



District of Columbia  
Department of General Services

**DCAM-12-NC-0089**  
**Consolidated Maintenance Services**  
**200 I Street, SE**

**Part 2 Section C – Pages 76 - 150**

The Contractor shall notify the COTR in writing seventy-two (72) hours in advance (and acknowledge receipt of such notification to the Contractor) when maintenance or repair work is to be done which requires opening or dismantling of equipment. Such equipment includes, but shall not be limited to: generators, pumps, refrigeration units, condensers, evaporators, hoist motors, motor generator sets, elevators, and any other equipment as determined by the COTR. The COTR, or designated representatives, may inspect the equipment before, during, and after Contractor work is performed.

#### **C.3.7.1.8.13 Equipment Hours of Operation**

**C.3.7.1.8.13.1** The Contractor shall determine the Hours of Operation to establish the appropriate times for HVAC equipment start-up and operation to ensure the building is adequately conditioned during Normal Occupant Work Hours. The operating time for building mechanical equipment and systems shall be considered as the hours required to operate the building's heating, ventilating and air-conditioning (HVAC) equipment to provide the required environmental temperatures as delineated in "Operational Requirements".

**C.3.7.1.8.13.2** The Contractor shall identify and document the Hours of Operation for HVAC equipment in the BOP (C.3.7.1.5).

**C.3.7.1.8.13.3** The Contractor shall start the building equipment at an hour, based upon weather conditions, which will provide proper environmental conditions during Normal Occupant Working Hours. This same equipment shall not be operated unnecessarily during evening hours, on weekends, Federal holidays, or when the total building or specific areas of the building are not in use.

#### **C.3.7.1.9 Repairs**

**C.3.7.1.9.1** The Contractor shall replace broken, damaged, or faulty tools, equipment and materials as soon as possible or as otherwise agreed upon with the COTR. Contractor shall take measures to temporarily meet the operational needs of the Facility while repairs are pending. The Contractor shall provide labor, and equipment to perform all Repairs, to the Facility interior and exterior including, but not limited to:

- a. Electrical and Lighting systems
- b. Mechanical systems
- c. Plumbing systems
- d. Elevators
- e. Energy Management Control Systems
- f. Architectural and structural services
- g. Interior and exterior walls,
- h. Roofs and roofing systems,
- i. Flashing, skylights,
- j. Chimneys,
- k. Ventilators and other items that pierce the roof,

- l. Gutters,
- m. Downspouts,
- n. Splash blocks,
- o. Overhangs,
- p. Windows,
- q. Doors,
- r. Door-locks,
- s. Door hinges,
- t. Sidewalks,
- u. Driveways,
- v. Building moat drainage areas,
- w. Snow melting systems,
- x. Access roads,
- y. Road and sidewalk curbing,
- z. Parking areas and parking lot and garages,
- aa. Patios,
- bb. Columns,
- cc. Floor coverings,
- dd. Concrete floors,
- ee. Hardwood flooring,
- ff. Carpeting,
- gg. Ceramic tile,
- hh. Interior and exterior stairways,
- ii. Ceiling tiles and ceiling structure systems,
- jj. Venetian blinds and shades,
- kk. Windows and
- ll. Bathroom, and kitchen plumbing and fixtures.

**C.3.7.1.9.2** The Contractor shall accomplish repairs within a time frame designated by the COTR and notify the COTR seventy-two (72) hours in advance of work that could be considered disruptive to building occupants or normal building operations. The Contractor shall notify the COTR within two (2) hours when the need for mechanical, architectural, or structural repairs are identified.

**C.3.7.1.9.3 Repair Classifications**

The Contractor shall perform minor and Reimbursable Services (C.3.20) as described below. The Contractor shall submit itemized invoices for Reimbursable Services as described in G.2.

**C.3.7.1.9.3.1 Minor Repairs**

**C.3.7.1.9.3.1.1** The Contractor shall perform minor repairs, repairs requiring no more than the established deductible threshold, as needed.

**C.3.7.1.9.3.1.2** The Contractor shall ensure that minor repairs are completed within forty-eight (48) hours of identification of the problem, unless, despite all reasonable efforts, parts or subcontractor support cannot be obtained in this time. In such a case, the Contractor shall notify the COTR of the delay and anticipated completion date. The Contractor shall put in the work order the status of the minor repair requested and the nature of the delay, if any.

**C.3.7.1.9.4 Major Repairs**

**C.3.7.1.9.4.1** The Contractor shall perform major repairs as needed and as described in C.3.20. The Contractor shall include direct labor valued at the labor rates set forth in B.4, subcontractor costs, and parts costs. The cost of consumable parts and materials shall not be calculated as part of the Contractor's costs.

**C.3.7.1.9.4.2** The Contractor shall repair or replace all equipment damaged by misuse of equipment by any person(s) other than the Contractor, his representative(s) or employee(s) or by reason(s) of any other cause beyond the control of the Contractor. Any damage caused by the Contractor, his representative(s) or employee(s) shall be repaired or replaced by the Contractor at no cost to the District.

**C.3.7.1.9.5 Repair Timelines**

The Contractor shall complete repairs or replacements within seven (7) calendar days after receiving written direction from the COTR. In addition, the Contractor shall notify the COTR seventy-two (72) hours in advance of any work that will be disruptive to building occupants or normal Facility operations. The Contractor shall obtain written approval from the COTR for Repair time frames that exceed seven (7) working days. The Contractor shall request the COTR's approval two (2) working days before the 7th day.

**C.3.7.1.9.6 Ordering Repairs from Outside**

The District reserves the right to order repairs from an outside source, or to have repairs made by District technicians. In this event, if Contractor nonperformance is not an issue, the District shall not hold the Contractor financially responsible for the repair.

**C.3.7.1.9.7 Vandalism Repairs**

**C.3.7.1.9.7.1** The Contractor shall include in the BOP (C.3.7.1.5) a plan to deter and remediate vandalism (e.g. breaking windows, arson, graffiti, egging, and other destructive acts). The Contractor shall replace or restore any

deficiencies or breakdowns caused by public vandalism, misuse, abuse, or natural disaster.

#### **C.3.7.1.9.8 Level of Maintenance and Subsequent Repairs**

The Contractor's maintenance level shall ensure that the Facility and property are free of missing components or defects that could affect the safety, appearance, or intended use of the Facility, or could prevent any electrical, mechanical, plumbing, utility, or structural system from functioning in accordance with its intended design. If during the course of maintenance necessary repairs are identified, the Contractor shall perform the following.

##### **C.3.7.1.9.8.1 Repair Work & Touch-Ups**

The Contractor shall complete repair work, including touch-up painting and operational performance checkouts of systems or system components. The Contractor shall ensure that the quality of work for repaired areas are fully compatible with and match adjacent surfaces or equipment.

#### **C.3.7.1.10 Replacement Parts and Materials**

**C.3.7.1.10.1** The Contractor shall submit to the COTR for approval, a list of "on the shelf" replacement and expendable parts and materials that the Contractor intends to stock at the building. The COTR may require the Contractor to add or delete items from this list. The Contractor's inventory of replacement parts shall include but not be limited to: Toilet seats, office door locks and keys, incandescent light bulbs, fluorescent light bulbs and ballast's, toilet and urinal flush valves, various sizes of air handling equipment shaft bearings, pulleys and fan belts, air filters, manufacturer's recommended preventive maintenance parts and any other expendable mechanical, electrical, and cleaning (janitorial) materials or items the Contractor intends to store and use at the Facility. This inventory shall be maintained at the same levels of items on a continuous basis. When any item is used, a replacement part shall be ordered to keep the inventory at full stock at all times. Where lights, parts and materials are visible to tenants they shall match the existing adjacent ones exactly in appearance.

**C.3.7.1.10.2** The Contractor shall provide and maintain sufficient parts and supplies at the Facility to correct all service calls within the prescribed time limits.

**C.3.7.1.10.3** The District reserves the right to furnish to the Contractor, any or all parts and/or materials required for repairs.

##### **C.3.7.1.10.4 Replacements**

All of Contractor's replacement items shall match existing in dimensions, materials, quality of work, finish, color, design, and performance. During all stages of work, the Contractor shall not allow the debris to spread into adjacent areas or accumulate in the work area.

**C.3.7.1.10.5 Surface Protection**

The Contractor shall protect all surrounding surfaces, e.g., carpet, marble, and all other surfaces to avoid stains, scratches, tears, or any other damage.

**C.3.7.1.10.6 Trash & Debris Removal**

The Contractor shall remove all such debris, excess material, and parts at the end of each day while work is in progress. Upon work completion, the Contractor shall remove all stains and other unsightly marks.

**C.3.7.1.10.7 Quality of Work/Matching to Existing Finishes**

The Contractor shall complete all repair or alteration work, including touch-up painting and operational checks. The Contractor shall ensure that the quality of the work and the Repaired areas be fully compatible, visually and operationally, with adjacent surfaces or equipment. The Contractor shall ensure that all replacements match existing in dimension, material, quality of work, finish, color, and design. Upon completion of work, Contractor shall remove any stains, and other unsightly marks.

**C.3.7.1.10.8 Recycling & Waste Management Compliance**

The Contractor shall comply with all recycling and waste management code and regulations. The Contractor shall at a minimum:

- a. Ensure that no material shall be thrown from windows or doors of the building; Dispose of waste materials through windows or doors with enclosed chutes or receptacles only with written permission of the COTR;
- b. Ensure that all debris from Contractor's work inside the building is removed from the Facility daily.
- c. Leave the Premises as neat and clean after each work shift;
- d. Not place debris in the existing District dumpster or compactor; and
- e. Place the receptacles for Contractor's debris only at the building after receiving permission for the use and placement of such use is coordinated with and given by the COTR.

**C.3.7.2 Property Inspection and Property Records**

The Contractor shall conduct inspections of property and maintain property records as described below;

**C.3.7.2.1 Deficiency Investigating and Resolution**

**C.3.7.2.1.1 Initial Deficiency List (IDL)**

The Contractor shall walk through the completed Facility post-construction to inspect the Facility and all equipment and develop and submit an Initial Deficiency List (IDL) to specify all building equipment, components, structures, and deficiencies. The Contractor will be reimbursed upon initiation of the contract for any deficiencies noted by the Contractor and accepted by the District through the COTR. The Contractor shall note any damage or incomplete work in the IDL. Failure to identify all required or needed repairs or replacement shall result in the Contractor's increased liability for the repair and replacement of items exceeding the deductible threshold described in C.3.20.2.

**C.3.7.2.1.2 Investigation of Existing Conditions**

**C.3.7.2.1.2.1** The Contractor shall complete an inspection of the condition of equipment and systems as well as performing a detailed investigation of the root cause of a failure, defect or malfunction should any be uncovered during the course of the inspection. The report, which may include remaining items from IDL, shall be submitted to the COTR within sixty (60) days of the contract start date. The Contractor shall advise the COTR of inspections to be performed in the course of this investigation, and invite the COTR to attend such inspections.

**C.3.7.2.1.2.2** The Contractor shall conduct a system assessment and complete an inventory report. Such report shall include all current equipment, including model numbers and serial numbers in a format approved by DGS through the COTR. The assessment report shall also include equipment condition, recommended Repairs, and estimated repair costs. The Contractor shall provide both hard and electronic copies of the report to the COTR within forty-five (45) days of contract award.

**C.3.7.2.1.3 Correction of Existing Deficiencies**

The Contractor shall prepare and submit the revised IDL to the COTR within the sixty (60) days of contract award. At a minimum, the revised IDL shall include:

- a. Name of equipment
- b. Model number
- c. Serial number
- d. Equipment location (floor, room number/name)
- e. Description of deficiency
- f. Date deficiency identified
- g. Repair recommendation

**C.3.7.2.1.4** The Contractor shall regardless of the Initial Deficiency List (IDL), make adjustments or corrections that fall within the scope of Preventive Maintenance services required at no further cost to the District. This includes following all manufacturer recommended PM schedules, adjusting Controls, programming the BAS, applying lubricants, cleaning fan housings, fans, coils, dampers, AHU sections, equipment rooms and replacing Consumable components.

**C.3.7.2.1.5** The District will reimburse the Contractor for all repairs to existing deficiencies pursuant to the following:

- a. The Contractor shall submit an estimate to the COTR within fifteen (15) days of contract award;
- b. The CO approves the estimated cost and authorizes the repair;
- c. The deficiency has been corrected; and
- d. The Contractor shall submit an invoice within thirty (30) days of work completion.

**C.3.7.2.1.6 Contractor Verified Building Inventory**

As part of the PM program requirements the Contractor shall create the building equipment inventory including quantity, type, manufacturer, and exact location of all equipment as described in the New Building Transition Requirements, Attachment J.10.

**C.3.7.2.1.7 Labeling of Building Operating Equipment**

**C.3.7.2.1.7.1** The Contractor shall correctly classify and label all equipment in the Facility. Contractor shall also verify that all equipment on the inventory list is correctly classified and labeled. The labeling system procedures shall follow existing DGS methods. All verification of labeling, including any additional labeling, shall be completed by the Contractor not later sixty (60) calendar days after contract start work date and provide written notification to the COTR when labeling is completed.

**C.3.7.2.1.7.2** The District will reimburse the Contractor for all labeling deficiencies pursuant to the following:

- a. The Contractor shall submit an estimate to the COTR within fifteen (15) days of the contract commencement;
- b. The CO approves the estimated cost and authorizes the repair;
- c. The deficiency has been corrected; and
- d. The Contractor submits an invoice within thirty (30) days of work completion.

**C.3.7.2.2 Inspection and Testing**

**C.3.7.2.2.1** The Contractor shall provide the COTR with a certified report detailing items inspected, the results of such tests, performed preventive maintenance adjustments, and a description of any defects found, and corrective actions taken to accomplish necessary repairs. The report shall include details of any equipment performance observed during the inspection that may adversely affect the safety of personnel, continuity of building service, or be in violation of codes or environment conditions. The report shall be submitted to the COTR not later than thirty (30) calendar days after completion of the work.

**C.3.7.2.2.2** The Contractor shall ensure all test work shall conform to the original Installation Design Specifications and Drawings, as well as manufacturer's instruction manuals and test recommendations for each particular piece of equipment. All tests on the Building Electrical Distribution System equipment and UPS shall conform to the latest applicable approved industry standards and Federal, State and Local Governments, and the following publications:

- a. National Fire Protection Association (NFPA) (Applicable Document #23)
- b. American National Standards Institute (ANSI) (Applicable Document #30);
- c. National Electrical Manufacturers Association (NEMA) (Applicable Document #20)
- d. American Society for Testing Materials (ASTM) (Applicable Document #36)
- e. Institute of Electrical and Electronics Engineers (IEEE) (Applicable Document #37)
- f. National Electrical Code (NEC) (Applicable Document #33)
- g. National Electrical Testing Association (NETA) (Applicable Document #20)
- h. Insulated Power Cable Engineer Association (IPCEA)
- i. Occupational Safety and Health Administration (OSHA)
- j. Testing and Maintenance of Electrical Distribution System

**C.3.7.2.2.3** The Contractor shall ensure that all testing and Preventive Maintenance (PM) of the building's electrical distribution system and the UPS shall be performed by a journeyman electrician whose qualifications to perform such work have been verified by the Contractor.

**C.3.7.2.2.4** The Contractor shall calibrate the test equipment prior to use, and the written results of such calibration provided to the COTR prior to the actual test performance. A certified testing company that has experience in performing instrument testing and calibrations shall perform calibration.

**C.3.7.2.2.5** The Contractor and subcontractor personnel shall be qualified to perform UPS and electrical system testing and PM requirements. The Contractor's Property Manager shall make the determination as to whether the staff personnel or subcontractor to provide the PM testing, are qualified to perform such work, and provide this determination in writing to the COTR prior to performing any such work. The following also applies:

- a. All service and testing technicians shall be certified by the National Institute for Certification of Engineering Technologists (NICET) (Applicable Document #25), National Electrical Testing Association (NETA) (Applicable Document #20), or an equivalent institute or association acceptable to the COTR.

- b. Personnel that are not NICET or NETA certified shall have equivalent qualifications that are acceptable to both the Contractor's Professional Electrical Engineer and the COTR.

#### **C.3.7.2.2.6 Log Sheets**

At the commencement of contract performance, the Contractor shall complete the log sheets and establish with design condition numbers (usually in the first column), for reference against actual readings at the time tours are performed. The Contractor may, at its own option, elect not to use paper log sheets of readings for equipment monitored and data logged by the BAS if such monitoring and data logging provides a sufficient database for analysis of trends in equipment performance and troubleshooting.

#### **C.3.7.2.2.7 Building Tours**

The Contractor shall conduct tours which shall involve observing and inspecting operating equipment for proper operation, turning equipment on or off and making minor adjustments to equipment throughout the building. The Contractor shall conduct mechanical tours in the building including common and any special areas identified in the contract. Tours shall occur at least once per shift. The Contractor shall also inspect common area spaces during these tours and document and correct deficiencies in the same manner. Additionally, on a monthly basis, Contractor shall inspect tenant spaces for deficiencies and correct accordingly. The Contractor shall conduct at a minimum the following tours:

- a. ONCE PER SHIFT Major HVAC equipment (when in operation) including boilers, chillers, cooling towers, pneumatic control air compressors, and air handler rooms. Fire alarm system control panels. Switchgear/primary electrical equipment rooms; all common areas, publicly accessible areas and exterior areas.
- b. DAILY - Distributed HVAC equipment (package units, external condensers.). Pumps, motors, sewage ejectors, Battery systems (UPS, generators, Transformers.).
- c. MONTHLY Tenant spaces, including all private pantries, meeting and conference rooms.

#### **C.3.7.2.2.8.1 Work Orders**

The Contractor shall schedule and record tours as work orders. The Contractor shall:

- a. Enter these work orders in the CMMS.
- b. Complete the respective work order right after the completion of the tour.
- c. Enter all findings noted during the tour as remarks on the work order.

- d. Immediately enter all deficiencies noted as follow-on work orders of appropriate types.

**C.3.7.2.2.8.2** At the time of the tours, the Contractor shall complete the log sheets associated with major operating equipment.

**C.3.7.2.2.8.3 Tour Work Assignment Sheet**

The Contractor shall develop and submit as a part of their BOP (C.3.7.1.5) submission a sample Tour Work Assignment Sheet, which shall describe the work to be performed, or inspections to be made, on each piece of equipment toured.

- a. Documentation of tours shall be submitted to the COTR by COB Friday as a reoccurring report.
- b. The Contractor shall maintain the Tour Work Assignment Sheets in accordance with the specific equipment manufacturers or the best practices of the industry.

**C.3.7.2.2.8.4 Operating Logs and Tour Check Sheets**

The Contractor shall maintain operating logs at the site of the each piece of equipment located in all mechanical rooms. The Contractor shall adequately record information on the logs in order to track the operating hours and performance history of the equipment. The Contractor shall station all tour check sheets at major points for building Tours (for example, air handler rooms). The Contractor shall check when these Tours are performed. The Contractor shall incorporate into the Building Operating Plan all Log forms, Tour check sheets and Operator Assignment sheets.

The Contractor shall maintain tour check sheets which should include different checklist columns on a standard tour check sheet for each frequency.

**C.3.7.2.3 Automated Logs and Check Sheets**

The Contractor shall automate operating logs through use of BAS data logging capabilities; this eliminates the need for manual operating logs if the data logs are used to generate reports showing the history and trends in equipment performance. The Contractor shall develop and schedule any supplemental work or change in equipment maintenance resulting from the BAS trends data analysis. The Contractor shall describe the system of operating logs and tour documentation in the Building Operating Plan.

**C.3.7.2.4 Operational Maintenance and Repair (OM&R) Logs**

**C.3.7.2.4.1** The Contractor shall maintain an OM&R log book to be kept in the Central Engineer (CE's) office indicating what equipment is operational, what equipment is secured, for repair or Preventive maintenance, and the weather forecast along

with current outside air temperature readings every two (2) hours. The log shall include or record temperature readings of all major equipment currently operating with operator/engineer comments pertaining to building operations during his/her tour of duty and note critical conditions in red ink and a section for comments specific to the operation of the equipment and weather conditions.

**C.3.7.2.4.2** All individuals, upon reporting for duty, are to read and initial the logbook from the previous sheet.

**C.3.7.2.4.3** A separate logbook should be kept in the (boiler/chiller) room annotated with readings taken (per manufacturer specifications) every two (2) hours.

**C.3.7.2.5 Leak Testing**

The Contractor shall perform leak testing for refrigerants and natural gas in conjunction with tours not less frequently than weekly unless sensors and alarm systems are installed and are performing this function.

**C.3.7.2.6 Posting Operations Instructions**

The Contractor shall develop specific operating instructions for the equipment operating instructions and tour inspection checklists. Once approved by the COTR, the Posting Operations Instructions shall be posted next to the equipment in all mechanical rooms, as applicable to equipment in the given room.

For major mechanical rooms this may consist of a binder maintained in a conspicuous and accessible location. The operating instructions shall correspond with operating instructions of the original equipment manufacturer and the sequence of operations descriptions in the BOP (C.3.7.1.5), and shall correlate with sequences programmed in the BAS.

**C.3.7.2.7 Roof Inspections**

The Contractor shall perform semiannual roof inspections in accordance with Public Buildings Maintenance Guides and Time Standards (January 1995) (Applicable Document #28), and the stricter instructions provided by the manufacturer. The Contractor shall develop and provide to the COTR a written report in accordance with manufacturer specifications, based on type of roof or roofing system, no later than ten (10) working days after the roof inspection. The Contractor shall take all steps to protect and maintain the roof warranty. The Contractor shall provide minor patches or flashing repairs pursuant to the repair provisions in the Repairs and Repair Classifications sections

**C.3.7.2.8 Equipment Inventory**

Any descriptions and locations of systems are meant to be representative of major equipment and systems at such facilities but in no way should be interpreted as a complete list of each building system. Equipment not listed, not requiring servicing under the service and maintenance schedules, is also to be considered a

part of this contract. The Contractor shall develop and submit a complete accurate building inventory to the COTR not later than thirty (30) days after contract award. The Equipment Inventory shall provide a listing of equipment and systems installed in the building, systems that require preventive maintenance, in addition to service call and repair performance. The Contractor's Equipment Inventory shall include or address at a minimum the following:

- a. Ensure that the inventory lists all items requiring Preventive Maintenance, although certain generic items found in large quantities such as fire extinguishers and light fixtures may be listed as multiple units on one inventory record (e.g., per room or other logical unit of space);
- b. Schedule maintenance for equipment that is generally listed as multiple units on one inventory record and have different service dates;
- c. Record each maintenance service date on the inventory record;
- d. Record all available asset tag information that may have been previously missing from the inventory;
- e. Complete all data fields as directed by the COTR;
- f. Maintain a copy of the current equipment inventory in the Building Operating Plan;
- g. Maintain inventory records in "FAST" and supplemental CMMS as approved; and
- h. Adhere to naming conventions and other data definition standards indicated by the District.

**C.3.7.2.8.1** The Contractor shall maintain the equipment inventory of the Facility during the period of the contract. The Contractor shall also update the inventory as equipment is added or deleted from the building, and shall validate the equipment inventory by the end of each year of performance,

**C.3.7.2.8.2** The Contractor shall be responsible for any damage to the equipment arising from wrongful acts or acts of negligence by the subcontractor or its agents and shall immediately report any such damage to the COTR. Final determination of wrongful acts or acts of negligence will be made by the District

**C.3.7.2.8.3** The equipment inventory list does not contain information on underground utility systems, which are also the Contractor's responsibility. This list shall be verified by the Contractor as required under the Preventive Maintenance section of the contract. The Contractor shall have an opportunity to amend this inventory after contract award, as described in this document.

**C.3.7.2.9 CMMS Building Equipment Inventory and Labeling**

**C.3.7.2.9.1 General Equipment Inventory & Labeling**

The Contractor shall provide all labor, supervision, equipment and materials to inventory and label building operating equipment. Work described herein shall not interfere with functions of the tenants.

#### **C.3.7.2.9.2 Inventory and Labeling Work Stoppage**

If during the performance of inventory and labeling, DGS through the COTR requests to stop work, the Contractor shall immediately stop work and reschedule at a time designated by the COTR. Should the District issue a stop work order which results in a financial impact to the Contractor, appropriate remuneration shall be negotiated.

#### **C.3.7.2.9.3 Inventory Accuracy**

Within the 60 days of contract award, the Contractor shall verify the equipment inventory and enter all data required in the CMMS. The Contractor shall ensure the CMMS is properly maintained, accurate and up-to-date. Equipment changes and/or equipment numbers shall be entered as they accrue. The Contractor shall submit to the COTR a monthly updated inventory for review.

#### **C.3.7.2.9.4 Discontinued Equipment**

Items that no longer exist or are abandoned in place, shall be documented as such on the Equipment Inventory and receive no equipment number or label.

#### **C.3.7.2.9.5 Tag Installation**

**C.3.7.2.9.5.1** The Contractor shall install identification tags on all equipment inventoried. Tags shall be installed in such a manner that all tags are easily identified and legible. Tags installed above ceilings shall be legible from a stepladder.

**C.3.7.2.9.5.2** The Contractor shall produce all tags in such manner that numbering and information are permanently legible. They shall be stamped with the correct equipment number as indicated in the CMMS and shall include the date of inventory commissioning.

**C.3.7.2.9.5.3** The Contractor shall affix tags permanently to inventory items (air handlers, a/c units). Where applicable, the Contractor shall attach tags using chains or industrial strength adhesive to items that otherwise would be damaged by screwing or drilling (e.g., valves, ductwork, or pipes).

**C.3.7.2.9.5.4** The Contractor shall submit samples of tags to be used to COTR for approval prior to installing on inventory items; sample shall be accompanied by signage specifications for each tag. Tag sizes shall be able to accommodate 1/4-inch block letters & numbers. If inventory items have been previously tagged or marked other than above specifications, it shall be the responsibility of the contractor to remove all old identification markings, and install new tags using the correct equipment specifications, as approved by COTR. When painting over old numbers or markings, new paint shall match the existing item paint color. If the equipment currently has a tag on it, the Contractor shall verify the equipment number(s) as correct, the tag mounting as correct, and that proper equipment information has been recorded in the equipment history file. If duplicate

equipment numbers are found, unmarked equipment is located, or several different equipment numbers are found on one item it will be the contractor's responsibility to notify the COTR to resolve the numbering conflict so that the Contractor may properly number said items. If the equipment has EMCS numbers on it, that number will be noted as such.

**C.3.7.2.9.5.5** The tags are to be inconspicuous in areas and places where they are not visible to office workers or general public; Such as fire doors and main entrance doors the tag shall be placed on the side between the hinges next to the door jam and not interfering with the proper operation of the door. This will place the tag out of sight when the door is closed. Instances where the tag cannot be hidden from view, the Contractor shall obtain approval from the COTR prior to installation. For visible Fire Alarms, Fire Extinguishers and Fire Alarm Pull Stations, it is not necessary to duplicate what is already clearly pre-printed by the manufacturer, a tag is not required.

**C.3.7.2.9.5.6** In the event there is equipment that has more than one equipment number associated with it, during the course of the tagging process, the Contractor shall list all appropriate PM equipment numbers.

#### **C.3.7.2.10 Property Records**

**C.3.7.2.10.1** The Contractor shall develop and submit samples of the forms, records, reports, and files the Contractor intends to utilize and keep on-site, to document both the inspections conducted by the Contractor and necessary corrective action taken (as appropriate). Copies of all QCP related to inspection reports and other documents shall be made available to the COTR when requested. All such documents shall be maintained by the Contractor for the life of the contract, unless waived by the COTR.

**C.3.7.2.10.2** Within thirty (30) days of contract award, the Contractor shall transfer property records for the Facility into a computerized data base. The property record shall include records of the date, type and amount of service for repairs and improvements and operating and maintenance. The Contractor shall maintain the property records on a computerized database.

**C.3.7.2.10.3** The Contractor shall maintain all aspects of the Computer Assisted Design (CAD) program for the Facility. The Contractor shall develop a method to organize, manage and keep the CAD files accurate and up to date.

**C.3.7.2.10.4** The Contractor shall establish and maintain books, records, and documents (including electronic storage media) in accordance with generally accepted accounting principles and practices that sufficiently and properly reflect all revenues and expenditures of funds provided by the District to provide the required services.

**C.3.7.2.10.5** The Contractor shall retain all records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media)

pertinent to the contract for a period of five (5) years after termination of the contract, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings or any litigation which may be based on the terms of the contract.

**C.3.7.2.10.6** The Contractor shall ensure that these records shall be subject at all reasonable times to inspection, review, or audit by District, or other personnel duly authorized by the District. Persons duly authorized by the District shall have full access to and the right to examine any of the Contractor's contract and related records and documents, regardless of the form in which kept, at all reasonable times for as long as records are retained. The Contractor shall include these aforementioned audit and record keeping requirements for approved subcontracts and assignments.

**C.3.7.2.11 Warranties and Warranty Management**

**C.3.7.2.11.1 Warranties**

The Contractor shall contact installers or manufacturers, as appropriate, for work that is covered under a warranty, and maintain records of warranty service. The Contractor shall avoid actions, which would invalidate a warranty, unless it was brought to the attention of the COTR, and written direction to proceed irrespective of the warranty consequences was provided by the COTR. If an installer or manufacturer fails to comply with the terms of a warranty, the Contractor shall immediately notify the COTR, who will determine whether the Contractor should commence repairs, or continue to pursue correction under the warranty. If the COTR determines that repairs will be made without further delay, the Contracting Officer may order the Work to be performed by the Contractor on a reimbursable basis, under the Reimbursable Services provisions described in Section C.3.20.

**C.3.7.2.11.2 Warranty Management**

The Contractor shall have primary responsibility for warranty management. The Contractor may assume compliance with warranties for purposes of assessing the Contractor's costs and risks under this Contract, assuming the Contractor is diligent in managing warranties and reporting nonperformance to the COTR. If the District requires the Contractor to perform Work that should have been corrected under warranty, such Work will be reimbursed to the Contractor under the Reimbursable Services provisions herein.

**C.3.8 SNOW AND ICE REMOVAL SERVICES**

The Contractor shall possess and maintain a working knowledge of the snow and ice removal services required for continued optimal operation.

**C.3.8.1 Pre-treatment and Snow Removal**

The Contractor shall maintain the Facility free from all hazardous conditions that may develop from ice or snow at entrances, steps, moats, landings, sidewalks, vehicular courts, parking areas and other approaches. The Contractor shall ensure that all sidewalks, stairways, and parking lots shall be clear of all snow and ice at least thirty (30) minutes prior to the beginning of Normal Occupant Working Hours and as needed throughout the duration of the storm.

**C.3.8.1.1 Pre-treatment**

**C.3.8.1.1.1** The Contractor shall pre-treat all sidewalks, stairways, and parking lots with the appropriate chemicals and sufficient ice-melt that may be affected by the inclement weather prior to the start of snowfall, sleet or ice events. The Contractor shall continuously treat such surfaces on an as-needed basis in order to ensure safe passage for all pedestrians and vehicles.

**C.3.8.1.1.2** The Contractor shall take a proactive approach to pending inclement weather and monitor the National Weather Service forecasts and take appropriate action in response to the forecast, including the pretreatment of all sidewalks, stairways, and parking lots with the appropriate materials prior to the start of a storm. The Contractor shall continuously treat such surfaces on an as-needed basis throughout and after the storm to ensure safe passage for all pedestrians and vehicles. The Contractor shall clear excess sand or other pretreatment materials from treated areas.

**C.3.8.1.2 Snow Removal**

**C.3.8.1.2.1** The Contractor shall provide for the removal of snow less than six (6) inches as a Basic Service. The Contractor shall ensure all sidewalks, stairways, and parking lots are clear of all snow and ice at least thirty (30) minutes prior to the commencement of building business hour and as needed throughout the duration of the inclement weather. The Contractor shall remove snow from the premises if the accumulation will result in blocked parking spaces or sidewalks.

**C.3.8.1.2.2** The Contractor shall not dump snow on or near trees, shrubbery, ground cover, or flowerbed areas. Snow shall be removed from the premises if the accumulation will result in blocked parking spaces or sidewalks. The Contractor shall dispose of such snow and/or ice in accordance with the laws and ordinances of the District of Columbia.

**C.3.8.1.2.3** The Contractor shall not injure, damage, or destroy government property. The Contractor shall be responsible for all damage to property, grounds and landscaping caused by equipment or the application of chemicals for ice and snow removal. All chemicals used shall be in accordance with Federal Specifications and local codes. The Contractor shall use magnesium chloride ice-melt products on concrete only and sand on asphalt only. If the Contractor intends to use other environmentally friendly pretreatment materials, they should be included in the Project Management Plan and approved by the Department.

**C.3.8.1.2.3** The Contractor shall be held responsible for all damage to property, grounds and landscape caused by equipment or the application of chemicals for ice and snow removal.

**C.3.8.1.3 Excess Snow Removal Plan**

**C.3.8.1.3.1** The Contractor shall develop and include an excess snow removal plan for the review and approval of the COTR. The plan shall address or include the Contractor's plan for the following:

- a. Contractor's representatives by name and telephone number for contact twenty-four (24) hours a day, seven (7) days a week;
- b. Lot Clearing;
- c. Hand Shoveling;
- d. Time Constraints;
- e. Standby Operations;
- f. Accident Prevention;
- g. Management/Supervisory Plan;
- h. Communications Plan;
- i. Ice Control and Removal Method; and
- j. Coordination with other District agencies including MPD.

**C.3.8.1.3.2** If all snow and/or ice is not removed from a facility area, Contractor shall be responsible, after a storm, for providing daily maintenance in order to prevent piles or drifts on paved surfaces. Such maintenance shall include the pushing back of snow piles to create additional snow storage with bobcats and/or tractors. Such efforts shall continue on a daily basis until 85% of the snow is melted and/or no ice remains on the property.

**C.3.8.1.3.3** The Contractor shall not dump snow on or near trees, shrubbery, ground cover, or flowerbed areas. In the event of heavy accumulation, use of a subcontractor is acceptable, pending COTR approval. All chemicals used shall be in accordance with Federal Specifications and local codes.

**C.3.8.1.3.4** The Contractor shall divert his work force, as directed by the COTR, from the normally assigned duties when snow and ice removal is required. The Contractor shall not be adversely affected (performance evaluations or financially) for the portion of the normal daily work which otherwise would have been performed.

**C.3.9 CUSTODIAL AND JANITORIAL SERVICES**

The Contractor shall possess and maintain a working knowledge of the custodial and janitorial services required for continued optimal operation.

The Contractor shall provide custodial and janitorial services including routine cleaning services C.3.9.1, special cleaning C.3.9.2, and related services C.3.9.3.

The Contractor shall determine frequency of cleaning as well as the cleaning methodologies to be utilized in order to maintain a level of cleanliness satisfactory to the users/tenants.

### **C.3.9.1 Cleaning Services**

The Contractor shall perform the required cleaning services as described below:

#### **C.3.9.1.1 Routine Cleaning**

The Contractor shall at a minimum perform the following cleaning tasks daily:

- a. **Clean interior space – rooms and offices** - The Contractor shall clean all interior space (includes all space not specifically identified elsewhere in the contract) to present a uniformly clean appearance. The Contractor shall at a minimum complete the following:
  1. Ensure that all vertical and horizontal surfaces are free of dirt, dust and debris; that glass surfaces shall be clean and free of smudges; that furniture shall be free of obvious dust, dirt, and debris; that carpets will be free of obvious spots and stains and shall be clean and free of dirt and debris.
  2. Ensure that flooring requiring a finish is maintained at a high luster and free of all marks, dirt and debris.
  3. Ensure that the wood paneling shall be free of soil substances, dust, streaks, and spots.
- b. **Clean and disinfect restrooms, locker rooms, shower stalls, sinks and utility areas** The Contractor shall maintain all restrooms, locker rooms, shower stalls, sinks and utility areas in a presentable and clean appearance. The Contractor shall at a minimum complete the following:
  1. Ensure all fixtures are clean, shining in appearance, disinfected, and bright with no obvious dust, stains, streaks, soil substances, rust, mold, mildew, soap residues, mineral deposits, encrustation and organic materials.
  2. Ensure all floors and walls, and grout are free of any dirt, debris, dust, grime, bacteria, or finish buildup.
  3. Maintain all partitions and walls to be free of dirt, graffiti, and dust.
  4. Police restrooms at three-hour intervals, or as needed, per day to prevent trash from accumulating; Frequency shall be increased after special events, such as meetings, hearings, large gatherings and press briefings, in the building.
    - i. Wipe commode seats and sinks during policing to maintain a clean appearance.
  5. Waste receptacles and sanitary napkin containers shall be emptied and disinfected with new bags inserted at least once daily.

6. Ensure that no sign of obvious dust, soil substances, or dirt is present on the walls, mirrors, stalls, and metal surfaces.
  7. Ensure walls, mirrors, stalls, and metal surfaces present a clean and sanitized appearance and maintained odor free.
  8. Clean and sanitize any unsanitary condition such as blood or blood substances found in restrooms or elsewhere.
  9. Service all restrooms to maximum capacity during the afternoon of the last day of the contract period. Dispenser stock of paper supplies and hand soap remaining at the termination of the last official workday shall not be removed and shall become the property of the District.
- c. **Stock toilet supplies** The Contractor shall ensure supply dispensers including toilet seat covers, toilet tissue, towels and soap, are continuously maintained and refilled throughout the day as necessary to meet the needs of the occupants. The Contractor shall at a minimum complete the following:
1. Supply quality paper products consistent with those commonly maintained in class 'A' buildings; COTR will approve grade of products throughout the life of the contract.
  2. The Contractor shall stock all hand towels, soap, toilet tissues, toilet seat covers, sanitary napkins and deodorant air fresheners on shelf in designated storage spaces in quantities adequate to ensure sufficient supply between cleanings.
  3. The Contractor shall stock on shelf at the work site at all times a minimum of ten percent (10%) of all identified toilet supplies.
  4. The Contractor shall provide and install broken or missing soap dispensers within one (1) business day of identifying the need.
- d. **Vacuum and spot clean carpet** The Contractor shall maintain the carpet free of spots, stains, chewing gum, tar, grease and litter and shall present a uniformly clean appearance. There shall be no evidence of carpet fuzzing. For the purpose of this contract, whenever the term carpet or carpeting is used, it is intended to include wall-to-wall carpeting, carpet tile, as well as room size rugs and area rugs.
- e. **Clean and maintain corridors, lobbies and entrances** - The Contractor shall maintain all corridors, lobbies and entrances in a clean appearance free from litter, dirt, debris and discarded items. The Contractor shall at a minimum complete the following:
1. Shampoo all carpeted corridors, lobbies and entrances at least once (1) every three (3) months in order to maintain a clean appearance, or more frequently as directed by the COTR.
  2. Mop all tile and non-carpeted surfaces on a daily basis in order to maintain a clean appearance, or more frequently as directed by the COTR.
  3. Maintain all entrances with no signs of liquid spillage, stains or foreign matter. Walls and baseboards shall be free of water splashes and markings. Metal surfaces shall be polished.

Glass surfaces shall be clean and free of dirt, grime, dust, streaks, watermarks, spots, and shall not be cloudy.

f. **Clean and disinfect drinking fountains** The Contractor shall sanitize and maintain all drinking fountains to be free of watermarks, debris, or encrustation.

g. **Collect and remove Facility trash and recyclables** **Trash and Recyclables Collection Process**

1. Collection and Disposal: The Contractor shall ensure that all Facility trash and recyclables are collected as necessary to ensure that trash and paper are not allowed to accumulate and overflow receptacles.
  - i. Ensure that all recyclables are collected separately and stored in a specifically designated and labeled recycle containers and not comingled with trash.
  - ii. Empty recyclables on a daily basis from offices where large and mid-sized centralized containers are located. Centralized containers shall be large white corrugated boxes approximately 42" high holding white ledger paper or mixed paper and smaller corrugated boxes approximately 18" high holding newspapers. Centralized containers shall be composed of a plastic material.
2. Collection Containers: The District will provide Employee Desktop Trash and Recycling Containers as well as Multi-port Centralized Containers located within office suites.
3. Utility Collection Carts The Contractor shall provide Utility Collection Carts or other equipment approved by the COTR, to collect and transport large quantities of recyclable materials within the Facility.
4. The Contractor shall ensure that recyclable materials are maintained as segregated during the entire collection and hauling process. Therefore, the contractor shall never store or transport recyclables and trash together (even if bagged separately). If necessary, the Contractor may use compartmentalized Utility Collection Carts in order to avoid or give the appearance of improper comingling as described above.
5. Multi-port Centralized Containers may also be composed of a plastic material. Contractor shall confer with the COTR to determine which type of Multi-port Centralized Container(s) will be utilized and container placement locations.
6. The Contractor shall empty all Multi-port Centralized Containers into Utility Collection Carts or Oversized Marked Plastic Recycling Containers (with wheels) designed for recycling use only. The Oversized Marked Plastic Recycling Containers shall be serviced at a minimum of once (1) a week or more frequently as determined by the COTR.

7. Labeling: The Contractor shall provide descriptive labels in Spanish and English on all containers used to transport trash and recyclables to the loading dock or designated pick-up point.
8. Transport: The Contractor shall transport all recycling containers to the loading dock or pick-up point within the Facility to be replaced by the same size and type of container for recycling transport only. As specified, on a Facility-by-Facility basis, there may be a need to empty the recycling containers into another larger container designated by the recycling hauler for transport. In these cases, the recycling containers will not be replaced.
9. Designated [Recyclable] Materials General: The Contractor shall separate the recycling materials (mixed office paper, including newspapers and inserts, soft cover publications, catalogs, unwanted mail, magazines, all other paper, any color any size), paperboard, corrugated boxes, food and beverage containers made of glass, plastic, tin and aluminum, toner cartridges, or other recyclable materials, as deemed appropriate by the District, from the regular trash. Separation is intended to mean that the recyclable commodities will be kept in containers that are different than the trash containers.  
Commingled bottles and cans should NOT be mixed with recycled paper but placed in a separate container for collection by the recyclables hauler unless the building is running a single stream recycling program. If such container is not available, place the clear plastic bags containing the bottles and cans next to the other recycling containers for open hauling collection.
  - i. Corrugated Containers: The Contractor shall pull corrugated containers from the trash stream and place them in designated places for recycling. The Contractor shall, if necessary, bundle or bind the corrugated containers to facilitate transport by the recycling hauler. Note: corrugated cardboard should never be placed in trash dumpsters or compactors for disposal.
  - ii. Dumpster Sites and Containers: The Contractor shall keep all dumpster sites clean, orderly and trash shall not be allowed to blow around on the ground. Trash receptacles and waste baskets shall be emptied daily to rid them of dirt, food, beverage spoilage and odors, and shall rinse daily all trash receptacles. The Contractor shall wash all trash receptacles at the direction of the COTR. The Contractor shall set aside all broken furniture, wooden pallets and similar large objects for bulk collection pick up.
  - iii. Weighing: The Contractor shall weigh the recycling materials during each pick-up, using scales (1) existing

at the Facility, (2) on hauler's trucks equipped with weighing capability, or (3) provided by the Contractor under the direction of the COTR. The Contractor shall complete and submit the Weekly Recyclable Weight forms to the COTR every Monday.

10. Waste Management The District's waste management policy is to reduce the overall waste stream, maximize the amount of material recycled and, minimize the amount of waste disposed. The Contractor shall provide equipment, and pay expenses for the removal and hauling away of all waste (trash and debris). Trash shall be removed from the premises daily and containers shall be cleaned (rinsed or washed as directed by the COTR) daily as to not attract vermin. Recycling vendor(s) shall be subcontracted by Contractor to remove all designated recyclables from the Facility and provide a Facility's Normal Occupant Working Hours, the Contractor shall report to the site within two (2) hours of notification., not just by container size. The Contractor shall place no waste or other contaminants into the District provided recycling equipment. The District may require the Contractor to develop a rebate base in which the District will retain all proceeds from the sale of designated recyclable materials.
11. Equipment The Contractor shall provide modern state-of-the-art waste removal equipment. All equipment shall meet all safety requirements of ANSI 2245.1(Applicable Document #29), as well as all other applicable local and state codes and regulations.
  - i. Equipment Maintenance The Contractor shall ensure that all equipment is maintained in a sanitary condition, avoiding offensive odors and an unsightly appearance. The recycling vendor will properly maintain equipment.
  - ii. Rat Proofing Equipment The Contractor shall ensure that conditions which may contribute to rodent or vermin infestation, such as the accumulation of refuse around or under trash equipment, waste spillage, or any other unsanitary conditions are corrected by the waste hauler or recycling vendor within forty-eight (48) hours of notification. The Contractor shall ensure that all trash and garbage containers have tight-fitting lids and doors with no gaps greater than one-half inch (½"). The Contractor shall report in writing to the COTR any problems that are not corrected within forty-eight 48 hours.
  - iii. Damaged/Failed Equipment If the Contractor determines that equipment is damaged or unacceptable due to mechanical failure, sanitary, or aesthetic reasons, the Contractor shall immediately notify the waste or

recycling hauler. The Contractor shall correct any deficiency within forty-eight (48) hours. The Contractor shall notify the COTR ensure the haulers compliance.

12. Waste Removal Scheduling and Reporting The Contractor shall remove all waste and debris from workstations and other areas during Normal Occupant Working Hours. The Contractor shall ensure all pickups are scheduled in order to ensure that there is no disruption in the day-to-day functions of the Facility occupants. The District and The Contractor shall develop a schedule for pickups of all waste containers for the review and approval of the COTR. The Contractor shall notify the COTR of any deviations from the approved schedule. The COTR will approve all scheduled pickups, which may not be changed without the COTR's advanced approval.

i. Reporting Requirements The Contractor shall submit a written monthly report of the Facility's waste removal activity to the COTR within five (5) calendar days, including as a minimum the following:

1. Summary Report A summary report, by Facility, of tonnage removed and pickups accomplished, by exact weight and not by container size or quantity.
2. Incident Report Any unusual activity concerning the waste and recycling effort (including missed pickups and equipment failure dates).

13. Recycling and Waste Management Laws, Codes, and Regulations The Contractor shall perform recycling as required by D.C. Law 7-226, the "District of Columbia Solid Waste Management and Multi-Material Recycling Act of 1988" currently codified as DC Code §8-1007 (Applicable Document #15). The regulations that accompany the code are contained in Title 21, Chapter 20 of the DCMR.

h. **Clean exterior grounds-sidewalks, steps, entrance-ways, fountains, planters, balconies, arcades loading docks and areas, platforms, ramps, and parking areas** - The Contractor shall maintain all exterior grounds including sidewalks, steps, and fountains, planters, balconies, arcades loading docks, areas, platforms, ramps, and parking areas in order to present a clean appearance free from litter, dirt, trash, debris, and discarded items. The Contractor shall not allow trash and debris to accumulate on grounds. The Contractor shall maintain the grounds to be free of all human, animal, and avian excrement. The Contractor shall maintain all exterior grounds, to be free from obvious signs of liquid, spillage, stains or foreign matter on concrete, brick and other surfaces. Frequent policing is required. Hosing down exterior areas surrounding the Building is required, weather permitting. When exterior cleaning or policing is performed, persons shall use all safety equipment and procedures required in Occupational Safety and Health

Administration (OSHA) 29 CFR 1910.1030 (Applicable Document #4)

- i. **Clean stairwells and landings** - The Contractor shall maintain all stairwells and landings free of dust, dirt, trash, debris, and discarded items, spillage and other removable soil substances. The Contractor shall maintain all carpeted stairwells and landings free of obvious dust, dirt, trash, debris, and discarded items, gum, spots, and spillage.
- j. **Clean elevator cabs and surfaces** - The Contractor shall maintain all elevator surfaces clean and free of obvious dust, dirt, smudges, soil substances, gum or other foreign matter. The Contractor shall maintain all metal surfaces free of obvious smears, smudges, or soil substances. The Contractor shall maintain all carpeted and hard floor surfaces and elevator door tracks free of soil, obvious dust, dirt, trash, debris, and discarded items, gum, spots, spillage and foreign substances.
- k. **Clean and maintain floor surfaces** - vinyl, wood and terrazzo, marble, brick pavers, and concrete - The Contractor shall maintain all floor surfaces free from dust, dirt, trash, debris, discarded items, marks, scuff marks, gum, and foreign matter. Floor surfaces including but not limited to wood, terrazzo, marble, and other surfaces requiring a finish shall have a uniformly clean appearance without obvious unsightly build-up. The Contractor shall maintain all treated surfaces to be slip resistant. The Contractor shall use walk-off mats at all entrances during inclement weather.
- l. **Clean security booth(s), desks and counters** The Contractor shall adhere to the same requirements documented in “Clean Interior Spaces – Rooms and Offices” above.
- m. **Clean snack bars, vending area, concession spaces, kitchens, dining halls, pantries, seating areas, and brown bag rooms** - The Contractor shall adhere to the same requirements as documented above in “Clean Interior Spaces – Rooms and Offices” and “Clean and disinfect restroom...” to clean snack bars, vending areas concession spaces, kitchens, dining halls, pantries, seating areas, and brown bag rooms. Refrigerators in common areas shall be completely emptied and cleaned on the last Friday of every month, or as designated by the COTR. Counters, exterior of vending machines, and all appliances in common areas shall be maintained clean and free of spillages, spots, smudges, or marks.
- n. **Clean exercise rooms and lounges** - The Contractor shall adhere to the same requirements as documented above in “Clean Interior Spaces – Rooms and Offices” and “Clean and disinfect restroom...” to clean exercise rooms and lounges.
- o. **Clean food courts and coffee shops** The Contractor shall adhere to the same requirements as documented above in “Clean Interior Spaces – Rooms and Offices” and “Clean and disinfect restroom...” to clean food courts and coffee shops.
- p. **Clean Interior Windows and Glass Surfaces and Interior and Exterior Windows Eight Feet (8’) and Below From Ground Level -**

The Contractor shall maintain all window and glass door surfaces in a uniformly clean appearance. The Contractor shall clean surfaces on both sides of all interior and plate glass, including spandrel glass, lobby glass, and vestibule doors. Window sashes, sills, woodwork/metalwork and other glass surroundings shall be wiped free of drippings and marks. All glass surfaces shall be maintained clean and free of dirt, dust, streaks, smudges and water spots.

- q. **Surface dusting** - The Contractor shall adhere to the same requirements as documented above in “Clean Interior Spaces – Rooms and Offices” to maintain all surfaces dust free. Surface dusting shall include vertical surfaces and venetian blinds.
- r. **Clean exterior designated smoking areas** - The Contractor shall police and service designated smoking areas four to six times throughout the day or as needed to present a generally clean appearance.

### C.3.9.1.2 Special Cleaning Requirements

The Contractor shall comply with the special cleaning requirements for designated areas of the Facility as described in J.11.

#### C.3.9.1.2.1 As Needed

The Contractor shall provide the following related services on an as needed basis:

- a. **Utility work/emergency janitorial requests** - The Contractor shall be responsible to provide utility cleaning services as requested by the COTR. Utility services shall result from one (1) or more of the following developments such as spills, leaks, floods, sickness, or breakage. In addition, the Contractor shall be responsible to provide special cleaning before, during and after special events.
- b. **Human, Animal and Avian Excrement Removal** - The Contractor shall maintain all steps, entrances, sidewalks, arcades, landings, windows, balconies, and ledges to be free of all human, animal and avian excrement while following established safety precautions. The Contractor shall be required to have knowledge of cautionary requirements in cleaning areas contaminated by bat, pigeon, or other avian pest excrement. The Contractor shall fully train all employees designated to perform these services using OSHA standards.
  - 1. **Guidelines for Removal of Bird Excrement on Buildings**
    - i. All Contractor personnel shall wear a National Institute for Occupational Safety and Health (NIOSH) approved full-face respirator with a high efficiency particulate air filter for screening particles of 0.3-micron size. Dust and particle masks are not appropriate.
    - ii. Respirators shall be used in accordance with OSHA regulations, 29 CFR 1910.134 (Applicable Document

- #4) including fit testing of respirators, maintenance, training, and storage requirements.
- iii. The Contractor shall ensure that all Contractor personnel wear protective coveralls, gloves, boots, and hats and do not eat, drink, or smoke in the work area.
  - iv. The Contractor shall saturate all dry excrement with water under low pressure before removal to prevent debris from becoming airborne. The Contractor shall not scrape, shovel, or sweep dry excrement. The Contractor shall not use any compressed air to remove excrement. The Contractor shall collect all removed excrement in either plastic bags or in vacuums equipped with filters. The Contractor shall dispose of all collected excrement in accordance with all applicable Federal, State, and local regulations.
    - 1. The Contractor shall not use metal scrapers or wire brushes on stone, decorative metal, or other ornamental materials. The Contractor shall use only non-metallic tools such as plastic spatulas and brushes with natural fiber or nylon bristles, or their equivalent on historic structures; such tools shall also be used to remove the excrement from all surfaces.
    - 2. The Contractor shall perform excrement removal on all exterior surfaces from the outside of the building. The Contractor shall ensure that building occupants and the general public are kept clear of the work site during all operations. The Contractor shall provide all barricades and signage necessary for public protection.
    - 3. The Contractor shall seal all interior work sites to prevent the spread of dust into adjacent areas. The Contractor, prior to cleaning operations, shall remove movable objects that are not being cleaned from the work site. The Contractor, prior to cleaning operations, shall cover non-movable objects that are not being cleaned. The Contractor shall not commence cleaning operations until the HVAC system servicing the interior work site has been shut down.
  - v. NOTE: Historically, excrement removal practices often mandate the application of a disinfectant on the excrement prior to its removal and/or on the affected surfaces after the removal process. Nowadays, most authorities agree that there is no need to apply anything to the excrement except water, although the use of a detergent will help remove the excrement from the surface. Since the route of the infection with harmful

organisms living in the excrement is via respiration, they are rendered biologically neutral if they are not airborne. In many cases, the most efficient way to apply water under low pressure to dry excrement is by means of a hand-operated sprayer.

2. Support Services The Contractor shall furnish the required manpower, cleaning materials, and equipment for the support services described below.
- i. Service lobbies and high public use areas.
  - ii. Perform special cleaning required by building occupants vacating specific building areas; conferences, hearings, cleanup work made necessary by water infiltration and similar occurrences.
  - iii. Assist in loading, unloading, and distribution of building supplies needed for general building operation, not tenant moves.
  - iv. Provide additional cleaning and servicing requirements as identified by the COTR.
  - v. Set-up and dismantle tables and chairs for lobby displays for press conferences, meetings, and special events, as needed. Set-up and removal of tables and chairs for displays and events in common areas, or any other building function as directed by the COTR.
  - vi. Function as onsite incident commander during building emergency response situations and drills during the course of Normal Occupant Working Hours and after.
  - vii. Report fires and hazardous conditions to the COTR.
  - viii. Lock rooms in security areas after cleaning and return keys to designated office.
  - ix. Turn in lost and found articles to the DGS Protective Services Division staff on duty or designated lost & found area.
  - x. Notify the DGS Protective Services Police Division staff on duty when unauthorized or suspicious persons are seen on the premises.
  - xi. During inclement weather, lay out floor mats in entrances and lobbies. Clean, remove, and store mats when no longer required.

#### C.3.9.1.2.2 Quarterly

The Contractor shall provide the following related services on a quarterly basis:

- a. **High dusting and cleaning beyond eight feet (8')** The Contractor shall maintain all surfaces free from all dust, lint, litter and soil, beyond seventy inches (70"). Contractor shall maintain all surfaces

free from dirt, smudges and markings. Contractor shall maintain ceiling free from cobwebs and loose dirt.

- b. **Steam clean shower areas** The Contractor shall adhere to the same requirements as documented above in “Clean Interior Spaces – Rooms and Offices” and “Clean and disinfect restroom...” to steam clean shower areas. The Contractor shall steam clean shower areas with a pressure washer having sufficient PSI to remove imbedded dirt, scales, and scum on a quarterly basis.
- c. **Treatment of hard floor surfaces** (excluding garage) The Contractor shall strip and wax all hard surface floors on a quarterly basis or as directed otherwise by the COTR.

#### C.3.9.1.2.3 Semi-annual

The Contractor shall provide the following related services on a semi-annual basis:

- a. **Shampoo carpets and rugs** The Contractor shall shampoo and deep clean all carpet and rugs, in addition to adherence to the “Vacuum and Spot Clean Carpet” specification above. The result shall be free of streaks, stains, odors, and spots and have a bright uniform color.
- b. **Window washing (inside and outside)** The Contractor shall wash and clean windows, inside and outside, utilizing a squeegee to prevent streaking
- c. **Wash Venetian Blinds** The Contractor shall clean and maintain all venetian blinds including slats (both sides) and tape free of all dust, embedded dirt and cobwebs. While vertical blinds may only be cleaned in place, the Contractor may remove the venetian blinds but shall re-hang them within two (2) business days.

#### C.3.9.1.2.4 Annual

The Contractor shall provide the following related services on an annual basis:

- a. **Strip, seal, and Maintain Garage Floors** The Contractor shall strip and seal, with two (2) coats of sealant, the garage floors. The Contractor shall also maintain the garage, performing repairs in the garage(s), to include but not limited to painting, patching, concrete and masonry work.
- b. **Stripped and Refinished Floors** The Contractor shall maintain all stripped and refinished floors for maximum gloss and uniform sheen from wall to wall including corners. The Contractor shall present all refinished floors in a clean appearance free from scuffmarks or dirt smears. The Contractor shall relocate and return all equipment and furnishings needing relocation during stripping and refinishing to their original positions
- c. **Garage Cleaning:** The Contractor shall maintain garages free of trash, litter, feces, bird and animal excrement and carcass, bottles, cups,

broken glass, oil, grease, sand, and other foreign matter. The Contractor shall power-wash all garages once (1) every year.

**C.3.9.1.3 Cleaning Standards**

**C.3.9.1.3.1** The District will prescribe areas to be cleaned and the cleaning standards that the Contractor shall meet. In doing so, the District may implement a Quality Assurance (QA) Program, including inspections/evaluations of each phase of the Routine Cleaning requirement as well as the related services performed by the Contractor. Emphasis of the District's QA Program will be placed on quality and timeliness of Contractor service delivery.

**C.3.9.1.3.2** The Contractor's performance will be based on the District's evaluation of results, not the frequency or methods of performance. The evaluation results will be based on tenant satisfaction, Contractor and designee's inspections, District inspections, surveys and best trade practices. Final results will be the determining factor for the success or failure of this contract.

**C.3.9.1.3.3** Should the Contractor fail to furnish these supplies and services upon request, the District will procure them and the Contractor shall be assessed all associated costs by deducting same from the Contractor's submitted invoice for payment.

**C.3.9.1.4 Related Services**

The Contractor shall perform the following janitorial and related services at the frequency indicated as directed by the COTR or designee:

**C.3.9.2 Upkeep of Machine and Equipment Rooms and Storage Areas**

The Contractor shall maintain machine and equipment rooms and storerooms in a clean and orderly manner. The Contractor shall ensure when work is performed in these areas, the Contractor's personnel shall clean up all debris and leave the area in a presentable condition at the end of each workday.

**C.3.9.3 Non-Destructive Tube Cleaning and Testing**

The Contractor or Subcontractor shall mechanically clean and "Eddy Current" Testing of all tubes on all of the Facility's heat exchangers including all condenser, evaporator, pre-coolers, economizers, and oil cooler system tube bundles. The Contractor shall notify the COTR when visual inspection of tubes can be conducted prior to "closing up" of the equipment.

**C.3.9.3.1** The Contractor shall provide the COTR the results of all Non-Destructive Tube Cleaning testing not later than ten (10) days after test completion.

**C.3.9.4 Combustible and Flammable Waste**

The Contractor shall provide approved metal storage cabinets and waste containers for flammable materials and removed from the premises daily. The Contractor shall ensure storage of flammable and combustibles liquids is minimized conforms to the latest edition of NFPA 30, Flammable and Combustible Liquids Code (Applicable Document 24).

**C.3.9.5 Environmentally Preferable Purchasing**

**C.3.9.5.1** The Contractor shall comply with the Office of Contracting (OCP) Directive 1303.00 dated October 1, 2003(Applicable Document #22) entitled “Environmentally Preferable Purchasing.” And other federal requirements are found in Executive Order 13423—Strengthening Federal Environmental, Energy, and Transportation Management (Applicable Document #10).

**C.3.9.5.2** Contractor shall consider products and equipment certified by Green Seal, non-profit organization devoted to environmental standard setting, product certification, and public education or substantially equivalent certification (2006 Cleaning Services—GS-42 10) (Applicable Document #41).

**C.3.9.6 Service Calls**

The Contractor shall respond to landscaping service call as described in C.3.16.1.

**C.3.9.6.1 Service Call Documentation**

The Contractor shall include documentation of janitorial service calls as described in C.3.16.1.7.

**C.3.10 LANDSCAPING SERVICES**

The Contractor shall possess and maintain a working knowledge of the landscaping services required for continued optimal operation. The Contractor shall furnish all labor, supervision, tools, supplies and heavy commercial grade equipment necessary to provide landscaping services including care and maintenance, grass cutting, watering and fertilization of existing landscape materials and surfaces; and installation and/or transplantation of landscape materials and surfaces.

**C.3.10.1 Plant Materials**

**C.3.10.1.1** The Contractor shall purchase, deliver, and install flowering seasonal replacement and new plant material on a quarterly basis. The Contractor shall ensure plant materials are healthy, robust and in good appearance.

**C.3.10.1.2** The Contractor shall immediately replace or restore damaged landscape plant materials, landscape surfaces, or structures caused for any reason, including but

not limited to normal operations, public vandalism, acts of God, rodents, insects, animals, or as a result of the Contractor's negligence. All plant materials purchased for and installed shall become the property of the District.

**C.3.10.1.3 Warranty**

The Contractor shall maintain and guarantee all plant life for a period of one (1) year after completion of work. to maintain and guarantee all plant life. The Contractor shall replace all dead, unsightly, or unhealthy plants within three (3) business days.

**C.3.10.1.4 Plant Pits and Location**

The Contractor shall ensure all plant pits are dug one-and-one-half (1½) times the dimension of the root ball and set in the pit on a layer of compacted backfill, consisting of topsoil or approved soil mixture, vertically and centered accordingly. In addition, the Contractor shall:

- a. Place the most desirable side of the plant toward the prominent view;
- b. Backfill all air spaces and voids surrounding the root ball to half the depth of the ball, and then tamped so as to situate the plant in a stable and well aligned position;
- c. Fold back and remove accordingly all excess burlap and tying cord. for balled and burlapped plants;
- d. Remove all plastic wrapping before the placement of backfill;
- e. Backfill the remainder of the pit in order to conform to established grades, tamped, and watered thoroughly, all within the same planting day; and
- f. Take care during handling, backfilling, tamping and watering to avoid plant damage, especially cracking or breaking of the root ball.
- g. The Contractor shall apply plant life between March 1st and March 15th of each year or as otherwise directed by the COTR.

**C.3.10.2 Reserved**

**C.3.10.3 Fertilizing**

The Contractor shall apply fertilizer in accordance with IPNM policy (Applicable Document #40), giving preference to employing physical, mechanical, cultural, biological and educational tactics to prevent conditions that promote pest infestations and excess nutrient use. The Contractor shall ensure that a District Government representative is present at all times when fertilizer and chemicals are being applied. The Contractor shall fertilize the following prior to mulching:

- a. Trees
- b. Shrubs
- c. Ground Cover
- d. Herbaceous Perennials

**C.3.10.4 Mulching**

**C.3.10.4.1** The Contractor shall use commercial grade mulch, shredded hardwood bark or an equivalent approved by the COTR and place around the following:

- a. Shrubs
- b. Ground Cover
- c. Flower Beds
- d. Perennials
- e. Trees
- f. Ornamentals

**C.3.10.4.2** The Contractor shall maintain all mulched areas by raking, debris removal, re-establishing edging, and removal of excessive mulch and soil buildup prior to new mulch application. The Contractor shall mulch all ornamentals, including borders and openings within round cover beds, but only after fertilizer has been applied in accordance with IPNM (Applicable Document #40) practices.

**C.3.10.5 Weeding**

The Contractor shall remove all weeds from all ornamental and non-planted areas as described below.

**C.3.10.5.1 Ornamentals**

The Contractor shall weed all trees, shrubs, ground cover and herbaceous perennials once every two (2) weeks, or as necessary, to maintain a weed-free condition.

**C.3.10.5.2 Non-planted Areas**

The Contractor shall weed and edge all parking lots, sidewalks and gravel areas once (1) every month, or as necessary, to maintain a weed-free condition.

**C.3.10.6 Pruning**

The Contractor shall prune and shape all trees and shrubs, including deciduous and evergreens.

- a. Trees
- b. Shrubs
- c. Ground Cover

**C.3.10.7 Scheduled Services**

The Contractor shall apply trees, shrubs, ground cover, and herbaceous perennials between March 1st and March 15th of each year, or as otherwise directed by the COTR.

### **C.3.10.7.1 Monthly**

The Contractor shall perform or provide the following landscaping services monthly as indicated below:

- a. The Contractor shall provide the following services by March 25th.
  1. Prune trees, trim, clip, and shear vines, hedges and shrubbery.
  2. Remove underbrush, trim fence line, guard rails, sign posts, walls and flag poles.
  3. Mulch all beds and trees to three (3) inches in depth.
  4. Clean-up all debris generated from pruning, clipping and shearing.
  5. Police entire site.
  6. Apply herbicide along fence lines and sidewalks.
  7. Apply fertilizer to beds and trees
- b. The Contractor shall provide the following services by April 25th.
  1. Trim, clip and shear vines, hedges and shrubbery
  2. Weed beds and turn mulch, adding new mulch if necessary to maintain three (3) inches in depth
  3. Clean-up all debris generated from pruning, clipping and shearing
  4. Police entire site
  5. Irrigate beds
- c. The Contractor shall provide the following services by May 25th.
  1. Shear, clip and trim hedges, vines and shrubbery.
  2. Weed and mulch all beds and trees to maintain three (3) inches in depth.
  3. Replant shrubs and vines.
  4. Clean-up all debris generated from pruning, clipping and shearing.
  5. Police entire site.
  6. Irrigate beds.
  7. The Contractor shall complete all services by May 25th. The Contractor shall perform irrigation and spraying on different days. The Contractor shall ensure that a District Government representative is present at all times when spraying is being performed.
- d. The Contractor shall provide the following services by June 25th.
  1. Shear, clip and trim hedges, vines and shrubbery
  2. Weed and mulch all beds and trees to maintain three (3) inches in depth

3. Clean-up all debris generated from pruning, clipping and shearing
  4. Police entire site.
  5. Irrigate beds
- e. The Contractor shall provide the following services by July 25th.
1. Shear, clip and trim hedges, vines and shrubbery.
  2. Weed and mulch all beds and trees to maintain three (3) inches in depth.
  3. Clean-up all debris generated from pruning, clipping and shearing.
  4. Police entire site.
  5. Irrigate beds.
  6. Irrigation and spraying shall be performed on different days. The Contractor shall ensure that a District Government representative is present at all times when spraying is being performed.
- f. The Contractor shall provide the following services by August 25<sup>th</sup>
1. Shear, clip and trim hedges, shrubbery and vines.
  2. Weed and mulch all beds and trees to maintain three (3) inches in depth.
  3. Clean-up all debris generated by shearing, clipping and trimming.
  4. Police entire site.
  5. Irrigate beds.
- g. The Contractor shall provide the following services by September 25th.
1. Shear, clip and trim hedges, shrubbery and vines
  2. Weed and mulch all beds and trees to maintain three (3) inches in depth
  3. Clean-up all debris generated by shearing, clipping and trimming
  4. Police entire site.
  5. Irrigate beds

**C.3.10.8 Water Source**

The Contractor may connect to any existing hose bibs, water lines, or other connections which are provided for the purpose of watering at each Facility, otherwise water shall be provided by and at the expense of the Contractor. The Contractor shall provide the hose, sprinklers, and any other equipment needed to properly apply the correct amount of moisture.

The Contractor shall locate and mark all underground utilities in areas of work.

**C.3.10.9 Green Roof**

The Green Roof consists of different types of ground cover intermixed. The Contractor shall provide supplemental irrigation once each week for the first

growing season. The contractor shall prepare a complete maintenance plan and schedule for the Green Roof.

**C.3.10.10 Debris Removal**

The Contractor's work shall not be considered completed until the Contractor has removed from the premises all trash, debris, litter, landscape wastes and materials which accumulate in the performance of work. The Contractor shall furnish all containers for handling this material.

**C.3.10.11 Adjacent Interference**

The Contractor shall conduct operations to ensure minimum interference with roads, streets, walks and adjacent facilities.

**C.3.10.12 Storage**

The Contractor may not have any storage space available at any site. If on-site storage is not available, the Contractor shall plan to transport to the Facility and remove at the end of each workday all tools, equipment and supplies.

**C.3.10.13 Signage**

The Contractor shall take all necessary precautions, including the use of appropriate warning signs and barricades, in order to prevent personal injury, damage to property (including existing landscape materials, surfaces, and structures), and damage to the environment when conducting operations.

**C.3.10.14 Service Calls**

**C.3.10.14.1** The Contractor shall respond to service calls for landscaping services as described in C.3.16.1.1.

**C.3.10.14.2 Service Call Documentation**

The Contractor shall include documentation of landscaping service calls in the Service Call Log as described in C.3.16.1.7.

**C.3.10.15 Preventive Maintenance**

The Contractor shall provide the scheduled services described in C.3.10.7 and other preventive landscaping related services.

**C.3.10.15.1 Preventive Maintenance Schedule**

The Contractor shall include scheduled landscaping services in the Preventive Maintenance Schedule described in C.3.7.1.8.6.

**C.3.11 UTILITY COMPANIES SERVICES**

The Contractor shall possess and maintain a working knowledge of the utility company services provided to the Facility and provide the required support services for continued optimal operation.

**C.3.11.1** The Contractor shall provide service for all visible and hidden utility systems beginning immediately at the point where the local municipality or other provider terminates service.

**C.3.11.1.1** The Contractor 's Utility Company services shall include at a minimum building support services such as domestic potable water, natural gas, electricity, sewer, steam, and condensate systems and request to utility companies to connect and disconnect service as required; provide and document consumption readings

**C.3.11.2 Underground Utilities**

The Contractor shall provide all underground utility systems, visible and hidden;

**C.3.11.3 Utility Systems Support**

Mechanical, electrical and informational support for Utility Systems

**C.3.11.4 Demand Response Program**

The District may participate in any of the available demand response programs or critical peak pricing tariffs administered by utilities. If the District participates in such a program and advises the Contractor of the requirements of such program, the Contractor shall cooperate fully in the implementation of the program. To the extent that such programs might require temporarily compromising tenant environmental conditions, the Contractor shall consult with the COTR, resulting in an approval from the COTR, to determine the range and duration of such compromised conditions.

**C.3.11.4 Service Calls**

**C.3.11.3.1** The Contractor shall respond to service call needs for the Facility's utility company services as described in C.3.16.1.

**C.3.11.3.2 Service Call Documentation**

The Contractor shall include documentation of utility company services as described in C.3.16.1.7.

**C.3.12 SECURITY, TELECOMMUNICATION, AND TENANT SYSTEMS SUPPORT SERVICES**

The Contractor shall possess and maintain a working knowledge of the Facility's security system and provide the required support services for continued optimal operation.

**C.3.12.1 Security System**

The Contractor shall provide support for security, telecommunication, and tenant building system support services including mechanical and electrical support for any level of environmental conditioning and power supply to the Facility in which the security systems is housed. The Contractor's support should not be confused with performing any level of installation, maintenance, or repair of physical equipment of security systems.

**C.3.12.2 Service Calls**

**C.3.12.2.1** The Contractor shall respond to service calls for the Facility's security, telecommunication, and tenant building systems support as described in C.3.16.1.

**C.3.12.2.2 Service Call Documentation**

The Contractor shall include documentation of security services support as described in C.3.16.1.7

**C.3.13 PEST CONTROL SERVICES**

The Contractor shall possess and maintain a working knowledge of the required pest control services required for the Facility's continued optimal operation.

**C.3.13.1 Integrated Pest Management**

**C.3.13.1.1** The Contractor shall develop and implement an Integrated Pest Management (IPM) program to control pest population with the least amount of risk to people and the environment. The Contractor's IPM Program shall include or address at a minimum the following:

- a. Communication and reinforcement of IPM policies and procedures to Building Manager's, building occupants, staff, and maintenance personnel as opportunities arise;
- b. Identification of pests and environmental conditions and controls that limit the spread of pests;
- c. Manage pests only when necessary through the identification of action thresholds at which pest populations warrant action;
- d. Monitor, track, and maintain records including regular sampling and assessment of pests, surveillance techniques, remedial actions taken, and assessment of program effectiveness;

- e. Identification of methods to improve non-pesticide methods such as mechanical pest management methods; sanitation; waste management and assessment of the effectiveness of these methods;
- f. Prevent pest entry and movement, monitor and maintain structures and grounds including sealing cracks, eliminating moisture intrusion and accumulation and add physical barriers to pest entry and movement;
- g. Provide facility Building Manager and other occupants with education materials on IPM and specific pests information, as applicable;
- h. Utilize pesticides only as needed where need is determined by pest population monitoring and previous unsuccessful attempts to solve the pest problem with non-chemical strategies; provide preference for products that, while producing the desired level of effectiveness, pose the least harm to human health and the environment, and, as appropriate, notifying Building Manager before application and provide copy of pesticide label to Building Manager.
- i. Provide and post 'Pesticide Use Notification' signs or other warnings in coordination with the COTR.

**C.3.13.1.2** The Contractor shall suppress pest populations through Routine Services described in C.3.13.1.2 including regular and thorough inspections, accurate identification of pests, and assessment of conditions at the Facility and application of appropriate control methods. This process is called monitoring, and it plays a significant role in IPM. Contractor's monitoring shall include at a minimum the following:

- a. Identifying and locating pests;
- b. Identifying areas of critical sensitivity;
- c. Estimating size of pest populations;
- d. Identifying the factors that are contributing to the pest problem such as poor sanitation, improper storage, holes or cracks and crevasses in walls;
- e. Reporting management practices that could affect pest populations or pest management activities such as trash pickup, lighting, and construction;
- f. Identifying non-target species that could be killed or injured;
- g. Assessing natural enemies and potential secondary pests; and
- h. Assessing environmental conditions such as temperature, humidity, weather or seasonal changes.

**C.3.13.1.2.1** The Contractor shall utilize the following three (3) basic components to monitor the IPM program at each facility:

- a. A bi-weekly walk-through visual inspections of all areas of the building including outside with an emphasis on areas more prone to pests than others such as cafeterias and snack rooms, food storage areas, staff lounges, sites with live animals, locker rooms, recycling collection points, and loading docks;
- b. Use of various types of monitoring traps to identify and measure hidden pests. Contractor shall utilize the following major types of traps:
  - 1. Sticky traps, which use an adhesive to capture insects

2. Pheromone traps, which use chemical attractants to draw certain species of pests into the trap
  3. Insect light traps (ILTs), which use ultraviolet light to lure and capture certain flying insects.
- c. Information obtained from personnel working on site, including review of the logbook.

**C.3.13.1.2.2** The Contractor shall note a key difference between IPM and traditional pest control is that IPM often uses "action thresholds," the pest level in an IPM program at which a technician takes action to control a pest. The Contractor shall utilize an action threshold of one for the covered pests. The Contractor shall examine the type of pest, their number, and their location to justify and document the need for a control action. The Contractor shall take no direct control action below the action threshold except for action may be taken to correct sanitation, clutter, and other problems that can lead to pests.

**C.3.13.1.2.2.1** When a pest problem requires a control action, the Contractor shall first examine nonchemical methods, methods that do not require the use of pesticides, with an emphasis on those methods that work over the long term or that prevent pests in the first place such as pest-proofing (exclusion) or operational changes that improve sanitation. The Contractor shall combine nonchemical measures to achieve the most effective results. The Contractor shall, when deemed necessary, utilize nonchemical methods together with a limited application of pesticide.

**C.3.13.1.2.3** The Contractor shall utilize chemical control products only when nonchemical control measures are unavailable, impractical, ineffective, or likely to fail to reduce pest below action thresholds. The Contractor shall employ the least hazardous materials, most precise application techniques and the minimum quantity of pesticide necessary to achieve control for all pests.

**C.13.1.2.3.1** The Contractor shall post Notification of Intent to Use Pesticides in buildings to receive chemical treatment at least 24 hours prior to application. The Contractor shall provide the Building Manager with Notification of Intent to Use Pesticides for posting in conspicuous locations such as bulletin boards commonly seen by occupants and staff. The Building Manager will also make an announcement on the facility's public announcement system at least 24 hours before the application of a pesticide, warning occupants and staff of indoor and landscape applications, with warnings to avoid posted or flagged areas until signs are removed. The Contractor shall place signs on the day the pesticide to instruct persons not to enter the treated area and not to remove the signs for a period of at least 24 hours or for the label-specified reentry period, whichever is longer. Outdoors, the notices or markers must be placed around the perimeter of the treatment area. Indoors, notices shall be placed on main facility doors and near sites of planned applications.

**C.13.1.2.3.2** The Contractor shall ensure compliance with or completion of the following to ensure the safe and effective usage of Pesticides:

- a. The Contractor shall not store Pesticides in or on any DC property;

- b. The Contractor's IPM Technicians shall bring only the chemicals necessary for treatment;
- c. The Contractor shall ensure the application of pesticides according to the label of the product.
- d. The pesticides used by the Contractor shall be registered with the United States Environmental Protection Agency (E.P.A.) and the District of Columbia;
- e. The Contractor shall ensure that when pesticides are used in and around a facility, they are used in ways that minimize risk to people, particularly to children; and
- f. The Contractor shall ensure that pest control products are placed where they are inaccessible to children, staff and the public.

**C3.13.1.2.3.3** Before a bait station is used in a facility, the IPM Technician shall place a notice or sign on the door of the room in which the bait station is placed indicating the date of placement, the name of the contact person for additional information including information on potential adverse effects. The notice or sign shall remain posted until the bait station is removed (applies to monitoring stations as well).

**C.3.13.1.2.4** The Contractor shall prepare and maintain reports and documents to track problems, to document needed improvements in housekeeping and building repairs, to meet legal requirements, and to evaluate and assess the IPM program's effectiveness. The Contractor shall maintain the following:

- a. IPM Service Report - The Contractor's staff shall develop and an IPM Service Report. The IPM Service Report shall contain a record of inspections and what was checked, what was found, and what nonchemical and chemical control actions implemented by the IPM Technician, description of any pesticides applied, a detailed description of the treatment, the site, the application rate, and the amount applied. The Contractor shall ensure that a copy of the IPM Service Report is provided to the Building Manager and the COTR.

**C.3.13.1.3** The Contractor shall provide service calls between routine service inspections requested by the COTR or Building Manager. The Contractor shall respond and begin the necessary work within two (2) hours receipt of COTR, designee, or Building Manager request for services.

**C.3.13.1.4** The Contractor shall provide IPM Technicians as part of the IPM Program per facility for various DC properties listed herein and other properties which may be added later on. The Contractor shall ensure its technicians understand and promote the difference between IPM and traditional pest control in that IPM is not based on regular or automatic use of pesticides; IPM depends heavily on nonchemical methods of control such as sanitation, exclusion, cultural practices, and on careful monitoring to identify problems early. IPM provides effective, long-term control of landscape and structural pests, while protecting the health, the environment, and the quality of life of the public.

- C.3.13.1.4.1** The Contractor shall ensure that all staff applying pesticides in buildings or on grounds shall be licensed to apply pesticides and shall be trained and knowledgeable in the principles and practices of IPM. The Contractor and staff shall follow DC Regulations and label precautions and shall comply with the IPM Program. The Contractor shall provide copies of the company pest control license and dated pesticide applicator certificates for every employee who will be performing on-site services under this contract.
- C.3.13.1.4.2** The Contractor shall ensure that IPM technicians shall provide effective and comprehensive communications including at a minimum the following:
- a. Talking with staff members about pest sightings, discussing ways to reduce pests by improving housekeeping or making repairs, and soliciting staff cooperation;
  - b. Explaining to staff, occupants, and sometimes even to the community how IPM differs from regular pest control service, and answering questions about the IPM program; and
  - c. Maintain verbal communications with the staff at the facility during their service visits, usually the building manager, custodial foreman, and cafeteria manager.
- C.3.13.1.4.3** The Contractor shall ensure staff has the necessary experience and licenses to perform the required work.
- C.3.13.1.5** The Contractor shall develop an IPM Plan to include or address the following:
- a. Structural or operational changes: The Contractor shall describe site specific solutions for eliminating pest access, food, water, and harborage.
  - b. Monitoring: The Contractor shall describe the products and procedures used for identification of pest presence, access and harborage locations. Types of monitors and number required shall be discussed. Monitors shall be in good working condition at all times. Any changes in the monitoring program at a building site shall be communicated to the IPM Coordinator on the inspection form.
  - c. Materials and Equipment: The Contractor shall provide current labels and Material Safety Data Sheets (MSDS) for all pesticide products to be used. In addition, brand names shall be provided for all application equipment, rodent bait boxes, monitoring and trapping devices, and any other control equipment that may be used to provide service.
  - d. Service Schedule: The Contractor shall provide service schedules that include the frequency of Contractor visits. The Contractor's schedule shall minimize the disruption of building activities and be pre-approved by the COTR. The Contractor must check in with the Building Manager to register the date, purpose of visit, activities performed, and duration of visit. When it is necessary to perform work outside of the regularly scheduled service time, the Contractor shall notify the COTR and the Building Manager at least one (1) day in advance.

**C.3.13.2 Service Calls**

**C.3.13.2.1** The Contractor shall respond to service calls for pest control services as described in C.3.16.1.

**C.3.13.2.2 Service Call Documentation**

The Contractor shall include documentation of pest management service calls as described in C.3.16.1.7.

**C.3.13.3 Preventive Maintenance Schedule**

The Contractor shall include scheduled pest management services in the PM Schedule described in C.3.7.1.8.6.

**C.3.14 LOCKSMITH SERVICES**

The Contractor shall possess and maintain a working knowledge of the required locksmith services required for the Facility's continued optimal operation.

**C.3.14.1 Locks and Keying Services**

The Contractor shall, unless otherwise stipulated in Section J.9 Building Information, furnish the following locksmith services:

- a. Routine, normal wear and tear, installation and removal of lock-sets and tumblers;
- b. Duplication of keys;
- c. Repair of defective locksets'
- d. Opening doors in the event of lost keys, and
- e. Changing lock combinations including cipher combination locks.

The District will provide a "key cabinet" on site located in either the Security Office or the Building Manager's Office.

**C.3.14.2 Lost Keys**

If a Contractor's employee loses a key(s), the Contractor shall be responsible for changing or re-tumbling all affected locks, and shall provide the appropriate keys to the COTR. In the event that a master key(s) in the Contractor's possession is lost or duplicated, the Contractor shall replace all locks and keys for that system at the Contractor's expense and the Contractor shall provide new keys to the COTR. The Contractor shall ensure that all new locks fit existing master key(s) systems and be pinned to fit existing keys for the locks being replaced, except when master keys are lost as previously described in this paragraph.

**C.3.14.3 Frequency**

The Contractor shall provide all locksmith services regardless of the number and frequency of requests.

**C.14.4.4 Service Calls**

The Contractor shall respond to service calls for locksmith services as described in C.3.16.1.

**C.14.4.4.1 Service Call Documentation**

The Contractor shall include documentation of locksmith services service calls in the Service Call Log as described in C.3.16.1.7

**C.3.15 FACILITY SIGNAGE**

The Contractor shall possess and maintain a working knowledge of the required building signage services required for the Facility's continued optimal operation.

**C.3.15.1 Install**

The Contractor shall provide all necessary labor and materials to install, change, maintain, repair and replace wall and door mounted identification plaques and signs and numbers including the information displayed in the building lobby directories and way finding systems.

**C.3.15.2 Maintenance**

The Contractor shall replace, alter, or change room numbers, narrative room identification signage, lobby and location directory information due to changes in the building population or area use.

**C.3.15.2.1 Service Calls**

The Contractor shall respond to service calls regarding building signage as described in C.3.16.1.

**C.3.15.2.1.1 Service Call Documentation**

The Contractor shall include documentation of building signage service calls in the Service Call Log as described in C.3.16.1.7

**C.3.15.3 Repair**

The Contractor shall maintain or have access to sufficient inventory to accomplish the repair and installation of Facility signage within five (5) working days after notification is given by the COTR or approved work order is submitted. The

Contractor shall ensure that repair or replacement of Facility wall and door signage shall match exactly what is currently in use throughout the building. Excluded from this requirement is signage for interior occupant spaces (e.g. individual offices, cubicles, private conference rooms and pantries).

**C.3.16 SERVICE CALL OPERATIONS AND TENANT ENVIRONMENT**

The Contractor shall possess and maintain a working knowledge of the required service call operations and tenant environment required for the Facility's continued optimal operation.

**C.3.16.1 Service Call Program**

The Contractor shall develop and operate a service call program to include at a minimum the following:

The Contractor shall provide a response to service calls received from any of the following sources:

- a. A tenant or agency complaint;
- b. A response to an observation that Facility equipment, systems or materials is inoperable, dysfunctional or deteriorated, or that performance standards of the contract are not being met;
- c. Service Calls generated automatically from interfaces to BAS or diagnostic software; and
- d. Written and verbal request from the COTR.

**C.3.16.1.1** The Contractor's response time for emergency service calls during Normal Occupant Working Hours shall begin when a service call is initially submitted to the Contractor.

**C.3.16.1.2** The Contractor shall at a minimum perform an analysis of the problem, and adjustment of operating or monitoring controls or other immediate corrective action.

**C.3.16.1.3 Emergency Service Calls**

**C.3.16.1.3.1** The Contractor shall provide emergency service call services between regular examinations of facility equipment. The Contractor shall perform emergency services on a twenty-four (24) hour basis, seven (7) days a week. The Contractor shall provide response times in accordance with the following:

- a. Respond within fifteen (15) minutes to emergency service calls, service calls that consist of correcting failures during Normal Occupant Working Hours that constitute an immediate danger to personnel or property as determined by the (1) hour;
- b. Respond to service calls at other than Normal Occupant Working Hours when it is an obvious fire, life, safety emergency, damage to the building is occurring, and or when the COTR, or designated representative, has determined it is an emergency;

- c. Respond to service calls involving all areas as “High Priority Areas in the Building,” shall require an emergency response to any service call, repair, adjustment, or other problem(s) identified to the Contractor by the District or the tenant agency; and
- d. Remain on the job until each emergency situation is corrected or mitigated; and
- e. Ensure any required additional support shall be onsite within two (2) hours.

**C.3.16.1.3.2** Failure to comply with the non-emergency service call requirement may be a cause for the CO to have the Work performed by others and the cost of such Work deducted from the payment due to the Contractor.

**C.3.16.1.4 Non-emergency Service Calls**

The Contractor shall provide non-emergency service call services. The Contractor shall at a minimum:

- a. Respond to non-emergency service calls within thirty (30) minutes during Normal Occupant Working Hours;
- b. Respond within twenty-four (24) hours notification of the request or the next business day after Normal Occupant Working Hours. If the request for service is made on a Friday, the Contractor shall respond no later than the following Monday, unless Monday is a District Holiday, in which case, Tuesday would be the deadline for responding to the call.

**C.3.16.1.4.1** The Contractor’s response time for non-emergency service calls after Normal Occupant Working Hours shall begin when the Contractor personnel sign in at the building.

**C.3.16.1.4.2** The District unilaterally reserves the right to modify the Contractor’s required non-emergency service calls response time.

**C.3.16.1.4.3** Failure to comply with the non-emergency service call requirement may be a cause for the CO to have the Work performed by others and the cost of such Work deducted from the payment due to the Contractor.

**C.3.16.1.5 FAST Orders**

The Contractor shall utilize the District’s “FAST” system as defined and described in Section C.3.7.2.4. The “FAST” service call system will allow District personnel to electronically record and request services in order for Contractor to address and resolve deficiencies and troubles. The Contractor shall respond to Service Calls generated from the BAS

**C.3.16.1.6 Service Call Desk/Telephone Orders**

**C.3.16.1.6.1 24 Hour Telephone Line**

The Contractor shall have a twenty-four (24) hour telephone number available for the purpose of notification of the need for services that can be performed on an emergency basis.

**C.3.16.1.6.2 Service Call Desk – Normal Occupant Working Hours**

The Contractor shall operate a service call desk function during Normal Occupant Working Hours, to include taking and tracking service call requests, and maintaining accurate service call records in “FAST” (and a CMMS, if needed and approved).

**C.3.16.1.6.3 Tenant Request Line**

In addition to working within the “FAST” system, the Contractor shall create and maintain a means of receiving work order requests during Normal Facility Hours (and after hours for emergencies) through use of a telephone-tenant request line. Requests for service received through the tenant request line shall be entered into the “FAST” system and resolved accordingly. The Contractor shall enter requests for service and service calls into the “FAST” system all calls received through the tenant request line and Contractor shall resolve each request accordingly.

**C.3.16.1.7 Service Calls and Repairs**

**C.3.16.1.7.1** The Contractor shall respond to Service Call requests made by the COTR and shall perform Repairs when deficiencies are documented or reported to the Contractor.

**C.3.16.1.7.2** A requirement to perform a Repair may result from the analysis stage of a Service Call. If corrective action required from a service call cannot complete the service call within the established deductible threshold, the call shall be reclassified to a Reimbursable Repair in accordance with section C.3.20. Service calls shall not be re-classified to repairs without authorization of the COTR. The COTR, or designated representative, shall be notified of each necessary repair and shall be kept informed of the status of each.

**C.3.16.1.7.3** The Contractor shall respond to and perform service calls, and initiate Reimbursable Repairs, as described in section C.3.20 as determined necessary, following procedures described herein. If Reimbursable Repairs, as defined herein, are needed to correct the condition, the Contractor shall immediately notify the COTR; if the COTR directs the Contractor to precede with the Reimbursable Repairs the Contractor shall do so without delay.

**C.3.16.1.8 Service Call Documentation**

**C.3.16.1.8.1 Service Maintenance Report**

The Contractor shall develop and submit a standard Service Maintenance Report to document service calls received. The Service Maintenance Report shall indicate the nature of each service call and the work performed, in accordance with the required guidelines.

**C.3.16.1.8.2 Service Call Log**

The Contractor shall maintain a service call log or record which shall be available for inspection by the District at all times. At a minimum, the call log or record shall contain the information specified herein.

- a. Name of Caller;
- b. Description of problem;
- c. Location where problem exists;
- d. Time and date call was received; and
- e. Description of the action taken to resolve the problem and the time and date corrective action was taken.

**C.3.16.1.8.2.1** The Contractor shall submit a sample service call log form to the COTR for approval five (5) days after contract award.

**C.3.16.1.8.3 Service Calls and Repairs Records and Documentation**

The Contractor shall maintain records and documentation of Service Calls and Repairs performed. The Contractor shall utilize a supplemental CMMS as described in section C.3.5.2.2 to document all service calls including at a minimum the following requirements:

- a. Complaint, date, time, location and name of complainant.
- b. Verification of the complaint (such as actual temperature, was airflow more or less than design).
- c. What corrections, if any, were performed to resolve the complaint? The date and actual time to complete the service call along with materials used.
- d. The work order for each Service Call or Repair shall be put into a “complete” status on the CMMS within one working day of completion of work. Time and materials shall be recorded on each work order before the work order is put into a “closed” status. Responsibility for putting work orders into “closed” status (e.g., whether performed by the Contractor or the District) is subject to local Facility procedures; the COTR will direct the procedure to be followed.
- e. The Contractor shall obtain complainant’s acknowledgement that each complaint is closed out.

**C.3.16.1.9 Emergency Services for Operating and Maintenance, and Repairs and Improvements**

Upon contract award, The Contractor shall immediately notify the COTR of the need for emergency services for operating and maintenance, and repairs and improvements. Upon approval by the COTR, the Contractor shall respond on-site to the emergency within two (2) hours (sufficient and adequate on-site action which mitigates the emergency is required), upon notification or identification of the emergency by the Contractor, unless the COTR and the Contractor agree upon another time period.

**C.3.16.1.9.1 Contact Person(s)**

The Contractor shall ensure that the District has access twenty-four (24) hours per day, and seven (7) days per week to the on-site technician, or another representative of the Contractor.

**C.3.16.1.9.2 Pricing**

The Contractor shall include all Repairs performed as Emergency Service Calls in the Contractor's proposal and priced the same as other Repairs.

An act of God or something other than an equipment failure caused the emergency; where the COTR determines that the Contractor did everything in their power to prevent any catastrophic failure. Such type of callback may be reimbursable if approved by the Contracting Officer.

**C.3.16.2 Tenant Environment**

The Contractor shall maintain all environmental standards, within the range defined by OSHA, and if applicable LEED requirements. If the building design does not permit operation to current standards, the Contractor shall demonstrate and document their concerns to the COTR and maintain conditions as close to the modern standards as possible given the existing equipment of the building.

**C.3.16.2.1 Temperature and Ventilation**

The Contractor shall maintain the Facility's temperature and ventilation in accordance with the National Standards Institute/American Society of Heating, Refrigeration, and Air Conditioning Equipment (ANSI/ASHRAE) Standards 55 and 62 (Applicable Document #31). The COTR may direct changes to these standards to ensure tenant comfort. The COTR shall indicate temperature settings for domestic hot water. The District may also specify the exact temperature within the defined range. Equipment startup shall be early enough to fully attain environmental conditions during Normal Occupant Working Hours.

**C.3.16.2.2 Lighting**

**C.3.16.2.2.1** The Contractor shall maintain and adjust the Facility lighting levels under the guidance of the COTR and the target lighting levels established in 41 CFR 101-20 (Applicable Document #7); however, light quality, specific tenant requirements and other individual factors impact requirements. The COTR shall direct any special conditioning requirements (e.g., computer rooms).

**C.3.16.2.2.2** The Contractor shall correct lighting level problems caused by failed lamps, missing lamps or failed ballasts promptly. The Contractor shall make the proper entries into the CMMS. Immediately following a tenant complaint, the Contractor shall report to the COTR lighting level problems caused by design or tenant location.

**C.3.16.3 Disruptions to Tenant or Facility Service**

**C.3.16.3.1 Disabling Major Equipment**

The Contractor shall perform all necessary planning and coordination efforts regarding disabling major equipment so that Facility occupants experience minimal impact. The Contractor shall

- a. Identify the need for and obtain all necessary permits and licenses for alterations;
- b. Provide the COTR a minimum of three (3) business days notice prior to dismantling or otherwise rendering inoperable major equipment, or shutting off any utility or HVAC service to any part of the Facility. The COTR may waive this requirement if equipment shutdown is necessary to make emergency Repairs;
- c. Schedule maintenance requirements well in advance to avoid disruptions or disturbance to building occupants;
- d. Maintain the mission of the Facility at all times, and therefore it will be the Contractor's responsibility to predict, schedule and obtain all necessary temporary equipment as required to meet the Facility's mission requirements.

**C.3.16.3.2 Requesting Utility Companies to Connect or Disconnect**

**C.3.16.3.2.1** The Contractor shall notify the applicable utility company within twenty-four (24) hours of notification of the need to connect or disconnect utility or services in a routine situation.

**C.3.16.3.2.2** In an emergency, the Contractor shall notify the applicable utility company as immediately necessary and in accordance with all safety and risk protocols regarding the need to connect or disconnect utility or utility service.

**C.3.16.3.2.3** The Contractor shall notify the COTR prior to any utility or utility service connection or disconnection except in a life-threatening emergency or in the event of imminent building structure danger.

**C.3.16.3.3 Impact on Fire Protection Systems**

The Contractor shall obtain advance approval from the COTR before deactivating fire protection systems. If the fire alarm and/or sprinkler systems are temporarily removed or discontinued during work stages, the Contractor shall reconnect or place the fire alarm and/or sprinkler systems back in service at the end of each day unless otherwise authorized by the COTR.

**C.3.16.3.4 Disruptive or Hazardous Tools**

**C.3.16.3.4.1** The Contractor shall obtain written approval of the Contractor's use of impact tools and power-actuated tools during Normal Occupant Working Hours.

**C.3.16.3.4.2** The Contractor shall use burning or welding equipment only with written permission from the COTR. The Contractor shall obtain a Welding and Burning Permit as directed by COTR for each day that welding or burning is performed.

**C.3.16.3.5 Delivery and Storage**

The Contractor shall ensure that the delivery and storage of materials and equipment and accomplishment of all work with a minimum of interference to District operation and personnel. The Contractor shall take particular caution not to damage elevator, corridor, or lobby finishes. The Contractor shall ensure that storage and container labeling is in accordance with OSHA standards.

**C.3.17 SPECIAL SERVICES**

The Contractor shall possess and maintain a working knowledge of the special services as described below required for the Facility's continued optimal operation.

**C.3.17.1 Leadership in Energy and Environmental Design (LEED) Requirements**

**C.3.17.1.1 LEED for New Construction Platinum Certification**

200 I Street has been designed and constructed to achieve LEED for New Construction Platinum Certification. The Owner has made certain commitments to achieve this certification, and the Contractor is required to follow through on these commitments. Specifically:

- C.3.17.1.1.1** Credit MR Prereq 1: Recycling – The Contractor shall implement a Recycling program (collection and storage) including at a minimum paper, corrugated cardboard, glass, plastic and metals.
- C.3.17.1.1.2** Credit EQ 7.2: Thermal Comfort Verification - "Owner must conduct a thermal survey of the building occupants within a period of 6-18 months after occupancy. This survey should collect anonymous responses about thermal comfort in the building including an assessment of overall satisfaction with thermal performance and identification of thermal comfort-related problems. Owner must develop a plan for corrective action if the survey results indicate that more than 20% of occupants are dissatisfied with thermal comfort in the building. This plan should include measurement of relevant environmental variables in problem areas in accordance with ASHRAE Standard 55-2004." The Contractor shall complete this survey during the construction warranty period, call upon manufacturers as needed to review and repair equipment and develop and implement a corrective action plan to coordinate with what was posted to LEED On-Line.
- C.3.17.1.1.3** Credit WE 1.1 & 1.2: Water Efficient Landscaping – 200 I Street does not include an irrigation system in compliance with this credit. The Contractor will be required to provide irrigation as necessary to establish and maintain the landscaping. A good mulching program will also help retain moisture.
- C.3.17.1.1.4** Credit EA3: Enhanced Commissioning: The Owner's Commissioning Agent will return to the 200 I Street within 8 – 10 months of completion to review building operation. The Contractor shall coordinate and cooperate with the Commissioning Agent.

In addition, the 200 I Street includes the following LEED related features that will require the Contractor's attention:

- a. For Credit SS 8, all non-emergency lighting shall be automatically controlled to turn off during non-business hours. Manual override is provided for afterhours use.
- b. No smoking in the building or within 25' of the entries.
- c. Outside Air monitoring
- d. The building has various features that the Contractor should maintain properly:
  - 1. Low-flow plumbing fixtures
  - 2. Low-emitting sealants, paints, carpet
  - 3. MERV 13 filters
- e. Water reclaim cistern
- f. Settlement tank and sand filter
- g. Vegetated roof
- h. Automated exterior reflective glass louvers

**C.3.17.1.1.2 Leadership in Energy and Environmental Design (LEED) Requirements**

**C.3.17.1.1.2.1** The Contractor shall develop a comprehensive, green building maintenance proposal that contains policies and procedures developed to ensure proper maintenance of relevant building design and construction measures implemented to achieve LEED for New Construction Platinum and EBOM Certification for the Facility. (Applicable Document #21)The proposal shall include at a minimum the following:

- a. Plan for completing requirements for LEED for New Construction Platinum certification as defined in Section C.5.2.6.1.
- b. Plan for operating and maintaining LEED for New Construction building features identified in Section C.5.2.6.1.
- c. Green Cleaning Plan
- d. Adherence Plan for the Commissioning Systems Manual and Ongoing Building Commissioning
- e. Waste Stream Management (Recycling )
- f. Outline of experience maintaining buildings/facilities that have received USGBC LEED Certification including maintenance responsibilities, Facility address, and owner contact information.

**C.3.17.1.1.2.2** The Contractor shall develop a comprehensive, management plan for the on-going maintenance of all vegetation at 200 I Street Building. The management plan shall include but is not limited to:

- a. Annual soil testing and fertilization plan
- b. Establishment Period Watering Schedule (1 year post installation) and Drought Watering Plan (Severe Weather)
- c. Periodic weeding plan (Spring and Fall)
- d. Overall roof maintenance plan that insures survival of vegetated cover
- e. Drainage maintenance plan
- f. Storm/Wind repair guidelines and plan
- g. Outline of experience maintaining vegetated roofs (including Facility address, size of vegetated roof, owner contact information, and an annual soil testing and Fertilization Schedule

**C.3.17.1.2 LEED Existing Buildings: Operations and Maintenance (EBOM) Requirements**

The Contractor shall be required to participate in the LEED Existing Buildings: Operations and Maintenance (EBOM) Certification Process for 200 I Street throughout the operations, maintenance, and repair process.

**C.3.17.2 Safety and Environmental Management Services**

**C.3.17.2.1 Operating Permits**

The Contractor shall be familiar and obtain required local operating permits for boilers, generators and other emissions producing equipment regulated by the

District and EPA. In the event of fines or penalties levied by the District or EPA, the Contractor shall bear the cost of such fines. The BOP as defined in section C.3.7.1.5 shall describe the specific local operating permit rules that apply to equipment in the building, and summarize the requirements to be met.

**C.3.17.2.2 Underground Storage Tanks**

The Contractor shall supplement maintenance guides for underground storage tanks so as to meet any EPA and District of Columbia requirements for monitoring and maintenance. The Contractor shall inspect the underground storage tanks every six (6) months. The Contractor shall satisfy any applicable EPA and District statutory and regulatory requirements regarding underground storage tanks.

**C.3.17.3 Hazardous Material Inventory**

The Contractor shall submit an inventory of all hazardous materials and chemicals intended for use at the Facility to the COTR for approval fifteen (15) days after the contract start date.

**C.3.17.3.1 Contractor's Inventory**

The Contractor's inventory of hazardous materials shall be listed on a Hazardous Materials Inventory Sheet provided by the Contractor. The Contractor shall not use materials or chemicals unacceptable to the District and shall provide alternatives approved by the COTR.

**C.3.17.3.2 Inventory Changes**

The Contractor shall immediately notify the COTR, in writing, of any change in the Hazardous Materials Inventory after the list has been approved by the COTR. The Contractor shall obtain written approval from the COTR prior to using any new or substitute chemical or product.

**C.3.17.3.3 Compliance with the Law**

The Contractor shall in no way use materials and chemicals in a way that threatens the health or safety of District employees or disrupt tenant agency operations due to undesirable odors or fumes. The Contractor shall be liable for all fines and shall comply with all District regulations for safe handling, storage, disposal, and use of any hazardous materials and chemicals. The Contractor shall be charged the cost, in the event of fines or penalties levied by the EPA or an Air Quality Management Authority.

**C.3.17.3.4 Hazmats**

The most commonly encountered hazmats can include pesticides, cleaning agents, paints, adhesives, strippers, solvents, asbestos, polychlorinated biphenyl's

(PCB's), explosives and radioactive material, but may include others. The most likely products to contain asbestos are sprayed-on fireproofing, insulation, boiler lagging, pipe covering and likely products to contain PCB's are transformers, capacitors, voltage regulators, fluorescent light ballast's and oil switches.

**C.3.17.3.5 Asbestos**

200 I Street Building is new construction and is asbestos free.

**C.3.17.3.6 Refrigerants Considered Hazardous**

The Contractor shall maintain strict control of hazardous materials including storage, use and disposal of refrigerants containing Chlorofluorocarbons, CFC Class I substances, and Hydro chlorofluorocarbons, HCFC Class II substances, used for mechanical cooling systems. The Contractor shall obtain copies of and comply with all provisions of the Environmental Protection Agency's (EPA) Clean Air Act of 1990 (Applicable Document #2) and all other Federal Environmental Protection Agency (EPA), State, and DC laws in effect now and those that become effective during the contract's period of performance, pertaining to the storage, use and disposal of refrigerants containing CFC's and HCFC's.

**C.3.17.3.6.1 Technician Certification**

The Contractor shall ensure that all Contractor's staff who handle refrigerants containing CFC's or HCFC's, meet EPA refrigerant certification levels.

**C.3.17.3.6.2 Refrigerant Log**

The Contractor shall develop and complete a Refrigerant Accountability Log Sheet after finishing each individual PM procedure or maintenance repair where CFC or HCFC refrigerants are disposed of, added, or removed.

**C.3.17.3.7 Hazardous Materials Plan**

As a part of Contractor's BOP (C.3.7.1.5) submission, the Contractor shall develop and submit a hazardous materials plan of action which shall contain the following:

- a. Identification of possible hazards, problems, and proposed control mechanisms;
- b. Description of how applicable safety and health regulation and standards are to be met;
- c. Protection of public or others not related to the operation;
- d. Number, type, specialized training completed and experience of staffs to be used for the Work;
- e. Type of protective equipment and Work procedure to be used;

- f. Material Safety Data Sheets (MSDS) and procedures for using, disposing of, or storing the toxic and hazardous materials as described in 29 CFR 1910.1200 (Applicable Document #4);
- g. Emergency procedures for accidental spills or explosions;
- h. Interfacing and control of subcontractors, if any;
- i. Identifications of any required analyses test demonstrations and validation requirements; and
- j. Methods of certification for compliance.

**C.3.17.3.8 Providing Escorts for Surveys**

The Contractor shall escort District inspectors or third party Safety and Environmental Management contractors retained by the District who may conduct periodic hazardous material inventory surveys in the Facility.

**C.3.17.3.9 File Maintenance, Service Calls, and Repairs**

The Contractor shall maintain files in the following formats:

- a. electronic,
- b. hard copy, and
- c. within the CMMS, during the life of this contract, which shall include a copy of any District survey performed where the Contractor was provided a copy thereof.

The Contractor may be issued service calls and maintenance repairs as a result of these surveys. When service calls or maintenance repairs are required to correct deficiencies found during these hazardous material inventory surveys, the Contractor shall respond to such calls or perform such repairs as part of the Basic Services with no additional cost to the District.

**C.3.17.3.9 Additional Obligation**

In addition to the Standard Contract Provision on Indemnification, the Contractor may be charged the cost, in the event of fines or penalties levied by the EPA or an Air Quality Management Authority. NOTE: For the purpose of this section the words materials and chemicals are interchangeable.

**C.3.17.3.10 Contractor Emergency Plan**

**C.3.17.3.10.1 Occupant Emergency Plan (OEP)**

The Building Manager, in conjunction with the COTR, shall implement The District's and Facility Emergency Response Plan (ERP) during building emergencies. The Contractor shall support and follow the prescribed plan(s). Designated Contractor personnel, including the on-site supervisor(s), shall be thoroughly familiar with the District's ERP and shall be trained by the Contractor to fully understand their responsibilities relative to each emergency plan. The

Contractor shall facilitate and participate in fire drills and other emergency type drills.

#### **C.3.17.4.2 Emergency Situation Examples and Plan Due Date**

Contractor participation in emergency plans shall be mandatory during building-related emergencies or natural disasters. The Contractor shall perform the required services as directed by the Property Manager and COTR 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.

**C.3.17.4.2.1** The Contractor's Emergency Response Plan (CERP) shall be submitted to the COTR five (5) days after award and updated as needed. The CERP shall include, at a minimum, the following procedures

- a. The Contractor's communication procedures to be used in providing continuous communication support to the COTR during emergencies.
- b. Employee Information
- c. Information will include the name, contact numbers (mobile and pager) and current position of each employee (in the form of a roster) that will participate in the CERP.
- d. Employee Duties
- e. The specific functions each employee shall perform during emergency situations.

#### **C.3.17.4.3 Strike Contingency Plan (SCP)**

The Contractor shall prepare a Strike Contingency Plan to be used in the event of a strike by his employees. At a minimum, the SCP shall include the following information:

- a. Continuity of Operations Plan (COOP)
- b. A living document which outlines the process for maintaining government operations during emergency situations
- c. Support Personnel
- d. The SCP shall describe in detail how the Contractor will staff the Facility to provide the services defined in this specification during strikes by his employees.
- e. License and Certification
- f. The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the District that all temporary, or replacement employees (including subcontractor employees), shall meet the experience and mechanical license requirements defined in the contract.
- g. Notification
- h. Strike Contingency Plan shall contain procedures to notify the COTR of all impending actual or potential labor disputes as early as possible but no less than two (2) weeks prior to any action;

- i. Temporary or Subcontractor Employees
- j. If temporary or subcontractor employees are to be used, the same information is required as described in the Strike Contingency Plan as part of the BOP (C.3.7.1.5).

**C.3.18 COMPLIANCE WITH FEDERAL AND DISTRICT CODES, LAWS, AND REGULATIONS**

**C.3.18.1 Laws and Regulations**

**C.3.18.1.1** The Contractor shall comply with the most recent versions and any future revisions of all applicable federal and District laws, regulations, and policies and procedures in the fulfillment of the required services. The Contractor shall note that the Facility is subject to District of Columbia law, codes, and regulations and environmental laws. The Contractor shall ensure compliance with the federal and District laws and regulations provided in C.1.1, Applicable Documents, and any other relevant laws and regulations.

**C.3.18.1.2** The Contractor shall also comply with the District’s policy of voluntary conformity to certain District of Columbia law, regulations and code requirements even when permits or approvals from local regulators are not required; the Contractor shall ask the advice of the COTR when such issues arise.

**C.3.18.1.2** The Contractor shall ensure compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work, and shall hold the District harmless for any action on his part or that of his employees or subcontractors, which results in illness, injury or death.

**C.3.18.1.3** The Contractor shall be liable for all fines and shall comply with all District regulations for safe handling, storage, disposal, and use of any hazardous materials and chemicals. The Contractor shall be charged the cost, in the event of fines or penalties levied by the EPA or an Air Quality Management Authority.

**C.3.18.2 Licenses and Permits**

**C.3.18.2.1** The Contractor shall ensure compliance with applicable licenses and permits associated with the operations, maintenance, and repair of the Facility and the Facility’s systems and equipment.

**C.3.18.2.2** The District also has a policy of voluntary conformity to certain District of Columbia law, regulations and code requirements even when permits or approvals from local regulators are not required; the Contractor shall ask the advice of the COTR when such issues arise.

**C.3.19 CONSOLIDATED MAINTENANCE RELATED SERVICES**

The Contractor shall provide the following consolidated maintenance related services:

**C.3.19.1 Staff**

**C.3.19.1.1** The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work, and shall hold the District harmless for any action on his part or that of his employees or subcontractors, which results in illness, injury or death. The Contractor shall employ a sufficient number of capable and qualified employees to enable the Contractor to properly, adequately, safely, and economically operate, maintain, and perform repairs at the Facility. The Contractor shall:

- a. Oversee all matters pertaining to the employment, supervision, compensation, promotion, and discharge of the Contractor's employees;
- b. Ensure all staff is a citizen of the United States or an alien/immigrant who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form 1-51;
- c. Agree not to employ any person undergoing sentence of imprisonment except as provided in the contract, or by law; and
- d. Agree to dismiss from work any employee who is identified by the District as a potential threat to the health, safety, security, general well-being or operational mission of the Facility and its population.

**C.3.19.1.1.1** If the District receives an unsuitable report on any employee or prospective employee, the Contractor shall be advised immediately that such employee or prospective employee cannot continue to work or be assigned to work under the contract.

**C.3.19.1.2** The District has full and complete authority and discretion over the granting, denying, withholding and terminating of clearances for employees and Contractor personnel, including subcontractors. The District may, as it deems appropriate, authorize and grant temporary clearance to employees of the Contractor. However, the granting of a temporary clearance to any such employee shall not be considered as assurance that full clearance will follow as a result or condition thereof. The granting of either temporary or permanent clearance shall in no way prevent, preclude or bar the withdrawal or termination of any such clearance by the District in the future.

**C.3.19.1.3 Key Personnel**

The Contractor shall provide a Chief of Operations/Property Operations Manager, Chief Engineer, and a Custodial Services Manager as key personnel. The key personnel are considered essential to the work being performed under this

contract. The list of key personnel along with their complete contact information shall be submitted as a part of the BOP (C.3.7.1.5). The Contractor shall ensure Key Personnel, including any on-site supervisor, shall meet the following minimum qualifications:

- a. Fluent, both spoken and written, in the English language;
- b. Prior experience working on a facility similar in size and complexity for a minimum of three (3) years; and
- c. Fully certified in all LEED Platinum Standard Requirements and Services.

#### **C.3.19.1.3.1 Property Operations Manager (POM)**

The Contractor shall designate a qualified Property Operations Manager (POM) as chief of operations. The designated POM shall be an employee of the Contractor and act on behalf of the Contractor during the term of the contract. The POM shall reside in an office at the Facility during Normal Occupant Working Hours and be available after hours via mobile phone. The Contractor shall ensure the POM shall meet the following qualifications:

- a. Possess the skills specific to the Facility;
- b. Operational experience consistent with the functions identified in Section C.3;
- c. Understanding and experience of mechanical, electrical, and utility systems, maintenance and repair, and cleaning functions.
- d. A minimum of five (5) years of recent (within the past ten {10} years) experience in directing personnel who are responsible for operating and servicing of a building of relevant size, type, complexity, and scope within this contract.
- e. Demonstrated capacity to provide positive customer relations and skills.

#### **C.3.19.1.3.2 On-Site Chief Engineer (CE)**

The Contractor shall designate a qualified Chief Engineer (CE) as lead technical person for the engineering services in the Facility. The designated CE shall be an employee of the Contractor and act on behalf of the Contractor during the term of the contract. The CE shall reside in an office at the Facility during Normal Occupant Working Hours and be available after hours via mobile phone. The Contractor shall ensure the CE shall meet the following qualifications:

- a. Possess the skills specific to the Facility;
- b. Operational experience consistent with the functions identified in Section C.3;
- c. Understanding and experience of mechanical, electrical, and utility systems, maintenance and repair, and cleaning functions;
- d. Possess and retain a District of Columbia 1<sup>st</sup> Class Stationary Engineers license as required by the District;

- e. At least five (5) years of recent (within the past ten {10} years) experience in directing personnel who are responsible for operating and servicing of a building of relevant size, type, complexity and scope within this contract, including documentation that the Chief Engineer has a minimum of three (3) years operating experience with a DDC system.

#### **C.3.19.1.3.3 Custodial Service Manager (CSM)**

The Contractor shall designate a qualified Custodial Services Manager (CSM) to coordinate and manage all janitorial, trash removal and recycling services in the Facility. The designated CSM shall be an employee of the Contractor and act on behalf of the Contractor during the term of the contract. The CSM shall reside in an office at the Facility during Normal Occupant Working Hours and be available after hours via mobile phone. The Contractor shall ensure the CSM shall meet the following qualifications:

- a. Possess the skills specific to the Facility;
- b. Possess experience in directing operation and maintenance of a commercial building for custodial services, supervisory control systems and other characteristics of custodial services to be performed and maintained under this contract.
- c. At least three (3) years of recent supervisory experience (within the past five {5} years) in directing, operating, maintaining, and providing custodial services, managing supervisory control systems and other characteristics of custodial services for a building of relevant size, type, complexity and scope within this contract.

#### **C.3.19.1.4 Other Staff**

The Contractor shall provide adequate trained staff and supervision to perform the requirements described in Section C.3. The Contractor shall provide staff with the associated qualifications to provide the required services. The Contractor shall not allow its on-site, technically qualified staffing level to drop below a point during Normal Occupant Working Hours that hinders satisfactory contract execution.

##### **C.3.19.1.4.1 Administrative Staffer/s (AS)**

The Contractor shall provide Administrative Staffer/s (AS) for Service Call operations (C.3.16) and tenant request implementation and management of the required services. The Contractor shall provide the appropriate administrative staffers to directly receive, record, and monitor the performance of all service calls, including service calls that are re-classified to a repair. The designated AS shall reside in an office at the Facility during Normal Occupant Working Hours. The Contractor shall ensure AS at a minimum:

- a. Possess the skills specific to the Facility including the operational experience and a level of proficiency to handle service calls and Facility functions;
- b. Maintain a general understanding of the Facility's functions;
- c. Possess positive customer service skills; and
- d. Performance evaluations consider the results of tenant satisfaction surveys and tenant complaints.

**C.3.19.1.4.2 Contract Manager**

The Contractor shall identify and submit to the COTR within five (5) days of contract award date a written notice designating a contract manager, to whom all notices issued by the District may be delivered or mailed, including notices required under the contract for proposed deductions and final decisions under the deduction provisions of the contract and two alternates telephone number shall be furnished to the COTR for contacting the contract manager. The Contractor shall use internet-accessible e-mail as a method of documented informal communication between the contract manager and District representatives.

**C.3.19.1.4.3 On-Site Supervision**

The Contractor shall provide an "on-site supervisor" to provide on-going supervision at the Facility during Normal Occupant Working Hours. The On-Site Supervisor shall be designated in writing and have the authority to act for the Property Manager on all matters relating to the operation of the Facility in their absence. The COTR will also approve this individual (s) prior to their assuming these duties and responsibilities. The District will not supervise Contractor employees. If a single technician is present, that technician shall be capable and qualified to work independently and shall be able to speak for the Contractor for purposes of performance of the work at hand. If multiple technicians are present, the Contractor shall identify one as being supervisory (although the supervisor may be a working technician).

**C.3.19.1.4.4 On-site Staff**

The Contractor shall maintain sufficient on-site staff with the authority and skills to perform immediate response to a variety of service calls involving multiple trades and skills.

**C.3.19.1.4.4.1 Technicians and Service Personnel**

The Contractor shall maintain a sufficient number of technicians to adequately provide the required services. The Contractor shall ensure staff at a minimum:

- a. Perform the required services in a skillful and workmanlike manner;
- b. Maintain a familiarity with federal and District laws and regulations and the acceptable industry standards provided in Section C.1.1;

- c. Possess current certification in training and safety including the proper use of equipment and adherence to all safety rules and regulations and shall not create any hazardous or unsafe conditions while performing work under the contract;
- d. Possess valid government issued identification at all times when performing work under this contract;
- e. Possess at least three (3) years of recent (within the past five {5} years) experience in the operation and maintenance of equipment and systems comparable in complexity to systems covered by this contract.
- f. Not an employee of the District of Columbia if the employment of that person would create a conflict of interest;
- g. Present a neat appearance and wear appropriate uniforms that shall not be torn, tattered, or soiled, and shall practice good personal hygiene.
  - 1. All Contractor employees shall wear such clothing as coveralls, smocks, uniform shirt and trousers, or uniform blouse and skirt or slacks.
  - 2. Clothing shall have the employee's name and the company name affixed thereon in a permanent or semi-permanent manner, such as a badge or monogram, which is easily readable.
  - 3. The Contractor employees shall comply with a standard uniform dress code accepted by the COTR; any color or color combination is acceptable.
  - 4. Supervisors shall be easily recognizable, either by distinctive clothing, or by an easily readable badge or monogram.
  - 5. The Contractor shall ensure that every employee is in uniform no later than the time specified by the COTR or, otherwise, no later than two (2) work days from the date an employee first enters on duty.
  - 6. The Contractor employees shall have identification badges, which they shall wear visibly at all times while on the premises.
  - 7. Skilled Technicians - Personnel engaged in operation and maintenance activities specified by this contract shall possess licenses issued by the District of Columbia DCRA (Applicable Document #17) or other jurisdiction equivalent to District of Columbia licensing requirements.
    - i. Electricians shall possess a valid Journeyman Electrical License, issued by the District of Columbia.
    - ii. Elevator mechanics shall possess a valid Journeyman Elevator License
    - iii. Plumbers shall possess a valid Journeyman Plumbers License issued by the District of Columbia

- iv. Backflow presenters shall have the appropriate licenses and/or certifications.
  - v. Technicians working on and around boilers and chillers possess current District of Columbia Stationary Engineers as required by the District to operate the equipment contained in this contract.
  - vi. Team leader for testing and maintenance shall be a fire alarm technician with a minimum National Institute for Certification in Engineering Technologies (NICET) Level III certification (Applicable Document #25). The team leader shall also provide proof of factory certification from the manufacturer for the type of equipment located in the Facility.
  - vii. Technicians who assist in the testing and maintenance shall also provide proof of factory certification from the manufacturer for the equipment located in the Facility. Technicians shall be qualified to perform all fieldwork necessary to maintain the system. In addition, the business shall have been in operation and established for at least three (3) years. The COTR may reject any proposed Contractor who cannot show evidence of the required qualifications.
  - viii. All employees who handle refrigerants containing Chlorofluorocarbons (CFCs) shall be required to pass a United States Environmental Protection Agency (EPA) approved exam, to achieve a level IV (universal) certification (Applicable Document #3) and provide proof of such certification as a part of the submission of the BOP (C.3.7.1.5), change of personnel during this contract period and as requested by the COTR. All operation and maintenance activities specified under this contract shall comply with the Hazardous Material requirements. The Contractor shall comply with all provisions of the Clean Air Act of 1990 (Applicable Document #2).
8. Trainees not meeting the experience requirement may be employed in work under this contract if under the direct supervision of Contractor's journeyman technician at all times.
9. Contractor's supervisory personnel shall have experience sufficient to equip such personnel with the particular knowledge, skills and abilities necessary to supervise the operations and maintenance functions in buildings comparable in size and complexity to the District's Facility and its systems.

10. The Contractor shall be granted an exception(s) to the experience requirement by the COTR on a case-by-case basis, at the sole discretion of the COTR.

**C.3.19.1.5 Staff Documentation**

**C.3.19.1.5.1** The Contractor shall ensure that the Contractor's staff and any subcontractor staff maintain the appropriate documentation for all existing and new staff as described below.

- a. Evidence that minimum qualifications described in C.3.19.1.2.4.1 are satisfied;
- b. Resume;
- c. References;
- d. Evidence of successful completion of required training;
- e. License, certification, permits and evidence of bond, as required by the DC DCRA (Applicable Document #16) or any other applicable law; and
- f. Security Clearance Requirements as described in C.3.19.1.5.4.

**C.3.19.1.5.2** The Contractor shall provide the same required documentation for all new employees hired after the contract start date and shall submit such information to the COTR not later than ten (10) days before the employee's start work date. The COTR will review the resumes and may verify references, training, past performance in the trades in which proposed for this contract, and work history before issuing a certification of approval or denial in writing.

**C.3.19.1.5.3** The Contractor shall ensure that the Contractor's staff documentation remains current and is updated as necessary to ensure current licenses, certifications are maintained.

**C.3.19.1.5.4 Security Clearance Requirements**

**C.3.19.1.5.4.1** The Contractor shall submit to the COTR or his designee, not later than twenty (20) working days prior to the start date of contract performance, two completed fingerprinting charts and one personal history statement, using forms provided by the District, for all Contractor personnel including subcontractor personnel who have access to the Facility in the performance of contract work. These forms will be submitted for new employees before they can commence duty in the Facility.

**C.3.19.1.5.4.2** The Contractor shall continue throughout the performance of the contract to provide the above security information for any new personnel, twenty (20) days in advance of the proposed assignment of such personnel. The District will make its best efforts to process the security information in twenty (20) days, but if the screening process takes longer than twenty (20) days,

**C.3.19.1.5.4.3** The Contractor shall provide additional Personal Protective Equipment (PPE) required for the safe performance of work. Protective clothing, equipment, and

devices shall, at a minimum, conform to (OSHA) standards for the products being used.

**C.3.19.1.6 Organizational Chart**

**C.3.19.1.6.1** The Contractor shall develop and provide an organizational chart to show the Contractor's total resources to be used in the performance of the required services. The Contractor's Organizational Chart shall identify at a minimum the following:

- a. Key staff (C.3.19.1.1);
- b. Other staff (C.3.19.1.2);
- c. Number of Positions/Job Classifications;
- d. Lines of responsibility and accountability; and
- e. Subcontractors.

**C.3.19.1.6.2** The Contractor shall provide an updated Organizational Chart at a minimum annually.

**C.3.19.1.7 Staffing Plan**

The Contractor shall develop and provide a staffing plan consistent with the Contractor's organizational chart (C.3.19.1.4). The Staffing Plan shall include at a minimum the following:

- a. Staffing levels (including supervision) depicting various job classifications (e.g. 12 janitors, 2 maintenance workers, 1 supervisor);
- b. Work schedules for the Facility including daily, weekly, and periodic tasks.
- c. A list of all technicians and service personnel and their qualifications to perform the required services.
- d. A roster of all contract employees by name and job title to include individual tours of duty and work assignments. This list shall be updated by the Contractor as necessary;
- e. Identification of the Contractor's staff member responsible for oversight of the QCP; and
- f. Identification of the Contractor's staff member responsible for functions associated with such oversight as well as authority in dealing with District contracts shall be identified.

**C.3.19.1.8 Job Descriptions**

The Contractor shall develop and provide job descriptions for each position appearing on the Contractor's organizational chart (C.3.1.9.1.4). The job description shall identify at a minimum the following for each position:

- a. Minimum qualifications;
- b. Position specific qualifications;
- c. Training requirements;
- d. Tasks and responsibilities;
- e. Performance measures; and
- f. Supervisor

**C.3.19.1.9 Training**

The Contractor shall ensure that the Contractor's staff receives the appropriate training.

**C.3.19.1.10 Standards of Conduct**

The Contractor shall develop and maintain satisfactory standards of personnel and employee competence, conduct, appearance, and integrity, and shall take necessary disciplinary action with respect to staff, and all personnel providing work under this contract, as may be necessary. The Contractor shall ensure that the Contractor's staff do not disturb operations, remove papers on desks, open desk drawers or cabinets, or use District supplies, computers, telephones and/or office equipment except as authorized.

**C.3.19.1.11 Security/Daily Attendance Record**

The Contractor shall maintain daily attendance records of Contractor staff performing services under this contract. The Contractor shall maintain all attendance records to include each staff member's name, hours worked, location worked and Facility assignment.

**C.3.19.1.11.1** The Contractor shall ensure that subcontract employees shall identify themselves by providing appropriate information and their signatures as they enter and leave the building. The District requires all subcontract employees to sign in whenever they enter or leave the building, which includes during Hours of Operation, when providing Reimbursable Services, Deficiency Repair, or when providing any basic services. Subcontract Supervisors shall indicate their titles along with their signatures. The log, designed by the Contractor and acceptable to the District, shall be signed by all Contractor employees at the building entrance, and/or other location designated by the COTR. This log shall contain columnar line entries for such information as Date/Time of Arrival/ Departure, Hours Worked and type of work Performed. All employees shall make entries to the log on-site. There shall be no exceptions to this requirement. A copy of the daily sign-in/sign-out log shall be submitted to the COTR within five (5) calendar days of each month.

- C.3.19.1.11.2** The Contractor shall ensure that every employee has a Contractor identification/building pass before the employee enters on duty; these passes differ from the Contractor issued passes to its employees in that the District shall furnish these passes in accordance with Protective Services Police Division (PSPD) policies and procedures in effect. The Contractor and the COTR shall authorize each pass issued. The Contractor shall ensure that all passes are returned to the COTR upon expiration of the contract, or when employees are dismissed or terminated.
- C.3.19.1.11.3** The Contractor shall ensure that all employees, including subcontractor employees, display building passes at all times. For verification purposes, the COTR, or his/her designated representative, shall periodically compare passes issued to Contract employees with their personal and or employer issued identification.
- C.3.19.1.11.4** The Contractor shall ensure that each employee has a Facility pass or ID badge, as required pursuant to procedures required by the Facility Manager.
- C.3.19.1.11.5** The Contractor shall assure that all employees visibly wear their passes with them during duty hours. The District may periodically verify the passes of Contractor employees with their personal identification.
- C.3.19.1.11.6** The Contractor shall make his employees available for production of photo identification badges on a schedule to be worked out with the District field office. The badges will be produced by the District, upon receipt of a favorable security report (see Section C.5.98.5, "Security Clearance Requirements"). Contractor shall remove all personnel who fail the District's security screening. Contractor employees will sign such ID badges at time of photography, if applicable. Employees shall not be permitted to begin work until badges have been issued. The Contractor shall assure that all badges are returned to the COTR as employees are terminated and when the contract expires. The Contractor shall immediately notify the COTR of loss of a badge.

**C.3.19.1.12 Communication**

**C.3.19.1.12.1 Mobile**

The Contractor shall ensure key personnel and on-site supervisors, on-site technician(s), engineer(s), and the on-site janitorial and administrative supervisor(s), shall maintain local pagers, cell phones with e-mail capability and wireless messaging devices to allow contact by the District at all times. The Contractor shall ensure that the mobile service provider's signal strength is adequate for successful communication transmission (data and voice) throughout the Facility or radio communication for use in low signal strength areas within the building shall be used.

**C.3.19.1.12.2 Contractor's Contact & Response after Normal Occupant Working Hours**

The Contractor shall provide the COTR with telephone numbers, which may be used after Normal Occupant Working Hours, to directly contact the Contractor, Property Operations Manager, Chief Engineer, Custodial Services Manager, and on-site supervisory personnel. Telephone numbers are due to the COTR five (5) days before contract and project start. After Normal Occupant Working Hours, the Property Operations Manager, Chief Engineer and on-site supervisors shall be available within one (1) hour at the building, when requested by the COTR, to respond to an emergency condition. The Contractor shall immediately notify the COTR of any emergency telephone number changes.

Additionally, the Contractor shall furnish District pagers, cell phones (with e-mail capability) and wireless messaging devices related to the performance of this contract to its employees (contractor shall utilize such items in accordance with general District policy and laws). This telephone system shall be used by the Contractor's on-site supervisors to instantly communicate with the Property Manager/Supervisor, COTR, and other parties twenty-four (24) hours a day, seven (7) days a week. Office and mobile telephone numbers shall be provided to the COTR five (5) days after contract award. In addition, on site staff shall have additional means of communication (Motorola "walkie-talkie", direct connect mobile phone feature) compatible with existing Building system, should certain areas in the building not have sufficient wireless reception.

**C.3.19.1.13 Contractor Staff Readiness**

The Contractor shall ensure that the building is fully staffed the first day of occupancy. The Contractor's employees shall be familiar with and able to operate the building fire alarm system and trained on the procedures to follow in the event of fire or other emergency within five (5) days of contract award. The Contractor shall require that all contract employees attend an orientation conducted by the COTR. The orientation will include an explanation of the occupant agency's function and a tour of the Facility. It will also familiarize contract employees with key client agency personnel and areas of the Facility requiring special attention.

**C.3.19.1.14 Payroll Records**

The Contractor shall provide a certified copy of the Contractor's last payroll

prior Upon request in writing by the COTR, within five (5) working days, furnish to date of said request. The Contractor's payroll shall reflect payments for all Contractors' personnel working under this contract during the payroll period. The COTR may request copies of any or all payrolls during the life of the contract.

**C.3.19.2 Supplies, Materials and Equipment**

- C.3.19.2.1** The Contractor shall furnish all supplies, materials, equipment, and vehicles necessary to provide the required services.
- C.3.19.2.2** The Contractor shall retain, display, and furnish all Material Safety Data Sheet (MSDS), as required by law, for any materials used in the performance of this contract. The Contractor shall make efforts to use recycled paper products and environmentally preferable materials.
- C.3.19.2.3** Except for those items or services specifically stated to be District furnished, the Contractor shall furnish everything required to perform work under this contract.
- C.3.19.2.4** The Contractor shall arrange for the installation, at his expense, of private business telephones and mobile phones, and furnish the COTR with a list of these numbers.
- C.3.19.2.5** At the expiration or termination of this contract, all equipment furnished and installed by the Contractor, to the Facility's equipment and systems, shall remain and becomes the property of the District.
- C.3.19.2.6** The Contractor shall in no way use materials and chemicals in a way that threatens the health or safety of District employees or disrupt tenant agency operations due to undesirable odors or fumes.
- C.3.19.2.7** The Contractor shall provide all labor, materials, and equipment necessary for the protection of District personnel, equipment, furnishings, Facility, and Facility accessories (including but not limited to: parking lots and fences) from damage that may be caused by Contractor's negligence or other incident. Fixed items shall be removed, if necessary, and replaced in their original locations. Equipment, furnishings, Facility and Facility accessories damaged due to work performed by the Contractor under this contract, or under a purchase order placed to a subcontractor under this contract, shall be repaired or replaced to their original condition by the Contractor at no additional cost to the District.
- C.3.19.2.8** The Contractor shall ensure all equipment is properly guarded and meets all applicable OSHA standards. For example, vacuum cleaners should meet the minimum requirements of the Carpet & Rug Institute's Green Label Program. Floor machines should be equipped with active vacuum attachments to capture fine particles. Filters should be replaced as necessary and in accordance with manufacturer's directions and specifications. If a piece of equipment is defective and needs repair, the Contractor shall immediately stop using the equipment. Repair or replacement of defective equipment shall be made within forty-eight (48) hours.
- C.3.19.2.9** The Contractor shall install private outside business phones for his use in making calls and conducting business. The Contractor shall be required to maintain local

and long distance telephone service related to the performance of this contract. The Contractor shall be solely responsible for the installation, maintenance, and charges for such telephone service. The Contractor shall be responsible for any misuse of the service.

**C.3.19.2.10** The Contractor shall not use propane powered equipment in the building.

**C.3.19.3 Hours of Operations/Time of Work**

**C.3.19.3.1** The Contractor shall perform all work Monday through Friday during Normal Occupant Working Hours, unless otherwise directed by the COTR.

**C.3.19.3.2** Normal Occupant Working Hours for the Facility are listed in Attachment J.9, Building Information.

**C.3.19.3.3** The Contractor shall as part of basic services maintain the operations of mechanical, electrical, and utility equipment at the Facility during other than Normal Occupant Working Hours to prevent damage to the Facility, or Facility systems and equipment, due to freezing outdoor temperatures. The District considers these hours part of Basic Service and the Contractor will not be reimbursed for these hours.

**C.3.19.3.4** The District recognizes the following holidays:

|                 |                                   |
|-----------------|-----------------------------------|
| New Year's Day  | Martin Luther King's Birthday     |
| President's Day | Emancipation Day                  |
| Memorial Day    | July 4 <sup>th</sup>              |
| Labor Day       | Columbus Day                      |
| Veteran's Day   | Thanksgiving Day                  |
| Christmas Day   | Inauguration Day *when applicable |

- i. Should a holiday fall on a weekend, the day designated by the Federal Government shall be recognized as the holiday.
- ii. For Purposes of this contract, should the facilities providing special and unique services require business operations during any holiday, it shall be treated as a regular business day at no extra cost to the District.

**C.3.19.3.5** Hours of operation are the minimum work hours the Contractor shall provide on-site operating personnel at the Facility. They are the hours that building mechanical and electrical equipment and systems shall be operated to provide the environmental temperatures as defined in the contract. The Contractor shall provide all required services associated with Facility operation during Hours of Operation. Hours of operation generally begin before and extend beyond Normal Occupant Working Hours. Hours of operation are to be determined by the Contractor and shall be clearly identified in the BOP (C.3.7.1.5).

**C.3.19.3.6** Adverse Weather Conditions or Interruption of Service Due To Renovation

The Contractor shall be responsible for the operation of Facility equipment and systems beyond normal Hours of Operation when directed by the COTR. Interruption of service to Facility utilities due to renovations and or construction may be permitted only with prior approval of the COTR. The Contractor will receive no additional reimbursement for these hours.

**C.3.19.3.7 Additional Requirements**

The Contractor personnel shall be available at times other than those specified in the Contractor's BOP (C.3.7.1.5). Additional requirements for Contractor personnel may include, but will not be limited to:

- a. Reimbursable Facility operation services.
- b. Reimbursable Facility janitorial services.
- c. Emergency Service Calls at other than Normal Occupant Working Hours for mechanical, electrical and utility systems repairs.
- d. Operation of necessary Facility equipment to maintain design environmental conditions in special areas.

**C.3.19.3.8 Impact and Power Tools, Open Flame**

The Contractor shall not be permitted to use impact tools for cutting concrete or for installation of inserts and the use of power-actuated tools in occupied office spaces during Normal Occupant Working Hours. The Contractor shall use impact tools and power-actuated tools during other than Normal Occupant Working Hours with written permission of the COTR in each instance. The COTR's permission shall specify the times and locations impact tools and power-actuated tools may be used by the Contractor. The Contractor shall use burning or welding equipment only with written permission from the COTR. The Contractor shall obtain a Welding and Burning Permit, issued by the COTR, or his/her representative, in advance for each day welding or burning is performed. The Contractor shall also provide a copy of this permit to the Facility security guard desk.

**C.3.19.3.9 Occupancy of Premises**

The Contractor shall The Facility may be occupied, as directed by the COTR, by the other vendors/contractors during the performance of this contract. The Contractor shall coordinate all work with others using the premises, including District agencies, and other Contractors, through the COTR.

**C.3.19.4 Scheduling Work**

- C.3.19.4.1** Furniture and portable office equipment in the immediate area of work to be performed by the Contractor shall be moved by the Contractor, if required, and replaced to its original location by the Contractor. If the Contractor's work required by this contract will not allow furniture and portable office equipment to

be replaced to its original location, new locations will be designated by the COTR for placement by the Contractor.

- C.3.19.4.2** Delivery and storage of materials and equipment and accomplishment of all work shall be made with a minimum of interference to District operation and personnel. The Contractor shall coordinate through the COTR any deliveries involving prolonged use of the loading area or any other Facility entrance or space that could cause interruption in Facility activities prior to any interruption of activities. The Contractor shall make deliveries of all large, heavy, bulky, and “on wheels” deliveries through the loading area only. The Contractor shall not use pedestrian entrances unless otherwise authorized by the COTR.
- C.3.19.4.2.1** The route for moving materials or equipment within the Facility and the point of delivery of these materials or equipment to the Facility shall be approved by the COTR. The Contractor shall repair all damage done by the movement of materials or equipment at no additional cost to the District. The Contractor shall ensure that the finished repaired surface matches the original construction and finish.
- C.3.19.4.3** The Contractor shall schedule with and receive approval by the COTR all temporary outages of any utility services, security or fire alarm systems required for the performance of work no less than seventy-two (72) hours in advance of such outages. When PM requirements necessitate a temporary outage of building services, the Contractor shall ensure that these PM requirements shall be accomplished at other than Normal Occupant Working Hours with no additional reimbursement to the Contractor.
- C.3.19.4.3.1** The Contractor shall ensure that interruptions to Facility services be kept to a minimum and those, which adversely affect the environmental conditions in occupied portions of the Facility, shall be performed at other than Normal Occupant Working Hours and no additional reimbursement will be provided to the Contractor. The Contractor shall obtain prior written approval from the COTR for any interruption to building services due to equipment or system outages.
- C.3.19.4.4** In the event District Government employees are dismissed from work due to inclement weather, unanticipated holidays declared by the Mayor, or failure of the Congress to appropriate funds, the Contractor shall be required to operate special areas of the Facility twenty-four (24) hours a day, three hundred sixty-five (365) days per year unless otherwise excused by the COTR. If the dismissal is due to emergency conditions, flood, fire, severe weather, or other reasons identified by the COTR, the COTR may require the Contractor to provide on-site coverage for the emergency by having all Contractor personnel employed under this contract immediately report to work at the Facility.

**C.3.19.4.5** Any work, which will alter the original appearance of the Facility, included in this specification, or which would impact the historical or other design of the Facility in any manner, shall be approved in advance by the COTR.

**C.3.19.5 Quality Control Program (QCP)**

**C.3.19.5.1** The Contractor shall maintain a formal quality control program, with the aim of preventing deficient contract performance. This program shall be described in the BOP (C.3.7.1.5); such description shall detail the plan and the methods of implementation. The QCP shall at a minimum

- a. Establish the minimum requirements for the quality control system to be provided and maintained by the Contractor.
- b. Ensure that the requirements of the contract are provided as specified.
- c. Ensure that the required services specified in this contract meet the highest quality,
- d. Consistent with best industry practices,
- e. Assure timely provision of services,
- f. Optimum tenant agency satisfaction, and
- g. Adequate protection of District assets.

**C.3.19.5.1.1 Inspection Reports**

The results of all quality control inspections conducted by the Contractor shall be documented on inspection reports and provided to the COTR when requested. It is also applicable for subcontractors where District inspection is required. In such cases, it is the contractor's responsibility to include in writing in each subcontract the use of this standard by his/her subcontractor.

**C.3.19.5.2** The Contractor shall revise the plan during the life of the contract to ensure objectives are met. All revisions shall be approved by the COTR. The Quality Control Plan shall include, but not be limited to:

**C.3.19.5.2.1 Inspection System**

An inspection system, which shall include all requirements listed in the Performance Work Statement (e.g., preventive maintenance, service calls, repairs, equipment operations, tours, operational functions, janitorial services) and inspection procedures such as the following methods:

- a. A system of regular work inspections by off-site company representatives;
- b. A system of regular inspections by on-site staff (may be consolidated with the Tours program);
- c. Frequency of inspection, acceptance and rejection criteria, corrective action, and procedure for recording results of inspections.
- d. Specify areas to be inspected, when inspections will occur and titles of individuals performing inspections.

- e. The QCP shall identify how the Contractor shall correct noted deficiencies within the time frame specified in the notice identifying the deficiencies.
- f. Any changes to the inspection systems during the life of the contract shall require the approval of the COTR.

**C.3.19.5.2.1.1** Any equipment uncovered during the inspection not performing at full capacity shall be repaired or replaced according to the standards set forth in this contract.

**C.3.19.5.2.1.2** Any equipment disabled as a result of any inspection shall be placed back in service at the end of the inspection or at the end of the day, whichever comes first.

**C.3.19.5.2.2 Self-Evaluation**

The Contractor shall submit quarterly to the COTR a self-evaluation report detailing the quality of service provided during the prior quarter. The report is due within five (5) business days of the end of the quarter. This report shall include as a minimum the result of the quality control inspections, an explanation of efforts taken in the prior quarter to improve service and efforts planned for the present quarter to improve quality.

**C.3.19.5.2.3 Administrative Methods**

The administrative methods are procedures the Contractor will use for identifying, correcting, and preventing defects in the quality of service performed before such level of performance becomes unacceptable to the COTR. The Contractor shall include plans for revising job schedules as new and better ways are found to perform given tasks.

**C.3.19.6 Performance Measures**

The rating(s) the Contractor receives on inspections and evaluations conducted by the District will be reflected in the past performance reports. These reports may affect the exercise of options, whether contractor is awarded future District contracts and whether the contract is terminated for non-performance.

Excessive tenant complaints, non-performance or timeliness of performance may result in any of the actions noted above.

When the Contractor's non-performance results in the use of independent means to provide the service, the Contractor shall be charged if additional costs are incurred.

Inadequate performance is just as undesirable as nonperformance, and the cost of correcting inadequate performance in a particular area may equal or exceed the cost of the initial work. If the Contractor fails to provide satisfactory service, the COTR may have the work accomplished by another contractor and deduct the cost from the payment due to the Contractor.

**C.3.19.7 Performance Objectives**

**C.3.19.7.1** District representatives will conduct tours and inspections through the Facility and other areas covered by this contract, such as, walkways, bathrooms, with the Contractor's representative, to ascertain the quality service level being performed. The Contractor will develop an Inspection Form that will be approved by the COTR. The District will inform the Contractor of a less than satisfactory performance. The inspections will be executed as described on the Inspection Form.

**C.3.19.7.2** Contractor performance will be rated by the District's evaluation of results, NOT the frequency or method of performance. The evaluation of results will be based on tenant satisfaction measured by the combination outcomes of FAST work order satisfaction surveys, other quality service tenant surveys developed by the District, resolution rate of work orders and validated tenant complaints, and the District's scheduled and/or unscheduled Facility inspections.

**C.3.19.8 Reports and Plans**

**C.3.19.8.1 Accident Reports**

The Contractor shall report to the COTR all accidents, such as those resulting in treatment of an injury at a medical facility; or damage to property other than that of the Contractor. All such accidents shall be reported to the COTR by telephone or e-mail within twenty-four (24) hours of the incident. The Contractor or Subcontractor shall forward to the COTR a copy of each accident report that is submitted to their insurance carriers no later than seven (7) calendar days after the day the accident occurred.

**C.3.19.8.2 Transition Plans**

The Contractor shall develop transition plans, which shall describe staffing and organizational structure during the phase-in and phase-out transition periods.

**C.3.19.8.2.1 Phase-In**

The Contractor shall submit a written Phase-in Transition Plan along with the BOP (C.3.7.1.5). The Phase-in Transition Plan for a newly-constructed Facility shall be in accordance with Attachment J.10 and shall address at a minimum:

- a. Validate equipment tag installation
- b. Accept and store attic stock provided by the GC or as directed by the COTR
- c. Accept and organize O&M documentation
- d. Accept and organize required equipment and system certifications
- e. Coordinate and participate in GC provided training