

Operations & Maintenance for Buildings SOW

B - Supplies or Services/Prices	5
B.1 BRIEF PROJECT TITLE AND WORK DESCRIPTION	5
B.2 TYPE OF CONTRACT (JULY 2020)	5
B.3 PRICE/COST SCHEDULE	5
C - Description/Specifications	7
C.1 STATEMENT OF WORK	7
Summary of Deliverables	40
E - Inspection and Acceptance	55
E.1 INSPECTION AND ACCEPTANCE BY THE {{AGENCY}} (SEP 2013)	55
F - Deliveries or Performance	56
F.1 TASK/DELIVERY ORDER PERIOD OF PERFORMANCE (SEP 2013)	56
G - Contract Administration Data	57
G.1 REGISTRATION IN FEDCONNECT® (MAY 2021)	57
G.2 ELECTRONIC PAYMENT (DEC 2017)	57
G.3 BILLING INSTRUCTIONS FOR FIXED-PRICE TYPE CONTRACTS (JULY 2017)	57
G.4 BILLING INSTRUCTIONS FOR TIME-AND-MATERIALS/LABOR-HOUR TYPE CONTRACTS (AUG 2017)	59
H - Special Contract Requirements	62
H.1 SECURITY REQUIREMENTS FOR BUILDING ACCESS APPROVAL (SEP 2013)	62
H.2 SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY LEVEL I OR LEVEL II ACCESS APPROVAL (JUL 2016)	63
H.3 INTERNET	67
H.4 {{AGENCY}} INFORMATION TECHNOLOGY SECURITY TRAINING (MAY 2016)	67
H.5 AUTHORITY TO USE GOVERNMENT PROVIDED SPACE AT {{AGENCY}} HEADQUARTERS (SEP 2013)	68
H.6 DRUG FREE WORKPLACE TESTING: UNESCORTED ACCESS TO NUCLEAR FACILITIES, ACCESS TO CLASSIFIED INFORMATION OR SAFEGUARDS INFORMATION, OR PERFORMING IN SPECIALLY SENSITIVE POSITIONS (MARCH 2019)	68
.....	68
H.7 GREEN PURCHASING (JUL 2016)	69
I - Contract Clauses	70
I.2 52.217-8 OPTION TO EXTEND SERVICES. (NOV 1999)	70
J - List of Documents, Exhibits and Other Attachments	71
K - Representations, Certifications, and Other Statements of Bidders	72
K.1 52.204-24 REPRESENTATION REGARDING CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. (OCT 2020)	72
L - Instructions, Conditions, and Notices to Bidders	76
L.1 INSTRUCTIONS, CONDITIONS & NOTICES	76
L.1.1 General Instructions	76
This procurement will be competed as a 100% Service-Disabled Veteran-Owned Small Business (SDVOSB) set-aside under General Services Administration's (GSA) Building Maintenance and Operations (BMO) Small Business Zone 1. The BMO program is composed of multiple-award, indefinite delivery/indefinite quantity (MA-IDIQ) contracts. Zone 1 awardees provide service in the following geographic areas: Washington, D.C.,	

Virginia, Maryland, New York, Pennsylvania, New Jersey, West Virginia, and Delaware.

.....76

This procurement will be conducted in accordance with the fair opportunity guidelines FAR 16.505. The applicable North American Industry Classification Standard Code (NAICS) is 561210 Facilities Support Services with a size standard of \$41.5M. The

Product Service Code (PSC) is Z111 Maintenance, Repair or Alteration of Office Buildings.

76

M - Evaluation Factors for Award

82

M.1 EVA

LUATION FACTORS

82

B - Supplies or Services/Prices

B.1 BRIEF PROJECT TITLE AND WORK DESCRIPTION

The title of this project is: Building Operations and Maintenance (O&M) of the {{Agency}}

(a) Headquarters Facilities.

(b) Summary work description: This Statement of Work (SOW) contemplates two types of services: 1) Basic Operations, Maintenance and Repairs monthly firm-fixed-price (FFP) services as defined in this SOW; and 2) Reimbursable Work Orders, for repair and minor construction or installation of new equipment. This is a Time & Materials (T&M) type service with a defined Not-To-Exceed (NTE) ceiling.

B.2 TYPE OF CONTRACT (JULY 2020)

The contract type for this award is a hybrid FFP and T&M.

B.3 PRICE/COST SCHEDULE

CLIN	SUPPLIES/SERVICES	QTY	UNIT	UNIT PRICE	AMOUNT
Base Year: 12 Months from TBD to TBD					
00001	Basic Operations, Maintenance & Repairs Firm-Fixed-Price (FFP)	12	Month	\$	\$
00002	Reimbursable Work Orders Other Direct Costs (ODCs) Time & Materials (T&M) Not-To-Exceed (NTE) \$450,000.00	1	Lot	\$	\$450,000.00
Subtotal					\$
Option Period 1: 12 Months from TBD to TBD					
10001	Basic Operations, Maintenance & Repairs FFP	12	Month	\$	\$
10002	Reimbursable Work Orders – ODCs T&M - NTE \$450,000.00	1	Lot	\$	\$450,000.00
Subtotal					\$
Option Period 2: 12 Months from TBD to TBD					

20001	Basic Operations,	12	Month	\$	\$
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	Maintenance & Repairs FFP				
20002	Reimbursable Work Orders – ODCs T&M - NTE \$450,000.00	1	Lot	\$	\$450,000.00
Subtotal					\$
Option Period 3: 12 Months from TBD to TBD					
30001	Basic Operations, Maintenance & Repairs FFP	12	Month	\$	\$
30002	Reimbursable Work Orders – ODCs T&M - NTE \$450,000.00	1	Lot	\$	\$450,000.00
Subtotal					\$
Option Period 4: 12 Months from TBD to TBD					
40001	Basic Operations, Maintenance & Repairs FFP	12	Month	\$	\$
40002	Reimbursable Work Orders – ODCs T&M - NTE \$450,000.00	1	Lot	\$	\$450,000.00
Subtotal					
GRAND TOTAL					

C - Description/Specifications

C.1 STATEMENT OF WORK

STATEMENT OF WORK

C.1 Title of Project

Building Operations and Maintenance (O&M) of the {{Agency}} Headquarters Facilities

C.2 Background

This Statement of Work (SOW) contemplates two types of services:

- 1) Basic Operations, Maintenance and Repairs monthly firm-fixed-price (FFP) services as defined in this SOW; and
- 2) Reimbursable Work Orders, for repair and minor construction or installation of new equipment. This is a Time & Materials (T&M) type service with a defined Not-To-Exceed ceiling.

The {{Agency}} Headquarters consists of four buildings; three of these buildings are adjacent to the White Flint Metro station. These buildings are referred to as {{{Building 1}}}, {{Building 2}}, and {{Building 3}}, or together as {{Agency}} Headquarters. Building 4 is located on {{Building 4}}, and is referred to as the {{Agency}} Warehouse and Office of the Inspector General (OIG) Space.

{{{Building 1}}} is an 18-story building, the {{Building 2}} is a 10-story building, and {{Building 3}} is a 14-story building. All three buildings have multi-level underground parking facilities. The parking levels in {{{Building 1}}} and {{Building 2}} are connected. These two buildings comprise approximately {{Total ANSI BOMA Square Feet}} square feet of space (including the parking garage, Lot 4 of parking and entrance). The {{Building 3}} and {{Building 4}} are leased buildings managed by others and will only require reimbursable contract services as described in Task 12 below.

The {{{Building 1}}} excludes certain space used by the {{Agency 2}} {{Total ANSI BOMA Square Feet}}. This space is located on the roof of the {{{Building 1}}} and is not included in the estimated {{Total ANSI BOMA Square Feet}} square feet noted above.

Address of each facility is as follows:

{{{Building 1}}}
{{Address}}

Approximate Number of Occupants: {{Total Occupant Number}}

SQUARE FOOTAGE: {{Total ANSI BOMA Square Feet}}

BUILT: {{Year}}

{{Building 2}}

{{Address}}

Approximate Number of Occupants: {{Total Occupant Number}}

SQUARE FOOTAGE: {{Total ANSI BOMA Square Feet}}

BUILT: {{Year}}

Building 3 and Building 4 are covered by reimbursable services only.

{{Building 3}}

{{Address}}

{{Building 4}}

{{Address}}

*NOTE:

Any Contractor damage to walls, ceilings, floors, pipes, ducts, or exteriors of equipment/facilities shall be repaired at no additional cost to the {{AGENCY}} , and the finish shall be returned to match the existing conditions.

The Contractor shall be responsible for safeguarding all Government property. At the close of each work period, Government facilities, equipment, and materials shall be secured.

If the Contractor's employees are responsible for vandalism, or if the Contractor fails to provide appropriate protection for equipment/facilities, or fails to properly secure a work area when a weather event takes place, the Contractor shall be responsible for performing all such repairs and all costs associated with the repairs at no additional cost to the {{AGENCY}} .

The {{AGENCY}} intends to release floors and vacate for other federal agencies to use and become a multi-tenant complex. If the {{AGENCY}} has additional floors leased to other federal agencies, the Contractor shall continue the tasks specified in this SOW, unless directed by the COR.

Unless otherwise specified, O&M of all mechanical and electrical systems as required herein shall be regarded as basic contract services.

If for any reason, the Contractor cannot perform the specified Basic Operations, Maintenance & Repairs Fixed-Priced services, the Government reserves the right to have the services performed by an entity other than the Contractor, and by doing so does not breach or otherwise violate the contract. The Government may have services completed at the Contractor's expense, and adjustments will be made on the Contractor's invoices accordingly.

C.3 Objective

The Contractor shall provide all resources necessary to accomplish the tasks and deliverables described in this SOW, except for those items specified as Government-furnished property and services.

The objective of this contract is to have a qualified facilities management services contractor provide all necessary supervision, labor, materials, and equipment to efficiently and safely operate and maintain the facilities, equipment, and systems

described herein for the **{{AGENCY}}** headquarters buildings. The contract will also contain ordering provisions for reimbursable work items for repair and minor construction or installation of new equipment.

C.4 Scope of Work/Tasks

The Contractor shall provide all resources necessary to accomplish the tasks and deliverables described in this SOW. The Contractor shall provide building operation and maintenance for the **{{AGENCY}}** headquarters buildings.

The Contractor shall provide only experienced and certified personnel and is furthermore encouraged to utilize outside contractors to carry out specialized servicing and inspections in areas where independence or expertise is deemed critical.

Substandard equipment components shall not be used, or modifications made to the building systems unless approved by COR or CO.

The Contractor shall provide operations and maintenance (O&M) service including all management, supervision, labor, sub-contractors, materials acquisition and disposal, supplies, tools, repair, and replacement parts for the following services:

- Operation, maintenance, and repair of all building systems and equipment to include mechanical, electrical, plumbing, and fire safety
- Mechanical system water treatment
- Architectural and structural maintenance and repairs
- Reimbursable maintenance services
- Reimbursable repair services
- Building energy management per most recent Executive Order (EO) as it pertains to Efficient Federal Operations
- Vehicle barrier security system
- Turnstiles and revolving doors

Expertise and Trade Disciplines: The types of expertise and trade disciplines required for performance under this task order may include, but are not limited to, electrical, mechanical, heating, ventilation, and air conditioning (HVAC), refrigeration, plumbing, Building Energy Management System (EMS), water systems, fire protection system, architectural, and structural systems.

Exclusions*: The Contractor is not responsible for operation, maintenance, or repair of the following Government-owned or privately-owned equipment or systems:

- § Mail handling equipment
- § Computers (except EMS and Fire Alarm computers)
- § Audio-visual equipment (except for drop down projection screens)
- § Free standing office furniture
- § Printing plant equipment
- § Systems furniture (except for electrical components)
- § Telecommunications equipment

§ Security systems (except the Vehicle Barriers, Gates, Turnstiles, and Revolving

- Doors)
- § Laboratory equipment
- § Office machines
- § Government-owned appliances and vending machines (microwave ovens, range, toaster ovens, refrigerators located in the childcare center, vending rooms and kitchenettes, Two White Flint North ({{BUILDING 2}}) building cafeteria)
- § Rooftop telecommunications antennae equipment
- § Personally owned appliances
- § Equipment belonging to other contractors
- § Elevator systems (except to operate and reset elevators during emergencies)
- § Outdoor irrigation system (except in building supply and drain valves)
- § Landscaping and snow removal
- § Trash removal (except as related to O&M contracts work)
- § Custodial services (except cleanup from equipment failures)
- § ({{AGENCY 2}}) space located within the {{Address}} ({{BUILDING 1}}) building
- § Locksmith services (except installation/removal of {{Agency}} ({{AGENCY}}) supplied equipment)
- § Utility-owned service equipment

* NOTE: Unless authorized, the {{BUILDING 1}} building is within the scope of this contract excluding certain space located in {{BUILDING 1}} used by the {{AGENCY 2}}. However, in some situations, such as when an emergency occurs within the {{AGENCY 2}} space causing damage to {{AGENCY}} -occupied property or threatening the safety and/or welfare of building occupants, the COR may direct the Contractor to perform services specified in this contract within that excluded space. In those instances, and notwithstanding the designation of services as basic services under this contract, the performance of those services within the {{AGENCY 2}}-controlled space shall be regarded as reimbursable contract services.

The CO award other contracts for additional work, and the Contractor shall fully cooperate with such other Contractors, {{AGENCY}} CO, and the COR. The Contractor shall prudently schedule work, in conjunction with the additional work, as may be directed by the COR, alternate COR, or CO. In addition, the Contractor shall not commit or permit any act which will interfere with the performance or work by another Contractor, or {{AGENCY}} CO or COR.

Services: The Contractor shall provide all management, supervision, labor, sub-contractors, materials, supplies, tools, repair and replacement parts, and all necessary equipment to provide O&M services which includes: planning; scheduling; coordinating and inspections to assure effective and efficient completion of all work and related services described herein.

Non-Personal Services: This is a non-personal services contract as defined in Federal Acquisition Regulation 37.101. The Government will evaluate the quality of the service provided but retains no control over the Contractor's employees or agents. The Contractor is solely liable for and shall expressly agree to indemnify the Government with respect to any liability producing acts or omissions by it or by its employees or

agents.

Basic Services: This SOW provides the minimum level of work and services that are required to be provided in specific areas under this contract. It is not intended to, nor shall it be construed as limiting the Contractor's responsibilities. At a minimum, the Contractor shall take all steps and measures that would be taken by a prudent Building Owner or Property Manager to maximize the safe and efficient operability of systems in the buildings under this contract. Below is a list of services defined as "Basic Services" throughout several specific Tasks in this SOW and covered under the Firm-Fixed-Price portion of the contract:

- Operation, maintenance, and repair of all building systems and equipment to include mechanical, electrical, plumbing, and fire safety
- Mechanical system water treatment
- Architectural and structural maintenance and repairs
- Building energy management per Executive Order (EO) as it pertains to Efficient Federal Operations
- Handling and reporting on any safety, environmental, hazardous material
- Delivering daily, monthly, quarterly, and annual reports (see Summary of Deliverables section)

Storage: The Contractor shall use the Government-designated storage areas identified herein. The Government assumes no liability for loss or damage to Contractor-furnished property. Supplies such as packing, lubricants, rags, cleaners, etc., shall be properly secured in containers approved by the COR or his/her designee(s) and at a minimum stored in accordance with National Fire Protection Association (NFPA) fire and safety requirements (to include, but not limited to NFPA 30 and NFPA 231).

Supplies: The Contractor shall provide its own parts, supplies, materials, and equipment stored on site in such quantity as necessary to assure continuous compliance with performance of all of the requirements in this contract. The Government reserves the right to furnish to the Contractor any or all parts, supplies, materials, and equipment that are beyond the requirements of this contract, e.g., upgraded, rather than standard, components, or parts for repair. In such case, the nonstandard items may be acquired by the Government and furnished to the Contractor for installation. All Contractor-acquired tools and equipment shall be tagged by the Contractor to identify it as owned by the Contractor.

Initial Inspection: Within five (5) business days after contract award, the Contractor and the COR shall conduct a joint inventory of all Government Furnished Property (GFP). Upon completion of the initial inspection, the Contractor shall submit to the COR a written certification of his receipt of all GFP. The Contractor and the COR shall jointly determine the working order and condition of the GFP. Property missing or not in working order shall be recorded by the Contractor. The Government shall replace the missing item(s) and repair all items not in working order at the time of initial inspection or, at the discretion of the CO, the Contractor shall be directed to replace the missing item(s) or accomplish the repair and the Contractor shall be reimbursed.

The COR shall give written disposal instructions for items beyond repair and the Contractor shall accomplish disposal in accordance with those instructions. Upon

completion of all necessary repair and/or replacements, the Contractor shall submit

another written certification to the COR of this agreement as to the working order of the GFP. If, however, the COR does not agree with the Contractor assessment as to the working order of the property, this failure to agree shall be treated as a dispute pursuant to the clause of this contract entitled "Disputes."

Following agreement between the COR and the Contractor as to the working order of the property covered by the monthly service for Basic Operations, Maintenance & Repairs , and throughout the balance of the period of performance of the contract, all property found to be in need of maintenance and repair shall be so maintained, repaired or replaced by the Contractor within 20 business days of discovery but in any event before the final inspection is conducted. All repairs or maintenance not performed by the Contractor within this period may be performed, at the Government's option, by a third party. The third party may be any individual or company, selected by the Government, competent to perform the work. The Government may have services completed at the Contractor's expense, and adjustments will be made on the Contractor's invoices accordingly.

All costs associated with the third party will be at the Contractor's expense. In the case of damaged property, the amount of compensation due to the Government shall be the actual cost of repair, provided such amount does not exceed the economical replacement value. The COR shall unilaterally determine the economic replacement value by first determining the repair reacquisition price of the item and then subtracting from it the accumulated depreciation utilizing straight-line methodology. In the event the item is no longer available as new property, the COR shall utilize the original acquisition price thereof in place of the current reacquisition price. The results of this calculation shall constitute the total Contractor's liability. Any failure of the Contractor to agree with such determination shall be treated as a dispute pursuant to the clause of this contract entitled "Disputes."

Final Inspection: Forty-five (45) calendar days prior to the expiration of the period of performance, or by such time as any extension of the period of performance thereof, a joint inventory of property shall be conducted by the Contractor and the COR.

Compensation shall be adjusted to reflect such loss or damage through either reduced payments owed to the Contractor or through direct payment to the Government by the Contractor in amounts commensurate with the current market value of items lost or reduced in functionality or service life caused by damage to the item(s) or to the Contractor's negligence. The method of compensation shall be determined unilaterally by the CO. Failure of the Contractor to properly operate, maintain, repair, or replace in a timely manner GFP shall not be cause for claims of delays or nonperformance of any activity required by this contract. Throughout the period of performance of this contract, all GFP as specified in this task order/contract shall remain the property of the Government. Within 5 business days before the expiration or termination date of the contract, the Contractor and the COR shall conduct a joint inventory of all Government-furnished property, including, but not limited to, records, reports, logs, and financial data. Upon completion of the joint inventory, the COR shall submit to the Contractor a written certification of receipt of all GFP. At the conclusion of the contract period, the Contractor's property shall be removed from {{AGENCY}} headquarters. The

Government accepts no liability for any property in excess of that identified in the joint inventory,

which may be stored at the option of the Contractor in Government-furnished space. Should the Contractor unilaterally elect to store property in excess of that identified as joint inventory in Government-furnished space, such additional property shall be so stored in reasonable quantities only, and only for eventual use pursuant to this contract.

Occupational Safety and Health Act (OSHA) Requirements for Space: Five (5) business days prior to the takeover date of the contract, the space furnished to the Contractor will be inspected by the COR and the Contractor for compliance with OSHA requirements. After occupying the space, the Contractor shall be responsible for assuring that the space continues to be in complete compliance with OSHA requirements, with the exception of any corrections for which the Government is responsible prior to the effective date of the contract. The Government will assume no liability or responsibility for the Contractor's compliance or noncompliance with OSHA requirements.

Space Modifications: Should the Contractor require any structural modification to its Government-provided space, the Contractor shall provide a written description of the proposed structural modification, a justification for the changes, cost proposal to the COR and obtain written approval by the COR before proceeding with any space modification.

Debris: The Contractor shall maintain all work areas, machinery spaces, shops, and storerooms in a neat, clean, and orderly manner. During and at completion of work, debris shall not be allowed to spread into adjacent areas nor accumulate in the work area itself. All such debris, excess material, and parts shall be cleaned up and removed at the completion of the job and/or at the end of each day while work is in progress. Upon completion of work, any stains, or other unsightly marks shall be removed. Any furniture that must be moved or removed by the Contractor in performance of effort under this contract shall be replaced to original positions when work is completed.

Building Permits: The Contractor shall obtain an {{AGENCY}} Building Permit Authorization (i.e., an {{AGENCY}} Facilities Form) approved by the COR prior to the use of all chemicals, sealants, adhesives, welding, soldering, work on fire alarm systems, construction, renovations, building alterations, and any other work which may disrupt building occupants.

C.4.1 Specific Tasks

Task 1: Maintain Standards (Basic Services)

a. **Temperature Standards:** The Contractor shall meet applicable standards of the American Society of Heating, Refrigeration, Air Conditioning Engineers (ASHRAE) for building indoor temperatures. The Contractor shall maintain temperature levels with the objective of maximizing the comfort of the tenants in the most efficient manner possible and in coordination with the COR or the CO. The Contractor shall maintain temperatures within 68-74°F during Government Regular Working Hours in the heating season, adjusting discharge air temperatures to achieve these goals as much as possible and within 74-78°F during Government's Regular Working Hours in the cooling season. The

Contractor, with concurrence from the COR, shall adjust temperatures when requested

by FIXIT service requests to be within these ranges, or as requested by the COR. The Contractor shall start up or shut down the HVAC equipment earlier or later than the Government Regular Working Hours (see Section C.11 Hours of Operation), contingent upon weather conditions and building temperatures affected thereby. Such services shall be performed as basic services. The Contractor shall maintain building temperature levels during other than Government's Regular Working Hours to assure the protection of the buildings when severe weather conditions exist.

The Contractor shall maintain environmental standards throughout the headquarters buildings' normal operating hours and in coordination with the COR or CO. Equipment System startup must be early enough to fully attain the seasonal temperature range at the beginning of the buildings' normal operating hours.

Sustainable Products: The Contractor shall provide Greening products that meet the requirements of Executive Order (EO) as it pertains to Efficient Federal Operations and approved products may be found on the U.S. Department of Agriculture website, <http://www.biopreferred.gov>. Examples of such products include, but are not limited to, use of non-aerosol products in lieu of aerosol products, bio-based products and use of supplies that contain the highest percentage of recovered materials available. In the event that GREEN products are determined by the Contractor to be either significantly more expensive when compared to a less environmentally desirable product, or the quality of such product is unacceptable when compared to a less environmentally desirable equivalent, the Contractor shall consult with the COR for a waiver in that instance. Absent such waiver, the Contractor shall supply the environmentally preferable product at no additional cost.

b. **Ventilation:** The Contractor shall ensure proper ventilation at {{AGENCY}} headquarters. Ventilation shall be defined within industry standards set forth by ASHRAE and Government requirements as specified by GSA, Department of Energy, and the Environmental Protection Agency (EPA).

c. **Energy Conservation Standards:** The Contractor shall operate and maintain all mechanical, electrical, plumbing and utility systems to prevent interruption in services, ensuring the efficient and economical operation of the {{AGENCY}} headquarters buildings and grounds. Assets under this contract are subject to the energy conservation requirements mandated by Executive Order as it pertains to Efficient Federal Operations. All equipment must be operated as efficiently as possible, considering both demand and the consumption costs of utilities. Contractor personnel shall have received certified training from the manufacturers of the buildings' specific Building Automated Systems (BAS). The BAS in both {{BUILDING 1}} and {{BUILDING 2}} is a direct digital control (DDC) Alerton Control Systems. Certifications shall be updated and consistent with manufacturer regulations and recommendations.

The Contractor, in coordination with the COR and considering life-cycle costs, shall pursue the use of the most energy efficient replacement parts and equipment (Energy Star Rated) items available. The Contractor shall be responsible for all costs associated with the use of high efficiency, energy saving parts. In cases where high efficiency equipment is currently installed and requires replacement, the replacement part must

meet or exceed that standard (the COR shall make the final determination of whether or

not the replacement parts and equipment meet the required standards). Any rebates received from a service utility provider shall be assigned to the Government or applied as a credit against an associated order issued by the Government to the Contractor.

The Contractor shall use waterside cooling towers "free cooling" (Economizer Cycle), i.e., cooling towers, heat exchanges, to the fullest extent possible during moderate seasons based on outside air temperature and humidity conditions. The Contractor shall turn off the chillers and adjust fresh air dampers where possible and other associated equipment whenever outside temperatures shall allow the Contractor to achieve free cooling of the {{AGENCY}} headquarters buildings, as an energy conservation measure.

Task 2: Ensure Safety, Environmental, Hazardous Materials and Fire Protection (Basic Services)

a. Safety, Environmental:

1. The Contractor shall ensure that Chlorofluorocarbons (CFC) are maintained for the Government's review in accordance with the latest EPA standards (current standard Clean Air Act, Section 608). The Contractor shall be responsible for all records, reports, actions, and regulatory direction required for compliance. The Contractor shall recover CFC refrigerants and ensure no release into the atmosphere when servicing air conditioning and refrigeration equipment in accordance with Federal and State requirements.

2. The Contractor shall conduct on-site work in a manner that provides for the safety of the public, tenants, and employees.

b. Hazardous Materials:

1. Safety and health standards shall be incorporated into any service the Contractor provides under this contract.

2. The Government will inform the Contractor in writing of any known hazardous material in a specific building. If the Contractor discovers or must disturb materials that are known or suspected to contain hazardous material, the Contractor shall immediately report this to the COR and submit a plan of action.

3. The Contractor shall notify the COR or alternate COR of any potentially hazardous materials being brought on-site for review and approval prior to bringing the materials onsite.

4. The Contractor shall maintain current inventory and Safety Data Sheets (SDS) for all hazardous on-site materials.

5. The Contractor shall be responsible for the proper off-site disposal of any and all hazardous materials generated in performance of work under this contract (e.g., fluorescent tubes, lubricants, antifreeze, etc.).

6. The Contractor shall establish procedures under the Resource Conservation and Recovery Act for disposal of hazardous waste (if applicable) used during the O&M of equipment and mechanical systems. This includes the accumulation, transportation, treatment, storage, or disposal of hazardous waste. The Federal regulations for hazardous waste are in Title 40 of the Code of Federal Regulations (40 CFR).

c. Fire Protection:

The Contractor shall meet applicable National Fire Code Standards, when operating and maintaining equipment at {{AGENCY}} buildings. The Contractor shall follow the {{AGENCY}}'s review to meet all relevant National Fire Code standards, or local fire codes, whichever are more stringent. The Contractor shall ensure that its staff are fully trained and proficient in operating, responding to, and verifying the operation integrity of the fire protection systems and immediately available during the Contractor's Regular Working Hours (see Section C.11 Hours of Operation) or within one (1) hour during other than Contractor's Regular Working Hours in case of building emergencies.

Task 3: Maintain Operations of {{AGENCY}} Facilities (Basic Services)

Operations include, but are not limited to, the work undertaken to plan, organize, partner, and communicate with stakeholders, and execute maintenance and project functions as they relate to Federal assets. The Contractor shall perform the following operational activities:

- a. Plan, organize, and direct the execution of the O&M service contract in concert with the COR.
- b. Create, maintain, and manage the Preventative Maintenance (PM) Plan and submit to COR for approval as detailed in this SOW.
- c. Conduct equipment preventative maintenance (PM) and repairs.
- d. Provide documentation, record keeping and reporting of the operations of {{AGENCY}} Facilities.
- e. Conduct meetings, maintain communications, collect information, and maintain reporting systems.
- f. Provide for the efficient and professional operation of facility systems and equipment.
- g. Ensure all building systems are operational during scheduled occupied times as listed in C.11-Hours of Operation and per COR direction.
- h. Direct the operation and servicing of mechanical equipment included, but not limited to, all equipment in asset inventory.
- i. Coordinate and communicate actions with building tenants to ensure customer satisfaction.
- j. Provide Engineering/Technical support- general information and response to technical questions related to the asset.
- k. Maintain an updated equipment inventory.
- l. Manage warranty compliance and claims for the benefit of the Government.
- m. Communicate and integrate with other building service functions.
- n. Maintain the garages free of old and excess building materials and debris. Note: the Contractor is allowed to keep a small dumpster on site. The size and location of the dumpster must be approved by the COR prior to bringing it on site.
- o. Provide other building basic services, such as handyman services (hanging pictures, plaques, whiteboards, and signs, install door stops, coat hooks, soap, toilet paper, towel dispensers, ceiling tile replacement, etc.),
- p. Provide building systems support (fire alarm, sprinkler, HVAC, etc.)
- q. Escort other {{AGENCY}} contractors performing O&M-related building projects, per COR direction

Task 4: Manage Staff to Ensure Staff Availability (Basic Services)

The Contractor shall ensure that its staff and sub-contractor staff are available to the buildings as described in Section C.11 of this SOW. The personnel assigned to the buildings, the personnel providing backup support, and their supervisor must maintain instantaneous communication (cellular telephone, radio, etc.) to allow contact by the Government, 24 hours per day, 7 days per week.

At the time of contract award, the Contractor shall provide the CO and the COR with telephone numbers which may be used at any time to directly contact, as necessary, the Facility Manager (FM), Deputy Facility Manager (DFM), and Chief Engineer (CE) at their homes or at other locations away from the **{{AGENCY}}** headquarters buildings. During other than Regular Contractor's Working Hours, one of the managers (FM, DFM, or the CE) shall be available to arrive at the **{{AGENCY}}** headquarters buildings within one (1) hour of **{{AGENCY}}** telephonic notification to respond to emergencies. In addition, the Contractor shall provide the Government (COR and the CO) a monthly-up-to-date Contractor manager's on-call list with home and cell phone numbers.

Task 5: Respond to Service Requests (Basic Services)

a. The COR may issue a request to the Contractor at any time to investigate and/or to take any necessary corrective action. Service requests are referred to throughout this section as FIXIT service requests. Currently the **{{AGENCY}}** calls these service requests as FIXIT; however, the nomenclature for the system may change during the course of the contract. The Contractor will receive FIXIT service requests through the Facility Management Software System (FMSS). When responding to a FIXIT, if the occupant who made the request is not present at his or her workstation, the Contractor shall leave a "company calling card" that includes the technician's name, action taken or to be taken, date, time, service ticket number, and how the Contractor should be contacted for follow-up action or question.

b. Types of FIXIT Service Requests:

FIXIT service requests are classified as Emergency (including total building emergency), Urgent, or Routine, as detailed below:

Ø Emergency:

Emergency calls shall be regarded for purposes of this contract as those FIXIT service requests in which the work consists of correcting failures which, in the judgment of the CO or COR, constitute an immediate danger to the health and safety of building occupants or the general public and will cause a critical equipment failure keeping the **{{AGENCY}}** from completing its mission. There will be instances where emergency service will be requested through email or telephone but will be followed up with a FIXIT request.

Examples of emergencies include, but shall not be limited to, broken water pipes; gas, oil, chemical or other noxious vapor leaks; major air conditioning or heating failure; overflowing toilet; electrical power outages; electrical problems which have the potential to cause fire or shock; building damage caused by terrorist attacks; national emergencies and any service request from the **{{BUILDING 1}}** 16, 17, or 18 floor.

Performance Requirement:

In the instance where the CO or COR shall designate a FIXIT, e-mail or telephone communications service request as an "Emergency," the Contractor shall report to the site of the emergency immediately (i.e., within 10-15 minutes) following verbal and/or written notification during Regular Contractor's Working Hours (see C.11), or within one hour following notification during other than Regular Contractor's Working Hours, including weekends and holidays.

Upon arrival at the site, the Contractor shall correct the problem within one (1) hour or as agreed upon between the Contractor and the COR. If efforts to complete correction of the emergency problem extend beyond the conclusion of the Contractor's Regular Working Hours, the Contractor shall remain at the site until correction of the problem is completed and the problem shall be regarded as a basic contract service. If, however, the work cannot be completed due to circumstances beyond the fault or control of the Contractor, as determined by the Government, the Contractor and the COR shall mutually agree upon a new completion schedule. Any material not on hand and necessary to resolve the problem shall be obtained expeditiously via the Contractor's vehicle for local pickup, courier, or overnight delivery. If a completion schedule cannot be agreed upon, the CO may issue a unilateral decision for a completion time for the effort.

Ø Total Building Emergency:

In the event of a total building emergency, which shall include, but not be limited to, fires, civil demonstrations, bomb threats, floods, explosions, earthquakes, enemy attacks, hazardous spills or other similar emergencies as determined by the COR, the COR shall be designated as the "Facilities Technical Advisor" in accordance with the **{{AGENCY}}**'s Occupant Emergency Plan (OEP). Upon the COR's notification of a total building emergency to the Contractor, the FM shall immediately (e.g., within 5 minutes), during the Contractor's Regular Working Hours or within one (1) hour during other than Contractor's Regular Working Hours, report to the Command Center as directed by the COR. For fire alarm events and other building emergency events, the Command Center shall be set up by the COR. The COR will notify the FM the location of the Command Center. The COR shall provide technical direction to the FM to coordinate that Damage Control Team's assistance throughout the emergency. The Damage Control Team is designated as Contractor employees under the supervision of the **{{AGENCY}}** personnel who are needed to provide technical assistance during the total building emergency.

Damage Control Team (DCT):

The DCT is responsible for the facility operations and maintenance and assisting in controlling and containing an emergency. Such team is composed of both O&M contractor personnel and **{{AGENCY}}**'s Facilities staff. The DCT's responsibility shall include, but not be limited to, providing assistance to the local fire department and/or other emergency response teams, securing the mechanical and electrical systems as directed by the COR operating fire control and alarm systems, and verifying the operation integrity of the fire protection systems. Within two (2) hours following the resolution of each building emergency or false alarm, the Contractor shall attend or chair a "lessons learned" meeting and within 24 hours afterwards, submit to the COR a DCT Analysis Report detailing the facts of the emergency, actions taken, problems identified, and any lessons learned with corrective actions to be taken.

Occupant Emergency Plan (OEP):

The Contractor shall ensure that all of the Contractor's employees are familiar with the {{AGENCY}} headquarters OEP (to be provided at time of contract award). On the effective date of the contract, and on a semi-annual basis thereafter, the Contractor shall conduct training sessions to ensure that the Contractor's employees are familiar with their assignments as a member of the Damage Control Team. The Contractor shall submit a written notification to the COR, within five (5) business days after completion of each training session, to certify that training of all its employees has been successfully completed. On an annual basis, the {{AGENCY}} Emergency Coordinator shall schedule orientation sessions with the Government in which the FM, DFM, and CE shall participate. During these sessions, the FM or DFM, shall be responsible for describing the fire protection system to the evacuation monitors and shall conduct tours of the {{AGENCY}} headquarters buildings for the purpose of demonstrating the fire protection system.

Ø Urgent:

Urgent calls shall be regarded for purposes of this contract as those events generating FIXIT, service requests occurring during Contractor's Regular Working Hours which pose or may cause a major disruption of vital services or impact the mission of the agency. Examples of urgent calls include, but are not limited to, inoperative electrical circuits, flush valve stuck open, security door not closing, and failed A/C units in critical service areas.

Performance Requirement:

The Contractor shall arrive at the site within 30 minutes and correct the problem within two (2) hours or less. If efforts to complete correction of an urgent problem extend beyond the conclusion of the Contractor's Regular Working Hours (see C.11 Hours of Operation), the Contractor shall recommence the work at 5:00 a.m. on the following workday.

If, however, the work cannot be completed due to circumstances as determined by the Government to be beyond the fault or control of the Contractor, the Contractor shall enter a request for extension in the FIXIT system and the COR and Contractor shall mutually agree upon a new completion schedule. Any material not on-hand needed to resolve the problem shall be obtained expeditiously via the Contractor's vehicle for local pickup, courier, or overnight delivery. If a completion schedule cannot be agreed upon, the CO may issue a unilateral decision for a completion time for the effort.

Ø Routine:

Routine is considered as an inconvenience but otherwise does not affect employee's ability to perform work. Routine calls shall be regarded, for purposes of this contract, as all remaining FIXIT service requests occurring during the Contractor's Regular Working Hours and not designated as emergency calls or urgent calls as described above (i.e., an inconvenience, but otherwise does not affect usual service).

Performance Requirement:

The Contractor shall respond promptly after receipt of a routine call and complete the work

within 48 hours of receipt of a work request during the Contractor's Regular Working Hours (see C.11 Hours of Operation). If, however, the work cannot be completed within 48 hours due

entirely to circumstances beyond the fault or control of the Contractor, the Contractor shall enter a request for extension in the FIXIT system and the COR and Contractor shall mutually agree upon a new completion schedule. If a completion schedule cannot be agreed upon, the CO may issue a unilateral decision for a completion time for the effort.

c. Reporting Requirements for FIXIT Service Requests:

The Contractor is required to close out each service request daily (as completed) to include the date and time the Contractor responded to the FIXIT service request, a description of the problem, corrective action taken, the date and time corrective action was completed, the name of personnel who corrected the problem, total staff hours expended, a description and cost of any materials/supplies used, and the name of Contractor personnel who performed the quality control inspection. Close out of a FIXIT service request when the work has not been completed is unacceptable. The Contractor's service personnel shall ensure that the requested repair or service is completed. If there are questions to the nature or location of the requested repair or service, the Contractor shall contact the requestor in person, by telephone or email and verify the information so the requested repair or service can be completed. If the time to complete the request is longer than the time allotted by the classification of request and due to incorrect or incomplete information provided by the requestor, the Contractor shall request an extension to the COR or alternate COR.

Task 6: Provide Emergency Diversion of Workforce (Basic Services)

When emergency conditions exist, such as flooding, fire, natural disaster, or other circumstances, the Contractor shall divert his/her workforce, or such part thereof as deemed necessary by the COR or alternate COR from their normal duties to meet the condition. When the CO or COR advises that emergency conditions no longer exist, the Contractor shall assume the non-emergency tasks and shall not be penalized for the portion of the normal daily work which otherwise would have been performed.

Task 7: Provide General Maintenance (Basic Services)

Maintenance is the work undertaken to keep a facility premises and its contents in good repair and efficient working order. Maintenance includes, but is not limited to, the processes/procedures necessary to maximize the efficient operation and the useful life of equipment, systems, and structures. It includes the responsibility for the care, quality, and management of the work undertaken within the **{{AGENCY}}** headquarters buildings to ensure services are provided in a way that assures the highest level of employee customer satisfaction and fiscal responsibility to the taxpayers.

At least once during the first year of this contract, and as necessary to maintain the appearance of the rooms, doors and equipment, the Contractor shall paint (excluding air handling rooms) the mechanical rooms, shops and storerooms, including the floor and equipment, in the established color scheme. This shall include, but not be limited to, touching up paint on interior and exterior architectural structural and equipment surfaces such as walls, ceilings, doors, trim, windows, floors, hand railings, metal surfaces, installed building equipment, mechanical equipment, piping and insulation, duct work, machine room walls, ceilings and floors for minor damage.

Painting shall be performed at a time approved by the COR.

The Contractor shall perform all work with minimum interference to the Government operation and personnel. The Contractor shall schedule with the COR, not less than 48 hours in advance, all temporary outages of any utility services or security equipment and fire alarm systems required for the performance of work using an **{{AGENCY}}** Building Permit. All outages required after Government's Regular Work Hours and affecting Government operations, shall be approved by the COR unless otherwise specified. The Contractor shall place a "repair pending notice" at the repair site for any pending repair that is not completed by the end of the Contractor's Regular Work Hours. The Contractor shall note the repair to be made, the technician's name and a point of contact within the contractor's organization for questions. The Contractor shall replace all furniture to its original position after completing all repair or maintenance services in a work site. The Contractor shall not remove, without prior COR approval, any papers or personal belongings in the work site when performing repairs or maintenance service.

The Contractor shall maintain an adequate storage of spare parts, materials, supplies and expendable items to ensure uninterrupted operation of the buildings. The Contractor shall also have access to readily available sources of supply parts, materials, and supplies to ensure uninterrupted operation of the buildings. The Contractor shall also have a vehicle on site to allow the pickup of parts, materials, and supplies to ensure uninterrupted operation of the buildings.

Task 8: Maintain, Repair, and Track Equipment and Systems (Basic Services)

The Contractor shall maintain, repair, and track the following facility premises and contents as part of the basic services. This includes, but is not limited to, the following:

- air-conditioning equipment and systems
- air-handling/distribution equipment and systems
- aviation warning lights
- domestic water equipment and systems
- drinking water systems- units (point of use systems)
- electrical equipment and overhead lighting
- fire protection and detection equipment and systems, fire suppression and extinguishers
- heating equipment and systems
- HVAC system controls and energy management systems
- sanitary sewage equipment and systems
- storm drainage equipment and systems (interior and exterior)
- underground utility systems
- **{{BUILDING 2}}** cafeteria utility systems
- curtain wall systems
- architectural and structural systems
- parking garage and ground level parking facility
- convenience store, childcare center, fitness center, jogger shower
- health center (excluding medical equipment)
- electrical drop-down projection screens
- above-ground glass structure connecting the **{{BUILDING 1}}** and **{{BUILDING 2}}** buildings (Link)
- conference room moveable partitions

- sink areas/kitchenettes
- {{BUILDING 2}} cafeteria exhaust hood, fans, and duct

· outside furniture and structures, exterior lighting, driveways, (excludes landscaping)

The Contractor shall effectively operate and maintain all building equipment and systems as listed above under this task order's basic services. The Contractor shall electronically submit a revised Equipment Inventory Numbering Plan, which will be approved by the COR within 14 calendar days after the Contractor's submission. The Contractor shall perform preventive maintenance services for each piece of equipment and system listed in the Equipment Inventory List Attachment. Equipment identification numbers shall be permanently affixed to the equipment by means of professional stenciling or other COR-approved method. Additional information on this Equipment Inventory Numbering Plan is provided in Section C.5 Reporting Requirements of this SOW.

A joint inspection of the **{{AGENCY}}** headquarters facilities, grounds, equipment, and operating systems shall be conducted by the Contractor and COR prior to each contract option period renewal. The Contractor shall be liable for the correction of all deficiencies associated with the Contractor's responsibility for maintaining the facilities, grounds equipment, building equipment, and operating systems under the basic contract services.

Task 9: Follow Preventative Maintenance (PM) Program (Basic Services)

The minimum preventive maintenance standards (minimum PM guide card procedures and frequencies) proposed by the Contractor shall be based on the most recent General Services Administration (GSA)/Public Buildings Service (PBS) Operations and Maintenance Standards, or the equipment manufacturer's recommended preventive maintenance procedures and frequencies (whichever are more stringent).

Any changes to the maintenance program shall be continually updated in the monthly PM report.

All PM of critical equipment shall be performed by journeyman-level qualified personnel who are fully knowledgeable and experienced in inspecting, testing, and maintaining buildings similar to **{{AGENCY}}** headquarters, and have a minimum of three (3) years of field experience. Testing work on high and low voltage electrical power distribution systems shall be performed only by Master level electricians, accredited as certified by the National Electrical Testing Association or equivalent testing organizations or licensed by State officials approved by the COR, and have a minimum of three (3) years of field experience. The journeyman-level mechanics may be assisted by qualified helpers in conformity with local trade practices. All PM shall be performed during the Contractor's Regular Working Hours with the exception of any equipment that shall disrupt service to the building.

Performance of maintenance on the below equipment shall be conducted after 6:00 p.m. Monday through Friday and anytime on weekends and holidays. The costs for all PM performed during this period shall be considered Basic Contract Services up to \$2,000 per PM. Any costs above \$2,000 per PM will be borne by the Government as a Reimbursable Work Request/Order. The Contractor shall notify the Government one month prior to scheduled PM work over the \$2,000 threshold with the appropriate requests and estimate(s).

It is estimated that 50 percent of PM must be completed after hours (after 6:00p.m.) and equipment shall be back in service by 5:00a.m. (Monday- Friday), or at a reasonable time as

agreed to by the COR.

The Contractor shall inspect all fired and unfired pressure vessels (tanks) annually. The Contractor shall post the completed inspection certificate or other form approved by the COR on or near the fired and unfired pressure vessels. The Contractor shall, subject to the dollar thresholds specified herein, correct all deficiencies identified during PM inspections.

The Contractor shall provide annual services through an OEM certified vendor for the following systems/components:

- **{{BUILDING 1}}/{{BUILDING 2}} Fire Alarm and Suppression Systems**
- **{{BUILDING 1}} Base Building Chillers**
- **{{BUILDING 2}} Base Building and Tenant Chillers**
- **{{BUILDING 1}}/{{BUILDING 2}} Energy Management System**
- **Vehicle Barrier System {{BUILDING 1}}/3WFN Lobby Turnstiles**
- **{{BUILDING 1}}/{{BUILDING 2}} Revolving Doors (qty. 5)**
- **{{BUILDING 1}}/{{BUILDING 2}} Emergency Generators (qty. 4)**
- **{{BUILDING 1}}/{{BUILDING 2}} Davit Systems**
- **{{BUILDING 1}}/{{BUILDING 2}} transformer switchgear system**
- **{{BUILDING 1}} elevator power stabilization transformers**
- **Emergency Generators**

The Contractor shall perform annual inspection and testing and submit the reports to the COR. Completed inspection reports shall be electronically submitted to the COR within five (5) business days after completion of the inspection. See section C.6, Summary of Deliverables. Additionally, labor rates and response times for repairs shall be included in the reports.

Costs for the OEM service contracts shall be included in basic services. Repairs above the normal inspection preventative maintenance tasks will be subject to the \$2,000 limit for the Contractor.

Performance Requirement:

a. The Contractor shall follow the minimum preventive maintenance standards (minimum PM guide card procedures and frequencies) proposed by the Contractor and agreed to by the COR, which shall be based on the most recent General Services Administration (GSA)/Public Buildings Service (PBS) Operations and Maintenance Standards, or the equipment manufacturer's recommended preventive maintenance procedures and frequencies (whichever are more stringent). The Contractor shall provide a written explanation to the COR for review and approval when the Contractor has determined that deviation from these standards is necessary in performing PM services. Within 60 days after starting services, the Contractor shall provide a PM deficiency identification and abatement program, including a schedule to complete identified deficiencies in the PM Plan (See Summary of Deliverables for more information).

Task 10: Perform Repairs (Basic Services for under \$2,000 and for Items Under Task 8)

Individual operational adjustments, repairs, or replacements due to malfunctions, or breakdowns, or degraded performance that do not exceed \$2,000 per incident for labor, replacement parts and/or material, are the sole responsibility of the Contractor. The Contractor

shall report any need for a repair which will exceed the \$2,000 labor, parts and material

threshold to the COR or CO immediately.

Determination of type of repair will be made by the COR. In the event of a dispute with the COR, the Contractor may appeal the decision to the CO.

Repairs That Do Not Exceed \$2,000:

A repair is defined as work required to prevent a breakdown of a piece of equipment or systems, or the restoration of service after a breakdown or failure of equipment or system. Additionally, repair services are defined in this SOW as relating to all architectural and structural maintenance, which shall prevent damage and premature deterioration to equipment, architectural and structural components. This does not include equipment and system design changes, modifications, or upgrades.

Performance Requirement:

The Contractor shall perform all required equipment, systems, and architectural and structural repairs identified as a result of the Contractor's quality control inspection activities, the Government's quality assurance surveillance activities, and through FIXIT requests. The Contractor shall be responsible for the first \$2,000 for the cost of any repair. For those repairs where the cost is above \$2,000, the Government will be responsible for reimbursing the Contractor for the cost in excess of the first \$2,000.

Should the decision be made to replace equipment in lieu of repair, the Contractor shall be responsible for the first \$2,000 cost for replacement of the equipment. However, the Contractor is not responsible for these costs when the reason equipment is replaced are for non-repair reasons such as equipment upgrade. The Contractor shall coordinate the scheduling of all repair services with the COR. If the repairs are not for items under Task 8, the Contractor shall obtain COR approval prior to initiating work.

Reimbursable Work Orders/Repairs Exceeding \$2,000: (Non-Basic Services)

The Contractor shall not start work on any repair where labor, parts and material are above the \$2,000 threshold, until ordered to do so by the COR or CO. The Government reserves the right to have any repair exceeding \$2,000 performed by other than the Contractor and by so doing does not breach or otherwise violate the contract. For those repair costs above \$2,000 that will be reimbursed by the Government under the reimbursable services portion of this contract, the Government reserves the right to furnish any or all parts, materials and/or supplies to the Contractor as GFP. In the event the Government authorizes the Contractor to furnish parts, materials, and/or supplies, the price shall be on the basis of established catalog or list prices in effect, less all applicable discounts. However, in no event shall such price be in excess of the Contractor's price paid or the current market price, whichever is lower.

All Contractor indirect and/or mark-up costs shall have been considered or included in the price for basic contract services in the normal work to be performed under this contract (e.g., overhead, general and administrative costs, profit and supervision) and, therefore, shall not be applied to reimbursable services under the set amount of projected reimbursable services in this contract. For instance, any costs that exceed \$2,000 in repairs shall already assume all

overhead, general and administrative costs, and profit, and the Contractor shall not bill the

government for any of these additional costs.

Example for Costs above Basic Services:

\$5,000 Repair for Sanitary Pipe (parts+labor, using established labor rates in Reimbursable Price Schedule)

-\$2,000 Basic Services

= \$3,000 Total bill for parts (note: this excludes any profit/fringe/OH) + labor

For items identified under Task 12, section c. item 3, this example does not apply.

Performance Requirement:

The Contractor shall perform all required equipment, systems, and architectural and structural repairs identified as a result of the Contractor's quality control inspections, Government's inspections and through FIXIT requests. The Contractor shall submit a complete cost estimate proposal to the COR for approval of repairs exceeding \$2,000. The Contractor shall submit the proposal to the COR within 24 hours after determining that a repair exceeding \$2,000 is required or within a timeframe agreed upon between the COR and the Contractor.

In the case of any emergency repair job exceeding \$2,000, it is the CO's discretion to verbally authorize the Contractor to proceed in lieu of written approval. In the event the Contractor, while performing repairs (\$2,000 or under), determines that the cost shall exceed the \$2,000 repair limit, the Contractor shall first obtain COR approval for work over \$2,000 continuing such repair work. If the Contractor proceeds without having first obtained approval, the Government shall not be liable for reimbursement to the Contractor for the amounts in excess of \$2,000. The Contractor shall be responsible for the first \$2,000 for the cost of any repairs in this category under the fixed price basic services portion of this contract. Costs for repairs above \$2,000 will be reimbursed by the Government under the reimbursable services portion of this contract. However, if it is determined by the COR that a repair to equipment, systems, and components is required due to the Contractor's failure to properly operate, maintain, and service the equipment, systems, and components, the Contractor shall be responsible for all costs associated with these repairs. The Contractor shall accomplish repairs above \$2,000 within the time specified on the work order issued by the COR/CO, or as mutually agreed to between the Contractor and the COR/CO. The Contractor shall notify the COR 24 hours in advance of any work that is to be performed that would be disruptive to building occupants or interfere with normal building operations.

Performance Requirement:

The Contractor shall preserve equipment and systems in an unimpaired operating condition and perform routine repairs/service requests within specified periods.

Surveillance Plan:

The COR will be responsible for performing random and/or joint inspections with the contractor. Surveillance may also come from customer complaints, FIXITs, e-mails and monthly/quarterly performance reports.

Task 11: Provide Architectural and Structural Maintenance/Repair Services (Basic Services)

Architectural and structural maintenance services required herein shall be regarded as basic contract services. Critical components are defined as all architectural and structural elements that are essential for operation of the buildings without disruptions in services and are required to ensure a healthy and safe working environment for building occupants.

Performance Requirements:

The Contractor shall provide all labor, equipment, and materials necessary to perform all architectural and structural scheduled and unscheduled maintenance and repairs to the interior and exterior of the **{{AGENCY}}** headquarters buildings to include the following components:

- exterior and interior walls, ceramic tile, grout, granite, and marble panels
- roofing, soffits, and flashing
- ventilators (and other items that pierce the wall or roof)
- windows, sky lights, atriums, transoms, doors (including automatic sliding doors), hardware, and mechanical room dividers
- sidewalks, steps and handrails, driveways, speed bumps, roads, curbing, parking areas, patios, fencing and exterior stairways (including painting of curbs and parking strips)
- concrete floors, carpeting, resilient tile, ceramic tile, granite, terrazzo, and all stone flooring
- interior stairways and handrails
- ceilings and ceiling tile and gypsum wallboard ceilings
- venetian and vertical blinds shades and curtains
- restroom fixtures, including lighting fixtures and counter tops
- mirrors
- elevator shafts
- flagpoles stabilizers and flag hardware
- **{{BUILDING 1}}** and **{{BUILDING 2}}** internal and external signs and fixtures (excluding the **{{BUILDING 2}}** business sign)
- other internal and external hardware and structural steel components
- daycare playground equipment and structures
- above-ground glass structure connecting the **{{AGENCY}}** headquarters buildings
- wall repair patching and painting (includes touch-up painting)
- caulking or re-grouting of all joints and seams

The Contractor shall perform all required scheduled and unscheduled architectural and structural repair and maintenance to **{{AGENCY}}** headquarters facilities to ensure safe and normal operations. If the Contractor determines that the equipment is nearing its end-of-life or deterioration of the equipment is observed, the Contractor shall notify the COR and propose a plan for equipment replacement, upgrade, or repair. The level of maintenance shall ensure that the property shall have no missing components or defects which affect the safety, appearance, or intended use of the facility or would or could potentially prevent any electrical, mechanical, plumbing, or structural system from functioning in accordance with design intent. Corrected or repaired work shall be carried through to completion, including patch work, touch-up painting and/or operational checks. The quality of the work and the repaired areas shall be fully compatible with adjacent surfaces or equipment. All replacements shall match existing components/items in dimensions, materials, quality of work, finish, color, and design as close as possible and as agreed to by the COR. During and at completion of work, debris shall not be

allowed to spread into adjacent areas nor accumulate in the work area itself. All such debris,

excess material, and parts shall be cleaned up and removed at the completion of the job and/or at the end of each day while work is in progress. Upon completion of work, any stains, or other unsightly marks shall be removed. Wherever the term "appearance" is used in this or subsequent areas of this SOW, it shall be construed to mean an appearance similar to the original finished appearance with only minor deterioration resulting solely from normal use. The Contractor shall perform all architectural and structural maintenance repairs for damages caused by others (such as scratches and holes in wall from carts). The Contractor shall apply a sufficient number of coats of painting to achieve complete coverage in performing touch up painting after maintenance or repairs have been completed to the interior and exterior of the facilities. Touch-up painting shall completely blend with existing paint and may require complete painting of existing wall or surface.

Task 12: Performing Reimbursable Services/Work Orders (Non-Basic Services)

Work orders will be issued for work required by the {{AGENCY}} . Only Contracting Officers of the {{AGENCY}} may authorize the initiation of work under this contract. The provisions of this contract shall govern all work orders issued hereunder.

a. General:

Upon receipt of a work order from the COR or CO, the Contractor shall perform reimbursable contract services in accordance with the guidance set forth herein. The Contractor shall secure all permits whenever required. The Contractor shall assure that the work is compatible with, and shall not adversely affect, the facility structure, electronic security alarm systems, fire and safety systems, and mechanical electrical systems. All work shall be performed in accordance with applicable national and local codes, as well as GSA and industry standards and practices which include, but are not limited to, the National Electrical codes and the National Fire Protection Association (NFPA) codes. All reimbursable contract services for painting not covered under basic contract services shall be performed in accordance with the standard methods of measurements (STANDARD METHODS OF MEASUREMENTS FOR PAINTING). The Contractor shall manage resources so that the performance of reimbursable contract services shall not adversely impact the provision of basic contract services. The Contractor shall provide documentation that substantiates the actual costs incurred for performance of reimbursable services when billing the Government for payment.

b. Pricing for Reimbursable Contract Services:

The total cost of work orders shall consist of actual labor and direct costs (parts, materials, supplies). Consumable/shop supplies such as, but not limited to, rags, cleaners, solder, wire nuts, electrical tape, etc. shall not be included in reimbursable costs. This material is considered part of basic services.

Additionally, all prime contractor indirect and/or markup costs shall be included in the basic contract services (e.g., overhead, general and administration costs, profit, and supervision, etc.). When submitting reimbursable cost proposals, the Contractor shall include the labor categories for those individuals performing the work and for those individuals providing security escort services when such efforts are required. For security escort services, the lowest cost labor category available shall be used. These labor categories are subject to approval by the

COR.

c. Types of Reimbursable Contract Services:

The following lists the types of reimbursable contract services which are not included in the price for the "Basic Contract Services," but may be required throughout the period of performance under this contract:

1. Expansion of services currently required under this contract into periods of a business day or additional business days not envisioned under the contract as now written, or services of a magnitude greater than that envisioned under the contract herein.
2. Repair amounts exceeding \$2,000 (direct cost) to the Contractor
3. Other:
 - Upgrades of equipment or systems.
 - Additional costs resulting from revision, supplement, and/or amendment of forms and publications.
 - Continued performance of this contract to run concurrently with Phased In - Phased Out (PIPO) period extending beyond the existing period of performance of this contract.
 - Services to accomplish miscellaneous jobs of a trade or mechanical nature requested by the COR and not covered by basic services or exceeding the thresholds.
 - Current labor rates, profit and overhead, parking costs, and Government mileage reimbursement applies, and travel time will be covered under current labor rates. Administrative costs for bid preparation may not be passed to the Government. Service calls are anticipated to be performed once a week except for emergency calls but can be requested by the COR/CO for other times.

d. Work Orders That Do Not Exceed \$10,000:

The COR shall place work orders that do not exceed \$10,000 using expedited processing procedures. Copies of these procedures shall be provided by the COR directly to the Contractor.

e. Work Orders That Exceed \$10,000:

The following procedures shall apply for all work orders issued by the CO that exceed \$10,000.

1. Upon receipt of a written solicitation by the COR or CO, which shall give details of specific work requirements, the Contractor shall submit one copy of a technical and cost proposal to the CO (with a copy to the COR). The technical portion of the proposal shall reflect, as a minimum, the Contractor's understanding of the work to be done, the applicable hourly labor rates (specified in the contract) and any drawings or rough sketches, if necessary, to identify the location and extent of the required work. Should the Contractor require "other direct cost" items for which there is no fixed hourly labor rate, such as materials or subcontractors (see FAR 52.244-5 Competition in Subcontracting), the Contractor shall submit price quotations from a minimum of three (3) firms to the CO (exceptions may be granted by the CO).

2. Upon approval of the proposal, the CO shall issue a work order to the Contractor. Any work performed by the Contractor prior to receipt of an applicable authorization from the CO shall be at the Contractor's own risk.

3. The work order shall give the exact location and performance work statement, including room numbers, where applicable, the starting and completion dates, as well as include the applicable hourly labor rate and negotiated other direct costs. The work order shall specify whether or not the work shall be performed during Contractor's Regular Working Hours or other than non-working hours. In extremely urgent circumstances in which time is not available for the Contractor's proposal and the resultant work order, the CO shall direct the Contractor to provide the services either verbally or in writing. When verbal requests by the CO are made, the CO shall, after conferring with the Contractor, provide the Contractor with a written work order either immediately or at the beginning of the Contractor's Regular Working Hours. In those instances, where the Contractor does not believe that the work order properly reflects its costs, the Contractor may be entitled to an equitable adjustment under the Changes clause of this contract. More detailed procedures will be provided to the Contractor by the COR or CO after contract award. This will not require the execution of a contract modification.

Services covered under this category may have the same definition as those stated above or may be defined as installation of new non-replacement equipment, upgrades and or modification to existing equipment. The cost of labor, supplies, parts, and materials will be the responsibility of the Government. These criteria shall apply to each individual repair task that may be required.

Reimbursable Repairs Process

The COR or CO may, at their discretion, direct the Contractor to perform repairs within this category as part of the services to be provided under the terms of this contract. However, the Contractor will be compensated for these repair services as follows:

a. For reimbursable repairs, the Contractor shall submit a proposal reflecting labor category hours and labor, parts, and material costs to accomplish a reimbursable service. If services are to be subcontracted, the Contractor shall be required to obtain and supply documentation of three bids from potential subcontractors with the proposal. This will apply to all repairs over \$10,000 unless otherwise directed by the CO.

b. In establishing a value for a reimbursable repair, the Government will only consider the direct costs. Direct is defined as parts or materials consumed, and labor effort expended at the place of performance, actually touching the end product, and necessary for the work. Consumable/shop materials are not to be included in material costs. All prime Contractor indirect and/or mark-up costs shall have been considered or included in the price for basic contract services in the normal work to be performed under this contract (e.g. O/H, G&A, profit and supervision) and, therefore, shall not be applied to reimbursable services under the set amount of projected reimbursable services in this contract. If the Contractor is requested/required to obtain three bids, the Contractor shall not include bid preparation or proposal costs to the proposed cost of the task.

c. The Contractor shall report any need for repairs within this category to the COR, or CO,

but shall not initiate such work until directed to so do by the COR or CO. The Contractor shall

furnish the COR with an itemized written estimate of the labor hours and the cost of parts and materials which may be required to complete any repair in this category.

d. When authorized to perform a repair within this category, the Contractor shall ensure that hours worked are correctly tracked. The Contractor shall have an established tracking method for tracking staff name with corresponding staff hours worked in order to correctly report hours in monthly reports to the COR

e. All orders for repair work within this category will be placed or confirmed as shown below:

Repairs greater than \$2,000 will be confirmed on a written Order for Supplies or Services. The order will describe the service to be provided and will establish the maximum number of hours and amount of material costs for which the Contractor will be compensated. The ceilings specified in the order shall not be exceeded without the approval of the CO, and a modification to the order, with the same requirements as listed above in paragraph (a) for the issuance of the order.

The Contractor shall be required to make repairs made necessary by reason of negligence or misuse of the equipment under this contract by persons other than the Contractor, his/her representatives and employees, or by reason of another cause beyond the control of the Contractor, except ordinary wear and tear. This is commonly referred to as tenant damage or vandalism. Repairs under this paragraph are reimbursable repairs and shall be performed as listed in paragraphs a. and b. above.

Task 13: Perform Water Treatment Program (Basic Services)

a. The Contractor shall conduct types of analyses which include the following: an initial, weekly, monthly, and semi- annual water sample analysis. All water treatment services as required herein shall be regarded as basic contract services. The Contractor shall comply with the most updated version of the General Services Administration (GSA) Preventive Maintenance Guide.

b. The COR shall reserve the right to review the amount and type of chemicals being used to verify proper treatment is being accomplished.

c. Initial Water Analysis and Treatment: The Contractor shall conduct an Initial Water Analysis for each system within the first fifteen (15) calendar days after the effective start date of the contract/task order. The Contractor shall submit for review and approval a written detail report (i.e. Water Treatment Plan) to the COR or CO on the initial water analysis, findings and prescribed water treatment program within 30 calendar days of the start of the task order and update in accordance with the chemist's laboratory or specialized firm's recommendation each month or upon request by the COR. This report shall cover all equipment and systems with specific details of how the water treatment shall be implemented, maintained, scheduled, and managed.

d. Water Treatment Plan Implementation: The Contractor shall implement the proposed Water Treatment Plan upon receipt of a written approval of the Water Treatment Plan by the

COR. (NOTE: unless otherwise directed, prior COR approval is not required to implement the treatment). The Contractor shall submit to the COR, after completion of the water treatment

services set forth in the Water Treatment Plan, a written certification that the Contractor has complied with the chemist's recommendation. The Contractor shall develop and maintain a written log (i.e., Water Treatment Log) which details all chemicals used, quantity and field test control.

e. Weekly Water Testing and Treatment: Trained on-site Contractor personnel shall conduct water testing and treatment of all water systems identified above on a weekly basis. The Contractor shall apply the chemicals required to treat the water in accordance with GSA's PM Guide. The Contractor shall submit an electronic report (i.e., "Weekly Water Testing Report") of findings of all tests and any adjustments to the system shall be submitted to the COR within two (2) calendar days from completion of the water treatment and testing.

f. Monthly Water Testing/Analysis and Treatment: The Contractor shall conduct monthly water analyses, after completion of the initial water analyses treatment, to ensure the effectiveness of the prescribed water treatment program. The Contractor shall collect two (2) sets of water samples each month. The Contractor shall send the water samples to the federal government testing facility, which is currently a GSA laboratory. One set shall be submitted to the Contractor's qualified chemist for analysis.

The Contractor shall submit the Chemist's Report containing all pertinent information relative to the conditions found in the sample, as well as recommendations on required water treatment, to the COR after the monthly testing. If changes to the initial Water Treatment Plan are recommended by the Chemist, the Contractor shall update the Water Treatment Plan (referenced above) accordingly and send to the COR for review. The Contractor shall immediately implement the Chemist's recommended water treatment.

g. Semi-Annual 3rd party Independent Water Testing/Analysis: The Contractor shall perform semi-annual (i.e., twice a year) water sample analyses by an independent third-party laboratory. A written report of findings of all tests shall be submitted to the COR within five (5) business days of the analysis. See Reporting Requirements section for more details.

Additional Performance Requirements:

The Contractor shall perform water sample testing and analyses for all the {{AGENCY}} headquarters buildings heating and air-conditioning equipment and systems, including chilled water and condenser water for both open and closed systems, in accordance with ASHRAE and industry water chemistry standards. The Contractor shall provide equipment, chemicals, and services, including application services, required to control corrosion, scale, algae, bacteria and slime in all the {{AGENCY}} headquarters buildings heating and air-conditioning equipment and systems, including chilled water and condenser water for both open and closed systems. The Contractor shall warrant that the chemicals employed in the water treatment program, when used in accordance with the manufacturer's instructions, will not endanger the health or safety of persons coming into contact with the materials and will not harm personnel, damage the environment or real property. The Contractor shall provide a qualified Chemist laboratory, or firm specializing in the field of water treatment to test and analyze each water sample.

The water treatment program and services supplied by the Contractor shall be specifically formulated for each type of system according to the recommendations of a chemist, laboratory or firm that specializes in the water treatment field. In addition, the Contractor shall be

responsible for furnishing and installing all necessary automated chemical feed equipment required to monitor and automatically feed chemical treatments for all water systems as part of the fixed-price portion of this contract. All automated chemical feed equipment shall be included as part of the complete water treatment program. If changes to the initial Water Treatment Plan are recommended by the Chemist, the Contractor shall update the Water Treatment Plan accordingly and send to the COR for review and approval.

C.5 Reporting Requirements

C.5.1 Daily Morning Report:

By 7:15 a.m., Monday through Friday, the Contractor shall complete surveys of all critical equipment listed in the Equipment Inventory List and critical locations to be provided by the COR to the Contractor. The Contractor shall provide an electronic written report by email to the COR certifying operability status of all critical equipment and areas. Also included in this report shall be a "staff on duty and second shift staff scheduled for the day."

The Daily Morning Report shall also contain the following:

- the operability of critical equipment (for non-operational equipment found during morning surveys, the Contractor shall report this to the COR within 30 minutes of determining non-operational status via telephone and follow-up by email within one (1) hour).
- wet bulb temperature
- operational status of all chillers
- problems identified with immediate action taken and planned corrective action for {{BUILDING 1}} and {{BUILDING 2}}
- subcontractor's activities (specify company name, nature, and location of work)
- daily scheduled PM
- all planned actions that will be taken to restore the operation of equipment and systems determined non-operational. If everything is operational, the Contractor shall simply state "no actions needed to restore equipment and systems"
- reimbursable work orders
- scheduled repairs
- electric, gas, and water meter readings from the morning tour
- daily and overnight critical areas and equipment tour inspections
- copy of the overnight logbook entries
- completed repairs from the previous day
- status of key and scheduled personnel
- weekly quality control tours (lighting, air handler rooms and restrooms)

C.5.2 Building Operations Plan (BOP):

The Contractor shall update and successfully implement a Building Operations Plan for each facility based on the building equipment inventory and other information provided in this SOW. The BOP shall address both heating and cooling operations.

The BOP shall be furnished to the COR no later than the end of the phase-in period. The Contractor shall review the BOP at least annually (within the first 30 calendar days of each

option period) or when requested by the COR and make any necessary revisions to the plan. All

revised plans shall be submitted to the COR for written approval prior to implementing the revised BOP. The COR shall provide written acceptance or rejection of the plan within 30 calendar days. At a minimum, the BOP shall address the following:

1. Standard operating procedures for operating building systems, to include at a minimum:
 - a) Startup and shutdown times and procedures relative to various environmental conditions. These conditions include but are not limited to: typical operation when cooling is required, typical operation when heating is required, operations when typical weather conditions impact heating or cooling (high humidity, extreme cold or hot periods, high winds), typical operation in "off seasons" (where applicable) when item "d" below can be realized.
 - b) Procedures to accommodate tenant overtime utility requests.
 - c) Peak load demand management procedures (if applicable).
 - d) Other operating strategies to maximize efficiency and minimize energy consumption.
 - e) Descriptions of major mechanical equipment and sequences of operations for equipment systems.
 - f) Locations of and particular requirements associated with accessibility and operations for all major utility shut offs including gas, oil, steam, electric and water.
 - g) Locations of all electric rooms and a narrative of the areas served by each.
2. Energy intense equipment (all equipment above 5HP) start up and shut down schedules and operating procedures to achieve sound energy management practices while at the same time providing a building environment in accordance with this SOW.
3. Procedures to achieve and maintain temperatures within the facilities occupied and unoccupied spaces.
4. Operations to protect facility, systems, and equipment during extreme cold.
5. Procedures for use of free cooling building equipment to save energy.
6. Specific description of how and when equipment operational checks (tours) shall be performed.
7. Procedures describing frequency for back-up of all automated control systems for building equipment. Development of a lighting control plan based on automated building lighting systems and/or manual procedures. A complete plan shall be developed explaining in detail how lighting shall be operated, and costs shall be controlled.
8. Procedures describing how all outages to building equipment and systems shall be requested in advance. All non-emergency, non-PM related outages shall be approved by the COR a minimum of 24 hours in advance.
9. Plans and procedures for addressing situations where there is inoperability and impairment of Fire Protection and Life Safety systems, including Fire Watch and impairment procedures (e.g., red tags, etc.).
10. Plans and procedures for demand response programs, utility peak pricing tariffs and utility curtailment plans.
11. Procedures describing the frequency of training for the Contractor staff to ensure strict adherence to the BOP.
12. Description of watch procedures and documentation to be undertaken during operation of boilers, chillers, and related equipment.

C.5.3 Quality Control Plan

The Contractor shall establish a Quality Control Plan (QCP) to ensure that all contract

requirements are satisfied as specified. As part of the proposal, the Contractor shall submit a copy of their QCP. The QCP shall be a proactive plan for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. The Contractor shall execute an annual review and update of their QCP within the first 30 calendar days of each option period to reflect all changing quality control issues that need to be addressed. All revised plans shall be submitted to the COR for written approval prior to implementing the revised QCP. The COR shall provide written acceptance or rejection of the plan within 30 days. At a minimum, the QCP shall address the following:

1. Inspection System

The Contractor shall maintain an up to date QCP throughout the term of this contract that is acceptable to the COR. The program shall include, but is not limited to, an inspection system which is tailored to the specific building(s) and equipment covered under the terms of this contract and which covers all services specified herein. The Contractor shall devise a monthly inspection process as part of the QCP that identifies the percentage of monthly service calls and preventative maintenance work orders that shall be inspected.

2. QCP Personnel

During the phase-in period, the Contractor shall identify all on-site personnel who shall be performing routine QCP inspections by name, title, type of inspection each is authorized to perform and applicable certifications and licenses for these individuals. All QCP inspections shall be performed by supervisory personnel or work leaders.

3. Annual Executive Quality Control (QC) Inspection

The Contractor shall perform an annual, Quality Control Inspection of the Contractor operations during the base year and every option year thereafter. The inspection shall take place during the 6th month of each contract annual period. The annual QC inspection shall be performed by the program manager at least one level above the on-site facility manager. A report of the findings from the facility manager shall be provided to the COR along with proposed corrective actions no later than fifteen (15) calendar days after completion of each annual inspection.

C.5.4 QCP Inspection Documentation for Every QCP Inspection

A local file of all inspections conducted by the on-site Contractor personnel, including corrective action taken, shall be maintained on-site by the Contractor throughout the term of this contract. The inspection document format shall be approved by the COR during the phase-in period, but must contain at a minimum the technician's name, work order number, date of inspection, inspectors name, inspector's certification, and a grade based on factors such as timeliness, quality of work, cleanliness of work site, and work order documentation quality (should be error free). A copy of every QCP inspection shall be given to the COR within one (1) calendar day of the inspection (the contractor shall time/date stamp each copy when it is turned over to the COR) and all original hard copy QCP inspections shall be kept by the contractor in an orderly filing system and available for review by the COR at any time for the duration of this contract.

C.5.5 Equipment inventory

The Contractor and the COR shall conduct a joint inventory during the phase-in period to determine the exact number and serviceability of GFP. The Contractor shall then certify the findings of this inventory, provide a signed copy of the inventory to the COR before the official contract start date and then assume accounting responsibility and subsequently report inventory discrepancies to the COR. GFP shall not be removed from the facility unless approved by the Contracting Officer in writing.

The Contractor shall maintain and update the building equipment inventory in the Facility Management Software System (FMSS). Any equipment installed or removed from any building(s) shall be entered into the FMSS database system within seven (7) calendar days following written permission from the COR to remove or add the equipment. Equipment added as part of a larger renovation project shall be added once the equipment has passed commissioning and the Government has accepted the equipment as functioning according to design criteria. New equipment added during the year shall be operated and maintained in accordance with the BOP (as determined by the COR, the BOP shall be revised to reflect the new equipment and the necessary operating parameters). Maintenance shall be performed even if the new equipment is under warranty. The Contractor shall include a Monthly Inventory Update Report (format to be approved by the COR during the phase-in period) of all equipment added or deleted during the month. The report shall reflect all equipment added or deleted to the FMSS which needs to be officially added or subtracted from the contract.

C.5.6 Phase-In Phase-Out Plan

The PIPO shall address, at a minimum:

- a) Initial deficiency report
- b) Use of subcontractors, to include address and telephone numbers of all subcontractors
- c) Transfer of all maintenance, subcontractor, and purchase records
- d) Orientation of all equipment and systems
- e) Establishment of a Damage Control Team
- f) Orientation of utility shut-offs and list of emergency contacts
- g) Orientation of {{AGENCY}} 's Occupant Emergency Plan (OEP)
- h) Establishment of an after-hour drill of emergency fire control systems
- i) Names, Roles and Responsibilities of the Damage Control Team
- j) Orientation of fire alarm systems
- k) Establishment of an after-hour drill of operation of the vehicle barrier system

Note: the Water Treatment Plan Report is defined as a separate deliverable. See Task 13 for more information regarding the task for water treatment.

a. Initial Deficiencies:

2. Joint Inspection: Within seven (7) calendar days **after** the contract effective date, the incoming Contractor, the outgoing Contractor, and the COR and other designated {{AGENCY}} personnel, together, will make a complete and systematic inspection of all mechanical, electrical, plumbing, utility systems, architectural, structural and other equipment in the building covered by this contract. The incoming Contractor shall submit a draft PIPO Plan to the COR

within ten (10) business days after contract award, identifying those areas that the Contractor

and the outgoing Contractor cannot agree upon. The Contractor shall submit a revised PIPO plan to the COR for approval within three (3) business days after receipt of the COR's comments.

3. The Contractor shall review the PIPO Plan at least annually (within the first 30 days of each option period) or when requested by the Contracting Officer's Representative (COR) and make any necessary revisions to the plan. All revised plans shall be submitted to the COR for written approval prior to implementing the revised PIPO Plan.

4. Follow-up Joint Inspection: Within seven (21) calendar days **after** to the contract effective date, the incoming Contractor, current Contractor and the COR will make a second complete and systematic inspection of all mechanical, electrical, plumbing, utility systems, architectural, structural and other equipment in the building covered by this contract. This inspection by the incoming Contractor is to verify that deficiencies noted from the first inspection have been corrected.

5. Submission of Initial Deficiency Report: The incoming Contractor shall prepare and submit to the COR, within 75 calendar days after takeover of the contract the Initial Deficiency List (IDL) inspection, a report listing all deficiencies noted during the joint inspection that require corrections to bring the equipment up to an acceptable and satisfactory condition, and the estimated cost to correct each deficiency. The Contractor shall classify the repairs as critical or non-critical. Upon receiving approval from the COR or CO, the Contractor shall correct deficiencies identified in the report within the timeframe agreed upon between the COR and the Contractor.

6. Correction of Initial Deficiencies: The incoming Contractor shall be responsible for making corrections of initial deficiencies that fall within the scope of routine maintenance required by this contract, (e.g., would be corrected as part of scheduled PM or easily corrected through a Work Request). The COR or CO will review the report to determine which initial deficiencies are within the scope of the contract, and will notify the incoming Contractor of the determination. All other initial deficiencies will be corrected by the Government, or the correction will be deferred if it is non-critical.

7. Items not Identified on the Initial Deficiency List: Deficiencies discovered after the submission of the IDL are not considered pre-existing. The incoming Contractor shall be liable for the correction of these deficiencies. Operational requirements which hinder inspection of specific systems or areas will be noted on the IDL and the COR or CO may grant exceptions for discoveries post- submission.

b. Terminal Deficiencies and Phase-Out Plan:

1. On a mutually agreeable date, no less than 30 business days prior to the contract termination date, the outgoing contractor, the incoming Contractor, and the COR working together, will make a complete and a systematic inspection of all mechanical, electrical, and utility systems and equipment in the buildings covered by this contract. See initial deficiency for steps that the incoming Contractor shall perform.

2. The Contractor shall provide to the COR a detailed phase-out plan at least 90 calendar

days prior to the final date of the contract. This plan shall include transition and training plans for

implementation during the phase-in period of the incoming Contractor and list major items required for the orderly transition between the incoming Contractor, outgoing contractor, and the Government. It is the responsibility of the outgoing contractor to attend to the items listed in the phase-out plan and to provide information and/or instruction to the incoming Contractor.

C.5.7 Safety Data Sheets

Per Task 2, within ten (10) business days after contract award, the Contractor shall submit to the COR a copy of the Safety Data Sheets (SDS) for each chemical the Contractor shall use to accomplish the work requirements of this contract. The Contractor shall submit SDS to the COR prior to using new chemicals. All chemicals must meet the respective EO as it pertains to Efficient Federal Operations requirements.

C.5.8 Comprehensive Physical Inventory

Within 60 calendar days after contract award, the Contractor shall complete a report with comprehensive physical inventory of all facility equipment and systems, and report to the COR any discrepancies with the equipment inventory list and any systems identified as contract requirements.

C.5.9 Monthly Update of Comprehensive Physical Inventory

Per C.4.1 (Task 8), the Contractor shall provide in the Monthly Summary Report a Comprehensive Physical Inventory list update, or a written statement that no changes have occurred during the previous month.

C.5.10 Equipment Inventory Numbering Plan

Per C.4.1 (Task 8), within 60 calendar days after contract award, the Contractor shall review the current equipment inventory numbering plan and inspect all equipment to identify those pieces of equipment requiring preventative maintenance (PM), and submit a listing of equipment not yet numbered, or not yet identified. All equipment requiring PM shall have a number stenciled or applied within twenty-one (21) calendar days after the COR's approval of the plan and ten (10) days after new equipment is added.

C.5.11 Facility Computer Systems Certification

Within 60 calendar days after beginning work and in a monthly report, the Contractor shall warrant in writing to the COR that existing facility computer systems operate as designed, including the following:

- Simplex Fire Protection Systems
- Energy Management Systems
- Equipment Failure Notification:

The Contractor shall notify the COR at any time during the day of any equipment or systems found to be non-operational or experiencing degraded operation during the course of the day. This notification shall be via telephone and by email within one (1) hour of discovery.

The Contractor shall report to the COR malfunctions of any critical equipment including fire alarms systems, chillers, pumps, and package air conditioning units in the Computer Rooms, air handling units, and automatic sliding doors within 30 minutes after discovering the malfunctioning equipment or systems via telephone and by email within one (1) hour.

C.5.12 Preventive Maintenance (PM) Plan

1. **PM Schedule (Yearly):** Within 60 calendar days after contract takeover, the Contractor shall submit to the COR a schedule of the basic services PM to be completed for the following year. The Contractor shall include a separate schedule for those systems and equipment which require PM at intervals exceeding annual maintenance, i.e., every two (2) years, every three (3) years.
2. **PM Plan and Schedule (Monthly):** The Contractor shall submit a proposed schedule for PM for each piece of O&M equipment and system on a monthly basis. The Contractor shall notify the Government one (1) month prior to scheduled PM work exceeding \$2,000. The notice shall be accompanied by appropriate requests and estimate(s).

C.5.13 Repairs Exceeding \$2,000:

Authorization to Proceed: Within 24 hours of determining that repair is estimated to exceed \$2,000, the Contractor shall submit a complete cost estimate proposal to the COR and Contracting Officer (CO) for prior approval. The cost estimate shall include a detailed breakdown of all costs such as labor hours, itemized materials and/or supplies. Additional time for proposals over \$10,000 may be granted by the COR if deemed necessary.

Work Disruptive to Occupants/Operations: The Contractor shall request approval of the COR a minimum 24 hours in advance of any work that is to be performed that would be disruptive to building occupants or interfere with normal building operations.

C.5.14 Water Treatment Reports

1. **Water Treatment Plan:** Within 30 business days after the effective date of the contract, the Contractor shall provide the COR with a proposed Water Treatment Plan, including the information required by Task 13 for Water Treatment (see C.4.1). The Contractor shall provide a written detailed water treatment program with their proposal covering all equipment and systems with specific details of how the water treatment shall be implemented, maintained, scheduled, and managed as part of this contract.

The Water Treatment Plan shall detail the following items:

- a. Treatment(s) specifically formulated for each type of system according to the recommendations of a qualified chemist.
- b. Treatment(s) which shall prevent the buildup of adherent mineral deposits (scale) on the heat transfer surfaces of the particular piece of equipment or system.
- c. A corrosion control program which shall consist of using suitable inhibitors and Potential of Hydrogen (pH) control.
- d. Treatment(s) to prevent Legionella Pneumophila (Legionella Disease Bacterium), using

an EPA-registered cooling tower biocide. Information concerning biocide treatment methods,

materials, and sources shall be submitted to the COR for approval before use.

- e. Manufacturer's name, address, and hot-line telephone number of each chemical to be used in the treatment (SDS sheets).
- f. Active ingredients and concentration of each chemical to be used in the treatment.
- g. Proposed feed rate of the chemical treatment to the system.
- h. Residual of treatment to be maintained in the system.
- i. Test method for determination of chemical treatment residual.
- j. A warranty that the chemicals to be used in the water treatment program shall have no detrimental effect on the metallic, nonmetallic, and wood materials in the equipment being treated. Chemicals shall be in compliance with current water pollution regulations of {{County}}, {{State}}, and the EPA.

2. **Chemist's Report:** A copy of the chemist's report, containing all pertinent information relative to the conditions found in the sample, as well as recommendations on required water treatment shall be submitted to the COR by the fifth workday of each month.

3. **Water Treatment Certification:** After completion of water treatment services, the Contractor shall provide the COR with a written certification that the Contractor has complied with the chemist's recommendations. The Contractor shall submit the certification by the fifth workday of each month to the COR.

4. **Water Treatment Log:** The Contractor shall develop and maintain a written log which details all chemicals used in, quantity and field test control. The Contractor shall submit the Water Treatment Log to the COR by the fifth workday of each month.

5. **Weekly Water Testing Report:** The Contractor shall provide the following in the report:

- Complete name, address and telephone number of the field technician who shall be conducting the water analysis;
- Identification of system from which sample was taken;
- Date and time water sample was taken; and
- Results/findings and adjustments.

6. **Semi-Annual Third-Party Independent Water Testing Report:**

The report shall include, but not be limited to, testing and findings for the following:

- pH
- Turbidity
- Boron
- Soluble Copper
- TDA
- Ammonia
- Alkalinity
- Microbiological Growth
- Iron Bacteria

- Legionella Pneumophila

- Mineral deposits (scale)
- Corrosion

C.5.15 Damage Control Team Analysis Report

1. Building Emergency or False Alarm: Within 24 hours following each building emergency or false alarm, the Contractor shall submit to the COR a report detailing the facts of the emergency, actions taken, problems identified, lessons learned and corrective actions to be taken.
2. Occupant Emergency Plan (OEP) Training: Within five (5) business days after completion of each semi-annual training session, the Contractor shall submit to the COR a written certification that training has been successfully completed for all employees.

C.5.16 Contact List

The Contractor shall provide the Government (COR and the CO) a monthly up to date Contractor manager's on-call list with home and cell phone numbers.

C.5.17 Monthly Summary Report

The contractor shall provide a Monthly Summary Report which consists of a technical progress report and financial status report. This report will be used by the Government to assess the adequacy of the resources proposed by the contractor to accomplish the work contained in this SOW and provide status of contractor progress in achieving tasks and producing deliverables. The report shall include summary information, work completed during the specified period, milestone schedule information, problem resolution, and staff hour summary.

The Monthly Summary Report shall include service records for repairs that exceed \$2,000 and shall contain the following: each item identifying the completed PM service, types of repair, hours of labor or subcontractor's labor costs for each repair, the name of the mechanic performing the repair, the parts used, the supervisor's quality control certification, and a list of all deficiencies and corrective actions taken. The Contractor shall ensure that all information is updated in the FMSS. The report shall contain all equipment repairs made.

The Monthly Summary Report shall also include the monthly update to the physical inventory.

C.6 List of Deliverables

Summary of Deliverables

The below deliverables are required to be electronically delivered to the COR/CO as specified.

Section #	Deliverable	Due Date	Format	Submit to
C.5.17	Monthly Summary Report (*note: monthly update on	20 th of the following month	Word Document or COR-approve	COR

	physical inventory		d format	
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	shall be attached to the Monthly Summary Report)			
C.5.2	Building Operations Plan	NLT 30 calendar days of contract award and option period (if exercised) and ongoing, when requested by the COR	Word Document or COR-approved format	COR
C.5.3	Quality Control Plan	NLT 30 calendar days following each option period (if exercised) and NLT 15 calendar days from each annual inspection which lists findings and corrective actions	Word Document or COR-approved format	COR
C.5.4	QCP Inspection Documentation	NLT 1 calendar day following each annual inspection	Word Document or COR-approved format	COR
C.5.5	Equipment Inventory	Signed prior to contract start date and maintained thereafter	COR-approved format	COR
C.5.5 / C.5.10	Equipment Inventory Numbering Plan	NLT 60 calendar days after contract award	COR-approved format	COR
C.5.6	PIPO	NLT 10 business days after contract award, annually, and ongoing, per COR request (*note for phase out, the Contractor shall submit the plan NLT 90 calendar days from contract expiration)	Word Document or COR-approved format	COR
C.5.6	Initial Deficiency Report	NLT 75 calendar days after takeover of the contract	COR-approved format	COR
C.5.7	Safety Data Sheets	NLT 10 business days after contract award	COR-approved format	COR
C.5.8 / C.5.9	Comprehensive	NLT 60 calendar	COR-approved	COR

	Physical Inventory and Monthly Update* Monthly update shall be attached to the Monthly Summary Report	days after contract award for initial inventory and monthly thereafter	format	
C.5.11	Facility Computer Systems Certification	NLT 60 calendar days after contract take-over and monthly thereafter	N/A	COR
C.5.1	Daily Morning Report	By 7:15 a.m., Monday through Friday	Word Document or COR-approved format	COR
C.5.11	Equipment Failure Notification	NLT 30 minutes after discovering the malfunctioning equipment or systems via telephone and by email within 1 hour	Word Document or COR-approved format	COR
C.5.13	Authorization to Proceed (i.e., cost proposal)	NLT 24 hours of determining that repair is estimated to exceed \$2,000	Word Document or COR-approved format	COR/CO
C.5.12	Preventative Maintenance (PM) Plan, which includes a PM deficiency identification and abatement program including a schedule to complete identified deficiencies	Within 60 calendar days after contract takeover, the Contractor shall submit to the COR a schedule of the basic services PM to be completed for the following year (then annually update for each subsequent year) or per COR request	Word Document or COR-approved format	COR
C.5.12	Monthly PM Plan/Schedule	NLT 20 th of each month	Word Document or COR-approved format	COR

C.4.1 Task 9	OEM Vendor-Certified Annual Inspection and Testing Reports	NLT 5 business days following inspection	Word Document or COR-approved format	COR
C.5.14	Water Analysis and Treatment Plan	NLT 30 calendar days after the effective date of the task order and with each update, based on Chemist's recommendations, and per COR request	Word Document or COR-approved format	COR
C.5.14	Weekly Water Testing Report	NLT 2 calendar days from completing the testing/treatment of water	Word Document or COR-approved format	COR
C.5.14	Chemist's Report	NLT the 5th workday of each month	N/A	COR
C.5.14	Semi-Annual 3 rd Party Independent Water Testing Report	NLT 5 business days from independent party completing testing/analysis	Word Document or COR-approved format	
C.5.14	Water Treatment Certification	NLT 5th workday of each month	N/A	COR
C.5.14	Water Treatment Log	NLT 5th workday of each month	N/A	COR
C.5.15	DCT Analysis Report	NLT 24 hours following each building emergency or false alarm	Word Document or COR-approved format	COR
C.5.1	OEP Training Certification Completions	NLT 5 business days after completion of each semi-annual training session	N/A	COR
C.5.16	Contact List	Monthly	Word Document or COR-approved format	COR

C.7 Required Materials, Facilities, Hardware/Software

The Contractor shall use an automated computer system, accessible to the Government and meeting {{AGENCY}}'s IT requirements, during the contract period with copy, read and print access only, which contains relevant historical information, inventory listings, to provide the monthly and quarterly electronic report status of complete and incomplete PM, and other electronic reports needed to support the Contractor's Preventive Maintenance (PM) Plan. The Contractor shall continue to provide the {{AGENCY}} access to the O&M data, for one year after contract expiration, to include data regarding the {{AGENCY}}'s PM program.

The {{AGENCY}} anticipates to rollout a new agency-wide Facility Management Software System (FMSS) around late 2021. When the {{AGENCY}} implements this new system, the Contractor will not need to continue to provide FMSS access, and the government assumes all costs for the new system. Following the roll-out, the Contractor shall be required to use the {{AGENCY}}'s provided FMSS system. However, if the {{AGENCY}} is unable to complete the rollout by late 2021, then the Contractor shall continue to cover the costs and accessibility to FMSS.

Facility Management Software System:

The Contractor shall, at their cost, provide {{AGENCY}} access to a FMSS system and supply five licensed seats for {{AGENCY}} use. These five (5) licenses shall be included under Basic Services. The Contractor shall provide training to the COR and COR-designated staff to ensure proper usage of the system. The {{AGENCY}} may elect over the course of the contract to migrate to a different system and if this is anticipated, the COR will notify the Contractor. The Contractor shall ensure that the system will be fully operational when work begins, with all current data necessary to meet all contract requirements. The Government will bear the costs necessary for obtaining access to the system (i.e., cable, wiring), but these costs specifically exclude any costs for the software or additional costs for the five (5) licenses, which is covered under Basic Services. The COR and CO will have full access to the system at the manager's level, allowing access to all databases for the creation and running of reports. The Contractor shall ensure that all current databases contained in the system will be maintained and shall amend them over the period of this new contract. The Contractor shall provide all required modules needed to meet the following minimum requirements:

- a) Facility Management Planning and Analysis
- b) Equipment Inventories
- c) Supplies and Materials Inventories and Usage
- d) Work Scheduling and Control
- e) Work Order Request
- f) Work Order Control
- g) Purchasing and Materials Control
- h) Preventive Maintenance Scheduling and Quality Control
- i) Equipment Repair Histories
- j) Spare Parts Inventory Tracking
- k) Preventive Maintenance Task Procedures
- l) Report Preparation

m) Project Tracking

The Contractor shall ensure that the personnel responsible for operating, maintaining, and repairing this system have the fundamental combination of experience, knowledge, manufacturers approved training, and any required follow-on training during the performance period of this contract. Upon request from the Government, the Contractor shall set up trend logs, run reports, add data, and provide system information to the Government or an agent of the Government when approved by the COR.

When e-mail is used as the method of communication between the Contractor and the COR, the Contractor shall only use {{AGENCY}} -provided e-mail accounts to send and receive sensitive information (information that is not releasable to the public) or mechanisms to protect the information during transmission to {{AGENCY}} that have been approved by Chief Information Security Officer (CISO).

All Contractor employees shall sign the {{AGENCY}} Agency Rules of Behavior for Secure Computer Use prior to being granted access to {{AGENCY}} computing resources.

The Contractor shall adhere to {{AGENCY}} 's prohibition of use of personal devices to process and store {{AGENCY}} sensitive information.

The Contractor shall not publish or disclose in any manner, without the CO's written consent, the details of any security controls or countermeasures either designed or developed by the Contractor under this contract or otherwise provided by the {{AGENCY}} .

All media used by the Contractor to store or process {{AGENCY}} information shall be controlled in accordance to the sensitivity level.

The Contractor shall only use licensed software and in-house developed authorized software (including {{AGENCY}} and contractor developed) on the system and for processing {{AGENCY}} information. Public domain, shareware or freeware shall only be installed after prior written approval is obtained from the {{AGENCY}} Chief Information Security Officer (CISO).

The Contractor shall provide proof of valid software licensing upon request of the CO, COR, a Senior Information Technology Security Officer (SITSO) or the Designated Approving Authorities (DAAs).

Contractor-Supplied Telephone Service:

The Contractor shall provide on-site commercial business telephone service for their facsimile machine, if a facsimile machine will be utilized during the course of performance under this contract. The Contractor is responsible for providing company cell phones for their staff, which shall be capable of running facility applications such as a commercial Building Automation Systems (BAS) application during the course of this contract.

C.8 Release of Publications

Any documents generated by the contractor under this contract/order shall not be released for

publication or dissemination without CO and COR prior written approval.

C.9 Place of Performance

The work to be performed under this contract/order will be primarily performed at {{AGENCY}} Headquarters White Flint Campus located in Rockville, MD.

C.10 Recognized Holidays

Throughout this contract, references to numbers of business days shall be understood to mean Government official workdays and shall not include Saturdays, Sundays, and Federal holidays. The following holidays are recognized by the Federal Government:

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Although the {{AGENCY}} recognizes Federal holidays, the Contractor shall have at least one on-site HVAC Technician working on Federal holidays and during other building closures. Should an emergency occur during a Federal holiday, the Contractor shall have staff available to respond to the emergency.

Should a holiday fall on a weekend, the day designated by the Government shall be recognized as the holiday. Any additional holidays granted on a one-time basis by the President of the United States for a full or partial day, shall also be recognized as a holiday. s

C.11 Hours of Operation

The Government's regular working hours at {{AGENCY}} headquarters are 5:00 a.m. to 11:00 p.m., Monday through Friday, excluding Federal holidays specified in C.10.

There are some building occupants who regularly or frequently work significantly more than eight (8) hours per day. Furthermore, there are some building occupants whose duty hours are outside of the Government's regular working hours, (i.e., shift workers and those granted exceptions.)

The Contractor shall maintain on-site staff and office telephone coverage within {{AGENCY}} headquarters buildings during all hours between 6:00 a.m. and 6:00 p.m. Monday through Friday (Contractor's core coverage/regular working hours), excluding Federal holidays, to include the following minimum positions:

- 1 Carpenter/Painter (6:00 am-2:00 pm)*
- 1 Electrician (6:00 am-6:00 pm)
- 1 Building Engineer (6:00 am-6:00 pm)
- 1 HVAC Technician (24/7)
- 1 General Maintenance Worker (6:00 am – 2:00 pm)**
- 1 Chief Engineer (CE) 1 Facility Manager (FM) or Deputy FM***

*The Contractor shall maintain one carpenter/painter on site during all hours between 6:00 a.m. and 2:00pm. From 2:00 pm to 6:00 pm, a carpenter/painter is not required to be on site.

**The Contractor shall maintain one General Maintenance Worker on site during all hours between 6:00 a.m. and 2:00 p.m. From 2:00 pm to 6:00 pm a General Maintenance Worker is not required to be on site.

***A minimum of two of the FM, DFM, or CE shall be on-site at the {{AGENCY}} headquarters buildings from 6:00 am to 2:00 pm Monday thru Friday. From 2:00 pm to 6:00 pm, only one member of the Contractor's management need be on site.

In an event of emergencies or disruptive events such as localized acts of nature, accidents, pandemic, and technological or attack-related emergencies and in order to support the {{AGENCY}} 's continuity of operations, the COR has the authority to request changes to the staffing requirements above. The Contractor shall provide a two (2) week schedule for review and approval by the COR during these periods.

The Contractor shall provide onsite support services at {{AGENCY}} Headquarters offices located in Rockville, Maryland, and offsite/telework support services, at the direction of the COR. If there is any work that the COR approves to be able to work offsite, the Contractor is expected to have a telework agreement in place for their staff.

Should the Office of Personnel Management (OPM) or other authorized Government official/agency announce the closure of the Federal Government or of the {{AGENCY}} headquarters buildings for full or partial days for causes such as inclement weather, the Contractor shall be required to provide essential staffing necessary to maintain and protect the facilities. During these conditions, essential staffing may be less than or equal to the staffing levels outlined in this SOW. It will be at the discretion of the COR to determine the essential staffing level based on the reason of closure.

In addition to the minimum staffing, the Contractor shall have additional staff as needed to fulfill all requirements of this contract and to respond to building emergencies. Staff fully trained and proficient in operating, responding to and verifying the operational integrity of the fire protection systems shall be available on-site at all times.

Additionally, the Contractor shall provide at least one on-site **HVAC Technician 24 hours a day/7 days a week and including Federal holidays and other building closures.** The Contractor shall have such staff as necessary on-site at {{AGENCY}} headquarters prior to 5:00 a.m. and beyond 8:00 p.m. for the purposes of starting up and shutting down HVAC equipment.

The Contractor is fully responsible for performing all contract requirements in a satisfactory manner, regardless of its approved daily staffing schedule. Any adjustment needed to increase staffing in order to satisfy contract performance requirements shall be at no additional expense to the Government.

C.12 Certification and License Requirements

The Contractor is responsible for ensuring that its employees assigned to this Government contract/order possess and maintain the necessary federal, state, and county certifications

required as well as the requirements listed under section C.13.

C.13 Key Personnel/Qualification Requirements

Contractor Skill Requirements:

The Government will not provide direction or supervision of Contractor employees either directly or indirectly. Supervision of all staff (including subcontractors) working under this contract is the sole responsibility of the Contractor. Removal of personnel not conforming to minimum requirements of this contract shall be the responsibility of the Contractor.

The Contractor shall ensure that all work required under this contract is supervised on site by the FM, DFM, or CE. In the event that the FM, DFM, or CE are unable to perform these duties, the Contractor shall provide a backup FM, DFM, or CE, meeting the same qualifications as defined herein, to provide supervision. A minimum of two of the FM, DFM, or CE shall be on-site at the {{AGENCY}} headquarters buildings from 6:00 am to 2:00 pm Monday thru Friday, and other times during which an emergency of any kind is in progress to receive notices, reports, or service requests from either the CO or the COR. From 2:00 pm to 6:00 pm Monday thru Friday one member of contractor management is required to be on site.

Except for emergencies, the Contractor shall accompany and oversee the work of all its subcontractors who perform work in special areas of {{AGENCY}} headquarters. Work in some areas may require prior approval by the COR. The COR will provide the location of special areas to the Contractor.

The Contractor shall be responsible for compliance with all laws, rules, codes, regulatory requirements, licensing and/or certification requirements. If and where a conflict arises, the most stringent requirement, in whole or in part, shall apply.

Key Personnel:

The following positions have been designated as key personnel:

1. Facility Manager
2. Deputy Facility Manager
3. Chief Engineer

Key Personnel Qualification Requirements:

The FM, DFM, and the CE shall possess a thorough knowledge of the theory, principles, and practices of the field of facility engineering and an ability to plan, organize and execute various types of commercial facility management services, and quality control/quality assurance plans. In addition, the FM, DFM, and the CE shall possess the following minimum qualifications:

Facility Manager (FM)

A minimum of five (5) out of the most recent eight (8) years of responsible and successful experience supervising and managing the O&M of buildings with equipment and systems

reasonably similar in size and characteristics to the {{AGENCY}} headquarters buildings.

ii. Possession of at least one of the following professional/educational certifications:

- Real Property Administrator from the Building Owners and Managers Institute (or equivalent certification approved by COR); or
- Certified Property Manager from The Institute of Real Estate Management (or equivalent certification approved by COR); or
- College associate or bachelor's degree in business management, property management, real estate management, or other degree in office building management, engineering, or operation; or
- Combination of education and work experience equaling ten (10) years.

Deputy Facility Manager (DFM)

i. A minimum of five (5) out of the most recent seven (7) years of responsible and successful experience supervising staff and managing office operation concerning building maintenance and repair of buildings with equipment and systems reasonably similar in size and characteristics to the {{AGENCY}} headquarters buildings.

ii. Possession of at least one of the following professional/educational certifications:

- College associate or bachelor's degree in business management, property management, real estate management, or other degree in office building management, engineering, or operation; or
- Combination of education and work experience in the building trades equaling six (6) years (applicable industry workshops and seminars may be considered when combined with industry work experience)

Chief Engineer (CE)

i. First Class license or union certification and training and five (5) years of experience with Variable Air Volume (VAV) systems, fire alarm systems, emergency generators (300 kilo volt-ampere (KVA) or larger) and chiller operation and maintenance (100 tons or larger) with successful experience managing the O&M of buildings with equipment and systems reasonably similar in size and characteristics to the {{AGENCY}} headquarters buildings.

ii. Possession of at least one of the following professional/educational certifications:

- Systems Maintenance Technician from BOMI (or equivalent certification/industry experience approved by COR); or
- College associate degree in a mechanical engineering- related major; or
- Combination of education (trade school certifications) and work experience equaling six

(6) years (applicable industry workshops and seminars may be considered when combined with

industry work experience)

Non-Key Personnel Required Skills:

Maintenance personnel, whether Contractor employees or subcontractors, shall possess and maintain valid, current trade school certifications, manufacturer's certifications, or experience as specified below. All certificates shall be made available for COR's review upon request. All acceptable licensing requirements listed below are issued by the {{State}}.

Substitution from other local jurisdictions (i.e., District of Columbia, Virginia) must be approved by the COR.

Electrician, Maintenance-

1 Master, 1 Journeyman license or union certification and training

Mechanic, Maintenance-

National Association of Power Engineers training or a minimum three (3) years of experience in building trades or construction

Painter/Carpenter-

Minimum three (3) years of experience or union certification and training

Building Engineer-

A minimum of three (3) years of experience in building maintenance with specific knowledge and experience in plumbing repairs or union certification and training.

HVAC Technician-

Third Class license or union certification and training and three (3) years of experience with variable air volume systems and chiller operation and maintenance (100 tons or larger)

Refrigeration and Air Conditioning Mechanic-

Chlorofluorocarbon Certification (CFC) universal license and a minimum of three (3) years of experience in HVAC repair and maintenance as a mechanic

Lead Engineer-

First Class License or union certification and training and three (3) years of hands-on experience with VAV systems, fire alarm systems, emergency generators (300 KVA or larger) and chiller O&M (100 tons or larger)

Maintenance and Repair Technician (General Maintenance worker) (Architectural and Structural)-

A minimum five (5) years of experience or union certification and training.

NOTE: The Contractor shall adhere to any special certification, licenses or training requirements required by Federal, State or Local Jurisdictions. However, the COR may waive the minimum requirements stated herein as deemed necessary. Multi-craft technicians are acceptable. Licensing and educational requirements may be waived, or time extensions granted to obtain the required licensing and educational requirements for current Contractor staff. The Contractor

shall request a waiver or time extension on a case-by-case basis and must be approved by the

CO or the COR.

The Contractor shall require all employees (with the exception of the FM, DFM and subcontractors) to wear distinctive uniform clothing for ready identification and shall ensure that such employees are in uniform on the takeover date of the contract and each day thereafter. The uniform shall have the company name and the individual's name easily identifiable and such names shall be attached in a permanent or semi-permanent manner, such as a badge or a monogram. Any color or color combinations, as appropriate, may be used for the uniforms. However, all Contractor employees shall wear uniforms of the same color or color combinations and shall present a professional appearance and manner.

All contract and subcontract employees shall be managed by the Contractor. The Contractor shall have a tracking method to accurately track shift hours worked per employee in order to submit monthly reports. All Contractor deliverables are the property of the Government. Regarding site access badge requirements and security requirements, all Contractor personnel working under this contract shall be subject to {{AGENCY}} regulations as applicable during the time spent on {{AGENCY}} property.

The Contractor shall ensure that all its employees, including any subcontractor employees and any subsequent new employees who are assigned to perform the work herein, complete their compliance with the site access badge and security requirements before the takeover date of this contract. The {{AGENCY}} photo badging process is conducted at the {{BUILDING 1}} building during certain hours. It is important to coordinate the schedule for the badging process with the COR before performing duties under this contract. Any Contractor employee or subcontractor who has not been issued an {{AGENCY}} photo badge must be escorted by a badged Contractor employee within the {{AGENCY}} headquarters buildings at all times- both during and after regular working hours.

Personnel Conduct

In performing work under this contract, the Contractor, its employees, and subcontractor(s) (if any) shall consistently conduct themselves in a professional manner while performing work on the {{AGENCY}} headquarters buildings premises. The Government has a zero-tolerance policy for sexual harassment and substance abuse, inclusive of drugs and alcohol. Contractor employees shall, therefore, not exhibit any behavior that may be perceived to be sexual harassment, e.g., sexual advances and/or harassing any building occupants or other offensive conduct.

Therefore, prior to the takeover date of the contract, and on an annual basis thereafter, the Contractor shall provide training for all of its employees with respect to appropriate interpersonal relations. In addition, the Contractor shall ensure that all subsequent new employees also receive the above training within 20 business days of employment.

The Contractor employees shall refrain from playing any radio or sound producing equipment for non-work purposes on Government premises unless specifically permitted to do so, in writing, by the CO or the COR. The Contractor may, however, play its own radio or sound producing equipment at a discreet level in its own Government-furnished office space.

C.14 Contractor Travel

Not Applicable

C.16 Data Rights

The {{AGENCY}} shall have unlimited rights to, and ownership of all deliverables provided under this contract/order, including reports, recommendations, briefings, work plans and all other deliverables. All documents and materials, to include the source codes of any software, produced under this contract/order are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without prior written authorization from the CO. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

C.17 Incremental Development for Software

Not Applicable

C.18 Section 508 – Information and Communication Technology Accessibility

Not Applicable

C.19 Miscellaneous

Government-Furnished Property

Government will provide the Contractor with a computer workstation in the office space provided to the Contractor.

Government-Supplied Additional Phone Lines

The Government will provide additional telephone lines to maintain immediate contact with Contractor staff during core building coverage hours.

Office/Storage Space

The Government will furnish and/or make available to the Contractor office and storage space without charge to the Contractor for use under this contract.

Contingent upon availability, additional space, parking, and storage may be provided upon Contractor's request following approval by the CO and/or COR.

Space Room No.	Square Footage (Estimates)	Level	P3 Office	Level	1,250
{{BUILDING 1}}	P3 Storage	Level	816	{{BUILDING 1}}	
P4 Storage	Level	700			
{{BUILDING 1}}	P5 Storage				
700	{{BUILDING 2}}				

The Contractor shall use the Government-designated storage areas identified herein. The Government assumes no liability for loss or damage to Contractor-furnished property. Supplies

such as packing, lubricants, rags, cleaners, etc., shall be properly secured in containers approved by the COR or his/her designee(s) and at a minimum stored in accordance with

National Fire Protection Association (NFPA) fire and safety requirements.

Parking

The Government will allow the Contractor to purchase 2-3 monthly parking permit(s) at the prevailing rate. The Government will provide one outside parking space at no charge for the contractor's required on-site vehicle.

Utilities:

The Government will provide access to all utilities in the facility for the Contractor's use in performance of tasks outlined in this SOW.

The Contractor shall instruct employees in utilities conservation practices. The Contractor shall be responsible for operating under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount to accomplish cleaning vehicles and equipment.

Equipment:

The Contractor is afforded use of a Government-owned electric utility cart on an "as available" basis for performing facility tasks within {{AGENCY}} headquarters. "As available" means when not otherwise needed for Government use. The Contractor personnel who operate the cart shall possess a valid driver's license and demonstrate proficiency in the use of the cart prior to being provided authorization for use by the Contractor's management. The Contractor shall adhere to all maintenance, safety and operating instructions provided by the COR or the manufacturer. If at any time the Contractor encounters any problems in operating the cart or is involved in any accidents while operating the cart, he or she shall report the incident to the Contractor's management, who in turn shall notify the COR.

<u>Cart Model</u>	<u>{{AGENCY}} Tag Number</u>
Taylor Dunn Model B248	{{AGENCY}} Tag Number 052445

Materials:

The Government reserves the right to furnish to the Contractor any or all parts, supplies, materials, and/or equipment that are beyond the requirements of this contract, e.g., upgraded, rather than standard, components, or parts for repair. In such case, the nonstandard items may be acquired by the Government and furnished to the Contractor for installation. All Contractor-acquired tools and equipment shall be tagged by the Contractor to identify it as owned by the Contractor.

Computer Access:

The Government will provide computer access at the facility for the contractor's use in performance of tasks outlined in this SOW.

At the end of this contract/order, disposition of GFP shall be in accordance with FAR 52.245-1,

Government Property.

Access to Government Property and Facilities

The Contractor is permitted full access to the Government's facilities; however, certain secure and special use spaces may only be accessed when accompanied by an escort with access to those spaces.

E - Inspection and Acceptance

E.1 INSPECTION AND ACCEPTANCE BY THE {{AGENCY}} (SEP 2013)

Inspection and acceptance of the deliverable items to be furnished hereunder shall be made by the {{AGENCY}} Contracting Officer's Representative (COR) at the destination, accordance with FAR 52.247-34 - F.o.b. Destination.

F - Deliveries or Performance

F.1 TASK/DELIVERY ORDER PERIOD OF PERFORMANCE (SEP 2013)

The period of performance is five years including a Base Period and four one-year Option Periods as follows.

Base Period		TBD	-TBD
Option Period	1	TBD	-TBD
Option Period	2	TBD	-TBD
Option Period	3	TBD	-TBD
Option Period	4	TBD	-TBD

G - Contract Administration Data

G.1 REGISTRATION IN FEDCONNECT® (MAY 2021)

The {{Agency}} uses Unison Software Inc.'s secure and auditable two-way web portal, FedConnect®, to communicate with vendors and contractors. FedConnect® provides bi-directional communication between the vendor/contractor and the {{AGENCY}} throughout pre-award, award, and post-award acquisition phases.

Vendors/contractors shall use FedConnect for the submission of responses to solicitations, acknowledgment of receipt of award and modification documents; and may be required to submit monthly letter status reports and other deliverables through FedConnect as well.

Please see Section C of this award for details regarding submission of deliverables.

Therefore, in order to do business with the {{AGENCY}} , vendors and contractors shall register to use FedConnect at

<https://www.fedconnect.net/FedConnect>. The individual registering in FedConnect shall have authority to bind the vendor/contractor. There is no charge for using FedConnect. Assistance with FedConnect is provided by Unison, not the {{AGENCY}} . FedConnect contact and assistance information is provided on the FedConnect web site.

G.2 ELECTRONIC PAYMENT (DEC 2017)

The Debt Collection Improvement Act of 1996 requires that all payments except IRS tax refunds be made by Electronic Funds Transfer. Payment shall be made in accordance with FAR 52.232-33, entitled "Payment by Electronic Funds Transfer-System for Award Management."

To receive payment, the contractor shall prepare invoices in accordance with {{AGENCY}} 's Billing Instructions. Claims shall be submitted through the Invoice Processing Platform (IPP) (<https://www.ipp.gov/>). Back up documentation shall be included as required by the {{AGENCY}} 's Billing Instructions.

G.3 BILLING INSTRUCTIONS FOR FIXED-PRICE TYPE CONTRACTS (JULY 2017)

General: During performance and through final payment of this contract, the contractor is responsible for the accuracy and completeness of data within the System for Award Management (SAM) database and the Invoice Processing Platform (IPP) system and for any liability resulting from the Government's reliance on inaccurate or incomplete SAM and/or IPP data.

The contractor shall prepare invoices/vouchers for payment of deliverables identified in the contract, in the manner described herein. FAILURE TO SUBMIT INVOICES/VOUCHERS IN ACCORDANCE WITH THESE INSTRUCTIONS MAY RESULT IN REJECTION OF THE INVOICE/VOUCHER AS IMPROPER.

Electronic Invoice/Voucher Submissions: Invoices/vouchers shall be submitted electronically to the U.S. {{Agency}} ({{AGENCY}}) is through the Invoice Processing Platform (IPP) at www.ipp.gov.

Purchase of Capital Property: (\$50,000 or more with life of one year or longer)

Contractors must report to the Contracting Officer, electronically, any capital property acquired with contract funds having an initial cost of \$50,000 or more, in accordance with procedures set forth in {{AGENCY}} Management Directive (MD) 11.1, {{AGENCY}} Acquisition of Supplies and Services.

Agency Payment Office: Payment will be made by the office designated in the contract in Block 12 of Standard Form 26, Block 25 of Standard Form 33, or Block 18a of Standard Form 1449, whichever is applicable.

Frequency: The contractor shall submit invoices/vouchers for payment once each month, unless otherwise authorized by the Contracting Officer.

Supporting Documentation: Any supporting documentation required to substantiate the amount billed shall be included as an attachment to the invoice created in IPP. If the necessary supporting documentation is not included, the invoice will be rejected.

Task Order Contracts: The contractor must submit a separate invoice/voucher for each individual task order with pricing information.

Final vouchers/invoices shall be marked "FINAL INVOICE" or "FINAL VOUCHER".

Currency: Invoices/Vouchers must be expressed in U.S. Dollars.

Supersession: These instructions supersede previous Billing Instructions for Fixed-Price Type Contracts (JAN 2015).

Does my company need to register in IPP?

If your company is currently registered in IPP and doing business with other Federal Agencies in IPP, you will not be required to re-register.

If your company is not currently registered in IPP, please note the following:

- You will be receiving an invitation to register for IPP from IPP Customer Support, STLS.IPPHELPDESK@stls.frb.org.
- IPP Customer Support will send you two emails: the first email will contain the initial administrative IPP User ID and the second email, sent within 24 hours of receipt of the first email, will contain a temporary password.
- Please add the Customer Support email address (STLS.IPPHELPDESK@stls.frb.org) to your address book so you do not disregard these emails or mistake them for spam.
- During registration, one initial administrative user account will be created for your company and this user will be responsible for setting up all other user accounts including other administrators.
- Registration is complete when the initial administrative user logs into the IPP web site with the User ID and password provided by Treasury and accepts the rules of behavior.

What type of is training provided?

Vendor training materials, including a first time login tutorial, user guides, a quick reference guide, and frequently asked questions are available on Treasury's IPP website. Individuals within your company responsible for submitting invoices should review these materials before work begins on the contract.

How do I receive assistance with IPP?

Treasury's IPP Customer Support team provides vendor assistance related to the IPP application, and is also available to assist IPP users and to answer any questions related to accessing IPP or completing the registration process. IPP application support is also available via phone at (866) 973-3131, Monday through Friday from 8:00 am to 6:00 pm ET, and via email at IPPCustomerSupport@fiscal.treasury.gov.

Specific questions regarding your contract or task order should be directed to the appropriate {{AGENCY}} Contracting Officer.

G.4 BILLING INSTRUCTIONS FOR TIME-AND-MATERIALS/LABOR-HOUR TYPE CONTRACTS (AUG 2017)

General: During performance and through final payment of this contract, the contractor is responsible for the accuracy and completeness of data within the System for Award Management (SAM) database and the Invoice Processing Platform (IPP) system and for any liability resulting from the Government's reliance on inaccurate or incomplete SAM and/or IPP data.

The contractor shall prepare invoices/vouchers for payment of deliverables identified in the contract, in the manner described herein. FAILURE TO SUBMIT INVOICES/VOUCHERS IN ACCORDANCE WITH THESE INSTRUCTIONS MAY RESULT IN REJECTION OF THE INVOICE/VOUCHER AS IMPROPER.

Electronic Invoice/Voucher Submissions: Invoices/vouchers shall be submitted electronically to the U.S. {{Agency}} is through the Invoice Processing Platform (IPP) at www.ipp.gov.

Purchase of Capital Property: (\$50,000 or more with life of one year or longer)

Contractors must report to the Contracting Officer, electronically, any capital property acquired with contract funds having an initial cost of \$50,000 or more, in accordance with procedures set forth in {{AGENCY}} Management Directive 11.1, {{AGENCY}} Acquisition of Supplies and Services.

Agency Payment Office: Payment will be made by the office designated in the contract in Block 12 of the Standard Form 26, or Block 25 of the Standard Form 33, whichever is applicable.

Frequency: The contractor shall submit claims for reimbursement once each month, unless otherwise authorized by the Contracting Officer.

Supporting Documentation: Any supporting documentation required to substantiate the amount billed shall be included as an attachment to the invoice created in IPP. If the necessary supporting documentation is not included, the invoice will be rejected.

Task Order Contracts: The contractor must submit a separate invoice/voucher for each individual task order with detailed cost information included as Supporting Documentation. This includes all applicable cost elements and other items discussed in paragraphs (a) through (j) of the attached instructions.

Billing of Costs after Expiration of Contract: If costs are incurred during the contract period and claimed after the contract has expired, you must cite the period during which these costs were incurred. To be considered a proper expiration invoice/voucher, the contractor shall clearly mark it "EXPIRATION INVOICE" or "EXPIRATION VOUCHER".

Final invoices/vouchers shall be marked "FINAL INVOICE" or "FINAL VOUCHER".

Currency: Invoices/Vouchers must be expressed in U.S. Dollars.

Supersession: These instructions supersede previous Billing Instructions for Time-and-Materials/Labor-Hour Type Contracts (JAN 2015).

Does my company need to register in IPP?

If your company is currently registered in IPP and doing business with other Federal Agencies in IPP, you will not be required to re-register.

If your company is not currently registered in IPP, please note the following:

- You will be receiving an invitation to register for IPP from IPP Customer Support, STLS.IPPHELPDESK@stls.frb.org.
- IPP Customer Support will send you two emails: the first email will contain the initial administrative IPP User ID and the second email, sent within 24 hours of receipt of the first email, will contain a temporary password.

- Please add the Customer Support email address (STLS.IPPHELPDESK@stls.frb.org) to your address book so you do not disregard these emails or mistake them for spam.
- During registration, one initial administrative user account will be created for your company and this user will be responsible for setting up all other user accounts including other administrators.
- Registration is complete when the initial administrative user logs into the IPP web site with the User ID and password provided by Treasury and accepts the rules of behavior.

What type of is training provided?

Vendor training materials, including a first time login tutorial, user guides, a quick reference guide, and frequently asked questions are available on Treasury's IPP website. Individuals within your company responsible for submitting invoices should review these materials before work begins on the contract.

How do I receive assistance with IPP?

Treasury's IPP Customer Support team provides vendor assistance related to the IPP application, and is also available to assist IPP users and to answer any questions related to accessing IPP or completing the registration process. IPP application support is also available via phone at (866) 973-3131, Monday through Friday from 8:00 am to 6:00 pm ET, and via email at IPPCustomerSupport@fiscal.treasury.gov.

Specific questions regarding your contract or task order should be directed to the appropriate {{AGENCY}} Contracting Officer.

See attachment 6 for sample invoice/voucher.

H - Special Contract Requirements

H.1 SECURITY REQUIREMENTS FOR BUILDING ACCESS APPROVAL (SEP 2013)

The Contractor shall ensure that all its employees, subcontractor employees or consultants who are assigned to perform the work herein for contract performance for periods of more than 30 calendar days at {{AGENCY}} facilities, are approved by the {{AGENCY}} for unescorted {{AGENCY}} building access.

The Contractor shall conduct a preliminary federal facilities security screening interview or review for each of its employees, subcontractor employees, and consultants and submit to the {{AGENCY}} only the names of candidates for contract performance that have a reasonable probability of obtaining approval necessary for access to {{AGENCY}} 's federal facilities. The Contractor shall pre- screen its applicants for the following:

(a) felony arrest in the last seven (7) years; (b) alcohol related arrest within the last five (5) years; (c) record of any military courts-martial convictions in the past ten (10) years; (d) illegal use of narcotics or other controlled substances possession in the past year, or illegal purchase, production, transfer, or distribution of narcotics or other controlled substances in the last seven (7) years; and (e) delinquency on any federal debts or bankruptcy in the last seven (7) years.

The Contractor shall make a written record of its pre-screening interview or review (including any information to mitigate the responses to items listed in (a) - (e)), and have the applicant verify the pre-screening record or review, sign and date it. Two (2) copies of the pre-screening signed record or review shall be supplied to the Division of Facilities and Security, Personnel Security Branch (DFS/PSB) with the Contractor employee's completed building access application package.

The Contractor shall further ensure that its employees, any subcontractor employees and consultants complete all building access security applications required by this clause within fourteen (14) calendar days of notification by DFS/PSB of initiation of the application process. Timely receipt of properly completed records of the Contractor's signed pre-screening record or review and building access security applications (submitted for candidates that have a reasonable probability of obtaining the level of access authorization necessary for access to {{AGENCY}} 's facilities) is a contract requirement. Failure of the Contractor to comply with this contract administration requirement may be a basis to cancel the award, or terminate the contract for default, or offset from the contract's invoiced cost or price the {{AGENCY}} 's incurred costs or delays as a result of inadequate pre-screening by the Contractor. In the event of cancellation or termination, the {{AGENCY}} may select another firm for contract award.

A Contractor, subcontractor employee or consultant shall not have access to {{AGENCY}} facilities until he/she is approved by DFS/PSB. Temporary access may be approved based on a favorable {{AGENCY}} review and discretionary determination of their building access security forms. Final building access will be approved based on favorably adjudicated checks by the Government.

However, temporary access approval will be revoked and the Contractor's employee may subsequently be denied access in the event the employee's investigation cannot be favorably determined by the {{AGENCY}} . Such employee will not be authorized to work under any {{AGENCY}} contract requiring building access without the approval of DFS/PSB. When an

individual receives final access, the individual will be subject to a review or reinvestigation every five (5) or ten (10) years, depending on their job responsibilities at the {{AGENCY}} .

The Government shall have and exercise full and complete control and discretion over granting, denying, withholding, or terminating building access approvals for individuals performing work under this contract. Individuals performing work under this contract at {{AGENCY}} facilities for a period of more than 30 calendar days shall be required to complete and submit to the Contractor representative an acceptable OPM Standard Form 85 (Questionnaire for Non-Sensitive Positions), and two (2) FD 258 (Fingerprint Charts). Non-U.S. citizens must provide official documentation to the DFS/PSB, as proof of their legal residency. This documentation can be a Permanent Resident Card, Temporary Work Visa, Employment Authorization Card, or other official documentation issued by the U.S. Citizenship and Immigration Services. Any applicant with less than five (5) years residency in the U.S. will not be approved for building access. The Contractor shall submit the documents to the {{AGENCY}} Contracting Officer's Representative (COR) who will give them to DFS/PSB.

DFS/PSB may, among other things, grant or deny temporary unescorted building access approval to an individual based upon its review of the information contained in the OPM Standard Form 85 and the Contractor's pre-screening record. Also, in the exercise of its authority, the Government may, among other things, grant or deny permanent building access approval based on the results of its review or investigation. This submittal requirement also applies to the officers of the firm who, for any reason, may visit the {{AGENCY}} work sites for an extended period of time during the term of the contract. In the event that DFS/PSB are unable to grant a temporary or permanent building access approval, to any individual performing work under this contract, the Contractor is responsible for assigning another individual to perform the necessary function without any delay in the contract's performance schedule, or without adverse impact to any other terms or conditions of the contract. The Contractor is responsible for informing those affected by this procedure of the required building access approval process (i.e., temporary and permanent determinations), and the possibility that individuals may be required to wait until permanent building access approvals are granted before beginning work in {{AGENCY}}'s buildings.

CANCELLATION OR TERMINATION OF BUILDING ACCESS/ REQUEST

The Contractor shall immediately notify the COR when a Contractor or subcontractor employee or consultant's need for {{AGENCY}} building access approval is withdrawn or the need by the Contractor employee's for building access terminates. The COR will immediately notify DFS/PSB (via e-mail) when a Contractor employee no longer requires building access. The Contractor shall be required to return any {{AGENCY}} issued badges to the COR for return to DFS/FSB (Facilities Security Branch) within three (3) days after their termination.

H.2 SECURITY REQUIREMENTS FOR INFORMATION TECHNOLOGY LEVEL I OR LEVEL II ACCESS APPROVAL (JUL 2016)

The contractor must identify all individuals selected to work under this contract. The {{AGENCY}} Contracting Officer's Representative (COR) shall make the final determination of the level, if any, of IT access approval required for all individuals working under this contract/order using the following guidance. The Government shall have full and complete control and discretion over granting, denying, withholding, or terminating IT access approvals for contractor personnel performing work under this contract/order.

The contractor shall conduct a preliminary security interview or review for each employee

requiring IT level I or II access and submit to the Government only the names of candidates that

have a reasonable probability of obtaining the level of IT access approval for which the employee has been proposed. The contractor shall pre-screen its applicants for the following:

(a) felony arrest in the last seven (7) years; (b) alcohol related arrest within the last five (5) years; (c) record of any military courts-martial convictions in the past ten (10) years; (d) illegal use of narcotics or other controlled substances possession in the past year, or illegal purchase, production, transfer, or distribution of narcotics or other controlled substances in the last seven (7) years; and (e) delinquency on any federal debts or bankruptcy in the last seven (7) years.

The contractor shall make a written record of its pre-screening interview or review (including any information to mitigate the responses to items listed in (a) - (e)), and have the employee verify the pre-screening record or review, sign and date it. The contractor shall supply two (2) copies of the signed contractor's pre-screening record or review to the {{AGENCY}} Contracting Officer's Representative (COR), who will then provide them to the {{AGENCY}} Office of Administration, Division of Facilities and Security, Personnel Security Branch with the employee's completed IT access application package.

The contractor shall further ensure that its personnel complete all IT access approval security applications required by this clause within fourteen (14) calendar days of notification by the {{AGENCY}} Contracting Officer's Representative (COR) of initiation of the application process. Timely receipt of properly completed records of the pre-screening record and IT access approval applications (submitted for candidates that have a reasonable probability of obtaining the level of security assurance necessary for access to {{AGENCY}}'s IT systems/data) is a requirement of this contract/order. Failure of the contractor to comply with this requirement may be a basis to terminate the contract/order for cause, or to offset from the contract's invoiced cost or price the {{AGENCY}}'s incurred costs or delays as a result of inadequate pre-screening by the contractor.

SECURITY REQUIREMENTS FOR IT LEVEL I

Performance under this contract/order will involve contractor personnel who perform services requiring direct access to or operation of agency sensitive information technology systems or data (IT Level I). The IT Level I involves responsibility for: (a) the planning, direction, and implementation of a computer security program; (b) major responsibility for the direction, planning, and design of a computer system, including hardware and software; (c) the capability to access a computer system during its operation or maintenance in such a way that could cause or that has a relatively high risk of causing grave damage; or (d) the capability to realize a significant personal gain from computer access.

Contractor personnel shall not have access to sensitive information technology systems or data until they are approved by DFS/PSB and they have been so informed in writing by the {{AGENCY}} Contracting Officer's Representative (COR). Temporary IT access may be approved by DFS/PSB based on a favorable review or adjudication of their security forms and checks. Final IT access may be approved by DFS/PSB based on a favorably review or adjudication of a completed background investigation. However, temporary access authorization approval will be revoked and the employee may subsequently be denied IT access in the event the employee's investigation cannot be favorably adjudicated. Such an employee will not be authorized to work under any {{AGENCY}} contract/order requiring IT access without the approval of DFS/PSB, as communicated in writing to the contractor by the

{{AGENCY}} Contracting Officer's Representative (COR). Where temporary access authorization has been revoked or denied by DFS/PSB, the contractor shall assign another contractor employee to perform the necessary work under this

contract/order without delay to the contract/order performance schedule, or without adverse impact to any other terms or conditions of the contract/order. When an individual receives final IT access approval from DFS/PSB, the individual will be subject to a reinvestigation every ten (10) years thereafter (assuming continuous performance under contracts/orders at {{AGENCY}}) or more frequently in the event of noncontinuous performance under contracts/orders at {{AGENCY}} .

CORs are responsible for submitting the completed access/clearance request package as well as other documentation that is necessary to DFS/PSB. The contractor shall submit a completed security forms packet, including the OPM Standard Form (SF) 86 (online Questionnaire for National Security Positions), two (2) copies of the Contractor's signed pre-screening record, and two (2) FD 258 fingerprint charts, to DFS/PSB for review and adjudication, prior to the individual being authorized to perform work under this contract/order requiring access to sensitive information technology systems or data. Non-U.S. citizens must provide official documentation to the DFS/PSB, as proof of their legal residency. This documentation can be a Permanent Resident Card, Temporary Work Visa, Employment Authorization Card, or other official documentation issued by the U.S. Citizenship and Immigration Services. Any applicant with less than seven (7) years residency in the U.S. will not be approved for IT Level I access. The Contractor shall submit the documents to the {{AGENCY}} Contracting Officer's Representative (COR) who will give them to DFS/PSB. The contractor shall ensure that all forms are accurate, complete, and legible. Based on DFS/PSB review of the contractor employee's security forms and/or the receipt of adverse information by {{AGENCY}} , the contractor individual may be denied access to {{AGENCY}} facilities and sensitive information technology systems or data until a final determination is made by DFS/PSB. The contractor individual's clearance status will thereafter be communicated to the contractor by the {{AGENCY}} Contracting Officer's Representative (COR) regarding the contractor person's eligibility.

In accordance with {{AGENCY}} AR 2052.204-70 "Security," IT Level I contractors shall be subject to the attached {{AGENCY}} Form 187 and SF-86. Together, these furnish the basis for providing security requirements to contractors that have or may have an {{AGENCY}} contractual relationship which requires access to or operation of agency sensitive information technology systems, remote development and/or analysis of sensitive information technology systems or data, or other access to such systems and data; access on a continuing basis (in excess more than 30 calendar days) to {{AGENCY}} buildings; or otherwise requires issuance of an unescorted {{AGENCY}} badge.

SECURITY REQUIREMENTS FOR IT LEVEL II

Performance under this contract/order will involve contractor personnel that develop and/or analyze sensitive information technology systems or data or otherwise have access to such systems or data (IT Level II).

The IT Level II involves responsibility for the planning, design, operation, or maintenance of a computer system and all other computer or IT positions.

Contractor personnel shall not have access to sensitive information technology systems or data until they are approved by DFS/PSB and they have been so informed in writing by the {{AGENCY}} Contracting Officer's Representative (COR). Temporary access may be approved by DFS/PSB based on a favorable review of their security forms and checks. Final IT access

may be approved by DFS/PSB based on a favorably adjudication. However, temporary access authorization approval will be revoked and the contractor employee may subsequently be denied IT access in the event the employee's investigation cannot be favorably adjudicated.

Such an employee will not be authorized to work under any {{AGENCY}} contract/order requiring IT access without the approval of DFS/PSB, as communicated in writing to the contractor by the {{AGENCY}} Contracting Officer's Representative (COR). Where temporary access authorization has been revoked or denied by DFS/PSB, the contractor is responsible for assigning another contractor employee to perform the necessary work under this contract/order without delay to the contract/order performance schedule, or without adverse impact to any other terms or conditions of the contract/order. When a contractor employee receives final IT access approval from DFS/PSB, the individual will be subject to a review or reinvestigation every ten (10) years (assuming continuous performance under contract/order at {{AGENCY}}) or more frequently in the event of noncontinuous performance under contract/order at {{AGENCY}} .

CORs are responsible for submitting the completed access/clearance request package as well as other documentation that is necessary to DFS/PSB. The contractor shall submit a completed security forms packet, including the OPM Standard Form (SF) 86 (online Questionnaire for National Security Positions), two (2) copies of the Contractor's signed pre-screening record and two (2) FD 258 fingerprint charts, to DFS/PSB for review and adjudication, prior to the contractor employee being authorized to perform work under this contract/order. Non-U.S. citizens must provide official documentation to the DFS/PSB, as proof of their legal residency. This documentation can be a Permanent Resident Card, Temporary Work Visa, Employment Authorization Card, or other official documentation issued by the U.S. Citizenship and Immigration Services. Any applicant with less than seven (7) years residency in the U.S. will not be approved for IT Level II access. The Contractor shall submit the documents to the {{AGENCY}} Contracting Officer's Representative (COR) who will give them to DFS/PSB. The contractor shall ensure that all forms are accurate, complete, and legible. Based on DFS/PSB review of the contractor employee's security forms and/or the receipt of adverse information by {{AGENCY}} , the contractor employee may be denied access to {{AGENCY}} facilities, sensitive information technology systems or data until a final determination is made by DFS/PSB regarding the contractor person's eligibility.

In accordance with {{AGENCY}} AR 2052.204-70 "Security," IT Level II contractors shall be subject to the attached {{AGENCY}} Form 187, SF-86, and contractor's record of the pre-screening. Together, these furnish the basis for providing security requirements to contractors that have or may have an {{AGENCY}} contractual relationship which requires access to or operation of agency sensitive information technology systems, remote development and/or analysis of sensitive information technology systems or data, or other access to such systems or data; access on a continuing basis (in excess of more than 30 calendar days) to {{AGENCY}} buildings; or otherwise requires issuance of an unescorted {{AGENCY}} badge.

CANCELLATION OR TERMINATION OF IT ACCESS/REQUEST

When a request for IT access is to be withdrawn or canceled, the contractor shall immediately notify the {{AGENCY}} Contracting Officer's Representative (COR) by telephone so that the access review may be promptly discontinued. The notification shall contain the full name of the contractor employee and the date of the request. Telephone notifications must be promptly confirmed by the contractor in writing to the {{AGENCY}} Contracting Officer's Representative (COR), who will forward the confirmation to DFS/PSB. Additionally, the contractor shall immediately notify the {{AGENCY}} Contracting Officer's Representative (COR) in writing, who

will in turn notify DFS/PSB, when a contractor employee no longer requires access to {{AGENCY}} sensitive automated information technology systems or data, including the voluntary or involuntary separation of

employment of a contractor employee who has been approved for or is being processed for IT access.

The contractor shall flow the requirements of this clause down into all subcontracts and agreements with consultants for work that requires them to access {{AGENCY}} IT resources.

H.3 INTERNET

Neither {{AGENCY}} nor its third party contractors that manage or develop the {{AGENCY}} web site shall send persistent cookies, place persistent cookies on users' computers, nor collect personally identifiable information from visitors to the {{AGENCY}} web site unless in addition to clear and conspicuous notice, each of the following conditions are met: there is a compelling need to gather the data on the site; there are appropriate and publicly disclosed privacy safeguards for handling of information derived from "cookies"; and personal approval is obtained from the head of the agency.

H.4 {{AGENCY}} INFORMATION TECHNOLOGY SECURITY TRAINING (MAY 2016)

{{AGENCY}} contractors shall ensure that their employees, consultants, and subcontractors with access to the agency's information technology (IT) equipment and/or IT services complete {{AGENCY}}'s online initial and refresher IT security training requirements to ensure that their knowledge of IT threats, vulnerabilities, and associated countermeasures remains current. Both the initial and refresher IT security training courses generally last an hour or less and can be taken during the employee's regularly scheduled work day.

Contractor employees, consultants, and subcontractors shall complete the {{AGENCY}}'s online annual, "Computer Security Awareness" course on the same day that they receive access to the agency's IT equipment and/or services, as their first action using the equipment/service. For those contractor employees, consultants, and subcontractors who are already working under this contract, the on-line training must be completed in accordance with agency Network Announcements issued throughout the year, within three weeks of issuance of this modification.

Additional annual required online {{AGENCY}} training includes but is not limited to the following:

- (1) Information Security (INFOSEC) Awareness
- (2) Continuity of Operations (COOP) Awareness
- (3) Defensive Counterintelligence and Insider Threat Awareness
- (4) No FEAR Act
- (5) Personally Identifiable Information (PII) and Privacy Act Responsibilities Awareness

Contractor employees, consultants, and subcontractors who have been granted access to {{AGENCY}} information technology equipment and/or IT services must continue to take IT security refresher training offered online by the {{AGENCY}} throughout the term of the contract. Contractor employees will receive notice of {{AGENCY}}'s online IT security refresher

training requirements through agency- wide notices.

Contractor Monthly Letter Status Reports (MLSR) must include the following information for all completed training:

- (1) the name of the individual completing the course;
- (2) the course title; and
- (3) the course completion date.

The MLSR must also include the following information for those individuals who have not completed their required training:

- (1) the name of the individual who has not yet completed the training;
- (2) the title of the course(s) which must still be completed; and
- (3) the anticipated course completion date(s).

The {{AGENCY}} reserves the right to deny or withdraw Contractor use or access to {{AGENCY}} IT equipment and/or services, and/or take other appropriate contract administrative actions (e.g., disallow costs, terminate for cause) should the Contractor violate the Contractor's responsibility under this clause.

H.5 AUTHORITY TO USE GOVERNMENT PROVIDED SPACE AT {{AGENCY}} HEADQUARTERS (SEP 2013)

Prior to occupying any Government provided space at {{AGENCY}} Headquarters in {{Address}}, the Contractor shall obtain written authorization to occupy specifically designated government space, via the {{AGENCY}} Contracting Officer's Representative (COR), from the Chief, Space Design Branch, Office of Administration. Failure to obtain this prior authorization can result in one, or a combination, of the following remedies as deemed appropriate by the Contracting Officer.

- (1) Rental charge for the space occupied will be deducted from the invoice amount due the Contractor
- (2) Removal from the space occupied
- (3) Contract Termination

H.6 DRUG FREE WORKPLACE TESTING: UNESCORTED ACCESS TO NUCLEAR FACILITIES, ACCESS TO CLASSIFIED INFORMATION OR SAFEGUARDS INFORMATION, OR PERFORMING IN SPECIALLY SENSITIVE POSITIONS (MARCH 2019)

The following Contractor employees, subcontractor personnel, and consultants proposed for performance or performing under this contract shall be subject to pre-assignment, random, reasonable suspicion, and post-accident drug testing: (1) individuals who have access to classified information (National Security Information and/or Restricted Data); (2) individuals who have access to Safeguards information (section 147 of the Atomic Energy Act of 1954, as amended); (3) individuals who are authorized to carry firearms while performing work under this contract; (4) individuals who are required to operate government vehicles or transport

passengers for the {{AGENCY}} ; (5) individuals who are required to operate hazardous equipment at {{AGENCY}} facilities; (6) individuals who administer the agency's drug program or who have Employee Assistance Program duties; (7) individuals who have unescorted access to vital or protected areas of Nuclear Power Plants, Category 1 Fuel Cycle Facilities, or Uranium Enrichment Facilities; or (8) incident/emergency response personnel (including on-call).

H.7 GREEN PURCHASING (JUL 2016)

The offeror's cost proposal or quotation shall include the following information to identify the major category(ies) of environmental products and/or services included in the proposal, as applicable. The offeror's shall list planned use of the following sustainable (green) acquisition categories from the list below.

Green Purchasing Categories:

- EPA Designated Product Category –
 - Comprehensive Procurement Guidelines (CPG) designated products containing recovered materials (also known as recycled-content products)
- Recovered Materials/Sustainability Product Categories –
 - Energy efficient products
 - o ENERGY STAR ® products
 - o Federal Energy Management Program (FEMP)-designated product
 - Biobased products (USDA BioPreferred products)
 - Environmentally preferable products
 - o Electronic Product Environmental Assessment Tool (EPEAT)-registered products
 - o Water-efficient products (e.g., EPA WaterSense)
 - o Non-toxic/less toxic products
 - o EPA Significant New Alternatives Policy Program (SNAP)-listed products
 - o Other Environmentally Preferable

H.8 2052.204-70 SECURITY. (OCT 1999)

H.9 2052.204-71 SITE ACCESS BADGE REQUIREMENTS. (JAN 1993)

I - Contract Clauses

I.1 52.204-25 PROHIBITION ON CONTRACTING FOR CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. (AUG 2020)

I.2 52.217-8 OPTION TO EXTEND SERVICES. (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within the period of performance of the contract.

(End of clause)

I.3 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT. (MAR 2000)

- (a) The Government may extend the term of this contract by written notice to the Contractor within the period of performance of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 7 days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 years and six months..

(End of clause)

J - List of Documents, Exhibits and Other Attachments

Attachment Number	Title	Date
1	Attachment 1 - Equipment Inventory	06/11/2021
2	Attachment 2 - {{AGENCY}} Form 187	06/11/2021
3	Attachment 3 - Collective Bargaining Agreement	06/11/2021
4	Attachment 4 - Applicable Regulations Codes Standards and Forms	06/11/2021
5	Attachment 5 - Billing Instructions for TM and LH Contracts	06/11/2021
6	Attachment 6 - Billing Instructions for FFP Contracts	06/11/2021
7	Attachment 7- Oral Presentations Questions	06/11/2021

K - Representations, Certifications, and Other Statements of Bidders

K.1 52.204-24 REPRESENTATION REGARDING CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. (OCT 2020)

The Offeror shall not complete the representation at paragraph (d)(1) of this provision if the Offeror has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in paragraph (c)(1) in the provision at 52.204-26, Covered Telecommunications Equipment or Services-Representation, or in paragraph (v)(2)(i) of the provision at 52.212-3, Offeror Representations and Certifications-Commercial Items. The Offeror shall not complete the representation in paragraph (d)(2) of this provision if the Offeror has represented that it "does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services" in paragraph (c)(2) of the provision at 52.204-26, or in paragraph (v)(2)(ii) of the provision at 52.212-3.

(a) *Definitions.* As used in this provision-

Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component have the meanings provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Prohibition.* (1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to-

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in

performance of work under a Federal contract. Nothing in the prohibition shall be construed to-

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for "covered telecommunications equipment or services."

(d) *Representations.* The Offeror represents that-

(1) It [] will, [] will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Offeror shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Offeror responds "will" in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Offeror represents that-

It [] does, [] does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Offeror shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Offeror responds "does" in paragraph (d)(2) of this section.

(e) *Disclosures.* (1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Offeror has responded "will" in the representation in paragraph (d)(1) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment-

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services-

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Offeror has responded "does" in the representation in paragraph (d)(2) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment-

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services-

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(End of provision)

K.2 52.204-26 COVERED TELECOMMUNICATIONS EQUIPMENT OR SERVICES- REPRESENTATION. (OCT 2020)

(a) *Definitions.* As used in this provision, "covered telecommunications equipment or services" and "reasonable inquiry" have the meaning provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(c) *Representations.* (1) The Offeror represents that it does, does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.

(2) After conducting a reasonable inquiry for purposes of this representation, the offeror represents that it does, does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services.

(End of provision)

L - Instructions, Conditions, and Notices to Bidders

L.1 INSTRUCTIONS, CONDITIONS & NOTICES

L.1.1 General Instructions

This procurement will be competed as a 100% Service-Disabled Veteran-Owned Small Business (SDVOSB) set-aside under General Services Administration's (GSA) Building Maintenance and Operations (BMO) Small Business Zone 1. The BMO program is composed of multiple-award, indefinite delivery/indefinite quantity (MA-IDIQ) contracts. Zone 1 awardees provide service in the following geographic areas: Washington, D.C., Virginia, Maryland, New York, Pennsylvania, New Jersey, West Virginia, and Delaware.

This procurement will be conducted in accordance with the fair opportunity guidelines FAR 16.505. The applicable North American Industry Classification Standard Code (NAICS) is 561210 Facilities Support Services with a size standard of \$41.5M. The Product Service Code (PSC) is Z111 Maintenance, Repair or Alteration of Office Buildings.

The Government intends to award a Firm-Fixed-Price task order resulting from this solicitation to the responsible Quoter whose Quote represents the best value after evaluation in accordance with the factors in this solicitation. Therefore, initial quotes shall contain the best possible terms. The period of performance for this task order will be five years include a Base Period and four one-year Option Periods.

The Government intends to hold Oral Presentations instead of written Technical Quotes in order to evaluate non-Price evaluation factors, however Quoters are still required to submit written Price Quotes.

L.1.2 Schedule

#	ITEM	DATE
1	Mandatory Onsite Walkthroughs	To be scheduled - 3 hours TBD June 21- June 25, 2021
2	Questions Due via FedConnect	June 28, 2021 – 9:00 AM EDT
3	RFQ Closes – Written Price Quotes due via FedConnect (Excel spreadsheet format and PDF format)	July 7, 2021 – 9:00 AM EDT
4	Mandatory Oral Presentations PDF file due via FedConnect - 1) not to exceed 25 PowerPoint slides and 2) names of Oral Presentations participants	July 7, 2021 – 9:00 AM EDT
5	Mandatory Oral Presentations	To be scheduled – 3 hours TBD July 12 – July 16, 2021

L.1.3 Onsite Walkthrough

The {{AGENCY}} will schedule an onsite escorted walkthrough for all interested Quoters of the two {{AGENCY}} buildings listed below. **Failure to participate in the walkthrough precludes further consideration of a Quoter.**

{{Building 1}}, {{Address}} ({{BUILDING 1}})
11555 Rockville Pike, Rockville, MD 20852
Includes Lot 4 and main entrance to {{AGENCY}}
headquarters
Approximate Number of Occupants:
+/-1,200
SQUARE FOOTAGE: ~350,000 square feet BUILT: 1985

Building 2, Two White Flint North
({{BUILDING 2}}) 11545 Rockville Pike,
Rockville, MD 20852
Approximate Number
of Occupants: +/-1,300
SQUARE FOOTAGE: ~350,000 square feet BUILT: 1994

Due to COVID-19 safety precautions, interested Quoters shall bring only two personnel to include their Chief Engineer and the Project Manager to the walkthrough. Fully vaccinated Federal employees and fully vaccinated visitors (including onsite contractors) to Federal buildings are no longer required to wear masks at {{AGENCY}} facilities. Fully vaccinated means at least 2 weeks past the final dose. Individuals who are not fully vaccinated, must continue to wear a mask at {{AGENCY}} facilities.

Each Quoter will have their own walkthrough. The estimated time for the walkthrough is approximately three hours. The walkthrough will be coordinated between the Contracting Officer and the Quoter's Point of Contract (POC). The Contracting Officer will determine the order in which Quoters are scheduled. Requests by Quoters to reschedule will be at the discretion of the Contracting Officer. Quoters are strongly encouraged to review the Master Equipment List, which is an attachment to this solicitation, prior to the walkthrough. The walkthrough will be interactive and will be an opportunity for questions and answers between the Quoter and the {{AGENCY}}. Quoters will be encouraged to submit questions in writing. Questions and answers may be shared with all Quoters at the discretion of the Government as an amendment to the solicitation, without attribution to the source of the question.

L.1.4 Questions

Written questions shall be submitted only via FedConnect so that they are received no later than by 9 a.m. Eastern Time on June 28, 2021.

L.2 ORAL PRESENTATIONS

L.2.1 General

The Government intends to hold Oral Presentations virtually via Microsoft Teams. Quoters will not be reimbursed for any costs associated with acquiring or using Microsoft Teams or any

other costs associated with participating in Oral Presentations. The Government encourages Quoters to abide by applicable social distancing guidelines and rules established by the Centers for Disease Control and Prevention (CDC) and state and local Governments, including

applicable active stay-at-home orders, to reduce the spread of the coronavirus disease (COVID-19). **Failure to participate in the Oral Presentations precludes further consideration of a Quoter.**

Each Quoter will have its own Oral Presentation without other Quoters present. The date and time for Oral Presentations along with Teams meeting instructions, will be coordinated between the Contracting Officer and the Quoter's POC. The Contracting Officer will determine the order in which Quoters are scheduled. Requests by Quoters to reschedule will be at the discretion of the Contracting Officer.

L.2.2 Quoter Participants

No more than six total Quoter participants shall attend the Oral Presentation. The following three Key Personnel identified in the SOW that will be working on-site are required to attend: Facility Manager (FM), Deputy Facility Manager (DFM), and Chief Engineer (CE). Participants must be an employee of the Quoter or Major Subcontractor(s).

L.2.3 Oral Presentation Rules of Engagement

Oral Presentation rules of engagement are as follows:

1. The Quoter POC shall submit participant names and their roles to the Contracting Officer in advance of the Quoter's scheduled Oral Presentation date. The presentation team shall be knowledgeable and well versed in all aspects of the Quoter's proposed solution and be able to address all presented material independently of other sources.
2. The presentation team may not reach back, such as by telephone or e-mail, to any other personnel for assistance during the Oral Presentation.
3. The Quoter shall submit a Microsoft PowerPoint PDF file not to exceed 25 PowerPoint slides. The Quoter shall provide the PDF electronically by email in advance of the quoter's scheduled Oral Presentation date, as indicated in the Schedule table above.

The presentation slides are to be used by the Quoter in support of the Oral Presentation for Factors 1, 2 and 3. While the slide limit is 25 slides for this submission, the Quoter is reminded to consider that the Oral Presentation is time-boxed and so the Quoter is encouraged to consider how many slides can be adequately covered during the Oral Presentation.

The presentation slides will not be evaluated; the evaluation will be based on the Oral Presentation. The presentation slides are intended solely to help the evaluators follow the Quoter's Oral Presentation.

L.2.4 Presentation Timeline

Oral Presentations will not exceed 3 hours as follows.

- a) Presentations will begin promptly at the appointed time, Eastern Time.

b) Introductions (brief introductions)

c) Presentation (up to 2 hours) – Quoter will have up to 2 hours to address the evaluation factors and respond to the pre-released Oral Presentation questions included as an attachment to the solicitation. In addition, the Government reserves the right to provide an additional set of on-the-spot questions the day of the presentation. The on-the-spot questions will address the various technical and management elements listed in the requirements document.

d) Q&A (up to 1 hour) – After the presentation, the Government personnel will caucus offline for a brief interval in order to identify any questions they may wish to ask based on the presentation. After the caucus, the Government and Quoter will participate in an interactive dialogue as the question and answer (Q&A) format. These exchanges are viewed as a component of the Oral Presentation itself and do not constitute discussions.

L.2.5 Recording of Oral Presentations

Recording of Oral Presentations by Quoters is strictly prohibited, notwithstanding local laws and regulations with regards to virtual meetings or voice-only telephone Oral Presentations. The Government reserves the right to record Oral Presentations. If recorded, the recording is source selection sensitive and will be handled accordingly.

L.2.6 Exchanges During Oral Presentation

The Government intends to engage in interactive dialogue during the Oral Presentations. These exchanges are viewed as a component of the Oral Presentation itself and do not constitute discussions.

L.3 EVALUATION FACTORS

Factor 1: Technical Approach and Management Plan (Oral Presentations)

The Quoter shall describe a technical approach that will accomplish the requirements of the SOW.

a) The Quoter shall provide a staffing plan that describes clear capabilities to successfully staff the project and provide all necessary personnel resources, including subcontractors in order to accomplish the requirements defined in the SOW. This includes a description that all three Key Personnel (Facility Manager, Deputy Facility Manager, and Chief Engineer) and all non-key personnel have the required credentials, experience and skills that are identified in the SOW.

b) The Quoter shall describe a management plan that describes the offeror's management approach in successfully managing the work and assuring quality performance.

Factor 2 Corporate Experience (Oral Presentations)

The Quoter shall identify up to three current or previous contracts (within the last five years), that are most similar in size, scope, and complexity to this requirement, in order to describe its experience and current capabilities to successfully perform this requirement. This should be the Quoter's own experience as a prime or subcontractor; experience from a proposed subcontractor shall not be submitted. The Quoter shall describe how each contract is similar to (and dissimilar to) this requirement as described in the SOW, so that the Government can

assess its level of confidence in the ability of the Quoter to successfully perform the requirements of the SOW.

The summary for each contract/task order must also include the following data:

- Name of Customer Agency
- Point of Contact Information
- Contract/Task Order Type
- Prime/Subcontractor Percentage
- Period of Performance
- Total Contract Dollar Value
- A summary of the scope/work performed for the contract/task order

If the Quoter is utilizing a major subcontractor in its proposal (expected to perform 20% or more of the work, at least one of the three examples of the relevant Corporate Experience provided shall be that of a major subcontractor.

The Quoter may include examples of on-going projects as described relevant Corporate Experience (for itself or major subcontractors) providing that 12 months of performance, at a minimum, under the on-going contract has been completed. The Quoter must clearly describe the current stage of the project and what has been completed under performance to date. The Government reserves the right to contact the identified representative of the Government agency or company as part of the reference checks to confirm the information presented in the described relevant Corporate Experience submission.

Factor 3 Cost/Price (Written Document)

Written Price Quotes shall be submitted only via FedConnect so that they are received no later than by 9 a.m. EDT on July 7, 2021.

Electronic versions of the Cost/Price Quote shall be submitted PDF format and in Microsoft Excel format to facilitate the Government's price analysis. The quotation must be clearly written and logically assembled. All pages should be numbered.

The Quoter shall provide pricing as listed in Section B "Price/Cost Schedule". The Quoter shall populate all areas of the Price/Cost Schedule for the base period and all option periods. A plug-in cost of Not-To-Exceed \$450,000.00 is included for Reimbursable Work Orders for each period of performance.

The cost/price quote must include all costs related to the SOW including the deliverables, labor hours, personnel costs, software, license, training materials, and maintenance, as appropriate. This includes the costs for Original Equipment Manufacturer (OEM) annual services listed in the SOW under Task 9: Follow Preventative Maintenance (PM) Program (Basic Services).

In order for the Government to understand the basis of the Quoter's pricing and to facilitate the Government's pricing analysis, Quoters shall provide supporting information for its pricing that lists:

- a) The GSA labor categories, labor rates and labor hours that the Quoter used to derive its pricing;
- b) a total price per Contract Line Item Number (CLIN) for each period of performance;
- c) a total price for the Base Period plus all Option Periods; and

d) all discounts.

Additionally, the Price Quote shall address the following:

- 1) Describe how do you plan to use equipment life cycle concepts into pricing this contract;
- 2) State and justify the escalation costs used to price this contract;
- 3) Union contracts – collective bargaining unit rates; and
- 4) Reimbursable Work Order (RWO) labor rates.

The Quoter may address any Assumptions, Exceptions, and/or conditions, regarding it's Technical and Price Quotes, limited to two pages. This is optional and not required.

The Price Quote shall contain a statement indicating the quote shall be valid for not less than 120 days.

M - Evaluation Factors for Award

M.1 EVALUATION FACTORS

The Government intends to award a task order under GSA BMO contract vehicle to the responsible Contractor whose quotation is deemed by the {{AGENCY}} to represent the best value to the Government, cost/price and other factors considered. Non-Price Factors 1 and 2 are equal. Factor 3 Cost/Price is the least important factor. The non-Price factors when combined are more important than price.

Factor 1: Technical Approach and Management Plan

The Government will evaluate the adequacy of the offeror's plan to manage and perform the work to accomplish the requirements of the SOW, the offeror's plan to staff the project with necessary personnel, and the qualifications of the proposed personnel.

Factor 2: Corporate Experience

The Government will evaluate the extent and relevance of the Quoter's experience.

Factor 3: Cost/Price

The Government will determine the evaluated price for award purposes by adding the total price for all options to the total price for the base period.

M.2. Exchanges with Apparent Successful Quoters

Once the Government identifies the apparent successful Contractor, the Government reserves the right to communicate with only that Contractor to address any remaining issues, if necessary, and finalize a task order with that Contractor. If the parties cannot successfully address any remaining issues, as determined pertinent at the sole discretion of the Government, the Government reserves the right to communicate with the next best-suited Contractor based on the original analysis and address any remaining issues.