#)	Is there visual indication when call is received by dispatcher?	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

NOTES / COMMENTS / OTHER OBSERVATIONS
(Unable to hear dispatcher, feedback in phone line, dispatcher can't hear you, etc.)

Exhibit 8 – Elevator Inspection Forms & Certificate

General Services Administration

Southeast Sunbelt Region - 4 rev. 03/10/2020

Traction Elevator Safety Test

Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.

Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.

ANSI, ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.

Bldg Number:	ex. AB00002Z		Review Date: 9/30/2010	Modernized? (Y/N):	YES
Bldg Name:	ex. Jane Doe Federal Bldg / Courthouse		Install Date: 5/1/1990	Modernized Date:	10/15/2000
Address:	1234 Main Street		Last 5yr Test: 3/5/2013	Control Technology Type:	
City: AnyTown USA		State: AB	Zip: 12345		MICROPROCESSOR
Manufacturer:	ABC Elevator Company		New Controller Manufacturer :	XYZ Controllers Inc	
Inspection Firm:	BBB Inspectors Inc.		Maintenance Contractor:	AAA Maintenance Co.	
Inspector Name:	Johnny Doe		GSA Local Contact Person:	Mike Sample - GSA	

Inspection/ Test Type: ACCEPTANCE (Checked per ASME A17.2.1- Safety & Inspection Code for Elevators & Escalators)

Traction Test Information - Complete one form per unit.

Elevator Number: 1	Asset #:	Rated Capacity:	Rated Speed:	
Elevator Type:		Elevator Usage:		
Empty Car Recorded Speed:	Up direction:	Down direction:	Full Load Up:	Full Load Down:

GOVERNOR	Manufacturer: Governor Jaw Condition - CAR:		Governor Type: Counterweight (CWT):	
SAFETIES	Manufacturer:		Safety Condition, CAR:	CWT:
	Safety Type, CAR:		Safety Type, CWT:	
	Car stops level? (Y/N) If not, record distance out of level: ( ) inches		Record safeties rope pull-out: ( ) inches No. of turns on drum:	
BUFFERS	Car Buffer Type: OIL Oil Level OK? :	Condition after test: Plunger return time:	Stroke Measurement: Tag installed?	
	CWT Buffer Type: Oil Level OK? :	Condition after test: Plunger return time:	Stroke Measurement: Tag installed?	
	Bottom Runby: ( ) inches	Top Runby: ( ) inches		
SAFETY SWITCHES	In Car Stop sw: Top-of Car: SOS switch:	Pit switch: Overhead switch: Compensation sw:	Final Limit- Top: Normal limit Top: Buffer switch:	Bottom: Bottom:
FIRE FIGHTERS' EMERGENCY OPERATION	Phase I recall is operating properly? (Y/N):		(List remarks on Page 2)	
	Phase II recall is operating properly? (Y/N):		(List remarks on Page 2)	
	Phase I instructions Posted at main floor? (Y/N):			
	Phase II instructions Posted inside car? (Y/N):			
EMERGENCY / STANDBY POWER	Is emergency power provided? (Y/N)		Emergency Power Source:	
	(Test with no load in car)		Manual selection switch panel operational? (Y/N):	
			No. of units operating on stanby power simultaneously? :	
DOORS	Door closing force: ( ) lbs.		Is door protection operating properly? (Y/N)	
	Door protection type: Safety Edge & Light Ray ( )		Infrared light curtain ( )	
MISC DEVICE CHECK	Alarm:	Door Open button:	Em. Phone:	
	Em. Lighting:	Door Close button:	Door Restrictor:	

Form Letter # RW1

Elevator Number: *1*

Traction Elevator Safety Test Form Cont.

INCLUDE SECTION BELOW DURING FIVE-YEAR TEST

GOVERNOR	Tripping Speed: data tag: ( ) fpm		actual: ( ) fpm	Calibration needed? (Y/N):
	Electrical overspeed tripping speed: actual ( ) fpm		Governor tripped w/ full load? ( )	
	Pull through set at: ( ) Ibs		Governor is sealed? (Y/N):	Tags are installed? (Y/N):
COUNTERWEIGHT GOVERNOR	Tripping Speed: data tag: ( ) fpm		actual: ( ) fpm	Calibration needed? (Y/N):
	Electrical overspeed tripping speed: actual ( ) fpm		Governor tripped w/ full load? ( )	
	Pull through set at: ( ) Ibs		Governor is sealed? (Y/N):	Tags are installed? (Y/N):
SAFETIES	*Test weight added to cab must equal rated capacity.*		Slide distance. Actual: ( ) inches	Allowance: ( ) inches
			Governor rope releasing carrier pull-through setting: ( ) Ibs.	
			Safety test tags installed? (Y/N) :	
COUNTERWEIGHT SAFETIES	*Remove test weight from cab before testing counterweight safeties*		Slide distance. Actual: ( ) inches	Allowance: ( ) inches
			Safety test tags installed? (Y/N) :	
OIL BUFFERS	CAR	*Test weight added to cab must equal rated capacity.*	Stroke: ( ) inches	Tags installed? (Y/N):
			Oil level:	Plunger return time:
			Buffer Condition after test:	
	CWT	*Test with no weight in cab.*	Stroke: ( ) inches	Tags installed? (Y/N):
			Oil level:	Plunger return time:
			Buffer Condition after test:	
BRAKE	Driving machine safely lowered, stopped and held the car at the lowest landing with 125% of rated capacity loaded on car?			
EMERGENCY ITEMS	Test emergency terminal speed limiting devices: Result:		**Static control elevators with speeds over 500 fpm.** Test emergency terminal speed limiting devices: Result:	
UNITENDED MOVEMENT	Verify uninteded movement is arrested in the up and down direction. Operating properly?			
EMERGENCY / STANDBY POWER OPERATION	*Test with 125% of rated capacity in car. (acceptance tests only)*		Inspected? (Y/N):	
			Passed? (Y/N):	
ROPE GRIPPER	Groove Depth is:		Hydraulic Fluid Level:	
	Break Lining Thickness:		General Lubrication:	
	Rope Pass-thru Clearance:		Data Tag Attached (Y/N):	

COMMENTS/ RECOMMENDATIONS

Elevator Mechanic: _____ Inspector: _____

Elevator Company: _____ Inspection Firm: _____

Form Letter # RW1

General Services Administration

Southeast Sunbelt Region - 4 rev. 03/10/2020

Hydraulic Elevator Relief Valve Test

Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.

Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.

ANSI, ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.

Bldg Number:		Review Date:	Modernized? (Y/N):
Bldg Name:		Install Date:	Modernized Date:
Address:			Control Technology Type:
City:	State:	Zip:	
Manufacturer:		New Controller Manufacturer :	
Inspection Firm:		Maintenance Contractor:	
Inspector Name:		Local Contact Person:	

Inspection/ Test Type: (Checked per ASME A17.2.1 - Safety & Inspection Code for Elevators & Escalators)

Hydraulic Test Information - Complete one form per unit.

Elevator Number:	Asset #:	Rated Capacity:	Rated Speed:		
Elevator Type:		Elevator Usage:			
Empty Car Recorded Speed:	Up direction:	Down direction:	Full Load Up:	Full Load Down:	
RELIEF VALVE	Working Pressure:		Release Pressure:		
	Is the Pressure Relief Setting Sealed? (Y/N):				
MANUAL LOWER/ANTI CREEP	Open manual lowering valve and ensure car relevels when or berfore car exceeds 1 in. Close valve and ensure car relevels before motor shuts off. Results?:				
CYLINDER LEAKAGE No Load Test	Initial Location of Car in relation to floor level:				
	Location After 15 Minutes (disconnect open):				
	Measure/Mark Oil Level in the Tank Prior to Test:				
	Is there a leak at the cylinder head or other visible leakage? (Y/N):				
General Condition of the Cylinder Head:					
General Condition of the Jack:					
SAFETY SWITCHES	In Car Stop sw:		Pit Switch:		
	Top-of Car:		Overhead switch:		
	Directional Limit Up:	Down:	Other:		
	Final Limit- Up:	Down:			
FIRE FIGHTERS' EMERGENCY OPERATION	Phase I recall is operating properly? (Y/N):		(List remarks on Page 2)		
	Phase II recall is operating properly? (Y/N):		(List remarks on Page 2)		
	Phase I instructions Posted at main floor? (Y/N):				
	Phase II instructions Posted inside car? (Y/N):				
EMERGENCY / STANDBY POWER	Is emergency power provided? (Y/N)	Emergency Power Source:			
	(Test with 100% of rated load in car)	Inspected? (Y/N):			
		Test Passed? (Y/N):			
DOORS	Opening of doors only occurs in landing zone? (Y/N):				
	Door closing force: ( ) lbs.	Is door protection operating properly? (Y/N):			
	Door protection type: Safety Edge & Light Ray ( )	Infrared Light Curtain ( )			
MISC DEVICE CHECK	Alarm:	Door Open button:	Em. Phone:		
	Em. Lighting:	Door Close button:	Door Restrictor:		

Form Letter # RW2

Elevator Number: 0	Hydraulic Elevator Safety Test Form Cont.
COMMENTS/RECOMMENDATIONS	

Elevator Mechanic: _____ Inspector: _____

Elevator Company: _____ Inspection Firm: _____

Form Letter # RW2

General Services Administration

Southeast Sunbelt Region - 4 rev. 03/10/2020

ELEVATOR DEFICIENCY LIST (Elevator Equipment Only)

Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.

Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.

ANSI/ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.

Bldg Number:	ex. AB0000ZZ		Review Date:	9/30/2010	Modernized? (Y/N): YES
Bldg Name:	ex. Jane Doe Federal Bldg / Courthouse		Install Date:	5/1/1990	Modernized Date: 10/15/2000
Address:	1234 Main Street				Control Technology Type:
City:	AnyTown USA	State: AB	Zip:	12345	MICROPROCESSOR
Manufacturer:	ABC Elevator Company		New Controller Manufacturer :		XYZ Controllers Inc
Inspection Firm:	BBB Inspectors Inc.		Maintenance Contractor:		AAA Maintenance Co.
Inspector Name:	Johnny Doe		GSA Local Contact Person:		Mike Sample - GSA

Include all housekeeping, lubrication, adjustment, repair/replacement deficiency items which are the responsibility of the Elevator maintenance provider below. Review machine room, pit, car top and hoistway for housekeeping conditions. Note noisy door operation, missing door equipment, and rough car rides. List inoperative car and hall signals, alarm buttons and emergency phones. Check oil level, leaking and oil condition for geared machines, overlubrication of hoist ropes and leaks at the hydraulic valves and jack head. Check for oversized fuses in controls, jumpers and old parts and material collecting in the bottom of the controller. Look for removed covers and guards inside and outside the controller, on the cartop, machine room and throughout the hoistway. Check for undersized hoist ropes and numerous breaks.

Complete One Form per Bldg

Overall Housekeeping Rating:	Average	**Overall Repair Rating:**	Average
Overall Adjustments Rating:	Average	**Overall Lubrication Rating:**	Average

Area (see legend)	Item No.	Deficiency Description	Elevator No.	Inspector		Mechanic
				Correct by Date	Followup Status	Date Corrected
				01/03/12	OK	01/03/12

Legend: **MR**= Machine Rm **CT**= Car Top **HW**= Hoistway **Cab**= Cab Enclosure **LB**= Lobby **Pit**= Pit **NC**= No Change **OK**= Corrected

Form Letter #RW3A

General Services Administration

Southeast Sunbelt Region - 4 rev. 03/10/2020

ELEVATOR RELATED DEFICIENCY LIST

(Do not include elevator equipment deficiencies)

Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.

Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.

ANSI/ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.

Bldg Number:	*ex. AB00002Z*		Review Date:	*9/30/2010*	Modernized? (Y/N): *YES*
Bldg Name:	*ex. Jane Doe Federal Bldg / Courthouse*		Install Date:	*5/1/1990*	Modernized Date: *10/15/2000*
Address:	*1234 Main Street*				Control Technology Type:
City:	*AnyTown USA*	State: *AB*	Zip: *12345*		*MICROPROCESSOR*
Manufacturer:	*ABC Elevator Company*		New Controller Manufacturer :	*XYZ Controllers Inc*	
Inspection Firm:	*BBB Inspectors Inc.*		Maintenance Contractor:	*AAA Maintenance Co.*	
Inspector Name:	*Johnny Doe*		GSA Local Contact Person:	*Mike Sample - GSA*	

List all building deficiencies which are associated with the elevators that are the responsibility of GSA below. Example items include poor lighting in the machine rooms, missing braille on the hoistway entrances, missing Firefighters' instructions, unrelated equipment stored in the machine rooms and pits, and missing door locks to machine rooms and fire extinguishers. Also note excessive heat in the machine rooms and inoperative air-conditioning units.

Complete One Form per Building

Area (see legend)	Item No.	Deficiency Description	Elevator No.	Inspector		Mechanic
				Correct by Date	Followup Status	Date Corrected
				01/03/12	*OK*	*01/03/12*

Legend: **MR**= Machine Rm **CT**= Car Top **HW**= Hoistway **Cab**= Cab Enclosure **LB**= Lobby **Pit**= Pit **NC**= No Change **OK**= Corrected

Form Letter # RW3B

General Services Administration

Southeast Sunbelt Region - 4 rev. 03/10/2020

Elevator Performance, Test Verification, ADA Compliance Form

Complete this form during 5-Year testing of traction elevators and every fifth year of testing for hydraulics units where all units in the building are hydraulic type. If hydraulic units are located in the same building as traction units, then complete this form for all units in the building during 5-year testing of traction units.

Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.

Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.

ANSI/ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.

Bldg Number:	ex. AB00002Z		Review Date:	9/30/2010	Modernized? (Y/N): YES
Bldg Name:	ex. Jane Doe Federal Bldg / Courthouse		Install Date:	5/1/1990	Modernized Date: 10/15/2000
Address:	1234 Main Street		Last 5yr Test:	3/5/2013	Control Technology Type:
City:	AnyTown USA	State: AB	Zip: 12345		MICROPROCESSOR
Manufacturer:	ABC Elevator Company		New Controller Manufacturer :		XYZ Controllers Inc
Inspection Firm:	BBB Inspectors Inc.		Maintenance Contractor:		AAA Maintenance Co.
Inspector Name:	Johnny Doe		GSA Local Contact Person:		Mike Sample - GSA

Elevator Number: 1 Asset #: Rated Capacity: Rated Speed:

Elevator Type: 1RACTION - GRD Elevator Usage: DEDICATED PRISONER

Empty Car Recorded Speed: Up direction: Down direction: Full Load Up: Full Load Down:

Door Width : Door Height : Door Type: SSSO ( ) SSCO ( ) 2SSO ( ) 2SCO ( )

Performance Times

	Front	Rear	Comments
Door Open			
Door Close			
Door Dwell Time (car call)			
Door Dwell Time (hall call)			
Car Operation			
Floor to Floor Time	Up Direction		FL Hght:
	Dn Direction		

Floors Served (e.g. B,1-12, 14,etc):		No. of Floors served:		Front:		Rear:	

ADA, Safety Testing and Code Verification

Controller Type & Model :

Hall Buttons	Hgt:	Mounting Type: (Rec/Flush/ Proj)	Illuminations? : (Y/N)
Car Buttons	Hgt:	Mounting Type: (Rec/Flush/ Proj)	Illuminations? : (Y/N)
Hall Laterns	Hgt:	Gongs once for down, twice for up? :	
Car Alarm	Hgt:	Alarm Illuminates?:	Rings? : (Y/N)
Phone - Handsfree? : (Y/N)		Operable? :	Monitor Service Provider:
Flooring	Type:	Slip Resistant? (Y/N)	

Car Braille? (Y/N) Hoistway Braille provided at all floors?: (Y/N) Door Restriction Device functional: (Y/N)

Additional Notes

Form Letter # RW5

C

rev. 03/10/2020

CERTIFICATE OF ELEVATOR INSPECTION

GENERAL SERVICES ADMINISTRATION- PUBLIC BUILDINGS SERVICE

GSA BLDG NO:	ex. AB0000ZZ	DATE INSPECTED:	9/30/2010
BUILDING NAME:	ex. Jane Doe Federal Bldg / Courthouse	ELEVATOR NO:	1
ADDRESS:	1234 Main Street, AnyTown USA AB, 12345	ELEVATOR TYPE:	
CAPACITY (POUNDS):		TYPE OF DUTY:	

INSPECTION/ TEST TYPE: (ANNUAL, 5-YEAR, RELIEF, ETC.)	
WITNESSING INSPECTOR / CERTIFICATION ID#:	Johnny Doe
SIGNATURE:	
INSPECTION FIRM:	BBB Inspectors Inc.
ELEVATOR MAINTENANCE CONTRACTOR:	AAA Maintenance Co.

1.KEEP COPY OF SIGNED CERTIFICATE IN FILE ON PROPERTY.

2.SEND ONE COPY TO GSA'S REGIONAL ELEVATOR SPECIALIST.

Calvin S. Joseph or Donnel McDuffie
U.S. General Services Administration
77 Forsyth Street,
G-198— 4PMF (Facilities)
Atlanta, GA 30303

Exhibit 9 Custodial Building Information Sheets

[[[Insert Building Names and Values in each sheet. Add or delete sheets as needed]]]

[[[Two Examples of a Grounds Inventory Form's format are Provided. Regions may use either or combine the data as needed for a particular building.]]]

Building 1 Building Information - Custodial

Building Inventory								
	Enter the number of square feet for each type space/flooring							
	Count	**Cleanable**		VCT	**Carpet**	**No Finish**	**Other**	**Notes**
Restrooms (sq. ft.)								
Fixtures								
Aisles/Common Area								
Cafeteria/Break Room								
Computer								
Conference Rooms								
Courtrooms/Jury Room/Chambers								
Blinds Cleaning (Only in Courtroom Tab)								
Day Care								
Elevators (Total sq. ft. of all cabs)								
Elevators (Number of Cabs)								
Entrance/Lobbies								
Exercise								
Holding Cells (sq.ft.)								
Holding Cells (Number of fixtures)								
Labs/Health								
Loading/Mechanical								
Offices/Cubicles								
Stairs								
Stairs (Number of flights)								
Mail/Copy								

Storage/Supply/File								
Total								
Number of Office Workers								
Gross Square Footage								
Rentable Square Footage				Foot Notes				
Garage and Ramps				1/ There may be vacant space in the building. Offeror should verify any vacant space in the building. However, the offer submitted should reflect the cost to clean the space as though vacant space were occupied as general office space. If any space is unoccupied, the contractor will be advised prior to the effective date. Vacant space will be deleted in accordance with Section G, Reduction/Addition of Space.				
Number of Escalators								
Number of Windows								
Number of Window Blinds (non - CrtRm)								
Outside Grounds:				2/ Entrances, lobbies, and main corridors are normally defined as those corridors located on the first or ground floor of a building or those that serve as primary entrance or exit areas. High volume traffic areas, i.e., corridors adjacent to large cafeterias, are identified as main corridors.				
Outside Area to be Policed								
Parking Lot Area								
Sidewalk Area								
Utility (Service Requests) - Hrs/ Month				NOTE: The Building information contained in preceding paragraph should be of interest, but in no way modifies the provision FAR 52.237-1 Site Visit. THE FIGURES ARE ESTIMATES ONLY. Offerors are responsible for verifying dimensions and quantities. The Buildings Manager will provide access to assignment drawings and/or blueprints.				
Landscaping								
Site Acreage								
Number of Shrubs								
Number of Trees								
Number of Planters								

Building 2 Building Information - CUSTODIAL

Building Inventory								
		Cleanable		**Flooring Type**				
	Count	**sq. feet**		VCT	Carpet	No Finish	Other	**Notes**
Restrooms (sq. ft.)				-	-	-		
Fixtures			A					(Toilets, Sinks, Urinals, showers, Wtr Ftn)
Aisles/Common Area				-				

Cafeteria/Break Room				-				
Computer				-				
Conference Rooms				-				
Courtrooms/Jury Room/Chambers				-				
Day Care		-		-	-	-	-	
Elevators (Total sq. ft. of all cabs)				-	-	-		75 s.f. /cab
Elevators (Number of Cabs)			A					
Entrance/Lobbies				-				
Exercise			A	-				
Holding Cells (sq.ft.)				-				
Holding Cells (Number of fixtures)			A					
Labs/Health				-				
Loading Dock				-				
Offices/Cubicles				-				
Stairs				-				
Stairs (Number of flights)			A					
Mail/Copy				-				
Storage/Supply/File				-				
Total				**-**				
Number of Office Workers			A	Note: Office hours will not calculate until # of workers entered				
Gross Square Footage								
Rentable Square Footage			" A "	= Automatically generated value if showing				
Garage and Ramps								
Number of Escalators								
Number of Windows								
Number of Window Blinds (non - CrtRm)				Foot Notes				
Outside Grounds:								

Outside Area to be Policed				1/ There may be vacant space in the building. Offeror should verify any vacant space in the building. However, the offer submitted should reflect the cost to clean the space as though vacant space were occupied as general office space. If any space is unoccupied, the contractor will be advised prior to the effective date. Vacant space will be deleted in accordance with Section G, Reduction/Addition of Space.
Parking Lot Area				
Sidewalk Area				
Utility (Service Requests) - Hrs/ Month				
Landscaping				2/ Entrances, lobbies, and main corridors are normally defined as those corridors located on the first or ground floor of a building or those that serve as primary entrance or exit areas. High volume traffic areas, i.e., corridors adjacent to large cafeterias, are identified as main corridors.
Site Acreage				
Number of Shrubs				
Number of Trees				
Number of Planters				NOTE: The Building information contained in preceding paragraph should be of interest, but in no way modifies the provision FAR 52.237-1 Site Visit. THE FIGURES ARE ESTIMATES ONLY. Offerors are responsible for verifying dimensions and quantities. The Buildings Manager will provide access to assignment drawings and/or blueprints.

Building 1 Exterior Grounds Inventory

Building 1	
Shrubbery (trimming and mulching)	**EA**
Trees (pruning and care)	**EA**
Tree Wells (ground cover)	**EA**
Leaf and Debris Removal	**SF**

Building 2 Exterior Grounds Inventory

Building 2	
Trees Wells (ground cover)	**EA**
Tree Wells Large (mulch))	**EA**
Tree Wells (ground cover)	**EA**
Leaf and Debris Removal	**SF**

Building 3 Exterior Grounds Inventory

A. Grounds Maintenance Data:

Total Outside Area (***Approximate)*** _____ SF

Description: The ground maintenance requirements consist of maintaining lawn areas, plant beds, edging and tree/shrub trimming, mulching, leaf removal and general policing, etc.

B. Grounds Statistics:

Turf Area	**SF**

Edging	**LF**

Shrubs	**EA**

Trees	**EA**

Mulch Area	**SF**

ALL FIGURES ARE ESTIMATES; CONTRACTORS ARE URGED TO VISIT EACH SITE TO VERIFY ABOVE INFORMATION.

Building 1 Interior Plant Inventory

[[[THE FOLLOWING IS A "FILLED IN" EXAMPLE OF A INTERIOR PLANT INVENTORY SHEET FOR THREE BUILDINGS. REPLACE THIS INFORMATION WITH PERTINENT DATA FROM YOUR BUILDINGS AND REMOVE EXCESS FORMS]]]

Building 1 Plant Inventory				
1ST FLOOR				
Planter #	***Description***	***Pot Size***	***Qty***	***Location***
#1	Ficus lyrata Compacta/Fiddle Leaf Fig	21”	3	TBD
#2	Epipremnum aureum/Hawaiian Marble Queen (8 placed in each of the Fiddle Leaf Fig containers)	6”	24	TBD
#3	Ficus lyrata Compacta/Fiddle Leaf Fig	14”	2	TBD
#4	Dracaena marginata / Tarzan Madagascar Dragon Tree	14”	1	TBD
#5	Epipremnum aureum/Hawaiian Marble Queen (5 placed in Dragon Tree container)	6”	5	TBD
2ND FLOOR				
#6	Strelitzia nicolai/White Bird of Paradise	17”	3	TBD
3RD FLOOR				
#7	Aglaonema/Moonlight Bay	14”	1	TBD
4TH FLOOR				
#8	Epipremnum aureum/Pathos Totem Pole	14”	1	TBD
5TH FLOOR				
#9	Strelitzia nicolai/White Bird of Paradise	17”	1	TBD
#10	Ficus binnendijkii/Amstel King	21”	1	TBD
#11	Dracaena deremensis Limelight	14”	2	TBD
6TH FLOOR				
#12	Strelitzia nicolai/White Bird of Paradise	21”	1	TBD
#13	Ficus binnendijkii/Amstel King	21”	1	TBD
#14	Dracaena reflexa/Song of India	14”	2	TBD
7TH FLOOR				
#15	Strelitzia nicolai/White Bird of Paradise	17”	1	TBD
#16	Ficus lyrata Compacta/Fiddle Leaf Fig	21”	1	TBD
#17	Dracaena deremensis Limelight	14”	2	TBD
#18	Ficus lyrata Compacta/Fiddle Leaf Fig	24”	1	TBD
#19	Epipremnum aureum/Hawaiian Marble Queen (8 placed in Fiddle Leaf Fig container)	6”	8	TBD
#20	Strelitzia nicolai/White Bird of Paradise	17”	1	TBD
#21	Dracaena deremensis Warneckii/Lemon Lime Warneckii	14”	2	TBD
Total = 64				

Building 2 Interior Pant Inventory

Building 2 Interior Plant Inventory				
	Description	***Pot Size***	***Qty***	***Location***
#1	Chamaedorea falcifera/Hawaiian Falcifera Palm	14”	3	TBD
Total = 3				

Building 3 Interior Plant Inventory

Building 2 Interior Plant Inventory				
	Description	***Pot Size***	***Qty***	***Location***
#1	Bamboo	14”	1	TBD
#2	Reflexa	14”	2	TBD
#3	Janet Craig “Art” *3 plants per container*	12”	9	TBD
#4	Strelizia Nicolai/White Bird of Paradise	17”	1	TBD
#5	Dracaena Marginata "Open Weave"/Open Weave Marginata	12”	3	TBD
#6	Sansevieria laurentii/Mother in Law Plant	10”	12	TBD
#7	Janet Craig “Art” *3 plants per container*	12”	3	TBD
#8	Arboricola Standard	12”	12	TBD
Total = 43				

Building 3 Interior Plant Inventory

Building 3 Interior Plant Inventory				
Planter #	***Description***	***Pot Size***	***Qty***	***Location***
#1	*Sansevieria zeylanica* 1 10” Mother In Law Plant 28” to 32” in height 11” to 13” in spread	10”	1	Front Entrance Near Security Right Side of Entrance Doors
#2	*Aglaonema ‘Siam Aurora’* Siam Aglaonema 14” to 17” in height 12” to 14” in spread	8”	3	Under Planting
#3	*Epipremnum aureum ‘Marble Queen’* Marble Queen Pothos 7” to 8” in height 10” to 12” in spread **Container:** Fiberglass Earth Bowl (1) Finish: Burnish Bronze (30”x12”)	8”	3	Under Planting
#4	*Dracaena marginata* Marginata Stump Character 108” to 114” in height 24” to 30” in spread **Container:** Fiberglass Earth Cylinder (1) Finish: Burnish Bronze (30”x25”)	21”	1	Left Side Ledge by Information
#5	*Sansevieria zeylanica* Mother In Law Plant 28” to 32” in height 11” to 13” in spread	10”	1	Front Left of Stump Marginata
#6	*Aglaonema ‘Siam Aurora’* Siam Aglaonema 14” to 17” in height 12” to 14” in spread	8”	3	Under Planting
#7	*Epipremnum aureum ‘Marble Queen’* Marble Queen Pothos 7” to 8” in height 10” to 12” in spread **Container:** Fiberglass Earth Bowl (1) Finish: Burnish Bronze (30”x12”)	8”	3	Under Planting
#8	*Sansevieria zeylanica* Mother In Law Plant 28” to 32” in height 11” to 13” in spread	10”	1	Front Right of Stump Marginata
#9	*Aglaonema ‘Siam Aurora’* Siam Aglaonema 14” to 17” in height 12” to 14” in spread	8”	3	Under Planting
#10	*Epipremnum aureum ‘Marble Queen’* Marble Queen Pothos	8”	3	Under Planting

	7” to 8” in height 10” to 12” in spread **Container:** Fiberglass Earth Bowl (1) Finish: Burnish Bronze (30”x12”)			

Exhibit 10 – PBS Waste Audits

PBS WASTE AUDITS

This exhibit is provided to the Contractor as a guide for additional considerations for post-audit monitoring, plan implementation, training and other ancillary activities that may assist GSA in meeting the listed objectives.

I. Background

GSA’s Public Buildings Service (PBS) provides work environments for over one million Federal employees nationwide. The inventory consists of courthouses, laboratories, offices and border stations. Tenant activities in these buildings generate tons of solid waste/trash that PBS is obligated to properly dispose of and achieve a minimum waste diversion of 50%. Recycling composting and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste/trash.

II. Objectives

-Determine the most efficient methods to maximize reduction, recycling, and composting of solid waste/trash and to minimize waste shipments.

-Achieve a minimum of 50% waste diversion through waste minimization, recycling, and composting.

-Determine the right service level for solid waste/trash collection and removal.

III. Extent Of Work

The Contractor shall conduct a solid waste/trash audit to include:

-100% of the waste and/or recycling collected in a 24 hour period must be audited (excluding durable goods or construction waste).

-The audit must represent a 24 hour period on a typical work day.

-Use scales to weigh sorted waste, as weight is the preferred metric.

-Determine the amount of recyclable materials being thrown away that could have been recycled and composted. At a minimum, the recyclable items within the waste/trash must be identified and separated into the following categories: paper, plastic, cardboard, glass, metal/aluminum, and wet waste.

The Contractor shall develop a written report and analysis of the conclusions drawn from this audit, including recommendations for improving the economy and efficiency of waste collection, storage, transfer, and disposal (including recycling and composting). This report shall address, at a minimum:

-Recommendations to maximize waste minimization, recycling, and composting to achieve at least 50% waste diversion.

-Recommendations to right-size service level for solid waste/trash removal services to minimize trash shipments.

Dumpster Monthly Log Form

BUILDING NUMBER/NAME/CITY:	
POINT OF CONTACT:	
CONTAINER ID:	
MATERIAL COLLECTED:	
DUMPSTER SIZE (VOLUME (cy):	
REPORTING MONTH:	

CIRCLE DAY OF MONTH EMPTIED:	**CIRCLE OBSERVED % FULL**				
1	**0%**	**25%**	**50%**	**75%**	**100%**
2	**0%**	**25%**	**50%**	**75%**	**100%**
3	**0%**	**25%**	**50%**	**75%**	**100%**
4	**0%**	**25%**	**50%**	**75%**	**100%**
5	**0%**	**25%**	**50%**	**75%**	**100%**
6	**0%**	**25%**	**50%**	**75%**	**100%**
7	**0%**	**25%**	**50%**	**75%**	**100%**
8	**0%**	**25%**	**50%**	**75%**	**100%**
9	**0%**	**25%**	**50%**	**75%**	**100%**
10	**0%**	**25%**	**50%**	**75%**	**100%**
11	**0%**	**25%**	**50%**	**75%**	**100%**
12	**0%**	**25%**	**50%**	**75%**	**100%**
13	**0%**	**25%**	**50%**	**75%**	**100%**
14	**0%**	**25%**	**50%**	**75%**	**100%**
15	**0%**	**25%**	**50%**	**75%**	**100%**
16	**0%**	**25%**	**50%**	**75%**	**100%**
17	**0%**	**25%**	**50%**	**75%**	**100%**
18	**0%**	**25%**	**50%**	**75%**	**100%**
19	**0%**	**25%**	**50%**	**75%**	**100%**
20	**0%**	**25%**	**50%**	**75%**	**100%**
21	**0%**	**25%**	**50%**	**75%**	**100%**
22	**0%**	**25%**	**50%**	**75%**	**100%**
23	**0%**	**25%**	**50%**	**75%**	**100%**
24	**0%**	**25%**	**50%**	**75%**	**100%**
25	**0%**	**25%**	**50%**	**75%**	**100%**
26	**0%**	**25%**	**50%**	**75%**	**100%**
27	**0%**	**25%**	**50%**	**75%**	**100%**

28	**0%**	**25%**	**50%**	**75%**	**100%**
29	**0%**	**25%**	**50%**	**75%**	**100%**
30	**0%**	**25%**	**50%**	**75%**	**100%**
31	**0%**	**25%**	**50%**	**75%**	**100%**
BUILDING NUMBER/NAME/CITY:					
NUMBER OF TIMES AT % FULL (Circled)					
Multiplied by % FULL/100					
Multiplied by Entered DUMPSTER SIZE VOLUME (cy)					
Equals VOLUME COLLECTED (cy)					
Add VOLUMES COLLECTED (line above) = DUMPSTER MONTHLY TOTAL (cy) COLLECTED. NOTE: ENTER this TOTAL VOLUME in Building Worksheet as CONTAINER SIZE (VOLUME), ENTER 100% Full For AMOUNT, and ENTER LAST DAY of MONTH for DATE.					

Exhibit 11 – Recycling/Solid Waste/Trash Report

RECYCLING/Solid Waste/TRASH Report

Solid Waste and Recycling Report

Building #		Building Name	
Building Address			
Contractor Name		Contractor Phone #	
Submission Date			

RECYCLING

Description	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Recycling Fee	Total Cost	Recycler Name
TOTAL									

WASTE

	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Tipping Fee	Total Cost	Hauler Name
TOTAL									

Conversion Source(s):

HOW TO FILL OUT THE FORM:

1. Report all recyclables. For source separated recycling, provide weight for each type of material recycled.

For commingled recycling, provide total weight for the mixed recyclable materials. Specify when items are composted

Solid Waste and Recycling Report

Building #	1XXLER	**Building Name**	The Citizens CH
Building Address	123 American Blvd, Fun Town, USA		
Contractor Name	The Best Company	**Contractor Phone #**	555-121-6583
Submission Date	Nov 15, 2010		

RECYCLING

Description	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Recycling Fee	Total Cost	Recycler Name
Commingled (mixed paper, cardboard, plastic)	8 cubic yard	4	4	128	1000	64	$20.00	$1,280.00	Green Company
Aluminum Cans (Compacted)	6 cubic yard	2	8	96	430	20.64	$0.00	$0.00	Green Company 2
Glass	3 Cubic yard	1	2	6	600	1.8	$30.00	$54.00	Green Company 2
Food Waste Scrap	55 gal Drums	5	2	550	412	113.3	$18.00	$2,039.40	Green Company
Wood Waste	20 cubic yard	2	4	160	40	3.2	$10.00	$32.00	Green Company
Yard Waste Composted	4 cubic yard	2	4	32	1500	24	$50.00	$1,200.00	Green Company
TOTAL		16	24	972		226.94		$4,605.40	

WASTE

	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Tipping Fee	Total Cost	Hauler Name
	30 cubic yard roll off	3	4	360	1000	180.00	$85.00	$15,300.00	Waste Hauler 1
	20 cubic yard roll off	1	4	80	600	24.00	$79.00	$1,896.00	Waste Hauler 1
TOTAL		4	8	440	1600	204.00	$164.00	$17,196.00	

Conversion Source: EPA's Standard Volume-to-Weight Conversion Factors (https://www.epa.gov/sites/production/files/2016-04/documents/volume_to_weight_conversion_factors_memorandum_04192016_508fnl.pdf

HOW TO FILL OUT THE FORM:

1. Report all recyclables. For source separated recycling, provide weight for each type of material recycled. For commingled recycling, provide total weight for the mixed recyclable materials. Specify when items are composted.

2. All fields must be filled out.

3. Provide actual weight whenever possible. ** When actual weight is not available use standard Volume-to-Weight Conversion Factors for calculation. Allowances shall be made and reported for volumes that are not filled to capacity (i.e., half full, 3/4 full, etc.)

4. Pick Up Frequency: Based on monthly activity (e.g. once a week= 4, twice a week = 8, etc.)

5. Indicate conversion factor source(s).

EXHIBIT 12: Exposure Control Plan (ECP) Example

***This document is provided to the Contractor as a guide to create an exposure control plan. The procedures below are not to be interpreted as GSA's prescribed procedures for dealing with biological or infectious materials.**

Building: (name and address)

Company: (name and address) Point of Contact: (company local site mgr)

Introduction:

This document is intended to describe in detail how [company name] intends to perform custodial tasks at the [building name] involving biological or infectious materials such as: blood, vomit, excrement, sewage, or mold. These tasks will only be performed in-house by staff trained as indicated below. Otherwise, when requested through the contract, the tasks will be subcontracted to qualified and trained Contractors who follow these same procedures.

Training:

The following [company name] staff have completed the training indicated below and may be used to perform the tasks indicated:

Employee Name	Training Completed	Custodial Tasks
Jon Smith	Bloodborne pathogens, Care and use of Personal Protective Equipment, Mold remediation, CDC training on Infection Control	Cleanup of any infectious material or biological material in the building
Joy Jones	Bloodborne Pathogens	General restroom cleaning

Procedures:

1. General restroom cleaning
    a. Verify from building management or the supervisor whether the cleaning involves blood, feces, vomit or similar biological material.
    b. Isolate the room to prevent access by anyone during cleaning through the use of cones, caution tape, or similar method
    c. If biological material cleanup is needed, put on nitrile disposable gloves, and bring in a biological cleanup cart.
    d. Clean the biological material up, avoiding contact with skin, eyes or hair. Dispose of waste and disposable cleanup materials in plastic bags, seal and place in second bag for final disposal in waste dumpster.

Bio cleanup cart to contain: disinfectant wipes, box of nitrile gloves, paper towels, spray cleaner and disinfectant, disposable shoe coverings, mop and bucket, plastic kitchen or large size trash bags, disposable 3M facemask, roll of caution tape or rubber cones for marking off areas.

2. Building exterior excrement cleaning
    a. Mark off the immediate area with cones or tape to prevent people from stepping on the droppings and waste or getting in the way of cleaning
    b. Put on disposable shoe covers and protective facemask
    c. For bird droppings,
        i. connect garden hose to outlet,
        ii. spray down the droppings with disinfectant cleaner,
        iii. turn on the hose and gently wash the waste to the curb and into a drain
        iv. When finished, place gloves and shoe covers in plastic trash bag, close up and dispose as trash
3. Cleanup of vomit or blood spills in areas of the building
    a. Use the bio cleanup cart to isolate the immediate area with cones or tape
    b. Put on gloves, protective mask and shoe coverings as needed
    c. For solid floors (floor tile, linoleum, wood, etc)
        i. Spray the spill with disinfectant cleaner
        ii. Using the mop, wetted with warm water, mop up the spill material
        iii. Rinse the mop into warm soapy water in the bucket, repeat until the spill is cleaned
        iv. Dump the bucket in a large double bagged plastic trash bag or dump down a nearby toilet (Preferred)
        v. Rinse the mop in clean warm soapy water in the bucket until the mop is clean
        vi. Dry the mop and spray with disinfectant.
        vii. Dump the rinsing water from the bucket into the bag or down a toilet
    d. For carpeted floors,
        i. Spray the spill area with carpet cleaner containing disinfectant
        ii. Either shampoo up the spill or vacuum up first with a wet-dry vacuum followed by shampooing
        iii. Empty vacuum contents down the toilet or into a double bagged large trash bag
        iv. Empty shampooer waste down a nearby toilet or into black trash bag
        v. Keep the cones or tape up until the carpet has dried
    e. Dispose of shoe coverings, protective mask and other disposables used in the cleaning in a plastic trash bag. Seal the bag and dispose of it as trash.
4. Cleanup of minor water backup or flooding, including greywater*
    a. Similar to above, except wearing rubber boots or similar foot protection when water covers the floor area
5. Cleanup of water backup or flooding of blackwater**
    a. Subcontract this cleaning to a licensed environmental remediation contractor [contractor name]
6. Minor cleanup of standing water or moldy surfaces
    a. Subcontract this cleaning to a licensed environmental remediation contractor [contractor name]

*greywater is wastewater from sinks, washing machines that may or may not contain bacteria

**blackwater is water from restroom toilets or bathrooms that contain feces and urine

Materials List:

The following materials will be kept on site to support ECP procedures

- Plastic trash bags
- Large black plastic trash bags
- Box of disposable dust masks
- Box of latex or nitrile disposable gloves
- Disinfectant wipes
- Disinfectant cleaner (EPA permitted hospital grade)
- Disinfectant carpet shampoo soap
- Wet Dry vacuum
- Carpet shampooer
- Disposable shoe coverings (rubber preferred)
- Rubber boots

EXHIBIT 13 - List of Floors with Low Occupancy

Expand as necessary

Building	**Number of Floors (Occupancy < 50%)**
Building 1	
Building 2	

EXHIBIT 14 - Elevator Inventory

D. PACKAGING & MARKING

D.1. Payment Of Postage And Fees

All postage and fees related to submitting information including, forms, reports, etc., to the Contracting Officer or the Contracting Officer's Representative shall be paid by the Contractor.

D.2. Marking

All information submitted to the Contracting Officer or the Contracting Officer's Representative shall clearly indicate the contract number of the contract for which the information is being submitted.

END OF SECTION D

E. INSPECTION & ACCEPTANCE

E.1. THE ROLE OF GOVERNMENT *PERSONNEL AND RESPONSIBILITY FOR CONTRACT ADMINISTRATION*

E.1.1 Contractor Responsibility

The Contractor is responsible for the day-to-day examination and monitoring of all work performed to ensure compliance with the contract requirements, according to the Quality Control Plan submitted by the Contractor. The examinations conducted shall be documented. The Contractor shall follow through to assure that all defects or omissions are corrected.

E.1.2 Contracting Officer

The Contracting Officer has the overall responsibility for the administration of this contract. He/She alone, without delegation, is authorized, but not limited to take the following actions on behalf of the Government to: amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules; make final decisions on disputed deductions from contract payments for nonperformance or unsatisfactory performance; terminate the contract for convenience or default; issue final decisions regarding contract questions or matters under dispute. However, he/she may delegate certain other responsibilities to authorized representatives.

E.1.3 Contracting Officer's Representatives (COR)

TBD at award

Prior to contract award, the Contracting Officer will appoint a COR and issue a COR appointment letter stating the authority for the COR. The Contractor will receive a copy of the written designation after award of contract. The COR is responsible for monitoring performance for the client agency and GSA. The COR is responsible for ensuring that adequate work requests, work directives or work orders are in place to reflect necessary management controls for the Government. The COR is not authorized to make commitments for the Government or make changes to the contract terms and conditions

E.1.4 Government Quality Assurance

Quality Assurance Evaluators (QAE) is responsible for periodic inspection and monitoring of the Contractor's work. The responsibilities of the QAE include, but are not limited to, inspecting the work to ensure compliance with the contract requirements; documenting through written inspection reports the results of all inspections conducted; following through to assure that all defects or omissions are corrected; recommending deductions from contract payment for nonperformance or unsatisfactory performance; conferring with representatives of the Contractor regarding any problems encountered in the performance of the work; and generally assisting the CO or designee in carrying out CO or designee responsibilities.

Each phase of the services rendered under this contract is subject to Government inspection, during the Contractor's operations and after completion of the tasks. The Government's Quality

Assurance Surveillance Program is not a substitute for Quality Control by the Contractor. All costs associated with rework are the responsibility of the Contractor. The Government reserves the right to choose the inspection methods to be used in implementing its Quality Assurance Program and to vary the inspection methods utilized during the work, without notice to the Contractor.

E.2.FAILURE TO PERFORM

In the event work is performed unsatisfactorily, the Contractor will be requested in writing to correct the deficiencies within 10 calendar days. If the work remains deficient, the deficiency will be handled in accordance with FAR 52.212-4.

E.3.EXCUSABLE DELAYS

This contract may not be cancelled if nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as acts of God or the public enemy, acts of the Government in its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, and delays of common carriers. The contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

END OF SECTION E

F. DELIVERIES OR PERFORMANCE

F.1 PLACE OF PERFORMANCE

In the event work is performed the services to be provided under this contract shall be accomplished at the following building(s):

City	Building Name	Building No.	Street Address

F.2. TERM OF CONTRACT

F.2.1 Term of the Contract

After award, the successful Contractor will be given a written notice to proceed, and shall provide contractual services for a twelve-month **base** period. This service requirement is subject to the availability of appropriations, in accordance with Federal Acquisition Regulations (FAR). Availability of Funds, commencing on the date specified in the notice to proceed. Work under this contract is expected to commence on or about **February 1, 2021.** If possible, the notice to proceed will provide for at least 30 working days preparation time before commencement of work.

F.3. OPTION TO EXTEND THE TERM OF THE CONTRACT

The Government shall have the unilateral option of extending the term of this contract for:

A. The Government shall have the unilateral option of extending the term of this contract (see clause FAR 52.217-9, OPTION TO EXTEND THE TERM OF THE CONTRACT - SERVICES, Part II, Section I). The same terms and conditions contained in this contract shall apply to each option exercised. Options shall be exercised upon written notification (mailed or otherwise furnished) to the Contractor at least thirty (30) calendar days prior to the expiration of the contract

The exercise of options is a Government prerogative, not a contractual right on the part of the Contractor. If the Government exercises an option(s) within the prescribed time frames, the Contractor shall be bound to perform the services for the option period(s) or be subject to the default provisions of the contract

B. One (1) six-month extension (see clause FAR 52.217-8, OPTION TO EXTEND SERVICES). The same terms and conditions contained in this contract shall apply to the six-month period. This option shall be used to insure continuous service in the event of a delay in award of a subsequent contract or for other administrative reasons. Such notice of intent to extend service shall be given the Contractor in writing at the earliest possible time, but not less than 15 days prior to the contract expiration date. The option shall be exercised upon written notification (mailed or otherwise delivered) to the Contractor at least 15 calendar days prior to the expiration of the contract.

The Government shall reserve the right to exercise “no cost” termination of the service upon 15 days written notice to the Contractor at any time during the six-month extension period. The exercise of options is a Government prerogative, not a contractual right on the part of the Contractor. If the Government exercises the option(s) within the prescribed time frames, the Contractor shall be bound to perform the services for the option periods or be subject to the default provisions of this contract.

F.4. REPORTING REQUIREMENTS

Refer to Contract Deliverable Reference for submittal requirements.

F.4.1 Plans, Schedules and Report Format Submission Requirements

All reports submitted shall be transmitted electronically as the primary method. The electronic reporting format shall be developed between the Contractor, the CO and the CO or designee. Sample formats include but not limited to PDF, Microsoft Word or Microsoft Excel. If hard copy is required by the CO or designee electronic copy is to be provided as well.

F.4.2 Other Reports

The Contractor shall provide any other reports required by the Government during the term of the contract. (Please refer to deliverables for additional report requirements)

END OF SECTION F

G. CONTRACT ADMINISTRATION DATA

G.1. PAYMENTS

G.1.1 General

Payment will be made on a calendar month basis in arrears upon submission of an invoice. Payment will be due on the 30th calendar day after receipt of a proper invoice, or date of receipt of services, whichever is later. In the event the contract begins or ends during the month, payments will be prorated based on the number of calendar days in that month. **It is the objective of the Government to obtain complete and satisfactory performance in accordance with the terms of the specifications and quality requirements of this contract.** Payment for any service rendered will be due in accordance with the Prompt Payment clause in Section I.

General Services Administration
General Services Administration
[[[Add GSA Address and phone numbers]]]

Web site address: www.finance.gsa.gov

(For any other information regarding this contract, contact the CO or designee.

Payment for any service rendered will be due in accordance with the Prompt Payment clause in Section I. In the event the contract begins or ends during the month, payments will be prorated based on the number of workdays in the respective month.

G.1.2 Payments for Additional Services

Payment for Additional Services as described in Part I, Section B, shall be made on the basis of an invoice that the Contractor shall submit as follows:

A. For service valued at $2,500 or less, the invoice shall be sent to the CO or designee and will be paid by use of the Government Visa credit card or direct pay system.

B. For service valued at more than $2,500, the invoice shall be sent to the address in paragraph G-1 above.

G.1.3 Submission of Invoices for Additional Services

Payment for recurring monthly services will be made on the basis of a monthly invoice, in arrears. Invoices shall be submitted to GSA's Office of Finance, below:

General Services Administration
[[[Add GSA Address and phone numbers]]]

Contractors interested in submitting electronic invoices may access the web site indicated in paragraph G1. Detailed instructions and customer support is provided at the web site.

G.2. UNEXPECTED BUILDING CLOSURES

Deductions will not be assessed for requirements on those days in which services are not required by the Government because the building(s) is closed due to unanticipated holidays,

declared by the President, **PROVIDED**, that payment to employees for such holidays is required in accordance with the wage determination applicable to this contract.

In the event services are not provided or required by the Government because the building(s) is closed due to inclement weather, deductions will not be assessed.

G.3. WITHHOLDING MONIES FOR NON-SUBMISSION OF WORK SCHEDULES

The Contractor is required to submit an acceptable quality control program and other deliverables as required by the contract not later than the dates outlined in the deliverable located in Section J. The CO may grant an extension.

In the event the Contractor fails to submit the acceptable deliverables for operation plans and procedures, operator assignment sheets, work assignment sheets, proposed maintenance guides, and an annual schedule for periodic preventive maintenance by the contract performance date and any extensions granted by the Contracting Officer or his designated representative, all payments **shall be** withheld until the items are received and approved by the Government. The CO will notify the Contractor in writing in the event that payments are withheld.

G.4. WITHHOLDING MONIES FOR NON-SUBMISSION OF REPORTS

If the Contractor fails to prepare and/or submit acceptable reports as called for in the Contract Deliverables within the required time frame, this may be construed to mean that the contract work has not been performed and the Government **may** withhold all payments until the required reports are satisfactorily completed and/or submitted to the Contracting Officer's Representative.

G.5. APPLICATION OF CRITERIA FOR DEDUCTIONS (NON-PERFORMANCE

A. If the Contractor fails to perform satisfactorily, omits, or fails to reschedule tasks required by the contractor as outlined in the Contractor's accepted plans and schedules, the Contracting Officer or his designated representative shall give the Contractor written notice of the failure or omission. Once notified, if the Contractor does not complete the work within the time allotted by the Contracting Officer or designated representative the work may be performed by other means and the cost thereof shall be deducted from monies due or to become due the Contractor. Failure of the Contractor to perform, or if the omitted or unsatisfactory work cannot be rescheduled, a cost determined by using current industry market value shall be deducted from monies due or to become due the Contractor.

Daily Services: If the Contractor fails to perform satisfactorily or omits work required for performance every 10 working days or more frequently, the Contractor's attention shall be called to this failure or omission. Costs to be deducted under this paragraph will be determined by using the hourly rates as specified in Section G, Paragraph C below.

Periodic Services. If the Contractor fails to perform satisfactorily, omits, or fails to reschedule tasks required to be performed less frequently than every 10 working days as outlined in the Contractor's approved periodic schedule, the Contracting Officer or his designated representative shall give the Contractor written notice of the failure or omission. Once notified,

if the Contractor does not complete the work within the time allotted by the Contracting Officer or his designated representative the work may be performed by other means and the cost thereof shall be deducted from monies due or to become due the Contractor.

B. Quality Control Inspections. In the event the scheduled inspections as identified in the approved quality control program are not accomplished, a deduction shall be made from any monies due or to become due to the Contractor. The Government will determine the time (man-hours) necessary to make the inspection, including any travel time required and multiply the total by the following hourly rate to arrive at the total deductible dollar amount. The Contractor will be charged a minimum of 2 hours in the event the Government has to perform these inspections.

Quality Control Inspection performed by the government will be at the Hourly Rate equivalent to a GS-12 Step 1 hourly rate for the locality and current year.

G.6. ADDITIONS AND DELETIONS OF BUILDINGS

The Government may add or delete buildings during the term of this contract upon approval of the CO. Facilities may be added provided it is within those counties either covered by the presently incorporated Wage Determination and/or within the cognizance of the territories assigned to the Service Center. The cost/price for any addition will be subject to negotiations after this office is in receipt of a detailed cost proposal based upon the current Wage Determination available at the time of the addition. The deletion of a building will be at the bid/offer price current for that building at the time of deletion.

END OF SECTION G