



**SOLICITATION NUMBER:** G S - [REDACTED] P - [REDACTED] - [REDACTED] - [REDACTED]

**SERVICES**                      **SERVICE:** BUILDING OPERATIONS AND MAINTENANCE

**LOCATIONS:** [REDACTED]

**PERIOD OF PERFORMANCE:** [REDACTED]

**SOLICITATION ISSUE DATE:** July [REDACTED], 2008

**OFFER RECEIPT DATE and TIME:** July [REDACTED], 2008

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## **Remove this section when finished with Statement of Work (SOW)**

### **NOTES TO SPECIFICATION WRITER**

#### **General**

The specifications in this statement of work constitute a standard for Operations and Maintenance services (O&M) for all PBS regions. As you review the scope you will find editor's notes requiring information to be inserted or language choices to be made in *blue* and contained within square brackets "[ ]". Items that are not applicable to the particular site covered under the provisions of this scope must be deleted and marked "Reserved" in both the text and Table of Contents. Regional-specific information and additional requirements must be added as applicable throughout the scope. Care must be used in determining what material should be contractual and what material should be provided as informational only. To avoid confusion, do not insert page numbering until you have completed the scope. All blue editor's notes, including these paragraphs, must be deleted when the specifications are finalized.

#### **CMMS Usage**

GSA's goal is to use computerized maintenance management systems (CMMS) in as many locations as practicable. However, in small facilities with very little mechanical equipment requiring less than one full-time mechanic, a manual system of tracking maintenance and repairs may be adequate. For those few locations not using a CMMS, regions must delete the references to CMMS usage and mark the Table of Contents section C.8.4, Use of CMMS, as "Reserved."

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**A. SOLICITATION/CONTRACT FORM**

***A.1. STANDARD FORMS***

**RESERVED**



## **B. SERVICES, ORDERING AND PRICES**

### ***B.1. DESCRIPTION OF SERVICES***

**RESERVED**

## C. DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

### C.1. SCOPE OF WORK

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, and repair of equipment and systems located within the property line of the *[[[Insert all covered building names]]]* building, to include the following:

*[[[Identify specific equipment or systems to include and exclude from this scope of work. Delete any items not applicable to your building or covered under the requirements of another SOW.]]]*

1. Electrical systems and equipment.
2. Mechanical, plumbing, energy management control systems (EMCS) where applicable, and heating, ventilation, and air conditioning (HVAC) systems and equipment.
3. Fire protection and life safety systems and equipment.
4. All control systems that are within the scope of this contract.
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 a computerized maintenance management system (CMMS) as well as other administrative functions.
7. Maintenance of landscape irrigation systems. *[[[Check Contractor responsibility.]]]*
8. Mechanical equipment for window washing (wall glider, tracks, and associated equipment). *[[[Check Contractor responsibility.]]]*
9. Locks, keycard systems, and static and dynamic bollard systems.
10. Dock levelers. *[[[Check Contractor responsibility.]]]*
11. Elevator and vertical transportation systems, including locks, keycard systems, and static and dynamic bollard systems.
12. Child care center playground equipment (all facilities equipment associated with a child care center is included to the extent similar equipment is included for the main facility). *[[[Check Contractor responsibility.]]]*

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

Excluded from this scope are:

*[[[Remove any items below that are included in this scope and add to list above.]]]*

1. Security systems.
2. Telecommunication systems.
3. Equipment owned and operated by tenant agencies.
4. Furnishings (not installed as fixtures).
5. Paper and soap dispensing equipment in restrooms.

6. Kitchen appliances and equipment (but ductwork above the ceiling, grease traps with associated piping, and any fire suppression or fire alarm equipment are included in the scope).
7. Equipment owned by servicing public utilities.
8. Upgrade of software or software licenses (to include building automation systems (BAS) and CMMS). *[[[Edit this language if Contractor is providing CMMS software.]]]*
9. Fitness center equipment. *[[[Check Contractor responsibility.]]]*
10. Lawn sprinkler heads. *[[[Check Contractor responsibility.]]]*

## **C.2. DEFINITIONS**

### **C.2.1 Acceptance**

“Acceptance” means an authorized representative of the Government has inspected and agreed that the work meets all requirements of this contract, to include documentation requirements.

### **C.2.2 Additional Services**

“Additional services” are services that the Contractor will provide at an additional cost to 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 offeror’s overall pricing. These services may be provided during or after normal working hours. The Contracting Officer (CO) will issue a separate delivery order before work may proceed.

### **C.2.3 Approval**

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

### **C.2.4 Architectural and Structural**

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

### **C.2.5 Basic Services**

The “basic services” of the contract consist of the recurring contract requirements for which the Contractor is paid as a base price, i.e., the requirements established by the contract statement of work and related general and administrative requirements that do not contain provisions for separate reimbursement.

### **C.2.6 Building Automation System (BAS)**

The “building automation system” is a system controlling and monitoring building HVAC, 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.2.7 Building Operating Plan

The “building operating plan” is a mandatory plan that the Contractor prepares for Government approval that describes the Contractor’s program for operating and maintaining the building, to include both normal circumstances and contingencies.

### C.2.8 Computerized Maintenance Management System (CMMS)

A “computerized maintenance management system” is a database and application software package that automates the O&M and repairs record keeping requirements.

### C.2.9 Consumable Parts

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

### C.2.10 Contractor

“Contractor” as used in this document refers to the firm awarded this contract.

### C.2.11 Controls and Control System

A “control system” is any low-voltage 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.2.12 Emergency Callback

An “emergency callback” is a service request or other request for service placed outside of normal working hours and of such a nature that response cannot wait for the resumption of the next day’s normal working hours.

### C.2.13 Existing Deficiency List Report

The “existing deficiency list report” or “existing deficiency list” is a list of 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.

### C.2.14 Federal Holidays

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

#### C.2.15 Fire Protection and Life Safety Systems

“Fire protection and life safety systems “ are systems and equipment installed in the 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.2.16 Indefinite Quantity

“Indefinite quantity” provisions permit the Government to order additional work, in addition to the basic services, and upon acceptance permit additional payment to the Contractor.

#### C.2.17 Miscellaneous Work

“Miscellaneous work” is additional labor that is performed at the request of the Contracting Officer’s Representative (COR) at no additional cost to the Government (i.e., they are part of basic services.) The Contractor may also have to provide consumable materials to complete the request.

#### C.2.18 Normal Working Hours

“Normal working hours” is the hours of building operations under most circumstances when all services must be provided to all occupants. Normal working hours are: *[[[Insert normal working hours for each building covered under the scope of this contract.]]]*

#### C.2.19 Occupant Emergency Plan (OEP)

The largest agency in each building is responsible for development and enforcement of the building’s “Occupant Emergency Plan” (OEP). The OEP details what the building tenants must do in case of an emergency. The plan identifies fires wardens, shelter in place locations etc. The Contractor must support all OEP efforts to the fullest extent possible.

#### C.2.20 Operations

“Operations” is the continual process of using building equipment systems to accomplish their function, optimize building performance, and improve energy efficiency. Operations includes analysis of requirements and systems capabilities, operating controls and control systems, responding to 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.2.21 Predictive Maintenance

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

#### C.2.22 Preventive Maintenance (Scheduled and Unscheduled)

“Scheduled preventive maintenance” is a program of maintenance activities performed based on a fixed schedule or on equipment runtimes. “Unscheduled preventive maintenance” is all work performed including adjustments and procedures necessary to sustain the proper operation of all building equipment and systems pending a scheduled procedure.

#### C.2.23 Quality Control Plan

The “quality control plan” (QCP), is the Contractor’s complete written system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable. Preparation of this document is the responsibility of the Contractor.

#### C.2.24 Repair

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

#### C.2.25 Non-Reimbursable Repair

A “non-reimbursable repair” is a repair that is the Contractor’s responsibility with no additional reimbursement from the Government.

#### C.2.26 Reimbursable Repair

A “reimbursable repair” is a repair that is reimbursable to the Contractor, in whole or in part, in accordance with the provisions in this document.

#### C.2.27 Sequence of Operations

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

#### C.2.28 Service Request

A “service request” is a response to a GSA, tenant, or agency request or a response to an observation that some equipment, system or material covered by the contract is inoperable, dysfunctional, deteriorated, or 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.

#### C.2.29 Tour

A “tour” is generally a scheduled walkthrough of equipment rooms and installations 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, 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.2.30 Vertical Transportation Systems

“Vertical transportation systems” include elevators, escalators, dumbwaiters, lifts, etc.

#### C.2.31 Watch

A “watch” involves performing certain tasks required for the operation of the HVAC 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.3. REFERENCES**

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 Draft, the Facilities Standards for the Public Buildings Service (PBS P100), and the U.S. Courts Design Guide, which will be provided by the Government.

*[[[Regions must add or delete references as applicable to their location. Indicate whether the publications will be provided by the region or if they are available via Web site.]]]*

- 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 1HVAC 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, and 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/TWCA 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
- *[[[Add any applicable local and State regulations here.]]]*

#### ***C.4. EXISTING DEFICIENCY INSPECTION/INITIAL DEFICIENCY LIST***

*[[[Regions may alter language as needed. Regions may choose to allow the Contractor to conduct the existing deficiency inspection without the COR present. In these instances the following language must be inserted: “The COR may defer/approve inspection activities without the presence of a Government representative, subject to adequate documentation of conditions found by the Contractor.”]]]*

The Contractor and the COR or designee must make a complete and systematic initial inspection together during the startup or transition phase of the contract that will include all mechanical, electrical, fire protection, and utility systems and equipment, windows, doors, and other structural features for which maintenance and repairs 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. The Government may elect to have all or any part of this work performed by the Contractor (at the price or prices quoted), by Government employees, or by other contractors. The existing deficiency list report must not include any items that would be replaced, repaired, or adjusted during the performance of normal preventive maintenance. The Contractor shall be responsible for making immediate adjustments or corrections that fall within the scope of routine preventive maintenance required by this contract at no additional cost to the Government. This includes but is not limited to making adjustments to controls; adjusting the BAS software, e.g., correcting set points; reloading programs; restoring equipment being operated manually to automatic operation (this does not include changing established sequences of operation or programming sequences); applying lubricants; cleaning fan housings, fans, coils, dampers, air handling unit (AHU) sections, and equipment rooms and replacing consumable parts or components.

The Contractor must submit an initial deficiency list report not later than \_\_\_ days *[[[Insert timeframe]]]* after award of the contract to the COR or designee. Any dispute between the Government and the Contractor as to classification of initial deficiency list report items will be resolved under the Disputes Clause in this document. The Contractor's itemized estimates for correcting each deficiency must remain in effect for \_\_\_\_\_days *[[[Insert timeframe]]]* after submission of the initial deficiency list report. Deficiencies discovered after the submission of the

initial deficiency list report will not be considered pre-existing for purposes of this contract, unless equipment is operational and cannot be secured and inspected. Any piece of equipment or system that cannot be inspected must be highlighted at the beginning of the deficiency list stating why it cannot be secured and inspected. An estimate of when the Contractor reasonably expects to be able to inspect the piece of equipment must be provided.

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.

### **C.5. STARTUP PHASE/TRANSITION PHASE**

*[[[Regions must choose either the Startup Phase or Transition Phase Startup language below depending on the appropriate building circumstances. The recommended Startup Phase is 30 – 90 days but may be longer if warranted.*

*If the building is continuing operations (rather than a newly completed construction, or after being returned to operation after a major recapitalization renovation), use the Transition Phase Startup paragraph. Since the Transition Phase Startup services are performed before the contract start date, regions must decide whether they will require the Contractor to factor the cost for this service into their monthly contract cost, or if they capture this cost as a separate line item in section B.*

*The Startup Phase language immediately below is for O&M services following new construction or a major recapitalization renovation project. Regions may decide to separate the costs associated with the Startup Phase as a line item in section B.]]]*

#### C.5.1 Startup Phase

The Contractor must provide \_\_\_\_\_ days *[[[Insert timeframe and section B reference if applicable]]]* of startup services to assist transitioning between the construction contractor's temporary operations and the O&M Contractor's initial operations. During this period, the building is expected to be primarily unoccupied except for security personnel and transient GSA, agency, or Contractor personnel carrying out functions related to completing construction punch lists or in preparation of initial occupancy by tenants. During this period as equipment is accepted by the Government and officially (in writing) turned over to the Contractor for operations, the Contractor must:

1. Operate HVAC equipment to maintain conditions sufficient to avoid damage to finishes, especially millwork.
2. Manage warranties, in cooperation with the construction manager.
3. Develop the building operating plan.
4. Assist with commissioning activities (note: commissioning schedules will be made available on request by the COR).
5. Provide site access and escort to agency personnel and contractors as necessary. If such services take more than 20 hours per week then the Contractor will be reimbursed by GSA for the additional time in accordance with the additional services provisions in this document.

6. Inspect all major or exposed (rooftop, outside, machine room) HVAC equipment for cleanliness, absence of rust, accessibility for maintenance purposes, and other visible problems.
7. Inspect machine rooms for Occupational Safety and Health Administration (OSHA) compliance.
8. Complete the building equipment inventory as required in this document, to include all equipment attributes used by the CMMS if applicable.
9. Inventory any stock of materials and repairs parts provided as part of the construction contract to the Government for safekeeping.
10. Identify defects in equipment and systems covered by this contract that were not previously identified in punch list records and notify the Government of such defects for inclusion in the punch list. If such deficiencies are determined to be out of scope for inclusion in the construction contractor's punch list, the Contractor must compile such items in an initial deficiency list report as well as provide an itemized estimate for correcting each deficiency as described in section C.4., Existing Deficiency Inspection/Initial Deficiency List.
11. Receive training on new equipment added during construction or renovation and, when practical, record the training and provide a copy of the training in electronic format to the COR.

Within \_\_\_\_\_ days *[[[Insert timeframe]]]* of the startup phase, the Contractor must submit a schedule and staffing plan to the COR or designee for the startup phase. This plan must describe, by week, work to be accomplished. At the end of each week during the startup phase, the Contractor must submit a letter report describing work accomplished during the startup phase.

As with other work required under this contract, all work performed during the startup phase must be recorded by the Contractor as work orders in the CMMS if applicable, to include recording hours of time and costs.

**OR**

#### C.5.1 Transition Phase Startup

The Contractor must provide \_\_\_\_\_ days *[[[Insert timeframe]]]* of transition startup services prior to the contract start date to assist transitioning between contractors. *[[[Refer to the note above and choose to ask the Contractor to either account for this cost in his monthly contract amount or to account for this cost via a separate line item in section B. Adjust section B if necessary.]]]* The purpose of this phase is to permit a transition that is seamless to the tenants and to assess the condition of the building and incomplete maintenance work at the time of contractor transition. During this period the Contractor must:

1. Develop 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.4., Existing Deficiency Inspection/Initial Deficiency List.

Not later than the end of the transition startup phase and the concurrent beginning of operations and maintenance services, the Contractor must submit for GSA's approval:

1. The new building operating plan.
2. The initial deficiency list report, as described elsewhere in this document.

Within the first week of the startup phase the Contractor must submit a schedule and staffing plan for the startup phase. This plan must describe, by week, work to be accomplished. At the end of each week during the startup phase the Contractor must submit a letter report describing work accomplished.

As with other work required under this contract, all work performed during the startup phase must be recorded by the Contractor as work orders in the CMMS (if applicable), to include recording hours of time and costs.

*[[[NOTE: Although not recommended due to inherent conflicts of interest for new construction, some regions may elect to have the developer perform O&M services for a delineated period of time as an option to the construction contract. In these cases, property management would develop the scope and estimate. When this option is exercised, a property management representative would be named as COR.]]]*

#### ***C.6. PHASEOUT TRANSITION PERIOD***

When this contract expires or is otherwise terminated, the Contractor must cooperate with the incoming contractor during a phaseout period. For planning purposes, the Contractor must assume a phaseout period of \_\_\_\_ days. *[[[Insert timeframe. Note: The number of days must correlate with the anticipated number of days of the Startup Phase of any follow-on contract.]]]*

During this phaseout period, the Contractor must assist the COR or designee and incoming contractor for a seamless transition in operations and maintenance with no adverse affect 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.7. PUNCH LIST COMPLETION 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 must be construed to limit the Contractor's liability or restrict the Government from reporting unsatisfactory or problematic performance by the Contractor.

## ***C.8. GENERAL AND ADMINISTRATIVE REQUIREMENTS***

### ***C.8.1 Minimum staffing and ability to contact and communicate with the COR***

***[[[Regions must adjust these provisions as appropriate to their facilities to account for locations where full-time onsite coverage is necessary or small facilities where it is not. Insert a specific form of communication device if required.]]]***

The Contractor must provide staff to ensure services are continued without disruption to the tenant. The Contractor must ensure employees maintain communications access with the COR to allow contact by the Government at all times during normal working hours and to effectively communicate with Government personnel (See section C.8.2, Communication Equipment).

The Contractor must immediately notify the COR or other designated Government representative of any recognized safety hazard that might severely affect the building occupants.

The onsite technicians must have sufficient skills to immediately respond to a variety of service requests involving multiple trades, including the operation of building control and energy management systems. Operators must be certified where applicable.

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.

The Contractor must provide staff as necessary to meet all requirements of the contract.

Personnel must be properly licensed and certified to work on building systems or equipment for which licensed and or certified personnel are required by Federal, State, or local law, codes, or ordinances.

The Contractor must develop and submit to the COR or designee within \_\_\_\_ days of contract award ***[[[Insert timeframe]]]*** a list of key personnel and emergency contact information (which may include subcontractor contacts, as applicable).

All contract employees, including subcontractor employees, must sign in and out at the beginning and end of their shifts on a log established at each building for security and contract administration purposes.

### ***C.8.2 COMMUNICATION EQUIPMENT***

The Contractor must provide key operational personnel (managers, supervisors, and duty mechanics) with portable electronic means to communicate with GSA (and the PBS National

Contact Center) for service requests, emergencies, status of projects, etc. Electronic communication methods may include the following:

1. Text messaging device. The Contractor is responsible for all costs associated with the text messaging device. Examples are two-way pager, cell phone with text messaging, Blackberry, etc.
2. Fax. Receiving and sending faxes is acceptable as a secondary communication method for locations that have problems with wireless device signal strength. However, delaying faxes because of combined usage of voice and fax on the same line is not acceptable.

### ***C.8.3 ONSITE RECORDS***

The Contractor must ensure that all records required by the contract, or produced in performance of work under the contract, are maintained in an organized manner onsite in electronic format and are made available to the Government when requested. The contractor must receive, maintain and gather data, as well as other materials including records and manuals, related to the support and operation of Government facilities. The Government retains ownership of all databases, information, and other materials received or developed by the Contractor in support of this contract at all times.

### ***C.8.4 SERVICE REQUEST AND ADMINISTRATIVE SUPPORT***

***[[[Regions must choose either option A or option B based on the whether the National Contact Center has been implemented.]]]***

#### ***Option A***

***To be used when the National Contact Center is not in place.***

The Contractor must 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, 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).

***[[[If there are other functions for the service request and administrative support to handle, such as conference room scheduling, describe the duties here.]]]***

#### ***Option B***

***To be used when the National Contact Center is in place.***

The Contractor must determine the level of administrative support required during normal working hours to track and maintain the CMMS.

### ***C.8.5 USE OF CMMS***

***[[[GSA's goal is to use CMMS systems in as many locations as practicable. However, in facilities with a history of Contractors with limited experience using CMMS systems and less than one full time onsite mechanic, a manual system of tracking maintenance and repairs***



*may be adequate. For those locations not using a CMMS system, delete the paragraphs below and choose option C and mark the Table of Contents section C.8.4, Use of CMMS, as “Reserved.” For locations requiring the Contractor to use a CMMS system, the CMMS system may be either Government furnished or Contractor furnished.]]]*

#### **Option A**

The Contractor must provide all hardware and software to support and maintain an automated database of building maintenance and repair activities using a CMMS. *[[[Regions may insert additional desired features and qualities of the Contractor-provided CMMS hardware and software, although a brand name may not be specified.]]]* The Contractor must use the CMMS to identify, control, track, and schedule preventive maintenance work, service requests, and equipment inventory. The Contractor must track historical maintenance and repair activities (including tasks, man-hours, materials, and other costs associated with work completion) for each work order received during the performance of the contract. All work done by the Contractor must be accomplished under a CMMS work order. Equipment inventory data for each type of equipment must as a minimum conform to the data acquisition requirements and data must be provided by the Contractor in a format compatible with the current GSA system as specified by the COR or designee. The Contractor will be required to transfer all data from the CMMS system database to the Government at least annually, on a date specified by the COR. In addition, the COR may require the Contractor to transfer data on up to 3 more occasions per year. The method and format for the transfer will be determined by the COR on a task by task basis. Contractor must provide reports to the COR as requested and in a format and media as requested.

#### **Option B**

The Contractor must use the Government furnished CMMS, to include validating and updating the equipment inventory database, including all data fields specified by the COR or designee. Where not previously established, the Contractor must construct the inventory database. The Contractor must use the CMMS to identify, control, track, and schedule preventive maintenance work, service requests, and equipment inventory. The Contractor must track historical maintenance and repair activities for each work order received during the performance of the contract. All work done by the Contractor must be accomplished under a CMMS work order. Contractor must provide reports to the COR as requested and in a format and media as requested. *[[[Regions may add to required data format and elements in accordance with regional policy. Regions may want to identify man-hours, costs, materials, etc.]]]*

#### **Option C**

*[[[MARK RESERVED IF A CMMS WILL NOT BE USED]]]*

#### **C.8.6 QUALITY CONTROL PROGRAM**

*[[[This paragraph may be modified or expanded depending on the needs of the building and whether the region uses the CMMS to document quality control (QC) inspections. Regions have the ability to require a Quality Control Plan (QCP) during the proposal process.]]]*

A Quality Control Plan (QCP) must be developed and submitted for approval to the CO and COR \_\_\_\_\_ days *[[[Insert timeframe]]]* prior to the start of the contract. Upon approval, the Contractor must implement the QCP to ensure contract compliance, and to ensure that potential problems with building equipment and systems are identified, documented, and resolved prior to failure. An acceptable QCP must include, as a minimum, inspections by onsite supervisory personnel and by one or more qualified outside parties. The Contractor is advised to consult with the COR or designee after award but prior to the start of the contract to further develop and adjust the QCP. The system of checklists, inspection methodology, and frequencies must be documented by the Contractor. The Contractor must maintain a local file of all quality control inspections conducted by the Contractor, including the corrective actions taken. This documentation must be made available to the Government during the term of this contract. A copy of these inspection reports must be submitted to the COR or designee as an attachment to the monthly progress report and all documentation made available to the Government upon request during the term of the contract.

### ***C.8.7 GOVERNMENT QUALITY ASSURANCE PROGRAM***

The Government will inspect the Contractor using a quality assurance program through random inspections, scheduled inspections, or any other method of inspection that the Government determines reflects the actual successful performance of this contract.

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

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 hardcopy records maintained by the Contractor documenting performance under this contract, and require correction of any unsatisfactory conditions noted.
3. Determine the adequacy of the Contractor's quality control program and 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 and 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 Contractor's record of correcting deficiencies when noted. While corrective actions will 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 and files 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).

The Contractor must instruct all onsite personnel to cooperate with the Government or third party contract inspector requests for records access and information. This includes answering honestly and comprehensively all questions related to performance of work. The Contractor must provide personnel to enable inspectors, including third party contract inspectors, to perform inspections of equipment. The Contractor must notify the COR or designee at least 2 weeks in advance when equipment is to be opened and available for inspection by the Government. The Contractor must open and operate the equipment for observation by all inspectors at no additional cost to the Government provided the Government requests the service at least 48 hours in advance. Most inspections will be performed during normal working hours. However, the Contractor must provide personnel to enable access for inspectors who need to conduct observation and testing after normal hours to avoid possible disruption to tenants.

GSA uses the Contractor Performance System (CPS) or similar performance measuring system to formally evaluate the Contractors 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.9. BUILDING OPERATING PLAN***

### ***C.9.1 Purpose***

The Contractor must revise and submit for approval to the COR or designee, not later than the end of the startup phase, a building operating plan outlining their operating and general maintenance procedures for all major building equipment and systems (See section C.9.2., Components of the Building Operating Plan, below). 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.

***[[[Delete the following paragraph for a newly constructed or completely renovated building, or if the existing building operating plan is of poor quality.]]]***

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 do not excuse deficiencies in the new plan.

The building operating plan must be submitted as an electronic file (MS Word or searchable PDF) and two hard copies with regular updates that reflect current personnel, subcontractors, equipment, systems, and operating procedures. The Contractor must annually review and update the building operating plan and submit an electronic file (MS Word or searchable PDF) and two hard copies of the complete updated building operating plan on the anniversary of the contract start date of each contract year.

### ***C.9.2 Components of the Building Operating Plan***

***[[[Regions may add items.]]]***

The building operating plan must contain:

1. Contact information (local and corporate).
2. Description of staffing, responsibilities, and work schedules.
3. Standard operating procedures for operating building systems, to include as a minimum:
  - a) Startup and shutdown times and procedures relative to various environmental conditions.
  - b) Procedures to accommodate tenant overtime utility requests.
  - c) Peak load demand management procedures (if applicable).
  - d) Other operating strategies to maximize efficiency and minimize energy consumption.
  - e) Descriptions of major mechanical equipment and sequences of operations for equipment systems.
  - f) Locations of all major utility shutoffs, including gas, electric, and water.
  - g) Locations of all electric rooms and a narrative of the areas served by each.
4. Tour procedures.
5. Maintenance schedules, procedures, and a reference to which preventive or predictive maintenance standards or guides the Contractor will use.
6. List of test equipment to be maintained onsite to support troubleshooting, sensor calibrations, etc.
7. A description of how building equipment data is maintained and updated in the CMMS. Service request and repair procedures, to include staffing and procedures for the service request function, if applicable.
8. Reference the location or incorporate contingency plans for:
  - a) Loss of the Contractor's onsite personnel (i.e., strike, walkout, injury, abrupt resignation).
  - b) Civil disturbance or other major security threat.
  - c) Natural disasters, bombing, or other event that damages the building's structure or utilities.
  - d) Floods, including flooding caused by plumbing breaks.
  - e) Hazardous materials leaks or spills.
  - f) Utilities.
  - g) Inoperability and impairment of fire protection and life safety systems (including fire watch and impairment procedures (e.g., red tags, etc.)).
  - h) Other contingency plans as necessary to support the Government's continuity of operations planning for the site.

9. Description of Air Quality Management District and other environmental regulatory requirements (e.g., which rules apply to equipment in the building, which permits are necessary, inspection and certification requirements, etc.).
10. Description of demand response or utility curtailment programs in which the building participates, to include communications protocols and curtailment activities.

If the Contractor fails to submit a satisfactory building operating plan at the end of the startup phase, the Government may suspend payments until a satisfactory plan is submitted.

### ***C.10. EQUIPMENT INVENTORY***

The Contractor is responsible for maintaining and updating the inventory of building equipment, to include nomenclature, part number, serial number, manufacturer name, component name and other data *[[[Regions may indicate which CMMS fields are required if the CMMS includes fields that are not useful]]]* of value for maintaining the equipment, or defined as attributes in the required CMMS *[[[Adjust this language as necessary if the region does not use a CMMS]]]*. If equipment is added, removed, or retrofitted as part of a project, the Contractor must update equipment data immediately upon project completion and report changes to the COR or designee. No less frequently than annually, the Contractor must resubmit the complete inventory with all required data fields to the COR or designee in spreadsheet (MS Excel) or other format approved by the COR, with certification that the inventory is complete and accurate.

Requests for equitable adjustment pertaining to physical changes in building equipment must be submitted to the CO. *[[[If section B includes any specific instructions or guidelines for this, a cross-reference can be added here.]]]*

### ***C.11. MONTHLY PROGRESS REPORTS***

On a monthly basis, not later than the 5<sup>th</sup> working day of the subsequent month, the Contractor must submit to the COR or designee a monthly progress report describing the status of maintenance and operations as of the last day of the performance month. This report must include:

1. Status of all work orders that are deferred or otherwise incomplete (itemized list).
2. Summary of work orders completed during the month (summarized data does not need to be itemized by each work order) attached to the monthly report copies of reports from major maintenance activities (e.g., boiler or chiller annual maintenance, electrical testing, fire protection and life safety systems, etc.).
3. Explanation of any equipment, designed to be controlled by the BAS, operating in manual mode as of the end of the performance month, and of any other overrides to sequences of operations in effect as of the end of the performance month. Reference CMMS work orders.
4. Operating schedule changes (manual or programmed).

5. Itemization of all additional services and reimbursable work performed during the performance month or continuing to be in progress. Provide work status and expected completion date for all such work continuing in progress. Reference CMMS work orders.
6. Review of energy performance trends as of the end of the performance month and description of likely causes of significant changes from the same month 1 year prior (if applicable).
7. Explanation of any significant deviations from established system performance standards (if applicable).
8. Description of corrective actions being taken resulting from findings of water treatment lab reports, major maintenance reports, or other reports. Reference CMMS work orders.
9. Description of any operational or maintenance issues opened longer than the required timeframe as described in this statement of work, to include tenant complaints that derive from unresolved maintenance issues. Reference CMMS work orders.
10. Description of any lost time accidents or other safety problems, including incidents involving hazardous materials that occurred during the performance month.
11. Copies of quality control inspections performed during the month attached to the report. If this is documented using the CMMS, attach a CMMS printout of QC inspection work orders.
12. Miscellaneous hours used for the month. If this is documented using the CMMS, attach a CMMS printout.
13. List of major equipment out of service, including the date and time with estimated completion date. If this is documented using the CMMS, attach a CMMS printout of QC inspection work orders.
14. Copy of arrival and departure reports.

### ***C.12. PERFORMANCE REVIEW MEETINGS***

The Contractor must meet with the COR and other Government representatives, at the discretion of the COR, to review contract performance.

### ***C.13. EQUIPMENT CONDITION ASSESSMENT***

During the performance of the requirements of this contract the Contractor must note the condition and efficiency of building equipment and systems on an ongoing basis. Any equipment or systems that the Contractor determines are reaching the end of their life cycle must be brought to the attention of the COR or designee. When requested, the Contractor must complete and submit to the COR or designee an itemized equipment condition assessment with their recommendation for equipment or system upgrades or replacements, including a text description of each recommended upgrade or replacement and their estimate of project cost.

The equipment condition assessment reports must be produced in Word, Excel, or PDF format, as directed by the COR, and submitted electronically as an e-mail attachment as well as in hardcopy delivered to the COR or designee.

#### **C.14. OCCUPANT FEEDBACK PROGRAM**

*[[[Insert regional feedback program if applicable or mark “Reserved” if not applicable.]]]*

#### **C.15. REFERENCE LIBRARY**

*[[[Regions may use language below or adjust this section as applicable to their facility.]]]*

The Contractor must maintain a comprehensive reference library that includes building design or record documents, renovation or equipment retrofit design or record documents, maintenance reference documents, fire protection system as-built drawings, fire protection system operations and maintenance manuals with copies of approved submittals, fire protection system parts list, fire protection system zoning scheme, HVAC Operations Manual (if one has been developed), building operating plan, energy and other building technical studies, hazardous materials surveys, and other documents necessary to document the design, function, and condition of the building. The Contractor must safeguard this information in accordance with the provisions of section H.6., Sensitive but Unclassified Building Information (SBU).

#### **C.16. REVIEW OF DESIGN DOCUMENTS**

Utilizing the most qualified onsite personnel familiar with the operations of the facilities covered under the scope of this contract, the Contractor must review design and construction project documents as requested by the COR or designee. The purpose of this review is to allow the Contractor to comment on any negative impact the proposed project may have on their ability to efficiently operate the building equipment or systems.

#### **C.17. 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, engineering studies, building condition evaluations, project designs within the building, and other 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 COR or designee shall inform the Contractor as far in advance as possible of the actual date and time these services are needed. When requested to perform these services the Contractor will be compensated for the actual time required to escort the GSA personnel or contractor at the hourly rate specified in section B of this contract. *[[[Account for this cost via a separate line item in section B.]]]*

#### **C.18. INSPECTION ASSISTANCE FOR SPACE BUILDOUTS**

When tenant improvement or space alteration work is completed in the building, the COR or designee may request that the Contractor inspect the space to verify that all offices have

appropriate air supply and return ductwork and diffusers, and that lighting circuits have been adjusted as appropriate. Obvious problems or conditions that may potentially affect the efficient operation of the building or create a negative impact on the tenant must be immediately reported to the COR or designee.

### ***C.19. EMERGENCY SHUTDOWN INSTRUCTIONS AND TOUR CHECKLISTS***

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

### ***C.20. LABELING OF ELECTRICAL CIRCUITS***

*[[[Regions may choose to modify or “Reserve” this requirement if labeling has not been maintained in a building and it would be prohibitively expensive to do the necessary circuit tracing to establish labeling.]]]*

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 commencement of the contract) as necessary, using the original electronic file format.

### ***C.21. OPERATIONAL REQUIREMENTS***

#### ***C.21.1 GENERAL***

The Contractor must provide building operations services for all systems covered by this contract, so as to maintain utilities services and environmental conditioning to tenants during normal working hours, and at other times as described in this document, so as to preserve the asset value of the facility and its systems and to otherwise minimize operating costs to the Government without compromising other contract objectives or requirements. The Contractor shall be briefed on GSA’s policy regarding overtime utilities to better understand what is considered standard and above standard services.

#### ***C.21.2 EXTENDED OPERATING HOURS***

*[[[Regions must delete this paragraph provision if not applicable to their facility and mark as “Reserved.”]]]*

The following areas of the building regularly operate during hours outside of normal working hours; supporting equipment must be operated and maintained by the Contractor so as to support these extended operating hours.

*[[[List the areas and hours of operation.]]]*

Areas of the building with extended operating hours may change during the period of the contract. The Contractor will be notified of these changes as soon as possible.

### ***C.21.3 CONTINUITY OF OPERATIONS (COOP)***

***[[[Regions may add to this language to address location specific contingency plans and where the Contractor is involved in the execution of COOP requirements.]]]***

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 the building operating plan and must become thoroughly familiar with the Government's occupant emergency plan and other regional plans as applicable.

### ***C.21.4 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 and changes deviate from ASHRAE Standards 55 and 62, such deviation must be explicitly reported to the COR.

### ***C.21.5 ENERGY CONSERVATION***

The Contractor must operate equipment and systems as efficiently as possible without compromising service to the tenants. Failure to operate equipment prudently (e.g., unnecessarily setting demand peaks, simultaneously heating and cooling, operating equipment when not needed, overriding set point unnecessarily, or failing to correct underlying conditions) may result in deductions under the Payments clause. The Contractor must develop a Building Energy Conservation Use Plan. Where data is available, the Contractor must report monthly energy use as compared to the previous year and provide the reason for energy increase greater than 3 percent compared to the same period of the previous year. The energy use report also must identify measures to conserve energy, any operational or physical changes to the system, plant, or equipment, and optimization opportunities to reduce energy consumption or cost. The Contractor is expected to make full use of available analytical tools (e.g., interval meter data, BAS trend data) to diagnose problems and identify operational improvements.

The Contractor, in coordination with the COR or designee, must pursue the use of energy-efficient replacement parts and equipment items that will meet or exceed the requirements of this statement of work. Cost responsibility for using high-efficiency, energy-saving parts or equipment items will be assessed on a case-by-case basis. In cases where high-efficiency equipment is currently installed and requires replacement, the replacement part must be the most



efficient in its class. Any rebates received from a service utility provider shall be assigned to the Government.

## **C.22. SYSTEM PERFORMANCE STANDARDS OR PROCEDURES**

*[[[Where existing HVAC Operations Manuals or other engineering standard or procedure have been developed to establish technical standards for the particular building's HVAC systems, insert language here. If none exist, mark "Reserved."]]]*

## **C.23. SERVICE REQUESTS**

### **C.23.1 GENERAL**

The Contractor must respond to service requests and initiate corrective actions and identify any repair requirements during normal working hours. The Contractor must respond to emergency service requests and callback response work requests at all times. The Government may transmit work orders to the Contractor for service request or emergency service request and callback response orally, by e-mail, 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 of the facility.

### **C.23.2 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 broken water pipes, stalled elevators with trapped passengers, 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.

The Contractor must respond to emergency service request and callback response work requests immediately (within the shortest possible time consistent with the mechanic's location) during normal working hours and within \_\_\_\_\_ hours *[[[Insert timeframe]]]* when the work request is made outside of normal working hours. The Contractor must remain on the job until the emergency situation has been secured and adequate temporary repairs have been made. Permanent repair must be governed by the repairs provisions in this document. The Contractor must provide a written accounting of any emergency callback, to include costs incurred and plan for permanent correction of the problem, to the COR or designee the morning of the next working day.

### **C.23.3 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 work station, flush valve stuck open, any malfunctions to equipment that affect the operations of sensitive building occupants, or any work considered by the COR to be of an urgent nature. The Contractor must respond to urgent work requests within \_\_\_\_ hours *[[[Insert timeframe]]]* during normal working hours. The Contractor must remain on the job until the urgent repairs have been made. Permanent repair shall be governed by the repairs provisions within this document.

#### ***C.23.4 ROUTINE SERVICE REQUEST RESPONSE***

The Contractor must respond promptly to routine work requests and complete the required work within \_\_\_\_ hours *[[[Insert timeframe]]]* of notification.

The Contractor must immediately notify the COR with a written extension request for extension if the \_\_\_\_ hours *[[[Insert timeframe]]]* period will be exceeded. Where normal working hours end in less than \_\_\_\_ hours *[[[Insert timeframe]]]* from receipt of the service request, the \_\_\_\_ hours *[[[Insert timeframe]]]* period granted to the Contractor for service request completion shall constitute time from initiation of the service request to the end of normal working hours, plus such additional time the next working day so as to constitute \_\_\_\_ hours *[[[Insert timeframe]]]*.

### ***C.24. TOURS***

#### ***C.24.1 GENERAL***

The Contractor must tour major building equipment at set frequencies. Log sheets associated with major operating equipment must be completed at the time of tours. At the commencement of contract performance, CORs may direct the Contractor to include on the log sheets established design condition numbers for reference against actual readings at the time tours are performed. 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. The Contractor must document all tours completed. All findings noted during the tour must be entered as remarks on the tour sheet and a work order must be initiated for corrective action by the Contractor.

#### ***C.24.2 OPERATING LOGS AND TOUR CHECK SHEETS***

Operating logs and tour sheets must be maintained by the Contractor for major equipment. Information recorded on the logs must be adequate to track the operating hours and performance history of the equipment. Tour check sheets must be stationed at major points for building tours (for example, air handler rooms). These must be checked by the Contractor when tours are performed.

There must be either separate tour check sheets for each frequency of inspection or (preferably) different checklist columns on a standard tour check sheet for each frequency. Tour sheets must

contain columns for major operating parameters and must indicate the tolerance bands for acceptable performance, where available.

### ***C.24.3 TOUR FREQUENCIES***

***[[[Regions may add or delete according to building specifics.]]]***

Minimum:

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.
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.24.4 CONDENSATE PANS***

***[[[Remove this section if not applicable and mark as “Reserved.”]]]***

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 be performed no less frequently than monthly. Pans that are not level or that leak must be reported to the COR. 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.24.5 MONITORING OF CENTRAL PLANT EQUIPMENT***

***[[[The specifications drafter may modify this to reflect conditions or concerns at the building – condition of plant equipment, history of stability, instability, etc.]]]***

Where central plant equipment (chillers over \_\_\_\_\_ tons ***[[[Insert tonnage]]]*** capacity, boilers over \_\_\_\_\_pounds per square inch (PSI) ***[[[Insert PSI rating]]]*** is not (1) controlled through a sequence of operations programmed in a BAS, and (2) centrally alarmed with alarm paging, operational watch procedures, in addition to tour requirements specified elsewhere in this document, must be performed as follows:

1. Monitoring the starting, stopping, and loading of equipment.
2. Checking all operating equipment in the watch area every 2 hours.
3. Recording operating data in appropriate logs or records every 2 hours.
4. Making adjustments at the central control panel in response to changing operating conditions.

### ***C.25. 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 down designated elevators, 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.26. BAS ALARM RESPONSE***

*[[[This language may be adjusted to accommodate special considerations. It must be deleted where there is no BAS and marked "Reserved."]]]*

The Contractor must maintain all BAS systems using qualified employees as applicable. BAS alarms must be treated as service requests and responded to accordingly. Any adjustments to set points to accommodate tenant comfort must be approved in advance by the COR 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 must be tested on a reoccurring basis.

*[[[This language may be adjusted to meet the region's work order generation method.]]]*

Not later than the end of the startup phase, 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.27. PROTECTION AND DAMAGE***

The Contractor must make reasonable efforts to assist the Government to prevent hazardous conditions and property damage and to maintain security. The Contractor must promptly report such conditions or activities to the COR or designee or to security personnel.

The Contractor must protect Government property, buildings, materials, equipment, supplies, records, and data within the Contractor's control against 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.

The Contractor and Contractor's employees and subcontractors must comply with the GSA's Rules and Regulations Governing Public Buildings and Grounds (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.28. KEY CONTROL***

The Contractor must follow the building's key control program. Keys issued to the Contractor or the Contractor's personnel or subcontractors must be signed for and not 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.

### ***C.29. 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 in advance for each day welding or burning is performed.

### ***C.30. DISRUPTION TO UTILITIES, LIGHTING, OR SPACE CONDITIONING***

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

### ***C.31. 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 toilet and sink blockages, as necessary. Such requests will be transmitted to the Contractor by the COR or designee through service request procedures.

*[[[Change toilet and sink blockages language as necessary, depending on allocation of responsibility between O&M Contractor and janitorial Contractor.]]]*

## ***C.32. MAINTENANCE PROGRAM***

### ***C.32.1 GENERAL***

The Contractor is responsible for establishing an effective system for scheduling and performing scheduled preventive maintenance on all building equipment and systems requiring a preventive maintenance procedure covered under the scope of this contract. This system, including the list of items receiving a preventive maintenance procedure as well as the specific maintenance standard or guide describing the preventive maintenance procedure and frequency (see section C.32.2, Maintenance Standard, below), is to be submitted to the COR or designee for approval within \_\_\_\_ days *[[[Insert number of days]]]* prior to contract start date.

### ***C.32.2 MAINTENANCE STANDARD***

As part of the Contractor's established system for scheduling and performing scheduled preventive maintenance (See C.32.1, General, above), the Contractor must propose to the COR or designee, preventive or predictive maintenance standards or guides for each piece of equipment requiring a preventive maintenance procedure. Minimally, the preventive or predictive maintenance standards or guides proposed by the Contractor must be based on the equipment manufacturer's recommended preventive maintenance procedures and frequencies. The equipment requiring Contractor proposed preventive or predictive maintenance standards or guides must include all of the building equipment when any of the following equipment characteristics apply:

1. The equipment normally requires periodic replacement of consumable components.
2. The equipment normally requires periodic or occasional cleaning.
3. The equipment has moving parts.
4. The equipment is prone to failure before overall obsolescence of the system it serves.
5. The equipment is of a type itemized in the NETA, Maintenance Testing Specifications.
6. The equipment requires maintenance in accordance with NFPA codes and standards.
7. The equipment requires maintenance in accordance with any other provision of this Contract.

As stated previously, minimally, the preventive or predictive maintenance standards or guides proposed by the Contractor must be based on the equipment manufacturer's recommended preventive maintenance procedures and frequencies. The Public Buildings Service Operations and Maintenance Standards Draft, section 2, contains preventive maintenance standards and guides that may be used by the Contractor as long as these standards meet or exceed the minimum requirements and frequencies proposed by the equipment manufacturer. However, 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 Draft guides to perform inspections, testing, and preventive maintenance on fire protection and life safety systems and equipment. The Contractor shall be required to use the NFPA Codes and Standards specified in this document to perform inspections, testing, and preventive maintenance of fire protection and life safety systems and equipment. In addition, the Contractor shall be required to follow the specific testing and inspection frequencies and

methods specified in such NFPA Codes and Standards. The Contractor must record such inspection and testing services on the appropriate NFPA inspection and testing forms.

### ***C.32.3 APPLICATION OF DIAGNOSTIC SOFTWARE***

***[[[Delete this provision and mark “Reserved” for buildings where Performance and Continuous Re-Commissioning Analysis Tool (PACRAT), Chiller Check, or other diagnostic software is unlikely to be used. Add any diagnostic or continuous commissioning software and or equipment currently being used.]]]***

GSA is fielding diagnostic and optimization software to detect problems and inefficiencies in equipment operation. The Contractor must act on the recommendations of such diagnostic and optimization software reporting. This may include using the results of the diagnostic and optimization software to manually generate a service request, or to respond to a service request automatically generated by the diagnostic program application. The failure of the Government to implement such diagnostic programs does not relieve the Contractor of responsibility for detecting, diagnosing, and correcting deficiencies and inefficiencies.

### ***C.32.4 CONTROL SYSTEMS***

***[[[Regions must adjust this language as necessary for buildings that have no controls or have pneumatic systems.]]]***

Control systems must be maintained as designed. The Contractor is responsible for all system hardware. The Contractor is responsible for keeping software functioning and for reloading software in computers or controllers as necessary. The Contractor is responsible for making set point adjustments as necessary and appropriate. The Contractor is not responsible for writing or modifying control programs, other than reloading programs and making operator level changes such as set point adjustments. The Contractor is not responsible for upgrading software.

The Government may upgrade or change control system software or reprogram control systems during the performance period of the contract. If the Government provides operator level training and operator level documentation for the Contractor’s use, the Contractor must not claim additional payment for changing to the new or upgraded software or control programs.

The Contractor must not modify sequences of operation or control programs without prior approval of the Government.

***[[[These requirements may be enhanced to add requirements to keep logs or other tracking mechanisms for overrides or to establish Control System software access parameters language and adjusted to the need of the location.]]]***

The Contractor is responsible for notifying the Government if a sequence of operations or its implementation as a control program is not producing the desired results or is resulting in unnecessary energy use. The Contractor is responsible for retaining an adequate level of expertise to manage the control systems. If the Contractor does not have a manufacturer trained or equivalent BAS operator onsite, the Contractor must enter into a subcontract, including regular scheduled support (not merely support on a contingency basis); with a firm that has these skills.

Control system computers, routers, hubs, switches, and controllers that are located in electrical closets, telephone closets, and maintenance offices, or in accessible locations of mechanical rooms, must be put on small uninterruptible power systems (UPS) if supplied by the Government.

All computers networked with control systems must be maintained by the Contractor to the following minimum standards:

1. An approved antivirus software subscription must be kept in effect and the software used at all times.
2. If the network can connect to the outside through a broadband connection, an approved firewall must be used at all times.
3. An approved spyware protection program must be obtained and used.
4. Contractor personnel must be prevented from using the system to connect to Web sites not reasonably related to building operations.
5. Antivirus and spyware scans must be conducted monthly.
6. Windows (or other operating system) critical updates must be downloaded and installed monthly.
7. Complete data backup to a CD, DVD or flash drive, to include trend logs and control software, must be conducted whenever a software or programming change is made but no less frequently than monthly.
8. Disk drive maintenance to include defragmentation must be performed quarterly.

### ***C.33. WATER TREATMENT***

#### ***C.33.1 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.33.2 TOLERANCES***

Water must be kept within tolerance bands in accordance with the Public Buildings Service Operations and Maintenance Standards Draft (see appendix E).

#### ***C.33.3 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.

#### ***C.33.4 CORROSION MONITORING***

*[[[Delete this provision if not applicable to the location and mark "Reserved."]]]*



The Contractor must install coupon racks, or an equivalent electronic monitoring system for corrosion, in condenser water loops, heating hot water loops, and the building main chilled water loop, if not already present, not later than 30 calendar days after submission of the water treatment plan (For the primary condenser water system, the installation of the water treatment monitoring system described elsewhere in this document meets this requirement.) The Contractor must propose the type and manufacture of the proposed coupon racks to be installed to the COR or designee for final approval before installation. If coupon racks are present the Contractor may use such existing equipment, but is responsible for bringing it into conformity with all requirements in this document. The minimum quantity of coupons and frequency of inspections must be described in the water treatment plan. Laboratory analysis of coupons must be no less frequent than quarterly for major systems (e.g., primary building condenser and chilled water loops, as opposed to specialized systems serving limited areas), and annually for other systems. As a minimum, two coupon racks must be installed for each loop, and used to monitor mild steel and copper.

Coupon racks will be the property of the Government upon installation. The Contractor shall have responsibility for maintaining (and if necessary replacing) the coupon racks for the duration of the contract. The liability threshold for repairs does not apply to this equipment; the Contractor has full responsibility.

Acceptable corrosion rates are established in the Public Buildings Service Operations and Maintenance Standards Draft. Molybdenum must not be used in GSA buildings.

#### ***C.33.5 MONTHLY TESTING***

The Contractor must provide a qualified independent water treatment specialist to draw 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.34. OIL ANALYSIS AND OIL CHANGES***

#### ***C.34.1 PERIODIC OIL ANALYSIS***

The Contractor must establish and implement an oil analysis program incorporating the manufacturer's recommendations. Documentation must include periodic oil analysis 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 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.34.2 OIL AND REFRIGERANT ADDITIVES***

Oil and refrigerant additives must not be used.

#### ***C.35. 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. In lieu of such standards, lamps must be replaced with the most efficient products available matching type and color temperature. *[[[Regions may identify color rendering index (CRI) level and power factor here.]]]* 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.

*[[[Specification drafter may want to be more specific about the facility standards.]]]*

The Contractor must maintain the mercury content of all mercury-containing lamps below 75 picograms 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.36. ARCHITECTURAL AND STRUCTURAL SYSTEMS MAINTENANCE***

*[[[Adjustments should be made to this section in accordance with regional policy, and to ensure that the scope correlates with the scope of other contracts. Add requirements for rekeying if that needs to be covered by this scope.]]]*

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. The Contractor must conduct routine inspection and minor maintenance and repair of interior and exterior architectural and structural systems components. All replacement items and parts must be either the same quality or better than the manufacturer's 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, firestopping, 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, and material, quality of workmanship, finish, and color.

Painting is considered “touch-up,” for purposes of this contract, when it is to repair a specific damaged area of paint. Repainting to correct for normal wear and tear to painted surfaces over time is not required. Restriping of parking areas, driveways, roads, and vehicle inspection areas is required where striping is damaged or worn in a specific location, but not for general wear and tear of a large area over time. Repairs 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.

*[[[Specification drafter must consider how rekeying and production of additional keys are to be handled. If these services are to be performed under this contract, add language as appropriate. Consider in such language whether the Contractor will have any responsibility for building wide key control and issuance, or if the key control function is left to GSA.]]]*

#### ***C.36.1 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.36.2 FINISHES MAINTENANCE***

The Contractor must ensure finishes are maintained to the manufacturer’s specifications 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.

#### ***C.36.3 HISTORIC BUILDING PRESERVATION***

*[[[Delete this provision if the buildings are not historic and mark “Reserved.”]]]*

The Contractor must provide services that protect and preserve the historical integrity of the building.

The Contractor must consider any building 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 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 of The Secretary of the Interior's Standards for Rehabilitation and Guidelines for 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.36.4 VERTICAL TRANSPORTATION AND ASSOCIATED EQUIPMENT***

***[[[If vertical transportation equipment maintenance is to be included in the contract, adjust this section accordingly. Also, if vertical transportation equipment maintenance is not included in this document, carefully review this scope against the vertical transportation equipment maintenance contract to ensure that all requirements are accomplished by either one or the other contract and are not duplicated.]]]***

***[[[Identify who will be responsible for maintaining light fixtures, ballasts, and lamps installed in elevator cars and within the ceilings of cars. The Contractor is not responsible for maintaining lighting within hoist ways.]]]***

The Contractor is responsible for maintaining fire protection equipment and systems within hoist ways, pits, elevator lobbies, and elevator machine rooms.

The Contractor must provide assistance in performing elevator testing, including after normal work hour requirements. ***[[[Identify number of elevator tests to be performed and estimated hours of assistance necessary.]]]***

The Contractor is responsible for maintaining lighting, electrical equipment not directly part of elevator systems, and HVAC systems associated with elevator machine rooms and systems. ***[[[If any of this equipment is within the scope of the elevator maintenance contract, adjust the language accordingly.]]]***

*[[[If any wheelchair lifts, hydraulic loading ramps or window washing scaffolding equipment are in the building, indicate who is responsible; maintenance responsibilities for these systems vary.]]]*

## **C.37. REPAIRS**

### **C.37.1 GENERAL**

The Contractor must perform reimbursable and non-reimbursable repairs as described in this document. Repairs are handled on a shared liability basis (See shared liability math example in C.37.3 Reimbursable Repairs). Relatively small value repairs (non-reimbursable repairs) are the responsibility of the Contractor in their entirety, and larger repairs (reimbursable repairs) must be approved and funded by the Government for the cost amount above the Contractor threshold. If damage is caused by Contractor negligence, the Contractor shall be liable for the full cost of repair, any other provisions notwithstanding.

The intent of this contract is to ensure that most 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 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 subcontractor's cost must be appropriate and approved in advance by the COR.

All repairs must use 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 of premium efficiency. Whenever motors are replaced, motor size must be recalculated and replacement motor selection must reflect the appropriate size.

### **C.37.2 NON-REIMBURSABLE REPAIRS**

*[[[The threshold for non-reimbursable repairs may be adjusted by the regions to meet their need. In regions where an established uniform non-reimbursable repair threshold has not been established, the following factors should be considered when determining the appropriate threshold for non-reimbursable repairs:*

*Non-reimbursable repairs should generally be limited to a maximum threshold of \$2,500.00 and a minimum threshold of \$300.00. Thresholds exceeding \$2,500.00 may increase contract*

*costs substantially and thresholds below \$300.00 may cause an unnecessary burden by increasing the workload necessary to process the additional payments. The threshold must be set at a level high enough to cover the most commonly anticipated repairs for each facility. Knowing the type of equipment, approximate cost of repairing or replacing the most common system components likely to experience breakdown, as well as the age, condition and design reliability of these systems will better enable you to determine the most cost effective threshold. Larger office space facilities (> 100K square feet) can often benefit from the \$2,500.00 maximum threshold, since the equipment and systems contained in these buildings tend to be more sophisticated and costly to repair, and having the repair costs covered under the monthly cost of the contract lessens the administrative workload involved in processing the additional payments. This is particularly true in existing buildings that have been operational for a period of time. Regions may consider lowering this threshold in larger office facilities that are new or recently renovated (have undergone complete mechanical system renovation) where fewer repairs to major systems are anticipated and where use of a longer term contract (up to 10 years) is not being considered.*

*Smaller office space facilities (< or equal to 100K square feet) may benefit from using a lower Minor Repair Threshold of \$300.00. Once again, the threshold should be set at a level high enough to cover the most commonly anticipated repairs for each facility. Knowing the type of equipment, approximate cost of repairing or replacing the most common system components likely to experience breakdown, as well as the age, condition, and design reliability of these systems will better enable you to determine the most cost-effective threshold.]]]*

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

*[[[Regions may address applicability of markups on parts and material costs.]]]*

Non-reimbursable repairs must be completed within \_\_\_\_\_ hours *[[[Insert 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.37.3 REIMBURSABLE REPAIRS**

If a repair exceeds the non-reimbursable repair cost threshold established above and has been approved and verified by the COR or designee, it becomes a reimbursable repair. Reimbursable repairs are reimbursable to the Contractor, once approved by the COR or designee, for the portion (shared liability) of the cost exceeding the non-reimbursable threshold of \$\_\_\_\_\_ (See repair shared liability example below) *[[[Insert threshold. Note: This threshold must be the same figure used to define the threshold for non-reimbursable repairs.]]]*

#### **REPAIR SHARED LIABILITY EXAMPLE:**

*In this example, assume the non-reimbursable repair threshold is \$500.00.*

A repair is identified and estimated by the Contractor to cost \$1,200.00 for repair parts and materials only. The COR or designee will verify and approve both the need for the repair and the \$1,200.00 estimated cost of repair parts and materials. In this example, the Contractor will pay the first \$500.00 of the repair and GSA will pay the remaining \$700.00.

1. Total estimated approved cost for repair parts and materials to complete repair	
\$1,200.00	
2. Contractor's shared liability amount to be subtracted (same amount as the non-reimbursable threshold)	- \$
<u>500.00</u>	
3. Total to be paid by GSA to the Contractor for the repair	\$
700.00	

The required completion date for reimbursable repairs must be established when the COR approves the work, as mutually agreed upon by the COR and the Contractor. The Contractor must attempt to complete work as promptly as feasible.

Immediately upon identification of a reimbursable repair, the Contractor must create a work order in the CMMS and defer it by putting it in a "hold" status. *[[[Adjust this language to conform to regional CMMS usage.]]]*

**C.37.4 APPROVAL OF WORK**

When the Contractor determines that a repair is needed that exceeds the non-reimbursable repair threshold, the Contractor must immediately notify the COR. The COR must issue an order to the Contractor before the Contractor may proceed with the repair.

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

The Contractor must provide justification to the COR for using subcontractors to perform work. The COR may prohibit the use of subcontractors if the COR determines the Contractor is unnecessarily driving up the cost of the work and the Contractor's own employees have the skills necessary to perform the work.

**C.37.5 INVOICING**

The Contractor must invoice the Government for completed reimbursable repairs authorized orally, on a single itemized and consolidated invoice at the end of each month of performance. *[[[Regions may choose not to have the Contractor submit an itemized invoice.]]]* If the Contractor directly purchased parts or components, copies of receipts must be attached. Reimbursable repairs authorized by task order may be invoiced separately upon completion and acceptance of work. Invoices must also contain references to CMMS work order numbers.

**C.37.6 ORDERING REPAIRS FROM OUTSIDE SOURCE**

The Government reserves the right to order repairs from an outside source. If the repair is a reimbursable repair, the Government will inform the Contractor of the outside source's price, and



deduct \$\_\_\_\_\_ *[[[Insert threshold. NOTE: This must be the same figure used to define the threshold for non-reimbursable repairs]]]*, or the outside source's price, whichever is less, from the Contractor's payments.

#### ***C.37.7 FORCE MAJEURE (UNCONTROLLABLE EVENTS)***

Deficiencies or breakdowns caused by vandalism, misuse, abuse, 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.37.8 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.37.9 QUALITY OF MATERIALS AND REPLACEMENT PARTS***

Replacement components and materials must be of similar 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.

Energy Star-rated equipment must be installed where available and when there is no engineering or operational reason not to select an Energy Star product.

## ***C.38. SAFETY AND ENVIRONMENTAL MANAGEMENT***

### ***C.38.1 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, inspection, and personnel safety, control of hazardous substances, certification, and recordkeeping.

### ***C.38.2 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, and other procedures required in this document must be scheduled in the CMMS work order system and documented in the CMMS.

### ***C.38.3 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. 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.

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

### ***C.38.4 AQMD OPERATING PERMITS***

The Contractor must be familiar with the requirements of the local AQMD, and shall be responsible for obtaining operating permits for boilers, generators and other emissions-producing equipment regulated by the district and making copies available to the COR or designee. In the event of fines or penalties levied by an AQMD, the Contractor may be charged the cost as a performance deduction under the Adjusting Payments clause.



### ***C.38.5 UNDERGROUND STORAGE TANKS***

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

*[[[Add any specific State requirements.]]]*

### ***C.38.6 POLYCHLORINATED BIPHENYL (PCB) CONTROL***

*[[[If there are no PCBs, delete this section and mark as "Reserved."]]]*

The Contractor must inspect all transformers containing polychlorinated biphenyls (PCBs) and maintain records of such inspections in accordance with State, local, and EPA regulations. The COR or designee must be notified immediately if any such equipment is found to contain PCBs, or suspected to contain PCBs. Equipment verified to contain PCBs, except lighting ballasts, must be labeled as containing PCBs.

Any transformer leaks of PCBs must be reported immediately to the COR or designee. The Contractor must inspect all leaks in accordance with State, local, and EPA regulations. The Contractor must take immediate action to contain all leaks.

There may be light ballasts containing PCBs in the buildings covered by this contract. Replacement and proper disposal of all burned-out ballasts, including PCB ballasts, shall be the responsibility of the Contractor.

### ***C.38.7 HAZARDOUS WASTE***

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

Fluorescent lamps, batteries, and other items in any quantity subject to the Universal Waste rules for hazardous waste management and disposal must be recycled or disposed of properly.

### ***C.38.8 FACILITY HAZARDS***

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

### ***C.38.9 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 for the Contractor's occupational safety and health program.

### ***C.38.10 ELECTRICAL SAFETY***

The Contractor must comply with National Fire Protection Association (NFPA) 70: National Electrical Code and NFPA 70E: Standard for Electrical Safety in the Workplace, when working on or around electrical equipment or systems or switchgear equipment. The Contractor must only use employees who are certified in accordance with the American National Standards Institute/International Electrical Testing Association ETT-2000, Standard for Certification of Electrical Testing Technicians, or the equivalent National Institute for Certification in Engineering Technologies standard. For more information on the ETT-2000 standard, see <http://webstore.ansi.org/RecordDetail.aspx?sku=ANSI%2FNETA+ETT-2000>. The Contractor must ensure that any and all areas restricted to qualified personnel are secured and properly labeled.

### ***C.38.11 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.38.12 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. *[[[Remove and mark "Reserved" if this requirement is covered under another SOW.]]]*

### ***C.38.13 LOCKOUT/TAGOUT***

The Contractor must develop a lockout/tagout 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/tagout program to all other affected contractors.

### ***C.38.14 CONFINED SPACES***

*[[[Remove and mark "Reserved" if there are no confined spaces.]]]*

The Contractor must identify and label all confined spaces in accordance with OSHA requirements.

*[[[If no permits are required for confined spaces, delete this paragraph.]]]*

The Contractor must develop a confined space entry permit system for all permit-required confined spaces within 60 calendar days of commencement of the contract.

### ***C.38.15 ASBESTOS MANAGEMENT***

*[[[Remove and mark "Reserved" if there is no asbestos or if you choose to have abatement performed by another source.]]]*

The Contractor shall 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 abovementioned work must have been appropriately trained in accordance with 40 CFR Part 763.

*[[[Regions may want to add information on facilities where asbestos has a major impact on the ability to access equipment covered by the contract.]]]*

#### **C.38.16 HAZARDOUS MATERIALS**

The Contractor must make material safety data sheets (MSDSs) 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 MSDS 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.38.17 BOILER/PRESSURE VESSEL OPERATION AND INSPECTION STANDARDS**

*[[[If these inspections are performed under separate contract, change this to a reference that these inspections will be done separately.]]]*

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

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

Boiler inspections must include internal and external (operating) inspections and tests described in chapter 2, Inspection of Boiler and Pressure Vessels, of NBIC. The Contractor shall require the inspector to complete GSA Form 349 (Inspection Report of Boiler) or an equivalent approved form for each boiler inspected. The Contractor must have unfired pressure vessels with design operating pressure in excess of 60 pounds per square inch (psi) and a capacity in excess of 15 gallons inspected annually. The Contractor must complete GSA Form 350 (Inspection Report of Unfired Pressure Vessels) or an equivalent approved form for each unfired pressure vessel inspected. A GSA Form 1034 (Certificate of Inspection) or an equivalent approved form must be completed and posted on or near the equipment. Inspections must be made by inspectors certified by the National Board of Boiler and Pressure Vessel Inspectors, who must be employed by an independent firm specializing in boiler and unfired pressure vessel inspections.

### ***C.38.18 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. If no local requirement exists, 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.38.19 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 breeched in any way must be disinfected and flushed as needed prior to returning the system to service.

### ***C.38.20 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.

### ***C.38.21 ROOF ANCHORAGE POINTS***

The Contractor must provide for an annual inspection of designated roof anchorage points by qualified personnel. Anchorages must be inspected in accordance with the anchor manufacturer's requirements and additional requirements contained in the installation certification. Copies of the inspection reports must be provided to the COR. If an area of suspicion is identified, the anchorage must be tagged "out of service" and immediately reported to the COR. ANSI/IWCA I-14 may be consulted for further guidance.

## ***C.39. FIRE PROTECTION AND LIFE SAFETY EQUIPMENT AND SYSTEMS***

### ***C.39.1 GENERAL***

All fire protection and life safety systems and equipment must be kept fully functional at all times, except for limited periods for maintenance with the COR's approval. The 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.

### ***C.39.2 FIRE ALARM SYSTEM***

***[[[Remove and mark "Reserved" if there is no fire alarm system or if this section is covered under another SOW.]]]***

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, waterflow 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 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.

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 through no fault of the Contractor's, a fire watch still must be provided until the system is 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.

**IN NO CASE SHALL THE FIRE ALARM SYSTEMS BE LEFT IN A DISABLED CONDITION WITHOUT NOTIFYING 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 employ fire alarm system technicians 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.15.3, Qualifications of Technicians.

The Contractor may be asked to remove persons who pose a threat to health, safety, or security of an installation. While onsite all Contractor personnel must possess current NICET certification.

***C.39.3 FIRE ALARM SYSTEM CENTRAL STATION MONITORING***

***[[[Remove and mark "Reserved" if there is no fire alarm system or if this section is covered under another SOW.]]]***

The Contractor must provide and maintain a UL-listed central station monitoring service to monitor all fire alarm transmitters and related equipment. The Contractor must ensure all fire alarm systems are connected to the monitoring service. During any period when the central station monitoring is not operational, the Contractor must maintain a fire watch. If the Contractor

believes the central station monitoring failure was through no fault of his own, the Contractor may request reimbursement for the fire watch from the COR or designee.

#### **C.39.4 WATER-BASED FIRE SUPPRESSION SYSTEMS**

**[[[Remove and mark "Reserved" if there is no water-based fire suppression system or if this section is covered under another SOW.]]]**

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, waterflow 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 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.

#### **IN NO CASE SHALL ANY WATER BASED FIRE SUPPRESSION SYSTEM BE LEFT IN A DISABLED CONDITION WITHOUT NOTIFYING 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 circumstance 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 technicians 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.15.3, Qualifications of Technicians.

The Contractor may be asked to remove persons who pose a threat to health, safety, or security of an installation. While onsite all Contractor personnel must possess the current NICET certification.

#### ***C.39.5 FIRE DOORS AND OTHER OPENING PROTECTIVES***

***[[[Remove and mark "Reserved" if there are no fire doors and opening protectives or if this section is covered under another SOW.]]]***

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.39.6 FIRE AND COMBINATION FIRE/ SMOKE DAMPERS***

***[[[Remove and mark "Reserved" if there are no fire and combination fire/smoke dampers or if this section is covered under another SOW.]]]***

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.39.7 SMOKE DOORS AND OTHER OPENING PROTECTIVES***

***[[[Remove and mark "Reserved" if there are no smoke doors and other opening protectives or if this section is covered under another SOW.]]]***

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.39.8 SMOKE DAMPERS***

***[[[Remove and mark "Reserved" if there are no smoke dampers or if this section is covered under another SOW.]]]***

Services consist of, but are not limited to, the 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.39.9 PORTABLE FIRE EXTINGUISHERS***

***[[[Remove and mark "Reserved" if there are portable fire extinguishers or if this section is covered under another SOW.]]]***

Services consist of, but are not limited to, the 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.15.3, Qualifications of Technicians.

The Contractor may be asked to remove persons who pose a threat to the health, safety, or security of an installation.

### ***C.39.10 NON-WATER-BASED FIRE EXTINGUISHING SYSTEMS***

***[[[Remove and mark "Reserved" if there are no non-water-based fire extinguisher systems or if this section is covered under another SOW.]]]***

Services consist of, but are not limited to, the inspection, testing, and preventive maintenance of the following types of non-water-based fire extinguishing systems:

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

- Halogenated extinguishing systems, NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems.
- Dry chemical extinguishing systems, NFPA 17, Standard for Dry Chemical Extinguishing Systems.
- Wet chemical extinguishing systems, NFPA 17A, Standard for Wet Chemical Extinguishing Systems.
- Fire extinguishing systems, NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations.
- Clean agent fire extinguishing systems, NFPA 2001, Standard for Clean Agent Fire Extinguishing Systems.

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 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 non-water-based extinguishing systems who meet the qualification requirements of the current editions of the respective NFPA standards and possess current certification by the respective manufacturers verifying competence to work on these systems. Additionally, the technicians must meet the requirements outlined in the applicable paragraphs in section H.15.3, Qualifications of Technicians.

The Contractor may be asked to remove persons who pose a threat to the health, safety, or security of an installation.

### ***C.39.11 SMOKE CONTROL SYSTEMS***

***[[[Remove and mark "Reserved" if there are no smoke control systems or if this section is covered under another SOW.]]]***

Services consist of, but are not limited to, the 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.15.3, Qualifications of Technicians.

The Contractor may be asked to remove persons who pose a threat to the health, safety, or security of an installation.

#### ***C.39.12 SMOKE MANAGEMENT SYSTEMS***

***[[[Remove and mark "Reserved" if there are no smoke management systems or if this section is covered under another SOW.]]]***

Services consist of, but are not limited to, the 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.15.3, Qualifications of Technicians.

The Contractor may be asked to remove persons who pose a threat to the health, safety, or security of an installation.

#### ***C.39.13 EMERGENCY AND STANDBY POWER SYSTEMS***

***[[[Remove and mark "Reserved" if there are no emergency and standby power systems or if this section is covered under another SOW.]]]***

Services consist of, but are not limited to, the inspection, testing, preventive maintenance, and exercising of equipment per the manufacturer's recommendations 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.

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

#### ***C.39.14 EMERGENCY LIGHTING AND EXIT SIGNAGE***

***[[[Remove and mark "Reserved" if there is no emergency lighting and exit signage or if this section is covered under another SOW.]]]***

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.40. MAINTENANCE AND REPAIR OF VERTICAL TRANSPORTATION SYSTEMS***

***[[[If elevators, lifts, dumbwaiters, escalators, or other vertical transportation equipment is to be included in the contract, add the specification here or mark "Reserved" if not included. Clarify if the O&M Repairs section language, including threshold amounts, applies to the vertical transportation system section or if other provisions apply. Elevator maintenance programs must conform to ASME A17.2.]]]***

#### ***C.41. MISCELLANEOUS WORK***

***[[[Specification drafter must modify the number of hours to suit the needs of the building. Limit number of hours to the minimum amount that can be used productively.]]]***

The Contractor must provide \_\_\_\_\_ hours and up to \$\_\_\_\_\_ of parts and supplies ***[[[Insert number of hours and dollar figure]]]*** per calendar month (hours and dollar amounts are not

cumulative to succeeding months) when requested by the COR, to accomplish discretionary work in the buildings covered by this contract. The Contractor must furnish the labor, tools and consumable materials as necessary to perform the work. Miscellaneous work may be required for work that makes use of any of the trades normally employed in performing operations and maintenance services under this contract and does not include tasks associated with the performance of services covered under the scope of this contract.

The Contractor must create and process CMMS work orders for all miscellaneous work, and accurately record hours of labor expended. *[[[If a CMMS is not used to track work order hours, describe an alternative procedure for tracking hours of labor.]]]*

#### **C.42. CRITERIA FOR DEDUCTIONS**

*[[[Add deduction table or specific criteria for deductions where it is regional policy to do so. If the policy is to rely on FAR clauses alone then delete this section. Note on deduction clauses: There is a high risk to the Government in including deduction tables. The contractors may elect not to do the work and take the deduction if it is advantageous to do so, which leaves the Government vulnerable to have to go outside the contract to have the work completed at additional cost to the Government. Please use caution when developing your deduction tables if you elect to use them.]]]*

## D. PACKAGING & MARKING

RESERVED

## **E. INSPECTION & ACCEPTANCE**

**RESERVED**



## F. DELIVERIES OR PERFORMANCE

RESERVED

## G. CONTRACT ADMINISTRATION DATA

RESERVED

## **H. SPECIAL CONTRACT REQUIREMENTS**

### ***H.1. SECURITY***

#### ***H1.1 SECURITY REQUIREMENTS AND PERSONAL IDENTITY VERIFICATION PROCEDURES (NON-CLASSIFIED CONTRACT)***

##### **FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (SEPT 2007)**

(a) 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.

(b) 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.

##### **H-1.1 GSAR 552.237-70 QUALIFICATIONS OF OFFERORS (MAY 1989)**

(a) Offers will be considered only from responsible organizations or individuals now or recently engaged in the performance of building service contracts comparable to those described in this solicitation. In order to determine an Offeror's qualifications, the Offeror may be requested to furnish a narrative statement listing comparable contracts which it has performed; a general history of its operating organization; and its complete experience. An Offeror may also be required to furnish a statement of its financial resources; show that it has the ability to maintain a staff of regular employees adequate to ensure continuous performance of the work; and, demonstrate that its equipment and/or plant capacity for the work contemplated is sufficient, adequate, and suitable.

(b) Competency in performing comparable building service contracts, demonstration of acceptable financial resources, personnel staffing, plant, equipment, and supply sources will be considered in determining whether an Offeror is responsible.

(c) Prospective Offerors are advised that in evaluating these areas involving any small business concern(s), any negative determinations are subject to the Certificate of Competency procedures set forth in the Federal Acquisition Regulation.

##### **H-1.2. GSAR 552.237-71 QUALIFICATIONS OF EMPLOYEES (MAY 1989)**

(a) 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.

(b) The Contractor shall fill out and cause each of its employees performing work on the contract work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. These forms shall be completed electronically unless that would create a hardship for the individual. Upon request of the Contracting Officer, the Contractor and its employees shall be fingerprinted.

(c) Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien

Registration Receipt Card Form I-151, or, who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

### **H-1.3. SUITABILITY DETERMINATIONS**

(a) All contract employees requiring routine unescorted access to Federally-controlled facilities and/or information systems for more than 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.

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

(c) Contract employees working less than 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.

(d) 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.

(e) 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.

(f) 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 14 days following being provided by the Government.

(g) 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.

#### **H-1.4. COMPLIANCE WITH SECURITY REQUIREMENTS**

(a) The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.

(b) When a controlled personnel 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.

#### **H-1.5. IDENTIFICATION CREDENTIAL**

(a) 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.

(b) 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.

(c) 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.

(d) 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.

(e) 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.

#### **H-1.6. 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.

#### **H-1.7. REMOVAL FROM CONTRACT WORK**

(a) 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.

(b) 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.

(c) 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.

(d) The Contractor shall be responsible for providing replacement employees in cases where contract employees are removed at no additional cost to the Government.

#### **H-1.8. SENSITIVE BUT UNCLASSIFIED (SBU) BUILDING INFORMATION**

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.

### ***H.2. IDENTIFICATION CREDENTIAL***

Upon receipt of favorable suitability determination as indicated in this document, each employee of the Contractor will be issued an identification credential. At all times while working on the contract, a contract employee, including subcontractor employees, must have in his or her possession the specific Government identification credential issued to him or her by the Government. The identification credential must be displayed and be visible at all times while on Government property. The COR, GSA personnel designated by the COR, Government law enforcement, or security personnel shall periodically verify passes of Contractor employees with their personnel identification. Contractor employees must comply with security verification procedures at all times.

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

The Contractor shall be responsible for ensuring that all identification credentials are returned to the COR Officer's Representative whenever his employees leave the contract (when the contract has been completed, employees leave the company, or employees are dismissed or terminated). The Contractor must notify the COR Officer's Representative whenever employee badges are lost.

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

### ***H.3. ESCORT REQUIREMENTS***

It may be necessary to escort temporary contract employees who do not have favorable preliminary or final suitability determinations and must work in federally controlled space. In those cases, all uncleared contract employees must be escorted in nonpublic space by a Government employee or another responsible cleared contract employee who is approved by the

CO or designee. Other Government agencies may have specific agency security requirements for their own space that may only allow escort by Government employees or those designated by their agency. Government employees or approved cleared contract employees who provide escorts for uncleared contract employees must always be in close proximity and within 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 space. Uncleared employees cannot be left alone or out of eyesight at anytime they are in nonpublic space. A cleared and approved escort may not allow several uncleared contract employees to be in federally controlled space, that is not within close proximity and within eyesight at all times. A cleared and approved escort may not allow multiple uncleared employees in non public space on different parts of one floor or different floors at the same time. Any security violation of escort requirements by a cleared and approved contract employee will result in the immediate removal from the contract of all contract employees involved, i.e., escorts and uncleared escorted contract employees. Also, violations of escort requirements by contract employees in accordance with security requirements may be grounds for termination of the contract.

#### ***H.4. STANDARDS OF CONDUCT***

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking disciplinary action with respect to his employees as necessary. The Contractor is responsible for ensuring that his employees do not disturb papers on desks, open desk drawers or cabinets, or use Government telephones, except as authorized. Each employee is expected to adhere to standards of behavior that reflect favorably on his or her employer and the Federal Government. No smoking is allowed in the building.

#### ***H.5. REMOVAL FROM CONTRACT WORK***

Under the following conditions, the CO or representative may request the Contractor to immediately remove any employee from the work site:

- When the Government determines the employee to be incompetent, careless, insubordinate, unsuitable, or otherwise objectionable.
- When the Government deems the employee's continued employment to be contrary to the public interest, inconsistent with the best interests of security, or when 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 CO may also request the Contractor to immediately remove any employee from the work site if it is determined that individuals are being assigned to duty who have been disqualified for either suitability or security reasons or who are found to be unfit for performing duties during their tour of duty.

Contractor employees who are removed from contract work must be required to leave the work site immediately.

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:

- A. Failure to receive a suitability determination, temporary clearance, or clearance from GSA or a tenant agency.
- B. Violation of Federal, State, or local law.
- C. 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.
- D. Neglect of duty, including sleeping while on duty, unreasonable delays, or failure to carry out assigned tasks, conducting personal affairs during official time or refusing to render assistance, or to cooperate in upholding the integrity of the security program at the work site.
- E. 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.
- F. Disorderly conduct, use 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.
- G. Theft, vandalism, immoral conduct, or any other criminal actions.
- H. Selling, consuming, or being under the influence of intoxicants, drugs, or substances that produce similar effects while in or on federally controlled property.
- I. Improper use of Government identification.
- J. Unauthorized use of communication equipment on Government property.
- K. Violation of security procedures or regulations.
- L. Violation of Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present of firearms or other dangerous weapons in Federal facilities and Court facilities.

The CO will make all determinations regarding the removal of any employee from work site, except under certain conditions. When a CO is not available, either during the day or after hours, or in situations where a delay would not be in the best interest of the Government or is identified as a potential threat to the health, safety, security, general well being, or operational mission of the facility and its population, the COR will have the authority to immediately remove the contract employee from the work site.

Law enforcement officers of the Department of Homeland Security/Immigration and Customs Enforcement/Federal Protective Service (DHS/ICE/FPS) 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 or security or is identified as a potential threat to the health, safety, security, general well being, or operational mission of the facility and its population. The CO will 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 CO will make all official notifications to the Contractor. In the event of a dispute, the CO will make a final determination. Specific reasons for removal of an employee will be provided to the Contractor in writing by the CO.



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.6. SENSITIVE BUT UNCLASSIFIED (SBU) BUILDING INFORMATION***

A. GSA Contractors that do not have HSPD-2 compliant clearances cannot obtain Sensitive but Unclassified (SBU) information (Privacy Act data, building information, and financial information) through GSA's IT systems.

B. 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 SBU building information, drawings, etc., in accordance with GSA Order 3490.1, which provides for the dissemination of paper and electronic SBU building information for all federally controlled space (owned, leased, and delegated).

C. SBU information includes, but is not limited to:

1. Paper and or electronic documentation of the physical facility information.
2. Building designs (such as floor plans).
3. Construction and renovation or alteration plans and specifications.
4. Equipment plans and locations.
5. Building operating plans.
6. Information used for building service contracts and or contract guard services.

For all GSA controlled facilities, any other information considered a security risk must be considered covered under this category.

D. All SBU building information, either in electronic or paper format, must have specific imprinting on each page to designate it as Government property and indicate the prohibition of copying, dissemination, and distribution.

E. Contractors authorized to receive SBU information must provide the following identification:

1. A copy of a valid business license.
2. Verification of a valid DUNS Number.
3. A valid IRS Tax ID Number.
4. A valid State driver's license with photograph.

F. Contractors must sign a Document Security Notice when they receive SBU information.

G. 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.

H. Authorized contract users must destroy all SBU information and documents when no longer needed. Destruction must be done by burning or shredding hardcopy, and or physically

destroying CDs, deleting and removing files from the electronic recycling bins, and removing material from computer hard drives using a permanent erase utility or similar software.

I. All authorized contract users of SBU building information must notify the GSA Disseminator in writing that they have properly disposed of the SBU building information and documents.

J. The GSA Disseminator shall maintain all records of SBU building information disposal (along with the signed Document Security Notices) in accordance with the GSA system of keeping long-term records and plans. All Document Security Notices and Records of Disposal must be kept with the permanent files.

### ***H.7. 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, and within \_\_\_\_ calendar days of week's end, *[[[Insert timeframe]]]* and turn them over to the COR or designee.

### ***H.8. 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.9. 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.10. 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.11. 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.12. AFFIRMATIVE PROCUREMENT PROGRAM (APP)***

As a Federal procuring agency, GSA is required by the Resource Conservation and Recovery Act (RCRA), Section 6002 and Letter 92-4 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 require Federal agencies to develop and implement an Affirmative Procurement Program to facilitate the procurement of these products.

#### ***H.12.1 Affirmative Procurement Products***

In addition to the regulatory requirements specified in section C of the specification, the Contractor must consider the following practices and sources:

- Cleaning chemicals or materials, which must be selected with consideration for minimizing the impact on both human health and safety and reducing other potential environmental impacts.
- Cleaning tools, equipment, and supplies, which must also be selected with regard to health and environmental considerations.
- Cleaning processes, work practices, and procedures that minimize worker and building occupant exposures and contribute to the promotion of environmental stewardship.
- Products designated as environmentally oriented in the GSA Federal Acquisition Service (FAS) Environmental Products and Services Guide. This guide is available on the FAS Environmental Home page at <http://gsa.gov/enviro>.
- Cleaning products that meet the Green Seal GS-37 standard where applicable, or if GS-37 is not applicable (e.g., for products such as carpet cleaners, floor finishes, or strippers), products that comply with the California Code of Regulations maximum allowable Volatile Organic Compounds (VOCs) levels.
- Disposable janitorial paper products and trash bags that meet the minimum requirements of U.S. EPA's Comprehensive Procurement Guidelines.
- Low Environmental Impact Pest Management practices and Low Environmental Impact Cleaning Equipment practices.

The Contractor must provide quarterly reports that document the purchase and use of the products listed above.

Additional information on environmentally preferable products may be found through sources such as the U.S. EPA's Environmentally Preferable Purchasing Program Web site at <http://yosemite1.epa.gov/oppt/eppstand2.nsf> or information published by the Office of the Federal Environmental Executive at <http://www.ofee.gov/gp/gp.htm>.

#### ***H.12.2 Recycled Content Product Certification***

In accordance with FAR 52.223-9, Certification and Estimate of Percentage of Recovered Material Content for EPA-Designated Items, the Contractor must provide the required certification and estimate at contract completion. In addition, interim annual reports estimating the percentage of total recovered material used in contract performance, including, if applicable, the percentage of post consumer material content, must be provided by the Contractor **not later than November 1 of each year**, with data for the preceding 12-month period ending September 30.

### ***H.13. ASBESTOS AWARENESS TRAINING***

***[[[Include for buildings that contain asbestos or where it has been presumed. If no asbestos could possibly be found in your facility, remove language and annotate Table of Contents as "RESERVED."]]]]***

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 5 days of the completion of training.

### ***H.14. UNIFORMS***

All trade workers must wear a uniform with the Contractor's logo while working within the building.

### ***H.15. PERSONNEL QUALIFICATIONS***

#### ***H.15.1 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). These individuals may be classed as working supervisor if so desired by the Contractor and may perform the functions of mechanic and supervisor concurrently.

#### ***H.15.2 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 possess at a minimum at least 5 years of recent (within the past 7 years) experience in the management and supervision of building mechanical maintenance operations for buildings of the approximate size 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 manager's must meet these qualification standards. Minimally the resume must contain:

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

The 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 on behalf of the Contractor. The onsite supervisor's 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 5 years of recent (within the past 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 7 years' employment history of the proposed supervisor.
- (3) The names and addresses of the companies for whom the proposed supervisor worked for the past 7 years, along with the names and telephone numbers of the immediate supervisors.

### ***H.15.3 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 5 years of recent (within the past 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.15.3.1 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, technician must have experience in the past 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 sub-contractor 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 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.15.3.2 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 5 years in inspecting, testing, and maintaining of water-based fire protection systems.

The Contractor and sub-contractor 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 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.15.3.3 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 3 years of experience (in the past 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 sub-contractor 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 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.15.3.4 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 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 sub-contractor 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 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.15.3.5 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 3 years experience (in the past 5 years) in the inspection, testing, and maintenance of smoke control and smoke management systems.

The Contractor and sub-contractor 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 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.15.3.6 QUALIFICATIONS OF BAS TECHNICIANS***

All personnel involved in the operation, adjustment and maintenance of all BAS systems including energy management systems must be trained and qualified. The Contractor must provide to the COR or designee documentation of the level of experience, including any certificates of training, for all employees who will be involved in this function.

#### ***H.15.4 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 for the contract, or if skills or reliability concerns are such that the COR believes the protection of building equipment may be jeopardized.

#### ***H.15.5 STATE LICENSING***

*[[[Specifications drafter may modify this in accordance with the requirements of the State in which work is to be performed, e.g., if the State has unproductive licensing requirements that have little quality assurance value. However, be sure to require any licensing required subject to a statute where the Federal Government has waived sovereign immunity, e.g., Clean Water Act, Clean Air Act.]]]*

All personnel must be licensed and certified, or become licensed and certified within 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 Draft.



### ***H.15.6 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.16. GOVERNMENT-FURNISHED MATERIALS***

*[[[Regions may add items as appropriate. Delete items not applicable to your facilities.]]]*

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. 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.
4. 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 this space in a clean, neat, and orderly condition. Under no circumstances may the Contractor store flammable or explosive liquids (naphtha, gasoline, etc.) in the building. The Government will not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.
5. 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. The Contractor or the Contractor's employees must not use Government property in any manner for any personal advantage, business gain, or other personal endeavor.

### ***H.17. 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.

*[[[Language below on communications devices/ computer specifics is included to accommodate a future National Contact Center. The intent is to enable the Contractor to receive service requests from the Contact Center and in turn, be able to send the service request to a mechanic for completion.]]]*

1. The Contractor must provide at his or her expense an onsite computer with broadband Internet service or a fax machine and services with receiving and sending capability in order to receive service requests via fax.

*[[[Add any additional special requirements.]]]*

## ***H.18. ADDITIONAL SERVICES [INDEFINITE QUANTITY PROVISIONS]***

### ***H.18.1 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.18.2 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 in this document. 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.18.3 PRICING***

The Contractor's price proposal for an Additional Services job must follow the guidelines described below.

### ***H.18.4 PARTS AND MATERIALS***

If parts 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 must be priced at estimated actual cost marked up by the standard coefficient in the price schedule if stated. *[[[Adjust as necessary in accordance with how allowable markup level is treated in the contract.]]]* The CO or COR may accept a different markup rate for parts and materials if the Contractor can demonstrate unusual costs or difficulties in obtaining the parts or materials.

*[[[Adjust Price Schedule language if this has a different title or if such rates are not used in the contract.]]]*

Price proposals must use the labor rates established in the price schedule, unless work is subcontracted. 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.

#### ***H.18.5 SUBCONTRACTS***

*[[[Adjust the language if language other than standard coefficient is used in the price schedule or if there is no established markup rate.]]]*

If work is to be subcontracted, the subcontracted part of the work is to be priced at actual cost to the Contractor, marked up by the standard coefficient in the price schedule.

#### ***H.18.6 COST DOCUMENTATION***

If the Contractor provides the parts and materials, or if work is subcontracted, the Contractor must furnish on 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.18.7 COMPETITIVE BIDS***

If a single part or component, or a single type (line item) of parts, components, or materials for a project is anticipated to equal or exceed *[[[\$2,500]]*, the CO or COR may require that the Contractor obtain three bids from suppliers and include documentation of these bids with his proposal. If subcontract work is anticipated to cost more than *[[[\$2,500]]*, the CO or COR may require that the Contractor obtain three bids from potential subcontractors and include documentation of these bids with his proposal.

#### ***H.18.8 METHOD OF ORDERING AND INVOICING***

The CO or a COR may order work priced at less than *[[[\$2,500]]* orally. The CO or a COR shall issue a Task Order (GSA Form 300) for work costing *[[[\$2,500]]* or more.

#### ***H.19. AWARD FEE***

*[[[Regions may use award fees at their discretion. In accordance with FAR 16.404, award-fee provisions may be used in fixed-price contracts when the Government wishes to motivate a contractor and other incentives cannot be used because contractor performance cannot be measured objectively. See FAR 16.404 for conditions that must be met prior to using this type of contract.]]]*

#### ***H.20. STRIKE CONTINGENCY PLAN (SCP)***

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

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

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

### ***H.21. OCCUPANCY 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. CONTRACTOR PANDEMIC PLAN***

As required by the National Strategy for Pandemic Influenza Preparedness, the Government has prepared a plan to safeguard employees and provide for continued operations in the event of an influenza pandemic. The Contractor must also prepare a plan that outlines the steps he or she will take to prevent and reduce the spread of an influenza pandemic and to mitigate potential effects on the services provided in this document. Given the unpredictable length and severity of a pandemic, the Contractor's plan must link their planned actions to the periods and phases established by the World Health Organization for a pandemic cycle. For information on the phases of a pandemic cycle see [http://www.who.int/csr/disease/avian\\_influenza/phase/en/](http://www.who.int/csr/disease/avian_influenza/phase/en/). The plan must be submitted to the COR within 30 calendar days of the start of the contract.

## I. CONTRACT CLAUSES

**RESERVED**

## **J. LIST OF ATTACHMENTS (LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS)**

### ***J.1. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)***

CONTRACT No. G S - [REDACTED] P - [REDACTED] - [REDACTED] - [REDACTED]

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

#### **INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) is designed to provide the General Services Administration (GSA) with an effective surveillance method of monitoring and evaluating the Contractor's performance under a Performance-Based Statement of Work (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 meet contract standards. GSA's role in quality assurance is to ensure that the Contractors are achieving the quality levels established in the operation and maintenance services contracts and focuses on the Contractors' QCP. GSA periodically validates the execution of the Contractors' quality control programs by reviewing such areas as the Contractors' inspection forms, service request logs, tenant reports, tenant satisfaction surveys, and the timeliness of corrective actions.

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

The QASP is intended to accomplish the following:

- Define the roles and responsibilities of participating Government officials.
- Identify the performance objectives based upon the 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 that are required by the CO or COR.
- Establish timeframes for communication and performance improvement if needed.
- Establish specified procedures for changes to the contract price when services are not performed or do not meet contract requirements in accordance to FAR Part 37.601(a) (3).
- Ensure the Contractor has developed and implemented a QCP establishing procedures and responsibilities for controlling the quality of work performed.

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

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

1. *[[[Insert name]]]* or 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 to evaluate the Contractor's performance. In addition, the COR shall use the Contractor Performance System (CPS) to document the Contractor's performance
2. *[[[Insert name]]]* or person designated as the CO will have overall responsibility for overseeing the Contractor's performance. The CO shall be responsible for monitoring the Contractor's performance in the areas of contract compliance and contract administration. The CO will review the COR's written inspections and assessments of the Contractor's performance and resolve any discrepancies that may arise between the Contractor and COR. In addition, the CO shall use the Contractor Performance System (CPS) to document the Contractor's performance.

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

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

*[[[Edit list as necessary.]]]*

- a. Existing deficiency list
- b. Building operating plan
- c. Equipment inventory
- d. Monthly progress reports
- e. Reference library
- f. Building management support services
- g. Operational requirements
- h. Service requests
- i. Tours
- j. Maintenance program
- k. Water treatment
- l. Oil analysis
- m. Lamp and ballast replacements
- n. Repairs
- o. Safety and environmental
- p. Fire Protection and Life Safety equipment and systems
- q. 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 that do not require 100 percent inspection, or are performed on a random basis. The COR will evaluate the Contractor's reports, surveys, etc. on a weekly, biweekly, monthly, or quarterly basis.
2. **Tenant Interviews:** All tenant concerns received through the COR will be documented and evaluated on a planned schedule developed by the COR. This method may help the COR focus on areas that may 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 taken, timeliness of completion, and any other pertinent data. At a minimum, this method must be performed on a monthly basis.
4. **Tenant Satisfaction Surveys:** The Gallup Organization conducts surveys for one-third of GSA's tenants in Government-owned and leased buildings. These surveys gather



important data in many areas, including specific categories pertaining to the operation and maintenance of GSA's buildings. The surveys provide the COR with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There are various measures that can be taken, such as reviewing the survey's comments, obtaining further feedback from the tenants, or sharing the scores with the Contractor to establish a plan of action.

### QASP STANDARDS

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
<u>SECTION C</u>			
Existing Deficiency Inspection/List and equipment inventory.	A thorough and systematic initial inspection and inventory of all equipment and systems and the performance of an annual inventory to verify and update the inventory.	A complete and accurate deficiency list and inventory must be completed and submitted within the initial timeframe and an annual inventory must be scheduled and conducted to verify and update inventory.	The Government will evaluate performance based on tenant satisfaction, surveys, tenant interviews, periodic inspections, and service request documentation.
Startup Phase.	The Contractor must provide all start up services necessary to provide seamless operation of all building systems.	Submission and review of all required building documentation without failures in providing service to our customers.	
Staffing and ability to communicate with COR.	Contractor must staff and provide communication methods to ensure services are adequately provided to the tenant.	Quality and quantity of staffing and methods of communication ensure adequate response to all contract requirements.	
Onsite records.	All records required by the contract must be accurate and available for inspection.	Records must be organized, up to date, and reflect actual conditions.	
CMMS (if applicable).	Service request record keeping using the computerized maintenance management system	Maintenance records are accurate and current and are properly populated within the CMMS to document historical	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
	(CMMS).	maintenance efforts during the life cycle of the facility.	
Building Operating Plan (BOP).  <u>SECTION C</u> <u>Cont.</u>	BOP must detail all aspects of the contractor's performance of the contract and building equipment and system information. Energy consumption must be monitored by the Contractor for indicators of inefficient operation.	BOP must be submitted and address all items. . Control systems must be operated to provide maximum efficiency as measured by energy consumption per gross sq. ft. while providing tenant comfort.	
Monthly Progress Reports.	Reports of Contractor progress and activities must be provided monthly.	All reports must be thorough, accurate and submitted on time as required by the contract.	
Reference library.	Information in the form of a reference library must be provided by the Contractor.	All required documents are to be included in the reference library and must be complete and up to date.	
Service Requests.	Service requests must be received, tracked, and responded to in accordance with contract requirements.	All routine, emergency, and urgent service requests are responded to as required by the contract and repairs are completed within specified timeframes.	
Tours.	Tours must be conducted and documented in accordance with contract requirements.	All tours must be conducted and documented as required and will reflect actual conditions. Adjustments	

Performance-Based Task	Services to Be Inspected	Standard for Successful Performance	Quality Assurance Surveillance Method
		will be made as needed. Logs and check sheets must be adequate to track operating hours and equipment performance history.	
Leak testing.	Refrigerants and natural gas leaks must be avoided and detected as early as possible.	Leak testing for refrigerants and natural gas must be performed and documented in accordance with the BOP.	
Condensate pans  <u>SECTION C</u> <u>Cont.</u>	Condensate pans must be clear and algae free at all times.	On at least a monthly basis, tours must include inspection and treatment of condensate pans with appropriate biocide to ensure proper drainage.	
Disruptive or hazardous tool use, disruption to utilities, lighting and space conditioning.	Tenants must not be unnecessarily disrupted during repairs or procedures.	All disruptive tool use during normal working hours must be approved by the COR and welding and burning must be approved via GSA Form 1755. The COR must approve in advance any work that will disrupt lighting, utilities, and space conditioning.	
Plumbing and restroom maintenance.	Plumbing and drain systems must be	All drain systems must be clear and kept functional	



<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
		accordance with the contract requirements.	
Oil analysis and oil changes.	Oil analysis and oil changes must be documented.	The Contractor must perform initial and periodic oil analysis and oil changes in accordance with the contract provisions.	
Lamp and ballast replacements.	Quality, energy-efficient replacement lamps and ballasts must be used by the Contractor.	The Contractor must perform lamp and ballast replacements in accordance with the contract provisions	
Architectural and structural systems maintenance.	Interior and exterior building architectural and structural systems must be maintained in good repair.	The Contractor must conduct inspections, repairs, replacements, and touch up painting and patching to match existing finishes as required by contract provisions.	
Interior signage and directories.	Signage must be up to date and in good repair.	Signage must be updated and repaired as required.	
Finishes maintenance.	All finishes must appear neat and have an esthetically appealing appearance.	The Contractor must maintain and touch up building finishes in a professional manner.	
Repairs.	All repairs must be performed in a timely professional manner, using quality parts and materials.	The Contractor must perform repairs in accordance with the provisions of the contract including timeliness of response, invoicing,	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
<p><u>SECTION C</u> <u>Cont.</u></p> <p>Safety and environmental management.</p>	<p>Scheduling and record keeping.</p>	<p>thresholds, replacement part quality standards, and warranty provisions.</p> <p>All required safety and environmental tests, certifications, permits and other procedures required in this document must be scheduled in the CMMS work order system, and documented in the CMMS. In addition, the Contractor must maintain copies of all such tests, certifications, permits and other required records.</p>	
	<p>Refrigerant control and certification.</p>	<p>The Contractor must control refrigerants and maintain records in accordance with EPA, GSA, and appropriate Air Quality Management District standards. The Contractor must take immediate action to contain refrigerant leaks and must report any leaks to the COR.</p>	
	<p>AQMD operating permits.</p>	<p>The Contractor must be familiar with the requirements of the local Air Quality Management District (AQMD), and</p>	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
		shall be responsible for obtaining operating permits for boilers, generators, and other emissions-producing equipment regulated by the district.	
<u>SECTION C</u> <u>Cont.</u>	Underground storage tanks.	The Contractor is responsible for complying with all Federal, State, and local requirements for the periodic inspection, monitoring, permitting, certification and maintenance of underground storage tanks.	
	Polychlorinated biphenyls (PCBs) control.	The Contractor must inspect all transformers containing (PCBs) and maintain records of such inspections in accordance with State, local, and Environmental Protection Agency (EPA) regulations.	
	Hazardous waste.	The Contractor must be cognizant of, and comply with, all Federal, State, and local laws and regulations related to the disposal (landfill, sewer discharge, etc.) of hazardous waste and materials used or removed in the performance of the	



Performance-Based Task	Services to Be Inspected	Standard for Successful Performance	Quality Assurance Surveillance Method
		contract or discharged by the building, and must comply with all such requirements, to include record keeping requirements.	
	Electrical safety.	The contractor must comply with NFPA 70E when working on or around electrical equipment or systems. The Contractor must ensure that areas restricted to qualified personnel are secured and properly labeled.	
<u>SECTION C</u> <u>Cont.</u>	Lock out/tag out.	The Contractor must develop a lockout/tag out program in accordance with 29 CFR 1910. The program must include all anticipated energy sources, including but not limited to electricity, steam, pressurized fluids, and mechanical energy.	
	Confined spaces.	The Contractor must identify and label all confined spaces in accordance with OSHA requirements. The Contractor must develop a confined space entry permit system for all permit- required confined spaces within 60 calendar days of commencement of the	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
		contract.	
	Asbestos management.	The Contractor shall be expected to occasionally perform Class III and Class IV asbestos work as defined in 29 CFR 1910.26.1101. The Contractor must be prepared to deal with asbestos on a small scale, short duration basis to effect emergency repairs and to clean up small spills. The Contractor must protect building tenants, visitors, and employees from asbestos exposure. The Contractor must comply with applicable National Institute of Building Sciences (NIBS) and OSHA standards.	
	Hazardous materials.	The Contractor must make material safety data sheets (MSDSs) available to their employees in accordance with 29 CFR 1910.1200.	
<u>SECTION C</u> <u>Cont.</u>	Boiler/pressure vessel operation and inspection standards.	All tests must be done in accordance with ASME Boiler and Pressure vessel Code, National Board Inspection Code (NBIC), and EPA and local AQMD requirements.	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
	Backflow prevention devices.	Backflow prevention devices used on water-based fire suppression systems must be inspected, tested and maintained according to NFPA 25.	
	Potable water systems.	The Contractor must comply with the Safe Drinking Water Act, PL 99-339, as amended, and the EPA Safe Drinking Water regulations (40 CFR 141.43, sections A and D), that address the quantity of lead allowable in new installations or repairs to existing drinking water systems and/or plumbing. Potable water systems which are repaired, modified, serviced, or breached in any way must be disinfected and flushed prior to returning the system to service.	
	Labeling.	The Contractor must label equipment, storage areas and workspaces in accordance with OSHA standards immediately after commencement of the contract if such labels are not already in place.	
Fire Protection and Life Safety Equipment and Systems.	Fire alarm system.	The Contractor is responsible for meeting the inspection,	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
<p><u>SECTION C</u> <u>Cont.</u></p>		<p>maintenance, testing frequencies, and testing methods outlined in NFPA 72.</p> <p>Documentation of the above mentioned inspection, maintenance, and testing results must be recorded on the applicable Inspection and Testing Form from NFPA 72.</p> <p>All fire alarm testing, with the exception of interconnected building functions, must be performed after normal working hours.</p> <p>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.</p> <p>The testing of the fire alarm system shall not be considered complete without the testing of interconnected equipment.</p> <p>The Contractor must provide a fire watch in</p>	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
<p><u>SECTION C</u> <u>Cont.</u></p>		<p>areas left unprotected until the fire alarm system is completely restored to service. In no case shall the fire alarm systems be left in a disabled condition without notifying the COR.</p> <p>The Contractor must ensure that the fire alarm system is maintained 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 at the fire alarm system control panel) any time 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.</p> <p>The Contractor must utilize responsible, capable, NICET-</p>	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
<p><u>SECTION C</u> <u>Cont.</u></p>	<p>Fire alarm system central station monitoring.</p>	<p>certified, employees (see section H15.3.1, Qualifications of Fire Alarm System Technicians contained in this document) in the performance of any task required in this document.</p> <p>The Contractor must maintain a UL-listed central station monitoring service for fire alarm system monitoring and must maintain lines, transmitters and related equipment and materials, to connect to such service.</p> <p>During any period in which there is no central</p>	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
		station monitoring, the Contractor must maintain a fire watch in accordance with GSA guidelines.	
<u>SECTION C</u> <u>Cont.</u>	Water-based fire suppression system inspection.	<p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies and testing methods outlined in NFPA 25.</p> <p>Documentation of the inspection, maintenance, and testing results must be recorded on the applicable suggested form, as found in current edition of NFPA 25.</p> <p>All water-based fire suppression system testing must be performed after normal working hours unless approved otherwise by the COR. The Contractor must provide a fire watch in areas left unprotected until the water-based fire suppression system is completely restored to service. In no case must any water based fire suppression system be left in a disabled condition without notifying the COR.</p> <p>The Contractor must</p>	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
		<p>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 utilize responsible, capable, NICET- certified employees (see section H15.3.1, Qualifications of Fire Alarm System Technicians contained in this document) in the performance of any task associated with this contract.</p>	



<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
<p><u>SECTION C</u> <u>Cont.</u></p>	<p>Fire doors and other opening protectives.</p>	<p>The Contractor must perform inspections, tests and maintenance or repairs in accordance with the current edition of NFPA 80.</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.</p>	
	<p>Fire and combination fire/smoke dampers.</p>	<p>The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 80.</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.</p>	



<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
		<p>The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 10.</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 10.</p>	
	<p>Non-water based fire extinguishing systems.</p>	<p>The Contractor must perform inspections, tests and maintenance in accordance with the current edition of the applicable NFPA standards (e.g., NFPA 12, 12A, 17, 17A, 96, 2001, etc.).</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in the applicable NFPA standards (e.g., NFPA 12, 12A, 17, 17A, 96, 2001, etc.).</p>	

<b>Performance-Based Task</b>	<b>Services to Be Inspected</b>	<b>Standard for Successful Performance</b>	<b>Quality Assurance Surveillance Method</b>
<u>SECTION C</u> <u>Cont.</u>	Smoke control systems.	<p>The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 92A.</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92A.</p>	
	Smoke management systems.	<p>The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 92B.</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92B.</p>	
	Emergency and standby power systems.	The Contractor must perform inspections, tests, and maintenance in accordance with the current edition of the applicable NFPA standards (e.g., NFPA	

Performance-Based Task	Services to Be Inspected	Standard for Successful Performance	Quality Assurance Surveillance Method
		<p>110 and 111).</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in the applicable NFPA standards (e.g.,NFPA 110 and 111)</p>	
<p><u>SECTION C</u> <u>Cont.</u></p>	<p>Emergency lighting and exit signage.</p>	<p>The Contractor must perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 101.</p> <p>The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 101.</p>	
<p>Vertical transportation system maintenance.</p>	<p><i>[[[Complete only if included in this scope.]]]</i></p>	<p><i>[[[Complete only if included in this scope.]]]</i></p>	
<p>Miscellaneous work.</p>	<p>The Contractor must provide labor hours and parts and supplies as requested by the COR or designee.</p>	<p>The Contractor must provide labor hours as requested by the COR to perform tasks in a timely manner.</p>	

**J.2. CONTRACT DELIVERABLES REFERENCE**

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
Existing deficiency inspection/initial deficiency list	C.4	Report due not later than ___ days <i>[[[INSERT TIMEFRAME]]]</i> after award of the contract.	COR or designee.
Startup/Transition phase including staffing plan	C.5.1	Within ___ days <i>[[[INSERT TIMEFRAME]]]</i> of the startup phase.	COR or designee.
Phaseout transition.	C.6	On the last performance day of the contract, Contractor must turn over keys and identification badges or cards.	COR or designee.
List of key personnel and emergency contact information, which may include subcontractor contacts as applicable.	C.8.1	The Contractor must develop and submit to the COR within ___ days <i>[[[INSERT TIMEFRAME]]]</i> of award.	COR or designee.
Quality control program.	C.8.5	Develop and submit for approval ___ days <i>[[[INSERT TIMEFRAME]]]</i> prior to the start of the contract.	CO and COR.
Building operating plan.	C.9.1	Develop and submit for approval, not later than the end of the startup phase.	COR or designee.
Equipment inventory update.	C.10	The Contractor must update and verify the equipment inventory on an annual basis.	COR or designee.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
Monthly progress reports.	C.11	On a monthly basis, not later than the fifth working day of the subsequent month.	COR or designee.
Equipment condition assessment.	C.13	On an ongoing basis during the performance of the contract as requested.	COR or designee.
Review of design documents.	C.16	Review as requested.	COR or designee.
Building management support services.	C.17	Assist as requested.	COR or designee.
Emergency service request and callback repair plan report.	C.23.2	Written accounting of any emergency callback the morning of the next working day.	COR or designee.
Routine service request - response extension request.	C.23.4	Contractor must immediately notify with a written extension request.	COR or designee.
Preventative maintenance system.	C.32.1	Within ___ days <b>[[[INSERT TIMEFRAME]]]</b> prior to start.	COR.
Initial report and development of water treatment program.	C.33.3	Within the first month of the contract.	COR or designee.
Monthly water treatment testing or makeup water chemical tracking.	C.33.5	Monthly within the monthly progress report.	COR or designee.
Periodic oil analysis.	C.34.1	At least annually, with results submitted within the next monthly progress report.	COR or designee.
Lamps and ballasts	C.35	Document monthly	COR or designee.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
containing mercury record.		all purchases of mercury-containing lamps within the monthly progress report.	
Repairs using subcontractors.	C.37.1	Must provide justification for subcontract need in advance.	COR or designee.
Reimbursable repairs completion date.	C.37.3	Mutually agreed upon by the COR and the Contractor.	COR or designee.
Warranties not honored by manufacturer.	C.37.8	Contractor must immediately notify COR if an installer or manufacturer fails to comply with the terms of a warranty.	COR or designee.
Scheduling and recordkeeping of permits, personnel safety, control of hazardous substances, certifications, and records	C.38.2	Furnish copies as requested.	COR or designee.
Refrigerant control and certification log.	C.38.3	Refrigerant control logs must be updated and inspected as required.	COR or designee.
AQMD operating permits.	C.38.4	Copies made available immediately upon request.	COR or designee.
Polychlorinated biphenyl (PCB) control transformer leaks.	C.38.6	Immediate notification.	COR or designee.
Workplace safety plan.	C.38.9	A safety and health plan must be	COR or designee.



<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
		submitted for review and approval within 30 days after award.	
Electrical safety – arc flash analysis.	C.38.10	Deficiencies must be reported within 30 days after contract award.	COR or designee.
Confined space entry permit system.	C.38.14	The contractor must develop a confined space entry permit system for all permit-required confined spaces within 60 calendar days of the contract start.	COR or designee.
Hazardous materials: material safety data sheets – hazardous materials inventory.	C.38.16	MSDSs must be made available on request. The Contractor must prepare and submit hazardous materials inventory as an appendix to the building operating plan. This must be updated and resubmitted annually by September 30 of each year.	COR or designee.
Radon mitigation program.	C.38.17	Program must be described in the building operating plan.	COR or designee.
Backflow prevention devices – annual inspection certificate.	C.38.19	Annually.	COR or designee.
Labeling and signage.	C.38.21	Labeling per OSHA standards within ____ business days	COR or designee.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
		<i>[[[INSERT TIMEFRAME]]]</i> after start of contract.	
Fire protection systems on line at all times unless approval is given during maintenance periods.	C.39.1	Advance notification and approval per occurrence.	COR or designee.
Fire alarm system: If the contractor encounters equipment that is in a condition that may endanger life or property.	C.39.2	The Contractor must immediately notify the COR of the condition requiring immediate action. Within 24 hours the Contractor must provide a written report to the COR of the hazardous condition and recommended corrective action.	COR or designee.
Fire alarm system: The contractor is responsible for meeting the inspection, maintenance, testing frequencies and testing methods outlined in NFPA 72.	C.39.2	Throughout the year. Documentation of the subject inspection, maintenance and testing results must be recorded on the applicable Inspection and Testing Form from NFPA 72.	COR or designee.
Fire alarm system: If the contractor must disturb materials he suspects may contain ACM.	C.39.2	The Contractor must immediately report the condition to the COR.	COR or designee.
Fire alarm system: If the Contractor must	C.39.2	The Contractor must immediately report	COR or designee.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
disturb materials he suspects may contain lead-based paint.		the condition to the COR.	
Water-based fire suppression systems: If the Contractor encounters equipment that is in a condition that may endanger life or property.	C.39.4	The Contractor must immediately notify the COR of the condition requiring immediate action. Within 24 hours that Contractor must provide a written report to the COR of the hazardous condition and recommended corrective action.	COR or designee.
Water-based fire suppression systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, and testing methods outlined in NFPA 25.	C.39.4	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded on the applicable "suggested form," as found in the current edition of NFPA 25.	COR or designee.
Water-based fire suppression systems: If the contractor must disturb materials he suspects may contain ACM.	C.39.4	The Contractor must immediately report the condition to the COR.	COR or designee.
Water-based fire suppression systems: If the Contractor must disturb materials he suspects may	C.39.4	The Contractor must immediately report the condition to the COR.	COR or designee.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
contain lead-based paint.			
Fire doors and other opening protectives: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.	C.39.5	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 80.	COR or designee.
Fire and combination fire/smoke dampers: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 80.	C.39.6	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 80.	COR or designee.
Smoke doors and other opening protectives: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements	C. 39.7	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 105.	CO or COR.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
outlined in NFPA 105.			
Smoke dampers: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 105.	C.39.8	Throughout the year. Documentation of the subject inspection, maintenance and testing results must be recorded in accordance with the requirements of NFPA 105.	COR or designee.
Portable fire extinguishers: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 10.	C.39.9	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 10.	COR or designee.
Non-water-based extinguishing systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in the applicable NFPA standard.	C.39.10	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of the applicable NFPA standard.	COR or designee.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
Smoke control systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92A.	C. 39.11	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 92A.	COR or designee.
Smoke management systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 92B.	C.39.12	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 92B.	COR or designee.
Emergency and standby power systems: The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 110 and NFPA 111.	C.39.13	Throughout the year. Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 110 and NFPA 111.	COR or designee.
Emergency lighting and exit signage:	C.39.14	Throughout the year.	COR or designee.

<b>DELIVERABLE</b>	<b>REFERENCE</b>	<b>DELIVERABLE DUE</b>	<b>POINT OF CONTACT</b>
The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 101.		Documentation of the subject inspection, maintenance, and testing results must be recorded in accordance with the requirements of NFPA 101.	
Qualification of employees (May 1989) paperwork.	H.1.5	As requested.	CO or designee.
The collection and submission of GSA Form 139, Recording Presence.	H.7	Submit within ____ calendar days of each week's end <b>[[[INSERT TIMEFRAME]]]</b> .	COR or designee.
Asbestos awareness training certification.	H.13	Training within 60 calendar days after start. Certify completion within 5 days of training.	COR or designee.
Submission of resumes for new employees.	H.15.3	The Contractor must submit resumes for all personnel prior to personnel beginning work.	COR or designee.
State licensing – if required.	H.15.4	Within 90 calendar days of beginning employment.	COR or designee.
Price proposal for additional services work.	H.18.2	Within 48 hours of the request.	CO or COR.
Strike contingency plan (SCP) submission.	H.20	SCP must be submitted 5 calendar days prior to contract start date and updated annually.	COR or designee.

**K. REPRESENTATIONS, CERTIFICATIONS, AND OTHER  
STATEMENTS OF BIDDERS/OFFERERS**

**RESERVED**



**L. INSTRUCTIONS, CONDITIONS, AND NOTICES TO  
BIDDERS/OFFERERS**

**RESERVED**

## **M. EVALUATION FACTORS FOR AWARD**

**RESERVED**