

# EXHIBIT 1

## J.1. Quality Assurance Surveillance Plan (QASP)

CONTRACT No. G S - P - - -

*[[[The specification writer shall develop a Quality Assurance Surveillance Plan (QASP) based on the Contractor's QCP and the equipment and systems specific to each building. Many services are common to all GSA buildings, such as preventive maintenance, mechanical system operations and repair, fire protection systems, etc. The attached QASP template includes most of these common items to be inspected and shall be enhanced by Specification Author to include standards and survey methods that meet each specific location.]]]*

### *Change Log*

- 1. Includes Asbestos Annual Survey*
- 2. Includes PBS Refrigeration Management SOP requirements*

### **Introduction**

This Quality Assurance Surveillance Plan (QASP) is designed to provide the General Services Administration (GSA) with an effective surveillance method of monitoring and evaluating the Contractor's performance under a Performance-Based Statement of Work (O&M PWS) for operation and maintenance services.

In accordance with Federal Acquisition Regulation (FAR) Part 37.601, performance-based Contracting methods are intended to ensure that the required performance quality levels are achieved and that the total payment is related to the degree that services performed, or outcomes achieved meet Contract standards. GSA's role in quality assurance is to ensure that the Contractors are achieving the quality levels established in the operation and maintenance services Contracts and focuses on the Contractor's Quality Control Plan (QCP). GSA periodically validates the execution of the Contractor's QCP programs by reviewing such areas as the Contractors' inspection forms, service request logs, tenant reports, tenant satisfaction surveys, and the timeliness of corrective actions.

### **A. PURPOSE OF THE QASP**

The QASP is intended to accomplish the following:

- Define the roles and responsibilities of participating Government officials.
- Identify the performance objectives based upon the O&M PWS in accordance with FAR Part 46.401(a) (1).

- Identify the performance quality level standards in accordance with FAR Part 37.601(a) (2).
- Describe the methods of surveillance for GSA to identify quality levels in accordance with FAR Part 46.401(a) (2).
- Establish a method to provide feedback to the Contractor regarding quality and timeliness of the service performance, i.e., copies of inspection forms, copies of tenant reports, data on tenant satisfaction scores; and any other drivers or measures of performance that are required by the CO or designee
- Establish timeframes for communication and performance improvement if needed.
- Establish specified procedures for changes to the Contract price when services are not performed or do not meet Contract requirements in accordance to FAR Part 37.601(a) (3).
- Ensure the Contractor has developed and implemented a QCP establishing procedures and responsibilities for controlling the quality of work performed.

## **B. ROLES AND RESPONSIBILITIES OF GOVERNMENT OFFICIALS**

The following Government officials will participate in assessing the quality of the Contractor's performance. Their roles and responsibilities are described as follows:

1. *[[[Insert names]]]* or person(s) designated by the CO in writing will serve as the designee or COR and/or COTR. The COR is responsible for monitoring, assessing, recording, and reporting on the performance of the Contractor. The CO or their designee shall have the primary responsibility for completing forms that will be used to evaluate the Contractor's performance. In addition, the COR or designee shall use the Contractor Performance System (CPS) to document the Contractor's performance.
2. *[[[Insert name]]]* or person designated as the CO will have overall responsibility for overseeing the Contractor's performance. The CO shall be responsible for monitoring the Contractor's performance in the areas of Contract compliance and Contract administration. The CO will review the COR or COTR or designee's written inspections and assessments of the Contractor's performance and resolve any discrepancies that may arise between the Contractor and COR or their designee. In addition, the CO shall use the Contractor Performance System (CPS) to document the Contractor's performance.

## **C. TYPES OF WORK TO BE PERFORMED**

1. The Contractor's performance in providing the following operation and maintenance services shall be evaluated by the Government:

### **Section 1 General Contract Requirements**

#### **C.1.0 GENERAL**

##### **C.1.1 Scope of Work**

##### **C.1.2 Personnel**

##### **C.1.3 Quality Control Program**

##### **C.1.4 Quality Assurance**

##### **C.1.5 Physical Security**

##### **C.1.6 Safeguarding Sensitive Data and Information Technology Resources**

##### **C.1.7 Hours of Operation**

##### **C.1.8 Conservation of Utilities**

##### **C.1.9 Use of NCMMS**

##### **C.1.10 Documentation and Records**

##### **C.1.11 Ordinances, Taxes, Permits, and Licenses**

##### **C.1.12 Other Contractors**

##### **C.1.13 Government Forms**

##### **C.1.14 Contractor Maintenance Performance Plans**

### **SECTION 3 GOVERNMENT-FURNISHED PROPERTY**

#### **C.3.0 General**

##### **C.3.1 Electric Power**

##### **C.3.2 Water Source**

##### **C.3.3 Contractor Office Space and Furnishings**

##### **C.3.4 Storage Space**

##### **C.3.5 Network Equipment and Computer Hardware**

### **SECTION 4 CONTRACTOR- FURNISHED PROPERTY**

#### **SUPPLIES/MATERIAL/EQUIPMENT**

#### **C.4.0 General**

##### **C.4.1 Specific Requirements**

### **SECTION 5 OPERATIONS-SPECIFIC REQUIREMENTS**

#### **C.5.0 General**

##### **C.5.1 Tenant Environment**

##### **C.5.2 Building Operating Plan**

##### **C.5.3 Equipment Inventory**

##### **C.5.4 Safety Management**

##### **C.5.5 Environmental Management**

##### **C.5.5.13 Contractor Pandemic Plan**

##### **C.5.6 Energy and Water Efficiency**

##### **C.5.7 Advanced Metering Systems**

##### **C.5.8 Building Automation Systems and IT Controls**

##### **C.5.9 Fire Protection and Life Safety Equipment and Systems**

**C.5.10 TOURS**

**C.5.11 Repairs**

**C.5.12 Work Orders**

**C.5.13 Additional Services Indefinite Quantity Provisions**

**C.5.14 Building Management and Support Services**

**C.5.15 Monthly Progress Report**

**C.5.16 Reference Library**

**SECTION 6 MAINTENANCE SPECIFIC REQUIREMENTS**

**C.6.0 General**

**C.6.1 Maintenance Standard**

**C.6.2 Boiler Systems**

**C.6.3 Air Distribution Equipment**

**C.6.4 Chiller Systems**

**C.6.5 Cooling Towers**

**C.6.6 HVAC Water Management**

**C.6.7 Domestic Plumbing Systems**

**C.6.8 Lighting Systems**

**C.6.9 Electrical Switchgear and Switchboards**

**C.6.10 Emergency Power Equipment**

**C.6.11 Oil Analysis and Oil Changes**

**C.6.12 Vertical Transportation Systems**

**C.6.13 Architectural and Structural Systems**

**C.6.14 Perimeter Access Control Systems (Security fixtures)**

**C.6.15 Child Care Center**

**C.6.16 Photo Voltaic Systems and Electrical Vehicle Support Systems**

**SECTION 7 ADMINISTRATIVE INSTRUCTIONS**

**C.7.0 Initial Inspection**

**C.7.1 Existing Deficiency Inspection/Initial Deficiency Report**

**C.7.2 Startup Phase/Transition Phase**

**C.7.2 Startup Phase (New or Modernized Facility)**

**C.7.2 Transition Phase**

**C.7.3 Phase-out Transition Period**

**C.7.4 Contract Closeout Examination and Withholding of Final Payment**

**SECTION 8 PUBLICATIONS AND CITED STANDARDS**

**C.8.0 Publications**

***D. METHODS OF SURVEILLANCE***

The method of surveillance is based on the performance criteria of the Contract terms and specifications. Each requirement will describe the tasks to be performed and the standard for successful performance. GSA intends to monitor and evaluate the Contractor's performance based on any or all of the following surveillance methods:

1. **Periodic Surveillance Inspections:** This method consists of selected surveillance tasks by the Government that do not require 100 percent inspection, or are performed on a random basis. The CO or their designee will evaluate the Contractor's reports, surveys, etc. on a weekly, biweekly, monthly, or quarterly basis.
2. **Tenant Interviews:** All tenant concerns received through the CO or their designee will be documented and evaluated on a planned schedule developed by the CO or designee. This method may help the CO or their designee focus on areas that may require further action from the CO.
3. **Service Request Documentation:** This method of surveillance will provide information to the CO or designee, such as identification of the types of service requests received the frequencies of service requests, corrective action taken, timeliness of completion, and any other pertinent data. At a minimum, this method shall be performed on a monthly basis.
4. **Tenant Satisfaction Surveys:** The Gallup Organization conducts surveys for one-third of GSA's tenants in Government-owned and leased buildings. These surveys gather important data in many areas, including specific categories pertaining to the operation and maintenance of GSA's buildings. The surveys provide the CO or their designee with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There are various measures that can be taken, such as reviewing the survey's comments, obtaining further feedback from the tenants, or sharing the scores with the Contractor to establish a plan of action.

## ***E. QUALITY ASSURANCE FORMS AND REPORTS***

Inspection Form: The GSA-3423 or similar forms will be used to document and evaluate the Contractor's performance. The COR will evaluate each event in accordance with the performance standards and performance requirements stated in the O&M PWS. All tasks that are considered to have unacceptable performance shall be substantiated and documented on the GSA-3423 or similar form. The form will be completed and submitted to the Contractor within 24 hours. The Contractor shall return the GSA-3423 or similar form identifying the corrective action taken within time allotted by the COR.

Inspection of Services Clause: The CO shall fill in applicable commercial or non-commercial clause as appropriate, i.e., FAR Part 52.246.4 paragraphs (e) and (f).

## ***F. ANALYSIS OF SURVEILLANCE RESULTS [[[Optional - Region, choose or delete]]]***

Monthly CO Report: At the end of each month the COR will summarize the overall results of the Contractor's performance for the previous month and send to the CO. If appropriate, the CO may investigate the event(s) further to determine if all the facts and circumstances surrounding

the event(s) are accurate. The CO may discuss with the Contractor an event or trend that indicates unacceptable performance.

### QASP STANDARDS

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
Initial Deficiency Inspection/List	A thorough and systematic initial inspection and inventory of all equipment and systems performed during the transition phase and itemized report	A complete and accurate deficiency list and inventory must be completed and submitted within the prescribed timeframe. Items that cannot be inspected are provided with an inspection schedule. Pricing for those items selected by the COR with a price expiration period is provided.	The Government will evaluate performance based on tenant satisfaction, surveys, tenant interviews, periodic inspections, service request or other required documentation.
Startup/ Transition Phase.	The Contractor must provide all start up services necessary to provide seamless operation of all building systems. Adjustment to controls, BAS	Submission and review of all required building documentation without failures in providing service to our customers.	
Staffing and ability to communicate with CO.	Contractor must staff and provide communication methods to ensure services are adequately provided to the tenant.	Staff to the levels of the staffing plan. Quality of staffing, staffing attendance, and methods of communication are within the requirements of the contract and ensure adequate response to all Contract requirements. Changes to the staffing plan approved by the CO or designee.	
Onsite records.	All records required by the Contract must be current, accurate and available for inspection.	Records must be organized, up to date, and reflect actual conditions and included, when required, in NCMMS	
Quality Control	. The Contractor's QCP shall ensure Contract compliance, and act to ensure that potential problems	Demonstrates continuous improvement of services provided. The QC plan shall detail the methods, frequencies, documentation,	

	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.	and remedies for ensuring that work performed is of the highest quality. It shall describe procedures for correcting problems, data gathering, improving efficiencies, and addressing quality assurance findings. 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, operating data collection and analysis	
NCMMS	Service request record keeping using the computerized maintenance management system (NCMMS).	All required records are accurate and current and are properly populated within the NCMMS to document historical maintenance efforts, operational parameters and staff qualifications throughout the life of the contract.	
Building Operating Plan (BOP).	BOP must detail all aspects of the Contractor's performance of the Contract and building equipment and system information. Energy consumption must be monitored by the Contractor for indicators of inefficient operation.	BOP must be submitted and completely and correctly address all required items.	
Monthly Progress Reports.	Reports of Contractor progress and activities must be provided monthly.	All reports must be complete, thorough, accurate and submitted on time as required by the Contract.	
Reference library.	Information in the form of a reference library must be provided by the Contractor.	All required documents are to be available for use, complete and up to date.	
Service Requests.	Service requests must be received, tracked, and responded to in	All routine, emergency, and urgent service requests are responded to as required by	

	accordance with Contract requirements.	the Contract and repairs are completed within specified timeframes.	
Energy and Water Efficiency Plan	Reports must contain monthly energy usage compared to last year and recommendations on improvement	Control systems must be operated to provide maximum efficiency as measured by energy consumption per gross sq. ft. while providing tenant comfort	
Tours.	Tours must be conducted and documented in accordance with Contract requirements.	All tours must be conducted and documented as required and will reflect actual conditions. Adjustments will be made as needed. Logs and check sheets must be adequate to track operating hours and equipment performance history.	
Leak testing and reporting	Refrigerants and natural gas leaks must be avoided and detected as early as possible.	Leak testing for refrigerants and natural gas must be performed, reported and documented in accordance with C.5.5.2, The PBS Refrigerant Management SOP, NFPA 54 and the BOP.	
Condensate pans	Condensate pans must be clear and algae free at all times.	On at least a weekly basis, tours must include inspection and treatment of condensate pans with appropriate biocide to ensure proper drainage.	
Disruptive or hazardous tool use, disruption to utilities, lighting and space conditioning.	Tenants must not be unnecessarily disrupted during repairs or procedures.	All disruptive tool use during normal working hours must be approved by the CO or their designee and welding and burning must be approved via GSA Form 1755. The CO must approve in advance any work that will disrupt lighting, utilities, and space conditioning.	
Plumbing and restroom maintenance.	Plumbing and drain systems must be maintained and in	All drain systems must be clear and kept functional at all times.	



	good working order.		
Maintenance program.	Equipment must be maintained to the minimum standard established in the Contract and developed by the Contractor.	Minimally, the Contractor must perform preventive maintenance in accordance with the manufacturer's recommended standards for all equipment requiring a preventive maintenance procedure. The Contractor must be required to use the specified NFPA Codes and Standards in this document to perform inspections, testing, and preventive maintenance of fire protection and life safety systems and equipment. In addition, the Contractor shall be required to follow the specific testing and inspection frequencies and methods specified in such NFPA Codes and Standards	
Water treatment.	The Contractor must provide for an effective water treatment program including equipment, monitoring, reporting, etc.	The Contractor must perform water treatment, monitoring, and testing in accordance with the Contract requirements.	
Oil analysis and oil changes.	Oil analysis and oil changes must be documented.	The Contractor must perform initial and periodic oil analysis and oil changes in accordance with the Contract provisions.	
Lamp and ballast replacements.	Quality, energy-efficient replacement lamps and ballasts must be used by the Contractor.	The Contractor must perform lamp and ballast replacements in accordance with the Contract provisions	
Architectural and structural systems maintenance.	Interior and exterior building architectural and structural systems must be maintained in good repair.	The Contractor must conduct inspections, repairs, replacements, and touch up painting and patching to match existing finishes as required by Contract provisions.	

Interior signage and directories.	Signage must be up to date and in good repair.	Signage must be updated and repaired as required.	
Finishes maintenance.	All finishes must appear neat and have an esthetically appealing appearance.	The Contractor must maintain and touch up building finishes in a professional manner.	
Repairs.	All repairs must be performed in a timely professional manner, using quality parts and materials.	The Contractor must perform repairs in accordance with the provisions of the Contract including timeliness of response, invoicing, thresholds, replacement part quality standards, worker qualifications and warranty provisions.	
Safety and environmental management.	Scheduling and record keeping.	All required safety and environmental tests, certifications, permits and other procedures required in this document must be scheduled in the NCMMS work order system and documented in the NCMMS. In addition, the Contractor must maintain copies of all such tests, certifications, permits and other required records.	
Safety and environmental management.	Refrigerant control and certification.	The Contractor must control refrigerants and maintain records in accordance with EPA, GSA, and appropriate Air Quality Management District standards. The Contractor must take immediate action to contain refrigerant leaks and must report any leaks to the CO or designee.	
Safety and environmental management.	AQMD operating permits.	The Contractor must be familiar with the requirements of the Local Air Quality Management District (AQMD), and shall be responsible for obtaining operating permits for boilers,	

		generators, and other emissions-producing equipment regulated by the district.	
Safety and environmental management.	Fall Protection	The Contractor must comply 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.	
Safety and environmental management.	Underground 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.	
Safety and environmental management.	Polychlorinated biphenyls (PCBs) control.	The Contractor must inspect all transformers containing (PCBs) and maintain records of such inspections in accordance with State, Local, and Environmental Protection Agency (EPA) regulations.	
Safety and environmental management.	Hazardous waste.	The Contractor must be cognizant of, and comply with, all Federal, State, and Local laws and regulations related to the disposal (landfill, sewer discharge, etc.) of hazardous waste and materials used or removed in the performance of the Contract or discharged by the building, and must comply with all such requirements, to include record keeping requirements.	
Safety and environmental management.	Electrical safety.	The Contractor must comply with NFPA 70E when working on or around electrical equipment or systems. The Contractor must ensure that areas restricted to qualified personnel are secured and properly labeled.	

Safety and environmental management.	Lock out/tag out.	The Contractor must develop a lockout/tag out program in accordance with 29 CFR 1910. The program must include all anticipated energy sources, including but not limited to electricity, steam, pressurized fluids, and mechanical energy.	
Safety and environmental management.	Confined spaces.	The Contractor must identify and label all confined spaces in accordance with OSHA requirements. The Contractor must develop a confined space entry permit system for all permit- required confined spaces within 60 calendar days of commencement of the Contract.	
Safety and environmental management.	Asbestos management.	The Contractor shall be expected to occasionally perform Class III and Class IV asbestos work as defined in 29 CFR 1910.26.1101. The Contractor must 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 must protect building tenants, visitors, and employees from asbestos exposure. The Contractor must comply with applicable National Institute of Building Sciences (NIBS) and OSHA standards.  The contractor shall perform a surveillance annually as described in PBS 1000.1A Asbestos Management Desk Guide. 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.	
Safety and environmental management	Hazardous communications.	The Contractor must make material safety data sheets (MSDSs) available to their employees in accordance with 29 CFR 1910.1200.	
Safety and environmental management	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	
Safety and environmental management	Contractor Pandemic Plan	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. 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 GSA and the CDC.	
Energy and Water Efficiency	Energy and Water Efficiency	The Contractor shall operate equipment and systems per design as efficiently as possible without compromising service to the tenants and 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.	

Advanced Meters	Advanced Meters	Contractor shall verify daily that each of the advanced meter(s) are functioning and communicating properly, and are accessible via end-user interface. Where advanced meters are connected through the BAS, the Contractor shall verify daily proper data sharing. The Contractor is responsible for correcting immediately any onsite communication failure to mitigate any loss of data.	
BAS and IT Controls	BAS and IT Controls	Changes to the setpoints or schedule that negatively affect the energy cost savings must be avoided. The Contractor shall notify the CO or designee if a sequence of operations, equipment or schedule is not operating as designed or at the highest efficiency and resulting in unnecessary energy use. The Contractor shall perform maintenance required to ensure that all BAS devices function properly and repair or replace components that fail.	
Work Orders	Work Orders	The Contractor shall enter all minimally required data into NCMMS, including all Work Orders and resultant Work Orders. Operate as a central point of contact for the Government and building occupants. The contractor shall enter and track all work not under this scope in NCMMS for proper disposition as directed by GSA.	
	Boiler/pressure vessel operation and inspection standards.	All tests must be done in accordance with ASME Boiler and Pressure vessel Code, National Board Inspection Code (NBIC), EPA Local AQMD requirements, ASME CSD-1, and NFPA 85.	

	Backflow prevention devices.	Backflow prevention devices used on water- based fire suppression systems must be inspected, tested and maintained according to NFPA 25.	
	Potable water systems.	The Contractor must comply with the Safe Drinking Water Act, PL 99-339, as amended, and the EPA Safe Drinking Water regulations (40 CFR 141.43, Sections A and D), that address the quantity of lead allowable in new installations or repairs to existing drinking water systems and/or plumbing. Potable water systems which are repaired, modified, serviced, or breeched in any way must be disinfected and flushed prior to returning the system to service.	
	Labeling.	The Contractor must label equipment, storage areas and workspaces in accordance with OSHA standards immediately after commencement of the Contract if such labels are not already in place.	
Water-based fire suppression system	Water-based fire suppression system	<p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies and testing methods outlined in NFPA 25.</p> <p>Water-based fire suppression system testing, maintenance and repair shall be performed during normal business hours when it does not interfere with building operations. When such testing, maintenance or repair will interfere with building operations; it shall be performed after normal business hours without additional costs to the government, unless approved otherwise by the CO or designee.</p>	

		<p>The Contractor must provide a fire watch in areas left unprotected until the water-based fire suppression system is completely restored to service. In no case must any water based fire suppression system be left in a disabled condition without notifying the CO or designee.</p> <p>The Contractor must ensure that the sprinkler system is maintained and operable at all times except while being tested or repaired. It is essential that the Contractor carefully schedule with the building manager and CO or their designee all non-emergency shutdowns of the sprinkler system and that back up protection be provided by the Contractor any time the sprinkler system is out of service for more than 4 hours. In addition, regardless of the duration of the shutdown, the affected portion of the system must be tested to ensure that the protection has been restored.</p> <p>.</p>	
<p>Fire Rated doors and assemblies.</p>	<p>Fire Rated doors and assemblies.</p>	<p>The Contractor must utilize qualified personnel meeting the applicable requirements in Section H15.3, Qualification of Technicians. in performing any task associated with this contract</p> <p>The Contractor must perform inspections, tests and maintenance or repairs in accordance with the current edition of NFPA 80 and NFPA 101.</p>	



		The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80 NFPA 101.	
Fire Damper and combination fire/smoke dampers	Fire Damper and combination fire/smoke dampers.	The Contractor must utilize qualified personnel meeting the applicable requirements of PWS paragraph C.1.2.7, Qualification of Technicians. The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 80 and NFPA 105.	
Smoke doors and assemblies.	Smoke doors and assemblies.	The Contractor must utilize qualified personnel meeting the applicable requirements of PWS paragraph C.1.2.7, Qualification of Technicians. The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 105.	
Smoke dampers.	Smoke dampers.	The Contractor must utilize qualified personnel meeting the applicable requirements of PWS paragraph C.1.2.7, The Contractor must perform inspections, tests and maintenance or repairs in accordance with the current edition of NFPA 105.	
Portable fire extinguishers.	Portable fire extinguishers.	The Contractor must perform inspections, tests, and maintenance and repairs in accordance with the current edition of NFPA 10.  The Contractor must utilize qualified personnel meeting the applicable requirements in Section C.1.2.7.	
Non-water-based fire extinguishing systems.	Non-water-based fire extinguishing systems.	The Contractor must perform inspections, tests and maintenance in accordance	

		<p>with the current edition of the applicable NFPA standards (e.g., NFPA 12, 12A, 17, 17A, 96, 2001, etc.).</p> <p>The Contractor must utilize qualified personnel meeting the applicable requirements in Section C.1.2.7</p>	
Emergency lighting systems and exit signage	Emergency lighting systems and exit signage.	The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 101 and state and local requirements.	
Lightning Protection Systems	Lightning Protection Systems	The Contractor shall develop and implement a maintenance plan that requires the same inspections and maintenance as recommended in NFPA 780	
Miscellaneous work.	Miscellaneous work.	At a minimum, all costs, including labor hours, materials shall be recorded and delivered by the Contractor in the monthly report.	

### *J.1. Contract Deliverables Reference*

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
Changes to Staffing Plan for CO approval	C.1.2	As desired by Contractor	CO
List of key personnel and emergency contact information, which may include subcontractor contacts as applicable.	C.1.2.3	The Contractor must develop and submit to the CO within ___ days <i>[[[INSERT TIMEFRAME]]]</i> <i>[[[Contract says at anytime. See note to spec writer]]]</i> of award.	CO or designee.
Training Program	C.1.2.8	30 Calendar days after Contract Start Date	CO or designee.
Asbestos Awareness training	C.1.2.8.1	Within 60 Calendar days from Contract Start Date	CO or designee.
Certification of Completing Re-Tuning Training	C.1.2.8.2	All HVAC mechanics, HVAC supervisors and control technicians within 60 days of Contract Start Date and every 2 years thereafter	CO or designee.
Certification of Annual NATE, HVAC Excellence or UA Star training for HVAC personnel 16 hours minimum.	C.1.2.8.3	Annually	CO or designee.
Lead awareness training and refresher training in accordance with 29 CFR 1910.1025(l)(1)(i). certification	C.1.2.8.5	Training conducted within 60 days of Contract Start Date. Written certification to COR within five days of training completion	CO or designee
Quality control plan	C.1.3	Initial plan with proposal. Develop and submit revision for approval within <u>30</u> days <i>[[[INSERT TIMEFRAME]]]</i> after the contract start date. Thereafter in response to deficiencies	CO or their designee
Data Analysis	C.1.3.3.1	Report actual vs expected results of operational changes at least annually.	CO or designee.
Partnering/ Quality Control Meeting Minutes	C.1.3.3.2	Delivered to CO or designee no later than 3 business days after the meeting	CO or designee.
Loss of Integrity in the	C.1.5	Immediately to COR	CO or designee.

lock and Keying System			
Improper disclosure of CUI information	C.1.6.2.9	Immediately to CO	CO
NCMMS Initial Training	C.1.9.2, C.1.8.4	Complete training within ___ days per C.1.9.2 and report completion within 5 days per C.1.8.4	CO or designee.
Provide contract-required, and adhoc reports to the CO or designee as requested.	C.1.9.2.i and C.1.9.3	As requested,	CO or designee
Significant changes in tenant environment operating conditions	C.5.1	Report immediately. If ASHRAE conditions cannot be met, Contractor shall submit a deviation request in writing	CO or designee
Building operating plan.	C.5.2	Develop and submit for approval, not later than the end of the startup phase.	CO or designee.
Radon mitigation program.	C.5.2.1	Program must be described in the building operating plan.	CO or designee.
NCMMS Complete NCMMS audit	C.5.3.2	Within 30 days of contract start review Level 1 Asset Inventory Audit Baseline Reports. The Contractor shall use the Government-furnished NCMMS, to include validate and update the equipment inventory database annually, including all data fields specified by the CO or designee. Complete yearly NCMMS audit	CO or designee
Equipment inventory update.	C.5.3.2	The Contractor must update and verify the equipment inventory on an annual basis.	CO or designee.
Equipment condition assessment.	C.5.3.3	On an ongoing basis during the performance of the Contract as requested.	CO or designee.
If the Contractor encounters equipment that is in a condition that may endanger life or property.	C.5.4.1	The Contractor shall immediately correct or mitigate any recognized safety or environmental hazard. The Contractor shall notify the COR,	CO or designee.

		other designated Government representative, or appropriate authority if applicable	
Workplace safety plan.	C.5.4.2.1	A sight specific safety and health program must be submitted for review and approval within 30 days of Contract Start Date.	CO or designee.
Powered Platform Certifications	C.5.4.5	Inspected and certified annually	CO or designee.
Confined space entry permit system.	C.5.4.7	The Contractor must develop a confined space entry permit system for all permit-required confined spaces within 60 calendar days of the Contract start.	CO or designee.
Hazards and Immanent Dangers	C.5.4.8.1	Reported immediately	CO
Accidents	C.5.4.8.2	Immediately Notify and provide copies of accident reports to CO and OSHA	CO
Hazardous materials: material safety data sheets – hazardous materials inventory.	C.5.4.11.2	MSDSs must be made available on request. The Contractor must prepare and submit hazardous materials inventory as an appendix to the building operating plan. This must be updated and resubmitted annually by September 30 of each year.	CO or designee.
Refrigerant control and certification log.	C.5.5.2	Refrigerant control logs must be updated and inspected as required.	CO or designee.
Report refrigerant leaks above the 10% level or leak 125% of full charge in one rolling year	C.5.5.2.4	Immediately	CO or designee. Also EPA for 125% leaks
Emissions Reports	C.5.5.3	Required by Regulating Entity	CO or designee and regulating entity
AQMD operating permits.	C.5.5.3	Copies made available immediately upon request.	CO or designee.
Polychlorinated biphenyl (PCB) control and transformer leaks.	C.5.5.7	Immediate notification.	CO or designee.
If the Contractor must disturb materials, he	C.5.5.8	The Contractor must immediately report the	CO or designee.

suspects may contain ACM.		condition to the CO or designee.	
Asbestos Surveillance	C.5.5.8	Contractor shall perform surveillance per PBS 1000.1A Asbestos Management Desk guide. Report to Asbestos Management Plan and COR. Copy to NCMMS.	COR
Asbestos O&M Plan	C.5.5.8	Within 90 days of the contract start date, the Contractor shall develop an Asbestos O&M Plan as described in PBS 1000.1A Asbestos Management desk guide. Insert O&M Plan into Asbestos Management Plan	COR
Backflow prevention devices – annual inspection certificate.	C.5.5.10	Annually.	CO or designee.
Waste Reports, Environmental Compliance, Sustainable Purchasing Reports	C.5.5.12	Monthly Waste/ Recycle Report and Annual report on BioBased Purchases to EPA. Copy of Biobased Purchase report to COR. Right to Know Act as changes occur and Fuel related Reports annually	CO or designee. Local Fire Department, State Agency, EPA
Energy and Water Efficiency Report, Proficiency Plan	C.5.6, C.1.8	Performance Plan due within three Monthly Report cycles. Energy and Water Report Monthly	CO or designee.
Utility bill to AMS meter variance >10%	C.5.7.4	As they occur	CO or designee. GSA Regional Energy division, Regional Advanced Metering Lead
Re-tuning Completed	C.5.8.4	In monthly report	CO or designee. And regional SME
BAS Deficiencies	C.5.8.5	Immediately and documented in monthly report	CO or designee.
Fire protection systems on line at all times unless approval is given during maintenance periods.	C.5.9.1	Advance notification and approval per occurrence.	CO or designee.
Fire alarm system: If the Contractor encounters equipment that is in a	C.5.9.1	The Contractor must immediately notify the CO or their designee of	CO or designee.

condition that may endanger life or property.		the condition requiring immediate action. Within 24 hours the Contractor must provide a written report to the COR of the hazardous condition and recommended corrective action.	
The Contractor shall ensure compliance with NFPA 25 in the inspection, testing and maintenance and repair of water-based fire protection systems and devices	C.5.9.1	Documentation of the subject inspection, maintenance, and testing results must be recorded on the applicable "suggested form," as found in the current edition of NFPA 25.	CO or designee.
Fire doors and other opening protectives: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.	C.5.9.1	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 80.	CO or designee.
Fire and combination fire/smoke dampers: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.	C.5.9.1	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 80.	CO or designee.
Smoke doors and other opening protectives: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 105.	C.5.9.1	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 105.	CO or designee
Smoke dampers: The Contractor is responsible for meeting the inspection,	C.5.9.1	Throughout the year. Documentation of the subject inspection, maintenance and testing	CO or designee.

<p>maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 105.</p>		<p>results must be recorded in accordance with the requirements of NFPA 105.</p>	
<p>Portable fire extinguishers: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 10.</p>	<p>C.5.9.1</p>	<p>Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 10.</p>	<p>CO or designee.</p>
<p>Non-water-based extinguishing systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in the applicable NFPA standard.</p>	<p>C.5.9.1</p>	<p>Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of the applicable NFPA standard.</p>	<p>CO or designee.</p>
<p>Smoke control systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92A.</p>	<p>C.5.9.1</p>	<p>Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 92A.</p>	<p>CO or designee.</p>
<p>Smoke management systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92B.</p>	<p>C.5.9.1</p>	<p>Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 92B.</p>	<p>CO or designee.</p>
<p>Emergency and standby power systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing</p>	<p>C.5.9.1</p>	<p>Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA</p>	<p>CO or designee.</p>



methods, and documentation requirements outlined in NFPA 110 and NFPA 111.		110 and NFPA 111.	
Emergency lighting and exit signage: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 101.	C.5.9.1	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 101.	CO or designee.
Fire alarm system: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies and testing methods outlined in NFPA 72.	C.5.9.2	Throughout the year. Documentation of the subject inspection, maintenance and testing results must be recorded on the applicable Inspection and Testing Form from NFPA 72.	CO or designee.
The Contractor will report unwanted fire alarms to the CO or designee	C.5.9.2	At the close of each business day	CO or designee.
When impairments to the systems occur or designee when impairments are identified during inspection, testing or maintenance activities,	C.5.9.2	the Contractor shall inform the GSA Facility Manager and the CO or designee immediately	CO or designee.
Problems or conditions that shall potentially affect the efficient operation of the building, create a negative impact on the tenant, <b>[[[Note to Spec writer: Include this Phrase if contract has ESPC/UESC otherwise delete: or jeopardize ESPC/UESC savings</b>	C.5.10.6	Immediately	CO or designee.
Repairs using subcontractors.	C.5.11.1	Must provide justification for subcontract need in advance.	CO or designee.
Reimbursable repairs	C.5.11.2.2	Mutually agreed upon	CO or designee.

completion date.		by the CO or their designee and the Contractor.	
Warranties not honored by manufacturer.	C.5.11.3	Contractor must immediately notify CO or their designee if an installer or manufacturer fails to comply with the terms of a warranty.	CO or designee.
Generate reports using the NCMMS for the CO or designee	C.5.12.2.1. f.	As directed	CO or designee.
Emergency service request and callback repair plan report.	C.5.12.2.2	Written accounting of any emergency callback the morning of the next business day.	CO or designee.
Scheduling and recordkeeping of permits, personnel safety, control of hazardous substances, certifications, and records	C.5.12.3 and C.1.9	Furnish copies as requested.	CO or designee.
Routine service request - response extension request.	C.5.12.2.4	Contractor must immediately notify with a written extension request.	CO or designee.
Additional Work request Proposal	C.5.13.2	Within two working days of work request	CO or designee
Cost documentation	C.50.13.7	NLT 30 days from completion of work.	
Building management support services.	C.5.14.2	Miscellaneous Hours and parts in monthly report. Assist as requested.	CO or designee.
Review of design documents.	C.5.14.3	Review as requested.	CO or designee.
The Contractor shall provide input or propose ideas that can improve the operations	C.5.14.3.1	During Design Document review	CO or designee.
Monthly progress reports.	C.5.15	On a monthly basis, not later than the <b>[[[Insert Number]]]</b> working day of the subsequent month.	CO or designee.
Update NCMMS with approved Preventative Maintenance Plan job plans.	C.6.0	Within ___ days <b>[[[INSERT TIMEFRAME]]]</b> after contract start date.	CO or designee
Combustion Flue Gas Analysis with Mfr's design ratings before and within 7 days after any adjustments	C.6.2.4	Before and within 7 days after adjustments related to flue gas analysis	

Pans that are not level or that leak shall be reported to the CO or designee.	C.6.3.5	When found	CO or designee
The Contractor shall use GSA's preventive maintenance standards or the manufacturer's recommended maintenance procedures, or a combination of the two to perform maintenance, The contractor shall submit his final plan for chiller maintenance to the CO or designee for approval within 60 days of the contract award date. Maintenance shall be accomplished by the chiller manufacturer's authorized service technician.	C.6.4.3	Within 60 days of the contract start date.	CO or designee
The Contractor shall notify the CO or designee at least two business days prior to the removal of the end plates of chiller shell and tube heat exchangers	C.6.4.4	The Contractor shall notify the CO or designee at least two business days prior to the removal of the end plates	CO or designee.
Contractor shall provide the CO or designee with two copies of the written report within 14 business days of the test	C.6.4.4	Within 14 business days of the test completion.	CO or designee.
GSA requires the Contractor to advise the CO immediately if it (Cooling Tower) is not operating properly or is offline for any reason	C.6.5.5	advise the CO immediately	CO
Initial water treatment report.	C.6.6.6	Within 30 days of the contract start date. And as soon as results are known.	CO or designee.
Development of water treatment plan	C.6.6.2	Within 60 days of Contract start date.	CO or designee.
Monthly water treatment testing or makeup water chemical tracking.	C.6.6.5	Monthly within the monthly progress report.	CO or designee.

All other water treatment analysis reports performed to analyze or mitigate non-conforming issues	C.6.6.6	Shall be brought to the attention of the CO or designee immediately.	CO or designee.
Chemical free water treatment systems shall be analyzed, and a report submitted monthly with findings	C.6.6.7	Findings reported in monthly report	
submit for approval a plan to safely maintain the storm water storage and drainage capabilities and the aesthetics of green roofs to ASTM E2777, ASTM E2400 and industry standards	C.6.7.1.1	90 days of Contract Start date	CO or designee.
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.	C.6.8.2	The Contractor must immediately report to the CO or designee	CO or designee.
Lamps and ballasts containing mercury record.	C.6.8.3	Document monthly all disposal of mercury-containing lamps within the monthly progress report including manifests/ bills of lading	CO or designee.
The Contractor shall submit a schedule and shut down plan at least two months in advance to the CO or designee for approval.	C.6.9	Two months before work	CO or designee
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	C.6.10.2	Immediately	CO or designee

from the CO or designee prior to refilling the tank. The Contractor shall provide fuel up to <i>[[[insert average annual fuel cost]]]</i> per Contract year			
The Contractor shall report the status of the emergency generator and automatic transfer switch in the monthly report	C.6.10.5	In the monthly report	
If the Contractor must disturb materials, he suspects may contain lead-based paint.	C.6.13.3	The Contractor must immediately report the condition to the CO or designee.	CO or designee.
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” Copies of the inspection reports shall be provided to the CO or designee.	C.6.13.8	Immediately... reported to the CO or designee. Copies of Inspection Reports provided when available.	CO or designee.
The contractor shall develop a written inspection plan that includes any necessary fall protection requirements.	C.6.16.4	within 90 days of contract award	CO’s Designee
Startup/Transition phase including staffing plan Complete CMMS training	C.7	Within ___ days <i>[[[INSERT TIMEFRAME]]]</i> of the startup phase.	CO or designee.
Existing deficiency inspection/initial deficiency list	C.7.1	Report due not later than ___ days <i>[[[INSERT TIMEFRAME]]]</i> after award of the Contract.	CO or designee.
This inspection plan will be provided to the COR for approval within 90 days on contract award	C.7.1		
Phase out transition.	C.7.2	On the last performance day of the Contract, Contractor must turn over keys and identification badges or cards.	CO or designee.
The Contractor shall submit a report	C.7.2.1	At the end of each week during the startup phase	

describing the work accomplished that was actually completed.			