



Performance Work Statement

SOLICITATION NUMBER: 47PD0320Q0013

PROJECT TITLE: Consolidated Facilities Management (CFM)
Facilities Engineering, Operations and
Maintenance, Elevator Maintenance and Custodial
and Related Services

LOCATION: Department of Transportation Headquarters



PERIOD OF PERFORMANCE: Initial Period: 03/01/2021-02/28/2022

Initial period of one (1) year with the possibility of nine (9) one (1) year options and six (6) month extension for a potential contract period total of ten point five (10.5) years

SOLICITATION ISSUE DATE: July 14, 2020

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A. SOLICITATION/CONTRACT FORM

B. ELECTRONIC BID SHEET

C. DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

C.1 Scope of Work

This is a Performance Work Statement (PWS) for Consolidated Facilities Management: Operations and Maintenance, Elevator Maintenance, Custodial and Related Services L Q W H J U D W L Q J 3 V \ V W H P V W K L Q N L Q J ' L Q W R D O O R I W K H V H GSA Schedule 03FAC Blanket Purchase Agreement (BPA). The objective of this BPA is to procure a holistic and integrated complete facilities management program that will meet the current and future needs of GSA and tenant agencies over the term of the BPA. This includes not only the accomplishment of predefined tasks, but also the technical, managerial and decision making expertise of a Contractor to jointly manage the asset(s), tenants, and projects in partnership with GSA over the long term.

The Government has not been totally prescriptive in describing the processes the Contractor must use to accomplish the goals and objectives of this BPA. Rather, this 3 : 6 G H V F U L E H V W K H * 6 \$ ¶ V P L Q L P X P U H T X L U H P H Q W V D Q C Contractor must articulate and detail specifics in their quote of how they will accomplish H Y H U \ U H T X L U H P H Q W D Q G K R Z W K H & R Q W U D F W R U ¶ V H I I R protecting and preserving real property assets while enhancing the level of comfort for tenants (Refer to Management Plan requirements of the RFQ). All or part of the V X F F H V V I X O R I I H U R U ¶ V 0 D Q D J H P H Q W 3 O D Q P D \ E H L Q F R U S F

Section C.1 provides general guidance, provisions and requirements that apply to the entirety of the Performance Work Statement. Section C.1 also contains the specific requirements associated with the Facility Engineering and Operation and Maintenance Services. Sections C.2 and C.3 contain the specific requirements associated with Elevator Maintenance and Custodial Services respectively.

The Contractor must provide management, supervision, labor, materials, equipment, and supplies and shall be responsible for the efficient, effective, economical, and satisfactory operation, scheduled and unscheduled maintenance, repair of equipment and systems, and provision of services as identified within this PWS for all areas located within the property line of the following location(s):

C.1.0.1 Building Name, Information and Service Responsibility

Department of Transportation Headquarters

The following list details the service requirements specified within the PWS.

1. All electrical systems and equipment
2. Mechanical, plumbing, heating, ventilation, and air conditioning (HVAC) systems and equipment, excepting tenant owned critical systems identified in J.4.1.1 and J.4.1.2.
3. Fire protection and life safety systems and equipment, including Ansul Systems

4. All controls and control systems
5. Architectural and structural systems, fixtures, and equipment within the site (to the property line)
6. Service request desk operations, to include record keeping using the contractor furnished computerized maintenance management system as well as other administrative functions
7. Door hardware and controls, and access and perimeter control systems, except those systems (or portions thereof) explicitly identified as owned or operated by a tenant agency
8. Dock levelers, garage doors, parking control equipment, rolling doors, and guard booths.
9. Installation only (not procurement) of all restroom dispensers (toilet paper, hand towel etc.). All partition hardware and batteries necessary for dispensers are included in the scope of this PWS.
10. Photovoltaic Systems and Solar Hot Water Systems
11. Static and dynamic bollard, wedge and barrier systems, including motorized barriers and gates.
12. Stormwater Management.
13. Mechanical equipment for all anchor point, fall protection and window washing systems, (wall glider, tracks, davits, pedestals and associated equipment)
14. US flag pole, lighting and pulley systems.
15. Elevator Services
16. Custodial Services
17. Integrated Pest Control Services
18. Landscaping Services inclusive of the Green Roofs
19. Snow Removal Services
20. Exterior Grounds Policing
21. Tenant generated waste and recycling collection
22. Tenant generated waste hauling

Additional services may be ordered at the discretion of GSA for work relating to the operations, maintenance, repair, upgrade, or cleaning of the covered facilities, but not initially covered in the basic services of the BPA.

Excluded from this scope are:

1. Security systems, (excepting where co-functional as access control, i.e. barriers, traffic arms, bollards, wedges, roll-up doors.)
2. Telecommunication systems
3. Fire alarm and elevator phone monitoring services
4. Equipment owned and operated by tenant agencies
5. Signage owned by tenant agencies
6. Furniture and furnishings not installed as fixtures
7. Equipment owned by servicing public utilities
8. Fitness center equipment
9. Automated External Defibrillators (AEDs)
10. Kitchen appliances and food service equipment located in cafeteria space and other snack stands and kitchenettes (for example: refrigerators, dishwashers, microwaves, tilt skillets, induction burners, ventless fryers and

grills)

*Note: Additional above standard service clauses impacting maintenance, services and site coverage are outlined within Exhibit J.4.1. Performance of such items will be required when awarded by task order and are not to be considered as a portion to the base service provisions of this BPA.

The General Services Administration is committed to federal leadership in the design, construction, and operation of High-Performing and Sustainable Buildings. A major element of this strategy is the implementation of common strategies for operating and maintaining buildings. As a result, this contract requires the Contractor to participate and partner with the Government in the initiative of obtaining high performance and sustainable operations, inclusive of initiatives to conserve energy and water consumption, utilize recycling programs, meeting or exceeding specific environmental, regulatory, or performance standards, and the utilization of green products and services

C.1.1 Integration of Elevator, Custodial and Operations and Maintenance

For the purposes of clarity, this Performance Work Statement (PWS) is organized into three sections with common areas captured in the clauses of Sections C.1. These areas are: (1) C.1.3 Facilities Engineering, Operations and Maintenance (O&M) Services, (2) C.2 Elevator Maintenance and (3) C.3 Custodial and Related Services. The objective of the GSA is to procure integrated services. The combination of disperse services into one contract/operation offers opportunities for efficiencies, integrated operations, better service, and cost savings to the Government. GSA has a program philosophy rooted in ³IDFLOLWLHV HQJLQHHULQJ´ DQG ³V\VWHPV WKLQNLQJ´ 7KI explained in the forthcoming contract clauses. It is the expectation of GSA that these principles will be embraced by the Contractor, infused into the proposed management plan, and strived for throughout the entire contract term in an environment of continuous improvement. Although the multiple services and disciplines being procured are diverse in nature, it is the goal of the Government to partner with a Contractor who can seamlessly integrate these services.

C.1.1 Background

GSA has historically procured Consolidated Services using a national template statement of work and attempted enforcement of performance through robust inspections and aggressive monetary deductions. Contractors were often relegated to a task performance role with all program and planning decisions defaulting to the Government. This model of business requires substantial in-house Government technical expertise, is very expensive, and tends to diminish both the working relationship with the contractor and an objective to leverage private industry competencies and innovation.

This Blanket Purchase Agreement will not operate under this conventional model. Instead, in addition to basic operation, maintenance and repair services, this contract will purchase a contractor provided technical, managerial, and decision making expertise to assist GSA in the holistic management of assets over the long term.

Originating in the late 1990s, as a result of in-house technical skill set changes and more demanding stakeholder requirements, this program strategy has taken on the QDP facilities engineering ¶ DQG KDV SURYHQ WR EH D VXFFHVVIXO efficient and effective management of assets while maintaining a lower overall total cost of operations. To work successfully, the facilities engineering model is dependent upon an effective partnership with a highly skilled contractor whose objectives are fully aligned with the Government.

To establish a standard of engineering practices, thought processes and problem solving throughout the model, the GSA established a program philosophy rooted in systems thinking ¶ ZKHUHE\ WKH PHDQV DQG PHWKRGV IRU SURYL established through investigations, metrics, feedback loops, and by establishing a partnership between the Government and contractor to achieve joint performance objectives. The goal of applying systems thinking to facility management is to recognize that every action or decision in operating, maintaining, and retrofitting a building will result in either a positive or negative impact (financial, environmental, human UHVRXUFHV DQG WR HYDOXDWH WKH 3IXOO FLUFOH\ LP systems thinking throughout the GSA has resulted in both contractor and Government joint command of global short-term and long-term cohesive management of real property assets.

C.1.2 Definitions

C.1.2.1 Above Standard Services

Above Standard Services are services not covered in the monthly price of the contract. Contractor prices include all applicable labor, materials, supplies, training/certifications, equipment (except as otherwise provided), supervision, and management.

C.1.2.2 Acceptance

3 \$FFHSWDQFH\ PHDQV Representative of the Government has inspected and agreed that the work meets all requirements of this contract, to include documentation requirements.

C.1.2.3 Additional Services

3 \$GGLWLRQDO VHU\LFHV\ DUH VHU\LFHV additional work & RQW the Government, to include all labor, supervision, supplies and materials specifically identified as being outside the provisions of the basic services and included in the RIIHURU\ V RYHUDOO SULFLQJ 7KHVH or after normal working hours. The Contracting Officer (CO) will issue a separate delivery order before work may proceed.

C.1.2.4 Approval

3 \$SSURYDO\ PHDQV WKH *RYHUQPHQW KDV UH\LHZHG V administrative documents (e.g., insurance certificates, installation schedules, planned utility interruptions, etc.) and has determined the documents conform to contract requirements. Government approval shall not relieve the Contractor of responsibility for complying with Federal, State, and local laws and regulations.

C.1.2.5 Architectural and Structural

3 \$UFKLWHFWXUDO DQG VWUXFWXUDO V\VWHP, building improvements and finishes, and site improvements (e.g., paving, walkways, asphalt, etc.) to the property line.

C.1.2.6 Basic Services

7KH 3EDVLF VHUYLFH consists of the requirements for which the Contractor is paid as a base price, i.e., the requirements established by the contract statement of work and related general and administrative requirements that do not contain provisions for separate reimbursement.

C.1.2.7 Building

\$ UHIHUFHFH WR μMIDWFHQLW\ LQ DGUFKDJHDEORF ZLWK μE structure or edifice which services are performed within or on the exterior of the formation and is intended to support or shelter any use or continuous occupancy.

C.1.2.8 Building Automation System (BAS)

7KH 3EXLOGLQJ DXWRPDWL RQ V\VWHP LV D V\VWHP FRQWURO and possibly other systems, to include all device, field, and global controllers; instrumentation; networking infrastructure; computers and peripherals; software; programming; database files; and licenses.

C.1.2.9 Building Information Modeling (BIM)

BIM is an intelligent 3D model-based process that gives architecture, engineering, and construction (AEC) professionals the insight and tools to more efficiently plan, design, construct, and manage buildings and infrastructure.

C.1.2.10 Building Operating Plan

7KH 3EXLOGLQJ RSHUDWLQJ SODQ LV D PDQGDWRU\ SODQ *RYHUQPHQW DSSURYDO WKDW GHVFULEHV WKH &RQWUD maintaining each building, to include both normal circumstances and contingencies. The submitted plan shall be maintained in a format consistent with the Government provided template.

C.1.2.11 Cleanable Square Feet

This is calculated by taking the Gross Square Feet minus walls (approx.1.5% of gross square feet) minus non-cleanable areas such as electrical closets, closets, mechanical rooms, storage rooms, raised floor computer rooms, etc. The Cleanable area represents the portion of rentable square footage that is regularly cleaned, and excludes those components of rentable square footage that are not cleaned by the contractor or such as mechanical areas, most computer server rooms and wiring closets, and some storage and filing areas.

C.1.2.12 Cleaning Performance Standard

7KH RYHUDOO TXDOLW\ SHUIRUPDQFH VWDQGDUG WKH FF Contractor will clean the facility throughout the contract period, with the outcome of ensuring that the physical and capital assets are maintained and preserved in the same or better condition that they were in when the Contractor first started the contract, QRUPDO RSHUDWLQJ ZHDU WDNHQ LQWR DFFRXQW ´

C.1.2.13 Computerized Maintenance Management System (CMMS)

\$³ FRPSXWHULJHG PDLQWHQDQFH a Database and Application VWH P software package that automates the O&M and repairs record keeping requirements, centralizes the asset management functions of building operations, and tracks Service Calls and Requests.

C.1.2.14 Consumable Parts

³ & RQVXIR DSDUWV RU FRPSRQH QWV DUH SDUWV RU FRPSRQ regular replacement rather than repair in a maintenance program and must be disposed of properly. Examples include oil, grease, belts, filters, ballasts, lamps, etc. This is inclusive of any consumables (including fuel) used during day-to-day operation of a generator, i.e., exercising the generator, testing, etc. Operation of a generator for an extended period or due to a power loss would be treated as a reimbursable expense. If the operation of the generator is caused by Contractor negligence, the Contractor shall be liable for the full cost of refueling, any other provisions notwithstanding.

C.1.2.15 Contracting Officer (CO)

The Contracting Officer (CO) has the overall responsibility for the administration of this contract. The CO alone, without delegation, is authorized to take action on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules, make final decisions on disputed deductions from contract payments for nonperformance or unsatisfactory performance; terminate the contract for convenience or default; and issue final decisions regarding contract questions or matters under dispute. However, the CO may delegate certain other responsibilities to authorized Government representatives.

C.1.2.16 Contracting Officer's Representative (COR)

The COR shall be appointed by letter from the CO at the time of award and if necessary revised by letter during the contract period to assist him/her in discharging his/her responsibilities. The responsibilities of the COR include, but are not limited to: evaluating Contractor performance with the Government's representative at the work site; advising the Contractor of proposed deductions for nonperformance or unsatisfactory performance; compliance with contract requirements insofar as the work is concerned; issuing purchase orders, and advising the CO of any factors which may cause delay in work performance. The COR will assist in the discharge of the Contracting Officer's responsibilities when the Contracting Officer is unable to be directly in touch with the contract work. The CO uses CORs as the primary Government representatives for the administration of the contract. CORs shall have proper training and experience in inspecting contracts, but do not have the authority to modify the contract.

C.1.2.17 Contractor

7KH³ & RQWUDFWRU DV XVHG LQ WKLV GRFXPHQW UHIHUV contract.

C.1.2.18 Contractor Performance Assessment Reporting System (CPARS)

Web based contractor performance evaluation system used by Government agencies

including GSA to evaluate contractors on a semi-annual basis. The CPARS was created as a Federal multiple-agency, shared-file system that collects, maintains, and disseminates contractor performance information as required by Federal Acquisition Regulation (FAR), Subpart 42.15.

C.1.2.19 Controls and Control System

\$ 3 FR Q W U R O V \ V W Page Control, Communication and monitoring system, including but not limited to device, field and global controllers; instrumentation; networking infrastructure; computers and peripherals; software; programming; database files; and licenses. Examples are the BAS and lighting control systems. Fire protection systems and security systems are excluded from this definition for purposes of this contract and are defined separately. Gateway devices and mapping software and files for data interchange between a control system and a fire protection or security system are considered part of the control system.

C.1.2.20 Custodial

\$ U H I H U H Q F H W R μ F X V W R G L D O ¶ L V L Q W H U F K D Q J H D E O H Z services can include cleaning, window washing, trash removal, recycling, snow and ice removal, integrated pest management, landscaping, and maintaining a building or area.

C.1.2.21 Defective Service (Deficiencies)

A unit of service that does not conform to the level of performance specified.

C.1.2.22 Designated On-site Authority

The term "designated on-site authority" means a person designated in writing by the contractor who has authority to act for the contractor on a day-to-day basis at the work site.

C.1.2.23 Elevator

The term elevator is used to mean all elevator, escalator, dumbwaiter, handicapped lift, courtroom lift, platform lift and wall glider equipment, if applicable, at the location. This term should be interchangeable with vertical transportation.

C.1.2.24 Emergency

7 K H W H U P μ H P H U J H Q F \ ¶ L Q F O X G H V E X W L V Q R W O L P L W H G disturbances, fires, explosions, electrical failure, loss of water pressure, building flooding, sanitary and sewer line stoppage, chemical and gas leaks, medical emergencies, hurricanes, tornadoes, floods, and earthquakes.

C.1.2.25 Emergency Callback

\$ Q 3 H P H U J H Q F \ F D O O E D F N ´ L Request for service placed outside of normal working hours and of such a nature that response cannot wait for the resumption R I W K H Q H [W G D \ ¶ V Q R U P D O Z R U N L Q J K R X U V

C.1.2.26 Environmentally Sustainable

These are products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition,

production, manufacturing, product, chemicals, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service. Refer to Section C.3.17 entities.

C.1.2.27 Existing Deficiency List Report

may exist, at contract inception, in the equipment and systems covered by this performance work statement, as well as the Contractor's itemized price (including, but not limited to, labor, materials, overhead, and profit) for correcting each deficiency. (O&M Services)

C.1.2.28 Facilities Engineering

A program strategy implemented by the GSA Mid-Atlantic Region beginning in the late 1990s in response to in-house technical skill set changes and more demanding stakeholder requirements. A standard operations and maintenance contract is prescriptive in nature and task oriented. The contractor does not evaluate the impact of actions, rather merely provides the basic maintenance services as directed in the contract. A facilities engineering contract includes those same basic services, but also requires the contractor to provide additional technical, managerial, and decision making expertise to assist GSA in the holistic management of our assets over the long term. A facility engineering contractor is expected to participate in asset modernization planning facilities engineering contractor must be able to respond to multidisciplinary demands in a dynamic work environment to achieve joint long and short term performance objectives in partnership with GSA.

C.1.2.29 Federal Holidays

on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday.

C.1.2.30 Federally Equipped Food Service

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

C.1.2.31 Fire Protection and Life Safety Systems

building to (1) detect fire and products of combustion, (2) notify building occupants and emergency responders, (3) initiate smoke control and management systems (4) initiate fire suppression systems, (5) control or suppress fires and (6) facilitate or enhance emergency egress. These systems also may communicate with other major building systems for fire and smoke control, elevator recall, and utilities control. Life safety systems and equipment includes emergency lighting, exit signage, special egress door

locking arrangements, and exit stair markings.

C.1.2.32 Floor Maintenance Services

Services required for all non-carpeted flooring such as concrete, ceramic, terrazzo, brick and marble and resilient flooring such as vinyl tile, and linoleum.

C.1.2.33 General Program

The work specified in this specification shall be in accordance with all Federal, State, county and city laws, codes, and ordinances and shall follow the more stringent of them. In addition to compliance with these laws, the Contractor shall follow all applicable standard industry practices including, but not limited to, the Occupational Safety and Health Act (OSHA) and NIBS.

C.1.2.34 GSA Green Purchasing Program (GPP)

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

C.1.2.35 Green Cleaning

Green Cleaning is a planned and organized approach to cleaning specifically designed
WR SURWHFW EXLOGLQJ RFFXSDQWV¶ DQG ZRUNHUV¶ KHD
environmental impacts.

C.1.2.36 Guiding Principles for Sustainable Existing Buildings

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

- ” Employ integrated assessment, operation, and management principles
- ” Optimize energy performance
- ” Protect and conserve water
- ” Enhance indoor environmental quality
- ” Reduce environmental impact of materials
- ” Assess and consider climate change risks

More information on the 2016 Guiding Principles can be found here:

https://sftool.gov/Content/attachments/guiding_principles_for_sustainable_federal_buildings_and_associated_instructions_february_2016.pdf

C.1.2.37 Indefinite Quantity

³, QGHILQLWH TXDQWLW\` SURYLVLRQV SHUPLW WKH *RYH
addition to the basic services, and upon acceptance permit additional payment to the Contractor.

C.1.2.38 Key Sustainable Product (KSP) Standards

.63 DUH WKRVH FDWHJRULHV RI SURGXFWV WKDW WKH *R

frequently in the delivery of custodial and facilities related services. The KSP standards DUH WKH PLQLPDO DWWULEXWHV WKDW WKH .63V VKDOO contract is mandatory.

C.1.2.39 LEED-EB

The rating system encourages owners and operators of existing buildings to implement sustainable practices and reduce the environmental impacts of their buildings, while addressing the major aspects of ongoing building operations.

C.1.2.40 Maintenance Control Plan (MCP). (Elevator Maintenance Services)

ASME A17.1 Safety Code for Elevators and Escalators, Section 8.6.1.2 requires that all elevators be provided with a Maintenance Control Program (also referred to as a Maintenance Control Plan). A Maintenance Control Program for each unit shall be provided by the person(s) and/ or firm maintaining the equipment and shall be viewable on-site by elevator personnel at all times from time of acceptance inspection and test or from the time of equipment installation or alteration. The MCP is a written plan that details all of the maintenance tasks which must be performed and the frequencies with which they are performed. It takes into consideration a variety of criteria, including the type of equipment, its age and condition, the type of use, environmental conditions, and any other special concerns surrounding that elevator. It is not a generic document, but is intended to be a specific set of instructions designed to address all of the particular maintenance issues relating to a particular elevator. Procedures for tests; periodic inspections; maintenance; replacements; adjustments; and repairs for traction- loss detection means, broken-suspension-member detection means, residual-strength detection means, and related circuits shall be incorporated into and made a part of the MCP. In GSA facilities a copy of the MCP shall be located in each elevator machine room, with a master copy kept in the building maintenance office.

C.1.2.41 Miscellaneous Work

³ 0LVFHOODQHRXV ZRUN' LV DGGLWLRQDO ODERU WKDW I Contra FWLQJ 2IILFHU¶V 5HSUHVHQQWDWLYH &25 DW QR DGG (i.e., they are part of basic services.) The Contractor may also have to provide consumable materials to complete the request.

C.1.2.42 Modification

Modification is a bilateral or unilateral change in the terms of a contract.

C.1.2.43 Normal Working Hours

³ 1RUPDO ZRUN is the hours of building operations under most circumstances when all services must be provided to all occupants.

C.1.2.44 Negligence

Is the failure to use care under the circumstances, it is the doing of some act which a person of ordinary prudence would not have done under similar circumstances or failure to do what a person of ordinary prudence would have done under similar circumstances.

C.1.2.45 Occupant Emergency Plan (OEP)

The largest agency in each building is responsible for development and enforcement of WKH EXLOG LQJ¶V ³2FFXSDQW (PHUJHQF\ 3ODQ´ 2(3 tenants must do in case of an emergency. The plan identifies fire wardens, shelter in place locations etc. The Contractor must support all OEP efforts to the fullest extent possible.

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C.1.2.46 Operations

³2SHUDWLRQV´ LV WKH FRQWLQXDO SURFHVV RI XVLQJ accomplish their function, optimize building performance, and improve energy efficiency. Operations includes analysis of requirements and systems capabilities, operating controls and control systems, responding to service requests, touring and observing equipment performance and condition, adjusting equipment, identifying needed maintenance and repairs to equipment, and maintaining lubrication and chemical treatments, etc.

C.1.2.47 Ordering Official

Ordering Officials are appointed by letter from the CO. Ordering Officials shall be the

*RYHUQPHQW¶V UHSUHVHQWDWL YH IRU WKH RUGHULQJ RI V

C.1.2.48 Performance Based Service Contracting

This is a procurement strategy that seeks to issue technical requirements that set forth outcomes for performance instead of specific requirements on how to perform the service. This strategy shifts the risk of performance to the Contractor by allowing the Contractor to design the methods of achieving desired results as defined by the performance quality standards established by the Government.

C.1.2.49 Performance Standard, Elevator Maintenance

The performance standard is based on the full and effective performance of all work as required by ASME A-17.1 Safety Code for Elevators and Escalators, the Maintenance Control Plan and this performance work statement and measurements of elevator speed, door opening and closing times, performance time, door closing force, floor to floor performance times, mean time between service calls, response to service calls, ride quality, stopping accuracy, downtime, customer surveys, and review of preventive maintenance and inspection reports shall be among the governing factors in determining the adequacy of the elevator maintenance.

C.1.2.50 Performance Based Service Contracting

This is a procurement strategy that seeks to issue technical requirements that set forth outcomes for performance instead of specific requirements on how to perform the service. This strategy shifts the risk of performance to the Contractor by allowing the Contractor to design the methods of achieving desired results as defined by the performance quality standards established by the Government.

C.1.2.51 Periodic Work

Cleaning jobs that are developed into a schedule where work is performed less frequently than monthly i.e. quarterly; semi-annually.

C.1.2.52 Predictive Maintenance

3 UHGLFWLYH PDLQWHQDQFH' LV D SURJUDP RI PDLQWHQD maintenance derives from monitoring the operating condition, or changes in the operating condition of equipment being maintained. Predictive maintenance activities should follow performance guidelines consistent with preventive maintenance activities; WKH RQO\ YDULDQFH LV LQ WKH 3WULJJHU HYHQW '

C.1.2.53 Preventive Maintenance (Scheduled and Unscheduled)

3 6FKHGXOHG SUHYHQWLYH PDLQWHQDQFH' LV D SURJUDP F EDVHG RQ D IL[HG VFKHGXOH RU RQ HTXLSPHQW UXQWL PDLQWHQDQFH performed including adjustments and procedures necessary to sustain the proper operation of all building equipment and systems pending a scheduled procedure.

C.1.2.54 Product Preference

Products that are identified as environmentally sustainable shall be selected over those which do not carry such designations. The following factors to consider when selecting products include: environmental performance, cost performance, bio-based, recycled content, biodegradability, technical performance, and availability.

C.1.2.55 Quality Assurance Surveillance Plan (QASP)

The QASP is WKH *RYHUQPHQW V VXUYHLOODQFH PHWKRG IRU Contractor's performance under a Performance Work Statement (PWS).

C.1.2.56 Quality Control Plan

7KH 3TXDOLW\ FRQWURO SODQ' 4&3 LV WKH &RQWUDFW identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. Preparation of this document is the responsibility of the Contractor.

C.1.2.57 Quality Control Program (QCP)

The Quality Control Program is a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. It includes those continuous actions taken by a Contractor to control the performance of his or her employees and subcontractor's services so that they consistently meet the contract requirements. Preparation of this document is the responsibility of the Contractor.

C.1.2.58 Repair

\$ 3UHSDLU' LV DQ DFW RI UHVWRULQJ LQRSHUDEOH G\VI systems, or material to a fully functional, non-deteriorated state. Repairs usually involve some combination of labor and replacement parts, components or materials.

C.1.2.59 Repair (Non-Reimbursable)

\$ 3QWULJJHU LPEXUDEOH UHSDLU' LV DFWULVUUMKSWQLVL EWLKH additional reimbursement from the Government.

C.1.2.60 Repair (Reimbursable)

\$³UHLPEXUVDEOH UHSDLU' LV D UHSDLU WKDW LV UHLPEX part, in accordance with the provisions in this document.

C.1.2.61 Sanitize

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

C.1.2.62 Sequence of Operations

\$³VHTXHQFH RI RSHUDWLRQV' LV WKH FRQWURO ORJLF XV into effect through a control program.

C.1.2.63 Service Calls

Service calls are considered standard service requirements such as requests from tenants, GSA, or other entities to address spills, custodial related problems or malfunctions, replenish restroom supplies or nonrecurring requests for rearranging furniture in a conference room, special events support, etc.

C.1.2.64 Service Request/Service Calls

The terms Service Calls and Service requests are used interchangeably in this Solicitation, however generally Service Requests related to O&M type tasks, where Service Calls ar H PRUH & XVWRGLDO LQ QDWXUH \$³VHUYL FH UHT tenant, or agency request or a response to an observation that some equipment, system or material covered by the contract is inoperable, dysfunctional, deteriorated, not within normal operating parameters, or that performance standards of the contract are not being met. Service request response involves analysis of the problem and adjustment of operating or monitoring controls or other immediate corrective action. A requirement to perform a repair may result from the analysis stage of a service request. Service requests may be generated automatically from interfaces to BAS or diagnostic software. Service calls are considered standard service requirements, such as non-recurring requests for rearranging of furniture in a conference room, special events support, spills, replenishing restroom supplies, etc.

C.1.2.65 Sign In/Sign Out (Log)

Designated log format for use by all Contractor/Subcontractor employees to record the arrival and departure from the building. The Government requires all Contractor/Subcontractor employees to use the GSA Form 139 whenever they enter or leave the building.

C.1.2.66 Standard Services

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

C.1.2.67 Stewardship

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

C.1.2.68 Storage Space

Space generally consisting of concrete, wood block, or unfinished floors; bare block or brick interior walls; unfinished ceilings; and similar construction containing minimal lighting and heating. Storage space includes attics, basements, sheds, portions of parking structures and other unimproved facility areas.

C.1.2.69 Systems Thinking

facilities engineering contracts by the GSA Mid-Atlantic Region beginning in the late 1990s to establish a standard of engineering practices, thought processes and problem solving throughout the service solution. A term defined by Peter Senge, director of the &HQWHU RI 2UJDQLJDWLRQ /H DUQLQJ DW 0,7¶V 6ORDQ 6F discipline for seeing wholes. It is a framework for seeing interrelationships rather than things, for seeing J SDWWHUQV RI FKDQJH UDWKHU WKDQ VWDWLF μ tools and techniques of feedback and engineering theory to understand systems. The goal of applying systems thinking to facility management is to see that every action or decision in operating, maintaining, and retrofitting a building will result in an impact (financial, environmental, human resources), DQG WR HYDOXDWH WKH 3I implications. A standard operations and maintenance (O&M) contract is prescriptive in nature, and does not implement a systems thinking approach. The contractor does not evaluate the impact of actions, but merely provides services as directed by the owner. Details such as the how and when of building maintenance and operations are not defined, and are not questioned by the contractor. A systems thinking approach is performance oriented and questions all decisions and actions. The means and methods for providing building operations and maintenance are established through investigations, feedback, and by establishing a partnership with the owner to achieve joint performance objectives. Applying systems thinking develops an understanding and appreciation of global short-term and long-term consequences of any action or decision to be made. Systems thinking approach results in an integrated approach that creates system interfaces. Not applying systems thinking results in decisions and actions that are made in isolation. These decisions are made in a void without determining the consequences to other systems. Not applying systems thinking results in poor or inefficient building systems, crisis management, and the wasting of energy and financial UHVXWIRU. The essence of systems thinking is found in the ability to:

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

C.1.2.70 Tour

\$TRXU´ LV JHQHUDOO\ D VFKHGXOHG ZDONWKURXJK RI HT including computer rooms, and restrooms, etc. by Contractor operating personnel for the purpose of ensuring that equipment is running properly, ensuring that equipment rooms are in good order and without safety hazards, to satisfy tour and log requirements mandated by any acts, codes or regulations as contained in Section J, Exhibit J.1 of this PWS and making any necessary adjustments to operating controls or to lubricate equipment. A tour may also involve a combination of such physical visits in addition to using automated systems for the monitoring of equipment and systems.

C.1.2.71 Vandalism

Willful and malicious destruction of property.

C.1.2.72 Watch

\$ ³ZDWFK' LQYROYHV SHUIRUPLQJ FHUWDLQ WDVNV UHTXL
equipment (central systems over 300 tons), boilers, compressors, and related equipment in a centralized location. Watches include, but are not limited to starting equipment, checking at designated intervals all operating equipment in the area, recording readings, shifting equipment and loads, making adjustments at the central control center, taking water samples, making tests, and adding chemicals as required.

C.1.2.73 Warranted as Presented

The presenter guarantees the report or item presented as being accurate and truthful.

C.1.3 Facilities Engineering, Operations and Maintenance Services

C.1.3.1 Overview

GSA is contracting for Facilities Engineering, Operations and Maintenance services,

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that integrates service components to the maximum extent possible. The primary management objectives of this approach include:

- ” Allowing the contractor maximum flexibility to innovate while managing program cost, schedule, performance, risks, warranties, contracts and subcontracts, vendors, and data required to deliver a best value program, and
- ” Integrate GSA and contractor objectives to create best value solutions that maintain and preserve real property assets while enhancing the level of comfort for tenants, and
- ” Maintaining a clear government visibility into program deliverables, costs, schedules, technical performance, and shared risk
- ” Concentric management of the program services removing stove-pipe functionality and redundancies in performance.

C.1.3.1.2 Performance Work Statement and Proposal Process

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requirements and expected outcomes. The Contractor must articulate and detail specifics in their proposal of how they will accomplish every requirement, meet the

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mission and program philosophies. The specific proposal requirements are detailed in section L of this solicitation. All or part of th H VXFHV VIXO RIIHURU¶V ODQDJHP

be incorporated into the Blanket Purchase Agreement.

C.1.4 References and Publications

The publications incorporated by reference as setting quality, performance, and design standards for work required in this document are referenced in Section J, Exhibit J1, of this PWS. The Contractor must be completely knowledgeable of all State, Local, and Federal publications which apply to any of the equipment, systems and program areas covered under the scope of this contract and perform all tests, inspections, records, logs, files, and preventive maintenance procedures required by the publications.

C.1.5 Existing Deficiency Inspection/Initial Deficiency List (Applies to O&M Only)

The Contractor and the COR or designee must make a complete and systematic initial inspection together during the transition phase of the contract that will include all mechanical, electrical, fire protection, elevator and utility systems and equipment, windows, doors, and other structural features for which maintenance, repairs and services are covered by this performance work statement. The purpose of this inspection shall be to discover and list in an existing deficiency list report all deficiencies that may exist in the equipment and systems covered by this performance work statement, as well as the Contractor's itemized price (including, but not limited to labor, materials, overhead, and profit) for correcting each deficiency. This inspection, and subsequent report, must be conducted by personnel qualified to inspect and assess building system conditions, able to recommend projects and operational improvements, and prepare accurate estimates of the proposed projects. The report must result from on-site inspections of the facility in addition to any historical reports or data that the

Contractor deems important to their review. The existing deficiency list report must not include any items that would be replaced, repaired, or adjusted during the performance of routine tours, watches, preventive maintenance and service calls.

When an existing deficiency in an item is corrected, the Contractor must assume full responsibility for the subsequent repair of the item as covered under the terms of this contract at no additional cost to the Government. Nothing in this existing deficiency inspection/initial deficiency list clause must be construed as diminishing the obligations imposed by this contract upon the Contractor to operate any deficient item (to the extent operable) or to adjust or maintain any such item.

\$IWHU VXEPLVLRQ RI WKH LQLWLDO UHSRUW WKH & R Q W U document. The purpose of the report will be to assist the Government in managing a repairs and capital improvement program inclusive of identification of projects, prioritization, risks, and costs. The Contractor shall use the report on an ongoing basis to identify, track and communicate any existing defective or deficient equipment or systems, projects for the replacement or refurbishment of equipment and building systems nearing the end of their life cycle, energy conservation projects, etc. The ongoing maintenance of the report shall be conducted in conjunction with the monthly reporting requirement of this contract, the equipment repair assessment, proactive tours, records management, energy conservation, and other strategic objectives of this contract with the intent of holistic management of the facilities over the long term. While the Government does not wish to be prescriptive, maintaining the report in the format of a Google Platform Shared Excel Spreadsheet has proven successful in the past.

The initial deficiency list is due to the Government **fifteen (15) calendar days** prior to the start of the contract.

C.1.6 Transition Phase

The Contractor must provide **sixty (60) calendar days** of transition startup services after award and prior to the start of the initial performance period to assist transitioning between contractors. The purpose of this phase is to permit a transition that is seamless to the tenants and GSA, and to assess the condition of the building and incomplete maintenance work at the time of contractor transition. During this period the Contractor, at a minimum, must:

1. Begin developing a new, updated building operating plan
2. Inspect the condition of all equipment and systems for which the Contractor will assume responsibility
3. Review work order history and equipment inventory information
4. Develop the initial deficiency list report, including an itemized estimate for correcting each deficiency as described in Section C.1.5, Existing Deficiency Inspection/Initial Deficiency List
5. Interview, hire and or assign personnel consistent with the approved Staffing Plan.
6. Establish subcontractor relationships and completed contracts as required for the full support of this contract.
7. Procure any and all tools, supplies and materials as will be necessary to support all contract provisions.

8. Develop and provide a full and complete emergency contact list.
9. Take all necessary actions to satisfy all clearance requirements as annotated in this contract.

Not later than **fifteen (15) calendar days** prior to the start of the contract, the Contractor shall submit to the COR or designee the following:

1. The initial draft of a new building operating plan (due by the start of the contract)
2. The initial deficiency list report due **fifteen (15) calendar days** prior to the start of the contract)

The Contractor may not submit a separate invoice for transition phase services. For invoicing purposes, the contract will be deemed to commence on the first day of the initial period of performance.

C.1.7 Phase Out Transition Period

When this contract expires or is otherwise terminated, the Contractor must cooperate with the incoming contractor during a phase out period. For planning purposes, the Contractor must assume a phase out period concurrent with the final **sixty (60) calendar days** of contract performance. During this phase out period, the Contractor must assist the COR or designee and incoming contractor for a seamless transition in operations and maintenance with no adverse effect on the building tenants; provide the successor contractor with access to all records and official documentation (both hard copies and electronic as applicable) required by this contract; provide training to the successor contractor on methods of accessing and programming the building automation system (BAS) and other control systems; and show the successor Contractor where all archived programs and systems literature are maintained. On the last performance day of the contract, the Contractor must turn over to the COR or designee all keys and identification badges or cards.

C.1.8 Punch List Completions and Withholding of Final Payment

The Government may create a punch list of deficiencies or unmet contractual requirements at or near the time of termination of the contract. The Government may employ the services of another contractor in the development of such punch list and upon completion provide the Contractor with a copy of work not completed, to include the monetary value the Government has assigned for each item. The Government retains sole discretion over whether to charge the Contractor for the monetary value of the punch list in whole or in part or to request corrections by the Contractor. If the Government elects to request corrections by the Contractor, the Contractor shall have until the end of the contract period to perform such corrections and may invoice for funds withheld on acceptance of the corrections by the Government. Nothing in this section shall prevent the Government from reporting unsatisfactory or problematic performance by the Contractor.

C.1.9 General and Administrative Requirements

C.1.9.1 Minimum Staffing and Ability to Communicate

The Contractor must provide all management, supervision, labor, subcontracts, materials, equipment, and supplies as necessary to meet all the requirements and objectives as detailed within this PWS.

The Contractor must propose and adhere to a staffing plan and subcontractors/Contractor Team Arrangements (CTA) that will be used and their areas of responsibility. The proposed staffing plan should provide a sufficient number of personnel at the various levels of expertise to ensure all requirements of this contract are achieved. The labor categories in the staffing plan and subcontractors/Contractor Team Arrangements (CTA) shall correlate with the categories in the Service Contract Act Directory of Occupations. Personnel must be properly licensed and certified to work on facility systems or equipment for which licensed and or certified personnel are required by Federal, State, District or local law, codes, or ordinances. Any qualitative or quantitative changes to the proposed staffing or identified subcontractors (including both the number of personnel, qualifications, and/or the areas of expertise or disciplines) must be approved by the COR (Refer to section H, submission of resumes for new employees). Approval may be contingent upon an equitable adjustment in contract payment. Prolonged and/or unjustified vacancies beyond **two (2) months** may result in an equitable adjustment or payment deduction.

The Contractor must develop and submit to the COR or designee within **ten (10) calendar days** of contract award a list of key personnel and emergency contact information (which must include subcontractor contacts, as applicable).

A copy of the SCA Directory of Occupations can be found at this link:

<https://www.dol.gov/whd/regs/compliance/wage/SCADirV5/SCADirectVers5.pdf>, as well
DV LQ WKH % L G G H U ¶ V / L E U D U \

C.1.9.2 Communication Equipment

The Government will provide onsite Contractor personnel, as deemed appropriate for performance of this contract, computer/mobile equipment and a GSA ENT/email account. Contractor personnel must obtain and maintain ENT credentials (annual online training requirements and HSPD-12 clearance) to have account access. Certain key personnel and other Contractor personnel may be supplied with a GSA laptop computer, as deemed necessary for performance of contract duties and access to GSA IT systems

The Contractor must provide personnel with portable electronic means (inclusive of voice, text, email and internet) to communicate with the customer service desk, GSA for service requests, emergencies, status of projects, etc. Outside of normal working hours, the Contractor must maintain some designated form of communication with on-call staff to allow the Government to contact such on-call staff at any time for emergency response.

Any radios supplied to Contractor staff by the Contractor must be able to communicate with existing GSA radios, where applicable.

The Contractor will notify the Government when government furnished electronic devices are damaged, lost or stolen. In that event, the Contractor will be responsible for reimbursing the Government for all costs associated in issuing a replacement device.

The Government will not reimburse the Contractor for any costs associated with the replacement, upgrade or updates of any electronic device including but not limited to travel, time, or any other costs associated.

C.1.9.3 Service Request and Administrative Support/Customer Service Desk

The Contractor shall operate a service request and administrative support function during normal working hours, to act as a central point of contact for the Government and building occupants to take service requests, and track and maintain service request records in the CMMS. This includes service requests for work not under the scope of this Contract (i.e., performing a central service request desk function for the facility, regardless of who is responsible for responding to the service request).

C.1.9.4 Use of CMMS

The Contractor must provide all hardware and software to support and maintain an automated database of building maintenance and repair activities using a Contractor provided CMMS. Such hardware and software must be maintained current and up to date in terms of licensing, revision, software compatibility and security updates or patching. The subject CMMS shall be installed and maintained in compliance with GSA information technology policies at all times. Refer to section H of this contract and the bLGGHU V OLEUDU\ IRU PRUH GHWDLOV 7KH &RQWUDFWRU E\ *6\$¶V 2IILFH RI &KLHI ,QIRUPDWLRQ 2IILFHU 2&,2 SULR to production and full use. The CMMS shall not be put into production or use until it UHFHLYHV DQ \$XWKRULW\ WR 2SHUDWH \$72 IURP *6\$¶V associated with obtaining OCIO ATO is the responsibility of the Contractor. The establishment of an internal network for communication between CMMS workstations is permissible, however the benefit of such a network must be balanced with the security vulnerabilities and startup time associated with obtaining GSA OCIO approval. All costs associated with the installation of optical fiber and other architectural requirements shall be the responsibility of the Contractor. The Government shall be provided with joint access (two seats (logins) which must be on Contractor provided hardware / workstations unless fully accessible on GSA standard issue IT equipment)) to access and make use of the CMMS for reporting, quality assurance, data calls, etc (read only).

The Contractor shall:

1. Manage source information for service requests from multiple medium, i.e.; telephone, email, fax, chat or other electronic transmission, written report or direct verbal communication.
2. Direct and dispatch service requests, including requests issued to other contractors attached to the contract location.
3. Use the CMMS to track all equipment/assets, service requests, work orders, preventive maintenance, repairs, quality control, and other associated information necessary for efficient maintenance.
4. Use information from the CMMS to provide current contract monthly submittal requirements, where appropriate. The Contractor shall provide reports, data, etc. from the CMMS when requested by the CO, or his/her designee.
5. Audit the CMMS inventory on an ongoing basis, and annotate in the CMMS

equipment needed to be added or changed. Provide change recommendations and make changes as directed by the process and at the direction of the CO or & 2 ¶ V G H V L J Q H H

6. Maintain accurate equipment data in CMMS including Equipment ID, Equipment Type, Equipment Description, Asset Identification Code, Manufacturer, Model Number, Serial Number, Equipment Status, Building Number, and Location (including floor, room, and location description).
7. Enter data, reports or service request completion actions on behalf of other contract location contractors for the purpose of maintaining a complete facility record.
8. Generate and provide reports, data, etc. from the CMMS for any services captured within the CMMS database when such are requested by the CO, COR, or his/her designee.
9. Utilize and support existing and future labeling and labeling conventions.
10. Utilize and maintain the same asset identification system and task designator FRGLQJ IRU DOO HTXLSPHQW FRPSOLDQW ready to be used with the national asset identification coding and the GSA Preventative Maintenance *XLGH IRU UH DG\ WUDQVIHU RI LQIRUPDWLRQ WR WK system, NCMMS, should such future transfer become necessary.
11. Provide suitable and sufficient training to Government personnel to enable the *RYHUQPHQW ¶ V DFFHVV WR DQG UHYLHZ RI WKH & 0 0 functions adequate for an independent verification of performance on the contract. Such training may be required as frequently as annually for up to 5 personnel, when requested by the COR.
12. Utilize email notifications to provide appropriate parties, (i.e.: initiator) status updates on service call and repair activities.

Upon the start of the transition phase, the Government and Contractor shall partner to initiate efforts to stand up, test, and obtain GSA OCIO ATO. Upon ATO, the Contractor shall initiate actions to upload, validate and update existing electronic files to the Contractor provided CMMS, including equipment inventories, locations, and preventive maintenance due dates. The intended format and schedule of activities, with calendar milestones and delineation of required Government support, shall be outlined in the & R Q W U D F W R U ¶ V 0 D Q D J H P H Q W 3 O D Q L Q V X I I L F L H Q W G H W D L assess its functionality and value. Additionally, the outline must contain the maximum periods for all task frequencies by which time the Contractor will be providing equipment recurring maintenance services with such frequencies minimally meeting the periodicities designated in the GSA Preventative Maintenance Guides. Variances from the standard performance windows must be justified to, and receive written concurrence from the COR. All multi-year activities will be scheduled and performed within the 9 months of the contract unless site records indicate that the latest performance of such activities were satisfactorily completed within the periodicity window for that activity.

At completion of the contract, any and all electronic records, inventories and databases shall become the sole property of the government and provided to the government

electronically, and in hard copy if requested. At the conclusion of the contract, all IT assets should be disposed of in accordance with IT Security Policy, specifically NIST Special Publication 800-88 Revision 1 Guidelines for Media Sanitization.

C.1.9.5 Quality Control Program

A Quality Control Program (QCP) must be developed and implemented. The & R Q W U D F W R U ¶ V 4 & 3 P X V W H Q V X U H F R Q W U D F W F R P S O L D Q F problems with building equipment, systems and contract services are identified, documented, and resolved prior to failure or degradation. In the event of findings by the Government Quality Assurance Program, the Contractor shall implement progressively responsive quality control measures commensurate with the severity of the Government's findings. The Contractor shall further customize the Quality Control Plan included as part of the Management Plan submittal to ensure coverage of all contract V F R S H D U H D V D Q G W R P H H W I D F L O L W \ V S H F L I L F F R Q G L W L overall approach, schedule, roles and responsibilities as it relates to quality control and leverage the increased in-house staffing levels and building presence associated with a CFM. The Quality Control Plan shall be submitted as part of the quote package.

C.1.9.6 Government Quality Assurance Program

The G R Y H U Q P H Q W Z L O O L Q V S H F W W K H & R Q W U D F W R U ¶ V S H U program through random inspections, scheduled inspections, or any other method of inspection that the Government determines reflects the actual successful performance of this contract.

\$ V S D U W R I W K H * R Y H U Q P H Q W ¶ V T X D O L W \ D V V X U D Q F H S U R .

1. Review and, if warranted, reject any reports or other submittals required from the Contractor.
2. Review performance and service records, including but not limited to monthly progress reports, BAS data, CMMS data, and any computerized or hard copy records maintained by the Contractor documenting performance under this contract, and require correction of any unsatisfactory conditions noted.
3. ' H W H U P L Q H W K H D G H T X D F \ R I W K H & R Q W U D F W R U ¶ V documentation and the overall success of this program. The Government may order improvements, if it determines the program is insufficient or ineffective.
4. Obtain tenant satisfaction survey information and require improvements in service on the basis of such information to the extent such results correlate with deficiencies in contract requirements.
5. Conduct physical inspections of facility equipment and systems, to include programs and files maintained on computers in Contractor onsite offices and work areas, and require correction of deficiencies noted.
6. Perform inspections with Government personnel or independent third party inspectors.

Contractor performance will be evaluated on the basis of the performance success or deficiencies, success or failure in meeting other contract requirements, and the & R Q W U D F W R U ¶ V U H F R U G R I F R U U H F W L Q J G H I L F L H Q F L H V Z K be noted, a record of significant performance deficiencies may lead to a performance evaluation that is less than satisfactory even if the Contractor takes corrective action.

The use or nonuse of any quality assurance methods (e.g., a measurement and verification (M&V) program) by the Government will not constitute a waiver of or excuse from contract requirements. The Government may implement or change quality assurance measures at any time during the term of the contract.

All records and files that this contract requires the Contractor to maintain must be made readily accessible to Government representatives, including third party contract inspectors, on request. All records, files, plans, etc. utilized or generated during the course of the contract by the Contractor, including all standard operating procedures and building operating plans, shall become the property of the Government (this excludes employee personnel files and company financial information). Files are to be provided in both hard copies and electronic copies.

GSA uses the Contractor Performance System (CPS) or a similar performance measuring system to formally evaluate the Contractor's performance. Evaluations are generally conducted annually or more frequently on or about the anniversary date of the contract and also at the end of the contract period.

C.1.10 Performance Review Meetings

At no additional cost to the Government the Contractor may be required to attend periodically scheduled meetings with the COR and other Government representatives to review issues and contract performance. \$ W W K H * R Y H U Q P H Q W ¶ V G L V F U H W L include Tenant Agency Representatives.

C.1.11 Monthly Progress and Communication Program

The Contractor must provide the GSA staff with accurate monthly progress information describing the status and impact of all current and future facility engineering, P D L Q W H Q D Q F H V H U Y L F H D Q G R S H U D W L R Q V D F W L Y L W L H V migration to mobile platforms and a mobile workforce, the Contractor shall make use of * 6 \$ ¶ V 0 H H W L Q J 6 S D F H L Q W H U Q H W P H H W L Q J P H G L X P R U V conjunction, or as a substitute for, physical meetings. The purpose of this requirement is to ensure all concerned parties are informed and up to date on all building projects and issues, to facilitate strategic and tactical planning, to systematically document pertinent information and provide for greater ease of access for personnel.

While the Government does not seek to be prescriptive, it is noted that weekly live, interactive meetings, providing project, maintenance and repair activity progress and planning activities has been shown to hold significant value in meeting the Government's desired performance levels in this area. The use of electronic media and mobile platforms (such as google docs, Meeting Space and teleconferencing) function Z H O O Z L W K * 6 \$ ¶ V P R E L O H Z R U N I R U F H D Q G * 6 \$ K D V I R X Q G days) Google platform Morning Building Status Reports a functional avenue for the effective communication of building status, operating conditions and the intended daily maintenance and repairs activities.

C.1.11.1 Communication Plan

The Contractor shall prepare and provide to the CO or their designee a communication

plan, detailing how the Contractor will use technology (email, cellular phone, etc), to communicate with GSA to receive and respond to service calls, emergencies, status of projects, etc. The plan shall be submitted as part of the bid package for the * R Y H U Q P H Q W ¶ V U H Y L H z system shall be used by the Contractor's staff to instantly communicate with the CO or their designee **twenty-four (24) hours a day, seven (7) days** per week. The contractor will immediately notify the CO or their designee of any changes.

After normal hours, the supervisor(s) or designated substitute(s) agreed to by the CO or their designee shall be available within **one (1) hour** at the site. The communication plan is to be submitted in accordance with the requirements in the Contractor Submittals/Deliverables Chart (Exhibit J3.12).

C.1.12 On Site Reference Library and Records Management

The Contractor must maintain a comprehensive reference library to include all contract deliverables, records, plans, and data generated in the performance of this contract that is considered to be of importance by the Government. The library may have a hard copy component, but must be maintained electronically for access by Government personnel via the internet and off-site. This information must be accessible by the Government at all times and is considered the property of GSA. The Government will provide appropriate Contractor personnel with equipment and clearances necessary to access Government Share-Drives and cloud platforms - the use of such storage is recommended for use in fulfilling this contract requirement. The Contractor must safeguard all such information in accordance with the provisions of section H.9, Sensitive but Unclassified Building Information (SBU). Electronic files shall be hosted and maintained on Government servers or Government cloud based storage.

The Contractor may be required to support formatting and data transfer for the incorporation of such reference library to a more comprehensive GSA database at some future time. Such support shall be provided at no additional cost to the government.

C.1.13 On Site Building Management Support Services

The Contractor must provide reasonable and competent assistance during normal working hours to GSA personnel or other GSA contractors performing energy studies, commissioning services, engineering studies, building condition evaluations, project designs within the building, and access needs. Such assistance must include escorting investigatory personnel through spaces in the building in accordance with building security requirements, explaining the operation and condition of equipment and systems to investigatory personnel, and providing access to trend data, maintenance records, reference library materials, and other pertinent building technical data to investigatory personnel. The Contractor may make use of any and all contract personnel for the provision of such services, appropriate to the level of support required by the activity. The COR or designee shall inform the Contractor as far in advance as possible of the actual date and time these services are needed.

C.1.14 Reserved

C.1.15. Equipment Inventory

The Contractor is responsible for maintaining and updating the inventory of all building

equipment requiring a preventive/predictive maintenance procedure. The Contractor must ensure the inventory is correctly maintained in the CMMS. The inventory as well as all other data generated in the performance of this contract remains the property of GSA.

The Contractor shall:

1. Maintain asset identification system for new and replacement equipment compliant with NCMMS-readable national asset identification coding. Some asset identification systems include bar-coding, Radio Frequency identification or other equipment tagging.
2. Maintain and update the building equipment inventory and equipment labeling.
3. Maintain equipment inventory and maintenance records in a CMMS, if applicable.
4. Maintain the same asset identification system currently used for new and replacement equipment unless a national asset identification standard is provided.
5. Collect and maintain an inventory of: (1) all equipment types that require maintenance or certifications pursuant to the PBS Maintenance Standards or applicable code requirements, (2) equipment which is operated through a sequence of operations, (3) electronic controllers and network devices, (4) sensors, (5) Agency owned sensors , if applicable.
6. Collect and maintain the following equipment data: Equipment ID, Equipment Type, Equipment Description, Asset Identification Code, Manufacturer, Model Number, Serial Number, Equipment Status, Horsepower, Voltage, Quantity, Building Number, and Location, identifying specific floor, room number, or column line. The Government reserves the right to require additional information.
 - a. The Contractor shall provide all data to GSA in a format approved by the CO or designee with certification that the inventory is complete and accurate. For facilities where the GSA provides a NCMMS, the government-provided NCMMS is the required format for providing inventory data.
 - b. The Contractor shall annually certify that the Maintained Building Equipment Inventory is up-to-date and submit the certified inventory to the CO or designee.
 - c. The Contractor shall update equipment data when equipment is added, removed, or retrofitted as part of a project, or discovered by GSA or the Contractor.
 - d. The Contractor shall review and update equipment records including asset information, maintenance records and preventive maintenance records any time maintenance is performed on a piece of equipment.
 - e. The Contractor shall report to the CO or their designee changes to the asset inventory and preventive maintenance schedule within five working days of collecting and gathering equipment information.

Omissions in the existing inventory do not relieve the Contractor from the responsibility for the maintenance of the equipment. If the contractor maintained inventory data does not meet Contract requirements, action to withhold payments will take place. The Contractor may request equitable adjustment pertaining only to physical changes in

building equipment which occur after the contract start date. This request shall be submitted to the CO or designee.

C.1.16 Equipment Repair Assessment

'XULQJ WKH SHUIRUPDQFH RI WKH UHTXLUHPHQWV RI WKLV continually inspect and note the condition and efficiency of building equipment and systems. Any equipment or systems that the Contractor determines are reaching the end of their life cycle or in need of immediate repair or replacement and fall within the & RQWUDFWRU\ UHSDLU WKH WKHQ G.1.39 Repairs, must be repaired or replaced.

)RU SURMHFWV H[SHFWHG WR FRVW PRUH WKDQ WKH & RQWUDFWRU\ UHSDLU WKH WKHQ G.1.39 Repairs, must be repaired or replaced. Section C.1.39. Repairs) and within the intent of the scope of this contract, the Contractor must complete and submit at no additional cost to GSA, an itemized equipment condition assessment along with a thorough explanation of the cause of the failure, a detailed cost estimate of parts, materials and labor hours, and any other necessary information required to produce a bid package of a quality suitable for solicitation of project proposals. This package will be forwarded to a designated GSA construction representative for review and editing prior to issuance.

C.1.17 Building Operating Plan

C.1.17.1 Purpose

The Contractor must revise and submit for approval to the COR or designee, not later than **thirty (30) days** after the start of the contract, a building operating plan outlining their operating and general maintenance procedures for all major building equipment and systems. The Contractor must execute the contract requirements in accordance with the approved building operating plan. The Contractor must coordinate with the COR in developing the components of the plan in accordance with the building operating plan template provided by the COR or designee.

The building operating plan may be based on, or derived from, the existing building operating plan and other existing documents. However, all components must be reviewed and updated. Deficiencies in the existing plan does not excuse deficiencies in the new plan.

The building operating plan must be submitted and maintained as an electronic shared google document (or other GSA sanctioned platform) with regular updates that reflect current personnel, subcontractors, equipment, systems, and operating procedures. At a minimum, the Contractor must annually review and update the building operating plan. The Government may provide the Contractor with a nationally/regionally mandated format that shall be used. The Government may alter or add to the mandated format throughout the duration of this contract.

C.1.17.2 Example Components of the Building Operating Plan

The components of the BOP are compilation of requirements stated throughout the O&M PWS. Most of the information and documents shall be provided by the CO or

designee to complete this plan, such as OEP and COOP and drawings. At a minimum, the Contractor is responsible for providing the following information within the BOP:

1. Contact information of local Contractor staff and corporate managerial staff.
2. Description of staffing, responsibilities and work schedules.
3. Identify personnel with QCP functions and the personnel with authority to commit funds, and the dollar level of that authority for this Contract.
4. Standard operating procedures for operating building systems, including at a minimum:
 - a. Startup and shutdown times and procedures relative to various environmental conditions.
 - b. Facility hours of operation \pm Normal and Core hours.
 - c. Procedures to accommodate tenant OTU requests. Provide listings of mechanical equipment, hours of operation and separate procedures for heating and cooling.
 - d. Energy Conservation \pm Performance Plan, Management and Control Systems, peak load demand management procedures, and Advance Meter System (AMS) data for conservation strategies (if applicable).
 - e. Other operating strategies to maximize efficiency and minimize energy consumption.
 - f. Descriptions of major mechanical equipment, modes and sequences of operations for equipment systems such as schedules, settings, startups, shut-down and control sequences
 - g. Locations of all major utility shut off, including gas, electric, water and steam (if applicable).
 - h. Locations of all electric rooms and a narrative of the areas served by each including emergency generators, substations and transformers, and equipment that is on the emergency generator.
5. Architectural and Structural systems maintenance (e.g., facade, roof, gutters, drains, and windows).
6. Building tour plan and watch locations, recording presence and documentation procedures.
7. Maintenance schedules and procedures, and a reference to which preventive or predictive maintenance standards or guides the Contractor shall use. For all fire protection and life safety systems PBS preventive maintenance guides shall not be used. The Contractor shall use the applicable NFPA code or standard (latest edition) to perform the inspection, testing and maintenance (ITM) of all fire protection and life safety systems. The Contractor shall perform all ITM in accordance with the frequency schedules and test methods in the applicable NFPA code or standard. All ITM performed must be recorded on the suggested ITM forms referenced in the applicable NFPA code or standard.
8. List of test equipment to be maintained onsite to support troubleshooting and sensor calibrations.
9. Vertical Transportation maintenance plan, if applicable, including escalators, elevators, and dumbwaiters.
10. A description of how building equipment data is maintained and updated.
Work Order and repair procedures, including staffing and procedures for the

Work Orders, during operating hours, after hours and emergencies.

11. A description of key control procedures.

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

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abrupt resignation). At minimum, the Strike Contingency Plan (SCP) shall include the following information:

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

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

b. Civil disturbance or major security threat.

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structure or utilities.

d. Floods, including flooding caused by plumbing breaks.

e. Hazardous materials including asbestos, lead paint, leaks or spills and water management.

f. Inoperability and impairment of fire protection and life safety systems (including fire watch and impairment procedures (e.g., red tags).

g. Location of fire alarm control unit/fire control room/instructions to operate the Public Address system in an emergency, if applicable.

h. Location of incoming municipal fire protection water supply.

i. Location of fire sprinkler riser rooms and isolation valves.

j. Location of fire pump.

k. Location of sump and sewage ejector pumps and emergency procedures.

l. Pressure booster and reducing stations, and backflow preventers.

m. Above and Underground Storage Tanks.

n. Confined Space Locations.

o. Portable Fire Extinguisher Locations.

p. Radon mitigation program, if applicable.

q. Description of safety procedures.

13. Contractor contingency plans to operate the building in support of the

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and Pandemic Influenza Preparedness planning for the site.

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

15. Contractor plan to support demand response or utility curtailment programs in which the building participates, including communications protocols and curtailment activities.
16. The Contractor shall develop and implement a written emergency plan that describes procedures for its employees to follow during power failures, equipment failures, or other emergencies within **thirty (30) calendar days** of Contract start date. The Contractor shall also review with its employees those parts of the plan necessary to protect workers in emergencies.

C.1.18 Emergency Shutdown Instructions And Tour Checklists

Emergency shutdown instructions (including contact names and telephone numbers) and tour inspection checklists and logs must be posted by the Contractor in all mechanical rooms and or electrical rooms, as applicable to the equipment in the given room.

C.1.19 Labeling of Electrical Circuits and Equipment

The Contractor must establish and or maintain an electrical labeling program that addresses added or modified circuits. Electrical single line diagrams must be updated (by creating and maintaining a working copy of record documents, or best documents available at the commencement of the contract) as necessary, using the original electronic file format. The Government recognizes that this requirement could take time, depending on the current levels of labeling in place. The Contractor shall be able to demonstrate their program for updating and establishing the labeling program and updating single line diagrams within the first year of performance.

C.1.20 Operational Requirements

C.1.20.1 General

The Contractor must provide efficient and effective operations and services for all buildings and building systems as identified in this contract. This shall include the provision of utilities and environmental conditioning, at all necessary times, supportive of tenant operations and in compliance with all applicable codes and regulations. It shall, further, be provided in such manner as proves most energy efficient and cost effective to the Government without compromising other contract objectives or requirements or failing to preserve the asset value of the facility.

The Contractor shall be proactive in attempts to meet all current and future energy and utility goals of the Government. They shall establish an active operational methodology for tracking, trending and improving building efficiencies and shall ensure, (through use of operational logs, preventive maintenance, systems test and balance, and other necessary means) an effective controls sequence of operations best meeting the E X L O C u r r e n t n e e d s. Such action shall be considered active at all times.

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 alternate contracted services to investigate and correct an unjustified inability of the
 contractor to meet the * R Y H U Q P H Q W ¶ V I H G H U D O O \ P D Q G D W H G H Q H U
three (3) or more consecutive quarters. Such action shall be considered corrective for a
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 resulting cost to the Government.

C.1.20.2 Smart Building Technology

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

New building technologies, and their convergence with traditional information technology, have altered the way in which facilities can be monitored, maintained, and operated. Trends in building systems technology have provided opportunities in the market place to alter the way facilities managers use real-time data to operate their facilities more efficiently. Building systems are getting increasingly more dependent on software, IT networks (physical and wireless), servers, internet access, and cloud-based/hosted solutions. This shift in domain expertise has outpaced traditional design and construction practices. As a result, building operations and maintenance staff need to adapt, be more proactive, and leverage the availability of real-time data to help them perform building systems support more effectively.

C.1.20.3 Extended Operating Hours

On occasion, areas of the buildings are required to be operated outside of normal working hours; supporting equipment must be operated (whether remotely, in automated or hand controlled fashion), and maintained, by the Contractor so as to support these extended operating hours. When requested to provide staffing outside of the normal staffing schedule, the Contractor will be compensated at the appropriate hourly rate specified on the electronic offer sheet (Refer to section B.2. Offer for Services).

Areas of the building, duration and frequencies of extended operating hours may change during the period of the contract. The Government shall make every effort to notify the Contractor of these operational periods as soon as possible.

C.1.20.4 Continuity of Operations (COOP)

The Contractor must operate the facility and participate in emergency operations to the fullest extent possible during all emergency situations such as fires, accident and rescue operations, strikes, civil disturbances, natural disasters, severe weather, terrorist threats, contingency operations, and practice drills unless ordered to evacuate the building by a Government representative, emergency personnel, or the authority having jurisdiction.

The Contractor shall be responsible for developing an emergency operations plan within

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occupant emergency plan and other regional plans as applicable.

C.1.20.5 Tenant Environment

Lighting levels must be adjusted under the guidance of the COR where they can be adjusted without changing fixtures (e.g., tuning dimmable ballasts, de-lamping). The Contractor should note that while the PBS P100 establishes target lighting levels, light quality, specific tenant requirements, and other individual factors also have an impact on requirements.

Environmental standards must be maintained throughout normal working hours and equipment startup must be early enough to fully attain environmental conditions at the beginning of normal working hours. The Contractor must report significant changes in the operating conditions to the COR. If the building is capable of meeting the standards of ASHRAE Standards 55 and 62, any such deviation creating a failure to meet such standards, must be explicitly reported to the COR.

C.1.20.6 Energy Conservation Plan

The Contractor must implement energy conservation initiatives to operate equipment and systems as efficiently as possible without compromising service to the tenants. These initiatives must incorporate measures and operational tactics that result in reduced energy usage and avoidance of unnecessary equipment use. All such initiatives will include metrics and methodology to assess impact on both the facility's operational efficiency and tenants comfort.

The Energy Conservation plan shall articulate the overall approach, as well as strategic and tactical measures to be undertaken. The initial energy conservation plan shall be incorporated into each building operating plan, as required in section C.1.17., and shall minimally include:

- " trended energy data representing each building's energy load consumption on a daily basis
- " trended energy data representing each building water consumption on a daily basis
- " an ability to compare monthly, seasonal, annual and multi-year performance
- " data, logs and remarks assessing the impact of OT actions supporting tenant activities
- " data, logs and remarks assessing the impact of major construction and or renovation projects

In the absence of Advanced Metering Systems, the Contractor shall identify and make use of any and all available alternate sources and / or onsite meters and gauges.

The Contractor shall provide reports and actionable recommendations as part of the standard contract § Monthly Performance Meeting, or sooner if conditions warrant. The Contractor shall, to the maximum extent practical, take action to implement such strategies and initiatives at all other facilities governed under this contract.

C.1.20.7. Healthy Building Commissioning, Recommissioning Services

Over time, space and load changes, diminished equipment output and varying external factors may significantly affect the original operational design performance of a building. The Contractor shall assist GSA in providing the most comfortable, cost efficient, space possible for its occupants. The Contractor shall provide qualified individual(s) familiar with the controls, controls and operational sequences, and operational design capacities of the building systems (HVAC, plumbing, electrical, lighting etc.) for the building(s) covered under the scope of this contract. Such individual(s) shall provide monitoring, testing and inspection of equipment, spaces and controls. This effort must focus on detecting and correcting improper equipment performance, trending patterns and fluctuations in utilities usage and space environments, observing opportunities for saving energy and money, and initiating strategies for improving the performance of the various building systems. This effort shall include maintenance and quality control programs, effective repairs processes and knowledgeable buildings operations and, as such, is expected as a contract standard.

Additionally, tenant relocation efforts often necessitate building space alteration projects. These projects may include erecting, moving, or demolition of walls, partitions, and doors etc., as well as changes to existing HVAC and lighting systems to accommodate the space configuration needs of the new occupants. Subsequent to such work, and when requested by the COR or designee, the Contractor must provide qualified individual(s), as above described, to provide a focused effort in evaluating the designated space. Again, this effort must focus on detecting and correcting improper equipment performance, observe opportunities for saving energy and money, and initiate strategies for improving the performance of the various building systems supplying the area targeted for alteration.

It is not the intent of this clause for the Contractor to provide complete building re-commissioning projects or to perform Post-Work Test and Balancing as should be required of a construction contractor. It is intended that such ongoing and targeted evaluations provide for efficient buildings operating consistent with the commissioned intent and systems design of the facility.

C.1.20.8 Non-Standard Coverage Requirements - Reserved

C.1.21 Service Requests / Calls

C.1.21.1 General

The Contractor shall provide a means to receive service requests twenty-four (24) hours a day by means of telephone, email or fax. The Contractor shall provide adequate staff to respond to service requests during normal building operating hours. The Contractor must respond to service requests and initiate corrective actions and identify any repair requirements. The Government may transmit work orders to the Contractor for service request or emergency service request and callback response orally, by email, by creation of a work order by a Government employee or representative, or by generating an automated work order.

The Contractor must respond promptly to conditions indicating deficiencies in environmental conditioning, lighting, or condition of the facility or equipment. The Contractor must respond immediately upon receipt of notice of any condition that may negatively impact the operation, safety, or environmental conditions of the building. The Contractor shall respond to all Custodial related service call requests (custodial issues, rearranging furniture and furnishings, special event support, etc.) using building specific service call procedures.

The Contractor shall track and record the service request through to completion. All records of the service request shall be kept for the duration of the contract. The Contractor must document, at minimum, the following information in the CMMS:

1. Time the request was received
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3. Location of the service
4. Time the service was completed
5. Corrective action taken
6. Reason for any deferred requests

C.1.21.2 Emergency Service Request and Callback Response

Emergency service requests and callback responses are service requests where the work consists of correcting failures that constitute an immediate danger to personnel or property, including but not limited to safety issues, environmental spills and issues, broken water pipes, electrical power outages, electrical problems that may cause fire or shock, gas or oil leaks, major air conditioning or heating problems, etc., or any work considered by the COR or designee to be of an emergency nature. During normal working hours, the Contractor must respond to emergency service and callback response work requests immediately (within the shortest possible time consistent with the custodian or mechanic's location). If the work request is received outside of normal working hours, the contractor shall respond within **thirty (30) minutes** of notification.

The Contractor must remain on the job until the emergency situation has been secured and adequate temporary repairs or clean-up have been made. Permanent repair or clean up shall be governed by the repairs provisions and other clauses in this document. The Contractor must provide a written account of any emergency callback, to include costs incurred and a plan for permanent correction of the problem, to the COR or designee the morning of the next working day.

C.1.21.3 Urgent Service Request Response

Urgent service requests are those service requests where the work consists of correcting failures that interrupt or otherwise adversely impact either GSA operations or building occupant operations. Examples of these types of service requests include, but are not limited to, inoperative electrical circuits, temperature complaints, inoperative lighting above a workstation, flush valve stuck open, any malfunctions to equipment that affect the operations of sensitive building occupants, spilled liquids, restrooms needing restocking, or any work considered by the COR to be of an urgent nature. The Contractor shall respond to urgent work requests **within one (1) hour**, irregardless of the time of notification.

The Contractor must remain on the job until the urgent repairs or corrections have been made. Permanent repair shall be governed by the repairs provisions within this document.

C.1.21.4 Routine Service Request Response

The Contractor must respond promptly to routine work requests and complete the required work within **twenty-four (24) hours** of notification. The Contractor must immediately notify the COR with a written extension request for extension if the **twenty-four (24) hour** period will be exceeded. The Contractor shall immediately notify the CO or their designee with a written extension when the routine service call cannot be completed within the specified timeframe.

C.1.21.5 Reimbursable Response

In cases of reimbursable response, for example an emergency call-back service after hours, the costs shall only be reimbursed to the Contractor if the request is outside of WKH EXLOG LQJ V RSHUDWLQJ KRXUV DQG RU RXWVLGH WKH following criteria shall apply. Under no circumstances will the Government reimburse the Contractor for any costs associated with travel, travel time, tolls, parking, or any other costs associated with arriving at the facility. This includes travel outside of normal work hours. Anticipated expenses and cost associated with travel should be accounted for in the reimbursement rate proposed on the electronic offer sheet. Additionally, the Contractor shall detail any and all stipulations that may apply, including minimum quantities for an order, as part of their management plan submission. For example, if an elevator subcontractor requires a minimum of **two (2) hours** onsite will be billed for emergency callback service, the Contractor shall specify this upfront as part of the management plan submission and ensure the full **two (2) hours** of services are provided upon order. The government will not provide compensation for response times and windows not provided in full.

C.1.22 Overtime

C.1.22.1 Overtime Services

During the term of the contract, the CO or their designee may require the Contractor to use overtime to perform work within the scope of this contract, outside of normal working hours, where the work was originally intended to be performed during normal working hours. This may be necessary to expedite the return of a piece of equipment to normal operations and/or minimize disruption to tenants. The use of overtime will be authorized only by the CO or designee and the Contractor will be reimbursed at the

hourly rate specified in Section B for overtime service.

C.1.22.2 Overtime Pricing

There will be no reimbursement for maintenance and testing services performed outside of normal working hours when the requirement to perform the work outside normal working hours is established in the solicitation. The Contractor will include all costs for overtime services associated with maintenance and testing established in the solicitation to be performed after normal working hours in the monthly price for basic service.

C.1.23 Additional Services

Additional services are defined as any work, requested and authorized by the Government that is within the scope of this contract but in addition to the contract requirements. Any work of this nature detected by the Contractor shall be immediately reported to the COR, but work shall not be performed until the Contractor and the CO or their designee as appropriate have reached an agreement on the price to accomplish the project. Work shall be performed immediately, if necessary (i.e., an emergency), although typically a **forty-eight (48) hour** notice will be given as a minimum.

C.1.23.1 Labor Costs

The Contractor shall price labor hours at the rate specified in Section B, Supplied or Administrative (G&A), and profit are already included in this labor rate. Thus, no separate allowances for travel time, parking, overhead, G&A or profit can be applied.

C.1.23.2 Materials and Parts

The Government reserves the right to furnish any or all parts and/or materials required for a particular repair/replacement. If the Contractor furnishes the parts and or materials, the price to be paid shall be on the basis of established catalog or list prices in effect when the parts and/or materials are furnished, less all applicable discounts, but LQ QR HYHQW VKDOO VXFH SULFH E shall be the price paid to the lowest favored customers for the same item in like quantity, or the current market price, whichever is lower.

C.1.23.3 Orders for Maintenance Repair/Replacement Work

All orders for maintenance repair/replacement work must be placed or confirmed by issuance of a GSA Form 300, Order for Supplies and Services. The GSA Form 300 will describe the work to be performed, the time for completion, and the total price for the work. In emergency situations oral orders are permitted, which will be confirmed within **five (5) working days** by issuance of a GSA Form 300. Orders of **\$2,500** or less may be processed using the Government-wide commercial purchase card, which is the preferred method to purchase and to pay for micropurchases. The Government reserves the right to perform the work using whatever resources are available, including using outside contractors.

C.1.23.4 Report of Maintenance Repair/Replacement Work Performed

At the completion of the work, the Contractor shall submit to the CO or their designee the following information. This information must be provided electronically and

accepted by GSA prior to payment being authorized.

- Name and address of the Contractor
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- Date(s) work performed and hours expended per employee
- Name of any subcontractor utilized and copy of related invoice
- Brief description of work performed including equipment identification
- List of all parts removed and replaced

C.1.23.5 Order-Level Materials (OLMs)

Order-Level Materials (OLMs) in direct support of task orders may be purchased under this BPA, as identified in the Pricing Workbook. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINS), and indirect costs. OLMs are only authorized for inclusion under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. Items awarded under ancillary supplies/services or other direct cost (ODC) SINS are not OLMs. Prices for items provided under the Order-Level Materials SINS must be inclusive of the Industrial Funding Fee (IFF). Orders will be

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552.238-82, Special Ordering Procedures for the Acquisition of Order-Level Materials. The contractor shall be required to obtain a minimum of three quotes from suppliers and include documentation for each order-level material above the simplified acquisition threshold. The CO, or COR, may require that the Contractor obtain three quotes from suppliers and include documentation for quotes under the Simplified Acquisition threshold.

C.1.24 Work Scheduling and Reporting Accomplishments

The Contractor shall instruct his/her personnel, including subcontractors that any time they perform work under this contract they shall comply with the following procedures.

- a. Contact the CO or designee when first arriving at the building. Upon arrival and departure, all personnel must sign in and out using the designated form, GSA Form 139. If the work is of a continuing nature, this procedure must be repeated daily.

E \$W WKH FRPSOHWLRQ RI WKH ZRUN WKH FRQWUDFWRU
CO, their designee or the designated representative a copy of a work order, repair order or a form (in hard copy or electronic format) which will furnish the following information:

I. Name and address of the Contractor

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III. Date(s) work performed and hours expended per employee

IV. Brief description of work performed including equipment identification

V. List any parts removed and replaced

- c. Work Scheduling Requirements

Five (5) days after award, the Contractor shall submit their proposed method for compliance with the Maintenance Control Program (MCP), including their proposed preventive maintenance plan and reporting mechanism, detailed

VHUYLFH FDOO ORJV ILUHPDQ¶V HPHUJHQF\ RSHU
communications testing logs for each piece of equipment covered by this contract to the CO or designee.

d. Reporting Requirements

Maintenance performed should be in accordance with the approved maintenance control program (MCP). Within **five (5) work days** after the end of each month, a monthly progress report shall be submitted to the CO or designee. This report shall include a preventive maintenance log, indicating the preventive maintenance work performed on each piece of equipment by the type, equipment number, and location, in accordance with the MCP requirements, and any additional work performed in addition to these requirements.

A detailed report on all service calls (routine and emergency) shall be submitted within **five (5) work days** after the end of each month, indicating all information required on the service call log and a list of all parts utilized in the repair or replacement. Any service call that resulted in an extended outage must be identified with the reason for the delay in returning the equipment to service. Any equipment still out of service at the end of the month must be identified, with an explanation for the outage and delay in returning the equipment to service. An action plan to return the equipment to service and an estimated date for the return must also be provided.

C.1.25 Reserved

C.1.26 Reserved

C.1.27 Tours

C.1.27.1 General

The Contractor must tour major building systems, equipment, tanks, etc., and anything requiring tours mandated by any acts, codes or regulations as contained in Section J, Exhibit J1 of this PWS or any State or Local requirements. With the advent of WHFKQRORJ\ DQG RQRYLWLRQRORJHU H[FOXVLYH WR WKH
may be a combination of physical visits and automated systems analysis. Tours are an opportunity to view equipment in different phases of operation, make adjustments, validate controls, verify set points, check efficiency, physical condition of mechanical space, and overall safety. It is not the intention of the Government to overly prescribe WRXU IUHTXHQFLHV RU PHWKRGRORJLHV RU IRU WKH & RQV
valuable use of resources. Instead, the Contractor is expected to develop tours at frequencies and using methodologies that are of value to operations, inclusive of analytical decision making intended to optimize operations based on real time performance data.

C.1.27.2 Operating Logs and Tour Check Sheets

Operating logs and tour sheets must be maintained by the Contractor. Documentation must be completed at the time of tours. Information recorded on the logs must be adequate to track the operating hours and performance history of the equipment. Tour

check sheets are allowed for use in documenting area condition checks; however, are specifically disallowed as replacement for data entry log sheets on any equipment that has variable parameters or operating conditions. Paper log sheets need not be used for equipment monitored and data logged by the BAS, if such monitoring and data logging provides a sufficient database of operating data to allow for analysis of trends in equipment performance and troubleshooting. Additionally, paper log sheets may be substituted for other information technology solutions that enhance real time monitoring and data analytics.

C.1.27.3 Condensate Pans

The Contractor must conduct inspections of the condensate drip pans of all air handling units, A/C package units, window A/C units, and other equipment items and or systems that physically have drip pans to ensure that they drain properly. Such inspections must be conducted in accordance with the tour program and preventive maintenance plans. Pans that are not level or that leak must be repaired. All drip pans must be treated with an appropriate biocide to control the growth of algae, etc. If any condensate pans are inaccessible, the Contractor must notify the COR or designee immediately.

C.1.27.4 Proactive Facility Tours

The Contractor must conduct periodic tours of the building to proactively identify and remedy any issues pertaining to lighting, bathroom fixtures, and other tenant environmental comfort concerns. The tours shall seek to work in conjunction with the & R Q W U D F W R U T V H Q H U J \, Proactive Service Requests, and Equipment condition assessments. All findings noted during the tour must be tracked and a work order must be initiated for corrective action by the Contractor.

C.1.27.5 Minimum Tour Frequencies

1. **Daily:** Major HVAC equipment (when in operation), including boilers, chillers, cooling towers, pneumatic control air compressors, and air handler rooms. Fire alarm system control panels (fire alarm system control panels must not have any unwanted trouble conditions). Steam system reducing and regulating stations. Special HVAC for critical functions.
2. **Weekly:** Distributed HVAC equipment including package units and external condensers, pumps, motors, sewage ejectors, fire pumps, and generators. Incorporate moisture control tours to prevent building damage, minimize mold contamination, illuminate leaks, and reduce health risks related to moisture.
3. **Twice per Month:** Battery systems and uninterruptible power systems (UPS).
4. **Monthly:** Transformers, secondary electrical rooms, switchgear and primary electrical equipment rooms, and condensate drip pans.

C.1.28 Demand Response Programs

The Government may participate in any of the available demand response programs or critical peak pricing tariffs administered by utilities, State agencies, or third-party administrators. If the Government participates in such a program and advises the Contractor of the requirements of the program, the Contractor must cooperate fully in the implementation of the program.

The Contractor must develop a curtailment program in consultation with the

Government and subject to Government approval; the program must be described in the building operating plan. The Contractor must implement all Government approved curtailment measures (which might typically include turning off unnecessary lighting, shutting, implementing temperature setback programs, etc.) immediately on notification of a curtailment, in accordance with the plan. Failure to diligently manage systems in accordance with such programs may result in performance deductions under the Adjusting Payments clause for excess costs or loss of revenue to the Government.

C.1.29 Protection and Damage

The Contractor must provide his contracted services at a level providing reasonable expectation of protection against equipment failure or damage. Damages to systems or equipment, incurred, or exacerbated, by a failure of the Contractor's personnel, designees, or subcontractors, to take appropriate actions in response to service requests, equipment condition, failures or erratic operation, shall be corrected by, or at the expense of, the Contractor. A failure or inability to appropriately diagnose, recognize or respond, in those areas wherein the Government has right to expect expertise on the part of the Contractor, shall not remove liability from the Contractor.

The Contractor must make reasonable efforts to assist the Government to prevent hazardous conditions and property damage and to maintain security. All methods of preventing, containing, and reporting any hazardous conditions as outlined in any acts, codes or regulations as contained in Section J, Exhibit J.1 of this PWS, or any State or Local requirements must be followed by the Contractor. The Contractor must promptly report such conditions or activities to the COR or designee, security personnel, or authorities, as outlined in any acts, codes or regulations as contained in Section J, Exhibit J.1, of this PWS, or any State or Local requirements.

- " The Contractor must protect Government property, buildings, materials, HTXLSPHQW VXSSOLHV UHFRUGV DQG GDWD ZLWK LQ unauthorized access, loss, or damage.
- " The Contractor must establish a system for onsite work force personnel to report potentially hazardous conditions in the building to the COR or other designated Government representative.
- " 7KH &RQWUDFWRU DQG &RQWUDFWRU¶V HPSOR\HHV D with the *6\$¶V 5XOHV DQG 5HJXODWLRQV *RYHUQLQJ 3XE (as posted in the building) and must promptly report violations by employees, or as otherwise observed, to the COR or security personnel.
- " The Contractor must provide reasonable assistance to security or emergency response personnel as needed.

C.1.30 Key Control And Flag Responsibilities

7KH &RQWUDFWRU PXVW IROORZ WKH EXLOGLRQ¶V NH\ FR &RQWUDFWRU RU WKH &RQWUDFWRU¶V SHUVRQ RU VXE transferred to other personnel unless recorded in the key control log. The Contractor is financially liable for the cost of rekeying if keys are lost or not recovered from terminated employees or subcontractors.

As a norm, the Contractor will not be responsible to raise, lower and half-staff the flag of the United States of America and other flags and pennants for GSA and Federal

agencies in accordance with the requirements set forth in the GSA Flag Policy (Refer to (O H F W U R Q L F %) A G I I F a c i l i t i e s ; / h o w e v e r , the contractor must be capable of providing such service in support, upon specific request. GSA will be responsible for providing the Contractor all flags and pennants in sufficient quantities so that there is at least one spare flag at each location. Flag disposal is to be done in accordance with the GSA Flag Policy and is the responsibility of the Contractor. The Contractor must repair and/or replace the ropes, pulleys, clippings, trucks or any other material(s) associated with raising and lowering the flag in the event that something is no longer functional. When requested, the Contractor shall be responsible to paint the entirety of the Flagpole, as a reimbursable service. Additionally, any requests to raise and lower the I O D J R X W V L G H R I W K H & R Q W U D F W R U ¶ V V W D I I L Q J K R X U V Z L C

C.1.31 Disruptive or Hazardous Tools

The COR or designee must approve use of impact tools and power-actuated tools during normal working hours. Burning or welding equipment may be used only with written permission from the COR or designee. A Welding and Burning Permit (GSA Form 1755 or equivalent) must be issued each day, and in advance, when any welding or burning activities are to be performed.

C.1.32 Disruption to Utilities, Lighting, or Space Conditioning

Any non-emergent work that will disrupt utilities, fire protection and life safety systems, lighting or space conditioning for building tenants must be scheduled and approved in advance with the COR or designee and is generally required to be performed outside of normal working hours.

C.1.33 Plumbing and Restrooms

Plumbing systems must be maintained, repaired, and kept functional to the point of service delivery as defined by the utility company. The Contractor must ensure all system drains, including storm drainage and roof drains, remain clear and unobstructed.

The Contractor must take any necessary steps to prevent odors emitting from drains or other plumbing systems into occupied space, to include keeping water in traps as appropriate.

The Contractor must clear toilets and sink blockages, as necessary. Such requests will be transmitted to the Contractor by the COR or designee through service request procedures.

In the event that any of the following types of products are purchased through this contract, the Contractor shall only procure WaterSense designated products, unless prior approval has been granted by the COR.

1. Showerheads
2. Toilets
3. Urinals
4. Bathroom Sink Faucets & Accessories
5. Pre-rinse Spray Valves
6. Landscape Irrigation Controllers

In addition, when incorporating other types of water consuming products that have not

yet been included in the WaterSense Program, the Contractor shall use products that meet FEMP specifications.

C.1.34 Maintenance Program

C.1.34.1 General

The Contractor is responsible for establishing and maintaining an effective program for scheduling and performing preventive/predictive maintenance for the facilities covered under the scope of this contract. The program must be in compliance with all acts, codes and regulations as contained in Section J, Exhibit J1 of this PWS and any applicable State or Local requirements on all building equipment and systems. The maintenance program must be administered and recorded within the Government owned CMMS system.

C.1.34.2 Maintenance Standard

7KH FXUUHQW PDLQWHQDQFH SURJUDP HPSOR\HG LV GUL Service Operations and Maintenance Standards 2018 Guide. Maintenance tasks and frequencies are prescribed within the guide, and are embedded within the Government & 006 V\VWHP 7KH JXLGH LV SURYLGHG LQ WKH %LG GHU¶V of this contract for reference.

The Government does not wish to be overly prescriptive with regard to the maintenance program employed through this contract, instead the intention is to leverage the technical expertise of the Contractor for establishing a program in the best interest of the equipment, systems, and facility inclusive of energy conservation, reliability, repairs, life cycle, cost, and strategic planning of the facility. The GSA 2018 maintenance guide is established as the maintenance baseline. The Contractor is encouraged to further refine the program using best practices that may include predictive maintenance techniques, leveraging advanced data analytics and monitoring techniques, technology solutions, manufacturer's recommendations, etc. Within this resides the Government's expectation that:

1. The Contractor shall utilize their expertise to assign procedures and frequencies appropriate to the age and condition of each piece of equipment, system or facility. This should further include variables created (or allowed) by local environmental conditions and utilize recognized industry standards for time and DJH EDVHG SHUIRUPDQFH L H 1(7\$¶V 0DLQWHQDQFH) U International Electrical Testing Association).
2. The maintenance standard shall provide a level of care that maintains efficiency and complete functi R Q D O L W \ D F U R V V W K H H T X L S P H Q W ¶ V I X O O D expectancy.
3. Maintenance shall be accomplished in a manner that negates redundant or excessive testing or work practices thereby reducing unnecessary equipment downtime and added costs to the Government.
4. Standard equipment inspection processes should be integrated (where appropriate) within documented equipment tours and/or the Contractor's Quality Control Program to further remove duplication of effort.

The Contractor must not use any Contractor proposed preventive or predictive maintenance standards or guides or any of the Public Buildings Service Operations, and

Maintenance Standards 2018 Guide to perform inspections, testing, and preventive maintenance on fire protection and life safety systems and equipment in a manner that fails to meet NFPA Codes and Standards pertaining to inspections, testing, and preventive maintenance of fire protection and life safety systems and equipment. The Contractor shall follow the specific testing and inspection frequencies and methods specified in such NFPA Codes and Standards. The Contractor must record such inspection and testing services on the appropriate NFPA inspection and testing forms. The Contractor must also ensure that all maintenance requirements of any acts, codes or regulations as contained in Section J, of this PWS or any State or Local requirements are in compliance with current standards and revisions. This requirement exists irrespective of posted frequencies or verbiage contained in the NCMMS and Public Buildings Service Operations and Maintenance Standards Guide 2018 at the time of contract award or other time thereafter. It remains incumbent upon the Contractor to remain current and informed on all federal, state, and local regulations, NFPA, NETA, \$ 16 , 26 + \$ (3\$ VW D Q G D U G V J X L G D Q F H ¶ V L Q G X V W U \ V W guidance, as may or may not be specifically called out in Section J, and capture such required practices in the performance of maintenance and testing on Government equipment and systems. The Contractor shall have option to present to the COR for negotiations on equitable compensation for increased costs associated with such actions, but should further recognize a potential for reduced compensation when conditions reflect a reduced burden on the contractor.

The Contractor shall complete any and all preventive/predictive maintenance tasks having a frequency of annually or multi-year within the first **nine (9) months (first three (3) quarters)** of the initial contract year excepting those tasks as can be verified as having had satisfactory completion by the predecessor contractor. Annual and multi-year maintenance items falling in the final year of the contract must also be performed during the **first nine (9) months (first three (3) quarters)** of the final year. This requirement is to establish a baseline for satisfactory maintenance completion and allow adequate period for addressing deficiencies noted during such performance. Specific deviation may be allowed with appropriate circumstance and upon receipt of written concurrence by the COR. Such deviations are to be presented on a case by case basis and must be dictated by:

- " seasonal weather conditions
- " building use requirements
- " tenant impact
- " conflict with major construction activities
- " other significant event as satisfactorily demonstrated to the COR

Such deviations are not intended simply to ease a performance burden on the Contractor and do not remove the performance responsibility from the Contractor. Deviations, approved or otherwise, as may prevent the performance of maintenance D F W L Y L W L H V Z L W K L Q D V H J P H Q W R I W K H L U V W D Q G I discretion, result in a contractual adjustment to their slated performance period and compensation to the Government for a failed performance. Said compensation shall be consistent with the prorated cost of performance provided the Contractor under the base contract or reflective of any significant impact on the equipment's life expectancy, whichever holds greater value.

The Contractor is responsible for maintaining space under its general control in a fashion that is free of clutter, debris and dust. All floors, walls and applicable mechanical equipment in mechanical areas shall be painted as needed for OSHA compliance, cleanliness, and other safety reasons. The machinery rooms including floors and the equipment located within the machinery rooms shall be painted as necessary to maintain the appearance of the room and equipment. When painting, the Contractor must comply with the ANSI color coding system outlined in the ANSI A13.1, Scheme for the Identification of Piping Systems, and maintain the identity (identification number) of WKH HTXLSPHQW, WLV WKH & RQWUDFWRU¶V UHVSRQVL standards at all times. The Government will not reimburse the Contractor for housekeeping and painting necessary to maintain an orderly, clean and presentable appearance.

C.1.34.3 Maintenance Program Proposal and Documentation

7KH & RQWUDFWRU¶V SURSRYHU in the Request for Quotation (RFQ): General Instruction to Quoters and Management Plan, in conjunction with the GSA 2018 maintenance guide, will establish the baseline for the program including overall strategy, techniques, and processes. Upon award of the contract, the Contractor shall further tailor the maintenance program down to the individual equipment component and implement/reflect accordingly within the NCMMS system. Deviations from the GSA Maintenance Guide and/or the initial proposal of the Contractor are HQFRXUDJHG KRZHYHU ZLOO UHTXLUH MXVWLILFDWLRQ R Government and will be contingent upon COR approval.

C.1.34.4 BAS Control Systems

The automatic centralized control of heating, ventilation and air conditioning, lighting and other systems are managed through a building automation system (BAS). The objectives of building automation are improved occupant comfort, efficient operation of building systems, reduction in energy consumption and operating costs, and improved life cycle of utilities. BAS core functionality keeps building climate within a specified range, provides light to rooms based on an occupancy schedule (in the absence of overt switches to the contrary), monitors performance and device failures in all systems, and provides malfunction alarms to building maintenance staff. The intent of a BAS should be reducing building energy and maintenance costs.

C.1.34.4.1 Operations

The standard for HVAC equipment normal operation shall be automatic operation, by the BAS, in accordance with the established Sequence of Operation. The Contractor is responsible for effecting repairs and or notifying the Government if a sequence of operations, equipment or schedule is not operating as designed, at optimal efficiency, successfully meeting the current needs of a building space, or in a manner resulting in unnecessary energy use. Repairs shall be performed in accordance with the standards established in the Repairs Clause. The Contractor is responsible for maintaining an adequate level of expertise to manage the control systems. Such expertise, while not limited to, shall specifically include the ability to: correctly change operational parameters, calibrate and replace sensors, adjust or override equipment and schedules,

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

All computers networked with building monitoring and control systems located inside GSA facilities, or which provide storage of and/or access to GSA data, including data related to energy usage, industrial systems controls, physical access controls, and system infrastructure, unless otherwise excepted.

C.1.34.4.2. BAS Control Systems and Upgrades

BAS Control Systems shall be maintained as designed. The Contractor shall perform maintenance required to ensure that all BAS devices function properly and repair or replace components that fail. The contractor shall be responsible for BAS software and firmware upgrades and security patches. The Contractor shall advise GSA and coordinate BAS vendor activities necessary to facilitate any upgrades GSA deems necessary for the functionality and/or security of the BAS over and above those necessary for standard system operations. The Government may upgrade or change control system software or reprogram control systems during the performance period of the Contract. If the Government provides operator level training and operator level payment for changing to the new or upgraded software or control programs. The Contractor will not modify sequences of operation or control programs or run systems manually without timely advisement to the CO or their designee, and in consultation with regional subject matter expert (SME). Where sequence or operation changes are approved, the Contractor is required to provide accurate edits to the Sequence of Operation to document the changes made.

C.1.34.4.3 BAS Alarms

BAS alarms shall be treated as Work Request / Work Orders and responded to accordingly. Any major adjustments to set points to accommodate tenant comfort shall be approved in advance by the CO or designee. Repetitive or associated alarms may be treated in the aggregate and tracked under the work order system established in the CMMS. Communications for alarms set up for remote notification, if applicable, shall be tested on a recurring basis.

Within the first thirty days of the start of the contract, the Contractor must identify for the Government all alarm points with originating point identification information (device ID, point number, description), so that the Government, at its discretion, may arrange for automatic generation of work orders from alarm conditions.

C.1.34.4.4 GSA Hosted System Requirements

The Contractor shall:

- " HQVXUH DOO EXLOGLQJ PRQLWRULQJ DQG FRQWURO V\ be implemented as designated in the P100 (2017 or current version) and the PBS Building Technical Reference Guide, including OFM BAS standards and specifications. Additionally, all government IT systems are required to meet FISMA standards for IT security.
- " 3OHDVH QRWH \$OO ,3 \$GGUHVVD EOH GHYLFHV DSSOLD communicate over the GSA network must be assessed and approved by GSA-IT Security before they are connected to the GSA network. For more details, please refer to the Building Technologies Technical Reference Guide.
- " HQVXUH DOO EXLOGLQJ V\ VWHP will be provided DUH VHUYHU D Government furnished equipment (GFE). This may include GSA virtual server or GSA provided desktop/laptop workstations.
- " HQVXUH DOO ,3 WUDIILF LV PDQDJHG E\ *6\$ DQG ,3 D and switching equipment will only be furnished exclusively by GSA.
- " EH UHVSQRVLEOH IRU VXSSRUWLQJ DOO FDEOHG SDWK cabling, necessary to enable IP network communication among system devices and network components, to include all break/fix requirements. All new cabling, to include break/fix, should be done in accordance with PBS Telecommunications Distribution and Design Guide.
- " HQVXUH WKH & RQWUDFWRU VWDII PXVW UHFHLYH SUHOL completely favorable adjudication of their Tier 1 clearance in accordance with the HSPD-12 directive to obtain a GSA ENT user credential, which is required for all system access. All elevated access, will require Tier II clearance.
- " HQVXUH DW QR WLPV VKRXOG D *6\$ KRVW HG EXLOGLQJ made accessible to the public internet or via any 3rd party network connection.
- " EH DZDUH RI EXLOGLQJ V\ VWHPV UXQQQLQJ RQ *6\$,3 capable of initiating troubleshooting if network communications is suspect. This means being familiar with the procedure for logging GSA IT Help Desk ticket and following up to ensure ticket is being worked by assigned party.

C.1.34.4.5 Excepted Systems Requirements

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The Contractor shall:

- " \$ & 2 R DSG approved antivirus software subscription shall be maintained, current, in effect and in use, at all times.
- " HQVXUH DOO YHQGRUV SURYLGHG VRIWZDUH KDYLQJ D presented to and approved by the GSA Office of the General Counsel before that software is purchased.
- " HQVXUH & RQWUDFWRU SHUVRQQHO DUH SUHYHQWHG IU Web sites not reasonably related to building operations.
- " HQVXUH DQWLYLUXV DQG VS\ZDUH VFDQV DUH FRQGXFV Keeping all workstation and server operating systems updated, to include Windows (or other operating system), JAVA, Adobe and all other standard software. Critical updates shall be downloaded and installed monthly.
- " HQVXUH D FRPSOHWH G DWD Dfashnve & inluded logs and control software, is conducted whenever a software or programming change is made but no less frequently than monthly.

- " HQVXUH GLVN GULYH PDLQWHQDQFH LQFOXGLQJ GHIUD
- " E responsible for software, licenses and security updates to all vendor provided systems devices.
- " HQVXUH SURSHU & RQILJXUDWLRQ 0DQDJHPHQW 3ODQ LV and applications so the system can be supported.
- " HQVXUH WKHUH Lih on Vendor and Applications for safeguarding sensitive data and/or login credentials.
- " HQVXUH XQQHFHVVDU\ VHUYLFHV DUH GLVDEOHG)73 the system from unnecessary access and a potential exposure point by a malicious attacker.
- " HQVXUH XQQHFHVVDU\ RSHQ SRUWV DUH VHFXUHG DJDL
- " SURWHFW DJDLQVW vulnerability in web applications where an attacker can compromise or take control of a site.
- " HQIRUFH /HDVW a proper permissions are enforced on a device or application so that a malicious attacker cannot gain access to all data. Enforcing Least Privilege will only allow users to access data they are allowed to see.
- " SURWHFW DJDLQVW , QVX lting, where a device or application does not have a mechanism to log/track activity by the user
- " GLVFRQWLQXH WKH XVH RI HQG RI OLIH (2/ V\ VWHPV D applications/systems are supported by the manufacturer
- " XVH WKH ODWHVW V X Operating Systems QG DSSURYH
- " HQVXUH DOO SURSRVHG VWDQG DUG LQVWDOODWLRQ R patching of software does not alter the configuration settings from the approved United States Government Configuration Baseline (USGCB).
- " Q R W nd prohibit the use of, commercially-provisioned circuits to manage building systems. Further, the Contractor shall ensure the workstation or server carrying the BAS/BMC is not connected to the public internet. The system should not be accessible from remote.
- " D G K H U H - IT Security, CIO-IT Security-16-76, Building Technologies Technical Reference Guide, NIST IT Security Special Publications.

C.1.34.4.6 Testing/Inspecting

Test and Inspection of the BAS shall be consistent with the PDQXIDFWXUHU recommendations, address hardware and software alike, and (minimally) meet the requirements of all associated tasks listed in the most current format GSA Preventive Maintenance Standard. Testing and Inspection shall be performed by qualified personnel having completed an appropriate Vendor or Trade School Certification program. Test and cross-calibration of sensors, instrumentation and controls shall be GRFXPHQWHG LQ WKH &006 SURJUDP DQG LQFOXGHG DV SF Facility Commissioning/Recommissioning process.

C.1.34.4.7 Reporting

Deficiencies in the BAS system operations may be identified by BAS trending, diagnostics, or Contractor's tours. All deficiencies shall be reported to the CO or their designee when identified, and documented in NCMMS and the monthly report. BAS Alarms and fault logs should be included in monthly or semi-annual reports, adequate to document active repairs, maintenance and quality control programs.

C.1.34.5 Security Features

The Contractor shall have maintenance and repair responsibility for physical security features. Security features included in this contract may include, but are not limited to, the following: wedges, gate arms, and retractable bollards, doors, levelers, and rolling doors and garage type doors. Additionally, the Contractor will be responsible for maintaining the Guard Booths and associated HVAC equipment.

The Contractor shall be responsible for initial service calls for tenant owned and maintained security equipment. Initial service call response may include a cursory visual inspection, verification of power or any such action as proves prudent to verify the buildings supporting services to be not at fault. Regular maintenance and repairs will be the responsibility of a 3rd party tenant contractor.

C.1.34.6 Irrigation Systems

The Contractor shall be responsible for the maintenance and operation of installed irrigation systems. The contractor shall decommission these systems and ensure no damage occurs to these systems during the winter months, or when these systems are deemed unnecessary to operate for extended periods.

C.1.35 Water Treatment

C.1.35.1 General

The Contractor must provide equipment, chemicals, and services (including application) required to control corrosion, scale, algae, and bacterial growth in all HVAC equipment and systems throughout the building. The Contractor shall be responsible for conformity with all pertinent local sanitation district regulations, air quality district regulations, and other environmental regulations. Water treatment must be performed and safety equipment (e.g., emergency eyewash stations) maintained in accordance with OSHA standards.

C.1.35.2 Tolerances

Water must be kept within tolerance bands in accordance with the Public Buildings Service Operations and Maintenance Standards Guides (Refer to Bidder's ¶ / L E U D U \ R U equivalent).

C.1.35.3 Initial Report and Development of Program

The Contractor must perform a comprehensive initial water treatment analysis (laboratory analysis) within the first month of the contract to assist in developing the water treatment plan. The Contractor must propose a water treatment plan to be approved by the COR or designee within the **first three (3) months** of the contract. The Contractor must follow the approved plan.

C.1.35.4 Monthly Testing

The Contractor must provide a qualified independent water treatment specialist to draw and test a set of water samples monthly. Tests must be performed as described in the water treatment plan. Samples must be analyzed and a monthly report containing all pertinent information, relative to the conditions found, must be submitted to the COR or designee with the monthly progress report. In facilities where makeup water is metered, makeup water quantities used must be tracked and reported. Types and quantities of

chemicals used must be tracked and reported.

C.1.36 Oil Analysis and Oil Changes

C.1.36.1 Periodic Oil Analysis

The Contractor must establish and implement an oil analysis program incorporating the PDQXIDFWXUHU¶V UHFRPPHQGDWLRQV 'RFXPHQWDWLRQ P tests to be performed at least annually, diagnostic standards, and thresholds for oil changes. Oil analysis must be conducted to maintain a consistent methodology for data collection, analysis, and historical trending. Periodic oil analysis must include, but is not limited to, chillers of **fifty (50) tons** or greater cooling capacity. Periodic oil analysis must be performed prior to annual maintenance requirements so that results may be considered in performing maintenance.

When testing is performed, the Contractor must submit a written report with the next monthly progress report. Where oil analysis indicates a need for corrective action, an appropriate work order must be created in the CMMS and the appropriate corrective action taken by the Contractor.

C.1.36.2 Oil and Refrigerant Additives

Oil and refrigerant additives are not to be used.

C.1.37 Lamps and Ballasts

The Contractor must replace failed lamps, to include appropriate ballasts if required, with the most efficient products available in accordance with existing building standards defined by the COR or authorized representative. Cleaning of fixture must also take place when replacing failed lamps and ballasts. In lieu of such standards, lamps must be replaced with the most efficient products available matching type, color and temperature. The Contractor must establish and implement a lamping and ballasts recycling program for fluorescent tubes and light bulbs in accordance with Environmental Protection Agency (EPA) and GSA standards. All handling and disposal of mercury containing tubes and bulbs must be in compliance with Universal Waste Rule guidelines.

The Contractor must maintain the mercury content of all mercury-containing lamps below **seventy-five (75)** pictograms per lumen hour, on weighted average, for all mercury-containing lamps acquired for the existing building and associated grounds. Screw-based compact fluorescent lamps may be excluded from this calculation if they meet the voluntary standards by NEMA. If the Contractor cannot find replacement lamps to meet this requirement while maintaining building standard lighting, the Contractor must immediately bring this to the attention of the COR. The Contractor must maintain documentation of all purchases of mercury-containing lamps and provide the information within the monthly progress report to the COR or designee.

C.1.38 Architectural and Structural Systems Maintenance

The Contractor must maintain, repair, replace, modify, and restore all of the architectural and structural components of the building. In general, these components include walls, floors, doors, windows, docks, levelers, lighting, and all items that are part of or otherwise associated with them. Work under this heading (C.1.38) is regarding recurring services under the Service Contract Act rather than construction under the

Davis Bacon Act.

The Contractor must conduct routine inspection and minor maintenance and repair of interior and exterior architectural and structural systems components. All replacement original parts.

The Contractor must perform all architectural and structural maintenance and repairs or replacements to the building interior and exterior extending to the legal property line. The Contractor must ensure the integrity of elements and materials in compliance with Federal, State, and national codes and standards (e.g., fireproofing materials, fire-stopping, fire and smoke doors, etc.). The Contractor must ensure the building is free of missing components or defects that could affect the safety, appearance, or intended use of the facility or could prevent any electrical, mechanical, fire protection and life safety, plumbing or structural system from functioning in accordance with its design intent.

Repair and replacement work must be complete, including touch-up painting and operational checks. The quality of the work must ensure that repaired areas are fully compatible with and match adjacent surfaces or equipment. All replacement items must be consistent with design documents and match existing equipment in quality, dimension, material, quality of workmanship, finish, and color.

3DLQWLQJ LV 5RQV L GHRWH SXUSRVVHV. The Contractor must repair a specific damaged area of paint. Repainting to correct for normal wear and tear to painted surfaces over time is not required. Re-striping of parking areas, driveways, roads, and vehicle inspection areas is required where striping is damaged or worn in a specific location, but not for general wear and tear of a large area over time. Repairs to pavement are required where a specific location is damaged but not where an extensive area is degraded. Painting in mechanical areas needed for OSHA compliance, consistent equipment appearance, or other safety reasons is required. The machinery rooms including floors and the equipment located within the machinery rooms shall be painted as necessary to maintain the appearance of the room and equipment. When painting, the contractor must comply with the ANSI color coding system outlined in the ANSI A13.1, Scheme for the Identification of Piping Systems, and maintain the identity (identification number) of the equipment.

C.1.38.1 Interior Signage and Directories

The Contractor must maintain and update building directories. The Contractor must repair damaged interior or exterior signage in accordance with the repairs provisions in this document. Other changes to interior or exterior signage may be ordered from the Contractor as reimbursable items under the additional services provisions in this document.

C.1.38.2 Finishes Maintenance

7KH & RQWUDFWRU PXVW HQVXUH ILQLVKHV DUH PDLQWDLQ and levels that preserve a professional appearance and the integrity of the protected surface. The Contractor must provide touch-up paint on repaired surfaces that

seamlessly matches the surface and condition prior to degradation and repair. Recognizing color fade and performing color matching is the responsibility of the contractor.

C.1.38.3 Historic Building Preservation

The Contractor must provide services that protect and preserve the historical integrity of the building. The Contractor must consider any building **fifty (50) years old** as historically significant, regardless of National Register status. The Contractor must ensure any alteration of the building performed by the Contractor or their subcontractor protects the architectural integrity and compatibility with existing building structural accoutrements.

The Contractor must consult with the COR and obtain a copy, if available, of the building Historic Building Preservation Plan (HBPP) or Historic Structure Report (HSR) prior to any renovation work performed under this contract on a building **fifty (50) years old** or older.

It may be possible that a HBPP has not been developed for the buildings at the time of this contract award. In addition to the HBPP or HSR, the Contractor must obtain a copy RI 7KH 6HFUHW DU\ RI WKH ,QWHULRU¶V 6WDQG DUGV IRU Rehabilitating Historic Buildings. These documents must be followed for Government purposes in the preservation of buildings.

The Contractor and COR must examine the requirements of any applicable documents for maintenance recommendations and specifications. If a conflict exists between applicable documents and contract requirements, the Contractor must not proceed until directed to do so by the COR.

The Contractor must protect any work of art (painting, sculpture, carving, etc.) in the project area or close vicinity from possible damage during any renovation to the structure.

C.1.38.4 Elevator Maintenance and Related Equipment

The Contractor is responsible for maintaining fire protection equipment and systems and ventilation and exhaust systems within hoist ways, elevator lobbies, and elevator machine rooms. The Contractor shall provide any required services needed in conjunction with elevator testing such as emergency power operation. The Contractor is responsible for maintaining lighting, HVAC systems associated with elevator machine rooms and systems, and electrical equipment not directly part of elevator systems.

NOTE: Refer to Section C.2 Elevator Maintenance Systems for Elevator Maintenance PDLQWHQDQFH UHTXLUHPHQWV DV ZHOO DV OatD Maintenance% LGGHU inventory.

C.1.39 Repairs

C.1.39.1 General

The Contractor must perform reimbursable and non-reimbursable repairs as described in this document for mechanical equipment and systems. Relatively small value repairs

(non-reimbursable repairs) are the responsibility of the Contractor in their entirety, and larger repairs (reimbursable repairs) after approval, will be funded by the Government in their entirety. **NOTE: This provision does not apply to elevator maintenance services. For the specific requirements for elevator maintenance, repairs and testing, refer to Section C.2.**

The intent of this contract is to ensure that most O&M repairs will be accomplished by in-house Contractor personnel. However, the Government recognizes that occasionally there are certain specialized repairs that require specialized skills outside the skill sets of the in house O&M personnel. If the Contractor identifies a repair that they believe is of such a specialized nature that a specialized subcontractor is required to properly complete the repair, the Contractor must provide written justification in advance, to the COR or designee, for approval of the need to use a subcontractor. The Contractor must not use subcontractors to perform non-reimbursable repairs unnecessarily or with the intent of driving up the repair cost so the Government must cover part of it. If use of a subcontractor is approved, the cost of the subcontractor will be treated as a repair part and material cost for the purposes of calculating the repair threshold. The cost of using a subcontractor must be appropriate and approved in advance by the COR.

All repairs must be completed with supplies, materials, and parts of the highest quality available that are appropriate for the repair of the given equipment or system. Any replacement parts used during the course of this contract must be of comparable or higher quality. Energy-consuming items must be the most efficient in their class. The Contractor must stock commonly used items and have a network of suppliers that will deliver ordered items without any delay. Any replacement motors must be at least NEMA premium rated motors. Whenever motors are replaced, motor size must be recalculated and replacement motor selection must reflect the appropriate size.

General housekeeping standards shall be maintained during all phases of a repair activity, adequate to preclude hazards to equipment, personnel and tenants. Final cleaning, immediately following completion of the repairs activity, shall restore all affected areas to their normal standard and shall at no time be less than the general requirements for mechanical spaces, or other spaces, as identified in all areas of this contract. Such cleaning and housekeeping activity shall be the responsibility of the contractor and shall be performed without any additional expense to the Government.

C.1.39.2 Non-Reimbursable Repairs

A non-reimbursable repair is a repair requiring no more than **\$2,500** in cost for repair parts and materials only (including any approved subcontracting costs). The cost of FRQVXPDEOH SDUWV DQG PDWHULDOV PXVW QRW EH FDO repair parts and material costs. Non- UHLP EXUVDEOH UHSDLUV DUH HQWLU responsibility with no reimbursement from the Government.

Non-reimbursable repairs must be completed within **twenty-four (24) hours** of identification of the problem unless an extension is approved by the COR. The work order must be put into a status field to indicate the nature of any delay, with appropriate remarks.

C.1.39.3 Reimbursable Repairs

If a repair exceeds the non-reimbursable repair cost threshold of **\$2,500** for repair parts and materials only (including any approved subcontracting costs), and has been approved and verified by the COR or designee, it becomes a reimbursable repair. Reimbursable repairs are reimbursable to the Contractor when they exceed the non-reimbursable threshold of **\$2,500** once approved by the COR or designee.

C.1.39.4 Approval of Reimbursable Work

When the Contractor determines a repair is estimated to exceed the non-reimbursable repair threshold of **\$2,500**, the Contractor must immediately notify the COR. No work may proceed unless an order authorizing the repair is issued by a Contracting Officer.

If it is determined the nature of the work, interdependencies, and risk to the asset and tenant agency mission necessitates that the work be performed by the Contractor, then an order will be issued by a Contracting Officer, provided that the quote is determined to be fair and reasonable and in accordance with the requirements of C1.39, Repairs.

The Contractor may defer performance of the reimbursable repair by placing the FRUUHVSRQGLQJ ZRUN RUGHU LQWR D ³ZDLWLQJ IRU IXQG is given to the COR until the time an order is issued to the Contractor. The time during which the work order is thus deferred will not count against the Contractor in calculating timeliness.

If the Contractor intends to perform any or all of the work using a subcontractor, the Contractor must provide justification to the COR to support that course of action in DFFRUGDQFH ZLWK & ³*HQHUDO´ 7KH &25 PD\ SURKLE the COR determines the Contractor is unnecessarily driving up the cost of the work and WKH &RQWUDFWRU¶V RZQ HPSOR\HHV SRVVHV RU VKRX perform the work.

C.1.39.5 Invoicing

The Contractor must invoice the Government for completed reimbursable repairs authorized orally or by task order separately upon completion and acceptance of work. If the Contractor directly purchased parts or components, copies of receipts must be attached.

C.1.39.6 Ordering Repairs from Outside Source

The Government reserves the right to order repairs from an outside source.

C.1.39.7 Force Majeure (Acts of God)

Deficiencies or breakdowns caused by vandalism, misuse, abuse, (by persons or entities not portion to or in the employ of the contractor), or acts of God, including natural disasters, are fully reimbursable. The Contractor will be reimbursed under the additional services provisions described in this document or the Government will have the work performed by other means at no cost to the Contractor.

C.1.39.8 Warranties

The Contractor must contact installers or manufacturers, as appropriate, for work that is

covered under a warranty and maintain records of warranty service. The Contractor must avoid actions that would invalidate a warranty, unless authorized by the COR. If an installer or manufacturer fails to comply with the terms of a warranty, the Contractor must immediately notify the COR or designee.

C.1.39.9 Quality of Materials and Replacement Parts

Replacement components and materials must be of equal or better quality than the components replaced, considering energy efficiency, operational characteristics, power quality, control and data acquisition, maintainability, and durability. The COR may require replacement of components with components from the same manufacturer to maintain consistency throughout the building.

- " Materials and parts that are visible to building occupants must be to building standard and maintain the same appearance as similar materials and parts in the occupied space.
- " Components of control systems must be replaced so as to maintain the tie-in to the control system with no degradation of data throughput, memory, point capacity, data acquisition, or programmability.
- " Motors must be replaced with premium efficiency motors as defined by the NEMA MG-1 standard or in compliance with local utility guide demand-side management rebate guidelines
- " Old transformers must be replaced with NEMA-rated class one efficiency transformers in accordance with the NEMA TP-1 standard.
- " Replacement of variable frequency drives must be done in accordance with recommendations found in NEMA, Application Guide for AC Adjustable Speed Drive Systems.
- " When using any energy consuming product, the Contractor must use only ENERGYSTAR® qualified/FEMP designated products. This includes, but is not limited to, all products in the following product categories:
 - " Appliances
 - " Building Products
 - " Computers and Electronics
 - " Heating and Cooling
 - " Lighting and Fans
 - " Plumbing

C.1.40 Safety and Environmental Management

C.1.40.1 General

The Contractor must comply with all Federal, State, and local laws and regulations that relate to the maintenance and operation of equipment and systems within the scope of this contract, to include permitting, plans, inspection, and personnel safety, control of hazardous substances, certification, and recordkeeping (Refer to section J of this PWS). Throughout the contract period, the Contractor must keep current and be aware of any changes in regulations and requirements and adjust their operations as necessary.

The Contractor must immediately correct or mitigate any recognized safety or environmental hazard. The Contractor shall notify the COR, other designated Government representative, or appropriate authority if applicable.

C.1.40.2 Scheduling and Recordkeeping

The Contractor must maintain copies of all such tests, certifications, permits and other required records, and provide copies to the COR. In addition, all required safety and environmental tests, certifications; permits, plans, and other procedures required in this document must be scheduled in the CMMS work order system and documented in the CMMS.

C.1.40.3 Refrigerant Control and Certification

The Contractor must control refrigerants and maintain records in accordance with EPA, GSA, and air quality management district standards. The Contractor must take appropriate immediate action and report leaks to the COR. The Contractor must maintain and test refrigerant monitors and alarms and purge ventilation systems as part of the maintenance program. Testing must use appropriate media to test sensors as well as alarm circuitry.

Refrigerant control logs must be updated as required, and a copy sent to the COR. The Contractor must also maintain a set of logs onsite and make this set of logs available to Government inspection.

Contractor employees who come into contact with refrigerants in the course of their duties must be certified to handle such refrigerants. Copies of all certifications shall be kept on-site and provided to the Government upon request. If equipment containing chlorofluorocarbon (CFC) or hydro chlorofluorocarbon (HCFC) refrigerants is removed from operation under this contract, the Contractor must recover all refrigerant in the equipment, seal it in appropriate storage containers, reclaim and reuse it as directed by the COR, or dispose of it within EPA guidelines. The Contractor shall properly register all refrigerant recovery units with the EPA and maintain the registration documentation on-site.

In the event of fines or penalties levied by the EPA or an Air Quality Management District, the Contractor may be charged the cost as a performance deduction under the Adjusting Payments clause.

C.1.40.4 Air Quality Management District (AQMD) Operating Permits, Title V

The Department of Transportation Headquarters is a Title 5 permitted site.

7KH &RQWUDFWRU PXVW EH IDPLOLDU ZLWK WKH UHTXLUH and those of the local AQMD. The contractor shall be responsible for all necessary support in maintaining and supporting the Permit process. While Permit filing and renewal will be performed by the GSA, the contractor shall gather, document and maintain all necessary reporting information from and for boilers, generators and other emissions-producing equipment, fuel usage, storage and any and all other pertinent information as required to support the Permit. They shall ensure such information is provided when requested and made available on need to the COR or designee, in any format dictated.

<https://www.epa.gov/title-v-operating-permits>

<https://www.epa.gov/title-v-operating-permits/current-regulations-and-regulatory-actions>

<https://www.epa.gov/caa-permitting/caa-permitting-district-columbia>

C.1.40.5 Underground Storage Tanks (USTs)

The Contractor is responsible for the operation and continual maintenance of UST(s) in accordance with the GSA Desk Guide, however not to supersede any Federal, State or local regulations or requirements. The following information is not all inclusive of regulatory requirements.

1. Spill and Overfill Protection (40 CFR 280.30). Measures to prevent spills and overfill include monitoring filling operations and ensuring that fuel delivery personnel measure the amount of fuel in a tank before filling so that available open capacity is known. In addition, overfill prevention equipment is required, including an overfill alarm, an overfill prevention device (such as a fill limiter), and a spill bucket.
2. Corrosion Protection (40 CFR 280.31). USTs may be constructed of FRP, which does not require corrosion protection measures as FRP does not corrode. Steel UST systems (tanks and piping) must be designed to prevent leaks and releases.
 - a. Use a recognized tank industry standard for inspection;
 - b. Test cathodic systems within **six (6) months** of installation and **every three (3) years** by a qualified inspector;
 - c. Inspect an impressed current cathodic protection system every **sixty (60) days**;
 - d. Maintain records to demonstrate compliance.
3. Release Detection (40 CFR 280.43).
 - a. Tanks: In accordance with GSA Policy, each UST system must include an ATG to monitor for releases. If not currently installed, it may be installed during the course of this contract. Other methods can be used in conjunction with an ATG as long as the method can detect a release from any portion of the tank and the connected underground piping. The methodology used must detect releases from any portion of the UST system that contains product, and must be installed, calibrated, operated, and maintained as specified in the manufacturer's instructions.
 - b. Piping: Methods of release detection must be monitored in accordance with automatic line leak detectors (for pressurized piping systems), line tightness testing, and applicable tank methods. If the system is designed so that product drains back into the tank once suction is released, no release detection equipment is required (40 CFR 280.41(b)(2)). If this cannot be demonstrated, then this requirement is not met. All UST system owners/operators must maintain records demonstrating compliance with the applicable requirement (40 CFR 280.34).
4. Testing and Inspections. UST systems must be periodically inspected to verify proper operation and environmental compliance in accordance with Federal, State, and local requirements. The frequency of inspection must be in accordance with applicable regulatory requirements or GSA Policy whichever is more stringent. GSA Policy requires a visual inspection of exposed portions of UST systems be conducted and documented monthly. These inspections should be conducted and documented in conjunction with the monthly O&M Quality Control inspection requirement. The records of inspection must be maintained and available for inspection by regulatory officials.

Federal and state regulations require periodic testing to confirm the storage tank and

pipings are in compliance and free of leaks. Testing requirements and frequency varies based on State regulations.

C.1.40.6 Hazardous Universal/Regulated Waste

The Contractor must be cognizant of, and comply with, all Federal, State, and local laws and regulations related to the storage, transport and disposal (landfill, sewer discharge, etc.) of hazardous and/or regulated waste and materials used or removed in the performance of the contract or discharged by the building, and must comply with all such requirements, including record keeping requirements.

Fluorescent lamps, batteries, tritium exit signs and other items in any quantity subject to the Universal Waste rules for hazardous waste management and disposal must be stored and recycled or disposed of properly. All recycling and/or disposal records shall be retained and provided to the Government upon request. Disposal and recycling of hazardous/universal waste generated in the performance of this contract shall be performed by the Contractor at no additional cost to the Government.

All flammable or explosive substances shall be stored, and labeled appropriately, in a flammable storage locker as prescribed by OSHA regulations. Additional flammable storage lockers (other than what is currently present in the facilities) shall be the responsibility of the Contractor to procure (and become the property of the Government). The Government will not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.

C.1.40.7 Facility Hazards

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

The Contractor shall take immediate action to report accident and control hazards that present an imminent danger.

C.1.40.8 Workplace Safety

The Contractor must develop a site-specific occupational safety and health program specifically addressing applicable components of 29 CFR 1910 and 29 CFR 1926. The safety and health program must be submitted to the COR or designee for review and approval 30 days after award. By approving the program, GSA assumes no responsibility I R U W K H & R Q W U D F W R U ¶ V R F F X S D W L R Q D O V D I H W \ D

C.1.40.9 Electrical Safety

The Contractor must comply with NFPA 70 and 70E when working on or around electrical equipment or systems and use International Electrical Testing Association (NETA) certified employees when working on switchgear equipment. The Contractor will ensure that areas restricted to qualified personnel are secured and properly labeled. The Contractor must ensure that employees who work on electrical equipment or

systems are qualified for such work.

C.1.40.10 Fall Protection

The Contractor must develop specific fall protection procedures for work on roofs, equipment, and other areas at elevation. The Contractor must ensure fall protection equipment is provided to their employees and that employees are adequately trained.

C.1.40.11 Powered Platforms

The contractor must inspect, test, and maintain all permanently installed powered platforms in accordance with 29 CFR 1910.66, and provide copies of such certifications to the COR.

C.1.40.12 Lockout/Tag-out

The Contractor must develop a lockout/tag-out program in accordance with 29 CFR 1910.147. The program must include all anticipated energy sources, including but not limited to, electricity, steam, pressurized fluids, and mechanical energy. The Contractor must communicate the lockout/tag-out program to all other affected contractors.

C.1.40.13 Confined Spaces

The Contractor must identify and label all confined spaces in accordance with OSHA requirements. The Contractor must develop a confined space entry permit system for all permit-required confined spaces within **sixty (60) calendar days** of commencement of the contract.

C.1.40.14 Asbestos Management

The Contractor may be expected to occasionally perform Class III and Class IV asbestos work as defined in 29 CFR 1926.1101. The Contractor must be prepared to deal with asbestos on a small-scale, short-duration basis to effect emergency repairs and to clean up small spills. The Contractor must protect building tenants, visitors, and employees from asbestos exposure. The Contractor must comply with applicable OSHA regulations and all applicable Federal, State, and local asbestos regulations. The Contractor must immediately become familiar with, comply with, and recommend any appropriate changes to the Government Asbestos Management Plan for the building. Contractor personnel who perform the above mentioned work must have been appropriately trained in accordance with 40 CFR Part 763.

C.1.40.15 Hazardous Materials (MSDS)

The Contractor must make Material Safety Data Sheets (MSDS) available to their employees in accordance with 29 CFR 1910.1200. MSDS must also be made available to the COR or designee on request. The Contractor must prepare and submit a hazardous materials inventory as an appendix to the building operating plan. This must itemize all materials of a type as to be sold with an SDS and approximate quantities stored or to be stored as well as the exact locations where hazardous materials are to be stored. The inventory must be kept current and resubmitted annually by September 30 of each year.

C.1.40.15.1 Safety Data Sheets (SDS)

The Contractor shall furnish to the CO or their designee all Safety Data Sheets (SDS) in

accordance with the requirements in Section J, Exhibit J1.6, Exhibit J2.4, and Exhibit - ¶ Submittals Chart (Contractor Deliverables) for any material used in the performance of this contract that fall under the OSHA 1910.1200 standard as a hazardous chemical. All new hazardous chemicals used during the life of the contract must have SDS provided to the CO or their designee prior to bringing and/or using these products on site. The Contractor shall use only commercially available products that meet Federal, State, District and local codes.

The Contractor shall maintain the same package of SDS provided to the CO on site and it must be updated as new hazardous chemicals are brought into the facility. The Contractor shall maintain the SDS in a location both readily available and accessible to all employees (in accordance with 29 CFR §1910.1200) and shall advise the CO or their designee of its location for inspection by the CO or their designee on request. If a hazardous chemical on site is discovered to be missing its SDS, the Contractor shall immediately contact the manufacturer to obtain one. The Contractor shall take every precaution to ensure that environmentally sustainable products are used. Information can be obtained from Federal, State, District and local agencies concerning safe chemical cleaning materials. At the start of the contract an inventory list of hazardous chemical to be used shall be included with the MSDS and provided to the CO or their designee which lists at a minimum:

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 " / R F D W L R Q R I V W R U D J H R Q V L W H
 " ' D W H E U R X J K W R Q W R W K H V L W H
 " , product is no longer purchased by the contractor, date it will no longer be found onsite
 " / R F D W L R Q 3 D J H Q X P E H U 7 D E H W F L Q W K H 6 ' 6 I L O
 during emergencies

This list shall be updated immediately whenever there is new hazardous chemical introduced into the workplace or when the hazardous chemical has been removed from use by the site. When a change to the inventory list takes place, the Contractor will submit a new typed copy of the list that incorporates all changes made, dated and signed by the Contractor's supervisor or manager, to the CO or their designee in accordance with the requirements in the Submittals Charts (Contractor Deliverables). This list will highlight all materials that have been added or discontinued. The CO or their designee will contact the Contractor immediately if any item is deemed inappropriate for use under this contract.

C.1.40.15.2 Disposition of Hazardous Waste

Hazardous Wastes not subject to the Universal Wastes Rule shall be managed in accordance with 40 CFR 260. Universal Wastes (fluorescent lamps, certain batteries and pesticides) in any quantity subject to the Universal Waste Rules shall be recycled or disposed of as Hazardous Waste. Preference is given to recycling of intact items.

C.1.40.15.3 Environmental Report

The Contractor shall provide all necessary information required in this Section to comply with environmental and green purchasing reporting requirements, and agency

sustainability goals in this specification. The Contractor shall submit to the CO or their designee the following reports.

- a) Non-hazardous/ Solid Waste Report: The Contractor shall submit a monthly report on waste handling activities to include disposal and recycling (Refer to Section J, Exhibit J1.12). The report shall contain shipping information for non-hazardous/solid waste and be submitted by the 15th of each month and upon request by the CO or their designee. Report shall include the waste types, weights, and final disposition destinations.
- b) Hazardous and Universal Waste Report: The Contractor shall submit an annual report on waste handling activities to include disposal and recycling (Refer to Section J, Exhibit J.12). The report shall contain shipping information for hazardous and universal waste and be submitted annually and upon request by the CO or their designee. Report shall include the waste types, weights, and final disposition destinations. All hazardous and universal waste shipping documentation shall be included in the report and maintained for the life of the building.

C.1.40.16 Boiler/Pressure Vessel Operation and Inspection Standards

Boiler operation and inspections must be in accordance with applicable codes and regulations, including but not limited to:

- " ASME Boiler and Pressure Vessel Code
- " National Board Inspection Code
- " Environmental Protection Agency and local AQMD requirements
- " ASME CSD-1, Control & Safety Devices for Automatically Fired Boilers
- " NFPA 85, Boiler and Combustible Systems Hazards Code

The Contractor shall be responsible for independent third party boiler inspections. The inspections shall be contracted for under separate contract by the Contractor and will include internal and external (operating) inspections and tests described in chapter 2, Inspection of Boiler and Pressure Vessels, of NBIC. A GSA Form 349 (Inspection Report of Boiler), or an equivalent approved form, shall be completed by the inspector for each boiler inspected and shall be submitted to the Government.

C.1.40.17 Backflow Prevention Devices

The Contractor must maintain all existing backflow prevention devices and certify them as prescribed by Federal, State, and local laws, ordinances, and regulations. In locales where local requirements do not exist, a certified inspector must inspect all existing backflow prevention devices on an annual basis and provide certification of proper operation to the COR or designee. While the Government will generally pass on to the Contractor backflow testing notices received from local water districts or other local authorities, the Contractor is responsible for timely completion and submission of such test results regardless of receipt of such notices.

In addition to other requirements, backflow prevention devices used on water-based fire suppression systems must be inspected, tested, and maintained in accordance with NFPA 25.

C.1.40.18 Potable Water Systems

The Contractor must comply with The Safe Drinking Water Act, PL 99-339, as amended, and the Environmental Protection Agency Safe Drinking Water regulations (40 CFR 141.43, sections A and D), which address the quantity of lead allowable in new installations or repairs to existing drinking water systems and or plumbing. Potable water systems that are repaired, modified, serviced, or breached in any way must be disinfected and flushed as needed prior to returning the system to service.

C.1.40.19 Annual Potable Water Testing

The Contractor must perform potable water testing on an annual basis and deliver the results to the COR or designee. The objective of this requirement is only to test whether the potable water is compliant with current health-based standards as prescribed by Federal, State, and local laws, ordinances, and regulations. The samples must be taken "first draw" from a representative sample of fixtures (water fountains, sinks etc.) approved by the Government and test, at a minimum, the levels of the following substances in the potable water system: Lead, Copper, MPN Total Coliforms, and Chlorine. All testing procedures and analysis must be performed in accordance with the following, or more recent, EPA methods:

- " "Methods of Chemical Analysis of Water and Wastewater," EPA 600/4-79/020, U.S. EPA, Cincinnati, Revised March 1983.
- " "Standard Methods for the Examination of Water and Wastewater", 18th Edition, 1992.
- " "Determination of trace elements in waters and wastes by inductively coupled plasma - Mass Spectrometry," EPA 200.8, U.S. EPA Cincinnati, 1994.

C.1.40.20 Labeling and Signage

The Contractor must maintain the labeling of existing equipment, pipes, storage areas, containers, confined space, and workspaces as well as associated signage, in accordance with OSHA standards to ensure labels are visible and not obliterated. Any equipment, pipes, etc., newly installed by the Contractor require labeling and signage per OSHA standards must be labeled immediately upon completion of the installation and maintained throughout the contract period.

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The Contractor is responsible for complying with all Federal, State, and local requirements for the periodic inspection, monitoring, permitting, certification and maintenance of above ground storage tanks and their systems.

For non-regulated aboveground storage tanks (ASTs) and their systems, the Contractor shall implement best management practices regarding inspection, monitoring and maintenance of the tanks and systems to prevent leaks, spills and other releases.

C.1.40.22 Spill Prevention, Control and Countermeasure Plan

The Contractor shall comply with all requirements of all existing Spill Prevention, Control & Response Plan (SPCC) and shall maintain the SPCC Plan in accordance with all administrative change to an existing SPCC plan (i.e. change of emergency contact personnel), the Contractor shall be responsible for amending the SPCC Plan to document the change and gathering the appropriate signatures for the amendment.

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The Contractor shall provide trained and qualified personnel to fill all pertinent positions and meet all required duties and actions, as specified, in any SPCC. The SPCC is DYDLODEOH LQ WKH %LGGHU¶V /LEUDU\

C.1.40.23 Used Oil

The Contractor shall comply with all requirements for managing used oil including but not limited to: storage, labeling, transport and recycling or disposal. All recycling and/or disposal records shall be kept on-site and provided to the Government upon request.

C.1.40.24 Fuel Oil

All Fuel tanks shall be filled by the Government or the previous Contractor at the beginning of the contract period and by the Contractor at the end of the contract period. The Contractor shall check and record all diesel or propane fuel tank levels monthly and record in the NCMMS. The Contractor shall maintain a log of the amount of fuel used and make the log available to the CO or designee upon request.

The Contractor is responsible for any consumables used during day-to-day operation of a generator, i.e., exercising the generator and related electrical components, testing of oil and fuel reserves, and fuel tank filling. Fuel consumed by the operation of a generator for an extended period (more than four (4) hours per event) or due to a power loss the Contractor shall be reimbursed for the cost of the fuel. If the operation of the generator is caused by Contractor negligence, the Contractor shall be liable for the full cost of refueling. The Contractor shall not allow the fuel level to drop below 70 percent. Fuel oil shall be tested by a qualified third party vendor/subcontractor at minimum annually. The analysis and recommendations shall be provided to the COR. Contractor shall take corrective actions and follow the recommendations provided in the analysis, and document in NCMMS (work orders). Reports and analysis shall be uploaded as attachments to the asset record. Fuel oil must be conditioned and treated to maintain minimum quality standards established in ASTM D396- D 367 \$1 '\$5 ' 63 (& ,) , & \$7 , 21) 25) 8 (/ '

C.1.40.25 Roof Anchors Points

The Contractor shall provide for the inspection of designated roof anchorage points by qualified personnel. Anchorages shall be inspected in accordance with the anchor PDQXIDFWXUHU¶V UHTXLUHPHQWV DQG DGGLWLRQDO UHTX certification. Copies of the inspection reports shall be provided to the CO or designee. If DQ DUHD RI VXVSLFLRQ LV LGHQWLILHG WKH DQFKRUDJH immediately reported to the CO or designee. All inspection and certification requirements must meet ANSI/IWCA I-14.

C.1.40.26 Stormwater Management and Systems

The Contractor shall test and maintain all site stormwater systems in a manner FRQVLVWHQW ZLWK WKH PDQXIDFWXUHU¶V UHFRPPHQGHG current and emerging regulations for and by the Watershed and all regulatory bodies, and the standards for test and maintenance as presented in the NCMMS. Further, the contractor shall review, support and incorporate the requirements of the site specific Stormwater Management Plan in all facets of their operations, shall be responsible for compliance and permitting, and shall provide personnel and records as necessary to

support inspections by the GSA and regulatory bodies having jurisdiction.

C.1.41 Fire Protection, Life safety Equipment and Systems

C.1.42 General

All fire protection and life safety systems and equipment must be kept fully functional at
D O O W L P H V H [F H S W I R U O L P L W H G S H U L R G V I R U P D L Q W H
inspection, testing, repairs, and maintenance of all fire protection and life safety
equipment and systems must be in accordance with the requirements in the applicable
NFPA code or standard.

The Contractor shall maintain personnel fully trained and versed in the operation of fire alarm, control, and suppression systems. Such personnel shall be available, for each facility, in accordance with the response criteria for emergency service response, during both normal and after hours building hours. Duties of such personnel may include, but are not limited to, systems operation in support of: emergency conditions, construction activities, and drill activities.

C.1.42.1 Fire Alarm System

Services include, but are not limited to, the performance inspection, testing, and preventive maintenance or repair of a variety of fire alarm and notification systems, equipment and components such as manual alarm devices, smoke and heat detectors, tamper switches, pressure switches, water flow switches, remote and graphic annunciators, main fire alarm panel and components, voice alarm systems, speakers, horns, and other audible and visual devices, wiring circuits and junctions, all other alarm, detection and control and ancillary devices, and emergency power operations.

The Contractor must comply with all appropriate safety code requirements. If the Contractor encounters equipment that is in a condition that may endanger life or property, the Contractor must immediately notify the COR of the condition requiring immediate action. Within 24 hours of such notification the Contractor must provide to the COR a written report of the hazardous condition and recommended corrective action. The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance in accordance with the current edition of NFPA 72.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance in accordance with the current edition of NFPA 72.

All fire alarm system, inspections, tests, maintenance, alterations, and repairs performed under this contract must comply with the current edition of the NFPA 72 National Fire Alarm Code including all appendices. Anywhere NFPA 72 states "should," it shall be taken to mean, "shall." The Contractor is responsible for meeting the inspection, maintenance, testing frequencies and testing methods outlined in NFPA 72. Documentation of the above mentioned inspection, maintenance, and testing results must be recorded on the applicable Inspection and Testing Form from NFPA 72.

All fire alarm testing, with the exception of interconnected building functions, must be performed after normal working hours. Testing of the interconnected building functions,

including, but not limited to, air handler shutdown, damper control, elevator recall, egress door unlocking, etc., must be performed during hours the interconnected equipment is active. The testing of the fire alarm system shall not be considered complete without the testing of interconnected equipment. The Contractor must provide a fire watch in areas left unprotected until the fire alarm system is completely restored during the performance of routine service and testing procedures. If the system cannot be restored, however the Contractor may seek reimbursement for the fire watch with the COR or designee. The Contractor must leave areas where they perform work neat, clean, and orderly.

AT NO TIME SHALL THE FIRE ALARM SYSTEMS BE LEFT IN A DISABLED CONDITION WITHOUT ACKNOWLEDGED COMMUNICATION TO THE COR.

Fire alarm system maintenance and repair may impact asbestos containing material (ACM). ACM is often found in sprayed-on fireproofing (on ceiling slabs and support beams), insulation (on pipes, valves, boilers), and within wall materials. The Government must inform the Contractor of any known ACM in an individual building. If the Contractor must disturb materials he suspects may contain ACM, the Contractor must immediately report it to the COR. The COR will investigate and instruct the Contractor on how to avoid an airborne asbestos exposure.

Fire alarm system maintenance and repair may impact lead-based paint. The Government must inform the Contractor of any known lead-based paint in an individual building. If the Contractor must disturb materials he suspects may contain lead-based paint, the Contractor must immediately report it to the COR. The COR will investigate and instruct the Contractor on how to avoid lead-based paint contamination.

The Contractor must ensure that the fire alarm system is maintained and operable at all times except while being tested or repaired. It is essential that the Contractor carefully schedule with the building manager all non-emergency shutdowns of the fire alarm system and that back up protection be provided by the Contractor (arrangement of additional personnel stationed in the areas affected and at the fire alarm system control panel) any time that the fire alarm system is out of service for more than 4 hours. In addition, regardless of the duration of the shutdown, the affected portion of the system must be tested to ensure that the protection has been restored.

The Government reserves the right to make any test or inspection it deems necessary to make sure that all performance requirements are being maintained.

The Contractor must utilize fire alarm system technician(s) who are certified by the National Institute for Certification in Engineering Technologies (NICET). Fire alarm system technicians performing contract work must meet the service personnel qualification requirements in the current edition of NFPA 72 and also hold at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Fire Alarm Systems. Additionally, the technicians must meet the requirements outlined in the applicable paragraphs in Section H, Qualifications of Technicians.

The Contractor is tasked with ensuring that all persons performing work, maintenance, modifications, repairs, or systems testing on facility fire alarm systems meet the aforesaid qualifications prior to commencing any work, maintenance, modifications,

repairs, or systems testing on said systems. Basic operation of fire alarm systems for the purpose of investigating alarm conditions, in support of drill evolutions or emergency conditions, or for the isolation of interconnected systems in support of alternate activities or maintenance, is specifically exempted from this requirement.

C.1.42.2 Water-Based Fire Suppression Systems

Services consist of, but are not limited to, the performance inspection, testing, and preventive maintenance or repair services of all mechanical devices, including valves, sprinklers, couplings, piping and connections, water motor gongs and alerting devices, tamper switches, pressure switches, water flow switches, standpipes, backflow preventers, private fire service mains, pumps, and test headers.

The Contractor must comply with all appropriate safety code requirements. If the Contractor encounters equipment that is in a condition that may endanger life or property, the Contractor must immediately notify the COR of the condition requiring immediate action. Within **twenty-four (24) hours** the Contractor must provide to the COR a written report of the hazardous condition and recommended corrective action.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance, in accordance with the current edition of NFPA 25, Inspection, Testing, and Maintenance of Water-Based Fire Extinguishing Systems, including appendices. All water-based fire suppression system testing must be performed after normal working hours unless approved otherwise by the COR.

All water-based fire extinguishing system inspections, tests, and maintenance performed under this contract must comply with the current edition of NFPA 25. Anywhere NFPA 25 states "should," it shall be taken to mean "shall." The Contractor is responsible for meeting the inspection, maintenance, and testing frequencies and testing methods outlined in NFPA 25. Documentation of the above mentioned inspection, maintenance, and testing results must be recorded on the applicable suggested form, as found in the current edition of NFPA 25.

AT NO TIME SHALL THE FIRE ALARM SYSTEMS BE LEFT IN A DISABLED CONDITION WITHOUT ACKNOWLEDGED COMMUNICATION TO THE COR.

Water-based fire extinguishing system maintenance and repair may impact ACM. ACM is often found in sprayed-on fireproofing (on ceiling slabs and support beams), insulation (on pipes, valves, boilers), and within wall materials. The Government shall inform the Contractor of any known ACM in an individual building. If the Contractor must disturb materials he suspects may contain ACM, the Contractor must immediately report it to the COR. The COR will investigate and instruct the Contractor on how to avoid an airborne asbestos exposure.

Water-based fire extinguishing system maintenance and repair may impact lead-based paint. The Government shall inform the Contractor of any known lead-based paint in an individual building. If the Contractor must disturb materials he suspects may contain lead-based paint, the Contractor must immediately report it to the COR. The COR will investigate and instruct the Contractor on how to avoid lead-based paint contamination.

The Contractor must ensure that the sprinkler system is maintained and operable at all

times except while being tested or repaired. It is essential that the Contractor carefully schedule with the building manager and COR all non-emergency shutdowns of the sprinkler system and that back up protection be provided by the Contractor any time the sprinkler system is out of service for more than 4 hours. In addition, regardless of the duration of the shutdown, the affected portion of the system must be tested to ensure that the protection has been restored.

The Contractor must provide a fire watch in areas left unprotected until the water-based fire suppression system is completely restored to service during the performance of any routine service and testing procedures. If the Contractor believes they were not able to restore sprinkler service due to circumstances outside of their control, the Contractor may request reimbursement for that portion or the fire watch from the COR or designee.

The Contractor must leave areas where he performs work neat, clean and orderly.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

The Contractor must utilize sprinkler system technician(s) who are certified by the National Institute for Certification in Engineering Technologies (NICET). Technicians performing services for the inspection, testing, and maintenance of the building's water-based fire protection systems in accordance with the contract must hold at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Inspection and Testing of Water-Based Systems. Additionally, the technicians must meet the requirements outlined in the applicable paragraphs in section H, Qualifications of Technicians.

The Contractor is tasked with ensuring that all persons performing work, maintenance, modifications, repairs, or systems testing on facility fire alarm systems meet the aforesaid qualifications prior to commencing any work, maintenance, modifications, repairs, or systems testing on said systems. Basic operation of fire alarm systems for the purpose of investigating alarm conditions, in support of drill evolutions or emergency conditions, or for the isolation of interconnected systems in support of alternate activities or maintenance, is specifically exempted from this requirement.

C.1.42.3 Fire Doors and Other Opening Protectives

Services consist of, but are not limited to, the performance inspection, testing and preventive maintenance of all fire door assemblies and other opening protectives.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests and maintenance or repairs in accordance with the current edition of NFPA 80, Standard for Fire Doors and Other Opening Protectives, including appendices. Anywhere NFPA 80 states "should", it shall be taken to mean "shall." The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

C.1.42.4 Fire and Combination Fire/ Smoke Dampers

Services consist of but are not limited to, the inspection, testing, and preventive maintenance of all fire and combination fire/smoke dampers.

The Contractor must provide all tools and supplies necessary to properly perform

inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 80, Standard for Fire Doors and Other Opening Protectives, including appendices. Anywhere NFPA 80 states "should," it shall be taken to mean "shall." The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

C.1.42.5 Smoke Doors and Other Opening Protectives

Services consist of, but are not limited to, the inspection, testing, and preventive maintenance of all smoke door assemblies and other opening protectives.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives, including appendices. Anywhere NFPA 105 states "should," it shall be taken to mean "shall." The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 105.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

C.1.42.6 Smoke Dampers

Services consist of, but are not limited to, inspection, testing, and preventive maintenance of all smoke dampers.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives, including appendices. Anywhere NFPA 105 states "should," it shall be taken to mean "shall." The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 105.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

C.1.42.7 Portable Fire Extinguishers

Services consist of, but are not limited to, inspection, testing, and preventive maintenance of all portable fire extinguishers.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 10, Standard for Portable Fire Extinguishers, including appendices. Anywhere NFPA 10 states "should," it shall be taken to mean "shall." The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 10.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

The Contractor must utilize technicians performing contract work involving the inspection, testing, and maintenance of portable fire extinguishers who meet the

qualification requirements of the current edition of NFPA 10 and possess current training certification by the respective portable fire extinguisher manufacturers verifying competence to work on these units. Additionally, the technicians must meet the requirements outlined in the applicable paragraphs in Section H, Qualifications of Technicians.

The Contractor is tasked with ensuring that all persons performing work, maintenance, modifications, repairs, or systems testing on facility fire extinguishing components or systems meet the aforesaid qualifications prior to commencing any work, maintenance, modifications, repairs, or systems testing on said components or systems.

C.1.42.8 Smoke Control Systems

Services consist of, but are not limited to, inspection, testing, and preventive maintenance of dedicated and non-dedicated smoke control systems.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests and maintenance or repairs in accordance with the current edition of NFPA 92A, Standard for Smoke Control Systems Utilizing Barriers and Pressure Differences, including appendices. Anywhere NFPA 92A states "should," it shall be taken to mean "shall" The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92A.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

The Contractor must utilize technicians performing contract work involving the inspection, testing, and maintenance of smoke control systems who have been certified for inspecting, testing, and maintaining these components by the manufacturer or a nationally recognized trade training organization. Additionally, the technicians must meet the requirements outlined in the applicable paragraphs in Section H, Qualifications of Technicians.

The Contractor is tasked with ensuring that all persons performing work, maintenance, modifications, repairs, or systems testing on facility fire extinguishing components or systems meet the aforesaid qualifications prior to commencing any work, maintenance, modifications, repairs, or systems testing on said components or systems.

C.1.42.9 Smoke Management Systems

Services consist of, but are not limited to, inspection, testing, and preventive maintenance of smoke management systems.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 92B, Standard for Smoke Management Systems in Malls, Atria, and Large Spaces, including appendices. Anywhere NFPA 92B states "should," it shall be taken to mean "shall." The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92B.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

The Contractor must utilize technicians performing contract work involving the

inspection, testing, and maintenance of smoke management systems who have been certified for inspecting, testing, and maintaining these components from the manufacturer or a nationally recognized trade training organization. Additionally, the technicians must meet the requirements outlined in the applicable paragraphs in Section H, Qualifications of Technicians.

The Contractor is tasked with ensuring that all persons performing work, maintenance, modifications, repairs, or systems testing on facility smoke management systems meet the aforesaid qualifications prior to commencing any work, maintenance, modifications, repairs, or systems testing on said components or systems.

C.1.42.10 Emergency and Standby Power Systems

Base Service pricing and requirements are applicable to GSA owned emergency generators, generators 3 and 4, of 4. Refer also to Exhibit J4.1.1 for pricing and additional testing requirements associated with DOT owned emergency generators, generators (1 and 2, of 4) and the GSA Standby Generator, (3 of 4)

Services consist of, but are not limited to, inspection, testing, preventive maintenance, DQG H[HUFLVLQJ RI HTXLSPHQW on the Works for the following types of emergency and standby power systems:

- " Emergency power supply systems, NFPA 110, Standard for Emergency and Standby Power Systems.
- " Stored electrical energy emergency and standby power systems, NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems.
- " **Monthly load testing** of all emergency generators in accordance with the Load % DQN 6WDQGDUG 2SHUDWLQJ 3URFHGXUH LQVWUXFWLRQ. During extreme summer heat conditions, this requirement may be waived with written permission from the COR. Under no circumstances shall such waiver be allowed to violate the minimum requirements dictated by NFPA 110 or 111.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests and maintenance in accordance with the current edition of the applicable NFPA standards, including appendices. Anywhere an NFPA standard states "should," it shall be taken to mean "shall" The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in the applicable NFPA standards. The Contractor must optimize use for demand load shedding when applicable.

The Contractor shall, specifically and minimally, rent, procure and/or make use of installed load banks for load testing and operation of all emergency generators, at the load and frequency requirements of NFPA 110. Such work shall be scheduled and performed at such time as causes minimal impact on tenant operations. The necessary rental of supporting equipment for these activities shall be at no additional cost to the government.

(Appropriately monitored operation of the generator under building load in an actual loss of power event that meets the requirements of NFPA 110 may be substituted for these maintenance requirements.) This requirement does not negate more stringent UHFRPPHQGDWLRQV DV PD\ EH GLFWDWHG E\ PDQXIDFW contractor must annually review the NFPA Standard and incorporate actions necessary to meet changes in the standard. Equitable adjustments to the contract to offset

additional costs for such changes may be requested of the COR.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

C.1.42.11 Emergency Lighting and Exit Signage

Services consist of, but are not limited to, the inspection, testing, and preventive maintenance of emergency lighting systems, emergency lighting equipment, and exit signage.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 101, Life Safety Code, including appendices. Anywhere NFPA 101 states "should," it shall be taken to mean "shall" The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 101.

The Government reserves the right to make any test or inspection it deems necessary to ensure all performance requirements are being met.

C.1.42.12 Fire Alarm Monitoring

Currently, the Government contracts for Fire Alarm Monitoring through a 3rd party vendor and/or the FPS Mega-center. GSA owns and maintains the responsibility for the phone lines. The Contractor is not responsible for subcontracting for any services. The Contractor is responsible for maintaining appropriate communication escalation procedures with the Government and 3rd parties, as appropriate.

C.1.43. Subcontracting

The Government reserves the right to approve or disapprove any subcontract and any subcontractors and provide copies of subcontracts for any work required by this contract. Additionally, during the contract period no subcontractor can perform services information on key personnel, major subcontractors, and work performed as part of a team or joint venture. The contractor is responsible for certifying to the COR in writing, that all of its subcontractors involved in the performance of this contract have been made aware of the provision to report to the COR any recommended maintenance and/or repair items that are necessary to maintain the physical integrity of the interior or exterior of the facility and to ensure that it is free of missing components or defects.

C.1.44 Elevator Maintenance - Refer to Section C.2

C.1.45 Technical Program and Project Support

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

Due to increasing stakeholder requirements, in-house technical skillset changes, and

limited Government resources and hiring authority, an increase in both short term and long term turnkey solutions is needed from the Contractor. As a result, this contract will requires the ability to provide support services as delineated below.

C.1.45.1 Alteration Project Assistance

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

D G G L W L R Q D O V H U Y L F H V D E R Y H W K H & R Q (Refer to the Request for Quotation (RFQ): General Instruction to Quoters and Management Plan), the Contractor will be compensated at the hourly rate specified on the electronic offer sheet (Refer to Section B.2. Offer for Services).

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

C.1.45.2 Project Management Assistance

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

system operations. **When requested to provide these additional services above the & R Q W U D F W R U ¶ V S U R S (Refer to the Request for Quotation (RFQ): General Instruction to Quoters and Management Plan), the Contractor will be compensated at the hourly rate specified on the electronic offer sheet (Refer to Section B.2. Offer for Services).**

C.1.45.3 Specialized Asbestos Services

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

C.1.45.3.1 Asbestos Sample and Test

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

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" 'DWH RI 6DPSOH
" /RFDWLRQ RI 6DPSOH
" 7\SH DQG 'HVFULSWLRQ
" 5HVXOWV
" +RPRJHQHRXV $UHD 1XPEHU
" )ULDELOLW\
" &RQGLWLRQ
" $FFHVVLELOLW\
" $VEHVWRV 4XDQWLW\
" $VEHVWRV 4XDQWLW\ 8QLWV
" $EDWHPHQW &RVW (VWLPDWH
" 9DULDELOLW\ RI &RVW (VWLPDWH
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When requested to provide these additional services, the Contractor will be compensated at the per occurrence rate specified on the electronic offer sheet (Refer to section B.2. Offer for Services). * 6 \$ ¶ V L Q W H Q W L V I R U O D E R U D Q G W U D Y E H F D S W X U H G L Q W K H ' 3 I L U V W V D P S O H ' \$ G G L W L R Q D O V D expenses associated with labor and travel, and instead reflect expenses more limited to shipping costs, laboratory work, and reporting. For example, if three samples are ordered by GSA, the line item for the first asbestos sample would be applied (i.e. \$300), plus two orders from the second line item price structure (asbestos samples line item 2 through 9 (i.e. \$30)), to equate to the total aggregated cost of three line item prices (i.e. equaling \$360).

C.1.45.3.2 Pre-Alteration Asbestos Assessment Services

The Contractor shall perform a pre-alteration asbestos assessment on behalf of the Government to investigate and report upon any asbestos hazard within the project scope. The assessment will be used by the project designer to either avoid disturbing asbestos or to design controls to safely deal with the disturbance of the asbestos material. It may be necessary that the pre-alteration assessment be conducted in a manner that meets the requirements of the pre-construction survey/project design survey. The means and methods to accomplish the assessment may include the following:

- " , QWHUYLHZLQJ VWDN HKROGHUV VXFK DV WKH SURMH personnel, construction management personnel, customer agencies, etc.
- " 5HYLHZLQJ H[LVWLQJ DVEHVWRV LQYHQWRULHV PDQDJ other relevant data
- " 5HYLHZLQJ FRQVWUXFWLRQ RU GUDZ other documents, etc.
- " ([D Prjct existing conditions, taking additional samples as necessary
- " 'HYHORSLQJ WKH DVVHVVRU GRFXPHQDWLRQ UHSR

The assessment shall be accomplished by personnel currently maintaining EPA-approved building inspector accreditation and any State specific or local licensing required. Proof of qualifications shall be provided to GSA upon request. The Contractor shall provide all supplies and equipment necessary to perform the assessment. The Contractor shall restore destructive sample locations to match their original condition where possible.

The Contractor shall provide a report per ASTM E2356-10. In addition to the report, the survey data shall be submitted electronically in the format provided by GSA (current GSA approved method is provided in Bi GGHU¶V /LEUDU\ ([FHO ILOH \$VE Upload Template. **One (1) row** per homogeneous area (HA) per floor per location).

When requested to provide these additional services, the Contractor will be compensated at the hourly rate specified on the electronic offer sheet (Refer to Section B.2. Offer for Services). Additional samples necessitated by the assessment will be reimbursable to the Contractor at the per occurrence rate specified on the electronic offer sheet.

C.1.45.4 Ancillary Repair & Alteration Services

Ancillary Repair & Alteration services (NAICS 236220), may be added to this contract via a written Order or via a written modification to the BPA including an additional Contract Line Item Number (CLIN) to the Contract in accordance with SIN 003 97, Repair and Alteration Services of the GSA Schedule 03FAC Contract. Ancillary Repair and Alterations projects are those (1) solely associated with the repair, alteration, delivery or installation of products or services also purchased under this Schedule, and which are (2) routine and non-complex in nature, such as routine painting or carpeting, hanging of drywall, basic electrical or plumbing work, landscaping, and similar non-complex services. These projects are outside of the basic monthly recurring services the Contractor is required to provide at an additional cost to the Government. This SIN

EXCLUDES: (1) major or new construction of buildings, roads, parking lots and other facilities; (2) complex repair and alteration of entire facilities or significant portions of facilities, and (3) Architect-Engineering Services subject to Public Law 92-582 (Brooks Act).

These projects are not covered under the basic monthly recurring services (Refer to C.1.2.6, Basic Services), and are services the Contractor will provide at an additional cost to the Government. The cost will include all labor, supervision, supplies and materials necessary to complete the Order or additional CLIN. The Contracting Officer will issue the Order or additional CLIN before the Ancillary Repair & Alteration Services project may proceed. Examples of such construction services include new systems or equipment, tenant services within the facilities covered under the basic services of the Contract.

At the request of the Contracting Officer or designee, the Contractor shall provide a price quote to accomplish an additional service. The Contractor shall provide a detailed basis of estimate for the total price (cost and fee) for performing the ancillary services.

C.1.46 Grounds Maintenance, Snow Removal ±Refer to Section Custodial C.3.5.3 and C.3.5.4

C.1.47 Maintenance of Elevator and Related Systems. Refer to Section C.2.

C.1.48 Reserved

C.1.49 Use of Subcontractors

The intent of this contract is to have all the responsibility for operation, management and supervision, and whenever possible, the majority of repairs and preventive maintenance accomplished by in-house Contractor personnel. However, the Government recognizes that some repairs and preventive maintenance services may require specialized skills outside the skill sets of in house personnel or be better accomplished through subcontracted services. During the performance of this contract, if the Contractor identifies a repair or service that they believe is of such a specialized nature that a specialized subcontractor is required to properly complete the repair or provide the service, the Contractor must provide written justification in advance, to the COR or designee, for approval of the need to use a subcontractor. The Contractor must not use subcontractors to perform non-reimbursable repairs unnecessarily or with the intent of driving up the repair cost so the Government must cover part of it (Refer to Section C.1.39 Repairs, of this contract).

The approved usage of a subcontractor does not remove or relieve the Contractor of the responsibility for general knowledge on the service, function or work being provided, responsibility for satisfactory performance, inspection and quality of the service, function or work being provided, and responsibility for protecting/providing for the best interests of the Government on such service, function or work provided.

For those subcontractors utilized in the performance of any work under this contract, including but not limited to, BAS, boiler/pressure vessel inspections, elevators, escalators, water treatment, fire protection, etc., the Contractor shall provide copies of

all subcontract agreements, including pricing information, to the Government. The Government reserves the right to review subcontract agreements and pricing to ensure consistency between the subcontract requirements and the needs of the Government. All subcontracted work shall meet the requirements specified in this Performance Work Statement.

C.2 Elevator Maintenance and Related Services

C.2.1 Introduction

The requirements in this section further identify the standard level of services to be provided for Elevator services. Generic contract provisions, such as Quality Control and NCMMS use and tracking, shall be governed by the clauses in Section C.1.

C.2.2 Scope of Work

The Contractor shall provide full elevator maintenance service, in compliance with **ASME Safety Code** requirements, manufacturer's recommendations, **National Electrical Code**, and all other applicable laws, regulations, rules, ordinances, codes, etc. Full maintenance service is defined as all services, repairs, inspections and testing necessary to maintain all elevators, appurtenances, and accessories in a fully operational mode at all times, except for pre-scheduled downtime, including all labor, equipment, parts, materials and subcontracts. This includes maintenance and repair of door seals, lighting fixtures in elevator spaces (cars, hoistways, tops and bottoms of cars, and pits), and maintaining acceptable ride quality which may require periodic evaluation and adjustment of the guide rails. All requirements of ASME A17.1 Safety Code for Elevators and Escalators and ASME A18.1 Safety Standard for Platform Lifts must be and Stairway Chairlifts must be adhered to.

The maintenance contractor must provide all tools, equipment, supplies and personnel necessary for safely performing all tests required by the ASME A17.1 Safety Code for Elevators and Escalators, ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts, and the Authority Having Jurisdiction (AHJ). GSA is the AHJ. This includes inspections and tests required at **six (6) month, one (1) year, three (3) year and five (5) year intervals**, and any other tests determined as necessary by the CO or designee. **All tests required by code will be conducted at no additional cost to the government regardless of when the testing is performed.**

C.2.2.1 Governing Factors in Determining the Adequacy of Elevator Maintenance.

The adequacy of the elevator maintenance will be determined based on the following factors: measurement of elevator speed, door opening and closing time, performance time, door closing force, floor to floor performance time, mean time between service calls, ride quality, stopping accuracy, downtime, customer feedback, number of repeat service calls, timeliness and quality of service call responses and corrective action, frequency of outages and entrapments, quality and timeliness of preventive maintenance and repairs, timeliness and adequacy of testing and inspection as well as the quality and timeliness of repairs or adjustments identified as a result of tests and inspections. The contractor may be required to verify and provide documentation of the performance measurements referenced during the course of the contract.

\$ FULWLFDO FRPSRQHQW RI WKLV SHUIRUPDQFH VSHFLILF Control Plan (MCP). The contractor is required to submit a MCP acceptable to the CO or designee and document compliance with the plan through the use of required service call and preventive maintenance logs. Any deviation from the performance standards identified in Section J, Exhibit 2.2 shall be justified to and approved by the CO or their designee in writing.

C.2.2.2 Repair & Replacements

The Contractor shall be responsible for all costs associated with accomplishing repair and replacement of existing equipment and systems specified herein, including labor, equipment, materials, supplies and subcontracts. There are no exemptions for obsolescence of any particular component. The Contractor is also responsible for repairs or replacements, within the scope of this performance work statement, associated with pre-existing conditions.

The Contractor shall not be required to repair or replace equipment or components made necessary by reason of negligence or misuse of the equipment by persons other than the Contractor, his/her representatives, employees and subcontractors, or by reason of any other cause beyond the control of the Contractor, except ordinary wear and tear.

Excluded from this contract are unprotected hydraulic cylinders and underground piping for hydraulic elevators. The Contractor is also not responsible for replacement or upgrade of elevator finishes within the cab.

C.2.2.3 Operation of Equipment

The Contractor shall be fully responsible and accountable for the operation of all equipment beginning on the performance start date specified in the Notice to Proceed. Any piece of equipment, component or system not operational by the start of the normal building operating hours shall be reported to the CO or designee no later than **8:00 a.m.** that day. The report will include the reason for the outage, corrective action proposed and estimated date the elevator will be returned to service. If the outage is of a recurring nature, the reporting requirement must be repeated daily.

C.2.2.4 Minimum Level of Work

These specifications are a statement of the standard level of work and services that are to be provided in certain areas under this contract. They are not intended to be, nor shall they be construed as, limiting specifications or requirements. The contractor will be required to take all steps and measures which would be taken by a prudent building owner to maximize the life expectancy of the elevators and related systems and ensure safe and reliable elevator operation.

C.2.2.5 Maintenance Control Program

The Contractor shall develop, submit, and implement a maintenance control program (MCP) acceptable to the CO or their designee. The MCP must be in compliance with the requirements of the ASME A17.1 Safety Code for Elevators and Escalators Section 8.6. All equipment shall be maintained in accordance with the manufacturer's recommendations, the best practices of the industry, and applicable codes, standards and regulations. If a conflict arises between these standards, the Authority Having Jurisdiction (GSA) will determine the appropriate application.

Within **fifteen (15) days** after award a copy of the MCP will be provided to the CO or their designee. The MCP must be reviewed and approved by the CO or their designee. Failure to provide a MCP that is fully compliant may result in withholding of payments and/or contract termination. The ASME A17.1 Section 8.6.1.

specify examinations, tests, cleaning, lubrication, and adjustments to applicable
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The MCP must identify the specific maintenance tasks and frequencies at which they will be performed. These tasks include the type and age of the equipment, the accumulated wear, the environment the equipment is located in, the level and manner of use of the equipment, and any other influencing factors that may require varying levels of maintenance.

These tasks may be organized in groups relating to the location of the tasks being performed, but the individual elements of each task must be delineated separately. The MCP shall be transmitted electronically to the CO or designee for approval. Once approved, the MCP will be maintained electronically and a current copy maintained/posted in each elevator machine room.

The MCP shall be reviewed regularly by the Contractor to ensure its continued relevance, updating as appropriate to reflect any changes in equipment, condition or use. The updated MCP shall be transmitted electronically to the CO or designee for approval and an updated copy available in each elevator machine room. GSA may request a review of the plan at any time, to ensure its continued suitability and effectiveness.

The contractor shall maintain a preventive maintenance log for each elevator to document compliance with the MCP. A detailed log of all service calls, in compliance with the MCP requirements, shall also be maintained for each elevator. This is in addition to the requirement to submit a report monthly of all work performed. These records represent the official maintenance history of the equipment and as such are the property of GSA. These records must be maintained and secured in the elevator machine room and electronically captured in the NCMMS and remain the property of the Government at the conclusion of this contract. This includes all historical records of maintenance, repair, service calls, warranties, etc. The Contractor must not dispose of any equipment records.

C.2.2.6 Scheduled Work

All scheduled work that requires an elevator to be taken out of service shall be coordinated with the CO or their designee. The contractor is responsible for the installation of appropriate signage or barricades related to the equipment and/or systems outage, based on best practices of the industry or as directed by the COR. In the event an elevator is shutdown, an "Out of Service" sign must be placed at each call button on all floors when the elevator is the only one servicing that area.

C.2.2.7 Changes to Existing Elevator Equipment

The Contractor shall not change or alter the existing elevator equipment or any electrical circuits, wiring, controls, or sequencing without written authorization from the CO or their designee. If changes are authorized, the Contractor shall make appropriate revisions to the elevator drawings and/or specifications. All parts or components installed or improvements made by the Contractor during the term of this contract shall become and remain the property of the Government.

C.2.2.8 Inspections and Tests

The Government reserves the right to require the Contractor to perform inspections or tests whenever deemed advisable to ascertain that the requirements of this contract are being fulfilled. All tests shall be scheduled through the CO or their designee and the Government reserves the right to witness all testing. These inspections will be at no additional cost to GSA.

C.2.2.9 Uninterrupted Elevator Service

GSA requires uninterrupted elevator service to support the mission of tenant agencies and ensure safe and reliable elevator service for the public that visit our facilities. To ensure uninterrupted service, any needed repairs must be scheduled and completed promptly. Failure to maintain an adequate stock of repair parts on site, availability of manpower or access to subcontract resources will not be considered an acceptable reason for delay. If specialty parts or components are needed, the contractor will be required to secure those materials in an expedited manner.

C.2.2.10 Contractor Spaces, Shops and Storage Areas

The Contractor shall maintain the machinery spaces, shops and storage areas in a clean and orderly manner. When work is performed in these areas, the Contractor's personnel shall clean up all debris and leave the area in a safe and presentable condition. All equipment located within the machinery rooms shall be painted as needed to provide a professional and uniform appearance. Painting of equipment must conform to industry standards in terms of color coding and identification. Equipment identification and numbering must be maintained as directed by the CO or designee. The contractor will also be required to maintain the condition of the equipment room floor including cleaning, painting or sealing. If the floor has not been previously sealed or painted, the Contractor will confer with the CO or their designee to confirm the appropriate method for maintenance. Any supplies to be stored on site such as lubricants, rags, cleaners, etc. shall be properly secured in cabinets and labeled as appropriate. Storage shall not negatively impact the means of egress, fire protection systems, and emergency lighting; nor, shall it significantly increase the amount of combustible material in the machinery space. Clearances from electrical equipment shall be maintained as required by NFPA 70, the National Electrical Code.

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emergency operation to Phase I recall. Phase I recall will be conducted by use of the key switch, and a minimum of one-floor operation on Phase II. The Contractor shall correct all deficiencies immediately and provide a report to the CO or designee, detailing the actions taken to correct the deficiencies. The Contractor shall maintain a log of test results in the machine room and make it available to the CO or their designee and elevator inspection personnel upon request.

C.2.2.12 Asbestos Containing Material

Asbestos Containing Material (ACM) or Presumed Asbestos Containing Material (PACM) may be present on the elevators. The contractor is responsible to maintain the existing asbestos containing material if present, in an intact and/or non-friable condition.

Locations of asbestos containing material may include the following:

- a. Floor tiles or resilient flooring material inside of the car.
- b. Adhesive flooring mastic inside of the car.
- c. Soundproofing and waterproofing application on the exterior of the car.
- d. Brakes and cable stops.
- e. Circuit boards

The CO or their designee shall inform the Contractor which materials in the building are considered Asbestos Containing Material or Presumed Asbestos Containing Material, EDVHG RQ DYDL ODEOH GDWD 7KLV GRHV QRW DOOHYLD assess the potential for ACM or PACM and advise the CO or their designee accordingly. If work is expected to disturb asbestos, the Contractor must notify the CO or designee and provide a work plan that complies with OSHA regulations and GSA Asbestos Policy.

C.2.3 Subcontracting Reference O&M Section C.1.43

C.2.4 Personnel Refer to O&M Section C.1.9.1 and Section H

C.2.5. Items to be Supplied by the Contractor

C.2.5.1 Parts

Parts installed on the elevators covered by this specification shall be new and genuine parts supplied by, or ensured by the Contractor as equivalent to the original equipment manufacturer, or its successor prior to the installation of the part. The Contractor shall maintain a stock of applicable replacement parts to avoid any interruption of elevator service. When existing components are no longer available, replacements with compatible components will be required. When replacing existing parts or installing new parts, the Contractor shall install energy efficient parts to the maximum extent possible. 3DUWV DQG PDWHULD OV PXVW EH HVWL PDWH Glished DFFRUGD catalog pricing. Markups shall not exceed the identified markup rates in the pricing workbook for Order-Level Materials.

C.2.5.2 Reserved

C.2.5.3 Metal Waste Containers

The Contractor shall provide approved metal waste containers for flammable and combustible waste associated with the performance of this contract at the contract start. Flammable and combustible waste shall be removed from the premises daily. The Contractor shall provide approved metal storage cabinets for flammable materials associated with the performance of this contract at the contract start. Storage of flammable and combustibles liquids shall be limited as much as possible and shall conform to the latest edition of NFPA 30, Flammable and Combustible Liquids Code.

C.2.6 Items to be Supplied by the Government

GSA Forms for use by the Contractor in reporting completed operations, maintenance and repair work:

GSA Form 55 Certificate of Elevator Inspection

GSA Form 139 Record of Time of Arrival and Departure from Buildings

GSA Form 376 Elevator Inspection Report Cover Sheet

C.2.6.1 Government Property

- a. Government property shall remain the property of the Government in all respects. Within **five (5) work days** following a request of the CO or designee, the contractor shall render an accounting of all Government property. An accounting shall also be submitted to the CO or their designee at the termination or expiration of the contract period of performance.
- b. The contractor shall take all reasonable precautions, as directed by the Government, or in the absence of such direction, in accordance with sound industrial practices, to safeguard and protect Government property.
- c. Government property shall be used only in direct operations of providing contract services and shall not be used in any manner for any personal advantage, business gain, or other personal endeavor by the contractor or the contractor's employees.

C.2.6.2 Contractor Space - Reference Section H.18

C.2.7 Reference Materials - Drawings, Wiring Diagrams, Manuals, Warranties

C.2.7.1 Required Materials

The Contractor shall be solely responsible to determine which materials are required to effectively perform the job and inform the CO or their designee thereof. The Government shall make available to the Contractor, any and all such materials already at its disposal. Offerors may examine same for the purposes of formulating offers. Such examination by offerors shall take place at the job site only. The unavailability of such materials does not relieve the Contractor of the responsibility to provide full maintenance, service, repairs and testing as required by the contract. The quality and timeliness of the Contractor's performance of the scheduled program and service call responses (reference Section C1.21.) will be used to assess the overall service delivery. The Contractor shall provide all necessary information, in the required format, associated with all services performed under this performance work statement including preventive maintenance, repairs, testing, routine and emergency service calls, etc. to V X S S R U W ~~National~~ **Computerized Maintenance Management System (NCMMS).**

C.2.7.2 Drawings and Wiring Diagrams

Any and all drawings, wiring diagrams, manuals and warranties used by the Contractor for work under this contract shall be considered the property of the Government and shall be accessible to the CO or their designee at any time, and be turned over upon demand. The contractor will annotate on the wiring diagrams, all wiring changes performed or discovered. Any new drawings, wiring diagrams, manuals or warranties acquired as a result to any upgrades or modifications are the property of the Government and must be safeguarded and made accessible to the CO or their designee at any time. The Contractor is responsible for maintaining and protecting all manuals, warranties and operating data, whether electronic or hard copy, and will be held accountable for any damage or loss that occurs from negligence or misuse.

C.2.8 Inspection and Testing Services

C.2.8.1 Elevator/Escalator Safety Inspections

The contractor shall be responsible for having the following inspections accomplished by individuals certified and qualified in accordance with the requirements of the latest edition of ASME QEI-1, Standard for the Qualification of Elevator Inspectors. The maintenance contractor must subcontract for the performance of the safety inspections with individuals/firms independent of the maintenance contractor's organization. Notification of upcoming inspections must be provided to the CO or their designee **five (5) work days** in advance. The name of the inspector(s) and evidence of certification will be submitted to the CO or their designee for approval no later than **five (5) work days** prior to inspection. The contractor shall provide personnel who are familiar with the equipment to perform tests and assist the inspector. Resources required to participate in and support the inspection may require the Contractor to supplement his staff, at no cost to GSA, to ensure all routine preventive maintenance, repairs and service calls are accomplished as scheduled.

The contractor shall schedule and have performed the periodic inspections and tests of all elevators at the recommended intervals found in the most current edition of ASME A-17.1 Safety Code for Elevators and Escalators and ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts, Table N1 in Appendix N. These inspections and tests are to be performed at **six (6) month intervals**. The schedule must be strictly adhered to without exception. If a change is warranted, it must be approved in advance by the CO or their designee but must not compromise the timely completion of the inspections and tests.

- a. All inspections and tests performed shall be witnessed by a QEI inspector.
- b. The Contractor shall provide all tools, equipment, supplies and personnel necessary to accomplish the required inspections and tests. Inspections shall be performed in addition to and not in lieu of normal preventive maintenance and service work.
- c. The contractor shall furnish a written report within **fifteen (15) working days** of each inspection to the CO or designee. Inspections are to be performed on each elevator individually and a report provided for each inspection performed. Consolidated reports are not acceptable. Each report will consist of the appropriate checklist for the type of equipment inspected along with a separate written report listing any deficiencies found. The documentation of test results may utilize forms provided by local or state jurisdictions. The report shall include one of the following checklists from the ASME 17.2 Appendix A: Checklist for Inspection of Electric Elevators, Checklist for Inspection of Hydraulic Elevators, or Checklist for Inspection of Escalators and Moving Walks, and ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts, as appropriate. Each inspection report shall include a written list of deficiencies.
- d. The contractor shall be responsible for the correction of all listed deficiencies within the scope of the contract. All deficiencies noted in the inspection must be corrected immediately. The contractor shall document the corrective measures taken to address the deficiency list and provide that document to the COR. The contractor shall be responsible for obtaining the signed GSA Form 55, Certificate of Elevator Inspection, and GSA Form 55A,

Acknowledgment of Elevator Inspection Certification (or forms that are equivalent) from the elevator inspector. Copies of the signed GSA Forms 55 and 55A will be provided to the CO or designee within **fifteen (15) work days** after the inspection. GSA Form 55 will be displayed in the elevator car. GSA will provide the certificate forms required for the elevators upon request.

C.2.8.2 Adjustments and Tests

All tests required by code will be conducted at no additional cost to the government regardless of when the testing is performed.

- a. The contractor is responsible for the accomplishment of all tests required, at the intervals specified and in accordance with ASME 17.1 Safety Code for Elevators and Escalators and ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts, Appendix N, Table N1. Copies of all test results will be furnished to the CO or designee with the monthly submittals.
- b. The contractor shall maintain the elevators as stated in Exhibit J2.0, Performance Standards and within the requirements of the ASME 17.1 Safety Code for Elevators and Escalators and ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts, and in the approved MCP. Measurements of elevator speed, door opening and closing times, performance time, door closing force, floor to floor performance times, mean time between service calls, ride quality, stopping accuracy, downtime, customer feedback, number of repeat service calls, timeliness and quality of service call responses and corrective action, frequency of outages and entrapments, quality and timeliness of preventive maintenance and repairs, timeliness, adequacy and results of testing and inspection as well as the quality and timeliness of repairs or adjustments identified as a result of tests and inspections shall be the governing factors in determining the adequacy of elevator maintenance. The Contractor will provide performance measurements at the request of the CO or designee.
- c.) L U H P D Q ¶ V (P H U J H Q F \ 2 S H U D W L R Q P X V W E H P D L Q W testing shall be conducted monthly and results must be documented. Such tests shall be conducted in a manner that they do not interfere with the normal operation of the building as determined by the CO or designee. These tests shall not result in any additional costs to GSA. A written inspection test log for each group tested shall be maintained in each elevator machine room.
- d. Emergency phones will be tested monthly and a log of the test results will be maintained for each elevator. These logs shall be kept in each elevator machine room.
- e. All work shall be performed during normal working hours. (Refer to , Exhibit J1.7). Only when so authorized by the CO or designee, may any portion of the work other than emergency service be performed outside of normal working hours.
- f. The Government reserves the right to require the contractor to make such inspections and tests and provide assistance whenever deemed necessary to assure the requirements of this contract are being fulfilled without any additional charges to GSA. All tests shall be scheduled through the CO or their designee. The Government reserves the right to witness all testing.

C.2.9 Reserved

C.2.10 Deductions (Reference Section E)

C.2.11 Service Calls (Reference Section C.1.21)

C.2.12 Overtime

C.2.12.1 Overtime Services

During the term of the contract, the CO or their designee may require the Contractor to use overtime to perform work within the scope of this contract, outside of normal working hours, where the work was originally intended to be performed during normal working hours. This may be necessary to expedite the return of a piece of equipment to normal operations and/or minimize disruption to tenants. The use of overtime will be authorized only by the CO or designee and the Contractor will be reimbursed at the hourly rate specified in Section B for overtime service.

C.2.12.3.2 Overtime Pricing

There will be no reimbursement for maintenance and testing services performed outside of normal working hours when the requirement to perform the work outside normal working hours is established in the solicitation. The Contractor will include all costs for overtime services associated with maintenance and testing established in the solicitation to be performed after normal working hours in the monthly price for basic service.

C.2.13 Reserved

C.2.14 Reserved

C.2.15 Testing Schedule (All Elevators)

C.2.15.1 Safety Tests

The safety tests, as required by ASME A17.1 and ASME A18.1, shall be performed by the Contractor.

C.2.15.2 Safety Inspection Schedule

All tests, as required by ASME A17.1 and ASME A18.1, shall be performed as stated below and witnessed by an independent certified inspector.

| Building Name | | |
|---------------|---------|---------|
| Semi-Annual | Annual | 5 Year |
| 04/2021 | 10/2021 | 10/2025 |
| | | |

C.3 Custodial and Related Services

The remaining clauses in Section C.3 provide the framework and performance based

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each site.

As a performance-based contract, incorporating facilities engineering and systems thinking principles, the requirements are stated in terms of desired results. It will be the responsibility of the Contractor to propose integrated solutions that meet the needs of

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applied to providing Custodial and related services described herein.

The Contractor and Government shall work together to achieve contract objectives. The success of this effort requires cooperation between the contractor and Government management team to identify common goals and objectives. The Contractor, in working with the Government, shall be motivated to refine and improve its methods of

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The Contractor shall furnish all personnel, labor, equipment, material, tools, supplies, supervision, management, and services, except as may be expressly set forth as Government furnished, and otherwise do all things necessary to perform and provide the work efforts described in this Section C. The contract consists of two major functional areas: standard services and above standard services.

All references incorporated herein as Web sites (URLs) are accurate as of May 2019, and may be subject to change by their web publisher. Web pages are provided to the Contractor for additional clarity. A change to any Web site specified in this contract does not change or alter the contract requirements and objectives identified herein.

C.3.0 Objectives and Scope

This contract is for custodial and related services as well as Above Standard Custodial Services items, as identified. As a performance-based contract, the requirements are stated in terms of desired results with associated quality standards. The contract consists of two major functional areas: standard services and Above Standard Services.

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- ” Furnish all personnel, labor, equipment, materials, tools, supplies, supervision, management, training/certifications, and services, except as may be expressly set forth as Government furnished, and otherwise accomplish all actions necessary to or incident to, perform and provide the work efforts described in the contract. This work shall be in accordance with all Federal, State and local standards as well as the most current version of all applicable consensus standards including any supplements or revisions. In addition to compliance with these laws, the Contractor shall follow all applicable standard industry practices including, but not limited to the Occupational Safety and Health Act (OSHA) and

NIBS.

- " Ensure that their employees are properly trained, licensed and/or certified to operate necessary building systems or equipment for which licensed and/or certified personnel are required by Federal, State, or local laws; codes, or ordinances.
- " Be responsible to make the management and operational decisions to meet the quality performance standards required under this contract.
- " Use innovation, technology and other means and methods to develop and perform the most efficient cleaning services for the building.
- " Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.
- " Provide training/certifications for their employees that stress stewardship in cleaning practices i.e., the use, disposal and recycling of cleaning chemicals; and dispensing equipment and packaging. Current information on stewardship, training, educational materials and other issues can be found in ASTM E1971-05 or at the ASTM web site. Information on these items is also available on the web site: Stewardship for the Cleaning of Commercial and Institutional Buildings (www.astm.org)

C.3.1.1 Cleaning Hours

The performance of the cleaning at building(s) shall take place between the hours of 7:00 a.m. and 5:00 p.m. during which time the contractor must have adequate staff onsite. Daytime cleaning is required, but some cleaning, as may adversely impact tenant operations, will be accomplished between 5:00 p.m. and 11:00 p.m. Specific rooms and areas requiring other than daytime cleaning will be furnished by the CO or their designee before award and updated as needed. The hours shall not be changed unless authorized by the CO or their designee. **NOTE:** Cleaning of the Secretary of State's Office, including but not limited to, the cleaning of the Secretary of State's Office, will be accomplished during normal working hours.

C.3.1.2 Normal Building Operating Hours - Reserved

C.3.1.3 Normal Working Hours - Reserved

C.3.2 Green Cleaning

The Contractor is required to conduct custodial and related services in a manner to utilize best practices and guiding principles for reducing the Environmental Footprint. This requires annual reporting of non-bio-based, bio-based, sustainable, and green products and materials.

The policy of GSA is to bring most, but not all, of its owned buildings into conformity with the most current and Government-accepted version of LEED for Existing Buildings (LEED-EB) current rating system by the U.S. Green Building Council (www.usgbc.org). Only in those instances where GSA is pursuing LEED-EB certification will additional LEED-EB scope requirements be added to this specification as specified in Section C.1.2.39.

C.3.3 Sustainable Purchasing

The Contractor shall use safe and environmentally friendly products as referenced throughout this specification. Green cleaning products and processes include those meeting government and third party certified sustainability standards, other environmentally protective products and services as well as those that conserve energy, water, and other resources. Contractor shall select and track cleaning product and materials purchases as described herein.

C.3.3.1 Sustainable Product Standards

In the performance of this contract, the Contractor shall purchase and use, to the extent possible, the safest and most environmentally friendly products. Products used in GSA facilities shall meet the following standards:

- " Key Sustainable Products (KSPs): Categories of products and standards designated by GSA as those most commonly purchased in the execution of contracts and task or delivery orders for supplies and services performed at GSA property. Use of KSPs is mandatory. Refer to the Green Procurement Compilation at <https://sftool.gov/greenprocurement/gsaps> for a partial list of products that comply with the KSP standards.
- " Federal Programs Designated Sustainable Products: A compilation of products designated as sustainable by U.S. Department of Agriculture (USDA) BioPreferred, Environmental Protection Agency (EPA) CPG, EPA Safer Choice and Department of Energy's EnergyStar or Federal Energy Management Program (FEMP). Visit <http://www.biopREFERRED.gov/>).
- " When selecting Non-KSP products from the EPA-designated (e.g. Comprehensive Procurement Guidelines (CPG) and USDA designated in the BioPreferred Program and all other factors (such as price, performance, and availability) being equal, the Contractor shall select the CPG item.
- " For other purchases, unless the Contractor receives an exemption from the Contracting Officer or their designee, the Contractor shall select USDA designated in the BioPreferred Program products over products with other sustainable attributes. Visit (<http://www.biopREFERRED.gov/>),
- " For those categories of product not recognized by one of the aforementioned standards, preference shall be given to products meeting the California Code of Regulations maximum allowable Volatile Organic Compounds (VOC) levels for the appropriate cleaning product category (California Air Resource Board/California Code of Regulations (CCR), Title 17 CCR Section 94509 ± (Topic cited; Standards for consumer products at <http://www.arb.ca.gov/consprod/regs/2008/3cp.htm>).
- " Contractor shall also ensure that (a) Green cleaning products and processes are compliant with the Guiding Principles for Sustainable Existing Buildings. (b) Vacuum cleaners meet the Carpet and Rug Institute (CRI) Seal of Approval. (c) Products meet the American Society of Testing Materials (ASTM) standards. (d)

Chemical concentrates that require dilutions are used whenever possible as compared to ready-to-use products. Dilution control equipment should be employed to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals.

C.3.4 Key Sustainable Products (KSPs)

Use of the listed KSPs is mandatory for all contracts and task orders and contractors are required to provide submittals demonstrating compliance (Reference C.3.4.1). These KSPs were selected to simplify compliance with the various statutes and executive orders that require products purchased for use in the performance of this contract include products that are recycled content, biobased, non-ozone-depleting, less-toxic alternatives, energy-efficient, water-efficient, and meet environmental standards recommended by EPA or adopted by voluntary consensus standards bodies. Mandatory KSPs and their associated standards follow:

| Product | Sustainability Standard | Recommended Submittal |
|---------------------------------|--|---|
| Wastebasket (OLQHUV or smaller) | 8 Recovered content OR UL 126 | Product literature showing certification of recovered content by reputable 3rd party |
| Paper towels | 8 Recovered content and 100% total recycled content | Product literature showing certification of recovered content by reputable 3 rd party or Green Seal logo |
| Bathroom tissue | 8 Recovered content and 100% total recycled content | Product literature showing certification of recovered content by reputable 3 rd party or Green Seal logo |
| Hand Soap | Green Seal (GS-41) or Eco Logo (UL 2784) or EPA Safer Choice AND USDA Certified Biobased | Product sheet showing logos of applicable standards |
| Multipurpose Cleaner | Green Seal (GS-37) or Eco Logo (UL 2759) or EPA Safer Choice | Product sheet showing logo of applicable standard |

C.3.4.1 Proof of Compliance

For each Key Sustainable Product used in the performance of this contract, the

Contractor shall submit proof of compliance to the CO or their designee prior to the start of each contract year. For Contractors meeting the KSP standards using AbilityOne products, proof of compliance can be downloaded from the AbilityOne catalog website: (https://www.abilityone.com/OA_HTML/ibeCZzpHome.jsp?sitex=10020:22372:US).

C.3.4.2 Exemptions

If cleaning products that meet the criteria above are (1) not reasonably available within a reasonable period of time; (2) fail to meet the performance standards set forth in the specification or fail to meet the reasonable performance standards of GSA; or (3) are available only at an unreasonable price, only then can the custodial Contractor use other types of products. In these cases the Contractor shall continue to use, to the extent possible, the safest and most environmentally friendly products. Exemptions can be granted to the Contractor only by the CO or their designee.

C.3.4.3 Green Cleaning Plan

The Contractor shall submit a green cleaning plan that sets forth the procedures, products and equipment that will be used to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants. The plan shall include building-specific standards that will apply to dusting, dust mopping, dry floor cleaning, chemical handling and tracking, cleaning equipment and associated planned maintenance. Plan shall also describe how hard floor and carpet maintenance will minimize chemical use; practices for cleaning entryways; practices for the handling and storage of cleaning chemicals to minimize spills, leaks, and other mismanagement; practices related to the use of chemical concentrates and dilution systems; personnel training; and green cleaning quality control processes.

C.3.4.4 Additional Guidance for Other Products

Refer to the table below and the Janitorial Services section of the Green Procurement Compilation at <https://sftool.gov/greenprocurement/servicecategory/7?slug=janitorial-services> for additional suggestions on buying green.

| Product | Contents to Avoid | Product Availability | | | |
|--------------|--|----------------------|-------|--------------|------------|
| | | CPG | Bio-d | Safer Choice | Green Seal |
| Floor Finish | Zinc, metal-cross linked polymers, butyl ether, formaldehyde, nitrobenzene, phenol, petroleum-based solvents (glycol ethers, stoddard solvent) | X | Z | Z | Z |

| | | | | | |
|----------------------------------|---|---|---|---|---|
| Floor Stripper | Butyl cellosolve, monoethanolamine, sodium hydroxide | X | Z | Z | Z |
| Mulch and Compost | Virgin materials | Z | Z | X | X |
| Snow and ice removal products | Toxic, propylene glycol methyl ether, ethanol, ammonia | X | X | Z | X |
| Vacuum Cleaner & Other Equipment | Refer to CRI Green Label Standard for Vacuum Cleaners for additional guidance | X | X | X | X |

C.3.5 Standard Services

C.3.5.1 Interior Services

C.3.5.1.0 Performance Standards

The Contractor through innovation, technology, or other means shall perform the work in this contract to meet the quality and performance standards in this Section. Evaluations of the Contractor's work shall be based on the standards in this Section and

C.3.5.1.1 Floor Care

The Contractor shall provide a floor maintenance schedule to the CO or their designee in accordance with the requirements in J3.12 Contractor Submittals/Deliverables Chart.

" Bare Floors (includes Wood Floors): base moldings, and grout shall be clean and free of debris including but not limited to dirt, water streaks, mop marks, string, gum, tar, and other foreign matter. Disinfectant cleaner(s) shall be used. The floors shall maintain their natural luster and not have a dull appearance.

" Asbestos Containing Building Material (ACBM) Floors: Cleaning of flooring that may contain asbestos material, such as Vinyl Asbestos Tile (VAT), shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS)

* X L G D Q F H 0 D Q X D O μ \$ V E H V W R V 2 S H U D W L R Q V D Q G 0 D L Q Contractor shall have a copy of the NIBS Guidance Manual. Upon request, the Government shall make available to the Contractor any asbestos sampling results.

" ADP/Data Center Floors: Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP)/Data Center spaces.

" Asphalt Floors: Damp mopping shall be the only method of wet cleaning for

floors containing asphalt material.

- " Granite and Marble Floors: All applicable floor areas shall be maintained in accordance with industry standards, and the standard identified in the & R Q W U D F W R U ¶ V µ 4 X D O L W \ & R Q W U R O 3 O D Q ¶
- " Loading Dock Floors: Floors shall be clean and free of debris including but not limited to dirt, water streaks, map marks, string, gum, tar and other foreign matter.

C.3.5.1.2 Carpets and Rugs

- " Extraction: Build-up, spills, crusted material, spots and smears in public areas shall be removed by extraction as part of basic services. Extraction used in Tenant areas shall be as a spot cleaning method only and shall not exceed **ten (10) Square Feet** Areas of tenant space requiring extraction shall be completed according to Section C.3.6.1 Carpet Extraction (Private Areas that exceed **ten (10) square feet**) under Above Standard Services. There shall be no areas of deterioration or fuzzing to the carpets and rugs as a result of harsh brushing or scrubbing. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets. The Contractor shall coordinate with the CO or their designee the times when carpet shall be cleaned. The carpet shall be dry within **twenty-four (24) hours** and before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold. Moving of printers, computer equipment, and similar types of electronic equipment is to be coordinated with the CO or their designee and customer, as required, prior to cleaning the carpet. Any furnishings moved are to be returned to their original positions.
- " Spot Cleaning: Carpet surfaces shall be free of removable spots, soiled traffic patterns, dirt, dust, debris, gum, and crusted materials.
- " Vacuuming: Carpet surfaces are to be free of dirt, dust, and other debris. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. The Contractor shall utilize at a minimum HEPA vacuum cleaners that meet the requirements of the Carpet and Rug Institute µ 6 H D O R I \$ S S U R Y D O * U H H Q / D E H O 9 D F X P 3 U R J U D P ¶ <http://www.Carpetrug.org/commercial-customers/cleaning-and-maintenance/seal-of-approval-products/vacuums.cfm>

C.3.5.1.3 Floor Mats and Runners

Types and sizes of mats and runners are identified in Section J, Exhibit J1.7. Mats and runners shall be laid out as specified by the CO or their designee at main entrances, main lobbies and main and secondary corridors at all times, and must have finished edges. Mats and runners shall be free of removable spots, soiled traffic patterns, dirt, debris, gum, and crusted materials. Harsh brushing or scrubbing that may cause deterioration or fuzzing should be avoided. They shall receive scheduled cleanings and routine inspections based upon the manufacturer's instructions. Any mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the CO or their designee so they can be replaced. Mats and runners shall

be stored in accordance with the ANSI/ASEE A1264.2-Resistance on Walking/Working Surfaces Guidelines ¶

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In the event of wet or inclement weather, where mats and runners are used, the mats and runners shall be placed at entrances and at other areas identified by the CO or their designee prior to the building occupants reporting to work. Wet or inclement weather mats and runners shall be removed, cleaned, and stored by the Contractor when the CO or their designee determines that they are no longer required.

C.3.5.1.4 Restrooms, Shower Rooms, Tenant Break Rooms and Locker Rooms

" Cleaning: All areas shall be cleaned using a disinfectant cleaner. Fixtures shall maintain a high level of luster and be free of dust, mold, mildew, streaks, and encrustations. Partitions, doors, vents, sills, and walls shall be free of dust, dirt, bodily fluids and waste, and graffiti regardless of height. Shower curtains shall be cleaned and free of mold and dirt. Surfaces: All metal (door frames, handles, and fixture) and glazed surfaces (including partitions), shall be sanitized and made free of smears, finger marks, streaks and shall have a uniform luster.

" Restrooms shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.

" Dispensers: The Government shall provide dispensers. The Contractor shall replenish supplies and fill dispensers as a standard service, including dispensers in tenant break rooms. The supplies for the provided dispensers shall be FRPSDWLEOH ZLWK WKH GLVSHQVHU¶V PDQXIDFWXUH consistent with the Comprehensive Procurement Guideline (CPG) items. Hand soaps shall not contain antibacterial agents except where required by Federal, State, local requirements and health codes. Monies collected from tampon and sanitary napkin dispensers shall be retained by the Contractor who shall provide and replenish the product at their expense.

" Floors: The quality standard for providing standard service is the same as that described in Section C.3.5.1.1. Floor Care.

" Receptacles: The Government shall provide receptacles. The Contractor shall empty, clean, and sanitize the sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags daily if use has occurred. Disposal of waste shall be treated the same as Blood Borne Pathogens as specified in 29 CFR §1910.1030.

C.3.5.1.5 Fixtures

" Clean and Sanitize: All fixtures and surfaces (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be clean with no dust, spots, soiled substances, discoloration, mold, build-up, or excess moisture.

" Drinking Fountains: All fountains shall be free of dirt, watermarks, and all other debris or encrustations. Drinking fountains shall be sanitized and present a lustrous appearance.

C.3.5.1.6 Surfaces

All surfaces including but not limited to countertops, structural ledges, low wall tops and edges, door frames, doors, door jambs, molding, bulletin boards/pictures frames, light switch plates, file cabinets, etc., shall be free of marks, dirt and dust, oil spots or smudges, cleaned and disinfected and/or sanitized as appropriate. There shall be no discolorations to any finishes. Cabinets and desks with papers, computers and keyboards shall not be disturbed.

” Metal, Brass and Wood work: Surfaces (including corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door frames, kick plates, etc.) shall be free of dust, streaks, spots, hand marks, oil, smudges, dirt, soiled substances, encrustation, streaks.

” Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately **seventy (70) inches** of the floor) shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots, grime, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.

C.3.5.1.7 Walls

All wall surfaces shall be free of smudges, marks, dirt, dust, spills and spots. Cleaning shall not cause discoloration.

C.3.5.1.8 High Cleaning

High Surfaces: Surfaces above 6 feet and below 10 feet shall be wiped clean and be free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include the removal of vents, tiles, or fixtures.

C.3.5.1.9 Dusting

Surfaces shall be dust free with a preference to using a micro-fiber or damp cloth, or backpack vacuum fitted with the appropriate dusting tool.

C.3.5.1.10 Trash, Wastebaskets and Ash Receptacles

All trash (including restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash containers shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash containers that are torn, or contain residue shall be changed. Any remaining interior ash receptacles shall be free of dust, refuse, odors and streaks.

The Contractor shall notify the CO or their designee of any item or material identified by the Environmental Protection Agency (EPA) and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste observed in the trash receptacles. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries as specified in 40 CFR § 260-273.

C.3.5.1.11 Recyclables

The Contractor shall provide all labor, and the means to collect and transport recyclable materials from centralized recycling bins containers located throughout the building to storage and loading areas as designated by the CO or their designee and as described in Section C.3.10.1.1 Extent of Work. **Desk side recycling is not provided under this**

contract. Recyclable materials shall not be mixed with trash.

C.3.5.1.12 Elevators and Stairways

- " Door Tracks: Tracks shall be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter.
- " Exterior and Interior Car Surfaces: Surfaces shall be clean and free of marks, smudges, and spills. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster and be free of all marks, dirt, spills and debris.
- " Exposed Surfaces, Treads, Risers and Landings: Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas shall be free of dirt, dust, litter, and debris.

C.3.5.1.13 Plate Glass

All interior glass, vestibules, vestibule doors, all glass around entrances, lobbies and security kiosks shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy.

C.3.5.1.14 Window Washing

Cleaning: The interior of all exterior windows, including lobby windows, shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped free of drippings and other watermarks.

The interior of all exterior building windows shall be cleaned once annually. Additional cleaning shall be arranged, if requested by the GSA, using the Above Standard Services pricing. Cleaning of both sides of the windows shall be coordinated to gain efficiency as directed by the CO or their designee. The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations. The window washing safety plan shall be available for review upon request by the CO or their designee.

C.3.5.1.15 Blinds and Coverings in Common Areas (Not Including Drapes, Curtains And Unique Coverings) and Building Standard Blinds/Coverings in Tenant Space

Dusting of Blinds and Coverings: All blinds, coverings, cord tapes, and valances shall be clean and free of dust and spots. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair.

Washing of blinds and coverings is an Above Standard Service and will be ordered as needed. Refer to Section C.3.6.5 Washing Blinds and Coverings (not including drapes, curtains and unique coverings).

C.3.5.1.16 Fine Arts Collection - Reserved

C.3.5.1.17 Policing Inside Areas

Areas: All building areas shall be free of papers, trash, and other discarded materials.

C.3.5.1.18 Interior and Atrium Plants (Common Areas Only)

Plants shall be free of dust and dead leaves and properly hydrated. Fertilize, prune,

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shall be replaced by the Contractor at no additional expense to the Government. Plants in tenant space, both those that are personal property of tenant agency employees and those procured by the agency are excluded.

C.3.5.1.19 Concessions (Cafeterias, Cafeteria Seating Areas, Snack Bars, Vending Machine Areas and Lounges)

Cleaning: All public areas (cafeteria furniture, seating areas, snack bars, and vending machine areas) shall be clean, sanitized, and free of spillages, food crumbs, spots, smudges, marks, and soil. Floors shall be maintained using the floor care standard requirements in this contract. Cleaning of vending machines is excluded.

C.3.5.1.20 Postal Space - Reserved

C.3.5.1.21 Fitness Center and Health Unit

” Cleaning: Areas such as the fitness center and health unit shall be cleaned in accordance with the standard service requirements.

” Surfaces: All metal (door frames, handles, and fixture) and glazed surfaces (including partitions), shall be sanitized and made free of smears, finger marks, streaks and shall have a uniform luster.

C.3.5.2 Exterior Services

C.3.5.2.0 Performance Standards

The Contractor shall provide all resources, labor, tools, equipment, transportation, hauling away, disposal, training, supplies, materials, and oversight to ensure that quality and performance standards are successfully achieved.

C.3.5.2.1 Plate Glass

All exterior glass (to include spandrel glass, glass over and in exterior and vestibule doors, and all glass around entrances, lobbies, and vestibules) shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy.

C.3.5.2.2 Window Washing

Cleaning: All windows, including lobby windows, shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped free of drippings and other watermarks.

The exterior side of all exterior building windows shall be cleaned once annually. The interior of the exterior windows shall be cleaned once annually. Cleaning of both sides of the windows shall be coordinated to gain efficiency as directed by the CO or their designee. The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations. The window washing safety plan shall be available for review upon request by the CO or their designee.

C.3.5.2.3 Canopies - Reserved

C.3.5.2.4 Hard Surface Areas

Cleaning: All areas (sidewalks, brick areas, around light poles, hard surfaces, parking lots, surface parking, garages, dock areas, moats, platforms, driveways, ramps, lanes,

etc.) shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease. No residual dirt shall remain after the removal of the debris. Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

C.3.5.2.5 Ash Receptacles and Trash Containers

Cleaning: All solid waste/trash shall be collected and removed to a location designated by the CO or their designee. Trash containers and ash receptacles shall be emptied and kept clean, odor-free, and free of dirt, dust, ash, cigarette butts, debris, residue, and spilled materials. Sand in ash receptacles shall be replenished as necessary. Plastic liners for all trash containers that are torn or contain residue shall be changed.

C.3.5.2.6 Surfaces (Signs, Tables, etc.)

Cleaning: Surfaces shall be clean, with no dirt, dust, residue, streaks, spots, soil substances, discoloration, or cloth streaks. Surfaces should be damp mopped or wiped with a germicidal cleaner & R Q W D F W W L P H V K R X O G E H F R Q V L V W H Q recommendations. Spill residue and clean-up materials used shall be disposed of properly.

C.3.5.2.7 Graffiti Removal

Remove graffiti using normal cleaning methods (cleansers or solvents). Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

C.3.5.2.8 Excrement Removal (Human, Bird and Animal)

Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement while following established safety precautions as outlined in the Center of Disease Control protocols. Knowledge of safety requirements in cleaning areas contaminated by bat, pigeon, or other avian pest excrement is required. The Contractor shall fully train all employees designated to perform these services in accordance with Occupational Safety and Health Administration (OSHA) standards and OSHA approved Federal, State, and local regulations.

C.3.5.2.9 Policing Outside Areas

- " Policing: All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc., shall be cleared of gum, litter, landscaping debris, paper, trash, and other discarded materials.
- " Unimproved Grounds: All areas shall be cleared of trash, landscaping debris, and other discarded material each time the native grasses, weeds, etc. are cut.
- " Fence Lines: Fence lines shall be cleared of trash, landscaping debris, and other discarded materials.

C.3.5.3 Snow Removal

The Contractor shall perform snow and ice removal services including removing snow and ice from entrances, steps, landings, sidewalks, vehicular courts, driveways, plaza areas, roadways, parking areas, handicapped accessibility areas and approaches as

part of the standard service. This also includes application of snow melt or sand as necessary. This does not include snow and ice removal requiring snow plows or other heavy equipment such as front end loaders, backhoes, bobcats, excepting as later identified. Services requiring this equipment are Above Standard and will be ordered as needed using line item pricing.

The Contractor shall clear snow and ice before the normal building operating hours. Furthermore, the Contractor shall clear snow and ice during normal building operating hours and is authorized to divert work to accomplish the task as approved by the COR. The Contractor shall notify the CO or their designee of the diversion within **one (1) hour**. The CO or their designee retains the right to determine what type of services and the duration of diverted services for the removal of snow and ice.

” The GSA Ordering Official may order additional snow and ice removal services outside of normal building operating hours (i.e., weekends, holidays). The task order shall reflect the days and hours required for snow and ice removal. This work is considered above standard and must be supported by an RWA.

” The Contractor shall submit a detailed snow removal plan that meets the needs of the GSA. At a minimum, the snow removal plan shall include the following items:

1. Equipment
2. Personnel
3. Snow and Ice removal locations including priority, removal method and event triggers
4. Approved materials and chemicals
5. Safety plan
6. Notification procedures

Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. All substitute shall comply with Federal specifications and local codes and be approved by the CO or their designee prior to the first inclement weather event. No sodium chloride or calcium chloride salt shall be used due to environmental risk. Less disruptive chemicals such as magnesium chloride, potassium acetate, and potassium chloride are viable alternatives. The Contractor shall ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences. Materials shall be stored in a secondary containment and the area around the storage is to be kept clean of spillage. The snow removal plan shall be submitted in accordance with the requirements in J3.12 Contractor Submittals/Deliverables Chart.

Specific government owned and furnished equipment, as identified in H.18.9, should be requirements are specified therein and appropriate use and safety training is the responsibility of the contractor.

C.3.5.4 Grounds Maintenance

The Contractor shall maintain all plants, trees, shrubs, ground cover, and lawns in a manner that prolongs life and sustains a healthy appearance. The Contractor shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use, using integrated pest management techniques, recycling green waste, and minimizing runoff. Grounds maintenance services in the standard services and above standard services requirements shall benefit the environment and generate cost savings to the Federal Government by preserving and protecting the native plants and wildlife habitat entrusted to us.

Visual Survey: The Contractor shall continuously conduct visual inspections of the grounds and is responsible for reporting to the COR any problems or areas of concern that GSA should be aware of to ensure sustainability of life on the grounds and a healthy appearance.

C.3.5.4.1 Trees & Shrubs

Maintenance: Tree supports and watering bags should be kept in good condition and functioning at all times, and removed when no longer needed. All trees and shrubs should be fully protected. Tree stakes, tree ties, and guy wire shall be of materials comparable to those existing on site, and shall be replaced or repaired by the Contractor as needed. Supports or braces are to be repositioned as often as necessary to prevent damage to the tree or shrub trunk. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower, and help to avoid over-watering. Keep shrubs and trees trimmed to present an attractive appearance.

Pruning: To promote optimum efficiency and safety for all foot and vehicular traffic, trees and shrubs shall be kept pruned to clear all roads, drives, entryways, and walking paths. The Contractor shall maintain a neat appearance. Any limbs and branches touching or brushing buildings or other structures are also to be pruned to provide clearance and free air circulation around the plant. The Contractor shall remove all dead or diseased foliage and branches. Any branches pruned by the contractor will be properly removed from the property and disposed of.

C.3.5.4.2 Mulching

Contractor shall maintain and replace existing mulch as necessary, but at least every spring. Replacement mulch shall be commercial grade shredded hardwood bark, synthetic composite, or equivalent. It shall be free of sticks, stones, clods, or other foreign material. A sample of proposed mulch and chips shall be submitted to and approved by the COR prior to use. All areas to be mulched shall be raked, debris removed, edge reestablished, and any excessive mulch buildup worked into existing soil or removed, at the discretion of the COR, prior to mulch application.

C.3.5.4.3 Soil and Ground Cover

" Aeration: Soil shall be aerated (frequency is dependent on the type of soil) by manual or mechanical methods of piercing the ground to provide an adequate

air supply to the soil and promote sustained plant life.

” Cultivation: Soil shall be cultivated to ensure the topsoil is loose for the purposes of gas exchange, water penetration, and soil aeration.

” Groundcover: All areas shall be maintained to promote healthy and sustained growth. Ground cover must present a neat appearance.

C.3.5.4.4 Fertilization

All lawns, flowers, plants, trees, and ground cover shall be fertilized consistent with common local landscaping practices. Fertilizer used shall be of a balanced type that supplies all nutrients required for providing sustainable growth and development. The fertilizer application rate for the trees will be determined by tree type, girth, and height. Prior to application, the Contractor shall schedule time of application with the COR or designee.

C.3.5.5.5 Mowing and Edging

Contractor shall mow and edge all turf areas at a frequency and method that ensures that all areas present an attractive appearance at all times. Mulching mowers shall be used; however, non-mulching mowers are permitted at some sites and shall be approved by the CO or their designee. Grass clippings shall be cleared from walkways and roadways and blown onto the grass. As appropriate, grass clippings shall be left in place, composted, or mulched as coordinated by the CO or their designee.

C.3.5.4.6 Flowerbeds and Plants

Flowerbeds are to be free from weeds and debris. Replacement plants shall be supplied by the Contractor and approved by the COR. The Contractor shall provide flowering plants on a seasonal basis to present a pleasant outside appearance at the building. The Contractor shall be responsible for all costs associated with the replacement of all planted materials. Replacement plants shall be arranged in an attractive and professional manner. The Contractor shall install a quantity of plants that make the planters appear full and overflowing.

C.3.5.4.7 Weeds

All areas are to be free of weeds and unwanted growth.

C.3.5.4.8 Leaf Removal

The Contractor shall remove leaves, as necessary, to maintain a neat and clean appearance. Throughout the year, the Contractor shall remove minor accumulations due to isolated leaf drop and shall check all storm drain openings on the premises and remove any leaves or debris that have accumulated. Care shall be taken to remove leaves in existing mulched areas to maintain a neat and clean appearance without substantial reduction in mulch depth or damage to herbaceous or woody plant material.

C.3.5.4.9 Watering

Watering: All watering cycles shall be conducted at times that minimize inconvenience to the building occupants and visitors, and maximize percolation. Entrances and Exits shall not be wet during the arrival and departure of occupants and visitors. Watering shall be accomplished using existing irrigation system devices. During periods of water restrictions, watering guidelines by the local water district shall apply. The Contractor shall not be responsible for the replacement of landscaping materials that die as a result of a lack of proper access to water during these periods of water restrictions by municipalities.

Hand Watering: When mechanical irrigation is not available or is malfunctioning, Contractor shall use alternative hand watering methods such as gator bags, or equivalents to ensure, promote, and maintain healthy growth.

C.3.5.4.10 Green Roof

The Green Roof surfaces and systems shall be maintained in accordance with all requirements of the Public Buildings Maintenance Standard, Federal, State and Local Laws and regulations and industry best practices. Additionally, minimum standards of performance shall be compliant with the guidance established in Exhibit J.3.13. All maintenance and care activities associated with this system shall be performed by appropriately trained and qualified personnel or subcontractors.

C.3.6 Above Standard Services

7KH & RQWUDFWRU VKDOO SURYLGH \$ERYH 6WDQGDU 6HUY intermittent need for work. These services are in addition to the services specified as a standard service and will be ordered by the CO or their designee based on the line item pricing on the Bid Sheet. For hourly pricing, the COR will determine independently or in consultation with the Contractor, the number of hours to perform the task. The Contractor shall not divert workforce to accomplish Above Standard Services.

Submit as part of your initial proposal the pricing for the following Above Standard Services on the Bid Sheet.

C.3.6.1 Carpet Extraction (Private Areas that exceed 10 SqFt)

The quality standard for providing above standard service is the same as that described in Section C.3.5.1.2 Carpets and Rugs.

Carpet extraction in tenant space will be coordinated with the CO or designee. The Contractor shall not perform this service for the tenant agency prior to receiving a verbal authorization or delivery order from the CO or designee.

C.3.6.2 Floor Maintenance Services

Floor Stripping and Waxing/Finishing: The old finish or wax shall be removed and new sealant applied in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, rust, burns, or scuff marks, or wax build-up in corners or crevices. UNDER NO CIRCUMSTANCES SHALL BURNISHING,

HIGH SPEED BUFFING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORS.

Floor Sealing: Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.

C.3.6.3 Window Washing

The quality standard for providing above standard service is the same as that described in Section C.3.5.1.14 Window Washing.

C.3.6.4 Postal Lock Boxes and Mail Cases - Reserved

C.3.6.5 Washing Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)

Contractor shall wash both sides of the blinds and coverings. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair. The Contractor shall coordinate this requirement with the CO or their designee.

C.3.6.6 Pressure Washing and Steam Cleaning

Cleaning: The Contractor shall remove all dirt, debris, residue, gum, grease, tar, water, streaks, mop marks, and oil spill(s) from the exterior areas of the building(s) with the approval of the CO or their designee. Clean-up shall be done in an environmentally sound manner to minimize the amount of waste washed into the storm sewers or onto the grounds. Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

C.3.6.7 Tree Thinning - Reserved

C.3.6.8 Trees and Grounds Survey - Reserved

C.3.6.9 Government Furnished Trees and Plants - Reserved

C.3.6.10 Snow and Ice Removal for Areas Requiring Special Mechanized Equipment

The Contractor shall furnish the necessary labor and heavy equipment as needed to clear snow and ice from walks, parking areas, roads, driveways, plaza areas, etc., when an order is issued by the CO or their designee. This is equipment such as front end loaders, backhoes, bobcats, etc. Services requiring this equipment are an Above Standard Service and will be ordered as needed using line item pricing. Price quoted per hour must include all costs for equipment, truck and driver. Payment will be made for time spent on site.

All equipment must be properly guarded and meet all applicable Federal, State and Local Regulations including but not limited to OSHA and consensus standards. The Contractor shall use caution when snow removal is in progress to prevent any damage to the buildings, grounds, vegetation, landscape areas, sidewalks, roads, fire hydrants, shrubs, signs, and other protrusions. The Contractor shall be held liable for any

damages incurred to Government or Private property during the performance of work. All locally prescribed safety regulations, laws, and practices shall be carefully observed in performance of the work.

Specific government owned and furnished equipment, as identified in H.18.9, should be possible in reducing equipment costs to the government. Maintenance and repair requirements are specified therein and the appropriate use and safety training is the responsibility of the contractor.

C.3.6.11 Snow Hauling

Hauling services to remove snow from site(s) that requires the use of specialized equipment and/or trucks as directed by the CO or their designee. Price quoted must include all costs for equipment, truck and driver.

C.3.6.12 Laborer

Services include, but are not limited to, loading and unloading supplies and carpet, moving of furniture, set-up and breakdown of conference spaces, miscellaneous grounds maintenance, and other similar functions and tasks performed on premises.

C.3.6.13 High Cleaning

The Contractor shall utilize stepping stools, ladders and other equipment necessary to clean areas above 10 feet in height such as high lobby surfaces, signage, sills, etc. The intent of above standard high cleaning is to clean the high areas not accessible or thoroughly cleaned by regular Contractor employees on a daily basis. The high surfaces shall be cleaned free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include the removal of vents, tiles, or fixtures. NOTE: The use of "High Cleaning" as an above standard requirement for custodial services does not restrict or impinge on required lighting, hvac or mechanical systems cleanliness, maintenance or repairs activities as a base standard for O&M services.

C.3.6.14 Daily Surface Cleaning Regime

The Contractor shall routinely wipe down all solid, high contact surfaces in common and high traffic areas using a disinfectant from the EPA-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2, or other product containing the same active ingredient(s) at the same or greater concentration than those on the list.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

The Contractor shall use the product(s) in accordance with directions provided by the manufacturer or EPA guidance, whichever is more stringent. Disinfection application and products should be chosen so as to not damage interior finishes or furnishings inc O X G L Q J D U W P X U D O V D Q G K L V W R U L F P D W H U L D O V defined as being in accordance with applicable guidance from the Centers For Disease Control and Prevention (CDC), but is no less than once daily.

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Examples of solid, high contact surfaces in common and high traffic areas include but are not limited to: handrails, door knobs, key card readers, light switches, countertops, horizontal surfaces, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and drinking fountain controls. The Contractor shall allow disinfectant to dwell for the appropriate period of time (contact time) as shown effective to kill the virus as recommended by the manufacturer of the product or EPA guidance, whichever is more stringent. Disinfected surfaces should be allowed to air dry.

The Contractor shall wear disposable gloves (e.g., latex, nitrile, etc.), facemasks, and any additional personal protective equipment (PPE) as recommended by the cleaning and disinfectant product manufacturers.

The Contractor is **not** responsible for providing disposable disinfectant wipes for tenants. The Contractor is **not** responsible for wiping down agency owned equipment such as telephones, computers, keyboards, docking stations, computer power supplies, and computer mouse, personal fans and heaters, desk lighting, etc. as standard service.

C.3.7 Service Calls, Refer to Section C.1.21

C.3.8 Communication Plan, Refer to Section C.1.11

C.3.9 Protection and Damage, Refer to Section C.1.29

C.3.10 Solid Waste/Trash/Recycling Management

A solid waste/trash reduction and recycling management program, which is part of providing standard services, includes identifying and properly segregating all recyclable materials, composting materials, Universal Wastes and trash.

The Contractor shall **not** collect hazardous materials unless specifically contracted to recycle them. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (nickel-cadmium and small, sealed lead acid batteries in electronic equipment, mobile phones, portable computers, and emergency lighting). In addition, electronic equipment such as computers and printers shall not be discarded in the trash containers. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash receptacles.

C.3.10.1 Solid Waste/Trash Audits

A solid waste/trash stream audit is necessary for all buildings. The Contractor shall verify with the CO or their designee to confirm whether the building has been audited. Buildings that have been audited do not require re-auditing. A waste stream audit at the building is required to determine the profile (amount and composition) of the solid waste/trash stream; identify efficient methods for the collection, storage, and transfer of

wastes for disposal recycling, and composting; determine the right service level for solid waste/trash collection and removal to minimize waste shipments; and obtain a more DFFXUDWH SLFWXUH RI *6\$¶V VROLG ZDVWH WUDVK JHQHU Executive Order 13514 solid waste/trash diversion provisions.

C.3.10.1.1 Extent of Work

At the beginning of a base year contract, the Contractor shall perform a solid waste/trash audit of the building(s). The Contractor shall submit the audit findings to the CO or their designee and Solid Waste/Trash Program Manager for review. Based on the findings, the Contractor shall partner with the Government to set up a solid waste/trash management program that is cost effective and will maximize the amount of waste diverted to recyclers and away from the landfills and incinerators. Contractor will develop a written report and analysis of the conclusions drawn from this audit, including recommendations for improving the economy and efficiency of waste collection, storage, transfer, and disposal (including recycling and composting). Refer to Exhibit - μ3%6 :DVWH \$XGLWV ¶ 7KH DXGLW VKDOO EH FRPSOH within 60 calendar days of completion of the audit, unless additional time is authorized by the CO or their designee. The Government may at its discretion perform solid waste/trash audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement best practices solid waste/trash audit recommendations.

C.3.10.1.2 Solid Waste/Trash Removal and Disposal

All solid waste/trash collected as a requirement of this contract shall be removed from the premises and transported to a solid waste/trash disposal facility that has been certified by the appropriate state agency responsible for solid waste/trash management or by the Environmental Protection Agency (EPA).

The contractor shall pursue schedules that maximize the amount of solid waste/trash hauled with each pick up.

The Contractor shall provide solid waste/trash removal and disposal services as described herein.

The Contractor shall collect and transport all solid waste/trash and debris to designated locations on the loading dock or other areas (holding areas) for removal from the premises. Holding areas for solid waste/trash accumulation shall be identified by the CO or their designee. If trash compactors are used at the building, the Contractor shall operate the compactor. The compactors shall not be operated if any part is in disrepair DQG GRHV QRW IXQFWLRQ VDIHO\ SHUIHSH. The Contractor shall ensure the appropriate personnel receive training in the safe and proper operation of the compactor.

All solid waste collected as a requirement of this contract shall be removed from the premises and transported to a solid waste disposal facility that has been certified by the appropriate state agency responsible for solid waste management, or by the Environmental Protection Agency. The Contractor shall provide a sufficient number of waste removal containers to accommodate all trash generated between pick-up dates. The CO or their designee shall approve all container styles, types, and storage locations

prior to placement. The Contractor shall be responsible for the delivery, maintenance, repair, cleanliness, labeling, and removal of storage containers and equipment throughout the contract period. The containers must be kept free of holes, pests, grease, oils, and odors, etc. The Contractor will report any pest infestation in or around the containers to the CO or their designee. All Contractor-supplied equipment and materials shall remain the property of the Contractor during and subsequent to the contract period.

The overflow of materials from containers and dumpsters shall be picked up from the ground and floor area used to collect and consolidate the materials. The Contractor shall remove all hydraulic fluids and oil spillages caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Spill residue and clean-up materials shall be disposed of in accordance with the EPA, and State and local regulatory agency requirements.

The Contractor shall perform collection, removal, recycling and related activities in accordance with the strategies agreed upon by the Government and Contractor. The Contractor is responsible for all costs of trash removal. The Contractor shall be responsible for loading containers onto collection vehicles.

C.3.10.1.3 Solid Waste/Trash Records and Reports

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C.3.10.1.4 Trash Pick-ups on Call

Additional or special pick-ups of solid waste/trash may be required on an irregular basis. Pick-ups shall be accomplished within **twenty-four (24) hours** of notification by the CO or their designee. Payment for these pick-ups shall be based on a price per pick-up. Additional pickups required to address overflow of trash resulting from normal building operations will not be reimbursed. The above standard service pricing in Section B applies only to additional trash pick-ups required due to an unusual event or circumstance.

C.3.10.2 Recycling

It is the intent of the Government to keep the maximum amount of materials from landfills through aggressive recycling. To the extent practicable, both the Government and Contractors shall support Government and Contractor revenue sharing opportunities.

C.3.10.2.1 Extent of Work

Materials to be recycled may include, but are not limited to: hard and soft bound books, telephone books, magazines and catalogs, legal briefs, publications, all types of office paper, computer paper, manila file folders and envelopes, newspapers, corrugated containers, cardboard packaging, packing cartons, metals, used aluminum, plastic and glass beverage containers, unusable wood pallets, Universal Wastes and old carpeting.

The Contractor shall remove all hydraulic fluid and/or oil spillage caused either by the collection vehicles, or released from containers at the designated centralized collection site (loading dock, etc.). Sorbent use for cleanup shall contain post consumer recycle content minimum as required. The minimum depends on the type of sorbent used:

Refer to the EPA/CGP website for details. Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory requirements.

Unless specifically contracted to recycle items or material identified by the EPA and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste, the Contractor shall not collect these items. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries. Electronic equipment, such as computers shall not be discarded in the recycle bins. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash or recycling receptacles.

The Government is contracting separately for recycling services and will be responsible for all fees, if any, associated with recycling.

The custodial Contractor is required to:

Remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in central recycling bins and containers (located in common areas such as hallways, joint use conference rooms, snack bars, cafeteria, etc.).

Place recycled materials in containers, dumpsters, or compactors provided by the recycler. The Contractor shall monitor containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.

Bale corrugated materials, if a baler is available.

Ensure that all custodial staff involved in the recycling program fully understand the recycling procedures and requirements.

C.3.10.2.2 Recyclable Materials Disposition

7KH FRQWUDFWRU VKRXOG VWULYH WR UHF\FOH DV PXFK SRVVLEOH LQ NHHSLQJ ZLWK *6\$¶V JRDOV 7KH &2 RU contractor aware of the building goal for that year. The CO or their designee may direct the Contractor to participate in joint efforts with State, city, and local governments regarding recycling.

C.3.10.2.3 Recyclables

Collection and Pickups: The Contractor shall ensure that recyclables are collected and placed in the designated holding areas on a schedule that will maximize the quantity of materials removed from the premises as scheduled. Additional collections of recyclable materials may be required on an irregular basis and will be coordinated with the CO or their designee.

C.3.10.2.4 Recyclables Pick-ups on Call

Additional or special pickups of recyclables may be required on an irregular basis. Pickups shall be accomplished within **twenty-four (24) hours** of notification by the CO or their designee. Payment for these pickups shall be based on a price per pickup.

Additional pickups required to address overflow of trash resulting from normal building operations will not be reimbursed. The above standard service pricing in Section B applies only to additional trash pick-ups required due to an unusual event or circumstance.

C.3.10.2.5 Recycling Containers

Individual Desk side and Central Collection Containers: The Government shall provide the collection containers.

- ” Central Collection Containers: Container(s) shall be placed in the areas designated by the CO or their designee, where trash is collected. Container(s) shall be placed on each floor to receive the collection of recyclable materials. Full containers with recyclables are to be transported by the Contractor to the dock or designated area for pickup by the recycling Contractor.
- ” Recycling Collection Containers: The Government shall provide the necessary collection containers/bins and other equipment for use in common areas throughout the building for the collection of recyclable materials. These are the mobile type containers/bins and other equipment that the Contractor shall use to collect recyclables from central recycling containers. These containers shall be in sufficient quantities for the collection of recyclable material prior to removal to the designated holding area.
- ” Containers and Equipment Responsibility: The Contractor shall be responsible for the removal of recyclables from the collection containers and moving them to the holding area throughout the contract period. The containers, excluding those used to collect paper, shall be labeled, lined and free of residue and any plastic liners shall not be torn, worn or contain residue. Containers shall be kept free from holes, vermin, or foreign matter that might cause injury or stain clothing or furniture, and the containers must not emit unpleasant odors. If any container emits an unpleasant odor, as identified by the CO or their designee, it shall be immediately corrected by the Contractor at their expense. Recyclable materials shall not be handled, stored or transported in any manner that causes safety or health hazards.

All Government supplied equipment and materials shall remain the property of the Government. The Contractor shall be accountable for all recycling equipment and containers belonging to the Recycling Contractor and shall use them only for the intended purpose.

C.3.10.2.6 Restriction on Use

Recyclable paper purchased under this contract shall be used or sold as recyclable paper only; i.e., for processing at a pulp mill to be made into new paper products. The Contractor shall not use, allow access to, or offer for resale any papers, documents, or file record materials for the information contained therein.

C.3.10.2.7 Recycling Proceeds - Reserved

C.3.10.2.8 Recycling Records and Reports - Reserved

C.3.11 Recycling and Waste Reports (Applicable To Waste Reports Only)

Monthly Recycling and Waste Report: The Contractor shall submit a monthly Recycling and Waste Report (Refer to Exhibit J1.11) listing the types, weights, and costs or revenues. Included in the report are single stream recycling, commingled recycling, composting, weight of trash hauled and the associated hauling costs. Reports shall be submitted according to the requirements in Exhibit J3.12 Contractor Submittals/Deliverables Chart.

C.3.11.1 Report Calculations (Applicable To Waste Reports Only)

The recycling and waste hauling reports above shall contain sufficient data to calculate waste diversion and waste removal costs. (if a scale is provided, this would be N/A)

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to-Weight Conversion Factors. Deductions shall be made and reported for volumes that are not filled to capacity (i.e., half full, 3/4 full, etc.) and conversions adjusted accordingly.

C.3.11.2 Green Purchase Reports

The Contractor shall submit information on green purchasing practices specific to the performance of this contract. Records showing the monthly cost of green cleaning products and materials purchased shall be provided to the USDA and the CO or their designee by the Contractor so that this report can be submitted by the CO or their designee as required by the Resource Conservation and Recovery Act (RCRA), USDA, and EO 13514. Reportable information and formats are provided in Section J, Exhibit J1.4 and Exhibit J3.7 for the following:

- a. Bio-based: The Contractor shall provide a list of USDA-designated bio-based products purchased October 1-September 30, during the previous fiscal year. Information will include the types and dollars spent on these products. The Contractor shall submit the report in accordance with Federal Acquisition Regulation (FAR) Clause 52.223-2 according to the requirements in Exhibit J3.12 Contractor Submittals/Deliverables Chart each year during contract performance and at the end of contract performance. The reports shall be submitted to the USDA designated location and a copy to the following email address PBSbiobasedreporting@gsa.gov.
- b. Non bio-based: The Contractor shall submit a report of all non-bio-based products to include: Green Seal, DfE, CPG, and Environmental Choice (low VOC, Non-Ozone Depleting), as well as non-green (Hazardous/Toxic) products to the CO or their designee in accordance with the requirements in Exhibit J3.12 Contractor Submittals/Deliverables Chart each year during contract performance and at the end of contract performance. Report shall include the cost of cleaning products and materials purchased under this contract.

C.3.11.3 Integrated Pest Management Report

The Contractor shall provide to the CO or their designee with a list of chemicals and their purchase prices that are used to control pests in the building.

C.3.11.4 Supporting Documentation

The Contractor shall maintain documentation to support all the above reported activities. Information may include receipts or other records related to pick-up dates, weights, and associated fee schedules. Records and receipts obtained shall be made available to the CO or their designee upon request.

C.3.11.5 Reporting Formats

Reports prepared by the Contractor shall be submitted to the Government electronically, using the forms in Exhibit 3.12. The Contractor shall submit reports in electronic form.

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on paper containing a minimum of 30 percent post consumer recycled content.

C.3.12 Integrated Pest Management

The Integrated Pest Management (IPM) coordinates many different programs to reduce sources of pests on a preventive, long-term and environmentally sound basis for both the interior and exterior areas of a building. The Pest Control requirement is specified in 7 U.S.C. 136r-1 [7 USC § 136r - Integrated Pest Management | LII / Legal Information Institute](#). The Contractor shall have a plan that extends beyond the application of pesticides and employs practices and techniques, as they relate to cleaning, trash, and materials handling, that reduce the sources of food and water, harborage, and access routes used by pests in and around the building.

C.3.12.0 Preventive Pest Maintenance

The Contractor shall implement a preventive maintenance program that identifies and corrects conditions that contribute to pest infestation. The Contractor would only be required to implement those remedies that fall within the scope of this contract. Some of the most effective examples include but are not limited to:

- " Self-contained compactors rather than dumpsters or stationary dumpsters for storing solid waste/trash awaiting pickup, wherever possible.
- " Pressure washing of trash rooms, loading docks, and food preparation facilities. The Contractor shall ensure that run-off into drains and sewers are minimized when using pressure washing devices.
- " Food preparation and storage areas remain clean.
- " Dedicated, tightly covered receptacles for food waste in indoor areas with chronic pest problems.
- " Replacement of dense ground cover in landscapes with chronic rodent problems.
- " Employ techniques that may include, but are not limited to, keeping containers closed, removal of debris, etc.
- " Worn or ineffective weatherstripping on exterior doors.

C.3.12.1 General

The certified pesticide applicator or licensed IPM Contractor shall accomplish the monitoring, trapping, and pesticide application and pest removal components of the IPM.

C.3.12.2 Pests Included and Excluded

The Contractor shall adequately suppress indoor populations of rats, mice, cockroaches, ants, flies, and any other arthropod pests not specifically excluded in this exhibit. This includes populations of these pests that are located outside of the specified facilities, but within the property boundaries of the facilities.

The following pests are excluded from this contract and should be ordered by the region under a specialized contract:

- " Birds
- " mosquitoes
- " Snakes
- " Vertebrates that are not commensal rodents
- " Bats
- " Termites
- " Other wood-destroying organisms
- " Bed Bugs

C.3.12.3 Initial Pest Assessment

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the interior space and exterior grounds and paved areas. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.

Grounds areas that support pollinator nesting and foraging for honey bees, native bees,
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VHQVLWLYH JRQHV

A written report detailing the findings of the initial assessment shall be submitted to the CO or their designee in accordance with the requirements in J3.12 Contractor Submittals/Deliverables Chart. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary or procedural modifications deemed necessary to eliminate pest infestation.

C.3.12.4 Integrated Pest Control Plan

Prior to initiation of services, the Contractor shall submit to the CO or their designee for approval a written Pest Control Plan in accordance with the requirements in J3.12 Contractor Submittals/Deliverables Chart. The plan should include integrated methods, routine site inspections and maintenance, routine pest inspections, pest population monitoring, evaluation of the need for pest control and one or more pest control methods. The plan shall also include a specification of the circumstances under which an emergency application of pesticides can be applied and a communications strategy directed to building occupants.

The Integrated Pest Control Plan shall consist of the following parts:

- " Proposed Materials and Equipment for Service including labels and Safety Data Sheets (SDS) for all pesticides to be used. A list of the brand names of trapping devices, pesticide application equipment, rodent bait boxes, insect and rodent

trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service. The use of green and sustainable methods and applications is preferred whenever possible. A list of chemicals used and the purchase price for these chemicals.

- ” Proposed Methods for Monitoring and Detection including describing those methods and procedures to be used for identifying sites of pest harborage and access and for making objective assessments of pest population levels throughout the term of the contract.
- ” An inspection schedule for each building or site. Frequency of contract visits shall depend on the specific pest control needs of each premise. Large office facilities or specified office areas within such facilities with a history of pest infestations will be visited more frequently.
- ” A description of any structural or operational changes that would facilitate the pest control effort.
- ” A copy of the Commercial Pesticide Applicator Certificate or License for every Contractor representative who will be performing on-site service.

This plan shall be updated by the contractor in accordance with the requirements in Exhibit J3.12 Contractor Submittals/Deliverables Chart. Updates should include a list of changes and the reasons for those changes.

C.3.12.5 Pesticide Application

The Contractor shall not apply any chemical or non-chemical pesticide products that have not been included in the Pest Control Plan or approved in writing by the CO or their designee. The Contractor shall provide to the CO or their designee with a list of chemicals and purchased price. The Contractor shall employ the least hazardous materials, most precise application technique, and minimum quantity of pesticide necessary to achieve control. Only qualified, trained, and licensed/certified personnel shall apply chemicals. Uncertified individuals working under the supervision of a Certified Applicator shall not be permitted to provide service under the terms of this contract. Pesticides used by the Contractor must be registered with the U.S. Environmental Protection Agency, state and/or local jurisdiction. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's instructions and all applicable Federal, State, and local laws and regulations. Chemicals shall be applied with extreme care to avoid hazard to any person, animal or property. Containers and property shall be properly labeled.

Chemical pesticides shall not be applied in any Child Care center without prior coordination and consent of the Child Care Director. Posting and notifying the Child Care Director must be initiated at least **twenty-four to forty-eight (24-48) hours** in advance of using any chemical pesticides. Only qualified, trained, and certified personnel or licensed Contractors shall apply any chemicals. Uncertified individuals working under the supervision of a certified pest applicator or licensed Contractor shall

not be permitted to provide service under the terms of this contract. Chemicals shall be applied with extreme care to avoid hazard to any person or animal in the immediate or adjacent areas, or property damage.

Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any area shall not occur unless visual inspections or monitoring devices indicate the presence of pests in that specific area. In no case shall extremely toxic materials be permitted. The Contractor shall not store any pesticide products on Government property. Any emergency applications of chemical pesticides must be approved by the CO or their designee prior to application.

C.3.12.6 Structural and Procedural Recommendations

Structural modifications for pest control will be the responsibility of the Government. However, throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about concerns with any structural, sanitary, or procedural modifications deemed necessary to eliminate food and water sources, harborage, or access routes that would allow building infestation by pests in and around the building.

C.3.12.7 Record Keeping

The Contractor shall be responsible for maintaining a pest control logbook or file for each building or site specified in this contract. These records will help with monitoring pest locations and actions taken to prevent or mitigate further infestations. The log shall include pesticide information on whether chemical and non-chemical methods were used to control pests. Where chemicals are applied the log shall specify the type, quantity, price, and circumstances for using pesticide(s). These records shall be kept on Government property and maintained by the Contractor.

Each log book or file shall contain at least the following items:

- ” A copy of the Integrated Pest Control Plan. (C.3.12.4 Integrated Pest Control Plan)
- ” Completed copies of GSA Form 3638, Pest Control Work and Inspection Report, Exhibit 11 or an equivalent form such as another Contractor service report forms that is approved by the CO or their designee. The report form shall be used to advise the Contractor of routine service requests and to document the performance of all work. The Contractor shall also document on the GSA Form 3638 or equivalent all information on pesticide application that is required by statute in the jurisdiction where service is actually performed. Upon completion of a service visit to a building, the Contractor's representative performing the service shall complete, sign, and date the GSA Form 3638 or equivalent form.

C.3.12.8 Manner and Time to Conduct Service

Routine pest control services that do not adversely affect tenant health or productivity VKDOO EH SHUIRUPHG GXULQJ WKH W The Contractor shall notify the CO or their designee, and the CO or their designee shall provide notice to occupants at least **seventy-two (72) hours** before application of any pesticides during normal conditions and within **twenty-four (24) hours** in emergency situations. An

emergency is an exceptional circumstance that poses a clear (or at least perceived) health and safety risk or where operations are severely disrupted. Examples of the first involve some outdoor animal (e.g., bird, snake, bat, or squirrel) that has gotten into indoor space and cannot get out, or a nest of bees or wasps are discovered on the grounds. An example of the second would be a swarm of winged termites or ants emerging into occupied space, which might be completely harmless, but nevertheless are alarming to the occupants. When it is necessary to perform any work outside of the WHQDQW TV GRUPDO ZRUNLQJ KRXUhe COV K Heir&ResgweU d FWRU V least one day in advance.

C.3.12.9 Insect Control

The Contractor shall provide the CO or their designee with signs, placards, literature, or other information so that the CO or their designee can inform building occupants of the nature of the pest application. The information will include at a minimum a brief explanation regarding the reason for the pest application, the safety of the products being used and contact information should the building occupants have questions.

Non-pesticide Products and Use: The Contractor shall use non-pesticide methods of control wherever possible. For example:

- ” Portable vacuums with HEPA or MICRO filtration
- ” Trapping devices

Chemical Pesticide Products and Use: When it is determined that chemical pesticides must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. The Contractor shall minimize the use of liquid pesticide applications wherever possible, for example:

- ” Bait stations and other types of bait formulations rather than sprays.
- ” As a general rule, liquid, aerosol, or dust formulations shall be applied only as crack and crevice treatment.

Application of pesticide liquids, aerosols, or dust to exposed surfaces and pesticide space sprays (including fogs, mists, and ultra-low volume applications) shall be restricted to unique situations where no alternative measures are practical.

C.3.12.10 Rodent Control

-Indoor Trapping: Generally, rodent control inside buildings shall be accomplished with trapping devices only. All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Traps shall be checked on a schedule approved by the CO or their designee. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.

-Use of Rodenticides: In extreme cases, when rodenticides are deemed essential for adequate rodent control inside buildings, the Contractor shall obtain approval from the CO or their designee prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals or in EPA-approved tamper-resistant bait boxes.

As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.

-Use of Bait Boxes: All bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Contractor shall adhere to the following points:

- " Chemical Pesticide Products and Use: When it is determined that chemical pesticides must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. The Contractor shall minimize the use of liquid pesticide applications wherever possible, for example:
 - " Bait stations and other types of bait formulations rather than sprays.
 - " As a general rule, liquid, aerosol, or dust formulations shall be applied only as crack and crevice treatment.
 - " Application of pesticide liquids, aerosols, or dust to exposed surfaces and pesticide space sprays (including fogs, mists, and ultra-low volume applications) shall be restricted to unique situations where no alternative measures are practical.

C.3.12.11 Safety and Health

All work shall comply with the applicable requirements of 29 CFR §1910 and State and municipal safety and health requirements

http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html,

Where there is a conflict between applicable regulations, the most stringent shall apply.

C.3.13 Child Care Center - Reserved

C.3.14 Quality Control Plan (QCP) Reference Section C.1.9.5

C.3.14.1 Staffing Plan

The Contractor's staffing plan should include a detailed description of how the Contractor intends to accomplish the requirements of the contract using in-house, corporate and sub-contracted resources. The staffing plan should include:

- = Positions, their titles, responsibilities and physical locations (including corporate resources)
- = Minimum qualifications for each key position identified
- = Resumes and references for individuals who will serve in key positions (if available)
- = Description of how the contractor plans to recruit and retain personnel, particularly key personnel
- = The subcontracted resources to be used, and the work they will accomplish

The Contractor shall develop and submit a staffing plan as part of the bid package.

C.3.15 Cleaning Schedules

7KH FOHDQLQJ VFKHGXOH VKRXOG UHSUHVHQW WKH &RQW efficient approach to the work, and shall not limit the Contractor to specific levels of staffing, means or methods. Changes necessary for achieving the contract

requirements shall be the responsibility of the Contractor. Cleaning schedules and any revisions are to be submitted to the CO or their designee in accordance with the requirements in Exhibit J3.12 Contractor Submittals/Deliverables Chart.

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frequencies as appropriate:

- " Daily
- " Periodic
- " Weekly
- " Monthly
- " Other frequencies

C.3.16 Communication Requirements... Reference Section C.10 and C.11

Tenant Meetings: The Contractor will be required to attend tenant meetings when requested by the CO or their designee. The Contractor would be required to communicate program specific information, improvements, address tenant concerns or discuss work that may impact the tenants.

Partnering Meeting: The Contractor shall attend monthly partnering sessions with GSA after the Post-Award conference. Sessions will continue monthly during the course of the contract but can be reduced or increased at the option of the CO or designee.

Partnering is working together towards a common interest or goal. The purpose of these P H H W L Q J V Z L O O E H W R G L V F X V V W e a k o f e f f i c i e n c y a n d f o r w a r d ¶ V S H U I
satisfaction, tenant needs or concerns and all other applicable business in regards to the services being performed by the Contractor. The Contractor is required to attend these partnering sessions. The CO or designee will be responsible for taking and distributing meeting notes. Each partnering session will be held at a mutually agreed time and location.

Joint Service Inspections: The Contractor shall accommodate all requests by the * R Y H U Q P H Q W W R S D U W L F L S D W H L Q W K H & R Q W U D F W R U ¶ V L C
Contractor personnel. Scheduling for these joint inspections shall be coordinated through the CO or their designee. This inspection shall be used with other measures of performance in discussions during the Quality Control Meetings.

C.3.17 Federal Requirements

The Contractor shall comply with all applicable governance documents, including, but not limited to Federal, State and local laws, regulations, and codes: including any supplements or revisions as specified in the table below. The Contractor is responsible for obtaining access to all referenced documents at their own expense. The Contractor shall obtain all applicable licenses, training, and permits. **If a change in law and/or regulation requires the Contractor to implement an action that will result in an increase or decrease in contract price, the Contractor shall implement the required action and within thirty (30) calendar days to submit to the CO a price proposal for such change.** If the CO determines an equitable adjustment is substantiated, a modification to the contract shall be issued.

| <u>PUBLICATION</u> | <u>TITLE</u> | <u>PORTION</u> |
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| EPACT 05 | Title I Energy Efficiency Title IX Research and Development https://www.ferc.gov/enforcement/enforcement/EPAct2005.pdf | All Applicable Sections of these Titles |
| EISA 07 | Title III Energy Savings Through Improved Standards for Appliances and Lighting. Title IV Energy Saving and Buildings Industry. Title V Energy Savings in Government and Public Institutions. https://www.gpo.gov/fdsys/pkg/PLAW-110publ140/pdf/PLAW-110publ140.pdf | All Applicable Sections of these Titles |
| Executive Order 13834 | Efficient Government Operations https://www.fedcenter.gov/programs/eo13834/ | ALL |
| Executive Order 13526 | Safeguard Classified Information | ALL |
| FAR | Federal Acquisition Regulation | All Applicable Sections and Clauses |
| FAR Clause 52.223-2 | https://www.acquisition.gov/far/current/html/52_223_226.html | Clauses 1 and 2 |
| 29 CFR §1910 | OSHA General Industry Standards (http://www.access.gpo.gov/nara/cfr/waisidx_06/29cfr1910a_06.html), | ALL |
| 29 CFR Part 1926 | OSHA Construction Standards | ALL |
| 29 CFR Part 1960 | Program Elements for Federal Employee Occupational Safety and Health Programs and Related Matters | ALL |

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| 40 CFR | Protection of the Environment http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title40/40tab_02.tpl | All Applicable Sections of Chapter 1 |
| 41 CFR § 102-74, Subpart C. ±FMR | Facility Management http://www.access.gpo.gov/nara/cfr/waisidx_06/41cfr102-74_06.html | ALL |
| ANSI-IWCA.I-14.1 | ANSI/IWCA Window Cleaning Safety Standard http://webstore.ansi.org/FindStandards.aspx?SearchString=ansi&SearchOption=1&PageNum=0&source=google&adgroup=ansi&keyword=ANSI%2F&qclid=CJnM65r-rqQCFUNM5QodRnhXyw | ALL |
| ANSI/ASEE A-1264.2-2006 | www.ANSI.org | ALL |
| ANSI Z245.1 | Mobile Refuse Collection and Compactor Equipment Safety Requirements http://webstore.ansi.org/FindStandards.aspx?SearchString=ANSI+Z245.1&SearchOption=0&PageNum=0&SearchTermsArray=null%7cANSI+Z245.1%7cnull | ALL |
| ASTME 1971-05 | http://www.astm.org/Standards/E1971.htm | ALL |
| GSA Green Purchase Plan | https://search.gsa.gov/search?utf8=%25E2%259C%2593&affiliate=gsa.gov&query=green+purchase+plan&commit=Search | ALL |
| Guiding Principles for Sustainable Existing Buildings | http://www.wbdg.org/references/fhpsb_existing.php | Section 3-5 |
| BioPreferred Program, Certification and Purchase Clauses | http://www.biopreferred.gov/Default.aspx?SMSESSION=NO http://www.dm.usda.gov/pr | ALL |

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| | ocurement/programs/biobased/biobaseditems.htm | |
| Comprehensive Procurement Guidelines (CPG) | https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program | ALL |
| Federal Energy Management Program | http://www1.eere.energy.gov/femp/index.html | ALL |
| California Code of Regulations | http://www.arb.ca.gov/enf/title17_94509.pdf | Title 17 CCR Section 94509 |
| Green Seal Certification | http://www.greenseal.org/ | ALL |
| Safer Choice labeling | https://www.epa.gov/saferchoice | ALL |
| Carpet and Rug institute | http://www.carpet-rug.org/ http://www.carpet-rug.org/commercial-customers/cleaning-and-maintenance/seal-of-approval-products/vacuums.cfm | Seal of Approval/ Green / D E H O 9 D F X X P ¶ |
| Green Products Compilation Database | http://sftool.gov/GreenProcurement/. | ALL |
| ADM P 5940.1A | GSA Occupational Safety and Health Program | ALL |
| Public Law 94-580 | Resource Conservation and Recovery Act of 1976 (RCRA) | Subtitle F Section 6002 and Letter 92-4 |
| OFPP Letter 92-4 | Procurement of Environmentally Sound and Energy Efficient Products and Services | ALL |
| NIB Guidance Manual | Asbestos & Maintenance Work Practices | ALL |
| Contractor Performance Assessment Reporting System (CPARS) | | ALL |
| Public Law 93-579 | Privacy Act | ALL |
| Public Law 92-516 (86 Stat. 973) | Federal Environmental Pesticide Control Act of 1972 | ALL |
| Energy Act of 2005 | Energy Policy Act of 2005 | ALL |
| Property Managers Child Care Desk Guide | http://gsa.gov/portal/content/103654 | ALL |
| LEED- EB credits - | https://www.usgbc.org/Sho | ALL |

| | | |
|---|--|-------------------------|
| Reserved | wFile.aspx?DocumentID=3617 | |
| PBS Key Sustainable Products Initiative | PBS Order 1096.1, Dec 18, 2014 Refer to the CO or designee for copy of document | ALL Applicable Sections |

With the H[FHSWLRQ RI WKH PDQGDWRU\ SURGXFWV VSHFLILHG 6XVWDLQDEOH SURGXFWV .63V 6WDQGDUGV¶ WKH &RQWUD environmental sustainability supplies and products. For the purpose of this specification, environmentally sustainable shall include, but not be limited to:

- ” (3\$¶V (QYLURQPHQWDOO\ 3UHIHUDEOH 3XUFKDVLRQJ /LV
- ” Recycle content composition as specified in Section J or the Comprehensive Procurement Guideline (CPG) items and their associated Recovered Materials Advisory Notice (RMANs), whichever has the greater recycled content. Concentrated and ready-to-use cleaning chemicals (spray bottles must be labeled with the contents) that use ecologically sound packaging and are phosphate-free, non-corrosive, non-combustible, non-poisonous, non-reactive, and non-aerosol; contain no carcinogens, mutagens or teratogens; contain no ozone-depleting substances; and are bio-based and fully biodegradable. Such products shall have lower toxicity, and reduced potential for skin, eye, and respiratory irritation than comparable products used for the same purpose and shall contain no unnecessary dyes or fragrances.
- ” 3rd SDUW\ FHUWLILFDWLRQ VXFK DV µ*UHHQ 6HDO¶ &HUW

For those categories not covered by the Green Seal Standards, the Contractor shall give preference to:

- ” Products that meet the California Code of Regulations (GSA requirement for all GSA-controlled space) maximum allowable VOC levels for the appropriate cleaning product category (California Air Resource Board and California Code of Regulations (CCR), Title 17 CCR Section 94509 - (Topic cited: Standards for low VOC cleaning products at www.calregs.com).
- ” United States Department of Agriculture (USDA) bio-based designation.
- ” Floor finishes and floor maintenance products that are free of metals, such as zinc, arsenic, lead, cadmium, cobalt, chromium, mercury, nickel, or selenium.

The Contractor shall furnish to the CO or their designee all Safety Data Sheets (SDS) in accordance with the requirements in J3.12 Contractor Submittals/Deliverables Chart for any material used in the performance of this contract that fall under the OSHA 1910.1200 standard as a hazardous chemical. All new hazardous chemicals used during the life of the contract must have SDS provided to the CO or their designee prior to bringing and/or using these products on site. The Contractor shall use only commercially available products that meet Federal, State, and local codes. These requirements shall include those identified in Executive Order 13423.

The Contractor shall maintain the same package of SDS provided to the CO on site and it must be updated as new hazardous chemicals are brought into the facility. The Contractor shall maintain the SDS in a location both readily available and accessible to all employees (in accordance with 29 CFR §1910.1200) and shall advise the CO or their designee of its location for inspection by the CO or their designee upon request. If a hazardous chemical on site is discovered to be missing its SDS, the Contractor shall immediately contact the manufacturer to obtain one. The Contractor shall take every precaution to ensure that environmentally sustainable products are used. Information can be obtained from Federal, State, and local agencies concerning safe chemical cleaning materials. At the start of the contract an inventory list of hazardous chemicals to be used shall be included with the SDS and provided to the CO or their designee which lists at a minimum:

- ” Common and chemical name of the chemical
- ” Location of storage on site
- ” Date brought onto the site
- ” If the product is no longer purchased by the contractor, date it will no longer be found onsite
- ” Location (Page number, Tab, etc.) in the SDS file or binder for quick location during emergencies

This list shall be updated immediately whenever there is new hazardous chemical introduced into the workplace or when the hazardous chemical has been removed from use by the site. When a change to the inventory list takes place, the Contractor will submit a new typed copy of the list that incorporates all changes made, dated and signed by the Contractor's supervisor or manager, to the CO or their designee in accordance with the requirements in J3.12 Contractor Submittals/Deliverables Chart. This list will highlight all materials that have been added or discontinued. The CO or their designee will contact the Contractor immediately if any item is deemed inappropriate for use under this contract.

D. PACKAGING AND MARKETING

E. INSPECTION AND ACCEPTANCE

F. DELIVERIES OF PERFORMANCE

F.1 Place of Performance

The service to be provided under this contract shall be accomplished at the building listed below.

Department of Transportation Headquarters

DC0689ZZ



F.2 Term of Contract

After award, the successful offeror will be given a written Notice to Proceed, and shall provide contractual services for a **one (1) year** period commencing on the day specified in the Notice to Proceed. Work under this contract is expected to commence on or about [@@XX/XX/20XX](#).

F.3 Options

The Government shall have the unilateral option of extending the term of this contract for **up to nine (9) consecutive additional periods of one (1) year each, and a potential 6 month extension**. Refer to **FAR 52.217-9, Option to Extend the Term of the Contract - Services** in **Section I**.

F.4 Recognized Holidays

The holidays identified herein are recognized by the Government. Should a holiday fall on a weekend, the day designated by GSA (Government) shall be recognized as the holiday.

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| " 1 H Z < H D U ¶ V ' D \ | " Memorial Day | " Veterans Day |
| " Martin Luther King Day | " Independence Day | " Thanksgiving Day |
| " 3 U H V L G H Q W V ¶ ' D \ | " Labor Day | " Christmas Day |
| | " Columbus Day | |

G. CONTRACT ADMINISTRATION DATA

H. SPECIAL CONTRACT REQUIREMENTS

H.1 Personal Identity Verification of Contracted Personnel and Security Procedures (Jan 2011)

1. The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24 and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
2. The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.
 - a. When no longer needed for contract performance.
 - b. Upon completion of the Contractor employee's employment.
 - c. Upon contract completion or termination.
3. The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.
4. The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

H.1.1. Processing of HSPD-12 Investigations and Credential Procedures

Submission of Forms: All Contractor personnel requiring facility or IT system access, may be responsible to fill out and complete security HSPD-12 forms and fingerprint cards prior to being allowed access. GSA will provide detailed instructions on the HSPD-12 process, the forms to be submitted, and the handling of the forms after the contract has been awarded. Depending on the level of responsiveness and timeliness of individual Contractor personnel, a maximum of **seven (7) days** is expected for the completion and submission of all forms by the applicant for review through the GSA. More importantly, however, the Contractor and the single Point of Contact (POC) managing all employees has the responsibility to submit applications in a timely fashion so as not to delay any project activities or the overall project schedule. Initiation of the suitability investigation forms are required to be provided for all applicants a minimum of **thirty (30) days** prior to access being required without the need for a HSPD-12 credential, or **sixty (60) days** prior to access being required when a HSPD-12 credential is required. Access requirements by Contractor personnel shall be based on the contract time performance requirements, and the planned activities on the approved project schedule. The Contracting Officer or their Designated Representative will notify the Contractor in writing if any Contractor personnel receive an unfavorable decision on their background investigation, and effective immediately; the individual will no longer be allowed to work on the project. The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for the facility or IT access investigation UHTXLUHPHQW WLP H IUDPHV 'LILFXOWLHV H QFR

personnel in gaining access when required by not fulfilling application requirements in a timely manner shall not be an excuse for Contractor non-performance under the contract, or the granting of any time extensions.

” Throughout the life of the contract, the Contractor shall be responsible to follow these same procedures for any new Contractor personnel, who will require
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” Also throughout the life of the contract, the Contractor shall maintain a listing of current/active personnel that have received a favorable suitability investigation and/or have a credential. The Contractor shall provide the Contracting Officer or their Designated Representative, an updated listing of current/active personnel when requested. The Contractor is also responsible to show on that same list when personnel are no longer working on the project for whatever reason. The Contractor shall immediately return the credential of any individuals that are no longer requiring access.

H.1.2 Unsuitable Personnel

If the Contracting Officer receives an unsuitable report on any contract personnel after the processing their application, or if the GSA finds a prospective contract employee to be unsuitable or unfit for their assigned duties; the Contractor shall be advised immediately by the Contracting Officer or their Designated Representative that such personnel cannot continue to work or be assigned to work under the contract. The Contractor must then take action to remove the employee from the GSA contract.

H.1.3 Criteria for Eligibility

Refer to GSA Order 9732.1 or 5 CFR 731 which outlines the disqualifying and mitigating factors for personnel acceptance.

H.1.4 Prior Background Investigation

Contract personnel background investigations obtained through this process may be acceptable if it can be validated equal to or higher level than required of the contract, and there is no break in service from which that favorable suitability was provided. The employee still needs to be vetted through the GSA HSPD-12 process to consider the appl L F D Q W ¶ V F O D L P W R S R V V H V V L Q J D Q D F W L Y H V X L W D E L O this GSA contract.

H.1.5 GSA Fingerprinting Credential Card

Contractor personnel who require routine access to GSA-controlled facilities and/or access to GSA IT systems must receive a preliminary favorable HSPD-12 security background investigation, before receiving a GSA credential card. Fingerprinting, however, is required for all applicants to receive an investigation. Therefore, all applicants will be required to visit a credentialing center as described below to enroll and be fingerprinted. Not all contractors, however, will receive a HSPD-12 credential and need to return for pick-up and activation of that credential.

Following a favorable HSPD-12 security background investigation, Contractor personnel may be required to activate a GSA credential card at a designated location. The credential card is also a photo Identification card, which includes biometric information. The following information is provided to assist the Contractor in estimating the costs that may be associated with this requirement. The Contractor will be expected to utilize the

continued operations in the event of an influenza pandemic. The Contractor shall also prepare a plan that outlines the steps that they must take to prevent and reduce the spread and mitigate the potential effects of an influenza pandemic on custodial and related services. Given the unpredictable length and severity of a pandemic, the Contractor shall submit the plan to the CO or their designee in accordance with the requirements in Exhibit J3.12 Contractor Submittals/Deliverables Chart. See components of Pandemic Planning at <http://www.who.int/csr/resources/publications/influenza/whocdsredc991.pdf>. The Contractor shall submit the plan to the CO or their designee in accordance with the requirements in Exhibit J3.12 Contractor Submittals/Deliverables Chart. See components of Pandemic Planning at <http://www.ed.gov/admins/lead/safety/emergencyplan/pandemic/planning->

[guide/basic.pdf](#).

H.3 Conservation

Conservation is a planned and organized approach designed to conserve non-renewable sources. The Contractor shall ensure that work under this contract is performed in a manner that conserves energy, water, and other Government resources. The Contractor shall take the necessary steps through training, communication, and implementing appropriate procedures in their use of natural resource consuming HTXLSPHQW DQG SURFHVVHV 7KLV ZLOO SUHVHUYH L sustainability goals.

The Contra FWRU VKDOO HQVXUH WKDW WKHLU HPSOR\HHV VXS comply with Section 102 of the Energy Policy Act of 2005 (EPAAct), the Energy Independence and Security Act of 2007, Executive Order (EO) 13154 and (EO) 13423 which requires the Government to reduce Agency energy use. The Contractor shall employ practices that reduce dependency on non-renewable sources of energy. The & RQWUDFWRU¶V SHUVRQQHO VKDOO WXUQ RII OLJKWV LQ X area is cleaned.

The Contractor shall use their equipment in an efficient manner by turning it off during times it is not in use. When replacing existing equipment, the Contractor shall strive to acquire replacement equipment in the top 25% of efficiency as per the Energy Star guidelines. The Contractor shall never turn off or unplug Government equipment in the space they are cleaning without prior written approval by the CO or their designee. The Contractor shall employ products, equipment and practices that eliminate wasteful use of water.

H.4 Suitability Determinations

1. All contract employees requiring routine unescorted access to Federally-controlled facilities and/or information systems for **more than six (6) months** (Regular Employees) will be required to undergo a suitability determination before a facility identification card is issued. Prior to the time that an identification card is issued, such Regular Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
2. Failure of a Regular Employee to receive a favorable suitability determination shall be cause for removal of the employee from the work site and from other work in connection with the Contract.
3. Contract employees working **less than six (6) months** (Temporary Employees) may, at the Government's option, be required to undergo a lesser form of suitability determination. Prior to the time that an identification card is issued, if at all, such Temporary Employees will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
4. Temporary Employees who have not received a favorable suitability determination shall be escorted at all times while in non-public space, as directed by the Government.
5. The Government, at its sole discretion, may grant temporary suitability determinations to Regular or Temporary Employees. However, the granting of a

temporary suitability determination to any such employee shall not be considered as assurance that a favorable suitability determination will follow.

6. The Contracting Officer or his/her designated representative shall provide the Contractor with required forms for obtaining necessary clearances. The Contractor shall be required to cause such forms to be returned to the Government for processing not later than **fourteen (14) days** following being provided by the Government.
7. The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse to any Contractor performance under the Contract.

It may be necessary to escort temporary contract employees that do not have favorable preliminary or final suitability determinations that must work in Federally-controlled space. In those cases, ALL uncleared contract employees shall be escorted in non-public spaces by a Government employee or another responsible cleared contract employee that is approved by the Contracting Officer or their designee. Other Government agencies may have specific agency security requirements for their own spaces that may only allow escort by Government employees or those designated by their agency. Government employees or approved cleared contract employees that provide escorts for uncleared contract employees must always be in close proximity and eyesight of the uncleared contract employee. The contract escort must watch uncleared employees and remain with uncleared contract employees for the entire time they are in the building and/or Federally-controlled spaces. An uncleared employee cannot be left alone or out of eyesight at any time when they are in non-public space. A cleared and approved escort may not bring several uncleared contract employees, into Federally-controlled space that is not within close proximity or eyesight at all times. A cleared and approved escort may not have multiple uncleared employees in non-public space on different parts of one floor or on different floors at the same time. Any security violation of escort requirements by a cleared and approved contract employee will result in immediate removal from the contract of all contract employees involved, i.e., escorts and uncleared escorted contract employees. Also, in accordance with security requirements, violations of escort requirements by contract employees may be grounds for termination of the contract.

H.5 Compliance with Security Requirements

1. The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.
2. When a controlled personal identification access system is used by a tenant agency at a site where work is performed, the tenant agency will be responsible for providing any required access credentials. Credentials shall be displayed at all times or as otherwise required by the tenant agency.
3. The Government is not responsible for any additional costs associated with compliance to these security requirements.

H.6 Identification Credentials

1. Upon receipt of a favorable suitability determination, each Regular or Temporary Employee shall be issued an identification credential (Credential) permitting regular access to the building(s) where work is being performed.

2. Regular or Temporary Employees with Credentials shall be required to comply with all applicable access security screening procedures applicable to Government or other personnel possessing similar Credentials.
3. All Contractor or subcontractor employees possessing Credentials shall visibly display their Credentials at all times while in the building(s) where work is being performed.
4. The Contractor shall be responsible for ensuring that all identification credentials are returned to the Government when a particular Contractor or subcontractor employee will no longer be providing service under the Contract at the building(s) covered by the Credential.
5. The Contractor will notify the Government when Credentials are lost. In that event, the Contractor will be responsible for reimbursing the Government for its cost in issuing a replacement Credential.
6. , ' ¶ V VKDOO EH ZRUQ ZLWK WKH SKRWR DQG QDPH IDFL facilitate easy identification of the employee. Any employee who is not wearing the ID or wears it backwards shall be considered out of uniform and removed from the building that day. The CO or their designee, Government law enforcement, or security personnel shall periodically verify passes of Contractor employees with their personnel identification. Contractor employees shall comply with security verification procedures at all times.
7. The Contractor will be responsible for paying the Government for replacement credentials at the current cost per badge. The cost of the replacement ID shall be applied to the contractor through the proposed deduction process. 5HSODFHPHQW , ' ¶ V ZLOO QRW EH LVVXHG XQWLO WKH designee of the need for the replacement and an incident report is made and obtained through the Office of Personnel Management (OPM).
8. Building keys and key cards. The contractor shall identify those employees requiring keys or a key card to the building. Any employee requiring keys or a key card to the building must sign for the keys/card. The contractor is responsible for replacement costs. If a master key is given, it may require that the contractor be charged the cost to rekey the entire building when the key is lost. The cost of the replacement keys or key card may be applied to the contractor through the proposed deduction process.

H.7 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to its employees as may be necessary. The Contractor is responsible for ensuring that his employees do not disturb papers on desks; open desk drawers or cabinets; or use GSA or tenant agency supplies, equipment or telephones, except as authorized. Each employee is expected to adhere to standards of behavior that reflect favorably on their employer, and the Federal *RYHUQPHQW 1R VPRNLQWR in the Building or on Government property.

H.8 Removal from Contract Work

1. As provided in the clause entitled "Qualifications of Employees", the contracting officer or a designated representative may require the Contractor to remove any employee(s) from GSA controlled buildings or other real property should it be

determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on GSA controlled property. This shall include, but not be limited to, instances where an employee is determined, in the Government's sole discretion, to be incompetent, careless, insubordinate, unsuitable or otherwise objectionable.

2. A contractor employee may also be removed where the continued employment of the contractor employee in connection with the Government work is deemed, in the Government's sole discretion, contrary to the public interest, inconsistent with the best interests of security, or a potential threat to the health, safety, security, general well-being or operational mission of the facility and its population.
3. Where a contractor employee is granted a temporary suitability determination, and an unfavorable final suitability determination is later rendered, the Government may insist on the employee's removal from the work site and from other work in connection with the Contract.
4. The Contractor shall be responsible for providing replacement employees in cases where contract employees are removed at no additional cost to the Government.

The Contractor must comply with any removal request. For clarification, a determination to remove an employee will be made for, but is not limited to, incidents involving the most immediately identifiable types of misconduct or delinquency, as set forth below:

- " Failure to receive a suitability determination, temporary clearance, or clearance from GSA or a tenant agency.
- " Violation of Federal, State, or local law.
- " Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 CFR §101-20.3. This includes the carrying or possession of explosives or items intended to be used to fabricate an explosive or incendiary device.
- " Neglect of duty, including sleeping while on duty, unreasonable delays, failure to carry out assigned tasks, conducting personal affairs during official time, refusing to render assistance, or cooperating in upholding the integrity of the security program at the work site.
- " Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- " Disorderly conduct, uses of abusive or offensive language, quarreling, intimidation by words or actions, fighting, or participation in disruptive activities that interfere with the normal efficient operations of the Government.
- " Theft, vandalism, immoral conduct, or any other criminal action.
- " Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Federally-controlled property.
- " Improper use of Government identification.
- " Unauthorized use of communication equipment on Government property.
- " Violation of security procedures or regulations.
- " Violation of Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present firearms or other dangerous weapons in Federal facilities and Court facilities.

The Contracting Officer or their designee shall make all determinations regarding the removal of any employee(s) from worksite(s), except under certain conditions. When a Contracting Officer or their designee is not available (either during the day or after hours), in situations where a delay would not be in the best interest of the Government, or the employee is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the facility and its population, the Contracting Officer or their designee has the authority to immediately remove the contract employee from the work site.

Law enforcement officers of the DHS/ICE/Federal Protective Service will have the authority to immediately remove any contract employee from the work site who is found to be in violation of any of the items mentioned above and where a delay in removal would not be in the best interest of the Government, security, or the employee is identified as a potential threat to the health, safety, security, general well-being or operational mission of the facility and its population. The Contracting Officer or their designee shall be notified as soon after the incident as practical or at the beginning of the next business day if an action happened after hours. The Contracting Officer or their designee shall make all official notifications to the Contractor. In the event of a dispute, the Contracting Officer or their designee shall make a final determination. Specific reasons for removal of an employee(s) will be provided to the Contractor in writing.

The Contractor is responsible for providing replacement employees in cases where contract employees are removed from working at the work site or on the contract.

H.9. Sensitive but UNCLASSIFIED (SBU) Building Information

GSA Contractors that do not have HSPD-12 compliant clearances cannot obtain Sensitive But Unclassified (SBU) information (Privacy Act data, building information, DQG ILQDQFLDO LQIRUPDWLRQ. WKURXJK *6\$1V, 7 V\ VW

Contractors and prospective bidders with a need to know, that do not have HSPD-12 clearances and access rights to GSA IT systems, can be provided with SBU building information, drawings, etc., in accordance with GSA Order 3490.1A (Document Security for SBU information, which) provides for the dissemination of paper and electronic SBU building information for all Federally-controlled spaces (owned, leased, and delegated).

SBU information includes but is not limited to:

- " Paper and/or electronic documentation of the physical facility information.
- " Building designs (such as floor plans).
- " Construction and renovation/alteration plans and specifications.
- " Equipment plans and locations.
- " Building operating plans.
- " Information used for building service contracts and/or contract guard services.

For all GSA-controlled facilities, any other information considered a security risk, shall be considered covered under this category.

All SBU building information, either in electronic or paper formats, shall have specific imprinting on each page to designate it is Government property and indicate the prohibition of copying, dissemination, and distribution.

Contractors authorized to receive SBU information shall provide the following identification:

- " A copy of a valid business license.
- " Verification of a valid DUNS Number.
- " A valid IRS Tax ID Number.
- " \$ Y D O L G S L F W X U H V W D W H G U L Y H U ¶ V O L F H Q V H

Contractors shall sign a Document Security Notice when they receive the information.

Contractors shall be responsible for safeguarding SBU information. At the completion of work, secondary and other disseminators shall be required to turn over their Document Security Notice dissemination records to GSA to be kept with the permanent files.

Authorized contract users shall destroy all SBU information and documents when no longer needed. Destruction shall be done by burning or shredding hardcopy and/or SK\VLFD O O\ G H V W U R\L Q J &' ¶ V G H O H W L Q J D Q G U H P R Y L Q J I L bins, and removing material from computer hard drives using permanent erase utility or similar software.

All authorized contract users of SBU building information shall notify the GSA Disseminator in writing that they have properly disposed of the SBU building information/documents.

The GSA Disseminator shall maintain all records of SBU building information disposal (along with the signed Document Security Notices) pursuant to the GSA system of keeping long-term records and plans. All Document Security Notices and Records of Disposals shall be kept with the permanent files.

Dissemination of sensitive but unclassified paper and electronic building information shall be made on a "need to know" basis in accordance with GSA Order PBS P 3490.1, a copy of which will be made available upon request. In accordance with FAR 39.105, this section applies to all users of sensitive data and information technology (IT) resources, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers. The following GSA policies must be followed. These policies can be found at <http://www.gsa.gov/directives> or <https://insite.gsa.gov/portal/content/657310>

1. CIO P 2100.1 GSA Information Technology (IT) Security Policy
2. CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
3. CIO 2100.3B Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
4. CIO 2104.1A GSA Information Technology IT General Rules of Behavior
5. CIO 2105.1 B GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
6. CIO 2106.1 GSA Social Media Policy
7. CIO 2107.1 Implementation of the Online Resource Reservation Software
8. CIO 2160.4 Provisioning of Information Technology (IT) Devices

9. CIO 2162.1 Digital Signatures
10. CIO P 2165.2 GSA Telecommunications Policy
11. CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
12. CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
13. CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA
14. CIO IL-13-01 Mobile Devices and Applications
15. CIO IL-14-03 Information Technology (IT) Integration Policy
16. HCO 9297.1 GSA Data Release Policy
17. HCO 9297.2B GSA Information Breach Notification Policy
18. ADM P 9732.1 D Suitability and Personnel Security

H.9.1 Use of Government Information Technology

& R Q W U D F W R U S H U V R Q Q H O U H T X L U L Q J D F F H V V W R * 6 \$ ¶ V 1 H
Information Technology (IT) regulations regarding Trusted Internet Connection (TIC) in conjunction with PBS and GSA Chief Information Officer (CIO) IT policies, i.e., all PBS IT systems needing network connectivity must reside on the GSA network.

Contractors that require Network Connection for PBS IT systems shall use only Government-furnished network equipment and computer hardware.

" Network equipment includes all equipment that has IP routing and switching functionality.

" Computer hardware includes, but is not limited to servers, PCs, laptops and their peripherals (monitors, mice and keyboards).

" Proprietary system hardware/software can be vendor provided, but is subject to Q H W Z R U N D Q G V \ V W H P W H V W L Q J U H Y L H Z D Q G D S S U network and acceptance of the PBS CIO.

" Mobile Devices, including, but not limited to cell phones and tablets.

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writing to the CO or their designee for approval. Approved requests shall be forwarded to the PBS CIO for approval. The PBS CIO shall provide the Contractor with at least one desktop and/or one laptop to access the newly integrated Building Automation Systems (to the GSA network) sites for the purposes of giving the Contractor access to the building monitoring and control systems. Please note that the availability of computer hardware is dependent on budgeted funds dedicated for this purpose, which may or may not be renewed on an annual basis. Refreshes required for existing GSA workstation shall be coordina W H G W K U R X J K U H J L R Q D O O R F D O 2 & , 2 ¶ V (workstations, servers, switches) shall be provided unless an approved network diagram is submitted.

& R Q W U D F W R U ¶ V W K D W U H T X L U H D F F H V V W R E X L O G L Q J P R Q
refer to the [Technology Policy for PBS-Owned Buildings Monitoring and Control Systems](#) and [Building Technologies Technical Reference Guide](#) for guidance related to W K H W H F K Q L F D O L Q W H J U D W L R Q R I % 0 & W R W K H * 6 \$ Q H W Z technology (IT) environment.

If a Contractor comes into c R Q W D F W Z L W K L Q I R U P D W L R Q R U G D W D Z K H N Q R Z ¶ R U W K H \ G R Q R W K D Y H D X W K R U L J D W L R Q W R K D Y H W

data immediately to the CO or their designee.

In the event that a Contractor employee loses or physically damages Government-furnished IT equipment, the Contractor shall bear the full cost to replace or repair the equipment. The Contractor may also be responsible for ancillary costs associated with programming and security for replacement devices.

H.10 Recording Presence

Each contract employee must sign in when reporting for duty and sign out when leaving at the end of the workday and follow card access requirements as directed by the COR. The Contractor shall accumulate GSA Form 139 (Record of Time of Arrival and Departure from Building) or other designated form for use in recording presence each calendar week, certify in writing on each form that the information shown is true and correct, and within **three (3) calendar days** RI Z H H N ¶ and turn them over to the COR or designee.

H.11 Government Forms

The various Government forms mentioned in this document such as personal history forms, sign-out forms, inspection forms, etc., may be obtained from the COR.

H.12 Other Contractors

The Government may undertake or award other contracts for additional work, and the Contractor must fully cooperate with such other Contractors or Government employees. The Contractor must carefully schedule his own work, in conjunction with the additional work, as may be directed by the COR. In addition, the Contractor must not commit or permit any act that will interfere with the performance of work by another Contractor or by Government employees.

H.13 Ordinances, Taxes, Permits, and Licenses

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

H.14 Discrepancy in the Specifications

In any case of discrepancy in the specifications, the matter must be immediately submitted to the CO. The decision of the CO as to the proper interpretation of the specifications shall be final in accordance with the Disputes clause of this contract.

H.15 Asbestos Awareness Training

The Contractor must ensure that all employees, including replacement workers, receive asbestos training and refresher training in accordance with CFR 40-763 and 29 CFR 1910. The Contractor must follow all instructions for each asbestos class job as outlined in 29 CFR 1910. The training must be conducted, at no additional expense to the Government, at least 60 calendar days after the start date of the contract. The Contractor must submit written certification to the COR within five (5) days of the completion of training.

H.16 Uniforms

The contractor shall require all employees wear distinctive uniform clothing for ready identification, and ensure all employees are in uniform no later than the contract start

date. This requirement applies to new and replacement employees. The uniform shall K D Y H W K H F R Q W U D F W R U V F R P S D Q \ Q D P H D Q G W K H H P S O R \ permanent or semi-permanent manner such as a badge or monogram. The contractor employees must be in uniform while on site and present a clean and professional appearance at all times.

All employees must wear a uniform with the Contractor's logo while working within the building. Uniforms shall be regularly laundered, consistent among personnel classifications, and maintained presentable to a level allowing traffic among tenant personnel during all working hours.

H.17 Personnel Qualifications

H.17.1 Onsite Supervisors

The term "onsite supervisor" means a person designated in writing by the Contractor who has authority to act for the Contractor on a day-to-day basis at the work site. In order to be able to react instantaneously to emergency situations, the Contractor must provide for instant communication between the GSA office and the onsite supervisors during normal operation time (e.g., two-way radios, pagers). The Contractor must designate a minimum of one individual during each shift (when multiple shifts are required) who shall have operational authority on the job site (while work is being performed). A supervisor shall be available at all times when the contract work is in progress to receive notices, reports, or requests from the CO or their designee. The Contractor shall furnish the CO or their designee with a list of telephone numbers where an authorized representative may be contacted **seven (7) days** per week at any hour of the day or night to provide required services.

H.17.2 Training

The Contractor shall provide employees with training to broaden their technical skills, improve customer service, and to promote personal development.

H.17.3 Qualifications of Project Manager and Onsite Supervisory Personnel

The project manager is a person designated in writing by the Contractor, who has complete authority to act for the Contractor in every detail during the term of the contract. The Project Manager must have the authority to accept notices of deductions, inspection reports and all other correspondence on behalf of the Contractor. The Project Manager's physical location and availability must be satisfactory to the COR Officer or Representative. The Project Manager must have at a minimum **twelve (12) years** of O&M/Facilities Management type experience, with at least **eight (8) years** in a project P D Q D J H P H Q W V X S H U Y L V R U \ U R O H 7 K H S U R S R V H G 3 U R M H F V the operation, management, and supervision of building mechanical maintenance operations for buildings of the approximate size, complexity, and characteristics of the buildings to be covered by this contract. A detailed resume containing the information specified in this document must be submitted to the COR for approval prior to the assignment of the project manager to the contract. Both new and replacement project managers must meet these qualification standards. Minimally the resume must contain:

1. The full name of the proposed project manager.
2. A detailed description of the previous V H Y H Q employment history of the proposed project manager.
3. The names and addresses of the companies for whom the proposed project manager worked for the past **seven (7) years**, along with the names and

telephone numbers of the immediate supervisors.

The onsite supervisor is a person, designated in writing by the Contractor, who has complete authority to act for the Contractor on a day-to-day basis at the work site. The onsite supervisor must have the authority to direct the workforce and the work to be accomplished under this contract R Q E H K D O I R I W K H & R Q W U D F W R U 7 K H physical location must be at the work site. When multiple shifts are required, the Contractor must designate a minimum of one onsite supervisor for each shift.

The onsite supervisor must also possess at least **five (5) years** of recent (within the past **seven (7) years**) experience in directing operation and maintenance of equipment in a supervisory capacity for equipment of the approximate size, complexity, and other characteristics of the equipment to be operated and maintained under this contract. A detailed resume containing the information specified in this document must be submitted to the COR for approval prior to the assignment of any supervisor to the contract. Both new and replacement onsite supervisors must meet these qualification standards. Minimally the resume must contain:

1. The full name of the proposed supervisor.
2. A detailed description of the previous V H Y H Q employment history of the proposed supervisor.
3. The names and addresses of the companies for whom the proposed supervisor worked for the **past seven (7) years**, along with the names and telephone numbers of the immediate supervisors.

H.17.4 Qualifications of Technicians

All personnel engaged in the work to be accomplished under this contract, except for general maintenance workers and laborers, must possess at least **five (5) years** of recent (within the past **seven (7) years**) experience in the operation and maintenance of equipment and systems comparable in complexity to systems covered by this contract. All personnel must possess all certifications and licenses required by State and local jurisdictions.

H.17.4.1 Qualifications of Fire Alarm System Technicians

All fire alarm system technicians must be certified by the National Institute for Certification in Engineering Technologies (NICET). Fire alarm systems technicians performing contract work must meet the service personnel qualification requirements in the current edition of NFPA 72 and also hold at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Fire Alarm Systems. Additionally, the technician must have experience in the past **five (5) years** in fire alarm system testing, repair, maintenance, installation, and related activities for buildings and equipment comparable to the buildings and equipment covered by this contract.

Technicians modifying the fire alarm control panel of systems must be factory trained and currently certified for the operating system, including software version, of the particular fire alarm system and must provide documentation of this certification to the COR.

The Contractor and subcontractor personnel engaged in the activities specified by this contract shall also be required to possess certificates of training, licenses, and permits as required by the State, county, parish, city, and other local jurisdictions.

The Contractor must provide to the COR documentation of the certificates of training, licenses, and permits for all new employees not later than **seven (7) days** prior to that person beginning work under the terms of this contract. The Contractor must ensure that all certificates of training, licenses, permits, and bonds are current and valid. All offers must include documentation and proof of the above certifications and qualifications for each employee.

H.17.4.2 Qualifications of Sprinkler System Technicians

All sprinkler system technicians must be certified by the National Institute for Certification in Engineering Technologies (NICET). All technicians performing services for the inspection, testing, and maintenance of the building's water-based fire protection systems in accordance with the contract must hold at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Inspection, and Testing of Water-Based Systems. Additionally, the technician must have experience in the past **five (5) years** in inspecting, testing, and maintenance of water-based fire protection systems.

The Contractor and subcontractor personnel engaged in the activities specified by this contract shall also be required to possess certificates of training, licenses, and permits as required by the State, county, parish, city, and other local jurisdictions.

The Contractor must provide to the COR documentation of the certificates of training, licenses, and permits for all new employees not later than **seven (7) days** prior to that person beginning work under the terms of this contract. The Contractor must ensure that all certificates of training, licenses, permits, and bonds are current and valid. All offers must include documentation and proof of the above certifications and qualifications for each employee.

H.17.4.3 Qualifications of Dry Chemical and Wet Chemical Technicians

Technicians performing contract work involving the inspection, testing, and maintenance of dry chemical or wet chemical fire protection systems must meet the qualification requirements of the current editions of NFPA 17 and NFPA 17A, respectively, and also possess current certification by the respective chemical fire protection system manufacturers verifying competence to work on these systems. Additionally, technicians must have at least **three (3) years** of experience (in the past **five (5) years**) in the chemical fire protection system testing, repair, maintenance, installation, and related activities of buildings and equipment comparable to the buildings and equipment covered by this contract.

The Contractor and subcontractor personnel engaged in the activities specified by this contract shall also be required to possess certificates of training, licenses, and permits as required by the State, county, parish, city, and other local jurisdictions.

The Contractor must provide to the COR documentation of the certificates of training, licenses, and permits for all new employees not later than **seven (7) days** prior to that

person beginning work under the terms of this contract. The Contractor must ensure that all certificates of training, licenses, permits, and bonds are current and valid. All offers must include documentation and proof of the above certifications and qualifications for each employee.

H.17.4.4 Qualifications of Portable Fire Extinguisher Technicians

Technicians performing contract work involving the inspection, testing, and maintenance of portable fire extinguishers must meet the qualification requirements of the current edition of NFPA 10 and also possess current training certification by the respective portable fire extinguisher manufacturers verifying competence to work on these units. Technicians must have the appropriate service manuals, the proper types of tools, recharge materials, lubricants, and manufacturer's recommended replacement parts or parts specifically listed for use in each fire extinguisher. Additionally, technicians must have at least 3 years of experience (in the past **five (5) years**) in the portable fire extinguisher testing, repair, maintenance, installation, and related activities of buildings and equipment comparable to the buildings and equipment covered by this contract. These requirements do not apply to persons performing monthly inspections to determine if the unit is in place, charged, and ready for use, if the person has been trained to do so by a competent fire protection technician, maintains the required records, and has a means to promptly request service from a portable fire extinguisher maintenance and service technician for any deficiencies found.

The Contractor and subcontractor personnel engaged in the activities specified by this contract shall also be required to possess certificates of training, licenses, and permits as required by the State, county, parish, city, and other local jurisdictions.

The Contractor must provide to the COR documentation of the certificates of training, licenses, and permits for all new employees not later than **seven (7) days** prior to that person beginning work under the terms of this contract. The Contractor must ensure that all certificates of training, licenses, permits, and bonds are current and valid. All offers must include documentation and proof of the above certifications and qualifications for each employee.

H.17.4.5 Qualifications of Smoke Control and Smoke Management Technicians

Technicians performing contract work involving the inspection, testing, and maintenance of smoke control and smoke management systems must provide a training certification for inspecting, testing, and maintaining these components from the manufacturer or a nationally recognized trade training organization. Additionally, the technicians must have at least **five (5) years** of experience in the inspection, testing, and maintenance of smoke control and smoke management systems.

The Contractor and subcontractor personnel engaged in the activities specified by this contract shall also be required to possess certificates of training, licenses, and permits as required by the State, county, parish, city, and other local jurisdictions.

The Contractor must provide to the COR documentation of the certificates of training, licenses, and permits for all new employees not later than **seven (7) days** prior to that person beginning work under the terms of this contract. The Contractor must ensure that all certificates of training, licenses, permits, and bonds are current and valid. All

offers must include documentation and proof of the above certifications and qualifications for each employee.

H.17.4.6 Qualifications of BAS Technicians

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

H.17.4.7 Qualifications of Electrical Technicians

Technicians performing Sub-Contract work involving inspections, testing, and maintenance of the electrical switchgear must meet the qualification requirements of the American National Standards Institute/International Electrical Testing Association ETT-2015, Standard for Certification of Electrical Testing Technicians and hold at least a Level 3 or 4. The Contractor shall provide documentation to the CO or their designee on qualifications identified in this standard. Certification can be obtained through; the ANSI/NETA Certification program (<http://www.netaworld.org/press-release/251>) or Electrical Testing Technician Certification Institute (<http://www.ettci.org/>).

H.17.4.8 Qualifications of HVAC Technicians

All HVAC personnel designated to work on, operate, maintain, and (or) repair HVAC equipment or systems shall maintain a minimum of 16 hours of continuing education annually from a NATE, HVAC Excellence, or UA Star recognized provider program. All HVAC personnel designated to work on, operate, maintain, and (or) repair HVAC equipment or systems shall possess one or more of the following certifications:

1. North American Technician Excellence (N.A.T.E.) HVAC Service Technician Certification
2. HVAC Excellence Professional Level Certification
3. UA Star HVACR Mastery Certification

H.17.4.9 Qualifications of the Custodial Supervisor

Supervisory Janitorial contract employees shall have a minimum of **three (3) years** of experience with managing and related services in building(s) of similar size and complexity. The Contractor shall provide employee resumes covering these positions to the CO for approval. At the discretion of the CO or their designee formal training may be substituted for experience. The on-site supervisor is required to be fully conversant in English.

H.17.4.10 Qualifications of Journeyman Elevator Mechanics

All elevator mechanics engaged in the contract activities specified herein must be of a journeyman status as recognized by the industry and be licensed by the state, local authority, and/or the city local authority in those trades, crafts or professions which require licensing by such jurisdictions. The license must be of a grade or other level consistent with the requirement of the work being performed and/or as established by the referenced jurisdictions. A copy of the license for each employee shall be furnished to the CO or their designee no later than **five (5) days** after award. All licenses must be

kept current for the duration of the contract.

Each mechanic must possess at least **three (3) years** (within the past **five (5) years**), experience in the maintenance, repair, installation and/or inspection of elevators, elevator systems and equipment of equal or greater size, scope and complexity as those covered under this contract. A detailed resume containing the information specified herein must be submitted to the CO or his/her designee for approval prior to the assignment of any mechanic to the contract, but no later than **five (5) days** after award. Both new and replacement mechanics must meet these qualification standards.

1. The full name of the proposed mechanic.
2. A detailed description of the employment history of the proposed mechanic for the past **five (5) years**.
3. The name(s) and address(es) of the companies for whom the proposed mechanic worked for the past **five (5) years**, along with the name(s) and telephone number(s) of his or her immediate supervisor(s).

H.17.4.11 Qualifications of Elevator Mechanic Helpers

Elevator Mechanic Helpers may be utilized to perform work for which they are qualified, under the direct supervision of an Elevator Mechanic. Elevator Mechanic Helpers are not authorized to independently perform preventive maintenance or repairs. The Contractor's designee prior to their assignment on this contract. The detailed resume containing the information specified herein must be submitted to the CO or his/her designee for approval prior to the assignment of any mechanic helper to the contract, but no later than **five (5) days** after award. Both new and replacement mechanic helpers must meet these qualification standards.

1. The full name of the proposed mechanic helper.
2. A detailed description of the employment history of the proposed mechanic for the past **five (5) years**.
3. The name(s) and address(es) of the companies for whom the proposed mechanic worked for the past **five (5) years**, along with the name(s) and telephone number(s) of his or her immediate supervisor(s).

H.17.5 Submission of Resumes for New Employees

The Contractor must submit to the COR the resumes of all personnel prior to such personnel before they begin work during the performance periods of the contract. The COR may deny permission to employ personnel if qualifications indicate a material degradation from the skill levels indicated in the Contractor's proposal or if skills or reliability concerns are such that the COR believes the protection of building equipment may be jeopardized.

H.17.6 State Licensing

All personnel must be licensed and certified, or become licensed and certified within **ninety (90) calendar days** of beginning employment, to perform work within their normal duties, where such licensing is required by the State for non-Federal locations. Contractor personnel must also conform to all other licensing and certification requirements as described elsewhere in this document or in the Public Buildings Service Operations and Maintenance Standards.

H.17.7 Compliance with Federal, State, and Local Codes

The Contractor must comply with all applicable Federal, State and local laws, regulations and codes. The Contractor is responsible for determining which requirements are applicable, and complying appropriately; the Contractor may ask advice of the CO or COR in this regard. GSA also has a policy of voluntary conformity to certain State and local code requirements even when permission or approvals from local regulators are not required; the Contractor must ask the advice of the CO or COR when such issues arise.

H.18 Government Furnished Materials

The following items are furnished by the Government:

1. Electrical power at existing outlets for the Contractor to operate equipment that is necessary in the conduct of its work.
2. Hot and cold water as necessary, limited to the normal supply provided in the building. No special heating or cooling of the water will be provided.
3. Heating and air conditioning of the building will be provided only during normal building operating hours.
4. Space in the building, including locker rooms, if available. Any existing equipment within GSA space, such as lockers, tables, benches, chairs, etc., placed within the building by the Government may be used by the Contractor during the term of the contract provided authorization is received from the COR. This space and equipment must be kept neat and clean and returned to the Government at the expiration of the contract in reasonably the same condition as at the time of entering into the contract.
5. Space in the building for the storage of an inventory of supplies and equipment that will be used in the performance of work under the contract. The Contractor must maintain mechanical rooms and custodial closets in a clean, neat, and orderly condition. All flammable or explosive substances shall be stored, and labeled appropriately, in a flammable storage locker as prescribed by OSHA regulations. Additional flammable storage lockers (other than what is currently present in the facilities) shall be the responsibility of the Contractor to procure (and become the property of the Government). The Government will not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.
6. Custodial closets, where available, at various points throughout the building, for storing equipment, including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and organized by the Contractor. Sinks and buckets shall be kept clean and free of standing water and hoses shall not be left connected to faucets when not in use.
7. Space in the building, when available, and furniture and furnishings (to include telephones for restricted use) for a supervisor's office to be used for official business only in the performance of this contract. If the Government supplies telephones, they must only be used for communication related to the Contract. 7KH & RQWUDFWRU RU WKH & RQWUDFWRU¶V HPSOR\H property in any manner for any personal advantage, business gain, or other personal endeavor.
8. Four (4) lifts are Government owned property, and will be made available to the Contractor. All are located at the subject facilities. The Contractor is responsible for all maintenance and repairs associated with these pieces of equipment in

conformity with the requirements specified within section C of this contract (maintenance clause, repair clause, etc.) as well as any and all employee operational and safety training or PPE appropriate for use with this equipment.

” (2) Self-Propelled Genie Lifts

” (1) WAVE Man Lift

” (1) Scissor Lift

9. Eight (8) pieces of snow removal equipment (as set forth below) are Government owned property, and will be made available to the Contractor. Equipment is located at the subject facilities. The Contractor is responsible for all maintenance and repairs associated with these pieces of equipment in conformity with the requirements specified within section C of this contract (maintenance clause, repair clause, etc.) as well as any and all employee operational and safety training or PPE appropriate for use with this equipment..

| Equipment for Snow Removal | | | |
|----------------------------|---------------|-------------------------|------------------|
| Type of Equipment | Make | Model | Serial |
| Tractor | Kubota | BX2660TV60 | 50858 |
| Tractor | Kubota | BX1850TV54 | 51181 |
| Skid Steer | Caterpillar | 252B3 | CAT0252BHTNK0224 |
| Snow Blower | White Outdoor | 31AE6GLF790 SB 6 | 1H255B70155 |
| SnowBlower | White Outdoor | 31AE6GLF790 SB 6 | 1H255B70093 |
| Snow Blower | Ariens | 921013 | 11619 |
| Snow Blower | Ariens | 921013 | 11638 |
| 4x2 Buggy | Cub Cadet | 4x2 Poly 37AN414G710 | 1D036B00006 |

****Note:** The Government cannot guarantee parking will be available for the Contractor, Contractor employees, and/or subcontractors. The submitted pricing should account for potential parking needs.

H.19 Contractor Furnished Materials

The Contractor must provide all labor, services, supplies, material, and equipment necessary to efficiently and effectively perform the requirements of this contract, except as explicitly stated within this document.

The Contractor must provide personnel with portable electronic means (inclusive of voice, text, email and internet) to communicate with the customer service desk, GSA for service requests, emergencies, status of projects, etc. Outside of normal working hours, the Contractor must maintain some designated form of communication with on-call staff to allow the Government to contact such on-call staff at any time for emergency response.

H.20 Additional Services [Indefinite Quantity Provisions]

H.20.1 General

The CO or COR may order additional services at his or her discretion. Additional services may include any services related to O&M and repairs, systems upgrades, system operation, or tenant services within covered facilities but not covered within basic services (i.e., not already a requirement of the contract).

H.20.2 Price Proposal for Additional Services Work

At the request of the CO or COR, the Contractor must provide a price proposal to accomplish an additional services job within 48 hours of the request. The price proposal must follow the pricing guidelines described herein. Price proposals for additional services become firm fixed price on acceptance and order by the Government. Although price negotiation and determination of price reasonableness is made on the basis of labor, materials and subcontract costs following the pricing guidelines described in this document, the price accepted is not adjusted after completion of work to actual man-hours or actual materials cost.

H.20.3 Pricing

The Contractor's price proposal for an Additional Services job must follow the guidelines described below:

H.20.3.1 Parts and Materials

If parts and/or materials are required for a project, the Government may provide the parts or materials, or the Contractor may be asked to provide the parts and materials. Parts and materials shall be priced on the basis of the manufacturer's catalog pricing. Markups shall not exceed the identified markup rates in the pricing workbook for Ancillary Supplies and Services and/or Order-Level Materials.

H.20.3.2 Labor

Price quotes must use the labor rates established in the price schedule. The labor categories in the price schedule correlate with the categories in the Service Contract Act Directory of Occupations. The rate will be determined by the nature of the work, not the usual job classification of the individuals performing the work.

If the work (including escorting of subcontractors) is to be performed by in-house resources within their normal duty hours, the Contractor shall not seek reimbursement from the Government for the labor cost. Only in situations where the work is to be performed outside of normal duty hours shall the Contractor seek reimbursement for the labor hours.

H.20.3.3 Subcontracts

Subcontractor requirements are identified under C.34.4 Approval of Reimbursable Work and C.40 Use of Subcontractors.

H.20.3.4 Cost Documentation

If the Contractor provides the parts and materials, or if work is subcontracted, the Contractor must furnish, upon request, copies of invoices, vendor quotes, or receipts, either with the Contractor's proposal or as substantiating documentation with the Contractor's invoice after completion of work.

H.20.3.5 Competitive Bids

Order-Level Materials (OLMs) in direct support of task orders may be purchased under this BPA, as identified in the Pricing Workbook. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINS), and indirect costs. OLMs are only authorized for inclusion under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject a Not To Exceed (NTE) ceiling price. Items awarded under ancillary supplies/services or other direct cost (ODC) SINS are not OLMs. Prices for items provided under the Order-Level Materials SINS must be inclusive of the Industrial Funding Fee (IFF). Orders will be processed under FAR 101-11.6, 552.238-82, Special Ordering Procedures for the Acquisition of Order-Level Materials. The contractor shall be required to obtain a minimum of three quotes from suppliers and include documentation for each order-level material above the simplified acquisition threshold. The CO, or COR, may require that the Contractor obtain three quotes from suppliers and include documentation for quotes under the Simplified Acquisition threshold.

H.20.3.6 Method of Ordering and Invoicing

The CO or COR may order work priced at less than **\$2,500** orally. The CO or COR shall issue a Task Order (GSA Form 300) for work costing **\$2,500** or more.

H.21 Occupant Emergency Plan (OEP)

The Government's Occupant Emergency Plan (OEP) is used by the COR during building emergencies. Designated Contractor personnel, including the onsite supervisors, must be thoroughly familiar with the Government's OEP and must be trained by the Contractor to fully understand their responsibilities relative to each emergency plan. The Contractor must participate in fire and other emergency drills. The Contractor shall be required to perform the services required by the contract and as identified by the COR to the extent allowed during all emergency situations, including but not limited to fires, accident and rescue operations, Contractor personnel strikes, civil disturbances, natural disasters, and utility service outages.

H.22 Green Products and Services

The Contractor shall use products that meet the product standards for categories listed in the BPA. For products not listed as KSPs, the Contractor shall select from products from the EPA-designated (e.g. Comprehensive Procurement Guidelines [CPG]) and USDA designated in the BioPreferred Program (visit <http://www.biopreferred.gov/>). All other factors (such as price, performance, and availability) being equal, the Contractor shall select the CPG item. For other purchases, the Contractor shall select products designated under other Federal sustainable product programs when applicable EPA Design for the Environment (DFE) products are used.

These federal programs can be found on www.sftool.gov. Examples of green products that are available with environmental designations are found in Section J. This list is not all inclusive. For those categories of product not recognized by one of the aforementioned standards, preference shall be given to products meeting the California Code of Regulations maximum allowable Volatile Organic Compounds (VOC) levels for the appropriate cleaning product category (California Air Resource Board/California

Code of Regulations (CCR), Title 17 CCR Section 94509 ±(Topic cited; Standards for consumer products at www.calregs.com).

H.22.1 Key Sustainable Product (KSP) Standards

Use of the KSP standards is mandatory for all contracts and task orders. This section is also located at (<https://sftool.gov/green-products/0>). The Contractor shall specify the brand name and product that shall be used to meet each applicable KSP standard. The Contractor shall provide the required data submittals (Refer to Section J) to the CO or their designee on the contract anniversary date each year. The Contractor shall verify that the products submitted are compliant with these KSPs. The Contractor shall use standards listed in the Green Procurement Compilation <https://sftool.gov/greenprocurement> for other products not listed below.

" Nylon Carpet: Standard: 10% post-consumer recovered content, NSF 140 Gold level

" , Q W H U L R U 3 D L C 50g/L VOCs, including colorants added at the point of sale (SCAQMD Rule 1113 standard)

" Gypsum Board: Standard: Greenguard Gold certification or 85% recycled content

" Acoustical Ceiling Tiles: Standard: California Section 01350 standard for low-VOC materials, total recycled content 820%, recyclable in a closed loop process, USDA Certified BioPreferred; and Environmental Product Declaration (EPD)

" Concrete: (Ready-Mix and Site-Cast) 6% recycled content (ASTM C1097)
IO\ DVK RU 8 JURXQG-furnace concrete

H.22.2 Exemptions

Exemptions are required when products that meet the requirements above are (1) not reasonably available within a reasonable period of time; (2) fail to meet the performance standards set forth in the specification or fail to meet the reasonable performance standards of GSA; or (3) are available only at an unreasonable price, only then can the Contractor use other types of products. In these cases the Contractor shall request an exemption from the CO or their designee. In all cases the Contractor shall use, to the extent possible, the safest and most environmentally friendly products.

H.22.3 Proof of Compliance

The Contractor must, at all times during the performance of this contract, maintain a cut sheet or other documentation of compliance with product purchasing activities as stated within this specification. The Contractor shall provide copies of such documentation to the CO or their designee upon request.

H.22.4 Bio-Based Product Reporting

The Contractor shall provide a list of USDA-designated bio-based products purchased October 1-September 30, during the previous fiscal year. Information will include the types and dollars spent on these products. The Contractor shall submit the report in accordance with Federal Acquisition Regulation (FAR) Clause 52.223-2 no later than October 31 of each year during contract performance and at the end of contract performance. The reports shall be submitted to the <https://www.sam.gov/> (Refer to

Section J).

H.22.5 Affirmative Procurement Program (APP)

As a Federal procuring agency, the GSA is required by the Resource Conservation and Recovery Act (RCRA), Section 6002 and Executive Order (EO) 13423 Strengthening Federal Environmental, Energy, and Transportation Management to procure and use products containing post-consumer content (recycled material); environmentally preferable; and bio-based products. RCRA Section 6002 and Letter 92-4 requires Federal agencies to develop and implement their own Affirmative Procurement Program to facilitate the procurement of these products.

H.22.6 Recycled Content Certification

In accordance with the FAR 52.223-9, Certification and Estimate of Percentage of Recovered Material Content for EPA-Designated Items, purchased for the performance of work with this contract, the Contractor shall provide the required certification and estimate to the CO or their designee annually on the contract renewal date. The following is a sample of the certification that is included in the FAR:

Certification

I, _____ (name of certifier), am an officer or employee responsible for the performance of this contract and hereby certify that the percentage of recovered material content for EPA-designated items met the applicable contract specifications or other contractual requirements.

(Signature of the Officer or Employee)

(Typed Name of the Officer or Employee)

(Title)

(Name of Company, Firm, or Organization)

(Date)

(End of certification)

H.22.7 Green Cleaning Training

The Contractor shall provide training to their employees that stress proper stewardship in green cleaning practices. The Contractor shall provide training within **sixty (60) days** from the contract start date, and submit written certification to the CO or their designee within **five (5) days** of the completion of training. Information on stewardship, training, and other issues can be found in ASTM E1971-05, Standard Guide for Stewardship for the Cleaning of Commercial and Institutional Buildings www.astm.org/. The focus of this training is to address appropriate cleaning activities and processes to maximize eco-efficiency and to minimize adverse impacts on the building occupants, cleaning personnel, the building structure itself, and the environment. Adherence to the principles set forth in this guide can lead to greater tenant and occupant satisfaction, reduced operational costs, and greater productivity (for occupants and cleaning personnel).

H.23 Exposure Control Program

Personal Protective Equipment (PPE): The Contractor shall provide all employees with proper PPE when required by Federal, State and local laws and regulations.

Blood Borne Pathogens: The Contractor shall provide appropriate training to their employees and all necessary equipment and services required to perform clean-up of blood borne pathogens and fully comply with the requirements of the Bloodborne Pathogen Standard listed in 29 CFR §1910.1030.

H.24 Miscellaneous Requirements (Custodial)

The Custodial Contractor shall:

- " Ensure WKDW WKH & RQWUDFWRU¶V HPSOR\HHV XVH OLJKW areas where and when the work is actually being performed. Once leaving, all lights and water faucets in the work area shall be turned off.
- " Ensure that workers do not adjust mechanical equipment controls for heating, ventilation and air conditioning systems.
- " (QVXUH WKDW WKH & RQWUDFWRU¶V HPSOR\HHV SD defense drills.
- " Ensure that the reporting of fires, hazardous conditions, and items in need of repair (e.g., inoperative lights, broken windows or doors, torn carpets, leaking sinks, urinals or commodes, dead trees or shrubs, etc.), to the CO or their designee.
- " Ensure if applicable, rooms are locked after cleaning and that keys are returned to the designated office.
- " Ensure WKDW ORVW DQG IRXQG DUWLFOHV E\ WKH & RQWUDFWRU the CO or their designee.
- " Ensure that the Contractor employees notify the security officer on duty when unauthorized or suspicious person(s) are seen on premises.
- " (QVXUH WKDW WKH & RQWUDFWRU¶V HPSOR\HHV QRWLI\ observed hazardous material, or Universal Waste materials in the trash or recycling receptacles.

I. CONTRACT CLAUSES

J. LIST OF ATTACHMENTS

(DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS)

J1.0 Operations & Maintenance Exhibit Section

- Exhibit J1.1 References and Publications
- Exhibit J1.2 Quality Assurance Surveillance Plan (QASP)
- Exhibit J1.3 GSA Smart and Sustainable Buildings
- Exhibit J1.4 Bio-Based Purchases Reporting
- Exhibit J1.5 GSA Mandatory KSPs and Environmental Sustainable Products
- Exhibit J1.6 Contractor Submittals/Deliverables Chart
- Exhibit J1.7 Building Information Sheet
- Exhibit J1.8 Stormwater Management Support Documents - Reserved
- Exhibit J1.9 NCMMS Data Reports - Reserved
- Exhibit J1.10 Energy and Water Performance Targets
- Exhibit J1.11 Energy and Water Efficiency Monthly Reports
- Exhibit J1.12 Recycle and Waste Data Capture Sheet

J2.0 Elevator Maintenance Exhibit Section

- Exhibit J2.1 Equipment to be Maintained and Repaired
- Exhibit J2.2 Performance Standards
- Exhibit J2.3 Applicable Publications
- Exhibit J2.4 Contractor Submittals/Deliverables Chart
- Exhibit J2.5 Green Purchase Report
- Exhibit J2.6 Quality Assurance Surveillance Plan
- Exhibit J2.7 Elevator Inspection Form

J3.0 Custodial and Related Services Exhibit Section

- Exhibit J3.1 Reserved
- Exhibit J3.2 Quality Assurance Surveillance Plan (QASP)
- Exhibit J3.3 Surveillance Forms
- Exhibit J3.4 Building Exterior and Hardscape Plan - Reserved
- Exhibit J3.5 Erosion and Sediment Control Plan - Reserved
- Exhibit J3.6 Green Purchase Reports
- Exhibit J3.7 Green Purchase Reports - Non-Biobased
- Exhibit J3.8 Recycling/Solid Waste Trash Report
- Exhibit J3.9 Key Sustainability Products (KSP)
- Exhibit J3.10 PBS Waste Audit ±Reserved
- Exhibit J3.11 Pest Control Work and Inspection Report (GSA 3638)
- Exhibit J3.12 Contractor Submittals/Deliverables Chart

J1.0 Operation and Maintenance Exhibit Section

Exhibit J1.1 References and Publications

The following publications are incorporated by reference as setting quality, performance, and design standards for work required in this document. Unless a specific date is provided, references are for the current edition published at the time of issue of the solicitation, to include any addenda or errata published by the issuing organization. The Contractor is responsible for obtaining all referenced documents at its expense, with the exception of the Public Buildings Service Operations and Maintenance Standards Guides, the Facilities Standards for the Public Buildings Service (PBS P100), and the U.S. Courts Design Guide, which will be provided by the Government.

- " Public Buildings Service Operations and Maintenance Standards Draft
- " Facilities Standards for the Public Buildings Service (PBS P100)
- " U.S. Courts Design Guide
- " SMACNA Sheet Metal and Air Conditioning Contractors National Association HVAC Systems Testing, Adjusting & Balancing
- " AHERA Asbestos Hazard Emergency Response Act
- " ASHRAE Guideline 1 HVAC Commissioning Process
- " ASHRAE Guideline 4 Preparation of Operating and Maintenance Documentation for Building Systems
- " ANSI/ASHRAE Standard 15 Safety Code for Mechanical Refrigeration
- " ANSI/ASHRAE Standard 34 Number Designation and Safety Classification of Refrigerants
- " ANSI/ASHRAE Standard 55, Thermal Environmental Conditions for Human Occupancy
- " ANSI/ASHRAE Standard 62, Ventilation for Acceptable Indoor Air Quality
- " ANSI/ASHRAE Standard 100, Energy Conservation in Existing Buildings/Commercial
- " ANSI/ASHRAE Standard 111, Practices for Measurement, Testing, Adjusting, & Balancing of Building Heating, Ventilation, Air-Conditioning, and Refrigeration Systems;
- " ASME Boiler and Pressure Vessel Code
- " ASME CSD-1 Control and Safety Devices of Automatically Fired Boilers
- " National Board of Boiler and Pressure Vessel Inspectors, National Board Inspection Code
- " OSHA 29 CFR 1910 and 29 CFR1926
- " CSI Master Format
- " Clean Air Act
- " Clean Water Act
- " EPA Green Book
- " EPA Purple Book
- " FMR Federal Management Regulations
- " GSA SEMS Sustainable Environmental Management System (GSA.GOV/SEMS)
- " International Building Code
- " International Fire Code
- " International Plumbing Code

- " International Mechanical Code
- " NETA Maintenance Testing Specification for Electrical Power Distribution Equipment and Systems
- " NFPA 10, Standard for Portable Fire Extinguishers
- " NFPA 12, Carbon Dioxide Extinguishing Systems
- " NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems
- " NFPA 13, Installation of Sprinkler Systems
- " NFPA 17, Dry Chemical Extinguishing Systems
- " NFPA 17A, Wet Chemical Extinguishing Systems
- " NFPA 25, Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems
- " NFPA 70, National Electrical Code (NEC)
- " NFPA 70E, Standard for Electrical Safety in the Workplace
- " NFPA 72, National Fire Alarm Code
- " NFPA 80, Standard for Fire Doors and Other Opening Protectives
- " NFPA 85, Boiler and Combustible Systems Hazards Code
- " NFPA 92A, Standard for Smoke Control Systems Utilizing Barriers and Pressure Differences
- " NFPA 92B, Standard for Smoke Management Systems in Malls, Atria, and Large Spaces
- " NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations
- " NFPA 101, Life Safety Code
- " NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
- " NFPA 110, Standard for Emergency and Standby Power Systems
- " NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
- " NFPA 2001, Standard on Clean Agent Fire Extinguishing Systems
- " NICET National Institute for Certification in Engineering Technologies publications and issuances
- " NIOSH National Institute for Safety and Health publications and issuances
- " DOE/EE-0157, International Performance Measurement and Verification Protocol
- " R.S. Means Facilities Construction Cost Data
- " USGBC LEED for Existing Buildings (LEED-EB)
- " NEMA TP-1, National Electrical Manufacturers Association, Guide for Determining Energy Efficiency for Distribution Transformers
- " NEMA MG-1. National Electrical Manufacturers Association, Motors and Generators
- " NEMA Application Guide for AC Adjustable Speed Drive Systems
- " ANSI/IWCA I-14.1, Window Cleaning Safety Standard
- " Safe Drinking Water Act, PL 99-339, as amended
- " Title 40 CFR, Part 761, PCBs in Electrical Transformers
- " Title 40 CFR, 141.43, Sections A and D, Environmental Protection Agency Safe Drinking Water
- " Efficient Government Operations, EO 13834, May 2018

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| Exhibit J1.2 Quality Assurance Surveillance Plan (QASP) |
|--|

Department of Transportation Headquarters

Facility Engineering, Operations, and Maintenance Services
Quality Assurance Surveillance Plan (QASP)

| | | | |
|------------------------|--|----------------|--|
| Contractor Receipt | | | |
| Contractor | | Date Received | |
| OnSite Supervisor | | Date Received | |
| GSA CO Acceptance | | | |
| Contracting Officer | | Date Accepted | |
| GSA COR Annual Reviews | | | |
| COR | | Date Approved | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |

This Quality Assurance Surveillance Plan is provided as an example. The Government reserves the right to edit, modify, or replace this plan at any time or for any reason.

INTRODUCTION

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

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

A. PURPOSE OF THE QASP

The QASP is intended to accomplish the following:

- " Define the roles and responsibilities of participating Government officials.
- " Identify the performance objectives based upon the PBSOW in accordance with FAR Part 46.401(a) (1).
- " Identify the performance quality level standards in accordance with FAR Part 37.601(a) (2).
- " Describe the methods of surveillance for GSA to identify quality levels in accordance with FAR Part 46.401(a) (2).
- " Establish a method to provide feedback to the Contractor regarding quality and timeliness of the service performance, i.e., copies of inspection forms, copies of tenant reports, data on tenant satisfaction scores; and any other drivers or measures of performance as required by the CO or COR.
- " Establish timeframes for communication and performance improvement if needed.
- " Establish specific procedures for changes to the contract price when services are not performed or do not meet contract requirements in accordance with FAR Part 37.601(a) (3).
- " Ensure the Contractor has developed and implemented a QCP establishing procedures and responsibilities for controlling the quality of work performed.

B. ROLES AND RESPONSIBILITIES OF GOVERNMENT OFFICIALS

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

1. A person designated by the CO will serve as the COR. The COR is responsible for monitoring, assessing, recording, and reporting on the performance of the Contractor. The COR shall have the primary responsibility for completing forms that will be used for Contractor Performance. Contractor Performance \S/ WHP & 36 WR GRFXPHQW WKH & RQWU
2. The Contracting Officer, or person designated as the CO, will have overall responsibility for overseeing the Contractor's performance. The CO shall be responsible for monitoring the Contractor's performance in the areas of contract compliance and contract administration. The CO will review the COR's written LQVSHFWLRQV DQG DVVHVPHQW RI WKH & RQWU

discrepancies that may arise between the Contractor and COR. ~~located at the CO~~
VKDOO XVH WKH & RQWUDFWRU 3HUIRUPDQFH 6\ VWHF
performance.

C. TYPES OF WORK TO BE PERFORMED

\$OO ZRUN XQGHU WKH VFRSH RI WKLV FRQWUDFW LV VXEM
performance in providing the following operation and maintenance services shall be evaluated by
the Government.

- " Existing deficiency list
- " Building operating plan
- " Equipment inventory
- " Monthly progress reports
- " Reference library
- " Building management support services
- " Operational requirements
- " Service requests
- " Tours
- " Maintenance program
- " Water treatment
- " Oil analysis
- " Lamp and ballast replacements
- " Repairs
- " Safety and environmental
- " Fire Protection and Life Safety equipment and systems
- " Other services as described in Section C

D. METHODS OF SURVEILLANCE

The method of surveillance is based on the performance criteria of the contract terms and specifications.

Each requirement will describe the tasks to be performed and the standard for successful performance.

GSA intends to monitor and evaluate the Contractor's performance based on any or all of the following surveillance methods:

1. Periodic Surveillance Inspections: This method consists of selected surveillance tasks by the Government. Surveillance tasks may be physical, ~~visual~~, ~~electronic~~ or administrative and do not constitute 100 percent inspection, but rather, are performed RQ D UDQGRP EDVLV 7KH & 25 ZLOO HYDOXDWH WKH weekly, biweekly, monthly, or quarterly basis. NCMMS data and ~~reports~~ also be regularly used in the evaluation of performance.
2. Tenant Interviews: All tenant concerns received through the COR will be documented and evaluated on a planned schedule developed by the COR. This method may help the COR focus on areas ~~that~~ require further action from the CO.
3. Service Request Documentation: This method of surveillance will provide information to the COR, such as identification of the types of service requests received, the frequencies of service requests, ~~corrective action~~, timeliness of completion, and any other pertinent data. At a minimum, this method must be performed on a monthly basis.
4. Tenant Satisfaction Surveys: GSA conducts surveys of its Federal tenants in

Government-owned and leased buildings. These surveys are typically performed annually to gather important data in many areas, including specific categories pertaining to the operation and maintenance of GSA's buildings. The surveys provide the COR with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There are various measures WKDW FDQ EH WDNHQ VXFK DV UHYLHZLQJ WKH V feedback from the tenants, or sharing the scores with the Contractor to establish a plan of action.

Exhibit J1.3 GSA Smart and Sustainable Buildings

A. Smart Technologies - Background and Purpose

Because of current Government energy reduction executive orders and regulatory mandates, GSA Public Buildings Service has several programs in development and at various stages of implementation that O&M Contractors should be aware of. One of these programs includes Smart Building technologies. Currently, approximately **two hundred and fifty (250)** buildings in the GSA portfolio are undergoing Smart Technologies design and implementation enhancements. Some facility projects involve complete detailed design-built from the infrastructure to completed project designs. Others involve modest retrofits to update key building controls systems. A key objective of implementing Smart Technologies in GSA buildings is to capture and make available more real-time performance data about the individual building systems (HVAC/BAS, Lighting, and Advanced Meters). This data will be made available to O&M Contractors and building support personnel and will increase in significance over time as more details are learned as GSA analyzes this new trend of monitoring building performance at a detailed level. O&M Contractors should be aware that if they are involved in RSHUDWLRQDO VXSSRUW RI RQH RI *6\$¶V QHZHU 6PDUW %X and some procedures may need to be modified to meet GSA requirements for long-term improved operational efficiencies as a result of the investment the Government is making in these new technologies. O&M Contractors should continue to monitor developments in this area as more buildings in the GSA portfolio deploy Smart Technologies.

B. Trend Toward Integrated Building System Technologies

New building technologies, and their convergence with traditional information technology, have altered the way in which facilities can be monitored, maintained, and operated. Trends in building systems technology have provided opportunities in the market place to alter the way facilities managers use real time data to operate their facilities more efficiently. Building Systems are getting increasingly more dependent on software, IT networks (physical and wireless), servers, internet access, and cloud-based/hosted solutions. This shift in domain expertise has outpaced traditional design and construction practices. As a result, building operations and maintenance staff need to adapt, be more proactive, and leverage the availability of real-time data to help them perform building systems support more effectively. This may involve more thorough planning and redefining some processes, procedures, and job roles in order to better operate the facilities that have these newer technology based systems.

C. Control Systems

The Contractor shall maintain control systems and sequences as documented in facility operations plan. The Contractor will document all Integrated Building Systems set-points, schedules and alarms and present them to the Government for initial review and backup and annually thereafter. On an as-needed basis, submit a request to the owner for additional recommended trending, monitoring, graphics, or control points with intent to improve building operations, energy efficiencies, and performance of O&M duties. Consider 80/20 rule focusing recommendations on 20% of building equipment that impact 80% of operating efficiency and costs. The Contractor shall be responsible for making set point adjustments as necessary and appropriate to meet GSA objectives in facility operations plan. This action requires the approval of CO or designee. The

Contractor shall be responsible for keeping building system software functioning and for upgrading/re-installing software on computers or building system controllers as necessary to keep current with manufacturer release levels and GSA IT support policies and procedures.

D. Smart Buildings

The Gov H U Q P H Q W L V W D N L Q J S U R D F W L Y H V W H S V W R F R Q Y H control systems on common GSA-supported network infrastructure to enable access to real- W L P H F R Q W U R O V V \ V W H P V S H U I R U P D Q F H G D W D L H G D systems network was installed and maintained by GSA CIO, then this building has Government-furnished (GFE) network equipment and Smart Technologies deployed. This also means that the Contractor will potentially need to coordinate troubleshooting and support with building system Contractors (HVAC, Lighting, etc.) and GSA CIO to help identify and resolve issues.

E. Integrated Building Systems (IBS)

IBS assists the Government by ensuring that all relevant equipment vendors, with equipment installed in facility, maintain their respective systems (i.e. HVAC, BAS, Lighting, Advanced Metering, etc.) in accordance with GSA Smart and Sustainable Buildings intended objectives (i.e. open systems running on a single GSA Building Systems data network). The Contractor shall act as a liaison and facilitate efforts between their respective building-specific monitoring and control system subcontractors and work through the CO or their designee GSA with the Information Technology Office (PBS CIO) on issues related to O&M operations.

The Contractor shall make recommendations to the government (as applicable), on improvements to sequences of operations. Communications for alarms set up for remote notification shall be tested on a recurring basis.

The contractor shall be responsible for keeping the manufacturer and/or O&M building system software (BAS, BMS software) functioning. This includes, but is not limited to, upgrading and/or re- L Q V W D O O L Q J P D Q X I D F W X U H U V E X L O G L Q J V F R P S X W H U V D Q G P D Q X I D F W X U H U V E X L O G L Q J V upgrading and/or re- L Q V W D O O L Q J P D Q X I D F W X U H U V E X L O G L Q J V single system controllers as necessary to keep current with manufacturer recommended release levels and to keep in compliance with all applicable GSA IT support policies and procedures.

Exhibit J1.4 Bio-based Purchases Reporting

Annual Contractor Reporting of Designated Bio-based Purchases

6 HFWLRQ RI WKH μ)DUP 6HFXULW\ DQG 5XUDO ,QYHVWP WKH μ)RRG &RQVHUYDWLRQ DQG (QHUI\ \$FWH R DUP %BØE requires Federal agencies to give a procurement preference to USDA-designated bio-based products and requires agency Contractors to report such purchases under service and construction contracts. The Federal Acquisition Regulation (FAR) Council subsequently published a bio-based final rule at 77 FR 23365, implementing the reporting requirement in FAR 52.223- μ\$II LUPDWLYH 3URFHVVDUHQW RI %L 8QGHU 6HUYLFH DQG &RQVWUXFWLRQ &RQWUDFWV¶ ZLWK D facilitate collection of report data, the FAR is amended based on final rule 78 FR 46794, which requires contractors to submit their biobased reports to <https://www.sam.gov/>. To comply with the reporting provisions of the Act, the Contractor shall file an annual report on purchases of designated bio-based products used under the performance of this contract.

Where To Submit:

CY 2013 No later than October 31st LQ DFFRUGDQFH ZLWK ILQDO UXOH WR %LREDVHG 5HSRUWLQJ 5HTXLUHPHQW¶ WKH &RQWUDFW annual biobased report using the following web site <https://www.sam.gov/>.

Note:US Department of Agriculture (USDA) Biobased products

<http://www.biopreferred.gov/ProductCategories.aspx>

Green Purchases

In addition to those regulatory requirements specified in Section C of the specification, the following considerations and sources shall be used by the Contractor.

This includes:

1. Compliance with appropriate clauses and subparts of FAR 7, 11, 12, 13, and 23.
2. Cleaning chemicals, tools, equipment, supplies, or materials that shall be selected with consideration to minimizing the impact on both human health and safety as well as reducing other potential environmental impacts.
3. Cleaning processes, work practices, and procedures shall minimize exposures to workers and building occupants and contribute to the promotion of environmental stewardship.
4. GSA offers a variety of environmental products to its Federal customers to assist in their efforts to comply with procurement responsibilities outlined in Federal environmental laws and regulations. Information is available through the GSA Federal Acquisition Service (FAS). <https://gsa.gov/portal/category/21145> (This Is A SourceAmerica Contract)
5. Additional information on environmentally preferable products may be found WKURXJK VRXUFHV VXFK DV WKH 8 6 (3\$¶V (QYLURQPHQ 3URJUDP¶V <https://www.epa.gov/greenerproducts/about-environmentally-preferable-purchasing-program>.

Exhibit J1.5 GSA Mandatory KSPS and Environmental Sustainable Products

The following is a chart depicting available sustainability products to meet the requirements of section H.22.

| | | | Recycle Content & CPG | Ecologo | DfE | Biobased | Green Seale |
|------------------------------|--|---|-----------------------|---------|-----|----------|-------------|
| Product Use | Preferable Contents | Contents to Avoid | | | | | |
| *Acoustical Ceiling Tile | | | | | | | |
| Adhesive Aerosol | Rubberbased; lowVOC | SARA 313 chemicals (cyclohexane, hexane, methylene chloride); petroleum distillates; CFCs | ü | | | X | |
| Adhesive Epoxy | Non-toxic; low-VOC | Isopropyl alcohol; SARA 313 chemicals (toluene) | ü | | | X | |
| Adhesive Remover | Soybased mixture; citrus extract; lowVOC | Aerosol; petroleum distillates | ü | | | ü | |
| Coil Cleaner | Non-acid cleaners with non-toxic, biobased contents; lowVOC; if acid must be used acetic or phosphoric acid are preferable | Sulfuric acid, hydrofluoric acid, or similar caustic chemicals. SARA 313 chemicals (trichloroethylene) | ü | | | ü | |
| *Concrete Ready Mix | Water-based, latexbased, or bio-based sealers; low VOC | Acrylonitrile; SARA 313 chemicals (n-methyl-2-pyrrolidone) | ü | | | ü | |
| Wood Sealer | Water-based, latexbased, or bio-based sealers; low VOC | Acrylonitrile; SARA 313 chemicals (n-methyl-2-pyrrolidone) | | | | | |
| Degreaser | Water or biobased (soy) degreasers; non-toxic; non-aerosol; lowVOC | Aerosol; petroleum distillates | ü | | | ü | |
| Deicer (Road and Windshield) | Biodegradable windshield deicer; saltfree ice melt; magnesium chloride or calcium chloride; calcium magnesium or magnesium acetate | SARA 313 chemicals (methanol, isopropyl alcohol, ethylene glycol); aerosol; sodium chloride | ü | | | ü | |
| Descaler | Enzymebased descaler; urea; trisodium phosphate; low-VOC | Hydrochloric (muriatic) acid or similar caustic compounds (oxalic or | ü | | | ü | |

| | | | | | | | |
|------------------|---|--|-----|--|--|-----|---|
| | | hydrofluoric acid); sodium hypochlorite | | | | | |
| Fuel Additive | Biobased; non-toxic | Petroleum distillates | ü | | | ü | |
| Graffiti Remover | Biobased content (soy/corn); lowVOC | SARA 313 chemicals (toluene, xylene); acetone; isopropyl alcohol | ü | | | ü* | |
| Grease Lubricant | Biodegradable/biobased content (soy or vegetable oil); non-toxic; re-refined lubricating oils; lowVOC | Petroleum or mineral-based oils; metallic soaps or polyurea derivatives; sulfur, chlorine, zinc; amine phosphate or other irritants | ü | | | ü | |
| *Gypsum Board | | | | | | | |
| Light Bulbs | Energy Star or FEM fluorescent bulbs or tubes reduced mercury content | Mercury | N/A | | | N/A | |
| *Nylon Carpet | | | | | | | |
| Mastic | Water or acrylic-based; non-toxic; low-VOC | Petroleum distillates (mineral spirits) | ü | | | X | |
| *Interior Paint | Remanufactured or recycled paint; water based or latex-based; low VOC | Aerosol; oilbased (alkyd) paints (mineral spirits, aliphatic hydrocarbons); SARA 313 chemicals (toluene, xylene, ethyl benzene); acetone | ü | | | X | |
| Paint Remover | Biobased; non-toxic; low-VOC | SARA 313 chemicals (n-methyl-2-pyrrolidone, methanol, methylene chloride); isopropyl alcohol | ü | | | ü* | |
| Spray Foam | CFG-free; biobased (soy); low-VOC | HCFCs; SARA 313 chemicals (formaldehyde) | X | | | ü | * |

ü Product available and offered through GSA Advantage
 ü* Product available, but not currently offered through GSA Advantage
 X Product currently not available

a - 2Q WKH *6\$ \$GYDQWDJH ZHEVLWH VRPH HQYLURQPHQWDO SDUWLQJ SURGXFW
 μ%LREDVHG¶ DUH VSHFLILHG E\ WKH SURGXFW YHQGRU DQG KDYH G
 procurement, it is important to examine the Material Safety

Exhibit J1.6 Contractor Submittals/Deliverables Chart

All reports, plans, schedules and other submittals provided by the Contractor are subject to approval by the CO or their Designee.

1. The Contractor LV UHTXLUHG WR SHUIRUP LQ DFFRUGDQFH ZLWK SODQV DQG VFKHGXOHV RU DV GLUHFWHG E\ WKH &2 RU WKH 3 'HOLYHUDEOHV' VXEPLWWDOV DUH DSSURYHG E\ WKH &2

2. The Contractor is required to submit deliverables and reports to the CO or their designee at specified times throughout the life of this contract. Submission of deliverables and reports are considered critical to the successful completion of all contractual requirements. The following milestone chart lists deliverables and reports which must be provided by the Contractor and the respective due dates. Please note the frequencies indicated do not reflect any updates to submittals that may become necessary during the term of the contract.

3. The following chart is provided for reference only. It does not define all requirements of the contract, only those submittals and some of the documentation requirements for ease of administration. Any inconsistencies between this chart and section C shall default to the language contained in section C.

| <u>Deliverable</u> | <u>Reference</u> | <u>Deliverable Due</u> | <u>Point of Contact</u> |
|---|------------------|--|-------------------------|
| Electronic Offer Sheet (pricing) | B.2 | Due in proposal package | CO |
| Initial deficiency list | C.1.5 | The Contractor must develop and submit fifteen (15) days prior to the start of the contract | COR or designee |
| List of key personnel and emergency contact information, which may include subcontractor contacts as applicable | C.1.9.1 | The Contractor must develop and submit to the COR within ten (10) calendar days of award | CO, COR or designee |

| | | | |
|---|------------|--|-----------------|
| Quality Control Plan | C.1.9.5 | Submitted as part of the Proposal Package as part of the Management Plan. Final QCP developed and submitted for approval by the start of the contract and maintained continuously. | CO and COR |
| Building Operating Plan | C.1.17 | Develop and submit for approval not later than 30 days after the start of the contract. Revise and update at a minimum annually | COR or designee |
| Equipment inventory | C.1.15 | The Contractor must update and verify the equipment inventory on an ongoing basis during the performance of the contract | COR or designee |
| Monthly progress reports | C.1.11 | On a monthly basis | COR or designee |
| Equipment Repair Assessment | C.1.16 | On an ongoing basis during the performance of the contract | COR or designee |
| Emergency service request and callback repair plan report | C.1.21.2 | Written accounting of any emergency callback the morning of the next working day | COR or designee |
| Routine service request - extension | C.1.21.4 | Contractor must immediately notify with a written extension request if the twenty-four (24) hour period will be exceeded | COR or designee |
| Identify all alarm points with originating point identification information | C.1.34.4.3 | Within the first thirty (30) days after the start of the contract | COR or designee |
| Initial analysis report and development of water treatment program | C.1.35.3 | Analysis due within the first month of the contract. The full water treatment plan must be finalized within three (3) months | COR or designee |

| | | | |
|---|----------|---|-----------------|
| Monthly water treatment testing or makeup water chemical tracking | C.1.35.4 | Monthly | COR or designee |
| Periodic oil analysis | C.1.36.1 | At least annually, with results submitted within the next monthly progress report | COR or designee |
| Lamps and ballasts containing mercury record | C.1.37 | Document monthly all purchases of mercury-containing lamps within the monthly progress report. | COR or designee |
| Repairs using subcontractors | C.1.39.4 | Must provide justification for subcontract need in advance | COR or designee |
| Scheduling and recordkeeping of permits, personnel safety, control of hazardous substances, certifications, and records | C.1.40.1 | Maintain records and furnish copies as requested | COR or designee |
| Refrigerant control and certification log | C.1.40.3 | Refrigerant control logs must be updated and inspected as required | COR or designee |
| AQMD operating permits | C.1.40.4 | Copies made available immediately upon request | COR or designee |
| UST Testing and Record Keeping | C.1.40.5 | The records of inspection must be maintained and available for inspection by regulatory officials | COR or designee |
| Workplace safety plan | C.1.40.8 | A safety and health plan must be submitted for review and approval within thirty (30) days after award | COR or designee |

| | | | |
|---|-------------|--|------------------|
| Hazardous materials: material safety data sheets ±hazardous materials inventory | C.1.40.15.1 | SDSs must be made available on request. The Contractor must prepare and submit hazardous materials inventory as an appendix to the building operating plan. This must be updated and resubmitted annually by September 30 of each year | COR or designee |
| Backflow prevention devices ±annual inspection certificate | C.1.40.17 | Annually | COR or designee |
| Annual Potable Water Testing | C.1.40.19 | Annually | COR or designee |
| Annual Roof Anchorage recertification/inspection | C.1.40.25 | Must provide recertification of anchor points in first year, with inspection each year thereafter | COR or designee |
| Using subcontractors | C.1.49 | Must provide justification for subcontract need in advance | COR or designee |
| Safety Data Sheets (SDS) with Inventory List of Products | C.1.40.15.1 | No later than fifteen (15) calendar days prior to start of contract, maintain continuously onsite | COR or designee |
| Inventory List of Products (non-hazardous) | C.1.40.15.1 | No later than fifteen (15) calendar days prior to start of contract, maintained continuously | COR or designee |
| The collection and submission of GSA Form 139, Recording Presence | H.10 | Submit within three (3) calendar days R I H D F K Z H H N ¶ V H C | COR or designee |
| Asbestos awareness training certification | H.15 | Training within sixty (60) calendar days after start. Certify completion within five (5) days of training | COR or designee. |
| Qualification of Key Employees, Supervisors, regular | H.17 | Due in Bid Package, and as requested | COR or designee |

| | | | |
|---|--------|---|-----------------|
| employees (May 1989) | | | |
| Submission of resumes for new employees | H.17.5 | The Contractor must submit resumes for all personnel prior to personnel beginning work | COR or designee |
| State licensing ±if required | H.17.6 | Within ninety (90) calendar days of beginning employment | COR or designee |
| Price proposal for additional services work | H.20.2 | Within forty-eight (48) hours of the request | CO or COR |
| Green Products and Services Report | H.22 | Submittal due to GSA on the contract anniversary (start) date annually | COR or designee |
| Recycled Content Product Certification | H.22.6 | Annually on the contract renewal date | COR or designee |
| Green Cleaning Training | H.22.7 | Within five (5) days of the completion of training. Due sixty (60) days after the start of the contract | COR or designee |

Exhibit J1.7 Building Information Sheet

The following are building statistics for informational purposes only. The figures below are estimates only. When necessary, the CO or their designee will provide access to assignment drawings and blueprints.

1. BUILDING DATA

| | |
|----------------------------------|--|
| Building Name: | Department of Transportation Headquarters |
| Building Number: | DC0689ZZ |
| Age of Building: | Constructed in 2006 |
| Number of floors: | Above ground - 9 Below ground- 2 |
| Register Status | No _____ |
| Normal Working Hours: | 7:00 am - 5:00 pm , Monday through Friday, excluding Federal Holidays _____ |
| Normal Building Operating Hours: | 6:30 am - 6:30 pm , Monday through Friday, excluding Federal Holidays |
| Number of Agencies Housed: | One |

2. BUILDING STATISTICS

| | |
|-----------------------|---|
| Cleanable Square Feet | 1,466,585 - as provided. eSmart data is unavailable. |
| Rentable Square Feet | 1,470,285 |
| Gross Square Feet | 1,829,083 |

EXTERIOR

6 L W H 3 O R W V D U H S U R Y L G H G L Q W K H E L G G I

3. CHILD CARE CENTER

N/A

Playground

4. CAFETERIAS/CONCESSIONS

| | |
|--|--|
| Vending | Yes |
| Sundry/Prepackaged Snack Bar | 2 Sundry Shops - 1 GSA managed by Randolph Sheppard and 1 managed by DOT. |
| On-site Snack Bar/Grill/Cafe (includes limited on-site food prep) | None |
| Full Service Cafeteria | Yes, DOT managed |

8. FLOOR MAT AND RUNNERS (C.3.5.1.3 Floor Mats and Runners) (Contractor is responsible for cleaning and placement only)

Mats/Runners **19 mats (of which 8 are recessed in the 2 Third St. Lobbies)**

9. TRASH AND RECYCLING PICKUP:

This table denotes the current container sizing and average tonnage of trash and recycling. This information is provided as a reference point only. Contractor shall determine the frequency of pickups based on volume and recommend changes to container size/use to minimize cost.

EXISTING TRASH and RECYCLING CONTAINERS, ESTIMATED WEIGHTS AND PICK-UP SCHEDULE

| Material Collected | Existing Container Quantity/Capacity and | Current Container Pick-Up Schedule |
|--------------------|--|------------------------------------|
|--------------------|--|------------------------------------|

| | | |
|---------------------|--|-----------------|
| | Estimated Amount per Year | |
| Trash | 34 Yard Compactor 265 tons annually | Friday |
| Recycling Total | 20 yard Compactor 137 tons annually | Thursday |
| Recycling Dumpsters | 3, 4yd Dumpsters | Monday - Friday |

Exhibit J1.8 Stormwater Management Support Documents - Reserved

Exhibit J1.9 NCMMS Data Reports - Reserved

Exhibit J1.10 Energy and Water Performance Targets

This document presents the Energy and Water Operational Performance Targets for **the Department of Transportation Building**. The energy and water performance targets established will be reviewed and revised as appropriate for each **twelve (12) month** period. These targets must be achieved while simultaneously fulfilling all of the requirements of this contract.

Energy and water targets are established for every consecutive 12-month period. For example, assuming a 3% target, a contract beginning in July would require a 3%

energy reduction targets and adjusted based on specific building conditions including:

- " Above or below average performance in recent years
- " Large construction projects interfering with normal operations
- " Prolonged severe weather
- " Changes in tenant mission resulting in higher overtime utility usage
- " Building population and work schedules

Energy & Water Reporting Metrics

The standard unit of measure for energy usage is BTU/GSF, calculated by adding all of the energy usage at the facility over the past **twelve (12)-months**, converting it to % (GSF).

The standard unit of measure for water usage is GAL/GSF calculated by adding all of the domestic water usage at the facility over the past **twelve (12)-months** and dividing

Energy & Water Usage History: (information is not yet available on EUAS.)

| Fiscal Year | Energy Usage (BTU/GSF) | Water Usage (Gal/GSF) | Comments |
|-------------|------------------------|-----------------------|---|
| 2020 | xx,xxx | xx,xxx | @ @add specific info to explain any significant disparity if known ie significant decrease due to high vacancy rate or increase due to leak |
| 2019 | xx,xxx | xx,xxx | |
| 2018 | xx,xxx | xx,xxx | |
| 2017 | xx,xxx | xx,xxx | |

Energy Performance Target

The energy performance target for FY 2021 for this location is based on a percentage reduction of @@ (insert % reduction target) R Y H U W K H S U L R U \ H D U ¶ V X V D J H to a BTU/GSF performance target for this location of @@ (insert performance target XX,XXX) for FY 2021.

Water Performance Target

The water performance target for FY 2021 for this location is based on a percentage reduction of @@ (insert % reduction target) R Y H U W K H S U L R U \ H D U ¶ V X V D J H to a GAL/GSF performance target for this location of @@ (insert performance target XX,XXX) for FY 2021.

Performance Monitoring

7 K H F R Q W U D F W R U ¶ V H Q H U J \ D Q G Z D W H U R S H U D W L R Q D O S H to the monthly progress reports and shall be trended against prior month(s), prior season and(s), and prior year(s). GSA recognizes there are factors/events that will impact the overall building energy performance, and some of these are outside the & R Q W U D F W R U ¶ V F R Q W U R O K D Y L Q J E R W K Q H J D W H S Y H D Q G S Z L O O E H F R Q V L G H U H G E \ * 6 \$ L Q H Y D O X D W L Q J W K H & R Q W U D S H U I R U P D Q F H , W L V W K H & R Q W U D F W R U ¶ V U H V S R Q V L E L O L V summaries of findings and recommendations to GSA for issues that impact the EX L O G L Q J ¶ V H Q H U J \ S H U I R U P D Q F H

Exhibit J1.11 Energy and Water Efficiency Monthly Report

1.0 General: This energy and water efficiency report is to be completed per the requirements of Exhibit J1.2, of the O&M services contract. The Contractor shall use this report template and submit completed reports as part of the monthly report to the Property Manager.

2.0 Energy and Water Efficiency Reporting Template

The Contractor shall use this template to complete the energy and water efficiency report

6 HFWLRQV IRU 3 & RQWUDFW , QIRUPDWLRTO GSA Q3 & RQWUDFW
0DQDJHU VKDOO FRPSOHWH WKH 6HFWLRQ 3*6\$ 5HYLHZ DQG

Contract Information

Contract Number:

Report Prepared by:

Building Information

Building Number: (if the building is part of a combined facility use the facility level data)

Building Name:

Building GSF:

Energy Technology & Analytic Tools Available at this Building:

Advanced Meters (Note that while a building not might have GSA called advanced meters, many utility companies provide advanced metering that should be used): yes/no

GSA Link: yes/no

Renewable Energy Systems: yes/no (describe)

Most Recent Energy Audit: yes/no (date)

Annual Performance Target

7 R E H I L O O H G R X W D W W K H E H J L Q Q L Q J R I W K H & R Q W U D F W
until the end of contract).

| | Energy | Water |
|---|-------------------------------|----------------------------------|
| TARGET Annual Usage | XX,XXX BTU/GSF | X.X Gal./GSF |
| TARGET Annual Usage Variance | + / - 5% of target BTU/GSF | + / - 5% of target Gallon/GSF |
| ACTUAL Annual Usage | XX,XXX BTU/GSF | X.X Gal./GSF |
| Actual Usage is Within Target Variance (yes/no)? | Yes / no | Yes / no |

ACTUAL Annual Usage, Previous Year

XX,XXX BTU/GSF

X.X Gal./GSF

Actual Usage is Improving Relative to Previous Year (yes/no)

Yes / no

Yes / no

If actual energy or water usage is not within target variance, please provide narrative justification:

If actual energy or water usage is not improving relative to previous year, please provide justification:

Monthly Utility Bill Reporting
(To be filled out monthly)

| | | | Actual Usage for | | Difference Between This Year & Previous Year | |
|-------------------|--------------------------------------|---|-----------------------|--------------------------|--|-----------------------|
| Purchased Utility | Recommended Reporting Unit | Current Billing Cycle Ending Month ^a | Current Billing Cycle | Same Month Previous Year | Actual Units | Percentage Difference |
| Electricity | kWh | | | | | |
| Electric Demand | Peak kW | | | | | |
| Natural Gas | 100 Cubic Feet (Therms) ^b | | | | | |
| Steam | MLB / mmBTU | | | | | |

| | | | | | | |
|---------------------------------------|----------------------|--|--|--|--|--|
| Chilled Water | Ton-Hours | | | | | |
| Other Energy ^c | | | | | | |
| Total Energy Usage mmBTU ^d | | | | | | |
| Domestic Water | Gallons ^e | | | | | |

- Current cycle ending month refers to the most recent month for which data is available. EUAS and utility invoices are typically not available until 45 days after the end of the reporting period. E.g. June data is available around August 15th
- EUAS data is reported in cubic feet. 100 cubic feet = 1 CCF = 1 Therm
- Other energy can refer to biomass or other purchased utilities that should add to show total building energy consumption
- Total mmBTU = $(3,413 \times \text{kWh} + 1.031 \times 100 \text{ Cubic Feet} + 1,000,000 \times \text{MLB} + 12,000 \times \text{Ton-Hours}) / 1,000,000$
- Water is sometimes billed on quarterly (3 month) intervals. If water is billed quarterly, use the total quarterly value from the most recent quarter available

Renewable Energy Production
(If applicable, to be filled out monthly)

| Energy Output | | | | Difference Between This Year & Previous Year | | |
|--------------------|----------------------------|---------------|---------------|--|--------------|-----------------------|
| System | Recommended Reporting Unit | Current Month | Current Month | Same Month Previous Year | Actual Units | Percentage Difference |
| Solar Photovoltaic | kWh | | | | | |
| Solar Hot Water | mmBTU | | | | | |
| Wind | kWh | | | | | |

| | | | | | | |
|------------|-------|--|--|--|--|--|
| Geothermal | mmBTU | | | | | |
| Other | Other | | | | | |

Discussion & Analysis
(To be completed monthly)

Are there any significant (>15%) increases in energy or water usage?

No:

Yes:

If yes, what is the cause

Are there any significant decreases or improvements in energy or water usage?

No:

Yes:

If yes, what is the cause? Is it something that be replicated across more GSA buildings

If applicable, are there any significant change renewable energy production No:

Yes:

If yes, what is the cause

Please describe any planned adjustments to operations or physical changes to the building (by the Contractor, a project, or at the request of tenants) since the last report that may result in improved energy or water efficiency.

Please describe any planned adjustments to operations or changes made to the building (by the Contractor, a project, or at the request of tenants) since the last report that may result in increased energy or water usage.

Were planned adjustments from the last report implemented?

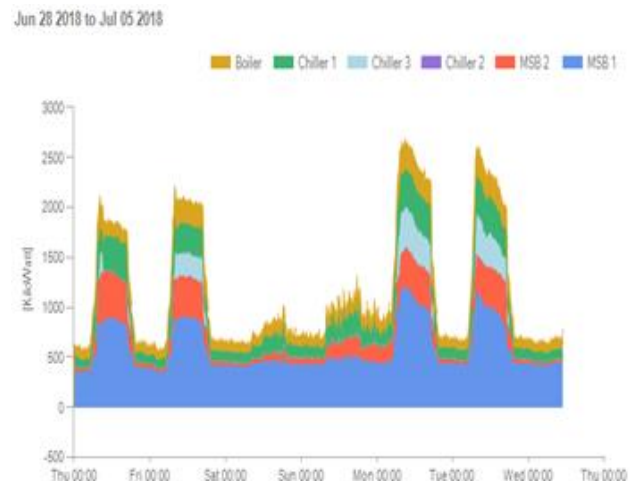
Advanced Meter Analysis

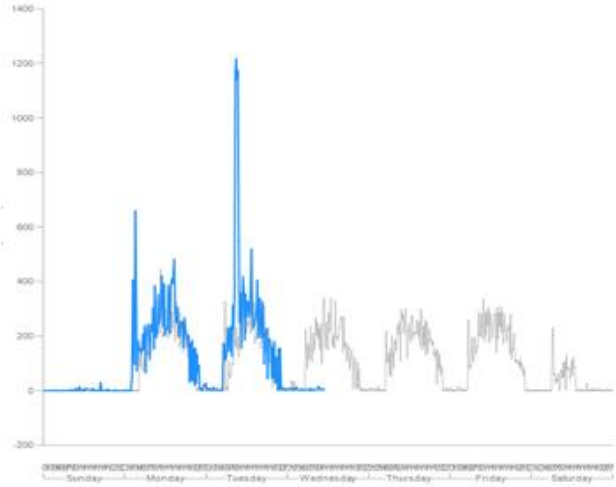
(To be completed monthly. If advanced meters including utility provided meters are not available for this building, skip to the next Section.)

Electric Demand Profile (example)



Electric Sub-Meter Demand Profile (example)



| | |
|-------------------------------------|--|
| <p>Steam Demand Profile</p> | <p>Gas Demand Profile</p> |
| <p>Chilled Water Demand Profile</p> | <p>Domestic Water Demand Profile (example)</p>  |

System & Efficiency Checks (To be completed monthly)

Are advanced meters functioning properly (i.e. are any meters not communicating or reporting data or reporting faulty data)?

Yes _____ No _____ Malfunctioning meters reported to regional metering point of contact _____

Is GSA Link functioning and are Sparks being addressed?

Malfunctioning GSA Link reported
Yes _____ No _____ to regional point of contact _____

Are space temperatures set at 72 degrees F ~~2~~ degrees F for heating mode?

If no, are there plans to adjust
Yes _____ No _____ temperatures to the desired range? _____

Are space temperatures set at 75 degrees F ~~3~~ degrees F. for cooling mode?

If no, are there plans to adjust
Yes _____ No _____ temperatures to the desired range? _____

Are the night and weekend set back temperatures set to no more than 65° in the winter and no less than 90° in the summer?

If no, are the night/weekend setback
Yes _____ No _____ temperatures at the level that promote maximum energy savings without disrupting comfort? _____

Are holiday schedules verified for upcoming holidays?

If no, are there plans to verify or add holiday
Yes _____ No _____ schedules? _____

Is the optimum start / stop sequence programmed into the building automation system?

If no, are there plans to
Yes _____ No _____ implement optimum start/stop? _____

Is there a chilled water reset programmed into the chiller controls?

| | | | | | |
|-----|-------|----|-------|---|-------|
| Yes | | No | | If a chilled water reset schedule available, but not in use, is there a plan to implement it? | |
| | _____ | | _____ | | _____ |

Is there a hotwater reset programmed into the boiler controls?

| | | | | | |
|-----|-------|----|-------|---|-------|
| Yes | | No | | If a hot water reset schedule available, but not in use, is there a plan to implement it? | |
| | _____ | | _____ | | _____ |

Are the AHU schedules correctly programmed into the BAS and for the shortest possible time maintain temperatures for the spaces served?

| | | | | | |
|-----|-------|----|-------|----------|-------|
| Yes | | No | | Comments | |
| | _____ | | _____ | | _____ |

Are AHUs currently allowed to cycle off near the end of the day so building temperatures can be cooled down?
3 F R D V W ' "

| | | | | | |
|-----|-------|----|-------|----------|-------|
| Yes | | No | | Comments | |
| | _____ | | _____ | | _____ |

Are computer room temperature set points 78 degrees or higher, and are overtime utilities being collected for this space?

| | | | | | |
|-----|-------|----|-------|----------|-------|
| Yes | | No | | Comments | |
| | _____ | | _____ | | _____ |

If applicable, have steam traps been inspected and, if needed, rebuilt prior to the heating season?

Yes _____ No _____ If no, are there plans to inspect and rebuild steam traps _____

If applicable, have boiler efficiency tests been scheduled and performed in October November?

Yes _____ No _____ If no, are there plans to schedule tests? _____

Have advanced meters and/or leak detection sensors been checked for signs of water leak

Yes _____ No _____ Comments _____

If applicable, have cooling towers been checked for signs of leaks or excessive drift?

Yes _____ No _____ If no, are there plans inspect cooling towers? _____

GSA Review & Concurrence

GSA1, GSA Reviewing
Official:

GSA2, Date Reviewed:

GSA3, Comments:

EXHIBIT J1.12 RECYCLING AND WASTE DATA CAPTURE SHEET

Building Operations Recycling and Waste Data Capture Sheet

| | |
|-----------------------|--|
| Contractor: | |
| Reporting Date Range: | |

| Recycling & Waste Hauler Company Information | |
|--|--|
| Point of Contact: | |
| Company Name: | |
| POC Phone#: | |
| POC Email: | |
| Disposal Site Address: | |

| Waste Type | Waste or Hauling Company | Recycled Pounds | Recycled Tons | Compost Tons | Trash Tons | Recycled Volume | Compost Volume | Trash Volume | Cost/ Sales |
|--------------------|--------------------------|-----------------|---------------|--------------|------------|-----------------|----------------|--------------|-------------|
| Trash | | - | - | - | 0 | - | - | 0 | 0 |
| Paper | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Cardboard | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Glass | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Plastic | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Metal | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Wood | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Lamps | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Printer Cartridges | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Batteries | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Landscaping Debris | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Electronics | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Elec/Mech/Lighting | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |

| | | | | | | | | | |
|-------------------------|---|---|---|---|---|---|---|---|---|
| Equip. | | | | | | | | | |
| Food Waste | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Used Oil/Kitchen Grease | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Other | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Other | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Other | | 0 | 0 | 0 | - | 0 | 0 | - | 0 |
| Total | - | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

J2.0 Elevator Maintenance Exhibit Section

Exhibit J2.1 Equipment to be Maintained and Repaired

Elevator Equipment Information

The inventory provided herein represents the most accurate and current record of equipment and systems, however the offeror is responsible to verify the accuracy of this information with on-site inspections prior to proposal submission. The building and equipment statistics contained herein are for informational purposes only and in no way modify the requirements of FAR 52.237-1, Site Visit. Offerors are cautioned to inspect the building and equipment prior to submitting their offers.

| Department of Transportation Headquarters DC0689ZZ | | | | | |
|---|-----------------|------------------|--------------|--------------|-------------------|
| NUMBER OF ELEVATOR | NUMBER OF STOPS | TYPE OF ELEVATOR | MANUFACTURER | SPEED IN FPM | TYPE OF OPERATION |
| 8 | 9 | Passenger | ThyssenKrupp | 350 | Traction |
| 6 | 10 | Passenger | ThyssenKrupp | 450 | Traction |
| 2 | 12 | Freight | ThyssenKrupp | 450 | Traction |
| 9 | 8 | Passenger | ThyssenKrupp | 350 | Traction |
| 2 | 3 | Passenger | ThyssenKrupp | 350 | Traction |
| 2 | 10 | Freight | ThyssenKrupp | 350 | Traction |
| 8 | 3 | Passenger | ThyssenKrupp | 150 | Hydraulic |

Exhibit J2.2 Performance Standards

General Performance Standards

The contractor agrees to maintain, at all times, the minimum performance requirements for the elevator equipment and comply with all documentation requirements of the Maintenance Control Plan.

| Location: Department of Transportation Headquarters 1200 New Jersey Avenue, SE; Washington DC-20003 DC0689ZZ | | | | | | |
|--|--|--------------------------------|-------------------------------------|---------------------------------|---------------------------------|---------------------------------|
| Elev. No | Mean Time Between Service Calls (Days) (A) | Performance Time (Seconds) (B) | Door Closing Force (Ft/lbs Max) (C) | Door Opening Time (Seconds) (D) | Door Closing Time (Seconds) (E) | No Load Running Speed (FPM) (F) |
| 1-8 21 26 2935 | @ @ | @ @ | @ @ | @ @ | @ @ | 350 |
| 11-18 | @ @ | @ @ | @ @ | @ @ | @ @ | 450 |
| 9, 10, 19, 20, 27, 28, 36, 37 | @ @ | @ @ | @ @ | @ @ | @ @ | 150 |

- The mean time between service calls for each elevator, or bank of elevators, as computed for the previous year shall be the minimum performance standard for WKH IROORZLQJ \H DU 7KH 3PHDQ WLP H' EHWZH HQ VHU remain unchanged.
- The performance time is measured from the start of door closing until the doors are $\frac{3}{4}$ open at the next successive floor regardless of travel.
- The door closing force of each elevator shall be measured as recommended in the ASME A17.2 Guide for Inspection of Elevators, Escalators and Moving Walks.
- Door opening time is measured from the start of motion until the doors are in the fully open position.
- The door closing time is measured from the start of motion until the doors are in the fully closed position.

6. The no load running speed in the up and down direction of each elevator will be measured. The speed will be measured while the car is traveling from terminal floor to terminal floor.

2. Additional Performance Standards

1. Door Dwell Times - Door dwell times shall be maintained within the parameters which comply with the Americans with Disabilities Act.
2. Door Operation - Door operation shall be quiet and positive with smooth checking at the extremes of travel.
3. Ride Quality - The contractor shall maintain a comfortable elevator ride with smooth acceleration, deceleration and a soft stop.
4. Stopping Accuracy - The elevators shall stop within +/- ½ inch of the floor.
5. Service Calls - The occurrence of more than **one (1)** service call per elevator per month will require a corrective action plan by the Contractor.
6. Downtime - An individual elevator shall not be out of service for more than **two (2)** consecutive workdays without the advance approval of the COR.

Exhibit J2.3 References and Publications

J2.3.1 General

Publications applicable to this Performance Work Statement (PWS) are listed below. The Contractor shall be guided by and is obligated to follow these publications to the extent that he/she performs specific and general work related tasks which are governed by these publications. The publications are the recommended regulations, standards, and codes for job accomplishment. However, they are not absolute and other approaches will be considered. When deviations from this list are proposed, the offerors are required to explain their rationale for such deviation to the CO and their designee immediately.

J2.3.2 Changes

It is the responsibility of the Contractor to act on any supplements or modifications to the listed publications during the life of this contract, when they are provided by the CO or their designee and action is requested in writing. Prior to implementing any action to a revision, supplement, or modification that will result in an increase or decrease in contract price, the Contractor shall submit to the CO a price proposal for such change and obtain written direction when and if he/she is to implement the new requirements. The new requirements will become a contract modification when they are agreed upon in writing by the Contractor and the Government.

| PUBLICATION | TITLE | DATE | PORTION |
|------------------|--|----------------------|---------|
| 29 CFR Part 1900 | OSHA General Industry Standards | CURRENT | ALL |
| ADM P 5940.1A | GSA Occupational Safety and Health Program | September 11, 2003 | ALL |
| PBS P 5850.1B | Buildings Maintenance Management Handbook | Rev. April 1992 | ALL |
| 40 CFR | Clean Air Act | July 1992 | ALL |
| ASME A17.1 | American Society of Mechanical Engineers Safety for Elevators and Escalators | Most current Edition | ALL |
| | (O H Y D W R U , Q G X V W U \) L H O G http://safety.elevatorworld.com/pdf/SHandbook.pdf | Most Current Edition | ALL |
| NFPA 70 | National Electrical Code | Current | ALL |

| | | | |
|----------------------|--|---------|------------|
| | | Edition | |
| Public Law 94 580 | Resource Conservation and Recovery Act (RCRA) | 1976 | Subtitle F |

| | | | |
|--|--|------------------|-----|
| Executive Order 13834 | Efficient Federal Operations https://www.fedcenter.gov/programs/eo13834/ | May 2018 | ALL |
| | Recovered Materials Advisory Notices (RMAN) | N/A | ALL |
| | USDA Biobased Products List http://www.biopreferred.gov/ | N/A | ALL |
| Comprehensive Procurement Guidelines (CPG) | http://www.epa.gov/epawaste/conserve/tools/cpg/ | N/A | ALL |
| OFPP Letter 92 | Procurement of Environmentally Sound and Energy Efficient Products and Services | November 2, 1992 | ALL |
| NFPA | National Fire Codes | Current Edition | ALL |
| NFPA 30 | Flammable and Combustible Liquids Code | Current Edition | ALL |
| ASME QE1 | Standard for the Qualification of elevator Inspectors | Current Edition | ALL |
| ASME A18.1 | Safety Standard for Platform Lifts and Stairway Chairs | Current Edition | ALL |
| ASME A17.2 | Checklist for Inspection of Electric Elevators, Checklist for Inspection of Hydraulic Elevators, Checklist for Inspection of Escalators and Moving Walks | Current Edition | ALL |

| | | | |
|--|---------------------------|------|-----|
| Contractor Performance Assessment Reporting System (CPARS) | | N/A | ALL |
| Public Law 95-9 | Privacy Act | 1974 | ALL |
| Energy Act of 2005 | Energy Policy Act of 2005 | 2005 | ALL |

Exhibit J2.4 Contractor Submittals/Deliverables Chart

All reports, plans, schedules and other submittals provided by the Contractor are subject to approval by the CO or their Designee.

7 KH & R Q W U D F W R U L V U H T X L U H G W R S H U I R U P L Q D F F R U G
S O D Q V D Q G V F K H G X O H V R U D V G L U H F W H G E \ W K H & 2 R U W K
3 ' H O L Y H U D E O H V ' V X E P L W W D O V D U H D S S U R Y H G E \ W K H & 2

2. The Contractor is required to submit deliverables and reports to the CO or their designee at specified times throughout the life of this contract. Submission of deliverables and reports are considered critical to the successful completion of all contractual requirements. The following milestone chart lists deliverables and reports which must be provided by the Contractor and the respective due dates. Please note the frequencies indicated do not reflect any updates to submittals that may become necessary during the term of the contract.

3. The following chart is provided for reference only. It does not define all requirements of the contract, only those submittals and some of the documentation requirements for ease of administration. Any inconsistencies between this chart and section C shall default to the language contained in section C.

| ITEM | DUE DATE | REFERENCE | |
|---|--|----------------|-----------------|
| Scheduled periodic maintenance for Elevators and Escalators | Within five (5) calendar days prior to the contract starting date. Review DOVR 5 H T X L U H P H | Section C.2.15 | COR or designee |

| | | | |
|--|--|--|--|
| | same section f additional info | | |
| Maintenance Control Plan | Fifteen (15) Days After Award or by Contract Start whichever is earlier | Section C.1.2.40 | |
| Listing of Equipment or system not operational by the official time of the occupants | 8:00 a.m. that day | Section C.2.2.3 Operation of Equipment | |
|) L U H I L J K W H U ¶ V (I Test | Monthly | Section C.2.2.11 Elevators with Firefighter Emergency Operation | |
| Emergency Phone Operating | Monthly | Section C.2.8.2 Adjustments and Tests, Paragraph d | |
| Subcontracting Plan | Prior to Award | Section M.4 Special Standard(s) of Responsibility (b) Subcontracting Plan | |
| Resumes for Contract Managers, Supervisors and Employees | Prior to Assignment to Contract, but Not Later Than Ten (10) Days After Award | Section C.1.9.1 Personnel | |
| Resumes for Replacement Employees | Prior to Reassignment of Personnel | Section C.1.9.1 Personnel | |
| License for Elevator Mechanic | Five (5) Days After Award | Section C.1.9.1 Personnel | |
| Communication System | Five (5) Days After Award | Section C.1.9.1 Communication Equipment | |

| | | | |
|--|---|--|--|
| Metal Waste Containers | Start of contract | Section C.2.5.3 Metal Waste Containers | |
| Safety Data Sheets | Five (5) Days After Award | Section C.1.40.15.1 Safety Data Sheets | |
| Inventory of Products | Five (5) Days After Award | Exhibit J.6.2 7.5.2.15 | |
| Accounting of Government Property | Five (5) Days After Request or at expiration or termination of contract | Section C.2.6.1 Government Property | |
| Name of Inspector and Evidence of Certification | Five (5) work days prior to inspection | Section C.2.8.1 Elevator/Escalator Safety Inspections | |
| Notification of Upcoming Inspection | Five (5) work days prior to inspection | Section C.2.8.1 Elevator/Escalator Safety Inspections | |
| Written Report of Inspection | Ten (10) Days After inspection | Section C.2.8.1 Elevator/Escalator Safety Inspections | |
| Signed GSA Form 55 (Certificate of Elevator Inspection) and GSA Form 55A (Acknowledgement of Elevator Inspection (or forms that are equivalent)) | Ten (10) Days After inspection | Section C.2.8.1 Elevator/Escalator Safety Inspections, Paragraph d | |
| Results of all Tests Performed | Ten (10) Days After Inspection/Test | Section C.2.8.1 Elevator/Escalator Safety Inspections, Paragraph c | |
| Uniforms | Start of Contract | Section H.16 Uniforms | |
| Service Call Log | Five (5) work days after end of month | Section C.1.24 | |
| Monthly Progress Report | Five (5) work days after end of month | Section C.1.24 | |

| | | | |
|---|---|---|--|
| Quality Control Plan (QCP) | With Initial Offer and As Updated | Section C.1.2.56 | |
| Roles and Responsibilities of Personnel and Roster | With QCP | Section C.16.1 Quality Control Plan c. Roles and Responsibilities Key Personnel | |
| Quality Control Inspection Reports and Other Documentation | With Monthly Reports | Section C.1.9.5 | |
| QCP Progress Report (Self Evaluation) | Within Five (5) days of end of quarter | Section C.1.24 | |
| Strike Contingency Plan | With QCP | Section C.1.9.5 | |
| Contractor Emergency Plan | With QCP | Section C.1.9.5 | |
| Contract Closeout Examination | No Later Than sixty (60) days before contract expires | Section E.7 Contract Closeout Examination | |
| Notification of Completion of Existing Deficiency Repairs | Before Contract Expires | Section E.7 Contract Closeout Examination | |
| Method of Payment Information | Five (5) Work Days after Award | Section G.2 Method of Payment | |
| HSPD-12 Security Clearance Required Forms | Fourteen (14) Work Days After Provided by Government | Section H.4.6 Suitability Determinations | |
| Certification and Estimate of Percentage of Recovered Material Content for EPA Designated Items | At Contract Completion | Section H.22.5 Affirmative Procurement Program | |

| | | | |
|---|---------------------------------------|--|--|
| Interim Annual Report including percentage of post-consumer material contents | No later than November 1 of each year | Section H.22.5 Affirmative Procurement Program | |
| Contractor Pandemic Plan | Thirty (30) days after start of work | Section H.2 Contractor Pandemic Plan | |

Exhibit J2.6 Quality Assurance Surveillance Plan (QASP)

**Department of Transportation Headquarters
Elevator Maintenance and Related Services
Quality Assurance Surveillance Plan (QASP)**

| | | | |
|------------------------|--|----------------|--|
| Contractor Receipt | | | |
| Contractor | | Date Received | |
| OnSite Supervisor | | Date Received | |
| GSA CO Acceptance | | | |
| Contracting Officer | | Date Accepted | |
| GSA COR Annual Reviews | | | |
| COR | | Date Approved | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |

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Section 1 - Contract Information

| | | |
|-----|------------------|------------|
| 1.1 | Contract Number: | @ @ Number |
|-----|------------------|------------|

| | | |
|------------------------|-------------------------------------|---|
| 1.2 | Service Type: | Elevator Maintenance and Related Services |
| Location Information | | |
| 1.3 | Location | Department of Transportation Headquarters |
| | | 1200 New Jersey Ave, SE, Washington, DC 20003 |
| | | DC0687ZZ |
| 1.4 | Issue Date: | @ @ month/day/year |
| 1.5 | Expiration Date: | @ @ month/day/year |
| Contractor Information | | |
| 1.6 | Contractor: | @ @ Company Name |
| | | @ @ Street address |
| | | @ @ City/State/zip code |
| 1.7 | Contractor Contact: | @ @ Name |
| | | @ @ Office: phone number |
| | | @ @ Fax: phone number |
| | | @ @ email address |
| 1.8 | Contractor On-Site Project Manager: | @ @ Name |
| | | @ @ Office: phone number |
| | | @ @ Fax: phone number |
| | | @ @ email address |
| GSA Information | | |
| 1.9 | Contracting Officer: | @ @ Name |

| | | |
|------|--|--------------------------|
| | | @ @ Office: phone number |
| | | @ @ Fax: phone number |
| | | @ @ email address |
| 1.10 | Contracting Officers Representative (COR) | @ @ Building name |
| | | @ @ Name |
| | | @ @ Office: phone number |
| | | @ @ Fax: phone number |
| | | @ @ email address |
| 1.11 | Alternate Contracting Officers Representative (ACOR) | @ @ Building name |
| | | @ @ Name |
| | | @ @ Office: phone number |
| | | @ @ Fax: phone number |
| | | @ @ email address |

Section 2 - Purpose/Objective

2.1 This Quality Assurance Surveillance Plan (QASP) is designed to provide the General Services Administration (GSA) with an effective surveillance method of monitoring and evaluating the Contractor's performance under a Performance Work Statement (PWS) for Elevator Maintenance and Related Services.

2.2 In accordance with Federal Acquisition Regulation (FAR) Part 37.601, performance-based Contracting methods are intended to ensure that the required performance quality levels are achieved and that the total payment is related to the degree that V H U Y L F H V S H U I R U P H G R U R X W F R P H V D F K L H Y H G P H H W & R Q V quality assurance is to ensure that the Contractors are achieving the quality levels established in the Elevator Maintenance and Related Services Contracts and focuses R Q W K H & R Q W U D F W R U V ¶ 4 & 3 * 6 \$ S H U L R G L F D O O \ Y D O L G D W H maintenance control programs by reviewing such areas as the Contractors' inspection forms, service request logs and tenant satisfaction surveys.

Section 3 - Roles and Responsibilities of Government Officials

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

3.1 Contracting Officer (CO) ±The CO has overall responsibility for the administration of this contract. The CO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. However, the CO may delegate certain other responsibilities to authorized Government representatives. The CO has overall responsibility for overseeing the Contractor's performance. The CO shall be responsible for monitoring the Contractor's performance in the areas of Contract compliance and Contract administration. The CO will review the COR or designee's

ZULWWHQ LQVSHFWLRQV DQG DVVHVVPHQWV RI WKH & RQWU
discrepancies that may arise between the Contractor and COR or designee. In addition, the CO shall use the Contractor Performance Assessment Reporting System (CPARS)
WR GRFXPHQW WKH & RQWUDFWRU¶V SHUIRUPDQFH

& RQWUDFWLQJ 2ILFHU¶V- The COR or designee is appointed by letter from the CO. CORs or designees are the primary Government representatives for the administration of the Contract. The COR is trained and experienced in administering contracts, but does not have the authority to modify contracts. The COR is well versed and proficient with respect to contract specifications, terms, and conditions. The COR or designee is responsible for reviewing contract required submittals and deliverables, including but not limited to; supervisory resumes, security clearances, quality control plans, etc. The COR or designee is responsible for implementing this plan, including but not limited to; monitoring, assessing, inspecting, recording, and reporting on the performance of the Contractor. In addition, the COR or
GHVLJQHUV VKDOO XVH WKH & 3\$56 WR GRFXPHQW WKH & RQWU

\$OWHUQDWH & RQWUDFWLQJ- The ACOR is appointed by letter from the CO. ACORs are trained and experienced in administering contracts, but does not have the authority to modify contracts. The ACOR is well versed and proficient with respect to contract specifications, terms, and conditions. The ACOR assists the COR in implementing the QASP and performing contract administration duties as described in Section 3.2. In the absence of a COR, ACORs assume primary contract administration responsibilities.

Section 4 - Partnering

4.1 In order to have an effective contract administration program that also ensures a successful business relationship between GSA and @@ Company Name, all parties involved in the service delivery process must work as a team, foster open and honest communication at all times. Close coordination and active cooperation on a continuous

basis between the contractor and those representing the Contracting Officer are necessary to ensure a clean, safe, healthy work environment, and a well operated and maintained building elevator.

Section 5 - GSA/Contractor Meetings

5.1 An initial step in avoiding disputes and claims is to settle minor problems and PLVXQGHUVWDQGLQJV DW WKH ORZHVW SRVVLEOH OHYHO representative will meet with the COR or her/his representative and have meetings as needed to resolve contract issues or review building projects. Partnering meetings will be as often as necessary at the discretion of the COR, but not less than every six months. COR will meet as needed with the Contract Project Manager to review service requests, repairs, inspections and testing status. A mutual effort will be made to resolve all problems identified during these meetings.

5.2 Specific topics to be addressed by the COR or their representative during the partnering meetings will determine contractor responsiveness and may include such areas as: effectiveness of QCP; compliance with the MCP; logs and record keeping; performance evaluation; corrective action plans; proposal submittals for extra services; and the management of subcontractor problems impacting overall contract performance/service delivery.

5.3 The minutes of GSA/Contractor meetings should provide a sufficient performance data record to make sound business decisions when considering contract renewal or new contract awards. The written minutes of all meetings (prepared by the COR or designee) will be signed by ## & RPSDQ\ 1 On-Site Supervisor and the COR. Should @@ Company Name not concur with the minutes, @@ Company Name will identify any areas of non-concurrence in writing to the CO within **five (5) business days** of receipt of the signed minutes. The COR will keep a copy of all minutes and include them in the official contract file.

Section 6 - Performance Evaluation

Both the contractor and the Government, at the time of contract award, have agreed upon all terms and conditions as stated in the contract. During the life of the contract, contractor performance will be documented by means of the Contractor Performance Assessment Reporting System (CPARS), written inspections, minutes of meetings, GSA/customer surveys, records and emails, which will be retained as part of the official FRQWUDFW ILOH \$OO DVSHFWV RI WKH FRQWUDFWRU¶V SH evaluation to include but not limited to; adherence to contract specifications, management of contractor employees and subcontractors, cost proposals (best price and value), quality of work by the contractor and subcontractors and relationship working with GSA.

Section 7 - Effectiveness of Quality Control

7.1 The COR will assess the effectiveness of the contractor's Quality Control Plan through review of reports required of the contractor, service delivery information, customer interaction, and by means of GSA inspections.

\$ O O D V S H F W V R I W K H F R Q W U D F W R U ¶ V 4 X D O L W \ & R Q W U
to include but not limited to: quality and craftsmanship of work, timeliness, positive appearance and attitude of employees, contract compliance, employee training, company safety program, and customer/tenant satisfaction.

7.2 - Service Delivery

7.2.1 The quality and timeliness of @@ Company Name's performance of the Maintenance Control Plan and service call responses will be used to assess the overall service delivery. The Contractor's service call program shall document requests for service and responses. The contractor shall make the service call records available for inspection by the CO or their designee at all times. If the Contractor has online or electronic systems for tracking maintenance or service call records, they shall provide access to GSA at no additional charge.

7.2.2 If the contractor's performance remains less than satisfactory or fails to adhere to the contract specifications, Contract Section E.6 will apply.

7.3 - Methods of Surveillance

7.3.1 GSA representatives (COR, ACOR, PM) will make tours and inspections of the elevators and other areas covered by this contract to ascertain the level of service being performed. T K H U H P D \ E H F D V H V Z K H U H L W L V D G Y D Q W D J H R X V W
supervisor participate in an inspection to limit misunderstandings and/or achieve on the spot correction of deficient services. The contractor will be informed of any unacceptable work or discrepancies by the Elevator Inspection Tool (Exhibit J2.6 Section 13).

7.3.2 Monthly Elevator Inspections ± Department of Transportation Headquarters Machine rooms, elevator cabs, elevator equipment and hoist ways areas will be inspected on a monthly basis. The contractor will be immediately informed of any critical discrepancies by a service request called into them. All areas can be inspected at any time or as needed or during normal walk through.

7.3.2.1 Safety Inspection Schedule: All tests, as required by ASME A17.1, shall be performed as stated below and witnessed by an independent certified inspector. The schedule for Safety Inspections is spelled out in the contract. This is not a recommendation and must be adhered to.

7.3.3 100% Inspections: 100% inspections will be completed on all delivery orders (GSA Form 300) issued by the Contracting Officer and documented on GSA Form 3025 and

submitted for partial or full payment for work completed.

7.3.4 Tenant Satisfaction Surveys: GSA conducts surveys for all tenants in Government-owned buildings. These surveys gather important data in many areas, including specific categories pertaining to the operation and maintenance of GSA's buildings. The surveys provide GSA with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There DUH YDULRXV PHDVXUHV WKDW FDQ EH WDNHQ VXFK DV UH obtaining further feedback from the tenants, or sharing the scores with the Contractor to establish a plan of action.

7.4 - Quality Assurance Forms and Reports

7.4.1 Inspection/Documentation: The GSA Elevator Inspection Form will be used to document and evaluate the Contractor's performance. The COR will evaluate each event in accordance with the performance standards and performance requirements stated in the PWS All tasks that are considered to have unacceptable performance will be substantiated and documented on the GSA Elevator Inspection Form. The form will be completed and submitted to the Contractor within **two (2) business days**. The form will be signed by the COR and/or the inspector as applicable and the contractor will sign/ acknowledge receipt of the same. The Contractor will return the GSA Elevator Inspection Form identifying the corrective/follow-up action within 5 business days to the COR. If no deficiencies are noted the contractor does not need to sign.

7.4.2 Follow-up Actions: Follow-up action may include correction by the contractor, a proposed deduction for services not received or the work may be performed by other means. Costs for performing services, which are the responsibility of the incumbent FRQWUDFWRU ZLOO EH GHGXFWHG IURP WKH FRQWUDFWRU the Contracting Officer.

7.4.3 Additional documents that the COR deems as useful can be used. All documents relating to the contract and performance will become part of the official COR contract file.

7.5 - Minimum Performance Quality Levels Standards

7.5.1 The minimum performance quality levels are for the contractor to use as a foundation to build on and meet the minimum performance quality level standards of GSA in accordance with Section C.2 of the contract. All elevator equipment shall be maintain G LQ DFFRUGDQFH ZLWK \$60(6DIHW\ &RGH UHTXLUHP UHFRPPHQGDWLRQV WKH (OHYDWRU ,QGXVU\)LHOG (PSO Electrical Code and all other applicable laws, regulations, rules, ordinances, codes. If a conflict arises between these standards, the Authority Having Jurisdiction (GSA) will

determine the appropriate application.

7.5.2 Elevator Machine Rooms, Elevator Hoist ways and Elevator Cabs: Machine rooms, elevator cabs, elevator equipment and elevator hoist ways will be inspected during the monthly inspections and during normal walk through. All aspects of these areas will be inspected to include but not limited to;

7.5.2.1 Housekeeping ±Elevator machinery spaces, hoist ways, elevator cabs, elevator equipment, shops and storage areas will be maintained in a clean (free of grease and oil) and orderly manner. When work is performed in these areas, the Contractor's personnel will clean up all debris and leave the area in a safe and presentable condition. All equipment located within the machinery rooms will be painted as needed to provide a professional and uniform appearance. Painting of equipment will conform to industry standards in terms of color coding and identification. Equipment identification and numbering will be maintained as directed by the CO or designee.

7.5.2.2 Elevator Fire Recall ±) L U H P D Q ¶ V (P H U J H Q F \ 2 S H U D W L R Q Z L O O E tested. This testing will be conducted monthly and results must be documented. Such tests will be conducted in a manner that they do not interfere with the normal operation of the building as determined by the CO or designee. These tests will not result in any additional costs to GSA. The Contractor will maintain a written inspection test log for each group tested and a log of test results will be maintained in the machine room and made available to the CO or their designee and elevator inspection personnel upon U H T X H V W (D F K P R Q W K W K H & R Q W U D F W R U Z L O O V X E M H F W emergency operation to Phase I recall. Phase I recall will be conducted by use of the key switch, and a minimum of one-floor operation on Phase II. The Contractor will correct all deficiencies immediately and provide a report to the CO or designee, detailing the actions taken to correct the deficiencies.

7.5.2.3 Elevator Emergency phones ±Emergency elevator phones will be tested monthly and a log of the test results will be maintained for each elevator. These logs shall be kept in each elevator machine room.

7.5.2.4 Elevator Certificates ±Required elevator certifications will be maintained, current, posted in the elevator car/cab and visual at all times. The contractor will be responsible for obtaining the signed GSA Form 55, Certificate of Elevator Inspection, and GSA Form 55A, Acknowledgment of Elevator Inspection Certification from the elevator inspector. Copies of the signed GSA Forms 55 and 55A will be provided to the CO or designee within **ten (10) business days** after the inspection. GSA Form 55 will be displayed in the elevator car. GSA will provide the certificate forms required for the elevators upon request.

7.5.2.5 Elevator Operation ±Door dwell times will be maintained within the parameters which comply with the Americans with Disabilities Act. The door operation will be quiet and positive with smooth checking at the extremes of travel. The door closing force of

each elevator will operate as recommended in ASME A17.2. The ride quality will maintain a comfortable elevator ride with smooth acceleration, deceleration and a soft stop. The elevators stopping accuracy will stop within +/- ½ inch of the floor.

7.5.2.6 Lighting ±All lighting will be kept in good order and operational at all times in elevator spaces (cars, hoist ways/pits, tops and bottoms of cars). Lighting will also be cleaned periodically as needed or when the light bulbs require replacement or the fixture requires service. All T-8 lighting will be building standard T-8 Philips 25 watt, 4100K. Lighting will be uniformed in tone D S S H D U D Q F H 7 K H & R Q W U D F W R U ¶ V ballasts recycling program for fluorescent tubes and light bulbs (incandescent, halogen, LED) will be in accordance with Environmental Protection Agency (EPA) and GSA standards and will be checked monthly.

7.5.2.7 Storage ±Nothing unrelated to the repair and maintenance of the elevator equipment is permitted to be stored in the elevator machine rooms. Parts and supplies may be stored, but only if appropriate cabinets are used.

7.5.2.8 Egress ±Exit pathways will be free from storage and obstruction.

7.5.2.9 Electrical ±Clearances from electrical equipment will be maintained as required by NFPA 70, the National Electrical Code.

7.5.2.10 Flammable and combustible liquid and material ±Containers will be properly marked and only be stored in approved flammable cabinet and will never be left unattended in any machine rooms. Oily rags will only be disposed of in oily rag containers and emptied at the end of the day. Any supplies to be stored on site such as lubricants, rags, cleaners, etc. will be properly secured in cabinets and labeled as appropriate. Storage will not negatively impact the means of egress, fire protection systems, and emergency lighting; nor, will it significantly increase the amount of combustible material in the machinery space. The Contractor will provide approved metal waste and metal storage containers for flammable and combustible waste associated with the performance of this contract at the contract start. Flammable and combustible waste will be removed from the premises daily. Storage of flammable and combustibles liquids will be limited as much as possible and will conform to the latest edition of NFPA 30, Flammable and Combustible Liquids Code.

7.5.2.11 Safety ±All safety cages, guards, fencing will be kept in good condition and will only be removed for service when the equipment has been properly shut off locked out/tagged out. Breakers will be turned off and will be locked out/tagged out when maintenance is being completed on any elevator equipment with an electrical supply.

7.5.2.12 Signage ±All equipment identification, data plates, and safety warnings will be properly maintained and in good condition at all times. All signage must be in

compliance with the requirements of the ASME A17.1 Safety Code for Elevators and Escalators. Paper signage will only be authorized for a short period of time and must be replaced with an approved permanent sign. The contractor is responsible for the installation of appropriate signage or barricades related to the elevator equipment and/or systems outage, based on best practices of the industry or as directed by the COR. In the event an elevator is shutdown, an "Out of Service" sign will be placed at each call button on all floors when the elevator is the only one servicing that area.

7.5.2.13 Equipment access doors/panels ±All seals on elevator equipment access doors/panels will be properly maintained and replaced as needed when the seal fails or leaks. Latches and hinges will be properly maintained to ensure they function correctly. Care will be taken with secured panels to ensure that proper type screws are used/provided and are not cross threaded or mismatched. Tamper proof screws will not be replaced with non-tamper proof screws.

7.5.2.14 Asbestos Containing Material (ACM) or Presumed Asbestos Containing Material (PACM) may be present on the elevators. The contractor is responsible to maintain the existing asbestos containing material if present, in an intact and/or non-friable condition. Locations of asbestos containing material may include the following:

1. Floor tiles or resilient flooring material inside of the car.
2. Adhesive flooring mastic inside of the car.
3. Sound proofing and waterproofing application on the exterior of the car.
4. Brakes and cable stops.
5. Circuit boards
6. Fire rated car and hoist-way doors.

Section 8 - Routine Service Request

8.1 The Contractor will maintain a service call log which will be available for inspection by GSA at all times. This service call log will be maintained in the elevator machine room. Each month the Contractor will submit the Service Call Log data for the given month as well as a cumulative report for the contract period to the CO and or designee within five business days after the end of each month.

8.2 Service request response involves analysis of the problem and adjustment of operating or monitoring controls or other immediate corrective action. A requirement to perform a repair may result from the analysis stage of a service request. The occurrence of more than **one (1)** service call per elevator per month will require a corrective action plan by the Contractor.

8.3 Service requests will at a minimum contain the following information:

- Name of Caller
- & D O O H U ¶ V \$ J H Q F \ R U D V V R F L D W L R Q
- Description and location of problem
- Time and date call was received.

- Time and date of response to call and/or arrival on site
- Detailed description of the action taken to resolve the problem, including nature of repairs, materials/parts repaired/replaced, testing performed to ensure problem was rectified
- Time and date corrective action was completed

8.4 Failure to Respond to Service Calls may result in deductions at the hourly rate state in the contract for each hour or portion thereof, in **one half an hour (1/2) increments**, which the contractor fails to respond within **two (2) hours** for routine service calls. In addition, the contractor will be held liable for all additional costs which result from the contractor's failure to respond, including any administrative costs incurred, using the Administrative Costs Application (Reference Section E.1.a.ii).

Section 9 - Emergency Service Request

9.1 The contractor will be immediately called and informed of the situation. The COR will also be informed.

9.2 After hour emergencies will be coordinated with the COR to ensure proper authorization of work required to defuse the emergency situation only. Any additional work required after the emergency situation has been resolved will be taken care of during normal business hours.

9.3 All other procedures for routine service requests will be utilized.

9.4 Failure to Respond to Emergency Service Calls may result in deductions at the following hourly rates for each hour or portion thereof, in **one half an hour (1/2) increments**, which the contractor fails to respond within **thirty (30) minutes** for emergency service calls. In addition, the contractor will be held liable for all additional costs which result from the contractor's failure to respond, including any administrative costs incurred, using the Administrative Costs Application (Reference Section E.1.a.ii).

Section 10 - Documentation, Submittals and Deliverables

10.1 All submittals and documents will be completed as outlined in Section C.2 of the contract. Monthly submittals will be submitted to the appropriate building COR within **five (5) business days** from the end of the month.

10.2 The Contractor must ensure that all certificates of training, licenses and permits are current and valid. These documents and other deliverables will be given to the COR before or on the date required by the contract or their expiration.

10.3 Documents, submittals or deliverables not received in a timely manner will reflect QHJDWLYHO\ RQ WKH FRQWUDFWRU¶V SHUIRUPDQFH DQG I taken by the Government.

Section 11 - Receiving Reports

11.1 The COR or designated representative will ensure that the contract file contains a monthly inspection report. On the bottom of the inspection report indicate that services were either satisfactory or other action is pending. The COR will submit GSA form 3025 authorizing full or partial monthly payment to the purchasing agent. Email will be used for this notification.

Section 12 - Subcontractors

12.1 All subcontractors will meet the same requirements as outlined in @@ Company Name ¶ V 4 & 3 D Q G W K L V 4 \$ 6 3 7 K H V X E F R Q W U D F W R U V R Y H U D C reflect directly upon the contractor and the performance of this contract.

12.2 The Government reserves the right to approve or disapprove any subcontractor selected to perform work as stated in Section C.1.43 of the contract.

12.3 Any work rejected due to poor quality or workmanship will be immediately corrected by the subcontractor or contractor at no additional cost to the Government.

Section 13 ±Elevator Contract Inspection Tool

13.1 COR will use a contract inspection tool to ensure the contractor is in compliance with the Elevator Maintenance and Related centered services of this contract. The inspection tool will be used to conduct an initial contract inspection to ensure the contractor has complied with all initial contract requirements, then inspections will be conducted quarterly, semi-annual, and annually to ensure contract compliance. At the end of the contract a close out inspection will be conducted to ensure all contract close-out issues are completed as required.

Exhibit J2.7 Elevator Inspection Form



National Capital Region COR Elevator Inspection Checklist

| | | |
|-----------------------------|------------|------------|
| Building Name and Location: | | |
| Inspection Date and Time: | | |
| Inspected By: | | Signature: |
| Contractors Receipt | Signature: | Date: |

INSTRUCTIONS: If problems are found please note in the comments section.

Lobby and Hallways

| Inspection Item | Yes | No | Comments |
|---|-----|----|----------|
| Hall position indicators work properly | | | |
| Direction indicators work properly | | | |
| Hall stations and buttons are secured and undamaged | | | |
| Hall call buttons light up when pressed | | | |
| When car arrives, chime is clear and audible | | | |
| Elevators respond to calls in reasonable amount of time | | | |
| Entrances are unobstructed and clearly accessible | | | |
| No trip hazards or flooring problems in lobby | | | |

Elevator Car Interior

| | | | |
|--|--|--|--|
| Door reopening device causes doors to stop and reopen | | | |
| Doors open and close smoothly and quickly | | | |
| Door sills and tracks are free of dirt and debris | | | |
| Wall panels, ceiling fixtures, and hand rails are securely in place | | | |
| All car operating panels are secured with no missing screws | | | |
| Car position indicator works properly at all landings, and directional arrows work properly. | | | |
| All call buttons work properly and light up when pressed | | | |

Elevator Car Interior (continued)

| Inspection Item | Yes | No | Comments |
|--|-----|----|----------|
| All car lighting is working properly | | | |
| All access panels are locked and secure | | | |
| Floor covering is secure and does not present trip hazard | | | |
| Elevator inspection certificate is up to date and displayed in frame inside of the car | | | |

Ride Quality

| | | | |
|---|--|--|--|
| Smooth starts, stops, and floor to floor travel | | | |
| No unusual noise or vibration | | | |
| Car levels properly at each landing | | | |

Machine Room (Note: Machine rooms are restricted spaces. Always have qualified elevator personnel with you)

| | | | |
|---|--|--|--|
| Access to machine room is clear and unobstructed | | | |
| Machine room is properly ventilated and temperature within required guidelines | | | |
| Machine room doors are self-closing and self-locking | | | |
| Machine room and machine room access is well lighted | | | |
| All controller cabinets are secured. All enclosure covers are in place. | | | |
| Room is clean and free of debris, and floor is free of grease and oil | | | |
| All outlets have GFCI protection | | | |
| Approved storage cabinets for parts and supplies are provided. Fire cans for oily rags are provided | | | |
| No non-elevator related materials are stored in machine room | | | |
| ABC type fire extinguisher is mounted near door and regularly inspected. | | | |

Documentation

| | | | |
|--|--|--|--|
| Contractor provides monthly reports in compliance with contract requirements | | | |
| Copy of MCP is located in the machine room, and signage indicating location is provided | | | |
| Preventive maintenance logs and service call logs are provided in machine room for each elevator, and is up to date. | | | |
| Fireman's Emergency Operation and Emergency Phone testing logs are provided in machine room and are up to date. | | | |

J3.0 Custodial and Related Services Exhibit Section

Exhibit J3.1 Building Information Sheet - Reserved

Refer to Exhibit J1.7 for the building information sheet.

| |
|--|
| Exhibit J3.2 Quality Assurance Surveillance Plan (QASP) |
|--|

Department of Transportation Headquarters
Custodial Contract
Quality Assurance Surveillance Plan (QASP)

| | | | |
|------------------------|--|----------------|--|
| Contractor Receipt | | | |
| Contractor | | Date Received | |
| OnSite Supervisor | | Date Received | |
| GSA CO Acceptance | | | |
| Contracting Officer | | Date Accepted | |
| GSA COR Annual Reviews | | | |
| COR | | Date Approved | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |
| COR | | Date of Review | |

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Section 1 - Contract Information

| | | |
|------------------------|-------------------------------------|---|
| 1.1 | Contract Number: | @@ Number |
| 1.2 | Service Type: | Custodial and Related Services |
| Location Information | | |
| 1.3 | | Department of Transportation Headquarters |
| | | 1200 Jersey Ave, SE; Washington, DC 20003 |
| | | DC0687ZZ |
| 1.4 | Issue Date: | @@ month/day/year |
| 1.5 | Expiration Date: | @@ month/day/year |
| Contractor Information | | |
| 1.6 | | @@ Company Name |
| | | @@ Street address |
| | Contractor: | @@ City/State/zip code |
| 1.7 | | @@ Name |
| | | @@ Office: phone number |
| | | @@ Fax: phone number |
| | Contractor Contact: | @@ email address |
| 1.8 | | @@ Name |
| | | @@ Office: phone number |
| | | @@ Fax: phone number |
| | Contractor On-Site Project Manager: | @@ email address |
| GSA Information | | |
| 1.9 | | @@ Name |
| | | @@ Office: phone number |
| | | @@ Fax: phone number |
| | Contracting Officer: | @@ email address |
| 1.10 | | @@ Building name |
| | | @@ Name |
| | & R Q W U D F W L Q | @@ Office: phone number |
| | Representative (COR) | @@ Fax: phone number |
| | | @@ email address |
| 1.11 | | @@ Building name |
| | | @@ Name |
| | 2 I I L F H U ¶ V | @@ Office: phone number |
| | Representative (ACOR) | @@ Fax: phone number |
| | | @@ email address |

Section 2 - Purpose/Objective

2.1 This Quality Assurance Surveillance Plan (QASP) is designed to provide the General Services Administration (GSA) with an effective surveillance method of monitoring and evaluating the Contractor's performance under a Performance Work Statement (PWS) for Custodial and Related Services.

2.2 In accordance with Federal Acquisition Regulation (FAR) Part 37.601, performance-based Contracting methods are intended to ensure that the required performance quality levels are achieved and that the total payment is related to the degree that

services performed or outcomes achieve G P H H W & R Q W U D F W V W D Q G D U G V * 6 quality assurance is to ensure that the Contractors are achieving the quality levels established in the Custodial and Related Services Contract and focuses on the & R Q W U D F W R U V ¶ 4 & 3 * 6 \$ S H U L R U G H F O R D I E C O N T R A C T O R S ' Q U A L I T Y H V W K H H control programs by reviewing such areas as the Contractors' inspection forms, service call logs, tenant reports, tenant satisfaction surveys, and the timeliness of corrective actions.

Section 3 - Roles and Responsibilities of Government Officials

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

3.1 Contracting Officer (CO) ±The CO has overall responsibility for the administration of this contract. The CO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. However, the CO may delegate certain other responsibilities to authorized Government representatives. The CO has overall responsibility for overseeing the Contractor's performance. The CO will be responsible for monitoring the Contractor's performance in the areas of Contract compliance and Contract administration. The CO will review the COR or designee's Z U L W W H Q L Q V S H F W L R Q V D Q G D V V H V V P H Q W V R I W K H & R Q W U D F W L Q J 2 I I L F H U ¶ V - T H E C O R - b y d e s i g n e e D i s a p p o i n t e d & 2 5 discrepancies that may arise between the Contractor and COR or designee. In addition, the CO will use the Contractor Performance Assessment Reporting System (CPARS) to G R F X P H Q W W K H & R Q W U D F W R U ¶ V S H U I R U P D Q F H

& R Q W U D F W L Q J 2 I I L F H U ¶ V - T H E C O R - b y d e s i g n e e D i s a p p o i n t e d & 2 5 letter from the CO. CORs or designees are the primary Government representatives for the administration of the Contract. The CORs is trained and experienced in administering contracts, but does not have the authority to modify contracts. The COR is well versed and proficient with respect to contract specifications, terms, and conditions. The COR or designee is responsible for reviewing contract required submittals and deliverables, including but not limited to; supervisory resumes, security clearances, quality control plans, safety and health plans, etc. The COR or designee is responsible for implementing this plan, including but not limited to; monitoring, assessing, inspecting, recording, and reporting on the performance of the Contractor. In addition, the COR R U G H V L J Q H H Z L O O X V H W K H & 3 \$ 5 6 W R G R F X P H Q W performance.

\$ O W H U Q D W H & R Q W U D F W L Q J 2 I I L F H U ¶ V - T H E A C O R - b y d e s i g n e e D i s a p p o i n t e d b y Q W D W L Y letter from the CO. ACORs are trained and experienced in administering contracts, but do not have the authority to modify contracts. The ACOR is well versed and proficient with respect to contract specifications, terms, and conditions. The ACOR assists the COR in implementing the QASP and performing contract administration duties as described in Section 3.2. In the absence of a COR, ACORs assume primary contract administration responsibilities.

Section 4 - Partnering

4.1 In order to have an effective contract administration program that also ensures a successful business relationship between GSA and @@ Company Name, all parties

involved in the service delivery process must work as a team, foster open and honest communication at all times. Close coordination and active cooperation on a continuous basis between the contractor and those representing the Contracting Officer are necessary to ensure a clean, safe, healthy work environment, and a well operated and maintained building.

Section 5 - GSA/Contractor Meetings

5.1 An initial step in avoiding disputes and claims is to settle minor problems and mis X Q G H U V W D Q G L Q J V D W W K H O R Z H V W S R V V L E O H O H Y H O \$ P representative will meet with the COR or her/his representative and have meetings as needed to resolve contract issues or review building projects. Partnering meetings will be as often as necessary at the discretion of the COR, but not less than every six months. COR will meet as needed with the Contract Project Manager to review service calls and inspection reports. A mutual effort will be made to resolve all problems identified during these meetings.

5.2 Specific topics to be addressed by the COR or their representative during the partnering meeting will determine contractor responsiveness and may include such areas as: effectiveness of Quality Control Plan; performance evaluation; corrective action plans; proposal submittals for extra services; the management of subcontractor problems impacting overall contract performance/service delivery.

5.3 The minutes of GSA/Contractor meetings should provide a sufficient performance data record to make sound business decisions when considering contract renewal or new contract awards. The written minutes of all meetings (prepared by the COR or designee) will be signed by @@ Company Name ¶ On-site supervisor and the COR. Should @@ Company Name not concur with the minutes, @@ Company Name will identify any areas of non-concurrence in writing to the CO within five (5) business days of receipt of the signed minutes. The COR will keep a copy of all minutes and include them in the official COR contract file.

Section 6 - Performance Evaluation

6.1 Both the contractor and the Government, at the time of contract award, have agreed upon all terms and conditions as stated in the contract. During the life of the contract, contractor performance will be documented by means of the Contractor Performance Assessment Reporting System (CPARS), written inspections, minutes of meetings, GSA/customer surveys, records and emails, which will be retained as part of the official contract file. All aspects of the contra F W R U ¶ V S H U I R U P D Q F H Z L O O E H L Q F O X evaluation to include but not limited to; adherence to contract specifications, management of contractor employees and subcontractors, cost proposals (best price and value), quality of work by the contractor and subcontractors and relationship working with GSA.

Section 7 - Effectiveness of Quality Control

7.1 The COR will assess the effectiveness of the contractor's Quality Control Program through review of reports required of the contractor, service delivery information, customer interaction, and by means of GSA inspections.

\$ O O D V S H F W V R I W K H F R Q W U D F W R U ¶ V 4 X D O L W \ & R Q W U
consideration to include but not limited to: quality of work, timeliness, positive appearance and attitude of employees, contract compliance, employee training, company safety program, and customer/tenant satisfaction. The contractor will update the plan annually and when changes are made.

7.2 Service Delivery

7.2.1 The quality and timeliness of @@ Company Name's performance of the cleaning program and service call responses will be used to assess the overall service delivery.

7.2.2 If the contractor's performance remains less than satisfactory or fails to adhere to the contract specifications, Contract Section E.2 will apply.

7.3 Methods of Surveillance

7.3.1 GSA representatives (COR, ACOR, PM) will make tours and inspections throughout the building and other areas covered by this contract to ascertain the level of service being performed. There may be cases where it is advantageous to have the F R Q W U D F W R U ¶ V V X S H U Y L V R U S D U W L F L S D W H L Q D Q L Q V S H F achieve on the spot correction of deficient services. The contractor will be informed of any unacceptable work. The method of surveillance is based on the performance criteria stipulated in the contract. Each requirement describes the tasks to be performed and the standard for successful performance. During the life of the contract, contractor performance will be evaluated and documented by means of written inspections, timeliness and completeness of submissions, responses to service calls, minutes of meetings, GSA/customer feedback from surveys or other means and records which will be retained as part of the official contract file. The GSA intends to monitor and evaluate the Contractor's performance based on any or all of the following surveillance methods;

7.3.2 Monthly Janitorial Inspections ± Department of Transportation Headquarters: Certain areas will be inspected on a monthly basis. The contractor will be immediately informed of any discrepancies by GSA Form 1181-A, service call ticket or service call called into them. All areas can be inspected at any time or as needed or during normal walk through.

7.3.3 Periodic Surveillance Inspections ± This method consists of selected surveillance tasks by the Government that do not require 100% inspection or are performed on a U D Q G R P E D V L V 7 K H & 2 5 Z L O O H Y D O X D W H W K H & R Q W U D F W customer feedback, service call records in terms of number of calls, incidents of repeat findings, timeliness of response and effectiveness of the corrective action. These activities may be performed on a daily, weekly, biweekly, monthly or quarterly basis. GSA representatives will make tours and inspections through the building and other areas covered by this contract and invite the contractor's representative to participate. The contractor will be informed of inspection findings. The inspections will be carried out in the following manner;

7.3.4 Periodic Inspections ± The following areas will be inspected.
Areas that will typically be inspected at regular intervals such as daily, weekly and monthly include:

Public corridors
Restrooms
Lobby Windows
Grounds Policing
Parking Garages

Main Lobby
Elevator lobby

7.3.5 Random Sampling ±The following areas will be inspected by random sampling (by floor or bank). These areas will be inspected randomly in conjunction with the monthly inspections.

Conference Rooms
Break/Snack Area
Restrooms
Conference Rooms

Tenant Offices
Parking Garage
Common Area
Tenant Offices

7.3.6 Service Call Documentation ± This method of surveillance will provide information to the CO or their designee such as identification of the types of service calls received, the frequencies, the corrective action(s) taken, incidents of repeat calls, timeliness of completion, and any other pertinent data. Service calls will be evaluated monthly.

7.3.7 Periodic Work ±All areas identified for periodic work will be inspected upon completion as needed by the COR or his/her designated representative. The schedule for Periodic Work is spelled out in the contract. This is not a recommendation and must be adhered to.

7.3.8 Delivery Orders ±100% inspections will be completed on all delivery orders (GSA Form 300) issued by the Contracting Officer and documented on GSA Form 1181-A and submitted for partial or full payment for work completed.

7.3.9 Tenant Interviews ± The COR will establish points of contact with tenant agencies to assist in monitoring contractor service delivery. These agency points of contact will be kept informed of building services program activities by the COR or designated representative. The COR and/or the designated representative will place emphasis and focus on specific customer feedback/tenant facility requirements.

7.3.10 Tenant Satisfaction Surveys ±GSA conducts surveys for all tenants in Government-owned buildings. These surveys gather important data in many areas, including specific categories pertaining to the operation and maintenance of GSA's buildings. The surveys provide GSA with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There DUH YDULRXV PHDVXUHV WKDW FDQ EH WDNHQ VXFK DV UH obtaining further feedback from the tenants, or sharing the scores with the Contractor to establish a plan of action.

7.4 - Quality Assurance Forms and Reports

7.4.1 Inspection/Documentation ± The GSA Form 1181-A or service calls will be used to document and evaluate the Contractor's performance. The COR will evaluate each event in accordance with the performance standards and performance requirements

stated in the PWS. All tasks that are considered to have unacceptable performance will be substantiated and documented on the GSA Form 1181-A. The form will be completed and submitted to the Contractor within 2 business days. The form will be signed by the COR and/or the inspector as applicable and the contractor will sign/acknowledge receipt of the same. The Contractor will return the GSA Form 1181-A identifying the corrective/follow-up action within 1 business day to the COR.

7.4.2 Follow-up Actions: Follow-up action may include correction by the onsite contractor, a proposed deduction for services not received or the work may be performed by other means. Costs for performing services, which are the responsibility of the incumb H Q W F R Q W U D F W R U Z L O O E H G H G X F W H G I U R P W K H F P pending approval by the Contracting Officer.

7.4.3 Additional documents that the COR deems as useful can be used. All documents relating to the contract and performance will become part of the official COR contract file.

7.5 Minimum Performance Quality Levels Standards

7.5.1 The minimum performance quality levels are for the contractor to use as a foundation to build on and meet the minimum performance quality level standards of GSA in accordance with Section C.3 of the contract.

7.5.2 Interior Spaces ± Lobbies, corridors, offices, conference rooms, restrooms, shower rooms, locker rooms, common areas and storage areas will be cleaned and maintained to an acceptable level. They will be inspected during the monthly inspections and during normal walk through. All aspects of the areas will be inspected to include but not limited to;

7.5.2.1 Bare Floors Wet Mopping ±All floors, base moldings and grout will be clean and free of debris, including but not limited to, dirt, water streaks, mop marks, strings, gum, tar and other foreign matter. The floors will maintain their natural luster and not have a dull appearance.

7.5.2.1.2 Asbestos Containing Building Material (ACBM) Floors ±Will comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, "Asbestos Operations and Maintenance Work Practices".

7.5.2.1.3 ADP/Data Center Floors ±Damp mopping will be the only method of wet cleaning for floors in Automated Data Processing (ADP)/Data Center space.

7.5.2.1.4 Asphalt Floors ±Damp mopping will be the only method of wet cleaning for floors containing asphalt material.

7.5.2.1.5 Granite and Marble Floors (Crystallization) ±All applicable floor areas will be maintained in accordance with industry standards.

7.5.2.1.6 Loading Dock Floors ±Spill residue and clean-up materials will be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

7.5.2.1.7 Wood Floors ±There will be no water solutions used on wood flooring. There will be no dry stripping methods used on wood flooring.

7.5.2.2 Carpets and Rugs ± All carpets and rugs will be cleaned and maintained to an acceptable level free of visible dirt, dust, and other debris. All carpets and rugs will be free of spots, smears, crusted material, or spills. There will be no fuzzing caused by harsh rubbing or brushing of carpet:

7.5.2.2.1 Carpets and Rugs VACUUMING ±All carpets and rugs will be free of dirt, dust, and other debris.

7.5.2.2.2 Carpets and Rugs SPOT CLEANING ±All carpets and rugs will be free of removable spots, soiled traffic patterns, dirt, dust, debris, gum, and crusted materials.

7.5.2.2.3 Carpets and Rugs EXTRACTION ±Build-ups, spills, or crusted materials are to be removed along with spots and smears. Cleaned areas of carpets and rugs will be reasonably blended with surrounding carpets. Extraction used in Tenant areas will be as a spot cleaning method only and will not exceed **ten (10) Square Feet Areas** of tenant space requiring extraction will be completed according to section C.3.6.1 Carpet Extraction (Private Areas that exceed **ten (10) square feet**) under Above Standard Services. The Contractor will not perform this service for the tenant agency prior to receiving a verbal authorization or delivery order from the CO or COR. Carpet extraction in tenant space will be coordinated with the COR.

7.5.2.2.4 Floor Mats and Runners ±All mats and runners will be free of removable spots, soiled traffic patterns, dirt, debris, gum and crusted materials. There will be no areas of deterioration or fuzzing as a result of harsh brushing or scrubbing. They shall receive scheduled cleanings and routine inspections based upon the manufacturer's instructions. Any mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the COR so they can be replaced.

7.5.2.3 Restrooms, Shower Rooms and Locker Rooms ±All areas will be cleaned with a disinfectant cleaner. Fixtures will maintain a high level of luster and be free of dust, mold, mildew, streaks, and encrustations. Partitions, doors, vents, sills, and walls will be free of dust, dirt, bodily fluids and waste and graffiti. Shower curtains will be cleaned and free of mold and dirt. All metal surfaces (door frames, handles, and fixture) and glazed surfaces (including partitions), will be sanitized and free of smears, finger marks, streaks and will have a uniform luster.

7.5.2.4 Restrooms ±All restrooms will be free of discarded materials and trash will be emptied to prevent the containers from overflowing. Urinal mats will be clean and stain free. Urinal cakes will be replaced as needed.

7.5.2.5 Fixtures ±All fixtures and surfaces (washbasins, urinals, modesty panels, toilets, toilet seats, shower stalls etc.) will be clean and sanitized with no dust, hand marks, smudges, spots, soiled substances, discolorations, rust, mold, build-ups, or excess moisture. This includes the underneath section of the sink rims, soap dispensers,

urinals and stools. Broken or damaged fixtures and dispensers will be reported to the COR in writing stating the location.

7.5.2.6 Horizontal Surfaces ±All horizontal surfaces will be free of dust, dirt, oil spots, or smudges.

7.5.2.7 Metal, Brass, and Woodwork Surfaces ±All Surfaces (including corners, crevices, moldings, ledges, handrails, grills, doors, door knobs, door frames, door thresholds, drinking fountains, kick plates, etc.) will be free of dust, streaks, spots, hand marks, oils, smudges, dirt, soiled substances, rust, encrustation, and streaks.

7.5.2.8 Glass Surfaces ±All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 70 inches of the floor) will be clean and free of dirt, dust, streaks, smudges, watermarks, spots and grime, and will not be cloudy. There will be no water spots on the glass or adjacent fixtures and furniture.

7.5.2.9 Walls, doors and door frames ±All walls and light switch plates will be free of cobwebs, smudges, marks, dirt, and spots with no discoloration.

7.5.2.10 High Cleaning ±All surfaces that are 70 inches or more will be cleaned free of dirt, dust, and cobwebs. Where glass is present, both sides will be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.

7.5.2.11 Dusting ±All surfaces will be free of dust.

7.5.2.12 Trash Wastebaskets ±All trash containers will be emptied and kept clean, odor-free and free of dirt, dust, debris, residues, and spilled materials. Plastic liners for all trash and debris containers will not be torn, worn, or contain residue.

7.5.2.13 Ash Receptacles (Exterior) and Trash Containers (Interior/Exterior) ±All Trash containers will be emptied and kept clean, odor-free and free of dirt, dust, debris, residues, and spilled materials. Plastic liners for all trash and debris containers will not be torn, worn, or contain residue. All ash receptacles will be free of dust, ashes, odors, tar, streaks, and tobacco residues.

7.5.2.14 Child Care: Reserved

7.5.2.15 Integrated Pest Control: Contractors plan will consist of the following parts;

7.5.2.15.1 Proposed Materials and Equipment ±For Service including labels and Safety Data Sheets (SDS) for all pesticides to be used. A list of the brand names of trapping devices, pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service. The use of green and sustainable methods and applications is preferred whenever possible.

7.5.2.15.2 Proposed Methods for Monitoring and Detection ±Identify those methods and procedures to be used for identifying sites of pest harborage and access and for

making objective assessments of pest population levels throughout the term of the contract.

7.5.2.15.3 Inspection schedule for each building or site ±Frequency of contract visits will depend on the specific pest control needs of each premise with a minimum of quarterly inspections. Pesticide application will be according to need and not by schedule. Specified office areas within such facilities with a history of pest infestations will be visited more frequently. A description of any structural or operational changes that would facilitate the pest control effort will be provided to the COR in writing. The Contractor will notify the COR and the COR will provide notice to occupants at least **seventy-two (72) hours** before application of any pesticides during normal conditions and within **twenty-four (24) hours** in emergency situations. An emergency is an exceptional circumstance that poses a clear (or at least perceived) health and safety risk or where operations are severely disrupted. A current copy of the Commercial Pesticide Applicator Certificate or License for every Contractor representative who will be performing on-site service will be maintained and provided to the COR.

7.5.2.15.4 Rodent Control Indoor Trapping ±Rodent control inside buildings will be accomplished with trapping devices only. All such devices will be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Traps will be checked on a schedule approved by the COR. The Contractor will be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner. When rodenticides are deemed essential for adequate rodent control inside buildings, the Contractor will obtain approval from the COR prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, will be placed either in locations not accessible to children, pets, wildlife, and domestic animals or in EPA-approved tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings will emphasize the direct treatment of rodent burrows wherever feasible. All bait boxes will be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Contractor will adhere to the following points: All bait boxes will be placed out of the general view, in locations where they will not be disturbed by routine operations. The lids of all bait boxes will be securely locked or fastened shut. All bait boxes will be securely attached or anchored to the floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved. Bait will always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box. All bait boxes will be

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7.5.2.16 Recyclables ±The contractor will provide all labor, equipment, and means to collect and transport recyclable materials from recycling bins and containers located throughout the building. The contractor should strive to recycle as much of the

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the contractor aware of the building goal for that year.

7.5.2.17 Elevators and Stairways ±All door tracks/thresholds will be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter. All surfaces will be clean and free of finger marks, smudges, and spills. All carpets and floors will be free of removable spots, dirt, and debris. Floors requiring a finish will be

maintained at a high luster. All stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators, and surrounding areas will be free of dirt, dust, litter, and debris.

7.5.2.18 Plate Glass: All plate glass will be clean and free of dirt, grime, streaks, moisture, and will not be cloudy. Partition glass in tenant space is excluded.

7.5.2.18.1 Plate Glass (Exterior) all glass ±glass over and in exterior vestibule doors, all plate glass around entrances, lobby vestibules and spandrel will be clean and free of dirt, grime, streaks, moisture, and will not be cloudy.

7.5.2.19 Window Washing ±All windows will be clean and free of dirt, grime, streaks, moisture, and will not be cloudy. All window sashes, sills, woodworks, and other surroundings of interior glass will be wiped free of drippings and other watermarks. Window washing is an Above Standard Services line item. The Contractor will not perform this service prior to receiving a delivery order from the CO. Cleaning of both sides of the windows will be coordinated to gain efficiency as directed by the COR.

7.5.2.19.1 Window washing (Exterior) ±Windows will be clean and free of dirt, grime, streaks, moisture, and will not be cloudy. Windows and other surroundings of exterior glass will be wiped free of drippings and other watermarks. Window washing is an Above Standard Services line item. The Contractor will not perform this service prior to receiving a delivery order from the CO. Cleaning of both sides of the windows will be coordinated to gain efficiency as directed by the COR.

7.5.2.20 Blinds and Coverings in Common Areas (not including drapes, curtains, and unique coverings) ±All blinds, coverings, cord tapes, and valances will be clean and free of dust and spots. Washing of blinds and coverings is an Above Standard Services line item. The Contractor will not perform this service prior to receiving a delivery order from the CO.

7.5.2.21 Washing Blinds and Coverings In Tenant Areas ±Blinds and coverings will be washed on both sides and coordinated with the COR. Washing of blinds and coverings in tenant areas is an Above Standard Services line item. The Contractor will not perform this service prior to receiving a delivery order from the CO.

7.5.2.22 Fine Arts Collection: Reserved

7.5.2.23 Policing inside Areas: All trash, and other discarded materials will be removed

7.5.2.24 Interior and Atrium Plants (Government Plants): Plants will be free of dust and dead leaves and be properly hydrated. Fertilize, prune, and treat for infestation as needed.

7.5.2.25 Concessions: All public areas (cafeteria furniture, seating areas, snack bars, and vending machine areas) will be clean, sanitized, free of spillages, food crumbs, spots, smudges, marks, and soil. Floors in serving, kitchen areas, and salad bars ARE N 27 W K H F R Q W U D F W R U ¶ V U H V S R Q V L E L O L W \ & O H D Q L Q J L Q Concessionaire.

7.5.2.26 Postal Space: Reserved

7.5.2.27 Health Unit: All fitness centers, health units, and laboratories, will be cleaned with disinfectant. All vinyl surfaces of exercise equipment and exercise mats will be free of dust, dirt, spots, streaks, and smudges. Shower curtain surfaces will be cleaned and free of mold and dirt. Lockers exterior surfaces will be free of dust and streaks. All metal (door frames, handles, fixtures, and equipment) and glazed surfaces/grout (including partitions), will be free of dirt, smears, finger marks, streaks and will maintain a uniform luster.

7.5.2.28 Canopies: Reserved

7.5.2.29 Exterior Spaces: lawn, landscaping, sidewalks, brick areas, hard surfaces, parking lots, surface parking, garages, dock areas: will be cleaned and maintained to an acceptable level;

7.5.2.29.1 Hard Surface Areas: Sidewalks, brick areas, hard surfaces, parking lots, surface parking, garages, docks, etc. will be clean and free of dirt, debris, gum, litter, gravel, weeds, oils, and grease. No residual dirt will remain after the removal of the debris.

7.5.2.29.2 Surfaces (Signs, Tables, etc.): Shall be clean, with no dirt, dust, residues, streaks, spots, soiled substances, discolorations, or rust. Surfaces should be damp mopped or wiped with a germicidal cleaner. Contact time should be consistent with the P D Q X I D F W X U H U ¶ V U H F R P P H Q G D W L P Q Materials Used Will Be H V L G X H D Q disposed of properly.

7.5.2.29.3 Graffiti Removal: Remove graffiti using normal cleaning methods. Graffiti that cannot be removed with such methods will be reported to the COR in writing.

7.5.2.29.4 Excrement Removal (Human, Bird and Animal): All steps, stairs, entrances, sidewalks, arcades, landings, balconies and ledges will be cleaned of all excrement.

7.5.2.29.5 Policing outside Areas: Will be cleaned and maintained to an acceptable level;

7.5.2.29.6 Policing all areas including lawn, grounds, planted areas, sidewalks, curbs, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc.,: Will be cleared of gum, litter, landscaping debris, paper, trash, weeds and other discarded materials.

7.5.2.29.7 Policing Unimproved Grounds: All areas will be cleared of trash, landscaping debris, and other discarded material each time the native grasses, weeds, etc. are cut.

7.5.2.29.7.1 Unimproved Ground: Mow unimproved grounds to present a neat, well-maintained appearance. Height of weeds, native grasses, etc. on unimproved grounds will not exceed 6 inches in height unless otherwise directed by the COR.

7.5.2.29.8 Policing Fence Lines: Fence lines will be cleared of weeds, trash, landscaping debris, and other discarded materials.

7.5.2.29.8.1 Fence Lines: Fence lines will be cleared of weeds, trash, landscaping debris, and other discarded materials.

7.5.2.29.9 Snow and Ice Removal: The snow removal plan will be submitted in accordance with the requirements in C.3.5.3. All exterior hard surfaces will be free of snow and ice which may cause slip hazards before the normal building operating hours and maintained during normal building operating hours. This also includes application of snow melt or sand as necessary. No sodium chloride or calcium chloride salt will be used due to environmental risk. Less disruptive chemicals such as magnesium, chloride, potassium acetate, and potassium chloride are viable alternatives. The Contractor will ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences. This does not include snow and ice removal requiring snow plows or other heavy equipment such as front end loaders, backhoes, and bobcats. Snow removal services requiring this equipment are Above Standard and will be ordered as needed using line item pricing. The Contractor will not perform this service prior to receiving a delivery order from the CO.

7.5.2.29.10 Grounds Maintenance Services: Maintain all plants, trees, shrubs, ground cover, and lawns in a manner that prolongs life and sustains a healthy appearance free from pests. Seek to prevent pollution by, among other things, reducing fertilizer and pesticide use to protect the environment, using integrated pest management techniques, recycling green/landscape waste, and minimizing runoff. Preserve and protect native plants, wildlife, support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies.

7.5.2.29.11 Landscape Erosion Management: Employ environmentally low-impact strategies: temporary/permanent seeding, mulching, earth dikes, silt fencing, sediment traps and sediment basins to correct existing erosion areas.

7.5.2.29.12 Composting: Compost yard waste to the greatest extent feasible and economical generated by the Contractor's operations. The Contractor will not compost material on-site unless authorized by the COR. The Contractor will utilize an approved recycling or composting facility or compost the material at the Contractor's own facility. The Contractor is responsible for paying for composting services for landscaping debris.

7.5.2.29.13 Trees and Shrubs: Tree supports will be kept in good condition and functioning at all times and be removed when no longer needed. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower, and help to avoid over watering. Keep shrubs and trees trimmed to present an attractive appearance.

7.5.2.29.14 Trimming: Trim trees and shrubs to clear all roads, drives, and walking areas as needed to promote optimum efficiency and safety for all foot and vehicular traffic. Any limbs and branches touching or brushing buildings, fences, or other

structures are also to be trimmed to provide clearance and free air circulation around the plant.

7.5.2.29.15 Tree Thinning: Tree thinning will reduce the density of live branches towards developing the natural branching structure. Thinning will result in an even distribution of branches on individual limbs and throughout the crown, to provide free air circulation through the remaining limbs and branches. Not more than 25 percent of the crown should be removed annually. Tree thinning is an Above Standard Services line item. The Contractor will not perform this service prior to receiving a delivery order from the CO.

7.5.2.29.16 Pruning: Prune trees and shrubs to remove dead or diseased foliage or branches as needed to help control or direct growth, increase quality, improve health and add structural strength to the trees and shrubs.

7.5.2.29.17 Mulching: Maintain and replace existing mulch as necessary and keep mulch areas free of bare spots, weeds and debris to present an attractive appearance at all times. All mulched areas will be raked, debris removed, edges reestablished, and any excessive mulch buildup worked into existing soil or removed as needed.

7.5.2.29.18 Mowing and Edging: Mow and edge all turf areas as needed to ensure that all areas present an attractive appearance at all times. Clear grass clippings from walkways, roadways and blow them onto the grass.

7.5.2.29.19 Leaf Removal: The Contractor will remove leaves, as necessary, to maintain a neat and clean appearance. Composting of leaves is preferred where appropriate and available. The Contractor will check all storm drain openings on the premises and remove any leaves or debris that has accumulated, as needed. Care will be taken to remove leaves in existing mulched areas to maintain a neat and clean appearance without substantial reduction in mulch depth or damage to herbaceous or woody plant material.

7.5.2.29.20 Over Seeding, Dethatching and Plugging: Over-seed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf areas.

7.5.2.29.21 Fertilization: Fertilizer lawns, trees and ground cover consistent with common local landscaping practices to present attractive appearance at all times. Application of any fertilization/chemicals will be accomplished by a Licensed Pesticide/Herbicide Applicator.

7.5.2.29.22 Flower beds and Plants: Flower beds will be free from weeds, debris and will be arranged in an attractive and professional manner. Preference will be given to the use of native perennials instead of annuals to provide and support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies. The purchase and installation of new plantings is an Above Standard Service.

7.5.2.29.23 Plant Replacements: The Contractor will be responsible for all costs associated with replacing planted materials that have been damaged as a direct result

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7.5.2.29.24 Soil and Ground Covers: Will be aerated and cultivated and ground cover provided.

7.5.2.29.24.1 Aeration: Soil will be aerated based at the frequency required for the type of soil and grass but no less than once every two years by manual or mechanical methods of piercing the ground to provide an adequate air supply to the soil and promote sustained plant life.

7.5.2.29.24.2 Cultivation: Soil will be cultivated to ensure the topsoil is loose for the purposes of gas exchange, water penetration, and soil aeration.

7.5.2.29.24.3 Ground cover: All areas will be maintained to promote healthy and sustained growth. Ground cover must present a neat appearance.

7.5.2.29.24.4 Weeds: Sidewalks, parking lots and roadways (excluding unimproved grounds) will be free of weeds and unwanted growths. Application of any chemicals will be accomplished by a Licensed Pesticide/Herbicide Applicator.

7.5.2.29.24.5 Irrigation: Conduct walk-through and inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) and submit a list of damages to the COR.

7.5.2.29.25 Watering: All watering cycles will be conducted at times that minimize inconvenience to the building occupants and visitors, and maximize percolation. Watering will be performed to minimize run-off into drains and sewers. Entrances and exits will not be wet during the arrival and departure of occupants and visitors. The Contractor will operate watering systems using automatic timers with rain/freeze sensors. If mechanical irrigation is not available or mal-functioning, the Contractor will use alternative hand watering methods such as gator bags, or equivalents;

7.5.2.29.25.1 Adjust, Clean and Set Automatic Controllers: Irrigation systems with automatic controllers will be adjusted, cleaned, and set for most energy efficient watering periods. When watering lawns, the Contractor must make sure that the sprinklers and drip heads are clean and adjusted so that the water ejects evenly and covers all lawn areas and shrubs. The Contractor must ensure irrigated water does not spray on to paved areas or walkways and run-off into drains and sewers. Entrances and exits will not be wet from watering, during the arrival and departure of occupants and visitors. Irrigation systems that are damaged by the Contractor due to neglect will be reimbursed by the Contractor to GSA for the cost of the repair or replacement and testing of the system. The Contractor will be responsible to notify the Government in the event of operational malfunctions, breakages, or failures to the irrigation system, which affects the Contractor's ability to provide proper irrigation to the building's landscaping. Failure to make timely notification to the CO or COR will result in the Contractor replacing damaged landscaping materials.

7.5.2.29.26 Integrated Pest Management Plan (IPM) (Landscape): The Contractor will utilize the Integrated Pest Management Plan for controlling pests and disease to ensure that the landscapes, trees, and shrubs are free of disease and pest infestation.

Application of any chemicals will be accomplished by a Licensed Pesticide/Herbicide Applicator.

7.5.2.29.27 Solid Waste/Trash/Recycling Management: All solid waste/trash collected as a requirement of this contract will be removed from the premises and transported to a solid waste/trash disposal facility that has been certified by the appropriate state agency responsible for solid waste/trash management or by the Environmental Protection Agency (EPA). The containers will be kept free of holes, pests, grease, oils, and odors, etc. Contractor will insure recyclable materials are recycled and not placed in landfills. Materials to be recycled may include, but are not limited to: hard and soft bound books, telephone books, magazines and catalogs, legal briefs, publications, all types of office paper, computer paper, manila file folders and envelopes, newspapers, corrugated containers, cardboard packaging, packing cartons, metals, used aluminum, plastic and glass beverage containers, unusable wood pallets. Paper will be transported from recycling bins to storage containers in designated areas. The Contractor will submit a monthly Recycling and waste Report (Refer to Section J, Exhibit 1.12) listing the types, weights, and costs or revenues.

7.5.2.29.28 Postal Lock Boxes and Mail Cases: Reserved

7.5.2.29.29 Pressure Washing and Steam Cleaning: Remove all dirt, debris residue, gum, grease and tar. This is an Above Standard Services line item. The Contractor will not perform this service prior to receiving a delivery order from the CO.

Section 8 - Routine Service Call

8.1 GSA will track and maintain service call records. All routine service calls are received at the GSA Property Management Office at the Department of Transportation Headquarters during normal business hours of Monday through Friday 7:00 a.m. to 5:00 p.m.

8.2 GSA will log all service calls and distribute service call tickets to the contractor or will call them into the contractor as needed. Urgent issues will immediately be called into the contractor for action. Multiple or recurring issue service calls will be reported to the contractor project manager and GSA COR.

8.2.1 Service call response involves effectiveness of corrective action. At least 25% of all service calls will be randomly checked to ensure they have been completed and the customer is satisfied with the work performed.

8.3 Service calls will at a minimum contain the following information;

Name of Caller
Description of problem
Location
Time and date the call was received

8.4 Upon completion of the service call the contractor will route/return the service call ticket or respond back to GSA Property Management Office for review and random

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contract requirements described in Section C.7 Service Calls and will at a minimum contain the following information:

Name of Custodial staff that performed the service call
Description of corrective action taken to resolve the problem
Time and date of corrective action

8.5 Unsatisfactory completed service calls will be forwarded to the COR for review, action, and satisfactory resolution with the contractor.

Section 9 - Emergency Service Call

9.1 The contractor will be immediately called and informed of the situation. The COR will also be informed.

9.2 After hours emergencies will be coordinated with the COR to ensure proper authorization of work required to defuse the emergency situation only. Any additional work required after the emergency situation has been resolved will be taken care of during normal business hours.

9.3 All other procedures for routine service calls will be utilized.

Section 10 - Documentation, Submittals and Deliverables

10.1 All submittals and documents will be completed as outlined in Section C.3 of the contract. Monthly submittals will be submitted to the appropriate building COR within **five (5) business days** from the end of the month.

10.2 The Contractor must ensure that all certificates of training, licenses, and permits are current and valid (C.3 and State code). These documents and other deliverables will

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10.3 Documents, submittals or deliverables not received in a timely manner will reflect QHJDWLYHO\ RQ WKH FRQWUDFWRU ¶V SHUIRUPDQFH DQG I taken by the Government.

Section 11 - Receiving Reports

11.1 The COR or designated representative will ensure that the contract file contains a monthly inspection report. On the bottom of the inspection report indicate that services were either satisfactory or other action is pending. The COR will submit GSA form 3025 authorizing full or partial monthly payment to the purchasing agent. Email will be used for this notification.

Section 12 - Tenant Recurring Work Authorizations (RWA)

5: \$ ¶V FRPSOHWHG E\ WKH FRQWUDFWRU IRU WKH EXLOG COR and then with the customer requesting the work. Work not accepted by the COR or the customer will be corrected immediately at no additional expense.

12.2 All requested RWA work will be approved by the COR prior to any work being completed per the contract.

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Section 13 - Employee Health, Safety and Training

13.1 Due to the many hazards associated with the maintenance within the building, the COR or designated representative will review semi-annually @@ Company Name § Safety Program to ensure it is complying with OSHA regulations and job specific certificates associated with their duties are current. @@ Company Name ¶ Assigned shop areas will also be inspected as needed to ensure proper house-keeping is being completed and no unsafe working conditions exist.

13.2 Asbestos Training - @@Company Name will train their personnel at a minimum the Asbestos Awareness Training with refresher training as required.

Section 14 - Subcontractors

14.1 All subcontractors will meet the same requirements as outlined in @@ Company Name ¶ QCP and this QASP. The subcontractors overall performance and quality will reflect directly upon the contractor and the performance of this contract.

14.2 The Government reserves the right to approve or disapprove any subcontractor selected to perform work as stated in Section C.1.43 of the contract.

14.3 Any work rejected due to poor quality or workmanship will be immediately corrected by the subcontractor or contractor at no additional cost to the Government.

Section 15 ±Janitorial Contract Inspection Tool: COR will use a contract inspection tool to ensure the contractor is in compliance with the Custodial and Related Services contract. The inspection tool will be used to conduct an initial contract inspection to ensure the contractor has complied with all initial contract requirements, then inspections will be conducted quarterly, semi-annual, and annually to ensure contract compliance. At the end of the contract a close out inspection will be conducted to ensure all contract close-out issues are completed as required.

Section - 15 Custodial Performance Quality Level Standards

| Performance-based Task Location | Services to be inspected | Standard for successful performance |
|--|--------------------------|--|
| The Government may evaluate performance based on any or all of the following: tenant satisfaction, surveys, tenant interviews, periodic inspections, and service call documentation. | | |
| C.3.5.1.1 Floor Care BARE FLOORS (lobbies, corridors, restrooms, etc.) Wet Mopping | | Floors, base moldings and grout shall be clean and debris, including but not limited to, dirt, streaks, mop marks, strings, gum, tar and other foreign matter. floors shall maintain their natural luster and not have appearance. |

| | | |
|-------------------------------------|---|---|
| C.3.5.1.1 Floor Care | Asbestos Containing Building Material (ACBM) Floors | Shall comply with the methods specified in the National Institute of Building Sciences (NIBS) Guidance Manual "Asbestos Operations and Maintenance Work Practices" |
| C.3.5.1.1 Floor Care | ADP/Data Center Floors | Damp mopping shall be the only method of wet cleaning floors in Automated Data Processing (ADP)/Data Center space. |
| C.3.5.1.1 Floor Care | Asphalt Floors | Damp mopping shall be the only method of wet cleaning floors containing asphalt material. |
| C.3.5.1.1 Floor Care | Granite and Marble Floors (Crystallization) | All applicable floor areas shall be maintained in accordance with industry standards. |
| C.3.5.1.1 Floor Care | Loading Dock Floors | Spill residue and clean materials shall be disposed in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements. |
| C.3.5.1.1 Floor Care RESERVED | Postal Floors | Refer to the Standard Services Section on Post Office Space |
| C.3.5.1.1 Floor Care | Wood Floors | There shall be no water solutions used on wood flooring. There shall be no dry stripping methods used on wood flooring. |
| C.3.5.1.2 Carpets and Rugs | | Free of visible dirt, dust, and other debris. No spots, smears, crusted material, or spills. No fuzzing caused by harsh rubbing or brushing of carpet. |
| C.3.5.1.2 Carpets and Rugs | EXTRACTION | Buildups, spills, or crusted materials are to be removed along with spots and smears. Cleaned areas of carpet and rugs shall be reasonably blended with surrounding carpets. |
| C.3.5.1.2 Carpets and Rugs | SPOTCLEANING | Shall be free of removable spots, soiled traffic patterns, dust, debris, gum, and crusted materials. |
| C.3.5.1.2 Carpets and Rugs | VACUUMING | Shall be free of dirt, dust, and other debris. |
| C.3.5.1.3 Floor Mats and Runners | | Mats and runners shall be free of removable spots, traffic patterns, dirt, debris, gum and crusted material. There shall be no areas of deterioration or fuzzing result of harsh brushing or scrubbing. |

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| C.3.5.1.4 Restrooms, Shower Rooms Locker Rooms | | <p>Areas shall be cleaned with a disinfectant cleaner. shall maintain a high level of luster and be free of mold, mildew, streaks, and encrustations. Partition vents, sills, and walls shall be free of dust, dirt, oil, and waste and graffiti.</p> <p>Restrooms shall be free of discarded materials and shall be emptied to prevent the containers from overflowing.</p> |
| C.3.5.1.5 Fixtures | | Fixtures and surfaces (washbasins, urinals, modes panels, toilets, shower stalls) shall be clean with no dust, spots, soiled substances, discolorations, rust buildups, or excess moisture. |
| C.3.5.1.6 | Horizontal Surfaces | Surfaces shall be free of dust, dirt, oil spots, or smudges. |
| | Metal, Brass, and Woodwork | Surfaces (including corners, crevices, moldings, le handrails, grills, doors, door knobs, door frames, k plates, etc.) shall be free of dust, streaks, spots, h marks, oils, smudges, dirt, soiled substances, rust, encrustation, and streaks. |
| | Glass Cleaning | All glass, clear partitions, mirror surfaces, bookcas other glass (within approximately 70 inches of the shall be clean and free of dirt, dust, streaks, smud, watermarks, spots and grime, and shall not be clo There shall be no water spots on the glass or adjace fixtures and furniture. |
| C.3.5.1.7 Walls | | Free of smudges, marks, dirt, and spots with no discoloration. |
| C.3.5.1.8 High Cleaning | | Surfaces that are 70 inches or more shall be clean of dirt, dust, and webs. Where glass is present, b sides shall be clean and free of streaks. This does include removal of vents, tiles, or fixtures |
| C.3.5.1.9 Dusting | | Surfaces shall be free of dust. |
| C.3.5.1.10 Trash Wastebaskets and A Receptacles C.3.5.2.5 Ash Receptacles and Trash Containers (Exterior) | | Trash containers shall be emptied and kept clean, free and free of dirt, dust, debris, residues, and sp materials. Plastic liners for all trash and debris co shall not be torn, or contain residue. All ash receptacles shall be free of dust, ashes, odors, tar and tobacco residues. |
| C.3.5.1.11 Recyclables | | Shall provide all labor, equipment, and means to c transport recyclable materials from recycling bins containers located throughout the building. |
| C.3.5.1.12 Elevator and Stairways | | <ul style="list-style-type: none"> - Door tracks shall be clean and free of dirt, debris, grime, dust, smudges, and other extraneous matte - Surfaces shall be clean and free of finger marks, |

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| | <p>smudges and spills. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring high luster shall be maintained at a high luster.</p> <p>- Stairways, escalators, entrances, landings, railing ledges, grills, doors, radiators and surrounding areas shall be free of dirt, dust, litter, and debris.</p> |
| <p>C.3.5.1.13 Plate Glass</p> <p>C.3.5.2.1 Plate Glass (Exterior) all plate glass over and in exterior and vestibule doors, all plate glass around entrance lobby vestibules and spandrel</p> | <p>Shall be clean and free of dirt, grime, streaks, moisture and shall not be cloudy.</p> |
| <p>C.3.5.1.14 Window Washing</p> <p>C.3.5.2.2 Window washing (Exterior)</p> | <p>- Windows shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy. Window sashes, sills, woodworks, and other surroundings of interior glass shall be wiped free of drippings and other watermarks.</p> |
| <p>C.3.5.1.15 Blinds and Coverings in Common Areas (not including drapes, curtains, and unique coverings)</p> | <p>All blinds, coverings, cord tapes, and valances shall be clean and free of dust and spots.</p> |
| <p>C.3.5.1.16 Fine Arts Collection</p> <p>RESERVED</p> | <p>Shall identify artworks; provide floor polishing, dusting, window washing; identify and help mitigate site hazards such as pests.</p> |
| <p>C.3.5.1.17 Policing Inside Areas</p> <p>C.3.5.2.9 Policing Outside Areas</p> | <p>All trash, and other discarded materials shall be removed.</p> |
| <p>C.3.5.1.18 Interior and Atrium Plants (Government Plants)</p> | <p>Plants shall be free of dust and dead leaves and be properly hydrated.</p> |
| <p>C.3.5.1.19 Concessions</p> | <p>- All public areas (cafeteria furniture, seating areas, bars, and vending machine areas) shall be clean, and free of spillages, food crumbs, spots, smudges, moisture and soil.</p> <p>- Floors in serving, kitchen areas, salad bars ARE INCLUDED IN THIS CONTRACT. Cleaning in those areas is the responsibility of the Concessionaire.</p> |
| <p>C.3.5.1.20 Postal Space</p> <p>RESERVED</p> | <p>All postal floors shall be free of dirt, dust, debris, and foreign matter. If stripping and refinishing is required, old wax shall be removed and reapplied in accordance with standard commercial practices. UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING OR DRY STRIPPING METHODS BE USED ON ACB FLOORS.</p> |
| <p>C.3.5.1.21 Health Unit</p> | <p>Areas, such as fitness centers and health units shall be cleaned with disinfectant.</p> <p>All metal (door frames handles, fixtures, and equipment) and glazed surfaces (including partitions), shall be free of smears, finger marks, streaks and shall maintain a high luster.</p> |

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| | | luster. |
| C.3.5.2.3 Canopies | RESERVED | Shall be clean and free of dirt, cobwebs, nests, bird excrement, trash, and debris. |
| C.3.5.2.4 Hard Surface Areas (sidewalks, brick areas, hard surfaces parking lots, surface parking, garages etc.) | | Shall be clean and free of dirt, debris, gum, litter, weeds, oils, and grease. No residual dirt shall remain the removal of the debris. |
| C.3.5.2.6 Surfaces (Signs, Vending Machines, Tables, etc.) | | Shall be clean, with no dirt, dust, residues, streaks soiled substances, discolorations, or rust. |
| C.3.5.2.7 Graffiti Removal | | Remove graffiti using normal cleaning methods. |
| C.3.5.2.8 Excrement Removal (Human and Animal) | | Steps, stairs, entrances, sidewalks, arcades, land balconies, and ledges shall be cleaned of all excrement. |
| C.3.5.2.9 Policing Outside Areas | | All areas, including unimproved areas and fence line shall be clean of gum, litter, debris, papers, trash, and discarded materials. |
| C.3.5.3 Snow and Ice Removal | | Shall be free of snow and ice which may pose slip hazards. |
| C.3.5.4.0 Grounds Maintenance Services | | <p>Maintain all plants, trees, shrubs, ground covers, and lawns in a manner that prolongs life and sustains a healthy appearance free from pests.</p> <p>Shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use to protect the environment.</p> <p>Protect native plants and wild habitat.</p> |
| C.5.4.1 Landscape Erosion Management | | Shall employ environmentally friendly strategies: temporary/permanent seeding, mulching, earth diking, fencing, sediment traps and sediment basins to control existing erosion areas. |
| C.3.5.4.2 Composting | | Shall compost yard waste |
| C.3.5.4.3 Trees and Shrub | | Tree supports shall be kept in good condition and functioning at all times and be removed when no longer needed. |
| | Trimming | Shall trim trees and shrubs to clear all roads, drive walking areas. |
| | Pruning | Shall prune trees and shrubs to remove dead or dying foliage or branches. |

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| C.3.5.4.4 Mulching | | Shall maintain mulch. |
| C.3.5.4.5 Mowing and Edging | | Shall mow and edge all turf areas. Shall clear grass clippings from walkways and roads and blow them onto the grass. |
| C.3.5.4.6 Leaf Removal | | Shall remove leaves and debris from premises and openings. |
| C.3.5.4.7 Over Seeding, Dethatching and Plugging | | Shall overseed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf. |
| C.3.5.4.8 Fertilization | | Shall fertilize lawns, trees and ground cover consistent with common local landscaping practices. |
| C.3.5.4.9 Flowerbeds and Plants | | - Flowerbeds are to be free from weeds and debris - Preference shall be given to the use of native perennials instead of annuals. |
| C.3.5.4.10 Plant Replacements | | Shall bear costs to replace planted materials that have been lost due to drought, neglect, or lack of proper care and maintenance. |
| C.3.5.4.11 Soil and Ground Covers | | Shall be aerated and cultivated and ground cover maintained. |
| C.3.5.4.12 Unimproved Grounds | | Shall mow unimproved grounds to present a neat, well-maintained appearance. |
| C.3.5.4.13 Fence Lines | | Shall control the height of grass, native grasses, weeds and other growth at the fence lines shall be controlled not exceed six (6) inches in height. |
| C.3.5.4.14 Weeds | | Sidewalks, parking lots and roadways (excluding unimproved grounds) shall be free of weeds and unwanted growths. |
| C.3.5.4.15 Irrigation | | Shall conduct weekly and inspect all irrigation systems (sprinklers, rain and freeze sensors, and other systems) and submit a list of damages. |
| C.3.5.4.16 Watering | | Shall minimize inconvenience to the building occupants, visitors, and maximize percolation. Shall minimize runoff into drains and sewers. Shall operate watering systems using automatic rain/freeze sensors. |

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| | If mechanical irrigation is not available or malfunctioning, the Contractor shall use alternative hand watering such as gator bags, or equivalents. |
| C.3.5.4.17 Adjust, Clean and Set Automatic Irrigation Controllers | <p>Shall be adjusted, cleaned, and set for most energy efficient watering periods.</p> <p>Sprinklers and drip heads are clean and adjusted.</p> <p>Entrances and exits shall not be wet from watering the arrival and departure of occupants and visitors.</p> <p>Shall pay to repair and test irrigation systems damaged by the Contractor due to neglect.</p> <p>Notify the Government of operational malfunctions, breakages, or failures to the irrigation system.</p> |
| C.3.5.4.18 Integrated Pest Management Plan (IPM) (Landscape) | Shall utilize IPM to control pests and disease to protect landscape, trees, and shrubs. |
| C.3.6.4 Postal Lock Boxes and Mailboxes RESERVED | Glass view plates and other surfaces shall be free of dust, streaks, and spots. |
| C.3.6.5 Washing Blinds and Coverings including drapes, curtains and unique coverings) | Blinds and coverings shall be washed on both sides coordinated with the CO. |
| C.3.6.6 Pressure Washing and Steam Cleaning | Remove all dirt, debris residue, grease and tar. |
| C.3.6.7 Tree Thinning | Tree thinning shall reduce the density of live branches towards developing the natural branching structure. |
| C.3.6.9 Government Furnished Trees and Plants (Planted In Ground or Planters) | Shall plant Government furnished trees and plants in ground or planter as approved by the CO. |
| C.3.7 Service Calls | Shall provide appropriate staffing and response to calls. |
| C.3.8 Communication Plan | Shall prepare and abide by the Communication Plan. |
| C.3.9 Protection and Damage | Shall make reasonable efforts to assist the Government prevent hazardous conditions and property damage. |
| C.3.10 Solid Waste/Trash/Recycling Management | <ul style="list-style-type: none"> - Shall perform collection, removal, recycling and disposal activities described herein. - Shall remove solid waste/trash from building premises. - Pickups of solid waste/trash shall be accomplished within twentyfour (24) hours of CO or their designee notification. - Paper shall be transported from recycling bins to containers in designated areas. - Recyclable materials are recycled and not placed in landfills. |
| C.3.10.1.3 Solid Waste/Trash Record Keeping Reports | - Shall maintain and submit waste/trash hauling and recycling reports. |

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| C.3.10.2.8 Recycling Records and Reports RESERVED | - Shall submit information on green purchasing practices specific to the performance of this contract. |
| C.3.11.2 Green Purchase Reports | - List of chemicals and purchased price for IPM. - Shall maintain documentation to support all the reported activities. |
| C.3.12.3 Initial Pest Assessment | Shall provide a thorough initial inspection of interior exterior grounds, and paved areas. Shall identify all areas including equipment, structural features or practices that contribute to pest infestation. |
| IPM Periodic Inspection | Shall conduct quarterly inspections to determine if treatment is required. |
| C.3.12.4 Integrated Pest Control Plan | Shall obtain approval from the CO or their designee <u>BEFORE</u> treatment is rendered. |
| C.3.12.11 Safety and Health | Shall use non-pesticide methods of control whenever wherever possible. |
| C.3.13 Child Care Center RESERVED | 5 H I H U W R 6 H F W L R Q & μ & K L O G |

Exhibit J3.3 Surveillance Forms

GSA Form 1181A Contract Cleaning Inspection Report

CONTRACT CLEANING INSPECTION REPORT

INSTRUCTIONS: Form is used for inspection of contract cleaning by inspectors to record results. The condition of area(s) inspected will be rated SATISFACTORY or UNSATISFACTORY. If unsatisfactory, explain unsatisfactory condition in remarks column and complete quantity column.

| | | |
|--|------------------------------|---|
| BUILDING 450 Golden Gate | Report NO. | CONTRACT NO. [REDACTED] |
| INSPECTOR (Print Name) [REDACTED] | | INSPECTOR'S SIGNATURE |
| TIMED STARTED 9:00 A.M. | TIME COMPLETED 10:50 A.M. | DATE OF INSPECTION 10/31/06 |
| INTERVIEWED BY DATE [REDACTED] | DATE 11/01/06 | CONTRACTOR'S RECEIPT sup. signature 1:00 p.m. 11/01/06 |
| WORK DESCRIPTION (Room No., Corridor, lobby, or other) By Measure or count | LOCATION SAT. / UNSAT. | QUANTITY CHECK ONE REMARKS |
| 3rd Floor East | | |
| M35171 | | X Rust on toilet base under bolt of toilet |
| 3-5178 | X | |
| Women's Public Restroom | X | |
| Men's Public Restroom | | |
| -M-7665 | | X Slight build up in corners of urinal |
| Drinking Fountains | X | Mineral Build up |
| -1st floor room -5566 | | |

GENERAL SERVICES ADMINISTRATION

GSA FORM 1181A

QUALITY DEFICIENCY NOTICE

7 KLV IRUP VKDOO EH ILOOHG RXW DQG VXEPLWWHG inspections

| | |
|---------------------|-------------------------|
| Name of Contactor: | XXX Cleaning Services |
| Contractor Address: | San Francisco, CA 94102 |
| Contract Number: | |

A deficiency exists in your quality control system. The nature of the deficiency is:

Continuous findings on the CORRUPTION VENDOR'S WORK BASE Under bolt of toilet. It needs to be removed and the base needs to be cleaned.

Immediate action is required to correct the deficiency and the condition that caused it. Failure to take acceptable corrective action on time may result in termination of your right to proceed with the work.

Please provide a written response of corrective action taken to the CO or their designee within 10 workdays after receiving this notice.

| | | |
|-----------------------------|-------------------------|--|
| QAS Name and Signature/Date | | |
| Address | San Francisco, CA 94102 | |

| | |
|----------------------|-----------------------|
| Receipt Acknowledged | Certified Receipt No. |
|----------------------|-----------------------|

EVALUATION OF CORRECTION ACTION

☐ Corrective action verified and found acceptable

☐ Corrective action not acceptable and not implemented (Explain below)

This matter is being referred to the Contracting Officer for action. Direct further correspondence to the CO.

| | |
|----------------------|------|
| QAS Signature | Date |
| Receipt Acknowledged | Date |

QASP MONTHLY INSPECTION REPORT

Building Name & Location: Phillip Burton Federal Building & US Courth

Contract Number:

Contractor Name:

XXX Cleaning Service

Please report all deficiencies found during the previous month inspection(s). Attach copies of Forms submitted to the contractor with this form. If there were no deficiencies, please submit this form indicating there were no deficiencies for the month. This form will become a part of the official QA documentation.

DEFICIENCIES & CORRECTIVE ACTION

COMMENTS

Documented on the Contract Cleaning Inspection Reports All deficiencies minor, corrected by the Contractor

SAMPLE

COR Signature

Date

| CUSTODIAL AND RELATED SERVICES | COMMENTS |
|---|----------|
| Submittals: " A list of names and telephone numbers of project managers, supervisors and designated on-site authority " Security clearance documentation (current & new employees) " Work schedule " Floor maintenance schedule " SDS documentation " Initial IPM inspection report | |
| Quality Control Plan (QCP) " Description of Training Programs " Description of Disciplinary Procedures " Description of Contingency Plan for Separation of Employees | |
| Inspection Reports | |
| Service Call Logs | |
| Tenant Reports | |
| Integrated Pest Management (IPM) Quarterly Reports | |
| Recycling and Solid Waste/Trash Hauling Reports | |

NOTE: This checklist does NOT represent an all-inclusive list of items that may be reviewed during an inspection. It is provided ONLY as guidance for the CO or their designee.

Exhibit J3.4 Building Exterior and Hardscape Plan - Reserved

Exhibit J3.5 Erosion and Sediment Control Plan - Reserved

Exhibit J3.6 Green Purchase Reports

For Reporting of Designated Bio-based Purchase reference Exhibit J1.4

Exhibit J3.7 Green Purchase Reports - Non-Biobased

The contractor shall expand the list as appropriate to reflect items purchased and used under this contract.

| Non Biobased Purchase Report | | | | | |
|---|---------------------------|-----|---------------------------|------------|-------------|
| Date: | Period Covered: | | | | |
| Contract # | Contractor Name: | | | | |
| | Building Name: | | | | |
| | Attributes and Cost | | | | |
| | CPG | DfE | Green Seal | Env Choice | Other Green |
| Cleaners (Bathroom and spa cleaners Glass cleaners, etc.) | | | | | |
| Floor Cleaner | | | | | |
| Floor Finish | | | \$8,000 (Sample Entry) | | |
| Hand cleaners and sanitizers | | | | | |
| Mulch and Compost | \$7,500 (Sample Entry) | | | | |
| Odor Control/Neutralizer | | | | | |
| Mobile equipment hydraulic oil | | | | | |
| Stationary equipment hydraulic oil | | | | | |
| Diesel fuel additives | | | | | |
| 2-cycle engine oil | | | | | |
| Penetrating lubricants | | | | | |
| Greases | | | | | |
| Sorbents | | | | | |
| Adhesives and mastics | | | | | |
| Grease and graffiti removers | | | | | |
| Carpet and upholstery cleaners | | | | | |
| Laundry products | | | | | |
| Towels | | | | | |
| General purpose cleaner | | | | | |
| Wood and concrete sealers | | | | | |

Resources Guide: Green Seal <http://www.green seal.org/FindGreenSealProductsAndServices.aspx>

Safer Choice <http://www.epa.gov/saferchoice/>

EPACPG <http://www.epa.gov/epawaste/tools/cpg/index.htm>

SFTOOL Green Procurement Cleaning Products [Sustainable Facilities Tool](#)

Exhibit J3.9 Key Sustainability Products (KSP)

Standards and Recommended Submittals

| Product | Sustainability Standard | Recommended Submittal |
|--|---|--|
| Wastebasket (O L Q H U V or smaller) | 8 Recycled content OR UL 126 | Product literature showing certification of recovered content by reputable 3rd party |
| Paper towels | 8 Recycled content and 100% total recycled content | Product literature showing certification of recovered content by reputable 3 rd party or Green Seal logo |
| Bathroom tissue | 8 Recycled content and 100% total recycled content | Product literature showing certification of recovered content by reputable 3 rd party or Green Seal logo |
| Hand Soap | <div style="border-left: 2px solid black; padding-left: 10px; margin-left: 10px;"> Green Seal (GS-41) or Eco Logo (UL 2784) or EPA Safer Choice </div> <p style="text-align: center; margin: 10px 0;">AND</p> USDA Certified Biobased | Product sheet showing logos of applicable standards |
| Multipurpose Cleaner | Green Seal (GS-37) or Eco Logo (UL 2759) or EPA Safer Choice | Product sheet showing logo of applicable standard |

Exhibit J3.11 Pest Control Work and Inspection Report (GSA 3638)

[illegible]

Exhibit J3.12 Contractor Submittals/Deliverables Chart

All reports, plans, schedules and other submittals provided by the Contractor are

subject to approval by the CO or their Designee.

7KH & RQWUDFWRU LV UHTXLUHG WR SHUIRUP LQ DFFRUG
plans DQG VFKHGXOHV RU DV GLUHFWHG E\ WKH & 2 RU WKHLU
3 'HOLYHUDEOHV' VXEPLWWDOV DUH DSSURYHG E\ WKH & 2

2. The Contractor is required to submit deliverables and reports to the CO or their designee at specified times throughout the life of this contract. Submission of deliverables and reports are considered critical to the successful completion of all contractual requirements. The following milestone chart lists deliverables and reports which must be provided by the Contractor and the respective due dates. Please note the frequencies indicated do not reflect any updates to submittals that may become necessary during the term of the contract.

3. The following chart is provided for reference only. It does not define all requirements of the contract, only those submittals and some of the documentation requirements for ease of administration. Any inconsistencies between this chart and section C shall default to the language contained in section C.

| ITEM | Location | SUBMIT DATE |
|--|--|--|
| Section C | | Prior to start of work |
| Quality Control Plan | C.3.14 Quality Control Plan (QCP) | Due with proposal |
| Staffing Plan | C.3.14.1 Staffing Plan | Due with proposal |
| Price List for Above Standard Items | Bid Sheet | Due with proposal |
| Contractor email for notifications of availability of monthly increments of funding | L.6 Instructions for Submitting Proposals | Due with proposal |
| Cleaning Schedule (Including Floor maintenance. Window and Blind cleaning) | C.3.15 Cleaning Schedules | Five (5) days prior to start of work |
| Safety Data Sheets (SDS) and product inventory | C.3.17 Federal Requirements | Five (5) days prior to start of work |
| Green Cleaning Plan - / L V W R I \$ S S U R S U Used on Contract -List of Environmentally Sustainable Products and Equipment | C.3.4.2 Green Cleaning Plan | Five (5) days prior to start of work |

| Section C | | After start of work |
|--|--|---|
| Update Quality Control Plan | C.3.14 Quality Control Plan (QCP) | Annually and when any changes are made. |
| Update Cleaning Schedule | C.3.15 Cleaning Schedules | Annually or when any changes are made. |
| KSP Proof of compliance | C.3.4.1 KSP Proof of Compliance | Prior to the start of each contract year |
| Snow and Ice Removal Plan with List of Chemical Products | C.3.5.3 Snow and Ice Removal | Ten (10) days after the start of work |
| Recycling and Solid Waste/Trash Monthly Report (Applicable to Solid Waste/Trash Only) | C.3.10.2.8 Recycling Records and Reports | Five (5) business days after the start of each month or at the request of the CO or their designee |
| Green Purchase Reports Bio-based as Required by USDA | C.3.11.2 Green Purchase Reports & Exhibit 6 | Annually by 31st of October |
| Green Purchase Reports Non Bio-based | C.3.11.2 Green Purchase Reports | Annually by 31st of October |
| Update SDS & product inventory | C.3.17 Federal Requirements | Immediately upon any change and minimum annually. |
| Initial Pest Assessment | C.3.12.3 Initial Pest Assessment | Fifteen (15) days |
| Integrated Pest Control Plan | C.3.12.4 Integrated Pest Control Plan | Fifteen (15) days after assessment then update annually |
| Commercial Applicators Certificate License | C.3.12.4 Integrated Pest Control Plan | Include with Pest Control Plan |
| Quality Control Inspection Report | C.3.14 Quality Control Plan (QCP) | On the last day of each week |
| Quarterly Self Evaluations | C.3.14 Quality Control Plan | Five (5) business days prior to the end of the quarter |

| | | |
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| | (QCP) | |
| Section E | | After start of work |
| Contract Close-Out Examination | E.5 Contract Close-Out Examination | Ninety (90) days prior to expiration. |
| Section H | | Prior to start of work |
| List of Name, Phone # and Address of Supervisors and Security Clearances | H.17.1 Supervisors | Five (5) days prior to start of work |
| | H.4 Suitability Determination | Fifteen (15) days after award. Security clearances must be submitted before Notice to Proceed can be issued. |
| Resume for Supervisor/Project Manager | H.17.3 Qualifications of Personnel (Resume) | Five (5) days after award |
| Section H | | After start of work |
| Exposure Control Program | H.23 Exposure Control Program | Thirty (30) days |
| Resume for replacement Supervisor/Project Manager | H.17.5 | Immediately at least 10 days in advance of starting date. |
| Contractor Pandemic Plan | H.2 Contractor Pandemic Plan | Thirty (30) days after the start of work |
| Recycled Content Product Certification | H.22.6 | Prior to Nov. 1 of each year |
| Green Cleaning Training (Stewardship) | H.22.7 | Five (5) days after completion of training |
| Recycle Content Certification | H.22.6 | Contract completion |
| Asbestos Training Certification | H.15 | Within sixty (60) days of employee commencement and 5 days after completion of training |
| Security clearances | H.4 Suitability Determination | Thirty (30) days prior to employees start of work |
| Section L | | After start of work |
| List of Subcontractors | L.6 Instruction for Submitting Proposals | Same as QCP before and after the start of work |

Exhibit J3.13 Green Roof Maintenance

Green Roof Maintenance applies to the Department of Transportation East and West Buildings (approximately 68,000 square feet of upper and lower roofs.)

The requirements established here shall be additional to any minimum standards as presented in or by the Public Buildings Maintenance Standard, Federal, State and Local Laws and regulations and industry best practices.

Routine MONTHLY Maintenance shall include:

- " K D Q G Z H H G L Q J R I W K H H Q W L U H W \ R I W K H V \ V W H P ¶ V V X
- " removal of vegetation from edging
- " removal of tree sapling and invasive non-native vines
- " removal of excess plant debris
- " clearing and c O H D Q L Q J R I W K H V L W H D Q G L W ¶ V Z D O N Z D \ V
- " Summer Months (June - August) shall include a cutback via string trimmers to maintain aesthetics and limit seeding.

Annual Maintenance shall include a Spring fertilization performed during the month of April. Multiple soil samples shall be drawn from across all areas of the vegetative system and analyzed for fertilization needs. Fertilization shall be applied utilizing a slow release strategy such that appropriate soil conditions are maintained throughout the entirety of the year.

Cautions and Warnings:

- " volunteer plants, such as daisy, fleabane and clover have ecological benefits and should not be seen as weeds
- " trimmed plant matter may be allowed to remain on the vegetated are after wee cut-back
- " the use of weed killers and or other toxic chemical is prohibited

Exhibit J4.1 Above Standard Line Item Descriptions - O&M related

Below is set forth scope defining the needs for specific Above Standard Line Items, (reference Schedule B), in O&M related areas.

J.4.1.1 DOT Emergency Generators and Electrical System Functional Test for N+ Verification.

The DOT possesses onsite 2 emergency generators, tenant owned, and the GSA Standby generator are specific to critical support needs of the tenant agency. The provision of maintenance and testing for said generators shall minimally meet the requirements established in the GSA Preventative Maintenance Guide and any and all applicable NFPA guidance. Additionally, twice annual testing shall include automated start, paralleling, staging and load transfer of all generators, distribution and support equipment necessary for ensuring automated power functionally supports mission critical site loads.

Additionally, all requirements and provisions as indicated in C.1.42.10 are to be applied for generators.

Generator Data: Caterpillar Model SR4B, 1250kW with installed load banks, equipment numbers 1 and 2, and 3 of 4.

The Life Safety Emergency Generator, (4 of 4) are specifically excluded from this above standard service cost and shall be serviced in accordance with the base service requirements of this contract, Section C.1.42.10.

Further requirements include: The vendor shall develop and perform an annual functional test on electrical systems for the purpose of N+ Criticality verification. This work may be performed in conjunction with base contract required maintenance and testing when appropriate for best option scheduling conditions or duplicative work. This work neither negates or replaces the requirements for base contract maintenance and testing in accordance with the parameters of the PWS.

System Function Tests

1. Develop test parameters and perform tests for the purpose of evaluating performance of all integral components and their functioning as a complete unit within design for the entirety of the system.
2. 0 H H W D O O U H T X L U H P H Q W V R I W K H P D Q X I D F W X U H U ¶ V S X E O L V
3. Verify the correct operation of all interlock safety devices for fail-safe functions in addition to design function.
4. Verify the correct operation of all sensing devices, alarms, and indicating devices.

Test Reporting

1. The test report shall include:
 - a. Summary of project
 - b. description of equipment tested
 - c. description of tests
 - d. test data
 - e. analysis and recommendations
2. Test data records shall include:
 - a. identification of the testing organization
 - b. equipment identification
 - c. humidity, temperature and other conditions that may affect the results of the test/calibrations

- d. identification of the testing technician
 - e. indication of inspections, test, maintenance and or calibrations to be performed and recorded
 - f. indication of expected results when calibrations are to be performed
 - g. L Q G L F D W L I R Q R G ' 3 D Q B I W V U H V X O W V D V D S S O L F D E O H
 - h. sufficient spaces to allow all results and comments to be indicated
3. The testing organization shall furnish 3 paper copies and 1 electronic copy of the complete report.

CLIN Number:_____.

J.4.1.2 DOT Critical HVAC Equipment.

Perform **quarterly** maintenance and inspection of tenant owned, Critical HVAC equipment. The vendor shall minimally perform requirements as recommended by the manufacturer and as identified in the GSA Preventative Maintenance Guide, reference HVAC.ACR-01-01M, or other applicable guide. Maintenance is specifically called for performance **quarterly** and shall only be performed by technicians Factory Certified for maintenance, testing and repairs on the listed equipment types.

Tenant owned equipment to be serviced is identified below. Any and all HVAC equipment not so specified shall be appropriately maintained as and with the base scope provisions and requirements.

CLIN Number:_____.

Equipment List

| Location | Manufacturer | Equipment ID | Model Number | Serial Number |
|---------------------------------|--------------|--------------------------------------|-----------------|---------------|
| W11-148D (Media Center) | Liebert | Mini Mate | MMD23C2X0E0AS21 | Y14LBI5411 |
| W11-331 (Media Center) | Liebert | Mini Mate | MMD40C3A0EDAS21 | Y14LBI5444 |
| W12-160 | Liebert | CRAC Unit | CW084DC1A2A826 | N15L150122 |
| W12-160 | Liebert | CRAC Unit | CW084DC1A2A826 | N15L150121 |
| CMC - CHS Equipment Room | Liebert | Mini Mate | MMD40C3YHEDB | 0749N159290 |
| CMC - AVS Equipment Room | Liebert | Mini Mate | MMD40C3YHEDB | 0749N159283 |
| E12-357 (MARAD CC) | Liebert | Mini Mate | MMD23C3PHE0BS12 | 0802N160848 |
| E12-373 (MARAD CC) | Liebert | Mini Mate | MMD23C3PHE0BS12 | 0801N160580 |
| P1-164 (Test Lab) | Liebert | CRU-P1-E5 | BU068C-AAE07477 | 837477-011 |
| P11-152 (Telecom Support) | Liebert | CRU-P1-F1 | UH529C-AAE0S477 | 837477-005 |
| P11-152 (Telecom Support) | Liebert | CRU-P1-F2 | UH529C-AAE0S477 | 837477-006 |
| P11-164 (SDSF) | Liebert | CRU-P1-E1 | UH529C-AAE0S477 | 837477-003 |
| P11-164 (SDSF) | Liebert | CRU-P1-E2 | UH529C-AAE0S477 | 837477-004 |
| P11-164 (SDSF) | Liebert | CRU-P1-E3 | UH248C-AAE0S477 | 837477-010 |
| P11-164 (SDSF) | Liebert | CRU-P1-E4 | UH248C-AAE0S477 | 837477-008 |
| P11-164 (SDSF) | Liebert | CRU-P1-E6 | CW084UCSA2S024 | N13K140040 |
| P11-164 (SDSF) | Liebert | CRU-P1-E7 | CW084DC1A2B486 | N1G150002 |
| WP1-025 (West MDF) | Liebert | CRU-P1-E4 | UH248C-AAE0S477 | 837477-009 |
| EP2-025 (East MDF) | Liebert | CRU-P2-E3 | UH529C-AAE0S477 | 837477-007 |
| P2-042 (UPS Room A) | Liebert | FCU-P2-D2 | UH600C-AAE0S477 | 837477-001 |
| P2-045 (UPS Room B) | Liebert | FCU-P2-D3 | UH600C-AAE0S477 | 837477-002 |
| Media Center Video Room | Daikin | Split System (Indoor Section) | FBQ36PVJU | E001056 |
| Media Center Video Room | Daikin | Split System (Outdoor Section) | RZR36PVJU | E001093 |

J.4.1.3 Quarterly Indoor Air Quality Testing / Semi-Annual Water Quality Testing

Provide for Third Party quarterly Indoor Air Quality Testing and Annual Water Quality Testing in accordance with the below stated requirements. (Currently installed airstream Auditaires were installed and have been maintained by Healthy Buildings International. Alternate performance by a suitably qualified alternative Third Party Inspection Firm is allowed with evidence of appropriate certifications and consistency in service provision, as required below.)

1. HVAC Inspection

1.1. A visual inspection will be made of the internal chambers of up to 20 main air handling units, including coils, condensate drainage, fan chambers, humidifiers, controlling hardware, etc. A representative selection of any supplementary, perimeter or other auxiliary air handling units will also be visually examined.

1.2. An assessment of the type, installation, and condition of filters present in the main and any supplemental air handling system with regard to their impact on indoor air quality.

1.3. Fiber optic examination of the representative sections of the internals of the main and secondary ducts leaving each air handling unit with a borescope. When QHFHVVDU\ DFFHVV ZLOO EH JDLQHG WR WKHVVH GXFWV %XLOG LQJV´ DFFHVV SRLQWV LQWR WKHQYFWZRUN \$FFHVV sealed after examination has been completed. These inspections will embrace representative sections of the ducts throughout the building.

1.4. Microbial surface sample will be taken from voids and relevant surfaces of the air handling equipment and ductwork, and from exposed surfaces in occupied areas, **only if visible or suspect mold or microbial contamination is evident.** The sampling will be conducted via tape lifts or sterile swabs followed by microscopic examination at between 400 X to 1000 magnification. Using this technique, many of the particles can be identified by their morphology and in the case of spores the results can be expressed qualitatively by the genera present (types of mold).

1.5. Static Air pressure measurement will be taken inside ductwork at representative locations in main and secondary air supply systems.

2. Air Quality Testing - The following samples for laboratory analysis will be collected:

2.1. Air samples will be collected in selected areas using Air-O-Cell type spore traps, or their equivalent, followed by analysis and counting of mold spores, fungal fragments, and other potentially allergenic particles with identification to the genus level (type of mold).

2.2. Formaldehyde levels in selected areas using direct reading electronic sensor, or NIOSH impinge sampling and analytical techniques.

2.3. Measurements of air flow direction and/or air pressure differentials between building shell and the outside, as well as between key locations within the building. This data will be used to identify existing and potential pollutant pathways.

2.4. Datalogging for temperature and relative humidity over a four to with-hour period using multi-channel data loggers.

- 2.5. 7 K H I R O O R Z L Q J L Q V W U X P H Q W W H V W V Z L O O E H S H U I R U P throughout the building. Each test location will be recorded and the methodology used for analysis, and the standards used to compare the results will be defined.
- 2.5.1. Measurement of airborne particles (respirable suspended particulates) using electronic aerosol mass monitors.
 - 2.5.2. Measurement of carbon dioxide levels using non-dispersion infrared absorption techniques. Levels will be compared against carbon dioxide levels in outdoor air and used as an indicator of ventilation rates.
 - 2.5.3. Measurement of carbon monoxide levels using electrochemical sensors.
 - 2.5.4. Tests for miscellaneous gases in representative areas, including nitrogen dioxide, sulfur dioxide and hydrogen sulfide using electrochemical sensors.
 - 2.5.5. Temperature and relative humidity using an electronic thermohydrometer.
 - 2.5.6. Screening test for total volatile organic compounds (TVOC) using a photo-ionization detector (PID). If the TVOC fall below 0.3ppm no further testing is indicated. In areas where the TVOC exceeds 0.3ppm additional sampling for the full spectrum of volatile organic compou Q G V 9 2 & ¶ V L V recommended. The technique involves air sampling using multi-bed Sorbent Tubes coupled to sampling pumps and is used to provide a more detailed analysis by gas chromatography and mass spectroscopy. This higher diagnostic method often helps t R H O X F L G D W H V S H F L I L F 9 2 & ¶ results will be analyzed with respect to relevant maximum recommended standards and guidelines for commercial indoor environments.
 - 2.5.7. Samples of outdoor air will be collected for analysis of dusts, gases, mold spores and fungal fragments, pollens and other allergenic particles, temperature, and relative humidity. Outdoor samples will be taken for control purposes and will be used to help evaluate the indoor readings.

Note: The vendor will take supplemental samples in addition to those documented above if the onsite Project Manager boserves a situation requiring further analysis.

3. Water Quality Testing

- 3.1. Legionella bacteria identification and counting will be conducted in the cooling tower water or other potential sources of this organism. A risk evaluation for exposure to legionella from the source will be conducted. This testing is to be performed twice (2) annually, spring and fall.
- 3.2. Lead, Copper and Iron content - Flushed drinking water samples will be collected using special acid-washed bottles and analyzed for lead, copper and iron using atomic absorption spectrometry technique. This testing is to be performed once (1) annually.

4. Airborne Contamination Sensor (Auditaire) Installation

- 4.1. 7 K H ³ + H D O W K \ % X L O G L Q J V á l u s \$ X G L a n d e r s f i l t e r d r e c t l y V P D O onto the ductwork. They contain a specially designed filter capsule. A small quantity of supply air is continually drawn through this filter and any particulate contaminants present are trapped on membranes in the Auditaire. These

contaminants can then be analyzed and evaluated at prearranged intervals in the future as part of this proactive monitoring program of the air quality in the building.

- 4.2. Analysis will be conducted of the particulate contaminants recovered from the supply airstream by the Auditaires (Airborne Particulate Contamination Monitors) where presently installed.
5. Report - A comprehensively written report containing the following will be submitted:
 - 5.1. Tests conducted including a description of the test procedure and the instruments used.
 - 5.2. Test results.
 - 5.3. Discussion and comparison of test results to relevant environmental standards and to available suggested standards.
 - 5.4. Summary of findings.
 - 5.5. Where practical and helpful, the report will include photographs that help to explain any unusual conditions or areas needing attention.
 - 5.6. Practical recommendations for any corrective actions for improvement of the indoor environment.
 - 5.7. The report will be submitted to you within 30 days of onsite tests and measurements.

CLIN Number:_____.

J.4.1.4 Additional Engineer Watch Coverage

Provide additional onsite Engineer coverage, (depth of 2 personnel), outside of normal building hours, for emergency response to any item potentially impacting the operational status of critical systems and equipment, including tenant facing systems and equipment. (Reference J.4.1.1 and J.4.1.2 above.)

The primary duty of said personnel is to ascertain, control and mitigate any and all potential ORVVHV RI FULWLFDO HTXLSPHQW DV PD\ KDYH LPSDFW RQ WKH must be onsite at all required times of shift coverage. Said personnel may perform alternate duties whilst on station, but must be positioned to immediately shed any such alternate activities to immediately respond in support of the primary duty.

Each additional shift covered by this added staffing complement shall perform all daily tour frequencies as identified in Section C.1.27.5.1.

6DLG (QJLQHHU SRVLWLRQV PXVW QRW EH UHTXLUHG IRU WKH SURYLVLRLQV DV VXFK SRVLWLRQ V PD\ RU PD\ QRW EH RUGHU request, order and fund such need.

Additional coverage hours shall include all weekend and holiday hours, and 5 pm through 7 am, Monday through Friday, **with 2 personnel onshift. Personnel shall consist of one (1) engineer and one (1) maintenance mechanic.**

CLIN Number:_____.

J.4.1.5 Title V Permit Compilation and Submission

For use should GSA not utilize GSA alternate resources for report compilation and permit filing. Provide appropriately qualified and accredited personnel, functioning as WKH *RYHUQPHQW¶V \$JHQW W Title V Permit Requirements Add-on shall include, but are not limited to, gathering data collected under PWS Section C.1.40.4, and other necessary sources, collate and compile necessary permit reporting documents, and submit said permit documents annually for the purpose of maintaining WKH IDFLOLW¶V 7LWOH 9 2SHUDWLQJ 3HUPLW &RSLHV RI site and formally submitted to the COR. Any and all filing fees shall be included. Any and all process issues identified shall be immediately reported to the COR.

CLIN Number:_____.

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|--|
| Exhibit J4.2 Above Standard Line Item Descriptions - Elevator related |
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Below is set forth scope defining the needs for specific Above Standard Line Items, (reference Schedule B), in Elevator related areas.

J.4.2.1 Onsite Elevator Mechanic

Staff one (1) elevator mechanic onsite from 7:30 am through 4 pm, Monday through Friday, excluding federal holidays. The purpose of this staffing is to ensure rapid response is available for emergencies and service related issues impacting tenant operations. There are no restrictions on alternate onsite work performance, (preventative maintenance, repairs, or otherwise), by said staffed individual excepting that such work MUST not restrict the individuals ability to provide rapid response.

CLIN Number:_____.

Exhibit J4.3 Above Standard Line Item Descriptions - Custodial related

Below is set forth scope defining the needs for specific Above Standard Line Items, (reference Schedule B), in Custodial related areas.

J.4.3.1 Window Washing and Atria Dusting

Additional to the Window Washing requirements of the base scope of the contract, one (1) complete interior and exterior window cleaning per year - additional window cleaning, as outlined below, shall be performed within the defined period and priced in this above standard line item.

The overarching intent is for identified areas to be cleaned three (3) times annually, thus two (2) additional performances within the annual period. Additional cleanings shall be performed in March and November, to offset a July performance of the base contract window cleaning.

1. All EXTERIOR windows. (2 additional cleanings)
2. Skylight, EXTERIOR only, (2 additional cleanings)
3. Breezeway Dusting, (2 additional cleanings)
4. 3rd Floor ledge dusting (West Building only), (2 additional cleanings)
5. New Jersey Ave. Lobby ledge dusting (West Building only), (2 additional cleanings)
6. New Jersey Ave. Rotunda Dusting, inclusive of elevated light fixtures (West Building only), (2 additional cleanings)

*Windows will be cleaned using Hydroxi Pro, a green seal product, for adherence to LEED requirements.

CLIN Number:_____.

J.4.3.2 Pantry Stocking and Restocking

Provide labor and consumable products as needed to restock pantry paper towels and soap, nightly, Monday through Friday, excluding federal holidays.

3 D Q W U \ | V D U H L G H Q W L I L H G D V

WEST BUILDING

| | | | | | |
|------------|-----------|------------------------------|-----------|-----------------|-----------|
| 9th floor | 8th floor | 7th floor | 6th floor | 5th floor | 4th floor |
| W98-122 | W88-120 | W78-122 | W68-122 | W58-122 | W46-122 |
| W96-120 | W86-120 | W76-120 | W66-120 | W56-120 | W46-120 |
| W95-319 | W85-319 | W73-120 | W63-120 | W53-120 | W43-120 |
| W93-120 | W83-120 | W71-122 | W62-309 | W51-120 | W42-309 |
| W92-309 | W82-310 | W70-309 | W61-122 | | W41-122 |
| W91-313 S1 | W81-122 | | W60-309 | | W40-309 |
| W91-122 | W80-309 | | | | |
| | W88-325 | | | | |
| | W80-317 | | | | |
| 3rd floor | 2nd floor | Ground | none | Concourse | none |
| W38-122 | W28-122 | | | | |
| W36-120 | W26-120 | Build America Suit A Segment | | Mobility Center | none |
| W33-120 | W23-120 | W11-341 | | | |
| W32-309 | W22-309 | | | | |
| W31-122 | W21-122 | | | | |
| W30-309 | | | | | |

EAST BUILDING

| | | | | |
|-----------|-----------|-----------|-----------|-----------|
| 8th floor | 7th floor | 6th floor | 5th floor | 4th floor |
| E87-307 | E76-120 | E66-126 | E57-313 | E46-126 |
| E86-126 | E74-120 | E64-120 | E56-126 | E45-107 |
| E84-120 | E73-120 | E63-120 | E54-120 | E44-120 |
| E83-120 | E71-126 | E61-126 | E53-120 | E43-120 |
| E81-126 | | | E51-126 | E41-126 |
| 3rd floor | 2nd floor | Ground | | |
| E37-307 | E27-307 | E12-118 | | |
| E36-126 | E26-126 | E12-154 | | |
| E34-120 | E24-120 | | | |
| E33-120 | E23-120 | | | |
| E31-126 | E21-126 | | | |

CLIN Number:_____.

J.4.3.3 Pantry Appliances Cleaning

Provide labor and materials for the monthly cleaning and sanitation of all pantry appliances in all pantry areas, reference J.4.3.2.

Work shall specifically address the cleaning and sanitation of Dishwashers and Refrigerators.

1. All appliances shall be clean, sanitized and free of spots, smudges, marks and soil.
2. Refrigerators shall (last Friday of the month) have all food and beverages removed and disposed of unless unopened in the original manufacturer H U ¶ V S D F N D J L Q J
3. Dishwashers shall be run through a cleaning cycle with detergent.

CLIN Number:_____.

J.4.3.4 Biannual Carpet Cleaning

Provide labor and materials for the full cleaning of ALL facility carpet on a bi-annual basis. Such cleaning is to be considered distinct and separate from the carpet maintenance and spot cleaning requirements identified in the base services portions of the contract. Cleaning is to be performed via a dry carpet cleaning method (Orbot or equivalent) to prevent possible sources of mold.

The square footage of carpet included is approximately 1.2 million square feet.

CLIN Number:_____.

J.4.3.5 Desk Side Recycling Pick-up

Provide labor for the removal of recycling content from all deskside recycling containers. All recyclable materials shall be disposed of consistent with C.3.10.2.5 Recycling Containers. New or replacement containers shall be the responsibility of the contractor along with placement of said containers.

The approximate number of deskside containers is: 5000.

CLIN Number:_____.

J.4.3.6 Monthly performance of High Cleaning and Dusting

Provide labor, materials and tools for the performance of High Cleaning throughout the facility once per month. (Excepting those areas as designated in J.4.3.1.) Cleaning and dusting shall be inclusive of, but is not limited to, the exterior of all lighting fixtures, ventilation diffusers, overhead pipes, sprinklers, ledges, wall hangings or mounted accoutrements, etc.

CLIN Number:_____.

J.4.3.7 Annual Inspection and Periodic Cleaning and Maintenance of Ice Machines

Provide all labor and materials for the inspection, maintenance and cleaning of ice machines distributed about the facility. Requirements shall include G H W K H P D Q X I D F W X U recommended maintenance as well as the specific items identified below.

1. Provide routine maintenance, descaling, and cleaning of units as required by the manufacturer.
2. 3 U R Y L G H P D L Q W H Q D Q F H F O H D Q L Q J D V G i l e n a F u l l H G E \ W I (HID525A-1 pages 16 - 19), (MDT5N25A-1J page 17-20), (7CI100A page 10-14).

3. Provide sanitizing of water reservoirs and water circuits on each machine three (3) times per year.
4. Furnish and install new water filter cartridges for each machine two (2) times per year. Perform any necessary adjustments, as required.
5. Inspect all electrical connections and safety controls.
6. Clean external surfaces.
7. Check auxiliary equipment operation - inspect wiring, tighten as necessary.
8. Provide a Report Summary of work, finding and deficiencies to the COR.
9. All work is to be performed during normal business hours.

Equipment is identified as:

DOT Icemaker PM

2/6/2019

| Equipment | Model # | Serial # | Building # | Floor | Planned No. of PMs* | Projected Schedule* |
|------------------|--------------|--------------|---------------|-------------|---------------------|---------------------|
| Barcode | Asset Type | Manufacturer | Serial Number | Location | | |
| 56074 | ICE MACHINE | SCOTSMAN | 1.40913E+13 | E21-126 | | |
| 62322 | ICE MACHINE | SCOTSMAN | 1.60913E+13 | E31-126 | | |
| 56073 | ICE MACHINE | SCOTSMAN | 1.40913E+13 | E41-126 | | |
| 62318 | ICE MACHINE | SCOTSMAN | 1.60913E+13 | E51-126 | | |
| 56072 | ICE MACHINE | SCOTSMAN | 1.40913E+13 | E61-126 | | |
| 62317 | ICE MACHINE | SCOTSMAN | 1.60613E+13 | E71-126 | | |
| 56071 | ICE MACHINE | SCOTSMAN | 1.40813E+13 | E81-126 | | |
| 61476 | ICE MACHINE | FOLLETT | J03391 | W12-429 | | |
| 56075 | ICE MACHINE | SCOTSMAN | 1.40913E+13 | W28-122 | | |
| 56070 | ICE MACHINE | SCOTSMAN | 1.40813E+13 | W38-122 | | |
| 56069 | ICE MACHINE | SCOTSMAN | 1.40813E+13 | W58-122 | | |
| 62321 | ICE MACHINE | SCOTSMAN | 1.60913E+13 | W68-122 | | |
| 56068 | ICE MACHINE | SCOTSMAN | 1.40913E+13 | W78-122 | | |
| 56067 | ICE MACHINE | SCOTSMAN | 1.40813E+13 | W88-122 | | |
| 56655 | ICE MACHINE | FOLLETT | H53342 | W92-309 | | |
| 62319 | ICE MACHINE | SCOTSMAN | 1.60213E+13 | W98-122 | | |
| | | | | | | |
| | Water Filter | SUPRA | Quantity = 9 | MDT5N25A-1J | | |
| | Water Filter | FOLLETT | Quantity = 2 | 7CI100A | | |
| | Water Filter | WATTS | Quantity = 5 | HID525A-1 | | |
| | | | | | | |
| TOTAL EQUIPMENT: | 17 | | | | 0 | |

*For planning purposes only, the number of preventive maintenance service visits and projected schedule is based upon the estimated

***plus 5 additional ice machines, unlisted,** added within the last 5 years, without current identification or location established. Supporting information will be provided upon award.

CLIN Number:_____.

K. REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS

L. INSTRUCTIONS TO OFFERORS

M. EVALUATION FACTORS FOR AWARD

NOTICE CONCERNING SOLICITATION

All information contained in this document shall become part of the official Contract once awarded. In addition, the Government reserves the right to incorporate all or part

RI WKH & RQWUDFWRU¶V ZULWWHQ SURSRVDO LQV