



National Business Center
Division of Facilities Management Services



**STANDARD AND ABOVE-STANDARD SERVICES
FOR THE
MAIN AND SOUTH INTERIOR BUILDINGS**

Summary of Services. The standard services that are provided to occupants include, among other things, those listed below. The costs for these services are included in the rent payments by each occupant organization. The NBC Division of Facilities Management Services (DFMS) is responsible for providing most of these services in accordance with the Delegation of Authority Agreement between the Department and the General Services Administration (GSA) for the operation and maintenance of the Main and South Interior Buildings.

- **Daily operation of the heating, ventilation, and air conditioning (HVAC) systems.** HVAC services are provided between the hours of 7:00 a.m. and 6:00 p.m. on each government workday. Repairs to and periodic maintenance on the HVAC system and the costs associated with utility services are included as part of this responsibility. (Information on obtaining supplemental HVAC service is available on our webpage. See “SUPPLEMENTAL HVAC PROCEDURES” at: <http://www.nbc.gov/facilities/>)
- **Repair and maintenance of the buildings and their structures and component systems.** A few examples in this category are elevators and escalators, plumbing and electrical systems and components, the roof on both buildings, parking lot and garages, fire-suppression systems and equipment, etc.
- **Pest management.** DFMS funds the services of the GSA pest-control contractor for services in our buildings. The contractor use an integrated pest-management program which provides extremely-effective results without the potentially-harmful health effects that often result from the use of sprayed-on or aerosol chemicals. (Refer to the page on INTEGRATED PEST MANAGEMENT on our webpage: <http://www.nbc.gov/facilities/>)
- **Landscaping.** DFMS also funds the services of a professional landscaping firm working under a contract to the General Services Administration.
- **Recycling program.** DFMS manages the recycling program in the Main and South Interior Buildings and provides both scheduled and unscheduled collections of materials to be recycled. (More-detailed information is available in the RECYCLING GUIDE FOR THE MAIN AND SOUTH INTERIOR BUILDINGS on our webpage: <http://www.nbc.gov/facilities/>)
- **Cyclical painting.** Public spaces (e.g., corridors, rest rooms, meeting rooms) are painted every three years. Subject to the availability of funds, offices are painted every five years. Mechanical spaces and equipment rooms, stairways, warehouses, and similar spaces are painted every ten years.
- **Custodial services.** To maintain the overall appearance and sanitary condition of the buildings, daily and periodic cleaning of the buildings are among the most-important services we provide. Our custodial contractor provides not only basic services such as cleaning of offices and rest rooms, trash collection, and floor maintenance, but also

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includes collection of materials (e.g., paper, cardboard, cans, bottles, and plastic) for recycling, daily policing all outdoor areas, and less-frequent work such as snow removal and window cleaning. (Additional information can be found in OVERVIEW OF CUSTODIAL SERVICES FOR THE MAIN AND SOUTH INTERIOR BUILDINGS on our webpage: <http://www.nbc.gov/facilities/>)

- **Concessions Liaison.** The cafeteria and 4th-floor snack bar in the Main Interior Building and vending areas in both buildings currently are under the operational and administrative control of the GSA. The Building Manager's Office serves as a liaison between occupants and the GSA.
- **Energy conservation.** The Building Manager's Office is responsible for the overall energy-conservation program for the Main and South Interior Buildings. To this end, it identifies and implements energy-conservation initiatives, and works constantly to increase occupant awareness of and support for the program.
- **Occupant Emergency Planning.** The Building Manager's Office provides information needed to keep the Occupant Emergency Plan for the Main and South Interior Buildings current. It also is responsible for ensuring there are sufficient Wardens and Buddies identified and trained to assist in an emergency evacuation of either or both buildings, and for scheduling and conducting evacuation and shelter-in-place drills in each building at least once each year.
- **Contingency planning.** On an ongoing basis, the Building Manager's Office works closely with the NBC Emergency Coordinator to develop contingency plans in the event that a part or all of the Main or South Interior Building cannot be used by occupants for any reason.
- **Emergency response.** Most of the staff in the Building Manager's Office are on call 24 hours per day, on a year-round basis.
- **Routine testing of water.** The drinking-water systems in both buildings are tested at least once each year. Samples are sent to an independent laboratory and tested for the presence of lead, copper, and bacteria.
- **Routine testing of air.** At least once each year, a fiber-in-air survey is conducted in random locations throughout both buildings to ensure no airborne asbestos fibers exist.
- **Special testing.** On an as-needed basis, tests are conducted to determine the presence of radon, lead, mold, or other materials or conditions that may not be conducive to a healthful work environment.
- **Building accessibility.** Within the constraints of available funding and historic-preservation requirements, the Building Manager's Office is responsible for identifying and accomplishing projects to increase or enhance accessibility in the Main and South Interior Buildings.
- **Historic preservation.** The Main Interior Building is on the National Registry of Historic Places, and the South Interior Building is eligible for listing on the Registry. The Division of Facilities Management Services is responsible for maintaining the historic, architectural, and aesthetic properties of both buildings, and must consider each of these in work done to maintain, repair, or alter the buildings.
- **Signage.** The Building Manager's Office is responsible for the upkeep, maintenance, and repair or replacement of the general signage in both buildings.

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Services provided by GSA. The Delegation of Authority Agreement between the Department and the GSA does not include a few areas of responsibilities that have been retained by GSA. These include:

- The cafeteria in the Main Interior Building. As mentioned in the earlier paragraph on Concessions Liaison, GSA currently has the overall responsibility for the cafeteria. The DFMS has certain responsibilities for equipment in the cafeteria that is part of the building systems (e.g., steam distribution, lighting, HVAC, plumbing, etc.).
- Mickey’s Snack Bar. Located on the 4th floor of the Main Interior Building, the Snack Bar is operated under the auspices of a Randolph-Shepherd Act contract issued and administered by GSA. As with the cafeteria, DFMS has certain responsibilities for equipment in the Snack Bar that is part of the building systems.
- Periodic maintenance, testing, and repair of high-voltage electrical equipment in both buildings.
- Periodic maintenance, testing, and repair of the fire-alarm and public-address systems in both buildings.
- Capital-improvement projects. While the Building Manager’s Office works in a liaison capacity to facilitate these projects, GSA both funds and oversees the accomplishment of all capital-improvement projects in both buildings.
- Original art (e.g., murals, statues) restoration and conservation.

Above-Standard Services. When above-standard services are used, the DFMS must be reimbursed for all costs associated with providing those services. These costs may include labor and utility charges and—depending on the type of service being used (e.g., cooling) and the time of year the service is used—may be substantial. Currently, DFMS has a building engineer on duty 24 hours each day, five days a week. Subject to the availability of funds, we hope to begin 24 hour coverage, seven days each week, around the third quarter of FY06. While not all-inclusive, the list below provides a few examples of above-standard services that are available on a reimbursable basis.

- Operation of program-support equipment and supporting HVAC equipment on a 24-hour basis. The most-common use in this area is the operation of computer-room facilities for several offices and bureaus in the Main and South Interior Buildings.
- HVAC operation and/or logistical support for special programs or events, usually in the auditorium of either building.
- HVAC operation to heat or cool offices after normal hours or on weekends or holidays.
- Costs incurred by DFMS to support the operation of personal or program-support equipment installed as a reasonable accommodation for employees.

Services not provided by the DFMS Building Manager’s Office. The purchase, maintenance, cleaning, installation, and/or repair of many personal-property items typically are the responsibility of the individual office or bureau. While not all-inclusive, the list of these items includes:

- Draperies, valances, or cornices.
- Carpeting.
- Office furniture.
- Pictures, portraits, or other artwork on walls.

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Coverage of and requesting service from the Building Manager's Office. The Building Manager's Office is staffed between the hours of 7:00 a.m. and 5:00 p.m. each day to respond to occupants' needs. All requests for service or repairs or complaints should be forwarded to the Building Manager's Office on (202) 208-7560 or via email to **facils@nbc.gov**. Please include the requestor's name (i.e., the person to whom we can speak about the problem) and telephone number, and a brief description of the problem or service(s) needed.

Point of Contact:

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