

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF GENERAL SERVICES



D.C. DEPARTMENT OF GENERAL SERVICES

REQUEST FOR PROPOSALS

Consolidated Maintenance Services for
The Unified Communications Center and Public Safety Communications Center
“Open Market “

September 16, 2015

- Proposal Due Date:** October 7, 2015 by 2 p.m. EST
- Proposal Delivery Location:** Department of General Services
Attn: Kimberly Gray
Frank D. Reeves Center
2000 14th Street, NW
Contracts & Procurement Division, 8th Floor
Washington, DC 20009
- Pre-proposal Conference:** September 24, 2015 at 10:00 a.m. EST
Department of General Services
Unified Communications Center
Room B-208
2720 Martin Luther King Avenue, S.E.,
Washington, DC 20032
- Contact:** Jacqueline Harrison, Contract Specialist
DC Department of General Services
Frank D. Reeves Center
2000 14th Street, NW, 8th Floor
Washington, D.C. 20009
Phone: (202) 698-7760
jacqueline.harrison4@dc.gov
- Solicitation Number:** DCAM-16-NC-0020

SECTION B SUPPLIES OR SERVICES AND COST

B.1 INTRODUCTION

The District of Columbia, Department of General Services (DGS) is seeking a Contractor to provide consolidated maintenance services including the management, supervision, labor, materials, supplies, and equipment (except as otherwise provided) to ensure effective performance of Operations, Maintenance and Repair (OM&R) services at the Unified Communications Center (UCC) and the Public Safety Communications Center (PSCC).

This procurement is an open market Solicitation.

B.2 TYPE OF CONTRACT

B.2.1 The District contemplates award of a firm fixed price contract with a cost-reimbursement component.

B.2.1.1 The Contractor shall be reimbursed for costs incurred in performing Reimbursable Services (C.3.20) approved in advance in writing by the Contracting Officer (CO). Reimbursable services which cost \$10,000.00 or more will require the CO's approval thru a Task Order. The Contractor shall use the hourly rates established in the Reimbursable Services Price Schedules (B.4) to determine costs associated with Reimbursable Services.

B.3 SMALL BUSINESS ENTERPRISE (SBE) REQUIREMENTS

An Offeror responding to this solicitation must submit with its proposal, a notarized statement detailing any subcontracting plan required by law. Proposals responding to this RFP shall be deemed nonresponsive and shall be rejected if the Offeror fails to submit a subcontracting plan that is required by law. For contracts in excess of \$300,000, at least 50% of the dollar volume of the contract shall be subcontracted in accordance with section H.9.1.

B.4 PRICE SCHEDULE

B.4.1 BASE YEAR UCC/PSCC

B.4.1.1 Basic Services

Contract Line Item No. (CLIN)	Item Description	Unit	Price per Month	Qty.	Extended Price
0001	Basic Services				
0001AA	Electrical Services (C.3.1)	Month	\$ _____	12	\$ _____
0001AB	Mechanical Services (C.3.2)	Month	\$ _____	12	\$ _____
0001AC	Plumbing Services (C.3.3)	Month	\$ _____	12	\$ _____
0001AD	Elevator, Lifts, and Escalators Services (C.3.4)	Month	\$ _____	12	\$ _____
0001AE	Energy Management Control System Services (C.3.5)	Month	\$ _____	12	\$ _____
0001AF	Fire Protection Systems (C.3.6)	Month	\$ _____	12	\$ _____
0001AG	Architectural and Structural Services (C.3.7)	Month	\$ _____	12	\$ _____
0001AH	Operations, Maintenance, Repair, and Improvement Services (C.3.8)	Month	\$ _____	12	\$ _____
0001AI	Snow and Ice Removal Services (C.3.9)	Month	\$ _____	12	\$ _____
0001AJ	Custodial and Janitorial Services (C.3.10)	Month	\$ _____	12	\$ _____
0001AK	Waste Management and Recycling Services (C.3.10)	Month	\$ _____	12	\$ _____
0001AL	Landscaping Services (C.3.11)	Month	\$ _____	12	\$ _____
0001AM	Utility Companies Services (C.3.12)	Month	\$ _____	12	\$ _____
0001AN	Security, Telecommunication, and Tenant Building Systems Support (C.3.13)	Month	\$ _____	12	\$ _____
0001AO	Pest Control Services (C.3.14)	Month	\$ _____	12	\$ _____
0001AP	Locksmith Services (C.3.15)	Month	\$ _____	12	\$ _____
0001AQ	Service Call and Tenant Environment (C.3.16)	Month	\$ _____	12	\$ _____
0001AR	Special Services (C.3.17)	Month	\$ _____	12	\$ _____
	Transition Pricing	Month	\$ _____	1	\$ _____
Base Year Basic Services Total					\$ _____

B.4.1.2 Base Year Cost Reimbursable Price Schedule

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0002	Reimbursable Services (C.3.20)	Not to Exceed			\$150,000.00
0003	Electrician	Hour	\$ _____	1	\$ _____
0004	Electrician - Overtime	Hour	\$ _____	1	\$ _____
0005	Electrician - Emergency Callback	Hour	\$ _____	1	\$ _____
0006	Emergency Generator Technician	Hour	\$ _____	1	\$ _____
0007	Emergency Generator Technician - Overtime	Hour	\$ _____	1	\$ _____
0008	Emergency Generator Tech.- Emergency Callback	Hour	\$ _____	1	\$ _____
0009	HVAC Technician	Hour	\$ _____	1	\$ _____
0010	HVAC Technician - Overtime	Hour	\$ _____	1	\$ _____
0011	HVAC Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0012	Oil & Gas Systems Technician	Hour	\$ _____	1	\$ _____
0013	Oil and Gas Systems Technician - Overtime	Hour	\$ _____	1	\$ _____
0014	Oil and Gas Systems Tech. - Emergency Callback	Hour	\$ _____	1	\$ _____
0015	Fire Alarm Maintenance	Hour	\$ _____	1	\$ _____
0016	Fire Alarm Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0017	Fire Alarm Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0018	Plumber	Hour	\$ _____	1	\$ _____
0019	Plumber - Overtime	Hour	\$ _____	1	\$ _____
0020	Plumber - Emergency Callback	Hour	\$ _____	1	\$ _____
0021	Elevator Technician	Hour	\$ _____	1	\$ _____
0022	Elevator Technician - Overtime	Hour	\$ _____	1	\$ _____
0023	Elevator Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0024	Building Automation System Technician	Hour	\$ _____	1	\$ _____
0025	Building Automation System Technician - Overtime	Hour	\$ _____	1	\$ _____

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0026	Building Automation System Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0027	Excess of 6” Snow Removal	Hour	\$ _____	1	\$ _____
0028	Excess of 6” - Snow Removal - Overtime	Hour	\$ _____	1	\$ _____
0029	General Maintenance Technician	Hour	\$ _____	1	\$ _____
0030	General Maintenance Technician - Overtime	Hour	\$ _____	1	\$ _____
0031	General Maintenance Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0032	Administrative Staff	Hour	\$ _____	1	\$ _____
0033	Administrative Staff - Overtime	Hour	\$ _____	1	\$ _____
0034	Administrative Staff – Emergency Callback	Hour	\$ _____	1	\$ _____
0035	Landscape Maintenance	Hour	\$ _____	1	\$ _____
0036	Landscape Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0037	Landscape Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0038	Pest Control Maintenance	Hour	\$ _____	1	\$ _____
0039	Pest Control Maintenance – Overtime	Hour	\$ _____	1	\$ _____
0040	Pest Control Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
Base Year Cost Reimbursable Services Total (0002 - 0040)					\$ _____
Base Year Total UCC/PSCC (B.4.1.1 + B.4.1.2)					\$ _____

* The not to exceed cost reimbursement amount for the Base Year and each Option Year is \$150,000.00.

B.4.2 OPTION YEAR ONE UCC/PSCC

B.4.2.1 Basic Services

Contract Line Item No. (CLIN)	Item Description	Unit	Price per Month	Qty.	Extended Price
0101	Basic Services				
0101AA	Electrical Services (C.3.1)	Month	\$ _____	12	\$ _____
0101AB	Mechanical Services (C.3.2)	Month	\$ _____	12	\$ _____
0101AC	Plumbing Services (C.3.3)	Month	\$ _____	12	\$ _____
0101AD	Elevator, Lifts, and Escalators Services (C.3.4)	Month	\$ _____	12	\$ _____
0101AE	Energy Management Control System Services (C.3.5)	Month	\$ _____	12	\$ _____
0101AF	Fire Protection Systems (C.3.6)	Month	\$ _____	12	\$ _____
0101AG	Architectural and Structural Services (C.3.7)	Month	\$ _____	12	\$ _____
0101AH	Operations, Maintenance, Repair, and Improvement Services (C.3.8)	Month	\$ _____	12	\$ _____
0101AI	Snow and Ice Removal Services (C.3.9)	Month	\$ _____	12	\$ _____
0101AJ	Custodial and Janitorial Services (C.3.10)	Month	\$ _____	12	\$ _____
0101AK	Waste Management and Recycling Services (C.3.10)	Month	\$ _____	12	\$ _____
0101AL	Landscaping Services (C.3.11)	Month	\$ _____	12	\$ _____
0101AM	Utility Companies Services (C.3.12)	Month	\$ _____	12	\$ _____
0101AN	Security, Telecommunication, and Tenant Building Systems Support (C.3.13)	Month	\$ _____	12	\$ _____
0101AO	Pest Control Services (C.3.14)	Month	\$ _____	12	\$ _____
0101AP	Locksmith Services (C.3.15)	Month	\$ _____	12	\$ _____
0101AQ	Service Call and Tenant Environment (C.3.16)	Month	\$ _____	12	\$ _____
0101AVR	Special Services (C.3.17)	Month	\$ _____	12	\$ _____
Option Year One Basic Services Total					\$ _____

B.4.2.2

Option Year One Cost Reimbursable Price Schedule

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0102	Reimbursable Services (C.3.20)	Not to Exceed			\$150,000.00
0103	Electrician	Hour	\$ _____	1	\$ _____
0104	Electrician - Overtime	Hour	\$ _____	1	\$ _____
0105	Electrician - Emergency Callback	Hour	\$ _____	1	\$ _____
0106	Emergency Generator Technician	Hour	\$ _____	1	\$ _____
0107	Emergency Generator Technician - Overtime	Hour	\$ _____	1	\$ _____
0108	Emergency Generator Tech.- Emergency Callback	Hour	\$ _____	1	\$ _____
0109	HVAC Technician	Hour	\$ _____	1	\$ _____
0110	HVAC Technician - Overtime	Hour	\$ _____	1	\$ _____
0111	HVAC Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0112	Oil & Gas Systems Technician	Hour	\$ _____	1	\$ _____
0113	Oil and Gas Systems Technician - Overtime	Hour	\$ _____	1	\$ _____
0114	Oil and Gas Systems Tech. - Emergency Callback	Hour	\$ _____	1	\$ _____
0115	Fire Alarm Maintenance	Hour	\$ _____	1	\$ _____
0116	Fire Alarm Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0117	Fire Alarm Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0118	Plumber	Hour	\$ _____	1	\$ _____
0119	Plumber - Overtime	Hour	\$ _____	1	\$ _____
0120	Plumber - Emergency Callback	Hour	\$ _____	1	\$ _____
0121	Elevator Technician	Hour	\$ _____	1	\$ _____
0122	Elevator Technician - Overtime	Hour	\$ _____	1	\$ _____
0123	Elevator Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0124	Building Automation System Technician	Hour	\$ _____	1	\$ _____
0125	Building Automation System Technician – Overtime	Hour	\$ _____	1	\$ _____

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0126	Building Automation System Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0127	Excess of 6” Snow Removal	Hour	\$ _____	1	\$ _____
0128	Excess of 6” - Snow Removal - Overtime	Hour	\$ _____	1	\$ _____
0129	General Maintenance Technician	Hour	\$ _____	1	\$ _____
0130	General Maintenance Technician - Overtime	Hour	\$ _____	1	\$ _____
0131	General Maintenance Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0132	Administrative Staff	Hour	\$ _____	1	\$ _____
0133	Administrative Staff - Overtime	Hour	\$ _____	1	\$ _____
0134	Administrative Staff – Emergency Callback	Hour	\$ _____	1	\$ _____
0135	Landscape Maintenance	Hour	\$ _____	1	\$ _____
0136	Landscape Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0137	Landscape Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0138	Pest Control Maintenance	Hour	\$ _____	1	\$ _____
0139	Pest Control Maintenance – Overtime	Hour	\$ _____	1	\$ _____
0140	Pest Control Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
Option Year One Cost Reimbursable Services Total (0102 - 0140)					\$ _____
Option Year One Total UCC/PSCC (B.4.2.1 + B.4.2.2)					\$ _____

* The not to exceed cost reimbursement amount for the Base Year and each Option Year is \$150,000.00.

B.4.3 OPTION YEAR TWO UCC/PSCC

B.4.3.1 Basic Services

Contract Line Item No. (CLIN)	Item Description	Unit	Price per Month	Qty.	Extended Price
0201	Basic Services				
0201AA	Electrical Services (C.3.1)	Month	\$ _____	12	\$ _____
0201AB	Mechanical Services (C.3.2)	Month	\$ _____	12	\$ _____
0201AC	Plumbing Services (C.3.3)	Month	\$ _____	12	\$ _____
0201AD	Elevator, Lifts, and Escalators Services (C.3.4)	Month	\$ _____	12	\$ _____
0201AE	Energy Management Control System Services (C.3.5)	Month	\$ _____	12	\$ _____
0201AF	Fire Protection Systems (C.3.6)	Month	\$ _____	12	\$ _____
0201AG	Architectural and Structural Services (C.3.7)	Month	\$ _____	12	\$ _____
0201AH	Operations, Maintenance, Repair, and Improvement Services (C.3.8)	Month	\$ _____	12	\$ _____
0201AI	Snow and Ice Removal Services (C.3.9)	Month	\$ _____	12	\$ _____
0201AJ	Custodial and Janitorial Services (C.3.10)	Month	\$ _____	12	\$ _____
0201AK	Waste Management and Recycling Services (C.3.10)	Month	\$ _____	12	\$ _____
0201AL	Landscaping Services (C.3.11)	Month	\$ _____	12	\$ _____
0201AM	Utility Companies Services (C.3.12)	Month	\$ _____	12	\$ _____
0201AN	Security, Telecommunication, and Tenant Building Systems Support (C.3.13)	Month	\$ _____	12	\$ _____
0201AO	Pest Control Services (C.3.14)	Month	\$ _____	12	\$ _____
0201AP	Locksmith Services (C.3.15)	Month	\$ _____	12	\$ _____
0201AQ	Service Call and Tenant Environment (C.3.16)	Month	\$ _____	12	\$ _____
0201AR	Special Services (C.3.17)	Month	\$ _____	12	\$ _____
Option Year Two Basic Services Total					\$ _____

B.4.3.2

Option Year Two Cost Reimbursable Price Schedule

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0202	Reimbursable Services (C.3.20)	Not to Exceed			\$150,000.00
0203	Electrician	Hour	\$ _____	1	\$ _____
0204	Electrician - Overtime	Hour	\$ _____	1	\$ _____
0205	Electrician - Emergency Callback	Hour	\$ _____	1	\$ _____
0206	Emergency Generator Technician	Hour	\$ _____	1	\$ _____
0207	Emergency Generator Technician - Overtime	Hour	\$ _____	1	\$ _____
0208	Emergency Generator Tech.- Emergency Callback	Hour	\$ _____	1	\$ _____
0209	HVAC Technician	Hour	\$ _____	1	\$ _____
0210	HVAC Technician - Overtime	Hour	\$ _____	1	\$ _____
0211	HVAC Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0212	Oil & Gas Systems Technician	Hour	\$ _____	1	\$ _____
0213	Oil and Gas Systems Technician - Overtime	Hour	\$ _____	1	\$ _____
0214	Oil and Gas Systems Tech. - Emergency Callback	Hour	\$ _____	1	\$ _____
0215	Fire Alarm Maintenance	Hour	\$ _____	1	\$ _____
0216	Fire Alarm Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0217	Fire Alarm Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0218	Plumber	Hour	\$ _____	1	\$ _____
0219	Plumber - Overtime	Hour	\$ _____	1	\$ _____
0220	Plumber - Emergency Callback	Hour	\$ _____	1	\$ _____
0221	Elevator Technician	Hour	\$ _____	1	\$ _____
0222	Elevator Technician - Overtime	Hour	\$ _____	1	\$ _____
0223	Elevator Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0224	Building Automation System Technician	Hour	\$ _____	1	\$ _____
0225	Building Automation System Technician - Overtime	Hour	\$ _____	1	\$ _____

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0226	Building Automation System Technician – Emergency Callback	Hour	\$_____	1	\$_____
0227	Excess of 6” Snow Removal	Hour	\$_____	1	\$_____
0228	Excess of 6” - Snow Removal - Overtime	Hour	\$_____	1	\$_____
0229	General Maintenance Technician	Hour	\$_____	1	\$_____
0230	General Maintenance Technician - Overtime	Hour	\$_____	1	\$_____
0231	General Maintenance Technician – Emergency Callback	Hour	\$_____	1	\$_____
0232	Administrative Staff	Hour	\$_____	1	\$_____
0233	Administrative Staff - Overtime	Hour	\$_____	1	\$_____
0234	Administrative Staff – Emergency Callback	Hour	\$_____	1	\$_____
0235	Landscape Maintenance	Hour	\$_____	1	\$_____
0236	Landscape Maintenance - Overtime	Hour	\$_____	1	\$_____
0237	Landscape Maintenance - Emergency Callback	Hour	\$_____	1	\$_____
0238	Pest Control Maintenance	Hour	\$_____	1	\$_____
0239	Pest Control Maintenance – Overtime	Hour	\$_____	1	\$_____
0240	Pest Control Maintenance - Emergency Callback	Hour	\$_____	1	\$_____
Option Year Two Cost Reimbursable Services Total (0202 - 0240)					\$_____
Option Year Two Total UCC/PSCC (B.4.3.1 + B.4.3.2)					\$_____

* The not to exceed cost reimbursement amount for the Base Year and each Option Year is \$150,000.00.

B.4.4 OPTION YEAR THREE UCC/PSCC

B.4.4.1 Basic Services

Contract Line Item No. (CLIN)	Item Description	Unit	Price per Month	Qty.	Extended Price
0301	Basic Services				
0301AA	Electrical Services (C.3.1)	Month	\$ _____	12	\$ _____
0301AB	Mechanical Services (C.3.2)	Month	\$ _____	12	\$ _____
0301AC	Plumbing Services (C.3.3)	Month	\$ _____	12	\$ _____
0301AD	Elevator, Lifts, and Escalators Services (C.3.4)	Month	\$ _____	12	\$ _____
0301AE	Energy Management Control System Services (C.3.5)	Month	\$ _____	12	\$ _____
0301AF	Fire Protection Systems (C.3.6)	Month	\$ _____	12	\$ _____
0301AG	Architectural and Structural Services (C.3.7)	Month	\$ _____	12	\$ _____
0301AH	Operations, Maintenance, Repair, and Improvement Services (C.3.8)	Month	\$ _____	12	\$ _____
0301AI	Snow and Ice Removal Services (C.3.9)	Month	\$ _____	12	\$ _____
0301AJ	Custodial and Janitorial Services (C.3.10)	Month	\$ _____	12	\$ _____
0301AK	Waste Management and Recycling Services (C.3.10)	Month	\$ _____	12	\$ _____
0301AL	Landscaping Services (C.3.11)	Month	\$ _____	12	\$ _____
0301AM	Utility Companies Services (C.3.12)	Month	\$ _____	12	\$ _____
0301AN	Security, Telecommunication, and Tenant Building Systems Support (C.3.13)	Month	\$ _____	12	\$ _____
0301AO	Pest Control Services (C.3.14)	Month	\$ _____	12	\$ _____
0301AP	Locksmith Services (C.3.15)	Month	\$ _____	12	\$ _____
0301AQ	Service Call and Tenant Environment (C.3.16)	Month	\$ _____	12	\$ _____
0301AR	Special Services (C.3.17)	Month	\$ _____	12	\$ _____
Option Year Three Basic Services Total					\$ _____

B.4.4.2

Option Year Three Cost Reimbursable Price Schedule

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0302	Reimbursable Services (C.3.20)	Not to Exceed			\$150,000.00
0303	Electrician	Hour	\$ _____	1	\$ _____
0304	Electrician - Overtime	Hour	\$ _____	1	\$ _____
0305	Electrician - Emergency Callback	Hour	\$ _____	1	\$ _____
0306	Emergency Generator Technician	Hour	\$ _____	1	\$ _____
0307	Emergency Generator Technician - Overtime	Hour	\$ _____	1	\$ _____
0308	Emergency Generator Tech.- Emergency Callback	Hour	\$ _____	1	\$ _____
0309	HVAC Technician	Hour	\$ _____	1	\$ _____
0310	HVAC Technician - Overtime	Hour	\$ _____	1	\$ _____
0311	HVAC Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0312	Oil & Gas Systems Technician	Hour	\$ _____	1	\$ _____
0313	Oil and Gas Systems Technician - Overtime	Hour	\$ _____	1	\$ _____
0314	Oil and Gas Systems Tech. - Emergency Callback	Hour	\$ _____	1	\$ _____
0315	Fire Alarm Maintenance	Hour	\$ _____	1	\$ _____
0316	Fire Alarm Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0317	Fire Alarm Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0318	Plumber	Hour	\$ _____	1	\$ _____
0319	Plumber - Overtime	Hour	\$ _____	1	\$ _____
0320	Plumber - Emergency Callback	Hour	\$ _____	1	\$ _____
0321	Elevator Technician	Hour	\$ _____	1	\$ _____
0322	Elevator Technician - Overtime	Hour	\$ _____	1	\$ _____
0323	Elevator Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0324	Building Automation System Technician	Hour	\$ _____	1	\$ _____
0325	Building Automation System Technician - Overtime	Hour	\$ _____	1	\$ _____

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0326	Building Automation System Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0327	Excess of 6” Snow Removal	Hour	\$ _____	1	\$ _____
0328	Excess of 6” - Snow Removal - Overtime	Hour	\$ _____	1	\$ _____
0329	General Maintenance Technician	Hour	\$ _____	1	\$ _____
0330	General Maintenance Technician - Overtime	Hour	\$ _____	1	\$ _____
0331	General Maintenance Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0332	Administrative Staff	Hour	\$ _____	1	\$ _____
0333	Administrative Staff - Overtime	Hour	\$ _____	1	\$ _____
0334	Administrative Staff – Emergency Callback	Hour	\$ _____	1	\$ _____
0335	Landscape Maintenance	Hour	\$ _____	1	\$ _____
0336	Landscape Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0337	Landscape Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0338	Pest Control Maintenance	Hour	\$ _____	1	\$ _____
0339	Pest Control Maintenance – Overtime	Hour	\$ _____	1	\$ _____
0340	Pest Control Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
Option Year Three Cost Reimbursable Services Total (0302 - 0340)					\$ _____
Option Year Three Total UCC/PSCC (B.4.4.1 + B.4.4.2)					\$ _____

* The not to exceed cost reimbursement amount for the Base Year and each Option Year is \$150,000.00.

B.4.5 OPTION YEAR FOUR UCC/PSCC

B.4.5.1 Basic Services

Contract Line Item No. (CLIN)	Item Description	Unit	Price per Month	Qty.	Extended Price
0401	Basic Services				
0401AA	Electrical Services (C.3.1)	Month	\$ _____	12	\$ _____
0401AB	Mechanical Services (C.3.2)	Month	\$ _____	12	\$ _____
0401AC	Plumbing Services (C.3.3)	Month	\$ _____	12	\$ _____
0401AD	Elevator, Lifts, and Escalators Services (C.3.4)	Month	\$ _____	12	\$ _____
0401AE	Energy Management Control System Services (C.3.5)	Month	\$ _____	12	\$ _____
0401AF	Fire Protection Systems (C.3.6)	Month	\$ _____	12	\$ _____
0401AG	Architectural and Structural Services (C.3.7)	Month	\$ _____	12	\$ _____
0401AH	Operations, Maintenance, Repair, and Improvement Services (C.3.8)	Month	\$ _____	12	\$ _____
0401AI	Snow and Ice Removal Services (C.3.9)	Month	\$ _____	12	\$ _____
0401AJ	Custodial and Janitorial Services (C.3.10)	Month	\$ _____	12	\$ _____
0401AK	Waste Management and Recycling Services (C.3.10)	Month	\$ _____	12	\$ _____
0401AL	Landscaping Services (C.3.11)	Month	\$ _____	12	\$ _____
0401AM	Utility Companies Services (C.3.12)	Month	\$ _____	12	\$ _____
0401AN	Security, Telecommunication, and Tenant Building Systems Support (C.3.13)	Month	\$ _____	12	\$ _____
0401AO	Pest Control Services (C.3.14)	Month	\$ _____	12	\$ _____
0401AP	Locksmith Services (C.3.15)	Month	\$ _____	12	\$ _____
0401AQ	Service Call and Tenant Environment (C.3.16)	Month	\$ _____	12	\$ _____
0401AR	Special Services (C.3.17)	Month	\$ _____	12	\$ _____
Option Year Four Basic Services Total					\$ _____

B.4.5.2

Option Year Four Cost Reimbursable Price Schedule

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0402	Reimbursable Services (C.3.20)	Not to Exceed			\$150,000.00
0403	Electrician	Hour	\$ _____	1	\$ _____
0404	Electrician - Overtime	Hour	\$ _____	1	\$ _____
0405	Electrician - Emergency Callback	Hour	\$ _____	1	\$ _____
0406	Emergency Generator Technician	Hour	\$ _____	1	\$ _____
0407	Emergency Generator Technician - Overtime	Hour	\$ _____	1	\$ _____
0408	Emergency Generator Tech.- Emergency Callback	Hour	\$ _____	1	\$ _____
0409	HVAC Technician	Hour	\$ _____	1	\$ _____
0410	HVAC Technician - Overtime	Hour	\$ _____	1	\$ _____
0411	HVAC Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0412	Oil & Gas Systems Technician	Hour	\$ _____	1	\$ _____
0413	Oil and Gas Systems Technician - Overtime	Hour	\$ _____	1	\$ _____
0414	Oil and Gas Systems Tech. - Emergency Callback	Hour	\$ _____	1	\$ _____
0415	Fire Alarm Maintenance	Hour	\$ _____	1	\$ _____
0416	Fire Alarm Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0417	Fire Alarm Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0418	Plumber	Hour	\$ _____	1	\$ _____
0419	Plumber - Overtime	Hour	\$ _____	1	\$ _____
0420	Plumber - Emergency Callback	Hour	\$ _____	1	\$ _____
0421	Elevator Technician	Hour	\$ _____	1	\$ _____
0422	Elevator Technician - Overtime	Hour	\$ _____	1	\$ _____
0423	Elevator Technician - Emergency Callback	Hour	\$ _____	1	\$ _____
0424	Building Automation System Technician	Hour	\$ _____	1	\$ _____
0425	Building Automation System Technician - Overtime	Hour	\$ _____	1	\$ _____

CLIN	Item Description	Unit	Price per Hour	Qty.*	Estimated Total Price
0426	Building Automation System Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0427	Excess of 6” Snow Removal	Hour	\$ _____	1	\$ _____
0428	Excess of 6” - Snow Removal - Overtime	Hour	\$ _____	1	\$ _____
0429	General Maintenance Technician	Hour	\$ _____	1	\$ _____
0430	General Maintenance Technician - Overtime	Hour	\$ _____	1	\$ _____
0431	General Maintenance Technician – Emergency Callback	Hour	\$ _____	1	\$ _____
0432	Administrative Staff	Hour	\$ _____	1	\$ _____
0433	Administrative Staff - Overtime	Hour	\$ _____	1	\$ _____
0434	Administrative Staff – Emergency Callback	Hour	\$ _____	1	\$ _____
0435	Landscape Maintenance	Hour	\$ _____	1	\$ _____
0436	Landscape Maintenance - Overtime	Hour	\$ _____	1	\$ _____
0437	Landscape Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
0438	Pest Control Maintenance	Hour	\$ _____	1	\$ _____
0439	Pest Control Maintenance – Overtime	Hour	\$ _____	1	\$ _____
0440	Pest Control Maintenance - Emergency Callback	Hour	\$ _____	1	\$ _____
Option Year Four Cost Reimbursable Services Total (0402 - 0440)					\$ _____
Option Year Four Total UCC/PSCC (B.4.5.1 + B.4.5.2)					\$ _____

* The not to exceed cost reimbursement amount for the Base Year and each Option Year is \$150,000.00.

SECTION C
SPECIFICATIONS/WORK STATEMENT

C.1 SCOPE OF WORK

The Government of the District of Columbia, Department of General Services (the District) is seeking a Contractor to provide consolidated maintenance services including the management supervision, labor, materials, supplies, and equipment (except as otherwise provided) to ensure effective performance of Operations, Maintenance and Repair (OM&R) services at the Unified Communications Center (UCC) and Public Safety Communication Center (PSCC) specified in ATTACHMENT A (Building Description). The Contractor shall provide Basic Services as described in Sections C.3.1 – C.3.19 and Reimbursable Services as described in C.3.20 that result in a clean, comfortable, and operable facility for the District’s workforce and the public at all times.

C.1.1 APPLICABLE DOCUMENTS

The performance of Consolidated Maintenance Services under this Statement of Work (SOW) shall be carried out in a safe and legal manner. The Contractor shall comply with the most recent versions and any future revisions of all applicable standard industry practices, Federal and District laws, Court Orders, regulations, and policies and procedures including but not limited to the Occupational Safety and Health Act (OSHA) and applicable documents listed in Section J.6

C.1.2 DEFINITIONS

C.1.2.1 Acceptance - means an authorized representative of the District has inspected and agreed that the work meets all requirements of this contract, to include documentation requirements.

C.1.2.2 Acceptable Level of Maintenance - An “acceptable level” of maintenance is defined as the level of maintenance, which will preserve the equipment in unimpaired operating condition. That is, above the point where deterioration and/or diminishment of the normal life expectancy of the equipment.

C.1.2.3 ASME – This refers to the **American Society of Mechanical Engineers Safety Code for Elevators and Escalators A17.2 Inspectors Manual.**

C.1.2.4 Approval - means the District has reviewed submittals, deliverables, or administrative documents (e.g., insurance certificates, installation schedules and planned utility interruptions.) and has determined the documents conform to contract or contract requirements.

C.1.2.5 Architectural and Structural - All building systems customarily included in Construction Specification Institute CSI (Section J.6 Applicable Document #27) Divisions to include building core and shell, building improvements and finishes, and exterior site improvements (e.g., paving, walkways, exterior lighting .), but excluding equipment owned and operated by tenant agencies or concessions contractors unless indicated otherwise.

C.1.2.6 Basic Services - services consist of the recurring contract requirements and the requirements established by the statement of work and related general and administrative functions. Reimbursable Services (C.3.20) are requirements outside of Basic Services.

C.1.2.7 Building – See Facility.

C.1.2.8 Building Automation System (BAS) - A computer-based system featuring a microprocessor that starts, stops, and monitors mechanical, electrical, and plumbing systems and their individual components. The BAS is also commonly referred to as the Energy Management Control System (EMCS).

C.1.2.9 Building Operating Plan (BOP) - A mandatory plan, which the Contractor prepares for District Approval and describes the Contractor's program for operating and maintaining the building, to include both normal circumstances and contingencies.

C.1.2.10 Certificate of Recycling - The recycler's certification of, typically, the total weight of material received on a particular date and confirmation that it was processed in accordance with state and federal regulations.

- C.1.2.11 Computerized Maintenance Management System (CMMS)** - a database, which the Contractor is, required to provide to automate the Operations, Maintenance & Repairs (OM&R) recordkeeping requirements.
- C.1.2.12 Consolidated Maintenance Services** – Required services including Basic Services and Reimbursable Services.
- C.1.2.13 Concrete** – is a mixture of Portland cement with sand, gravel and water which is poured and set as a solid mass. Due to chemical reaction of the cement, it should be sealed to prevent dusting. Use of harsh cleansers and acids should be avoided.
- C.1.2.14 Consumables** - parts or components are parts or components, which customarily require regular replacement in a maintenance program, prior to equipment failure. Examples are oil, grease, belts, filters, ballasts, and light tubes.
- C.1.2.15 Control System** - any low voltage control, signaling, communication and monitoring system, including but not limited to device, field and global controllers; instrumentation; networking infrastructure; computers and peripherals; software; programming; database files; and licenses. Examples are the BAS, and lighting control systems. Fire protection systems and security systems are excluded from this definition for purposes of this Contract, and are defined separately.
- C.1.2.16 Conveying Systems** - All building systems of the types generally included in Division 14, but not including supporting Electrical and HVAC equipment. For purpose of this contract, conveying systems mean all kinds of passenger, freight and service lifts, including elevators, dumbwaiters, escalator and sidewalk lifts that have mechanical, hydraulic and electrical hoisting machinery.
- C.1.2.17 Correction** - The elimination of a defect.
- C.1.2.18 Deficiency** - Any part of a proposal from a contractor or any work performed by a Contractor that fails to satisfy the District requirements.
- C.1.2.19 Direct Cost** - Costs incurred in the actual performance and execution of services (excluding profits and mark-ups).
- C.1.2.20 District** – Means all authorized District of Columbia (DC) Government agencies and their representative having jurisdiction over the Facility.
- C.1.2.21 District Furnished Property**
Property in the possession of or directly acquired by the District and subsequently made available to the contractor to use in the performance of the contract.
- C.1.2.22 District Owned Property**
All property owned by or leased to the District or acquired by the District under

the terms of the contract, including District-furnished property.

- C.1.2.23 District Quality Assurance** - the various functions, including inspections, by the District to determine whether a Contractor has fulfilled the contract obligations pertaining to cleaning quality and quantity. District Quality Assurance is different from and is not a substitute for contractor Quality Control.
- C.1.2.24 Divisions** - Divisions, as defined by the Constructions Specifications Institute (CSI) (Section J.6 Applicable Document #27), are numbered and refer to the subject matter or trade. These master formats are the national standard for construction specifications. Division can also mean a sub department within a District Agency.
- C.1.2.25 Drawings** - Are the graphic and pictorial portions of the RFP showing design, location, and dimensions of the Facility, generally including plans, notes, elevations, sections, details, schedules and diagrams.
- C.1.2.26 Electrical** - All building and site systems of the types generally included in Division 16 of the CSI (Section J.6 Applicable Document #27) with the exception of Control Systems, Telecommunication Systems, Security Systems, and equipment owned by a servicing public utility.
- C.1.2.27 Emergency Service Call** - A Service Call or other request for service placed outside of Normal Occupant Working Hours, and of such a nature, that response cannot wait for the resumption of Normal Occupant Working Hours.
- C.1.2.28 Environmentally Preferable Products (EPP)**
Environmentally preferable products are products and services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose.
- C.1.2.29 Exterior** - Entrances, landing, steps, sidewalks, parking areas, facades, moats, and lawns located adjacent to the building and extending to the established property line.
- C.1.2.30 Event Services** - building operation services performed and provided by the Contractor in support of special functions and events.
- C.1.2.31 Facility** - Property for which services are to be provided. (See Section J.9)
- C.1.2.32 Facility Inspection** - Scheduled or unannounced but documented inspection of the Facility by the District or the Contractor to monitor level of contractor delivery of the required services.

- C.1.2.33 Fire Protection Systems** - Systems and equipment installed in the building for the purposes of detecting fires or heat or smoke, alarming occupants of possible fire, activating certain emergency responses in other systems and equipment (e.g., Elevator recall, stairwell pressurization), and suppressing fires. These systems include Electrical, Mechanical, Instrumentation, and Controls components.
- C.1.2.34 Furnishings** - All equipment of the types generally included in Division 11 and 12 of the CSI (Section J.6 Applicable Documents #27).
- C.1.2.35 Green Roof** - The roof of a facility that is partially or completely covered with vegetation and a growing medium, planted over a waterproofing membrane. It may also include additional layers such as a root barrier and drainage and irrigation systems.
- C.1.2.36 Hazardous Materials** - Any waste, substances, radiation or materials whether solids, liquids or gases that are:
- a. hazardous, toxic, infectious, explosive, radioactive, carcinogenic or mutagenic;
 - b. now or become defined as pollutants, contaminants, hazardous wastes or substances, toxic substances, radioactive materials, solid waste or other similar designations in or otherwise subject to District and Federal regulations (Section J.6 Applicable Document #8);
 - c. present on the premises and can cause or threaten to cause, a nuisance pursuant to applicable statutory or common law upon the premises, facilities or properties; and/or
 - d. polychlorinated biphenyl's (PCBs), asbestos, lead-based paint, urea formaldehyde foam insulation, petroleum and petroleum products including gasoline, crude oil etc. that pose a hazard to human health, safety, natural resources, industrial hygiene, the environment or an impediment to working conditions.
- C.1.2.37 Heating, Ventilation and Air-Conditioning (HVAC)** - HVAC includes all systems with the function of providing ventilation or temperature control to building spaces. HVAC equipment is a subset of Mechanical, Electrical and Controls equipment and systems, and intersects the definitions of each of these.
- C.1.2.38 Hours of Operation** – Time period for which the contract staff shall be on site performing services.
- C.1.2.39 Hydraulic** – Any mechanical system powered by a hydraulic plunger driven by a pump. In the case of an elevator, the plunger pushes the elevator car up from underneath, similar to a lift in an auto service station.

- C.1.2.40 Incident Commander** - Constantly manages the situation and has decision making authority at the building or facility as it relates to incident assessment and evacuation determination, never leaving the scene until the danger to the occupants or facility has passed and the building is secure or the Incident Commander has been relieved by the authorities (first responders – fire and police).
- C.1.2.41 Indirect Cost** - A cost that is associated with a product or service, but not directly attributable to just one product or service.
- C.1.2.42 Initial Deficiency List (IDL)** - The Initial Deficiency List (IDL) specifies all building equipment, components, structures deficient in receiving regular PM, resulting in the need for repairs.
- C.1.2.43 Inspections** - Examining and testing contractor performance of services by the District to determine whether they conform to contract requirements.
- C.1.2.44 Irrigation Systems** - includes all piping, tubing, hoses, sprinkler heads, valves, sensors and controllers used to water vegetation.
- C.1.2.45 Leadership in Energy and Environmental Design (LEED Green Building System™)** (Section J.6 Applicable Document #21)- Facilities constructed, engineered, and designed under a standard that improves environmental and economic performance of commercial buildings, having advanced industry principles, practices, materials and standards for a sustainable design, in particular LEED ‘Gold’. Each Building description attachment denotes the LEED designation. In the event of any conflict in any clause, statement, requirement, description, condition, demand or specification contained within this solicitation and/or any subsequent, and/or related attachment(s), and/or addendum(s), the LEED standard shall control and any conflict shall not compromise the LEED standard.
- C.1.2.46 Maintenance** - the upkeep of property or equipment
- C.1.2.47 Mechanical** - All Facility and site systems of the types generally included in Division 15 of the CSI (Section J.6 Applicable Document #27), with the exception of equipment owned by a servicing public utility.
- C.1.2.48 Measurement and Verification (M&V)**
Measurement and Verification is the quantifiable component of **Quality Assurance and Quality Control**. The District may develop an M&V protocol that measures aspects of the efficiency and effectiveness of Facility systems using data from Facility controls, monitoring, and other data sources.

- C.1.2.49 Normal Occupant Working Hours.** – Time period for which the building/facility is open for business operation.
- C.1.2.50 Operational Efficiency Upgrade**
A systems upgrade project for purposes of improving the operational efficiency of the Facility.
- C.1.2.51 Operations** - Operations are the continual process of using Facility equipment systems to accomplish their function. Operations includes but is not limited to: analysis of requirements and systems capabilities, programming and operating controls and control systems, responding to service calls, touring and observing equipment performance and condition, adjusting equipment, identifying necessary Maintenance and Repairs to equipment, and maintaining lubrication and chemical treatments.
- C.1.2.52 OSHA**
Occupational Safety and Health Administration (OSHA). OSHA is the Federal Government agency responsible for providing the rules and regulations on safety and health requirements in the work place.
- C.1.2.53 Pest Control** - Those measures which are necessary to suppress the population of crawling and flying insects, rats, mice, and any other species which become a pest within or around the Facility.
- C.1.2.54 Predictive Maintenance (PdM)** - Predictive Maintenance is a program of maintenance activities in which scheduling of maintenance derives from monitoring the operating condition or changes in operating condition of in-service equipment and techniques that help determine the condition of equipment in order to predict when maintenance should be performed, before the equipment ends its useful life; also known as condition-based maintenance.
- C.1.2.55 Preventive Maintenance (PM)** - Preventive Maintenance is a program of maintenance activities performed on a fixed schedule, or on equipment runtimes, generally in accordance with manufacturers' recommendations with the intent of keeping equipment in reliable operating condition and preventing deterioration.
- C.1.2.56 Quality Assurance (QA)** - Actions taken in order to ensure services meet contract requirements.
- C.1.2.57 Quality Assurance Evaluation**
Methodologies implemented to assess the adequacy of Contractor performance.
- C.1.2.58 Quality Control (QC)** - Contractor developed and implemented safeguards that ensure quality service is provided to satisfy the requirements of the contract.

- C.1.2.59 Quality Service Tenant Survey** - Questionnaires completed by occupants with the objective of ascertaining how the customer and Facility tenants rate Contractor performance.
- C.1.2.60 Reimbursable Services** - work performed by the Contractor at the direction of the COTR that is over and above the required Basic Services. Two categories of this type of service are Reimbursable Repairs and Reimbursable Additional Services.
- C.1.2.61 Related Services (Janitorial)** - Janitorial services performed on an as needed, quarterly, semi-annual, or annual basis (not performed on a regular daily basis)
- C.1.2.62 Repair (Major)**- An act of restoring inoperable, dysfunctional or deteriorated equipment, systems, or material to a fully functional, non-deteriorated state, wherein the cost falls outside the deductible threshold and therefore requires reimbursement from the District.
- C.1.2.63 Repair (Minor)** - An act of restoring inoperable, dysfunctional or deteriorated equipment, systems, or material to a fully functional, non-deteriorated state, wherein the cost falls within the deductible threshold and therefore does not require reimbursement from the District. Such a repair usually involves some combination of labor and replacement parts, components or materials.
- C.1.2.64 Response Time** - The time allowed the Contractor by the District after initial notification to be physically on the premises at the work site, with appropriate tools, equipment and materials, ready to perform the required Work.
- C.1.2.65 Routine Cleaning** - The standard reoccurring cleaning tasks performed on a routine, scheduled basis
- C.1.2.66 Rubber**
A mixture of rubber-natural synthetic and/or reclaimed with invert fillers and color pigments. The raw materials are mixed, heated and rolled out under pressure. It is subject to deterioration from oils and solvents.
- C.1.2.67 Scheduled Maintenance** - Maintenance or repairs to equipment or systems that occur as a part of the regular preventive maintenance schedules.
- C.1.2.68 Security Systems** - Security Systems include the following:
- a. Systems to detect intrusion into the building or areas of the building, including sensors and camera systems;
 - b. Access control systems, such as automatic card readers for building, room or parking lot access;
 - c. Magnetometers and associated equipment for screening persons entering the building(s);

- d. Sequence of Operations; and
- e. The control logic to operate a system normally put into effect through a control program.

- C.1.2.69 Security Systems Support** - Providing any level of environmental conditioning and power supply to the area(s) in which the systems are housed. Support should not be confused with performing any level of installation, maintenance, or repair of physical equipment or systems.
- C.1.2.70 Service Call** - a response to a tenant or agency complaint, or a response to an observation that some equipment, system or material covered by the contract is inoperable, dysfunctional or deteriorated, or that performance standards of the contract are not being met. The Service Call response involves analysis of the problem, and adjustment of operating or monitoring controls or other immediate corrective action. A requirement to perform a Repair may result from the analysis stage of a Service Call. Service Calls may be generated automatically from interfaces to BAS or diagnostic software. A service call can be either an Emergency or Non-Emergency service call.
- C.1.2.71 Services** - Performance, workmanship, and material furnished or utilized in the accomplishment, execution, or resolution of a Service Call.
- C.1.2.72 Specifications** - The section of a document that contains written requirements outlining the materials, equipment, standards, and workmanship necessary for successful execution.
- C.1.2.73 Support Operations/Services**
Miscellaneous assistance provided by the Contractor which includes but is not limited to required labor, cleaning materials, and equipment for special events, building activities and services.
- C.1.2.74 Task Order** - A Task Order is a formal direction presented to a Contractor to provide Reimbursable services outside of the required Basic Services.
- C.1.2.75 Tenant Equipment Support** - Providing any level of environmental conditioning and power supply to the area(s) in which the systems are housed. Support should not be confused with performing any level of installation, maintenance, or repair of physical equipment or systems.
- C.1.2.76 Telecommunication Systems** - Telecommunication Systems include Facility telephone systems, and specialized agency communication systems.

- C.1.2.77 Telecommunication Support** - Providing any level of environmental conditioning and power supply to the area(s) in which the systems are housed. Support should not be confused with performing any level of installation, maintenance or repair of physical equipment or systems.
- C.1.2.78 Tour**- scheduled or unscheduled visits to equipment rooms and installations by operating personnel for the purpose of assuring that equipment is running properly, that equipment rooms are in good order and without any potential hazards.
- C.1.2.79 Trash and Debris Disposal** - Removal and disposal of trash and debris from the premises on a schedule established by the Contractor and approved by the COTR.
- C.1.2.80 Uninterruptable Power Supply** - an electrical apparatus that provides emergency power to a load when the input power source, typically mains power, fails. A UPS differs from an auxiliary or emergency power system or standby generator in that it will provide instantaneous or near-instantaneous protection from input power interruptions by means of one or more attached batteries and associated electronic circuitry for low power users, and or by means of diesel generators and flywheels for high power users.
- C.1.2.81 Universal Waste (UW)** - Hazardous wastes that are generated by a wide array of people that contain mercury, lead, cadmium, copper and other substances hazardous to human and environmental health, Examples of these are batteries, fluorescent tubes, pesticides, aerosol cans and some electronic devices.
- C.1.2.82 Unscheduled Maintenance** - Maintenance or repairs to equipment or systems that occur as a result of an observation of defect, malfunction, or failure.
- C.1.2.83 Utility Hours** - Hours of work ordered by the COTR, for tasks not otherwise required as Basic Services under the contract shall be treated as Utility Hours.
- C.1.2.84 Utility Systems Support** - Ongoing support provided to utility companies while service to utility systems and equipment is being performed.

- C.1.3** **ACRONYMS**
- C.1.3.1** **ASHRAE** - American Society of Heating, Refrigeration, and Air Conditioning Equipment
- C.1.3.2** **ASTM** – American Society for Testing Materials
- C.1.3.3** **ANSI** – American National Standards Institute
- C.1.3.4** **BAS** - Building Automation System
- C.1.3.5** **BOP** - Building Operating Plan
- C.1.3.6** **COTR** – Contracting Officer’s Technical Representative
- C.1.3.7** **RESERVED**
- C.1.3.8** **CO** – Contracting Officer
- C.1.3.9** **COOP** - Continuity of Operations Plan
- C.1.3.10** **CERP** - Contractor’s Emergency Response Plan
- C.1.3.11** **CMMS** - Computerized Maintenance Management System
- C.1.3.12** **CSI** – Construction Specifications Institute
- C.1.3.13** **DCMR** – District of Columbia Municipal Regulations
- C.1.3.14** **DGS** – Department of General Services
- C.1.3.15** **DPR** – Department of Parks and Recreation
- C.1.3.16** **DCPS** – District of Columbia Public Schools
- C.1.3.17** **DCRA** – Department of Consumer and Regulatory Affairs
- C.1.3.18** **EMCS** - Energy Management Control Systems
- C.1.3.19** **EPA** – Environmental Protection Agency
- C.1.3.20** **SMARTDGS** - Systematic Maintenance And Repair Tool Department of General Services
- C.1.3.21** **HVAC** - Heating, Ventilation and Air-Conditioning
- C.1.3.22** **IDL** - Initial Deficiency List

- C.1.3.23** IPCEA - Insulated Power Cable Engineer Association
- C.1.3.24** IEEE - Institute of Electrical and Electronics Engineers
- C.1.3.25** LEED - Leadership in Energy and Environmental Design (LEED Green Building System™)
- C.1.3.26** MSDS – Material Safety Data Sheet
- C.1.3.27** M&V – Measurement & Verification
- C.1.3.28** NEC – National Electrical Code
- C.1.3.29** NEMA - National Electrical Manufacturers Association
- C.1.3.30** NETA - National Electrical Testing Association
- C.1.3.31** NFPA - National Fire Protection Association
- C.1.3.32** NICET - National Institute for Certification in Engineering Technologies
- C.1.3.33** NIOSH - National Institute for Occupational Safety and Health
- C.1.3.34** OM&R - Operations, Maintenance and Repair
- C.1.3.35** OSHA – Occupational Safety and Health Administration
- C.1.3.36** PdM - Predictive Maintenance
- C.1.3.37** PM – Preventive Maintenance
- C.1.3.38** PPE – Personal Protective Equipment
- C.1.3.39** PSD – Protective Services Division
- C.1.3.40** QA – Quality Assurance
- C.1.3.41** QAP – Quality Assurance Protocol
- C.1.3.42** QC – Quality Control
- C.1.3.43** QCP – Quality Control Program
- C.1.3.44** SCP - Strike Contingency Plan

- C.1.3.45** **UPS** – Uninterruptible Power Supply
- C.1.3.46** **UW** – Universal Waste
- C.1.3.47** **WSSC** - Washington Suburban Sanitary Commission

C.2 BACKGROUND

C.2.1 DGS MISSION

The Department of General Services (Section J.6 Applicable Document #19) is the lead agency responsible for the management and maintenance of District government real property assets. The Facilities Management Division (FMD) provides management, maintenance, engineering, janitorial and related services for over eight hundred (800) owned and leased properties. These include office buildings, schools, parks and recreation centers, warehouses, residential facilities, and vacant schools and properties. As a service providing agency, positive customer service and rapid response and resolution to tenant issues, projects and service requests are paramount to the overall success of DGS' operation.

C.2.2 BUILDINGS

The required consolidated maintenance services are for the Unified Communications Center (UCC) and Public Safety Communication Center (PSCC). Please see Attachment J.9, Building Information for specific information about each Facility.

C.3 REQUIREMENTS

C.3.1 ELECTRICAL SERVICES

The Contractor shall possess and maintain a working knowledge of the Facility's electrical and lighting systems and provide the required maintenance and repairs for continued optimal operation.

C.3.1.1 Electrical Distribution System

The Contractor shall provide all labor, parts and material, perform all work, furnish all accessories and perform the required services necessary to inspect, test, maintain and repair the Facility's electrical distribution system, including at a minimum the Uninterruptible Power System (UPS), substations, power transformers, switchgear, control panels, circuit breakers, control relays, and all other associated switchgear components, switchgear subsystems, and interconnecting systems, including all associated dry and wet transformers.

C.3.1.1.1 Operation

The Contractor shall ensure that electrical and lighting services provided conform to the frequencies and tasks described in the International Electrical Testing Association (NETA) Maintenance Testing Specifications for Electrical Power Distribution Equipment and Systems ("NETA Maintenance Testing Specifications") (Section J.6 Applicable Document #20) provisions and approved by the District's Department of Consumer and Regulatory Affairs (DCRA) (Section J.6 Applicable Document #16).

C.3.1.1.1.1 Test Report of Inspection and Testing

The Contractor shall develop and submit a Test Report of Inspection and Testing to the Contracting Officer's Technical Representative (COTR) within ten (10) working days of completion of inspection and testing. The Test Report of Inspection and Testing shall provide a comprehensive report of inspection and testing findings conforming to the NETA standard (Section J.6 Applicable Document #20) for the "Test Report."

C.3.1.1.1.1.1 The Contractor shall explain and obtain prior written approval from the COTR for any deviations from the mandatory NETA Maintenance Testing Specifications standards (Section J.6 Applicable Document #20).

C.3.1.1.1.2 Thermographic Scanning of Electrical Equipment

The Contractor shall perform thermographic scanning of all electrical breakers including distribution panels, switchgear, and motor control centers and other applicable electrical equipment every three (3) to five (5) years, or in accordance with manufacturer specifications. If thermographic scan has not been performed

within the past three (3) years, Contractor must perform this within the first six (6) months of the base year of performance under this Contract. If the building is newly constructed, baseline frequency for thermographic scanning will be established according to original commissioning dates for electrical systems. The Contractor shall perform the thermographic scan while equipment is loaded. The Contractor shall ensure appropriate safety precautions are taken while loading equipment.

C.3.1.1.2.1 Thermographic Reporting

The Contractor shall submit a letter report with infrared photographs of equipment scanned within ten (10) working days of completion of the thermographic scan.

C.3.1.1.2 Uninterruptible Power Supply (UPS)

Some UPS are maintained by tenant occupants. Should an UPS in a facility be designated for maintenance by the Contractor under the terms of this contract, the Contractor shall connect uninterruptible power supplies to all critical control system computers, routers, hubs, switches and controllers that are located in electrical closets, telephone closets, and maintenance office or in accessible locations of mechanical rooms. The Contractor shall also ensure the battery capacity of the UPS is charged sufficiently to maintain power to the systems it supports for a minimum of thirty (30) minutes in the event of an outage.

C.3.1.1.3 Maintenance

The Contractor shall perform maintenance on the Facility's electrical distribution system as needed including the use of the supplemental standard NFPA 70B (Section J.6 Applicable Document #23), where supplemental guidance is necessary or for equipment or conditions not adequately described in the NETA Maintenance Testing Specifications (Section J.6 Applicable Document #20). The Contractor shall not use the PBS standards (Section J.6 Applicable Document #28) for electrical testing and maintenance.

C.3.1.1.3.1 Service Calls

The Contractor shall respond to Electrical Distribution Systems service calls as described in C.3.16.1.

C.3.1.1.3.1.1 Service Call Documentation

The Contractor shall document Electrical Distribution System service calls as described in C.3.16.1.7.

C.3.1.1.3.2 Preventive Maintenance

The Contractor shall furnish all labor, parts and material, perform all work, furnish all accessories and do everything that is necessary to ensure all the electrical distribution system equipment is in good working order, utilizing materials of like design and composition to those originally supplied and installed with skilled technicians skillfully fitted and properly connected. The Contractor shall perform the required Preventive maintenance services for the Facility's electronic distribution system in accordance with the manufacturers' specifications and the D.C. Code and the National Fire Protection Association Fire Protection Code (Section J.6 Applicable Document #23); at least annually or directed by the COTR.

C.3.1.1.3.2.1 Preventive Maintenance Schedule

The Contractor shall include all electrical distribution system, inspection of UPS, switchgear and associated equipment Preventive maintenance activities in the Preventive Maintenance Schedule as described in C.3.8.1.8.6.

C.3.1.1.4 Repair

The Contractor shall repair, replace or upgrade Facility electrical equipment as necessary to maintain optimal performance.

C.3.1.1.4.1 Replace or Upgrade Report

The Contractor shall develop and submit a Replace or Upgrade Report to identify and describe the Facility's electrical equipment requiring repair or replacement. The Contractor shall initiate recommendations contained in the Replace or Upgrade Report only as authorized in writing by the COTR unless the District determines the deterioration of equipment is caused by maintenance or operational errors or omissions by the Contractor.

C.3.1.1.5 Skilled Technician

The Contractor shall ensure that all testing, maintenance, and repair services of the Facility's electrical distribution system is provided by electricians possessing a valid Journeyman Electrical License, issued by DCRA BLRA (Section J.6 Applicable Document #17). In addition, the Contractor shall retain a NETA (Section J.6 Applicable Document #20) member firm to perform inspection, testing and maintenance services as required.

C.3.1.2 Emergency Generators

The Contractor shall furnish all labor, parts and material, perform all work, furnish all accessories and do everything that is necessary to ensure all emergency generator system equipment is in good working order, utilizing materials of like design and composition to those originally supplied and installed with accurate workmanship, skillfully fitted and properly connected.

C.3.1.2.1 Operation

The Contractor shall ensure that all emergency generator system work is performed in accordance with DC DCRA's codes and regulations including obtaining all licenses and permits required by the DCRA, BLRA (Section J.6 Applicable Documents #16 and #17) to conduct emergency generator services. The Contractor shall test and maintain electrical equipment associated with the Facility's emergency generators in accordance with the NETA Maintenance Testing Specifications (Section J.6 Applicable Document #20) and the National Fire Protection Association (NFPA) 110 for a Level 1 Emergency Power Supply System (EPSS).

C.3.1.2.2 Testing

The Contractor shall conduct tests of the Facility's emergency generators. The Contractor shall conduct the emergency generator tests during Hours of Operation. Should the testing be disruptive to government operations, the Contractor shall perform testing after hours, including Holidays or weekends at no additional cost to the District.

C.3.1.2.2.1 Weekly & Monthly Testing Requirements

The Contractor shall conduct start/run tests without interruption of the Facility's emergency generators. The Contractor shall test run the emergency generator for thirty (30) minutes each week, without load, and shall test run the emergency generator under full load, conditions for one (1) hour each month. The Contractor shall also test all associated switches, timers and automatic functions during each generator testing.

C.3.1.2.2.1.1 The Contractor shall submit the results of the weekly test within five (5) days of the test's completion.

C.3.1.2.2.1.2 The Contractor shall submit the results of the monthly load test within five (5) days of the test's completion.

C.3.1.2.2.2 Annual Testing Requirements

The Contractor shall annually conduct a test of the emergency generator and the entire emergency distribution systems by using the ATS disconnect to perform the test. The Contractor shall coordinate and obtain advance approval from the COTR for the timing of the annual test. The Contractor shall provide the COTR results from Emergency Generator Tests within five (5) days of testing.

C.3.1.2.3 Maintenance

The Contractor shall maintain all emergency generator system equipment in satisfactory working condition at all times including exercising the emergency generator for a 30 minute period, every week.

C.3.1.2.3.1 Service Calls

C.3.1.2.3.1.1 Emergency Service Calls

The Contractor shall provide emergency service call services as described in C.3.16.1.3.

C.3.1.2.3.1.2 Non-emergency Service Calls

The Contractor shall respond to non-emergency service calls as described in C.3.16.1.4.

C.3.1.2.3.1.3 Service Call Documentation

The Contractor shall document emergency generator service calls as described in C.3.16.1.7.

C.3.1.2.3.2 PREVENTIVE MAINTENANCE

The Contractor shall furnish all labor, parts and material, perform all work, furnish all accessories and do everything that is necessary to ensure all emergency generator system equipment is in good working order. The Contractor shall perform the required annual Preventive maintenance services below in accordance with the Contractor's approved Preventive Maintenance Program (C.3.8.1.8), the manufacturers' specifications, the D.C. Code and the National Fire Protection

Association Fire Protection Code (Section J.6 Applicable Document #23). The Contractor shall at a minimum perform the following:

- a. Clean, adjust or replace the spark plugs for gasoline generators. Check and pop test injectors and check and set timing for the diesel generator;
- b. Clean, adjust and replace the ignition condensers and points for gasoline generators. For diesel generators, the timing is to be checked and set.
- c. Lubricate the entire equipment and change oil at least once a year or more if the generator's running time is more than fifty (50) hours;
- d. Inspect the fuel tanks and lines for the purpose of determining if excessive sludge or rust is collecting. If so, fuel tanks and fuel lines shall be cleaned and all filters and sediment bowls shall be cleaned or changed as required by the manufacturer;
- e. Check and report the condition of the entire generator fuel and cooling system for fuel or water leaks;
- f. Check and report the condition of the batteries, charge them if necessary and report if replacement is needed;
- g. Clean and refill the air cleaner or change elements as required;
- h. Check the brushes on the generator for proper setting and operation on a quarterly basis;
- i. Clean the commutator and slip rings on a quarterly basis;
- j. Check the automatic transfer switch for proper operation and clean the contacts and lubricate all moving parts on a quarterly basis;
- k. Check all instruments for proper operation on a quarterly basis;
- l. Add antifreeze as required by the manufacturer;
- m. Adjust all controls on a quarterly basis;
- n. Conduct necessary tune-ups and valve adjustments on a quarterly basis;
- o. Instruct the District's maintenance staff, in regards to operating and the upkeep procedures, once during the term of the contract;
- p. Run the generator set once a week and conduct test(s) under load when practical;
- q. Submit a report for each generator to the COTR for each inspection and provide recommendations for improvement or replacement, if any;
- r. Perform a load bank test on the generator(s) as requested by the COTR and billed as a reimbursable repair;
- s. Provide labor, material and equipment to clean, adjust, repair or replace any defective or improperly operating device or equipment as ordered by the COTR;
- t. Perform any routine additional maintenance work to keep the emergency generator in good operating condition;
- u. Maintain all emergency generator system equipment in satisfactory working condition at all times. Additional emergency generator system equipment which is not covered by this contract may be added by change order(s);

- v. Clean, adjust and oil, if and when necessary, every component part of equipment involved during the first site inspection of the emergency generator system; maintain emergency generator system in satisfactory operating condition;
- w. Ensure that no change in programming of the emergency generator system is made without authorization from the COTR; and
- x. Ensure that all local emergency generator system work is deemed satisfactory at all times. All emergency generator system repairs shall be accomplished within twenty-four (24) hours upon notification by the District. If parts with a long lead time have to be ordered for any repair work, inform the COTR and obtain approval in writing for the delivery schedule of parts involved in the repair work.

C.3.1.2.3.2.1 Preventive Maintenance Schedule

The Contractor shall include all emergency generator Preventive maintenance activities in the Preventive Maintenance (PM) Schedule as described in C.3.8.1.8.6.

C.3.1.2.4 Repair

The Contractor shall repair any malfunctions or replace defective parts of the emergency generator system as quickly as possible in order to minimize the down time of emergency generator operation. The Contractor shall also repair all electrical shorts and ensure that all wiring is installed per the National Electrical Code (NEC) (Section J.6 Applicable Document #33). The Contractor shall at a minimum:

- a. Inform the COTR of any necessary repairs and replacement of parts beyond the scope of the Basic Services which need immediate attention, including an explanation as to the reason why such repair is recommended;
- b. Inform the COTR, by means of written proposal, the cost of repairs of any outstanding defects or adjustments needed to bring any system up to One Hundred Percent (100%) full operation after the annual condition report, routine Preventive maintenance, and after any call for emergency service;
- c. Complete emergency generator repairs within twenty-four (24) hours upon notification by the COTR; and
- d. Inform the COTR and obtain written approval for the delivery schedule for needed parts requiring long lead times;

C.3.1.2.4.1 Defect Notices

The Contractor shall commence work within twenty-four (24) hours receipt of a Defect Notice of repairs required from the District. If there is evidence that the Contractor has not initiated action to remove the defect(s) noted in the Defect

Notice, upon receipt of the second (2nd) notice, the District may take over the work and have it accomplished by another Contractor(s) and the cost of the work will be deducted from the payment due to the Contractor if it is determined that the work is within the scope of the contract.

C.3.1.2.4.1.1 Report of Compliance

The Contractor shall submit a Report of Compliance to the COTR within twenty-four (24) hours of completing the required repair.

C.3.1.2.4.2 Materials

The Contractor shall ensure that all parts and materials used for repairing the emergency generator systems equipment including all lubricants, oils, greases, preservatives, and cleaning materials are of the type and grade recommended by the respective equipment manufacturer, the existing equipment or approved equal to meet the minimum Federal specifications. The Contractor shall ensure that parts obtained from other than the original manufacturer are approved in advance by the COTR. The Contractor shall supply diesel or other fuel for generator operation and ensure it is topped off at all times. The Contractor shall check and maintain fuel and fluid levels per manufactures PM recommendations.

C.3.1.2.4.3 Standards

The Contractor shall ensure that all materials, design clearances, construction, workmanship and tests conform to all applicable D. C. Construction Codes (Section J.6 Applicable Document #12), NEC (Section J.6 Applicable Document #33) and NFPA Standards (Section J.6 Applicable Document #32), unless otherwise specified in writing.

C.3.1.2.4.4 Replacement Items

The Contractor shall maintain, at all times, an ample and complete stock of the original manufacturer's replacement parts sufficient for maintenance (C.3.1.2.3) and repair (C.3.1.2.4) of all emergency generator systems. The Contractor shall ensure that all new parts are genuine products of the original manufacturers of the emergency generator system. The Contractor shall ensure that any part(s) obtained from other than the original manufacturer is of like design and comparison to the original manufacturer and approved by the COTR.

C.3.1.2.5 Skilled Technicians

The Contractor shall ensure that all work performed on the emergency generator system is performed by skilled emergency generator technicians licensed to work in the District (Section J.6 Applicable Document #16) and supervised by a Project Manager that is certified by the National Institute Certification of Engineering

Technologies (NICET) (Section J.6 Applicable Document #25). The Contractor shall ensure that all field work is done by technicians who are licensed in the District of Columbia and certified by the NICET and by mechanics who are fully experienced in the repairs and maintenance of the various types of equipment involved.

C.3.1.3 Lamps and Ballasts

The Contractor shall furnish all labor, parts and material, perform all work, furnish all accessories and do everything that is necessary to ensure all lamps and ballasts is in good working order, utilizing materials of like design and composition to those originally supplied and installed with accurate workmanship, skillfully fitted and properly connected.

C.3.1.3.1 Lamp Replacement

The Contractor shall replace failed fluorescent lamps with new lamps of the same temperature color, and a Color Rendering Index (CRI) of at least eighty-five (85). For the purpose of re-lamping the main foyer, the Contractor shall demonstrate they have the necessary equipment to annually or as needed to re-lamp 25 feet or above.

C.3.1.3.2 Ballast Replacement

The Contractor shall replace failed ballasts with new ballasts with a ballast factor of 0.77 or less.

C.3.1.3.3 Handling and Storage

The Contractor shall safely handle, store, and manage fluorescent lamps and broken lamps in accordance to Federal and local laws.

C.3.1.3.4 Recycling

The Contractor shall recycle all lamps through a dedicated pick-up, a mail-in program, a milk-run or plan for self-transport. The Contractor shall obtain a Certificate of Recycling from hauler. The Contractor shall maintain Certificates of Recycling on file to document disposal in accordance with the Universal Waste Rule as described in 40 CFR Part 273 (Section J.6 Applicable Document #6).

C.3.1.3.5 RESERVED

C.3.1.3.6 Service Calls

The Contractor shall provide ballast service calls as described in C.3.16.1.

C.3.1.3.6.1 Service Call Documentation

The Contractor shall include documentation of ballasts service calls as described in C.3.16.1.8.

C.3.2 MECHANICAL SERVICES

The Contractor shall possess and maintain a working knowledge of the Facility's mechanical systems and provide the required maintenance and repairs for continued optimal operation.

C.3.2.1 Oil and Gas Burning System and Boilers

The Contractor shall furnish all labor, parts and material, perform all work, furnish all accessories and perform the required services necessary to ensure all oil and gas burning system equipment are in good working order, utilizing materials of like design and composition to those originally supplied and installed with accurate workmanship, skillfully fitted and properly connected. The Contractor shall provide services for mechanical systems and equipment including HVAC, humidification equipment and systems, air-handling, and distribution equipment and systems.

C.3.2.1.1 Operation

The Contractor shall obtain all licenses and permits that may be required from the DCRA, BLRA (Section J.6 Applicable Document #16) and the National Board Inspection Code Chapter Inspection of Boiler and Pressure Vessels (Section J.6 Applicable Document #26).

C.3.2.1.2 Maintenance

The Contractor shall provide regular and routine preventive maintenance services for the oil and gas burning systems equipment and boilers, in accordance with oil and gas burning systems equipment manufacturer's recommendations, per the BOCA (Section J.6 Applicable Document #35), applicable D.C. Code provisions and other applicable and related codes, laws and regulations.

The Contractor shall transition to heating and cooling seasons consistent with other government facilities operated and maintained by DGS (municipal, DCPS, DPR, etc.) or as directed by the DGS Facilities Management Division Operations Unit, through the COTR.

C.3.2.1.2.1 Cleaning and Adjustments

The Contractor shall clean, oil and adjust every component part of the system such as the contact points, springs, levers, coils and relays.

C.3.2.1.2.2 Service Calls

C.3.2.1.2.2.1 Emergency Service Calls

The Contractor shall provide emergency service call services as described in C.3.16.1.3.

C.3.2.1.2.2.2 Non-emergency Service Calls

The Contractor shall provide non-emergency service calls as described in C.3.16.1.4.

C.3.2.1.2.2.3 Service Call Documentation

The Contractor shall include documentation of emergency generator service calls as described in C.3.16.1.8.

C.3.2.1.2.3 Preventive Maintenance

The Contractor shall provide the work described below for all oil and gas burning system equipment in the Facility. The Contractor shall perform work and maintain the oil and gas burning systems in compliance with D.C. Codes, National Fire Codes, and other applicable and related laws and regulations. The Contractor shall perform the required Preventive Maintenance Work in order to prevent major systems breakdowns. The Contractor shall, at a minimum

- a. Maintain all oil and gas burning systems equipment in satisfactory working condition at all times. The District may require the Contractor to add and service additional oil and gas burning system equipment;
- b. Repair, adjust or replace parts as necessary;
- c. Inform the COTR of any necessary repairs and replacement of parts beyond the scope of the Basic Services which need immediate attention, including an explanation as to the reason why such repair is recommended;
- d. Repair any malfunctions of the oil and gas burning system(s) as quickly as possible in order to minimize the duration that the Facility lack oil and gas burning system protection;
- e. Replace or repair every component of the oil and gas burning system, at no cost to the District, providing full Preventive Maintenance services and maximizing operating efficiency of the systems. This includes but is not limited to the following:

- | | |
|-------------------------------------|------------------------|
| 1. Stack Stats | 15. Aquastats |
| 2. Relays | 16. Pressure Controls |
| 3. Wiring from the load side of the | 17. Main Shut-Off Cock |

junction box on the supply line feeding

- | | |
|---------------------------------|--|
| 4. Automatic Gas Valve | 18. Main Gas Valve |
| 5. Main Gas Regulator | 19. Gas Checking Cock |
| 6. Gas Pressure Cock | 20. Gas Pressure Switches |
| 7. Air Switches | 21. Draft Controls |
| 8. Flame Scanners | 22. Fuel Valves |
| 9. Oil Burner and Control Motor | 23. Nozzle Assemblies |
| 10. Fuel Strainers | 24. Fuel Pumps |
| 11. Transformers | 25. Electrodes |
| 12. Water Feeder | 26. Low Water Cut-Off |
| 13. Pressure Gauges | 27. Temperature Gauges |
| 14. Minor Refractory Repairs | 28. Sealing Off Air Leaks Around Boiler and Smoke Pipe |

- f. Adjust all components to obtain maximum operating efficiency and submit an annual report for each unit indicating operating pressure or temperature, excess air in flue gas and flue gas temperature for both minimum and maximum firing rates. The report shall be submitted to the COTR within thirty (30) days of contract award;
- g. Brush the tubes once (1) a year during the heating season with a flue;
- h. Inspect the fuel tanks to assure absence of any defects;
- i. Prepare oil and gas burners for inspection prior to the heating season, as required by governing regulatory entity(s), License requirements and Inspections; and
- j. Inspect each installation and check for proper operation and adjustment, including the cycle of operation, so as to obtain minimum fuel consumption at the beginning of the heating season.

C.3.2.1.2.3.1 Summer Clean-Up

The Contractor shall perform all work necessary to provide summer clean-up and continuous annual maintenance repairs and emergency services for the oil and gas burning systems at the Facility. The Contractor shall inform the COTR immediately of any repairs that might be needed for proper operation of the burners prior to the start of the heating season.

C.3.2.1.2.3.1.1 Summer Clean-Up and Reconditioning Work

The Contractor shall perform the following summer clean-up and reconditioning work for Facility boilers:

- a. Vacuum and clean boilers, smoke stack flues and chimneys including horizontal and vertical runs of flues and smoke stacks;
- b. Make minor repairs to the refractories;
- c. Seal all air leaks around all boilers and smoke pipes;

- d. Clean the strainers;
- e. Clean the entire burner and lubricate the motor;
- f. Clean and adjust the ignition system;
- g. Clean and adjust all controls;
- h. Inspect for and repair any leaks;
- i. Prepare steel boilers for annual boiler inspections and returning boilers into operation; and
- j. Adjust burners and controls for maximum efficiency.

C.3.2.1.2.3.2 Annual Inspection of Steel Boilers

The Contractor shall inspect the steel boilers in the summer months of June through August (after the close of the heating season), in order to give time for inspections and for any repairs. The Contractor shall make arrangements with the DCRA in regards to the performance and completion of preparing the boilers for inspection, as indicated below.

- a. Drain the steel boilers of all water as soon as they are discontinued from use at the end of the heating season;
- b. Remove manhole covers (if any), hand-hole plates and washout plugs and thoroughly wash out boilers and remove deposits of mud and scale;
- c. Remove plugs from water column connections;
- d. Drain, flush out and clean the low water cutouts;
- e. Remove and clean stack switches and other controls;
- f. Thoroughly clean tubes;
- g. Remove the accumulation of soot from the boiler, breeching and base of stack;
- h. Thoroughly clean the fire box;
- i. Notify the Boiler Inspector when all boilers have been prepared for inspection in the above manner; and
- j. Leave the boilers drained and opened until inspected by the Boiler Inspector and shall then close up and fill with water.

C.3.2.1.2.3.3 Annual Inspection of Cast Iron Boilers

The Contractor shall conduct an annual inspection of cast iron boilers to include at a minimum the following:

- a. Inspect the cast iron boilers prior to the heating season;
- b. Thoroughly clean the boilers, breeches and base of stacks and shall remove all accumulations of soot and fly ash;
- c. Prior to inspection, blow down the boilers to such extent that the water runs clean;
- d. Notify the Boiler Inspector when the above has been done so that the Boiler Inspector can make inspections as soon as possible thereafter; and

- e. Coordinate with the Boiler Inspector in advance regarding an acceptable time for inspection.

C.3.2.1.2.3.4 Annual Inspection of Condensing Boilers

The servicing should be performed by a qualified installer or service agency trained and licensed to perform annual and routine maintenance on the boiler(s). Inspection and maintenance shall be in accordance with manufacturer specifications, in compliance with local regulations, and shall include at a minimum:

- a. Thorough inspection of heating system;
- b. Inspect and clean the boiler heat exchanger;
- c. Check all boiler wiring and connections;
- d. Check water PH levels;
- e. Inspect condensate system and clean and flush as necessary;
- f. Inspect and clean burner assembly (including igniter and flame sensor);
- g. Inspect venting system for blockage, corrosion or deterioration and ensure all joint and pipe connections are tight;
- h. Inspect air inlet and vent terminations to ensure they are clear and unobstructed;
- i. Check control settings and test operating and safety controls; and
- j. Check for proper boiler operation after it has been cleaned and inspected.

The contractor shall without delay address any problems and perform all repairs to ensure optimal operation of the boiler.

C.3.2.1.2.3.5 Preventive Maintenance Schedule

The Contractor shall include all oil and gas burning system and boiler Preventive maintenance activities in the Preventive Maintenance Schedule as described in

C.3.2.1.3 Repairs

The Contractor shall ensure that the Facility's oil and gas burning systems is operating in a satisfactory manner at all times. The Contractor shall at a minimum:

- a. Inform the COTR of any necessary repairs and replacement of parts beyond the scope of the Basic Services which need immediate attention, including an explanation as to the reason why such repair is recommended;
- b. Complete oil and gas burning system repairs within twenty-four (24) hours upon notification by the COTR;
- c. Inform the COTR and obtain written approval for the delivery schedule for needed parts requiring long lead times; and

- d. Inform the COTR, by means of written proposal, the cost of repairs of any outstanding defects or adjustments needed to bring any system up to One Hundred Percent (100%) operation after his required annual condition report and after any call for emergency service.

C.3.2.1.3.1 Defect Notices

Upon inspection and receipt of a Defect Notice of repairs required from the DCRA's BLRA (Section J.6 Applicable Document #16), the Contractor shall commence work within twenty-four (24) hours of notification and complete the repairs on or before the date specified in the Defect Notice. The contractor shall provide copies to the DGS Facility Management Divisions Operations Unit through the COTR of all approved, failed, and boiler inspection reports from DCRA within 24 hours after notification was issued by DCRA. If there is evidence the Contractor has not initiated action to correct the defect(s) noted in the Defect Notice, which is issued by the DCRA Inspector, upon receipt of the second notice, the District may take over the work and have it accomplished by another Contractor(s) and the cost of the work will be deducted from the payment due to the Contractor.

C.3.2.1.3.1.1 Report of Compliance

The Contractor shall submit a report of compliance in response to the Defect Notice to the COTR within twenty-four (24) hours of completing the repair work.

C.3.2.1.3.2 Materials

The Contractor shall use manufacturers' products of the existing equipment or an approved equal (by the COTR) to meet the minimum Federal specifications for all parts and materials used for repairing the oil and gas burning system.

C.3.2.1.3.2.1 Unless otherwise specified in writing, the Contractor shall conform to all D.C. Codes, National Electrical Codes and Fire Codes for all materials, design clearances, construction, workmanship and tests.

C.3.2.1.3.3 Standards

The Contractor shall replace defective part(s) of the oil and gas burning system promptly. For long lead time parts, the Contractor shall make all temporary repairs until such time that new parts become available. The Contractor shall obtain all repair parts from the original manufacturer unless a part obtained from a different manufacturer is approved by the COTR prior to use.

C.3.2.1.3.4 Replacement Items

The Contractor shall maintain, at all times, ample and complete stock of replacement items and parts for normal maintenance and repair of all oil and gas burning systems which conforms to the style, size and appearance of the existing oil and gas burning system, the D.C. Code, and applicable federal regulations. The Contractor shall have all major replacement items approved by the COTR, prior to installation.

C.3.2.1.4 Skilled Technicians

C.3.2.1.4.1 The Contractor shall ensure that all work is performed by skilled certified oil and gas burning system technicians who are licensed to work in the District of Columbia (Section J.6 Applicable Document #16 and #17) and supervised by a Project Manager that is certified by the National Institute of Certification Engineering Technologies (NICET) (Section J.6 Applicable Document #25). Technicians and Project Managers performing or supervising work can be directly employed or subcontracted by the Contractor.

C.3.2.2 Recalibration of Gauges, Pneumatic Systems, and Electronic Sensors

C.3.2.2.1 Operation

The Contractor shall recalibrate all analog gauges in HVAC systems, no less frequently than annually.

C.3.2.2.2 Pneumatic Control Systems

The Contractor shall recalibrate Pneumatic Control Systems and subsystems not less frequently than semiannually.

C.3.2.2.3 Electronic Sensors

The Contractor shall recalibrate electronic sensors associated with the Building Automation System (BAS) annually, or within seven (7) days after an issue arises with the sensors. The Contractor shall replace or recalibrate all electronic sensors in accordance with in accordance with manufacturer specifications.

C.3.2.2.4 Pump Alignment

The Contractor shall measure pump alignment using proper instrumentation, and correct misalignments. The Contractor shall measure the pump alignment during the base year of performance and every two (2) years thereafter, as applicable.

C.3.2.2.4.1 Letter Report

The Contractor shall submit a letter report within five (5) working days of completion of the pump alignment work and maintain a history of all measurements of alignment for the facility.

C.3.2.2.5 Service Calls

The Contractor shall provide service call services as described in C.3.16.1.

C.3.2.2.5.1 Service Call Documentation

The Contractor shall include documentation of fire protection system service calls as described in C.3.16.1.8.

C.3.2.3 Terminal Boxes

C.3.2.3.1 The Contractor shall maintain air distribution terminal boxes including VAV boxes, mixing boxes on a fixed preventive maintenance schedule so that disruption to Facility tenants is minimized.

C.3.2.3.2 The Contractor shall develop and provide a protocol to monitor the performance of terminal boxes. The Contractor's protocol shall address at a minimum the monitoring of box performance and performing repairs when needed. The Contractor shall include the proposed protocol as part of Contractor's BOP (C.3.8.1.5).

C.3.2.3.3 Maintenance

The Contractor shall perform maintenance and cleaning of terminal boxes whether identified by the BAS or by visual inspection. The Contractor shall maintain and access fan-powered terminal boxes, to include changing any filters, no less frequently than semi-annually.

C.3.2.3.4 Service Calls

The Contractor shall provide terminal boxes service call services as described in C.3.16.1.

C.3.2.3.4.1 Service Call Documentation

The Contractor shall include documentation of fire protection system service calls as described in C.3.16.1.8.

C.3.3 PLUMBING SERVICES

The Contractor shall possess and maintain a working knowledge of the Facility's plumbing system and provide the required maintenance and repairs for continued optimal operation.

C.3.3.1 Plumbing Systems

The Contractor shall maintain and repair the Facility's plumbing systems including sanitary sewage ejection equipment and systems, steam supply service, heating water, chilled water, steam condensate, and condenser water piping and systems. Typical work activity includes, but is not limited to, the installation and repairs of toilets, urinals, underground excavation, underground sewer lines, domestic supply mains, drinking fountains, sinks, pumps, valves, controls, pressure vessel repairs and services, hot water generators or heaters, linkage, connecting rods, shafts and bearings, feed water, and circulating pumps and motors, expansion tanks, backflow preventers, strainers, various types of valves, regulators, compressors, pneumatic controls, electronic controls, various gauges, various sensors, various safety devices, headers, manifolds, bearings, belts, pulleys and motors, and all related components. Services to include all associated plumbing, electrical and mechanical connections and hardware. The Contractor shall also provide service for the Facility's drainage systems, including but not limited to, copper, plastic, iron and other piping

The Contractor must meet and comply with the following requirements:

1. Provide skilled plumbing and pipe certified/licensed technicians to complete specific plumbing and pipe projects in conjunction with emergency equipment failures (which could result in a building closing) or routine plumbing and pipe services, renovations, additions, demolition, fire damage, portable classroom additions, and/or modifications at the facility.
2. The Contractor shall be responsible for mobilizing labor, equipment and materials required to perform requested repairs. Work areas must be maintained in a safe condition and cleaned up after completion of work. Any D.C. Government owned property or equipment damaged by the Contractor must be restored to its original condition. Failure to correct damages will result in an assessment by the COTR of the cost to make repairs which will be deducted from the Contractor's invoice.
3. Provide all materials required to complete the repair in a proper and professional manner. Any "temporary" repairs are to be brought to the immediate attention of the COTR and shall be permanently corrected upon receipt of the part(s). DGS reserves the right to finish a repair that is not

completed by the Contractor in a timely fashion; cost to repair by the District shall be deducted from the Contractor's invoice as appropriate.

4. Materials required to perform the services under this contract may, in some instances, be specified by the COTR. Any material substitutions must be approved by the COTR. Use of hazardous materials is strictly prohibited unless authorized in writing by the COTR.
5. The Contractor shall deliver materials and equipment in the original, properly labeled, unbroken packages, containers, cartridges or bundles and in such quantities and such ample time that progress of work will not be delayed.
6. The Contractor shall protect materials and products against any damage or deterioration during transit to the site, unloading, delivering and storing on site, installation or erection and during period(s) between installation or erection and final acceptance by the District, that shall include, but not limited to:
 - a. Minimum exposure to weather during delivery
 - b. Storage off ground in dry, well-ventilated spaces
 - c. Covering, as necessary, for adequate protection from soiling and wetting
7. The Contractor shall be responsible for safeguarding its materials, tools, and equipment. DGS shall not assume any responsibility for vandalism and/or theft of materials, tools and/or equipment.
8. Some repair work may require the Contractor to provide prints/drawings, specifications and scopes of work that must be approved by the COTR prior to performance.
9. Troubleshoot the problem: i) identify the cause of the problem, ii) identify the components affected, and iii) conduct the repair in a professional and timely manner for any units, plumbing equipment, excavation, pneumatic controls, electronic controls, and/or any other component that makes up the plumbing and pipe system to include associated mechanical, plumbing and electrical/electronic connections.
10. Notify the COTR of any conditions that may not currently, but potentially could, cause a problem without preventative maintenance intervention.
11. Work performed on systems under this contract may require the Contractor to perform acceptance testing, in accordance with local code, to insure they are fully operational.

12. All work shall be subject to inspection by one or more representatives of DGS. Any work that has not been completed in compliance with approved specifications or that has not been in compliance with local code requirements will be corrected at the Contractor's expense.

C.3.3.2 Backflow Prevention Devices

The Contractor shall maintain all applicable certifications of backflow prevention devices as prescribed by District of Columbia laws, ordinances, and regulations, and the requirements of DC Water.

C.3.3.2.1 Backflow Preventers

The Contractor shall perform inspection, testing, and calibration of backflow preventers.

C.3.3.2.1.1 Backflow Preventers Results Report

The Contractor shall provide the results of all inspections, testing, and calibrations of backflow preventers to the COTR immediately and annotate the appropriate equipment history file as part of the PM program requirements upon completion

C.3.3.2.2 Skilled Technicians

The Contractor shall ensure that the backflow preventer's work is performed by staff that has at least one (1) year experience in performing this service. The Contractor shall provide evidence of this experience to the COTR within thirty (30) days after contract start date, if applicable, or five (5) business days prior to commencement of work by retained subcontractor.

C.3.3.2.3 Service Calls

The Contractor shall provide service call service for backflow preventer's services as described in C.3.16.1.

C.3.3.2.3.1 Service Call Documentation

The Contractor shall provide documentation of backflow preventers services as described in C.3.16.1.8.

C.3.3.2.4 Drain Traps

The Contractor shall ensure that water is maintained in all indoor drain traps so that they do not dry out and prevent odors and gases from entering CLF through the drain system. In areas where there is not regular spillage through drains,

Contractor shall add a small amount of mineral oil to the water to prevent drying out. Contractor shall also propose use of trap primers where appropriate.

C.3.3.2.5 Service Calls

The Contractor shall provide service call services for drain trap services as described in C.3.16.1.

C.3.3.2.5.1 Service Call Documentation

The Contractor shall provide documentation of drain trap services as described in C.3.16.1.8.

C.3.3.3 Roofing and Storm Drainage

The Contractor shall maintain and repair the Facility's roofing, guttering, glazing, and storm drainage equipment and systems to ensure optimal performance.

C.3.3.4 Service Calls

The Contractor shall provide service call service for roofing and storm drainage services as described in C.3.16.1.

C.3.3.4.1 Service Call Documentation

The Contractor shall provide documentation of roofing and storm drainage services as described in C.3.16.1.8.

C.3.4 Elevators, Lifts, and Escalators

The Contractor shall possess and maintain a working knowledge of the Facility's elevators, lifts, and escalators and provide the required maintenance and repairs for continued optimal operation.

C.3.4.1 Elevator

C.3.4.1.1 Operation

The Contractor shall obtain all licenses and permits that may be required from the DCRA, BLRA (Section J.6 Applicable Document #16) and the D.C. Code and regulations which are stipulated by DCRA. The Contractor shall provide the services for elevator equipment in accordance with the equipment manufacturer's recommendations, BOCA (Section J.6 Applicable Document #35), applicable D.C. Code and regulations.

C.3.4.1.1.1 Testing

The Contractor shall conduct at a minimum the following tests of the Facility's elevators, lifts, and escalators:

C.3.4.1.1.1.1 Bi-weekly and Monthly Inspections

The Contractor shall conduct bi-weekly inspections of all elevators, escalators, and lifts with generator field controls and monthly inspections to all other elevators, escalators, and lifts to assure proper operation. The Contractor shall ensure that all elevator and related work conforms to the applicable DC Codes and regulations including obtaining all licenses and permits required by DCRA BLRA (Section J.6 Applicable Documents #16 and #17) and the manufacturer's operations manual

C.3.4.1.1.1.2 Safety Tests

The Contractor shall conduct safety tests with District personnel, or other persons employed for that purpose. The Contractor shall schedule and conduct inspections and tests (semi-annual, annual, five-year test, group supervisory control system test, fire alarm test) as stipulated in the manufacturer's operations manual. The Contractor shall conduct safety tests, as required by ASME A17.1 (Section J.6 Applicable Document #32) and witnessed by a District elevator inspector or an approved third party inspector.

C.3.4.1.1.1.2.1 The Contractor shall remove any elevator from service if any condition is disclosed during the safety tests that constitutes a safety hazard to either elevator passengers or equipment. The Contractor shall place the elevator unit(s) back in service after the Contractor completes each of the following:

- a. Cures the deficiency(ies);
- b. Inspection of work completed by the Contractor's certified Inspector and the District's Inspector;
- c. Obtain the approval of the DC Inspector; and
- d. Provides complete report of the deficiency and corrective action and District approval to the COTR within 24 hours of corrective actions.

C.3.4.1.1.1.3 Other Tests and Repair Inspections by the District

C.3.4.1.1.1.3.1 The District reserves the right to conduct any test or inspection it deems necessary in order to ensure that all performance requirements are being maintained. At the request of the COTR the Contractor shall supply at no additional cost a certified elevator mechanic and any needed equipment to assist with the test or inspection. The Contractor shall complete any necessary repairs as specified in the inspection report.

- C.3.4.1.1.1.3.2** Upon inspection and receipt of notification of repairs required from the DCRA, BLRA (Section J.6 Applicable Document #16), the Contractor shall commence Work within twenty-four (24) hours of notification and complete the repairs on or before the date specified therein and shall forward a report of compliance to the COTR within twenty-four (24) hours of completing the work. The Contractor shall provide full load and full speed tests when requested.
- C.3.4.1.1.1.3.2.1** If there is evidence that the Contractor has not initiated action to correct the defect(s) noted in the Defect Notice, which is issued by the DCRA Inspector, upon receipt of the second notice, the District may take over the work and have it accomplished by another contractor(s) and the cost of the work will be deducted from the payment due to the Contractor if it is determined that the work is within the scope of the contract.
- C.3.4.1.1.1.3.2.2** The District will furnish a written inspection report to the Contractor who shall correct all listed deficiencies by the date specified in the report. However, any deficiency marked "EMERGENCY" shall be corrected in the shortest possible time consistent with the nature of the problem and the best practices of the trade.
- C.3.4.1.1.1.3.2.3** When all listed deficiencies have been corrected, the Contractor shall sign and date the inspection report and return it to the COTR. At its discretion, the District may then re-inspect the Work.

C.3.4.1.2 Maintenance

The Contractor shall provide regular and routine preventive maintenance services including all supervision, labor, materials, parts, supplies and equipment necessary to maintain all elevators, lifts, escalators and appurtenances in fully operational mode at all times. The Contractor shall provide full service elevator maintenance, in compliance with the edition(s) adopted and implemented by the District for the following:

- a. American Society of Mechanical Engineers (ASME) (Section J.6 Applicable Document #32);
- b. Safety Code For Elevators And Escalators requirements, the manufacturer's recommendations, the Elevator Industry Field Employees' Safety Handbook (Section J.6 Applicable Document #34);
- c. National Electrical Code (NEC) (Section J.6 Applicable Document #33);
- d. National Fire Protective Association (NFPA) (Section J.6 Applicable Document #23);
- e. Building Official Code Administration (BOCA) (Section J.6 Applicable Document #35; and

- f. Other applicable laws, regulations, rules, ordinances and codes. Specifically, all work shall conform to the District of Columbia codes and regulations. The Contractor shall obtain all licenses and permits that may be required from the DCRA BLRA (Section J.6 Applicable Documents #16 and #17).

C.3.4.1.2.1 The Contractor shall maintain an elevator maintenance and service contract with an independent and authorized elevator contractor that covers all Facility conveying systems (elevators, escalators, and lifts).

C.3.4.1.2.2 The Contractor shall at a minimum ensure the following maintenance related activities are completed:

- a. Clean all machinery and equipment in the machine room, secondary levels, hoist ways, pits and cars;
- b. Clean all accessory equipment included in the original elevator and installation or modification of the same;
- c. Supply all lubricants of proper grades, cleaning materials, paint, cotton waste, rags, gauges, testing and other tools and equipment required for Preventive Maintenance services;
- d. Have ample and complete stock of replacement parts and cosmetic fixtures sufficient for normal maintenance, repair, and maintenance of aesthetic appeal of all elevators;
- e. Utilize all new parts and fixtures that are the genuine products of the original manufacturers of the various types of elevators involved or of like design and comparison;
- f. Provide labor, material and equipment to clean, adjust, repair or replace any defective or improperly operating device, equipment, or cosmetic fixture as directed by the COTR or his designated representative(s);
- g. Respond promptly upon receipt of any defect notice issued by the DCRA, BLRA (Section J.6 Applicable Document #16), Elevator Section, and inform the COTR or designee, in writing, within twenty-four (24) hours of the completion of Work;
- h. Maintain all equipment in accordance with the manufacturer's recommendations, the best practices of the industry, and applicable codes, standards, and regulations; in the event of a conflict between these documents, the Contractor shall give precedence to federal and District laws and regulations followed by the most rigorous schedule of maintenance;
- i. Maintain all elevators at the manufacturer's contract speed unless written authorization is obtained from the COTR or designee to do otherwise;
- j. Maintain the hoist-way and car door guides in an acceptable condition in accordance with the manufacturer's specifications and shall replace the same when gap exceeds one of 1/16 inches; and
- k. Maintain all fascia's, dust covers and guides in proper alignment;

C.3.4.1.3 Elevator Outages and Work Performance

C.3.4.1.3.1 The Contractor shall, except for emergency service calls, perform all elevator related work during the Facility's Normal Occupant Working Hours unless other mutually satisfactory arrangements have been approved in writing by the COTR. The Contractor shall at a minimum:

- a. Coordinate scheduled elevator work that requires an elevator be taken out of service with the COTR;
- b. Report the status of elevator equipment or systems not operating by the close of each workday to the COTR;
- c. Report any elevator equipment that is not operational to the COTR at least thirty (30) minutes prior to the commencement of Normal Business Hours each day; and
- d. Install informational signs and barricades as related to inoperative elevator equipment and systems; the Contractor shall develop and submit the informational signs for the approval of the COTR;
 1. In the event an elevator is shutdown, the Contractor shall place an "Out of Service" sign at each call button on all floors when the elevator is the only one servicing that area.
 2. If a building has more than one elevator, and one or more elevators are out of service, the Contractor shall place a sign indicating that the specific elevator(s) is out of service for each elevator that is not in service. The Contractor shall place each sign on the outer surface of the elevator door on each floor that the elevator services.

C.3.4.1.3.2 The Contractor shall not change or alter the existing elevator equipment or any electrical circuits, wiring, controls, or sequencing without written authorization from the COTR. If changes are authorized, the Contractor shall make appropriate revisions to the elevator drawings and specifications.

C.3.4.1.3.3 Service Calls

C.3.4.1.3.3.1 Emergency Service Calls

The Contractor shall provide response to requests for emergency elevator service including but not limited to the freeing of individuals trapped in a stalled elevator car, restore inoperative elevators which are causing disruption to the arrival and departure of building occupants, request for service for a priority elevator, or other situations determined by the District to be an emergency. The Contractor shall provide at a minimum the following emergency response service for Facility elevators, lifts, and escalators:

- a. Respond to requests for emergency service twenty-four (24) hours per day, seven (7) days per week;

1. Report to the site of the emergency within fifteen (15) minutes of the time of notification during the Facility's Normal Occupant Working Hours
 2. Report to the site within one (1) hour for requests not received during Normal Occupant Working Hours
- b. Remain on the job until the emergency has been resolved.
 - c. Secure the elevator and notify the COTR if the nature of the service request cannot be corrected within two (2) hours;
 - d. Notify the COTR within two (2) hours of the time and date corrective action will be taken if the situation cannot be resolved within two (2) hours; and
 - e. Acknowledge and respond to requests for service made by the COTR or his/her designee by telephone, e-mail, or other means within the timeframes specified herein.

C.3.4.1.3.3.2 Non-emergency Service Calls

The Contractor shall provide at a minimum the following non-emergency service calls for Facility elevators, lifts and escalators:

- a. Respond to Non-emergency service calls seven (7) days per week, twenty-four (24) hours per day
 1. Report to the site within one (1) hour of the time of notification during the Facility's Normal Occupant Working Hours
 2. Report to the site by the next business day for requests received after Normal Occupant Working Hours
- b. Secure the elevator and notify the COTR if the nature of the service request cannot be corrected within two (2) hours;
- c. Provide the COTR within two (2) hours with the time and date corrective action will be taken if the situation cannot be resolved within two (2) hours; and
- d. Acknowledge and respond to requests for service made by the COTR or his/her designee by telephone, e-mail, or other means within the timeframes specified herein.

C.3.4.1.3.3.3 Service Call Documentation

The Contractor shall include documentation of elevator service calls as described in C.3.16.1.8.

C.3.4.1.4 Preventive Maintenance

The Contractor shall take all steps and measures that a prudent building owner would to maximize the life expectancy of the Facility's elevators, lifts, and escalators and related systems to and ensure safe and reliable elevator operations. The Contractor shall, as part of the Contractor's Preventive Maintenance Program

(C.3.8.1.8.6), develop and implement a Preventive Maintenance program for the Facility's elevators, lifts, and escalators. Specifically, The Contractor shall include, at a minimum the following Preventive Maintenance activities:

- a. Clean the machinery spaces, shops and storage areas;
- b. Clean up all debris and leave the area when work is performed;
- c. Paint or seal as necessary and approved, or when requested by the COTR the machinery room floors and the equipment located within the machinery rooms in order to maintain the appearance of the room and equipment;
- d. Obtain the approval of the COTR before storing anything in machinery spaces;
- e. Properly secure all operating supplies such as lubricants, rags and cleaners in containers;
- f. Clean and maintain all elevator machinery and equipment in satisfactory working condition at all times;
- g. Clean all machinery and equipment in the machine rooms, including but not limited to the secondary levels, hoist-ways, cross beams, rails and brackets, counterweights, frames, car tops, undersides of cars, hoist-way pits, buffers and door hangers;
- h. Ensure all machinery, devices, or any other parts of the elevator equipment subject to rust is properly cleaned and painted at all times;
- i. Lubricate guard rails except where roller type guides are involved, no rail lubrication shall be used;
- j. Renew the guide shoe gibs or rollers as required to ensure a smooth and quiet operation; properly seal all oil reservoirs to prevent leakage;
- k. Ensure that the motor windings and field coils of all motors are dipped in an approved insulating varnish and baked when shop repairs to the same are made, unless written permission is secured from the COTR;
- l. Provide lamps in position indicators, hall lanterns and hall stations; the Contractor shall notify the COTR if the lamps of same design are not commercially available and obtain approval from the COTR to use alternative lamps;
- m. Repair or replace contact leads and coils for main controllers and selectors; and
- n. Clean, lubricate, repair or replace every component part of the elevator to provide uninterrupted elevator services; The Contractor shall repair all elevators and maintain them to be One Hundred Percent (100%) operational at all times.

C.3.4.1.4.1 Preventive Maintenance Schedule

The Contractor shall include all elevator system Preventive maintenance activities in the Preventive Maintenance Schedule as described in C.3.8.1.8.6.

C.3.4.1.5 Repair

C.3.4.1.5.1 The Contractor shall, at a minimum, repair the Facility's elevators, lifts, and escalators as described below.

- a. Repair and/or replace all replacement parts and cosmetic fixtures as necessary due to normal wear and tear test all devices and equipment, including but not limited to main hoist motor, governors, traveling cables and hatch wiring
- b. Repair or replace elevator parts and equipment, if necessary;
- c. Repair all door operation motors, door operating driving mechanisms, door hangers, retiring cams, and retiring cam operating devices;
- d. Repair as necessary all elevator car enclosures, hoist-way and car door panels, car gates, frames and sills; and
- e. Replace and align all elevator guide rails.

C.3.4.1.5.2 Materials

The Contractor shall ensure that all parts and materials used for repairing the elevator equipment are the product of the manufacturers of the existing equipment or equal, approved by the COTR, to meet the minimum Federal specifications.

C.3.4.1.5.3 Standards

Unless otherwise specified in writing, all of the Contractor's materials, design clearances, construction, workmanship and tests shall conform to all applicable D. C. Code provisions and other applicable and related codes, laws and regulations.

C.3.4.1.5.4 Replacement Items

The Contractor shall maintain, at all times, ample and complete stock of replacement items which conform to the style, size and appearance of the existing items and District of Columbia Code. The COTR shall approve all major replacement items prior to installation. The Contractor shall maintain all wiring in conformity with the District of Columbia's Electrical Code.

C.3.4.1.6 Skilled Technician

C.3.4.1.6.1 The Contractor shall verify and ensure that employees or subcontractors designated to work on elevators, escalators, and lifts have and maintain the appropriate licenses and certifications in accordance with applicable laws, regulations, and industry standards.

C.3.4.1.6.2 The Contractor shall ensure that a certified elevator mechanic possessing a

Journeyman Elevator License (Section J.6 Applicable Document #17) accompanies the District's Inspector during each inspection to perform all tests in accordance with all laws, regulations and codes at no additional cost.

C.3.4.1.6.3 The Contractor shall ensure that all services, maintenance and repairs are performed by fully qualified manufacturer-trained technicians.

C.3.5 Energy Management Control System

The Contractor shall possess and maintain a working knowledge of the Facility's Energy Management Control System and provide the required maintenance and repairs for continued optimal operation.

C.3.5.1 Building Automation Systems (BAS)

The Contractor shall maintain the Facility's Building Automation System (BAS), a computer-based system featuring a microprocessor that starts, stops, and monitors mechanical, electrical and plumbing systems and their individual components. The BAS controls the environmental interior temperatures and humidity to satisfy the requirements in the Facility and also show and communicate alarms.

C.3.5.1.1 Maintenance and Repairs

The Contractor shall maintain all control systems as designed including at a minimum the following:

- a. Operation of all system hardware, including but not limited to networks, computers, peripheral devices, controllers, sensors, alarms, actuators, transformers, transducers and all other system components.
- b. Maintain the BAS functioning, and reload software in computers or controllers as necessary and provide updates to the BAS software ; and
- c. Make all set point adjustments as necessary and appropriate.

C.3.5.1.1.1 The Contractor shall not modify sequences of operation or control programs without prior approval of the COTR or designee. The Contractor shall diagnose the performance of systems, and notify the COTR if a sequence of operations or its implementation as a control program is not producing the desired results or is resulting in unnecessary energy use.

C.3.5.1.1.2 The Contractor shall, per manufacturer's specifications, perform maintenance and repairs on the BAS. The Contractor shall perform necessary maintenance to the BAS or have the required operation, maintenance, and repairs performed by a qualified subcontractor. However, regardless of how these critical services are performed.

C.3.5.1.1.3 The Contractor shall, on a daily basis, monitor and maintain the mechanical and electrical systems connected to the BAS and provide a trained person to operate the systems. This shall include surveillance of the building rooms, areas, and mechanical systems for adherence to the environmental temperatures and conditions defined in the Manufacturer's Operational Requirements. The Contractor shall maintain environmental temperatures within the building by performing adjustments to the BAS as required.

C.3.5.1.2 Minimum IT Maintenance Standards

The District shall provide IT maintenance standards for all computers networked with Control Systems. The following are some examples of the Contractor's responsibilities with regards to current District IT maintenance standards:

- a. Maintain and use an approved anti-virus software subscription and software in effect at all times;
- b. Adhere to the District's IT security policy if the network can connect to the outside;
- c. Maintain and use an approved spy ware protection program;
- d. Prevent personnel from using the system to load software or connect to the internet for non-business purposes;
- e. Conduct monthly anti-virus and spy ware scans; and
- f. Perform disk drive maintenance to include complete system backup and defragmentation on a quarterly basis.

C.3.5.1.3 Service Calls

The Contractor shall respond to service call needs for the BAS as determined by the qualified engineer or by an alert from the BAS. The Contractor shall treat all BAS alarm notifications as Emergency Service Calls, and respond accordingly.

C.3.5.1.3.1 Service Call Documentation

The Contractor shall include documentation of control system service calls as described in C.3.16.1.8.

C.3.5.1.4 Skilled Technicians

The Contractor shall ensure that all personnel involved in such performance of the BAS are qualified as defined above.

C.3.5.1.5 Software Upgrade

The Contractor shall provide updates to the BAS and CMMS software.

C.3.5.2 Computerized Maintenance Management System (CMMS)

The Contractor shall utilize a CMMS to maintain the Facility's management records. The DGS Facility Management Division currently has in place a customized CMMS titled SMARTDGS (Archibus operating system). While the District currently uses SMARTDGS, the Contractor shall be required to implement and utilize SMARTDGS or any other CMMS that the District may use to replace or supplement SMARTDGS. The Contractor shall not resolve verbal requests without having logged the request into SMARTDGS.

C.3.5.2.1 CMMS Supplement System

The Contractor shall supplement the District's "SMARTDGS" CMMS with the purchase and installation of a CMMS for more comprehensive automated management of building systems and preventive maintenance. The CMMS Supplemental System shall be commercially available, typically used for this type of building management, and approved for use by the Department of General Services (DGS).

C.3.5.2.2 CMMS Functions

The Contractor shall utilize SMARTDGS/CMMS to document and manage the Facility's operations, maintenance and repair functions in accordance with the manufacturer's software design capabilities. The Contractor shall ensure the CMMS performs at a minimum the following functions:

- a. Develop and manage Facility equipment inventory;
- b. Maintain equipment maintenance history;
- c. Maintain repair cost history;
- d. Generate service calls and work orders including scheduling, printing, tracking, execution and resolution;
- e. Scheduling, executing and reporting PM;
- f. Executing and reporting PdM; and.
- g. Managing warranties;

C.3.5.2.2.1 The Contractor shall ensure the CMMS program is current and accurate and accessible to the District at all times. The Contractor shall provide the District at a minimum two (2) licenses for the Contractor's CMMS at no additional cost to the District.

C.3.5.2.2.2 CMMS File Maintenance

The Contractor shall utilize the CMMS to maintain automated maintenance files to document at a minimum the following:

- a. Periodic maintenance accomplished;
- b. Repair history files, maintained separate from the maintenance files, to track repair costs in man-hours and materials used. Also, a brief narrative description of the repair performed shall be included to help develop historical trends with building operating equipment. Each time a repair is performed by the Contractor, or subcontractor, the history file must be updated.
- c. Maintain and update all drawings and floor plans in AutoCAD each time a change is made.

C.3.5.2.2.3 Preventive Maintenance Records

C.3.5.2.2.3.1 The Contractor shall maintain CMMS computerized PM records for each piece of equipment listed. The Contractor shall ensure the following information is maintained for Facility equipment:

- a. Equipment number;
- b. Scheduled maintenance date;
- c. Maintenance procedure performed;
- d. Maintenance completion date;
- e. Identify deficiencies and if and when they were corrected; and
- f. An explanation why the deficiency was not corrected.

C.3.5.2.2.3.2 Additionally, the Contractor shall update PM records, and repair history files on a weekly basis. The Contractor shall provide the COTR with a weekly PM Progress Report that indicates exactly which PM was accomplished. The PM Progress Report and all other PM record files/cards shall be kept in an orderly file and available for review by the COTR by close of business on each Monday for the previous week.

C.3.5.2.3 CMMS Data and Licenses

The Contractor shall merge all data, historical and current, into a single CMMS at the direction and approval of the COTR. At the end of the contract, the Contractor shall turn over the CMMS site licenses and records to the COTR.

C.3.6 Fire Protection Systems

C.3.6.1 Fire Protection System

The Contractor shall furnish all labor, parts and material, perform all work, furnish all accessories and any other related work that is necessary to ensure the Facility fire protection system and equipment is in good working order, utilizing materials of like design and composition to those originally supplied and installed with accurate workmanship, skillfully fitted and properly connected.

C.3.6.1.1 Operation

The Contractor shall inspect, maintain, and test all Fire Protection Systems and other applicable equipment in accordance with the National Fire Protection Association (NFPA) codes and standards (Section J.6 Applicable Document #23). The Contractor shall maintain a good working knowledge of any additional Facility Fire Protection Systems covered including sprinkler systems, fire pumps; smoke control, stairwell pressurization and kitchen hood systems.

C.3.6.1.2 UL – Central Station

The Contractor shall connect the fire alarm system to a UL listed central station service. This shall include all work necessary so that all fire alarm signals including alarm, trouble, and supervisory signals are sent from the building fire alarm system to a UL listed central station service acceptable to the COTR.

C.3.6.1.3 Maintenance

The Contractor shall perform maintenance and testing of the fire alarm system in accordance with the NFPA 72 (Section J.6 Applicable Document #23) and the equipment manufacturer's instructions and maintain the fire alarm system(s) in operating condition. Additionally, maintenance of water-based fire protection systems shall meet the requirements of NFPA 25 (Section J.6 Applicable Document #23) and manufacturer's instructions. The Contractor shall at a minimum:

- a. Perform annual and semi-annual testing of fire alarm systems and provide reporting documentation as requested to the District through the COTR;
- b. Clean, adjust and oil, if and when necessary, every component and part of the system such as the contact points, springs, levers, coils and relays;
- c. Adjust all bells for proper audibility at each location; and
- d. Inspect and repair as necessary all strobe lights, exit lights, pull stations and heat and smoke detectors;

C.3.6.1.4 Monitoring

The Contractor shall maintain lines, transmitters and related equipment and materials, to connect to a UL approved central station for fire alarm monitoring, and shall subcontract such monitoring service.

C.3.6.1.5 Fire Alarm Testing

The Contractor shall conduct fire alarm testing outside Normal Occupant Working Hours to minimize disruption to tenants. In those instances where the security, fire alarm, or sprinkler systems requires temporary removal or disconnection from service, the Contractor shall re-connect or place the affected equipment back in service at the end of each workday, unless otherwise authorized by the COTR. The Contractor shall obtain prior written approval from the COTR for any interruption in fire alarm and security systems.

C.3.6.1.6 Service Calls

The Contractor shall provide the following response times regarding Fire Protection Systems service calls:

- a. During Normal Occupant Working Hours immediately and treated as an emergency;
- b. After Normal Occupant Working Hours - one (1) hour upon notification of an alarm in the Facility;
- c. Trouble or supervisory conditions - no longer than four (4) hours upon notification
- d. The Contractor shall respond to all fire alarm system alarms immediately pursuant to section C.3.17.6.1 (Emergency Situation Examples and Plan Due Date). The Contractor shall clear all alarms on all panels as quickly as feasible.

C.3.6.1.6.1 Service Call Documentation

The Contractor shall include documentation of fire protection system service calls as described in C.3.16.1.8.

C.3.6.3.6 Preventive Maintenance

The Contractor shall include all fire protection system Preventive maintenance activities in the PM Schedule as described in C.3.8.1.8.6.

C.3.6.3.7 Reporting

The Contractor shall provide the COTR results of all fire system tests and inspections within 24 hours of the test or inspection.

C.3.6.3.8 Repairs

The Contractor shall repair the Facility's fire protection system as described below.

C.3.6.3.8.1 Minor Impairment

The Contractor shall repair/correct minor impairments of the fire alarm system within four (4) hours of arrival on-site.

C.3.6.3.8.2 Major Impairment

The Contractor shall provide a posted fire watch for the duration of the outage for any major impairment that disables the fire alarm system and leaves any portion of the building unprotected. The Contractor may be accompanied by building security personnel where applicable. The Contractor shall ensure the system impairment is repaired within twenty-four (24) hours of delivery of replacement parts.

C.3.6.3.8.3 Replacement Items

The Contractor shall maintain an adequate stock of all operating supplies and consumables such as spare sensors, packing, lubricants, rags, cleaners, and batteries, reflective of the number provided as attic stock at the beginning of the contract.

C.3.6.3.9 Contractor Readiness

The Contractor's shall ensure that all employees are familiar with the building fire alarm system. In addition, the Contractor shall ensure that all employees are trained on the procedures to follow in the event of fire or other emergency including the operation of fire alarms equipment.

C.3.6.3.10 Skilled Technicians

The Contractor shall ensure that qualified, skilled staff to provide fire warning and protection system services including responding to fire alarms and situations when notified.

C.3.7 ARCHITECTURAL AND STRUCTURAL MAINTENANCE AND REPAIRS SERVICES

The Contractor shall possess and maintain a working knowledge of the architectural and structural characteristics of the Facility and provide the required maintenance and repairs for continued optimal operation.

C.3.7.1 Architectural and Structural Systems, Fixtures, Structures and Equipment

C.3.7.1.1 Operation and Maintenance

The Contractor shall maintain architectural and structural systems, fixtures, structures and equipment within the Facility. The Contractor shall perform maintenance and Repair of the Architectural and Structural systems including at a minimum the following:

C.3.7.1.1.1 Doors and Ramps

The Contractor shall maintain doors including roll up doors, revolving doors, sliding or swinging doors, and adjustable loading ramps, power or manually operated, in a safe, usable and well-maintained condition.

C.3.7.1.1.2 Walls and Flooring

The Contractor shall maintain all walls and flooring in a safe and well-maintained condition. The Contractor shall not change the appearance of any walls or flooring, to include painting or sealing, without the express permission of the COTR.

C.3.7.1.1.3 Painting

The Contractor shall provide at a minimum the following painting services to ensure the Facility's appearance is well-maintained

- a. Touch-up painting to the interior and exterior of the Facility as required in the accomplishment of maintenance and repair work;
- b. Regular touch-up painting including spackling and sanding in high traffic common areas of the Facility in order to maintain streak, smudge, and damage free surfaces.
- c. Touch up comprises a partial area or space (floor to ceiling...not an entire room or both sides of a corridor; touch up specification shall not apply to high traffic common areas).

C.3.7.1.1.4 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.3.7.1.1.4.1 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.3.7.1.1.4.2 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.3.7.1.1.4.3 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.3.7.1.2 Review Design and Construction Documents

The Contractor shall review and provide comment on design and construction documents for projects planned to modify the Facility. The Contractor shall provide comments on the operating costs and the cost impact of the proposed project as well as any other specific information requested by the COTR.

C.3.7.1.3 Scaffolding

C.3.7.1.3.1 The Contractor shall erect all scaffolding on the job in accordance with the requirements of 29 CFR 1926.451 (Section J.6 Applicable Document #5). Once in place, the Contractor shall ensure that the scaffold is inspected prior to use, daily thereafter, and documented in writing by Contractor's qualified personnel on duty. The Contractor shall also inspect the scaffold anchor points prior to use, daily thereafter, and shall be documented in writing by Contractor's assigned safety officer.

C.3.7.1.3.2 The Contractor shall develop an engineer certified scaffold erection plan for scaffolding over two sections high. The Contractor's scaffold erection plan shall require the approval of the COTR.

C.3.7.1.4 Service Calls

C.3.7.1.4.1 The Contractor shall respond to service call needs for the Facility's architectural and structural systems, fixtures, structures and equipment as described in C.3.16.1.

C.3.7.1.4.2 Service Call Documentation

The Contractor shall include documentation of architectural and structural systems, fixtures, structures and equipment service calls as described in C.3.16.1.8.

C.3.8 OPERATIONS, MAINTENANCE, REPAIR, AND IMPROVEMENT SERVICES

The Contractor shall possess and maintain a working knowledge of the repair and improvement services required to achieve optimal operation.

C.3.8.1 Operations, Maintenance and Repair

C.3.8.1.1 The Contractor shall provide all Operations, Maintenance and Repair (OM&R) services for the Facility in an efficient, economical, and reliable manner. The Contractor shall maintain an acceptable level of performance for the required repair and improvement services. The Contractor shall provide building operations services of all required Facility systems and maintain utilities services and environmental conditioning of the Facility in order to maintain the readiness and the asset value of Building(s) and its systems.

C.3.8.1.2 The specific requirements identified herein are not intended to provide a comprehensive list of tasks, which may be necessary to meet the general requirements of this contract, and shall not be interpreted as exclusionary. It is the responsibility of the Contractor to include specific operational tasks in the Building Operating Plan (BOP).

C.3.8.1.3 Exclusions

Except as otherwise specifically provided herein, the following are excluded from the scope:

- a. Furnishings;
- b. Equipment owned by servicing public utilities;
- c. Installation and Maintenance of Security Systems; and
- d. Installation and Maintenance of Telecommunication Systems and Cabling.

C.3.8.1.4 Standard Operating Procedures for Operating Building Systems

The Contractor shall develop and provide Standard Operating Procedures (SOP) for the Facility's operating systems. The SOP shall be submitted for the review and approval of the COTR and shall include at a minimum:

- a. Startup and shutdown times and procedures;
- b. Emergency response procedures;
- c. Operating strategies to maximize efficiency and minimize energy consumption;
- d. Descriptions of the sequences of operations for major equipment systems;
- e. Record management method which shall include the use of a supplemental CMMS and/or other available systems (e.g., BAS) to implement and document contract requirements;

- f. Other documentation procedures necessary to meet contract requirements;
- g. Description of the planned and executable air quality management program that adheres to the District's and other regulatory requirements (e.g., determine which rules apply to equipment in the building, determine which permits are necessary).
- h. Tour procedures, including operator assignment sheets;
- i. Maintenance schedules, procedures and guides;
- j. Facility equipment inventory, shall include all equipment requiring scheduled Preventive Maintenance;
- k. Water Treatment Program and initial water treatment analysis and report; and the quality Control Program.

C.3.8.1.4.1 The Contractor shall update and revise the SOPs as needed but at a minimum once a year.

C.3.8.1.5 Building Operating Plan

The Contractor shall develop and provide a BOP for the Facility. The BOP shall be submitted for the review and approval of the COTR within ten (10) days of contract award and shall include and address at a minimum:

- a. Facility's electrical, mechanical and plumbing and water treatment systems, elevator and other equipment and operating procedures;
- b. Identify and document the Hours of Operation for HVAC equipment;
- c. Identify the sequence of operations descriptions;
- d. Utilization of the Facility's BAS and SMARTDGS systems along with the integration of the Contractor's CMMS system;
- e. Requested number of SMARTDGS seat licenses for engineering and custodial staff;
- f. Identification of applicable permits and licenses and the specific conditions required by District or federal regulations for Facility equipment and systems;
- g. Inspection, monitoring, and testing procedures including Tour program and including sample Tour Work Assignment Sheet;
- h. Preventive Maintenance guides, methodologies, frequencies and schedule, and a description of the work to be done for each maintenance item identified;
- i. Predictive Maintenance methodologies, as applicable;
- j. Service call program and tenant environment;
- k. Hours of operation;
- l. Repairs, replacement items, and associated standards;
- m. Excess snow removal plan;
- n. Integrated Pest Management Plan and Locksmith services;
- o. Contingency Plan;
- p. Vandalism Remediation plan;

- q. Hazardous materials plan;
- r. Description of staffing, responsibilities and schedule;
- s. List of key personnel along with complete contact information;
- t. Identification of appropriately licensed and certified technicians;
- u. Quality control program
- v. Phase-in Transition Plan
- w. Conceptual Phase-out Plan
- x. Screening and Background Check Compliance Procedure

C.3.8.1.5.1 The Contractor shall make updates to the BOP during the contract to assure that the BOP reflects current equipment, systems, and operating procedures, as necessary.

C.3.8.1.5.1.1 Additional Building Operational Requirements

The Contractor shall operate the building systems in an energy efficient manner and shall provide the following environmental conditions:

- a. **New or LEED Building Temperatures:** The Contractor shall maintain temperatures within the ranges established at the conclusion of building commissioning. Deviation from these ranges requires COTR approval;
- b. **Building Temperatures** Temperature controls shall be set to maintain 70 degrees plus or minus 2 degrees Fahrenheit during Occupant Work Hours in the heating season. Temperature controls shall be set to maintain 70 degrees plus or minus 2 degrees Fahrenheit during Occupant Work Hours in the cooling season. Space temperatures during other than Occupant Work Hours shall be maintained at the minimum temperatures required to assure the protection of the building and its systems, generally this is 55 degrees Fahrenheit.
- c. **Warehouse and Adjacent Spaces:** Unless stipulated otherwise in the building description, warehouses and other areas subject to external traffic, the Contractor shall adjust temperatures to 55°F during the heating season and 80°F during the cooling season (if mechanical cooling is available). And, in areas such as garages, loading docks, etc., the Contractor shall set the heaters to maintain 55°F, cooling will not be provided.
- d. **Use of Fresh Air and Economizers:** The Contractor shall use outside air, mechanical economizers, or any other energy saving equipment installed in the building, to the maximum extent possible, during moderate weather. The use of the aforementioned energy saving methods shall be based on outside temperatures and humidity conditions in order to maintain the indoor temperatures defined above;
- e. **Air Filtration:** Ventilation shall be provided to the maximum extent allowable by the design of the mechanical equipment installed in the building. Air shall be adequately filtered at all times by using only air filters capable of fifty percent (50%) particulate removal to ensure a safe and healthful environment, and filters shall be changed at a frequency

consistent with industry standards and that is acceptable to the COTR. This could require changing filters once each month on air distribution systems, which serve special or heavy use areas. Each time a filter is replaced, the date of replacement shall be clearly marked/written, by Contractor, so that the date is visible and legible without removing the filter;

- f. **Potable and other water temperatures** shall be maintained in accordance with the table below.

Service	Temp.
Domestic Hot Water	110F
Domestic Hot Water from local booster heaters	140F
Protected Hot Water for lab sinks, etc.	110F
Emergency tempered water for eye washes, safety showers, etc.	88F
Chilled drinking water	50F

- g. **Lighting Levels:** Lighting systems shall be maintained to achieve the following levels during occupant work hours:

Area	Level
Public Areas Within the Building	10 Foot-Candles
Normal Work Stations	50 Foot-Candles
General Workstations	30 Foot-Candles
Storage Areas	10 Foot Candles

The Contractor shall maintain lighting levels in other areas within the facility not specifically identified above in accordance with original design specifications of the Facility. **Lighting necessary for safety and security will remain on during other than Normal Occupant Working Hours.**

- h. **Operational Tests:** The Contractor shall perform running test checks of large or high energy use equipment, such as chillers, pumps, air handling equipment, elevators, fire, life safety, devices, during Hours of Operation provided that such tests do no cause an interruption in service or increase monthly electrical demand costs. The COTR will define the peak usage periods, during which hours tests or checks are prohibited, and will provide this information to the Contractor. The Contractor shall provide required tests at other than hours of operation, as necessary.

C.3.8.1.5.2 Contingency Plan

The Contractor’s Contingency Plan shall include at a minimum a plan to address the following:

- a. Loss of the Contractor's on-site personnel (e.g., strike, walkout, injury, abrupt resignation);
- b. Civil disturbance or other major security threat;
- c. Natural disaster, bombing, or other event which damages the Facility structure, mechanical systems or utilities; and
- d. Utilities curtailment.

C.3.8.1.5.3 Vandalism Remediation Plan

The Contractor shall include in the BOP (C.3.8.1.5) a plan to deter and remediate vandalism (e.g. breaking windows, arson, graffiti, egging, and other destructive acts).

C.3.8.1.6 Maintenance

The Contractor shall perform Maintenance on all building equipment and systems to keep the Facility functioning per the design intent including all supplies and services needed for maintenance and operation of the Building(s) as described herein. The Contractor shall perform scheduled and unscheduled maintenance and repairs, as necessary, twenty-four (24) hours a day, three hundred sixty-five (365) days a year (366 in leap year), including emergency service calls.

C.3.8.1.6.1 Maintenance and CMMS

The Contractor shall utilize the CMMS to maintain the management records for all work orders, maintenance, PM, and PdM. The Contractor shall follow the Preventive Maintenance program, as described in Section C.3.8.1.8 as it relates to the CMMS.

C.3.8.1.7 Service Call Services

C.3.8.1.7.1 Emergency Service Calls

The Contractor shall provide Emergency Service Call services as described in C.3.16.1.3.

C.3.8.1.7.2 Non-emergency Service Calls

The Contractor shall provide Non-Emergency Service Call services as described in C.3.16.1.4.

C.3.8.1.7.3 Service Call Documentation

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

C.3.8.1.8 Preventive Maintenance (PM) Program

C.3.8.1.8.1 The Contractor shall develop and implement a Preventive Maintenance Program to preserve the condition of the Facility's systems and equipment, avoid long-term damage and unnecessary costs. The Contractor shall maintain all equipment and systems at acceptable levels of operating efficiency to ensure that the Facility is operated in an efficient manner. The Contractor shall ensure the maintenance schedule continues from the existing maintenance schedule so as not to create gaps in performance of maintenance. The Contractor shall maintain all equipment listed in the contract in accordance with one or both of the following methods:

- a. Manufacturer's recommendations
- b. PM guides developed by the Contractor (which shall be submitted to and approved by the COTR)

C.3.8.1.8.2 In addition to the above methods, the Contractor's PM program shall also include: periodic inspection; testing; cleaning; lubrication; adjustment; filter cleaning and replacement; and furnishing the necessary parts and labor to accomplish repairs to keep the equipment and systems in an acceptable level of operating condition.

C.3.8.1.8.3 The Contractor shall include PM guides, frequencies and schedule, and any Predictive Maintenance methodologies in the BOP (C.3.8.1.5). Also as a part of the BOP (C.3.8.1.5), the Contractor shall indicate the frequency the PM will be performed and shall provide a description of the work to be done for each maintenance item identified.

C.3.8.1.8.4 The Contractor shall indicate explicitly in cases where the Contractor proposes to deviate from industry best practices, standards, and frequencies. In cases where the Contractor proposes an alternative frequency or guide, the Contractor shall clearly identify and explain this alternative. The COTR will approve the technical rationale of any alternative prior to it becoming effective. The COTR has full authority to accept or reject any alternative and to direct the Contractor to follow industry best practices, standards, and frequencies or the procedures listed in the equipment O&M documentation. The Contractor shall ensure that all Predictive Maintenance descriptions, if applicable, describe method of base-lining equipment performance, data to be measured, frequency and methods of measurement, and methods of determining when maintenance or repair is necessary.

C.3.8.1.8.5 The Contractor shall propose Preventive or Predictive Maintenance standards and schedules for all equipment when any of the following factors apply:

- a. The equipment normally requires periodic replacement of consumable components;
- b. Normally requires periodic or occasional cleaning;

- c. Has moving parts;
- d. Is prone to failure of major components before overall obsolescence of the system which it serves;
- e. Is of a type itemized in the Public Buildings Maintenance Guides and Time Standards ("PBS standards") (Section J.6 Applicable Document #28); or NETA Maintenance Testing Specifications (Section J.6 Applicable Document #20); and/or
- f. Requires Preventive or Predictive Maintenance in accordance with any other provision of this Contract.

C.3.8.1.8.6 Preventive Maintenance Schedule

The Contractor shall submit an annual schedule for the accomplishment of all PM to the COTR not later than ten (10) days after contract start work date and submit updates to PM Schedule as necessary to ensure the PM Schedule remains current.

C.3.8.1.8.7 Consolidated Preventive Maintenance Report

The Contractor shall prepare and submit to the COTR a consolidated monthly report detailing the Preventive Maintenance performed on each piece of equipment by type, equipment number, and location. This report shall include type of service, e.g., Preventive Maintenance, service call, maintenance repair, emergency service calls, overtime, and additional services; description of work and the number of hours expended, work to be completed and any outstanding service requests.

C.3.8.1.8.8 Preventive Maintenance Log Books

The Contractor shall maintain a log book at the Facility. The Contractor shall provide a key locked cabinet to insure the security and safety of the log. The Contractor shall provide the COTR with a key to the cabinet. The Contractor shall record date and times of Preventive Maintenance service visits and the service provided. DGS shall maintain the cabinet, key, and log(s) as the property of DGS and at no time shall the log(s) be removed from the property by anyone.

C.3.8.1.8.9 PM Cycles Greater than Twelve (12) Months

The Contractor shall keep a separate record of any building equipment or systems with a PM cycle greater than twelve (12) months (defined by the contract period: base year and each option year). This record shall be submitted ninety (90) days before the expiration of each option year and include estimates of work to be performed.

C.3.8.1.8.10 Exception – Minimum Standards

Except where other standards are identified herein, the Contractor shall perform scheduled Preventive Maintenance using at a minimum, industry best practices, as well as the standards and frequencies recommended by the manufacturer.

C.3.8.1.8.11 Preventive Replaced by Predictive

Scheduled Preventive Maintenance for specific equipment may be replaced in whole or in part by Predictive Maintenance, with the written approval of the COTR, when sufficient condition monitoring capability is in place.

C.3.8.1.8.12 Opening or Dismantling Equipment

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.3.8.1.8.13 Equipment Hours of Operation

C.3.8.1.8.13.1 HVAC Hours of Operation

It shall be the Contractors responsibility 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.3.8.1.8.13.2 BOP Documentation

The Contractor shall identify and document the Hours of Operation for HVAC equipment in the BOP (C.3.8.1.5).

C.3.8.1.8.13.3 When to Start Equipment

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.3.8.1.8.13.4 Exceptions

The only exception to operating this equipment at times other than Occupant Work Hours shall be providing Reimbursable Services (see Section C.3.20), or for providing freeze protection for the building and systems when weather conditions warrant such operation, or as may be instructed by the COTR.

C.3.8.1.8.14 Special Conditions – Facility Temperature Conditions

C.3.8.1.8.14.1 Freeze Protection

The Contract shall ensure the following:

C.3.8.1.8.14.1.1 Steam/hot water radiation systems shall be set to operate when outside temperatures fall below 35°F, and shut off when the night setback temperature is reached.

C.3.8.1.8.14.1.2 Outside air dampers on all air handlers shall close completely during unoccupied hours.

C.3.8.1.8.14.1.3 Sump heaters associated with the cooling towers that are “in service”, shall be controlled by thermostat during the winter months.

C.3.8.1.8.14.1.4 If water make-up to the tower is in service, a heat tape shall be installed on the line and shall be set by thermostat, to activate when ambient temperatures drop below 35°F.

C.3.8.1.8.14.2 Chiller Room

The Contract shall ensure the following:

C.3.8.1.8.14.2.1 Chillers shall be staged, so that the most efficient chiller load shall be operated first, then additional chillers operated to meet increased cooling demand. All chillers that are not in service shall be secured from the common header.

C.3.8.1.8.14.2.2 Chillers shall be started thirty (30) minutes before building air handlers are started and secured thirty (30) minutes before air handlers are secured.

C.3.8.1.8.14.2.3 Chiller controls shall be set to maintain 42°F chilled water when outside air temperatures are 100°F and modulate to 46°F when outside temperatures are 75°F.

C.3.8.1.8.14.3 Cooling Towers

The Contractor shall ensure the following:

C.3.8.1.8.14.3.1 Cooling towers associated with the chiller that are “in service”, shall run controlled by pneumatic thermostat to maintain a constant condenser water temperature of 70°F at the chiller;

C.3.8.1.8.14.3.2 Sump heaters for each cooling tower shall be secured during the cooling season and be controlled by thermostats during the winter months if the associated chiller is in service;

C.3.8.1.8.14.3.3 Tower not in service shall be drained and all heaters secured; and

C.3.8.1.8.14.3.4 Heat tapes to activate when the ambient temperature drops below 40°F shall protect water make-up to the tower

C.3.8.1.8.14.4 **Ventilation**

The Contractor shall ensure the following:

C.3.8.1.8.14.4.1 Building exhaust fans shall operate during building occupant work hours

C.3.8.1.8.14.4.2 When a carbon monoxide sensing system is used, the maximum average concentration of carbon monoxide shall not exceed (50) PPM during any eight (8) hour period or (200) PPM for a period not exceeding one (1) hour;

C.3.8.1.8.14.4.3 Operable windows will be closed during both the heating and cooling seasons; and

C.3.8.1.8.14.4.4 Thermostats will control elevator machine room exhaust fans and the EMCS will control and release outside air dampers.

C.3.8.1.8.14.5 **Special Use Areas**

Designated areas such as “computer rooms” or “special use areas” will be allowed cooling to maintain a constant temperature of 75°F and 50% relative humidity, or as otherwise designated by the COTR to satisfy that specific environment. These areas will be the only exceptions to the general building operation plan.

C.3.8.1.9 **Repairs**

C.3.8.1.9.1 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.3.8.1.9.2 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.3.8.1.9.3 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.3.8.1.9.3.1 Minor Repairs

C.3.8.1.9.3.1.1 The Contractor shall perform minor repairs, repairs requiring no more than the established deductible threshold, as needed.

C.3.8.1.9.3.1.2 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.3.8.1.9.4 Major Repairs

C.3.8.1.9.4.1 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.3.8.1.9.4.2 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.3.8.1.9.5 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.3.8.1.9.6 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.3.8.1.9.7 Vandalism Repairs

C.3.8.1.9.7.1 The Contractor shall include in the BOP (C.3.8.1.5) 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.3.8.1.9.8 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.3.8.1.9.8.1 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.3.8.1.10 Replacement Parts and Materials

C.3.8.1.10.1 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.3.8.1.10.2 The Contractor shall provide and maintain sufficient parts and supplies at the Facility to correct all service calls within the prescribed time limits.

C.3.8.1.10.3 The District reserves the right to furnish to the Contractor, any or all parts and/or materials required for repairs.

C.3.8.1.10.4 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.3.8.1.10.5 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.3.8.1.10.6 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.3.8.1.10.7 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.3.8.1.10.8 RESERVED

C.3.8.2 Property Inspection and Property Records

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

C.3.8.2.1 Deficiency Investigating and Resolution

C.3.8.2.1.1 Initial Deficiency List (IDL)

The Contractor shall walk through the completed Facility after any transition period and 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.3.8.2.1.2 Investigation of Existing Conditions

C.3.8.2.1.2.1 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.3.8.2.1.2.2 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.3.8.2.1.3 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.3.8.2.1.4 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.3.8.2.1.5 The District will reimburse the Contractor for all repairs to existing deficiencies pursuant to the following:

- a. The Contractor shall submit the appropriate estimate(s) to the COTR within 5 days of submission of the Initial Deficiency List.;
- 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.3.8.2.1.6 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.11. The Contractor shall include only the equipment that is installed under the construction contract and tied permanently to the building. The Contractor shall not be responsible for the maintenance and repair of occupant equipment.

C.3.8.2.1.7 Labeling of Building Operating Equipment

C.3.8.2.1.7.1 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.3.8.2.1.7.2 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.3.8.2.2 Inspection and Testing

C.3.8.2.2.1 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.3.8.2.2.2 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) (Section J.6 Applicable Document #23)
- b. American National Standards Institute (ANSI) (Section J.6 Applicable Document #30);
- c. National Electrical Manufacturers Association (NEMA)
- d. American Society for Testing Materials (ASTM) (Section J.6 Applicable Document #36)
- e. Institute of Electrical and Electronics Engineers (IEEE) (Section J.6 Applicable Document #37)
- f. National Electrical Code (NEC) (Section J.6 Applicable Document #33)
- g. National Electrical Testing Association (NETA) (Section J.6 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.3.8.2.2.3 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.3.8.2.2.4 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.3.8.2.2.5 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) (Section J.6 Applicable Document #25), International Electrical Testing

Association (NETA) (Section J.6 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.3.8.2.2.6 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.3.8.2.2.7 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.3.8.2.2.8 HVAC and Domestic Water Report

The Contractor shall send to the COTR and the DGS Facility Management Divisions Operations Unit a daily report, via email and phone (202) 698 – 1750 of the overall environmental condition of the facility specifying:

- a. Domestic hot water temperatures;
- b. Boiler equipment status (Heat/No Heat);

- c. Chiller equipment status (Cooling/No Cooling);
- d. Specific problem description (noting exact equipment failures);
- e. Expected resolution; and
- f. Specific occupied areas (office areas, classrooms, meeting/gathering spaces, etc.) without HVAC
- g. Any additional pertinent information, including the status of any HVAC related equipment that may prevent the building from opening on schedule.

This report shall be submitted within one hour of the start of the facility Hours of Operation and vendor shall work without delay to get the facility back on-line and adequately conditioned by the start of Normal Occupant Work Hours.

C.3.8.2.2.8.1 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.3.8.2.2.8.2 At the time of the tours, the Contractor shall complete the log sheets associated with major operating equipment.

C.3.8.2.2.8.3 Tour Work Assignment Sheet

The Contractor shall develop and submit as a part of their BOP (C.3.8.1.5) 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.3.8.2.2.8.4 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.3.8.2.3 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.3.8.2.4 Operational Maintenance and Repair (OM&R) Logs

C.3.8.2.4.1 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.3.8.2.4.2 All individuals, upon reporting for duty, are to read and initial the logbook from the previous sheet.

C.3.8.2.4.3 A separate logbook should be kept in the (boiler/chiller) room annotated with readings taken (per manufacturer specifications) every two (2) hours.

C.3.8.2.5 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.3.8.2.5.1 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.3.8.2.5.1.1 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.3.8.2.6 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.3.8.1.5), and shall correlate with sequences programmed in the BAS.

C.3.8.2.7 Roof Inspections

The Contractor shall perform semiannual roof inspections in accordance with Public Buildings Maintenance Guides and Time Standards (January 1995) (Section J.6 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.3.8.2.8 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 sixty (60) 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 “SMARTDGS” and supplemental CMMS as approved; and
- h. Adhere to naming conventions and other data definition standards indicated by the District.

C.3.8.2.8.1 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.3.8.2.8.2 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.3.8.2.8.3 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.3.8.2.9 CMMS Building Equipment Inventory and Labeling

C.3.8.2.9.1 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.3.8.2.9.2 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.3.8.2.9.3 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.3.8.2.9.4 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.3.8.2.9.5 Tag Installation

C.3.8.2.9.5.1 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.3.8.2.9.5.2 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.3.8.2.9.5.3 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.3.8.2.9.5.4 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.3.8.2.9.5.5 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.3.8.2.9.5.6 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.3.8.2.10 Property Records

C.3.8.2.10.1 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.3.8.2.10.2 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.3.8.2.10.3 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.3.8.2.10.4 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.3.8.2.10.5 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.3.8.2.10.6 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.3.8.2.11 Warranties and Warranty Management

C.3.8.2.11.1 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.3.8.2.11.2 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.3.9 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.3.9.1 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. Buildings with unique services that must continue government operations during emergency conditions shall be treated and cleared consistent with tenant occupancy and as directed by the COTR.

C.3.9.1.1 Pre-treatment

C.3.9.1.1.1 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.3.9.1.1.2 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.3.9.1.2 Snow Removal

C.3.9.1.2.1 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.3.9.1.2.2 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. 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.3.9.1.2.3 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.3.9.1.2.4 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.3.9.1.3 Excess Snow Removal Plan

C.3.9.1.3.1 Removal of excess snow is six (6) inches or more per event according to the national weather services. 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.3.9.1.3.2 If all snow and/or ice are 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.3.9.1.3.3 RESERVED

C.3.9.1.3.4 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.3.10 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.3.10.1, special cleaning C.3.10.3, and related services C.3.10.4. 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.3.10.1 Cleaning Services

The Contractor shall perform the required cleaning services to include the necessary supplies to execute these services.

The Contractor shall comply with the District's established waste management and recyclable program at the facility.

C.3.10.1.1 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. Contractor shall develop a plan for the phase-out of equipment that does not, at a minimum, meet the following specifications:

1. Ensure that all vacuum cleaners used are HEPA filtration vacuum units and meet the minimum requirements described in the Carpet and Rug Institute (CRI) Green Label Program (Section J.6 Applicable Document #38) requirements and shall operate at a sound level of less than 70 dBA.
 2. Carpet extraction equipment shall meet at a minimum the Carpet and Rug Institute Bronze Seal of Approval. (Section J.6 Applicable Document #39)
 3. Powered floor maintenance equipment shall be equipped with controls or other devices for capturing and collecting particulates and shall operate at a sound level less than 70 dBA.
 4. Propane-powered floor equipment shall include low-emission engines certified by the California Air Resources Board under the Small Off-Road Engines or Equipment (SORE) program, and shall be equipped with catalytic and exhaust monitoring systems in addition to other requirements for floor equipment set out in the section.
 5. Current in-use propane-powered equipment may only be used when the building is unoccupied, and under conditions allowing for as much air circulation and exchange as possible.
 6. Powered scrubbing machines shall be equipped with a control method for variable rate dispensing to optimize the use of cleaning fluids.
 7. Contract shall also include a quarterly maintenance component to inspect and maintain performance of janitorial equipment, as defined by the equipment vendor and records results in a maintenance log.
- 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. 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(Section J.6 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 (1/2"). 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 (Section J.6 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 (Section J.6 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 (including exercise equipment) 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 From Floor to Ceiling and Exterior Glass from Ground Level to First Level above-** 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.3.10.2 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.3.10.3 Special Cleaning Requirements

The Contractor shall comply with the special cleaning requirements for designated areas of the Facility.

C.3.10.4 Related Services

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

C.3.10.4.1 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.

C.3.10.4.2 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 (HEPA) 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 (Section J.6 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 HEPA filters. The Contractor shall dispose of all collected excrement in accordance with all applicable Federal, State, and local regulations.
- v. 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.
- vi. 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.
- vii. 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.
- viii. **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.

C.3.10.4.3 Support Services

The Contractor shall furnish the required manpower, cleaning materials, and equipment for the support services described below.

1. Service lobbies and high public use areas.
2. Perform special cleaning required by building occupants vacating specific building areas; conferences, hearings, cleanup work made necessary by water infiltration and similar occurrences.
3. Assist in loading, unloading, and distribution of building supplies needed for general building operation, not tenant moves.
4. Provide additional cleaning and servicing requirements as identified by the COTR.
5. 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.
6. Function as onsite incident commander during building emergency response situations and drills during the course of Normal Occupant Working Hours and after.
7. Report fires and hazardous conditions to the COTR.
8. Lock rooms in security areas after cleaning and return keys to designated office.
9. Turn in lost and found articles to the DGS Protective Services Division staff on duty or designated lost & found area.
10. Notify the DGS Protective Services Division staff on duty when unauthorized or suspicious persons are seen on the premises.
11. During inclement weather, lay out floor mats in entrances and lobbies. Clean, remove, and store mats when no longer required.

C.3.10.4.4 Monthly

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

- a. **High dusting and cleaning beyond seventy inches (70')** 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.

C.3.10.4.5 Quarterly

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

- a. **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 or as needed.

- b. **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.3.10.4.6 **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.
- d. **Loading Dock and Garage Cleaning:** The Contractor shall maintain loading dock and garages free of trash, litters, feces, bird and animal excrement and carcass, bottles, cups, broken glass, oil, grease, sand, and other foreign matter. The Contractor shall power-wash the perimeter and loading dock and all garages twice (2) a year.
- e.

C.3.10.4.7 **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, dusk, spots, oil, smudges, dirt, substances, encrustation, and streaks. The Contractor shall relocate and return all equipment and furnishings needing relocation during stripping and refinishing to their original positions

C.3.10.5 Cleaning Standards

C.3.10.5.1 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.3.10.5.2 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.3.10.5.3 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.3.10.6 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.3.10.7 Environmentally Preferable Purchasing

C.3.10.7.1 The Contractor shall comply with the Office of Contracting (OCP) Directive 1303.00 dated October 1, 2003(Section J.6 Applicable Document #22) entitled "Environmentally Preferable Purchasing." And other federal requirements are found in Executive Order 13101—Greening the Government Through Waste Prevention, Recycling, and Federal Acquisition (Section J.6 Applicable Document #10).

C.3.10.7.2 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) (Section J.6 Applicable Document #41).

C.3.10.8 Service Calls

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

C.3.10.8.1 Service Call Documentation

The Contractor shall include documentation of service calls as described in C.3.16.1.8.

C.3.11 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. In addition, contractor shall maintain all tree boxes from the perimeter line to the adjacent curb.

C.3.11.1 Plant Materials

C.3.11.1.1 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.3.11.1.2 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.3.11.1.3 Warranty

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

C.3.11.1.4 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.3.11.2 Grass Cutting

The Contractor shall mow and maintain all grass areas identified in accordance with this solicitation at a height of two (2) inches at all times. The Contractor shall police all areas to be cut prior to mowing to remove any paper, stones, or debris, which may have accumulated. The Contractor shall collect and remove all accumulating clippings on the turf from the site immediately after mowing.

- a. Rough Cut: Only in those areas not identified as manicured lawn, the Contractor shall cut grass at approximately one-half ($\frac{1}{2}$) the number of frequencies as manicured lawn areas. Rough cut areas do not require removal of accumulated clippings, edging or trimming.
- b. Trimming: The Contractor shall trim around monuments, fences, poles, walls and a sign each time the grass is cut, and the trim shall be the same height as the cut grass.
- c. Edging: The Contractor shall establish and maintain a well-defined line for all edging around curbs, walks and ornamentals each time the grass is cut.
- d. Lawn Planting: The Contractor shall not mow lawn areas containing naturalized plantings of flowering plants until their foliage has turned yellowish-brown and died back to the ground.

C.3.11.3 Fertilizing

The Contractor shall apply fertilizer in accordance with IPNM policy (Section J.6 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
- e. Turf

C.3.11.4 Mulching

C.3.11.4.1 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.3.11.4.2 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 (Section J.6 Applicable Document #40) practices.

C.3.11.5 Weeding

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

C.3.11.5.1 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.3.11.5.2 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.3.11.6 Pruning

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

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

C.3.11.7 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. The Contractor shall apply a first application of turf to be included with turf renovation (August) and a second application, if required, shall follow six (6) to eight (8) weeks later.

C.3.11.7.1 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. A District Government representative must be present at all times when fertilizer and chemicals are being applied.
 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, mow, edge, and collect grass;
 6. Apply herbicide along fence lines and sidewalks; and
 7. Apply fertilizer to lawns, beds and trees.
- b. The Contractor shall provide the following services by April 25th. A District Government Representative must be present at all times when liming is being performed. Irrigation and liming to be performed at different times.
 1. Trim, clip and shear vines, hedges and shrubbery after trim, clip and shear vines, each mowing;
 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, mow, edge, and collect grass;
 5. Irrigate beds;
 6. Aerate lawn area;
 7. Re-grade, seed and sod as necessary; and
 8. Apply lime to grass areas.
- c. The Contractor shall provide the following 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.
 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, mow, edge, and collect grass; and
 6. Irrigate lawn and beds.

- 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, mow, edge, and collect grass; and
 - 5. Irrigate lawn and beds.
- e. The Contractor shall provide the following services by July 25th. 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 performed.
 - 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, mow, edge, and collect grass; and
 - 5. Irrigate beds.
- f. The Contractor shall provide the following services by August 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, mow, edge, and collect grass; and
 - 5. Irrigate lawn and 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. Aerate and seed;
 - 5. Police entire site, mow, edge, and collect grass; and
 - 6. Irrigate lawn and beds.

C.3.11.8 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.3.11.9 Green Roof

Green Roofs consist 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.3.11.9.1 Vegetation Maintenance Plan

The Contractor shall develop a comprehensive, management plan for the on-going maintenance of all vegetation at the Facility. 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.3.11.10 Irrigation Systems

The Contractor shall maintain irrigation systems. The Contractor is responsible for maintaining and adjusting the landscape and operation of irrigation systems.

C.3.11.10.1 Irrigation Services

The Contractor shall provide automated irrigation system inspection and maintenance services for all existing automated irrigation.

The Contractor shall provide automated irrigation systems inspection and maintenance services in accordance with the applicable ANSI standards (Section J.6 Applicable Document #5) with the start-up and winterizing dates to be established by the COTR representative.

C.3.11.10.2 Irrigation Systems Monthly Inspections

The Contractor shall perform monthly visual inspections of all irrigation systems to evaluate the need for repairs, adjustments, or to schedule maintenance.

Inspection shall be completed within the first week of each month. Services shall include an examination of the following components or elements of the irrigation systems at a minimum.

- a. Adjust nozzles, sprays, rotors, risers to avoid spray onto pathways, sidewalks, and streets, in-fields, and to maximize coverage and efficiency;

- b. Adjust irrigation clocks including run times to current weather conditions and permitting schedule of the fields that shall be provided by the COTR.
- c. Note damaged valve box covers;
- d. Note all damaged or missing nozzles and replace broken wires;
- e. Check rain and freeze sensors and note missing or defective rain sensors;
- f. Note broken lateral or mainlines; and
- g. Troubleshoot potential problems and implement approved preventative measures.
- h. Submission of an irrigation report. The Contractor shall submit the reports by the next business day following the first week of the month.

C.3.11.10.3 Irrigation Systems Repair and Maintenance Schedule and Requests

The Contractor shall notify and obtain the approval of the COTR before performing any repairs on an irrigation system. The Contractor shall submit recommendations on zone modifications or additions to the COTR for review and approval before performing work. Damage to any parts of the irrigations systems that are the result of the Contractor's performance of work shall be repaired at the Contractor's cost and at no cost to the District.

C.3.11.10.4 Irrigation System Start up and Winterization Services

- a. The Contractor shall perform the following start-up services in the Spring and winterizations services in the Fall for each irrigation system as directed by the COTR. The Contractor shall at a minimum include the following:
 - i. Evaluation of the controller program;
 - ii. Inspection and fine-tuning of all irrigation heads;
 - iii. Inspection of wire connections at controller and all valve boxes;
 - iv. Inspection of rain sensor components;
 - v. Location of all electronic valve boxes;
 - vi. Inspection of backflow connections for leaks and wear;
 - vii. Measurements of water pressure and inspect water source for correct operation.
 - viii. System audit and adjustment of systems for water efficiency;
 - ix. All irrigation systems shall be drained completely; and

a. All water supply valve shall be shut off and their location clearly be identified by physical marking (required for winterization only).

b. After a startup or winterization service has been performed, the Contractor shall submit a list of items that are broken or need fixing to the COTR within 24 hours. Repairs to the irrigation system shall be conducted in accordance with the Reimbursable Repair component of this contract. The Contractor will give notice to the COTR when done with any irrigation repairs.

c. The Contractor shall provide extra soil to bring all irrigation boxes and heads up to a level surface, including the need to fill around any irrigation boxes or heads.

C.3.11.10.5 Irrigation System Start up Certification

The Contractor shall certify the operable status or condition of each irrigation system upon completion of the spring start up services. The Irrigation System Start up Certification for spring shall be provided as set forth in the deliverables section.

C.3.11.10.6 The Contractor shall certify the status or condition of each irrigation system upon completion of the fall shut down services. The Irrigation System Shut Down Certification for Fall shall be provided in accordance with the contract deliverables.

C.3.11.11 Debris Removal

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

C.3.11.12 Adjacent Interference

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

C.3.11.13 Storage

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.3.11.14 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.3.11.15 Water Treatment Program

The Contractor shall develop and submit a comprehensive Water Treatment Program to the COTR thirty (30) days after contract start. The Contractor shall incorporate the Water Treatment Program in the Contractor's BOP (C.3.8.1.5) and ensure that the Water Treatment Program includes at a minimum:

- a. A description of the water treatment, equipment and systems; and chemicals,
- b. A description of the services required to control corrosion, scale, algae, slime and bacterial growth in all HVAC equipment and systems throughout the building;
- c. Meets the original equipment manufacturers recommendations;
- d. Conforms with applicable federal and District sanitation and environmental regulations;
- e. Perform water treatment and provide safety equipment (e.g., emergency eyewash stations) maintained in accordance with OSHA standards (Section J.6 Applicable Document #4); and
- f. Identify all tests to be performed as part of the monthly analysis.

C.3.11.15.1 Initial Analysis

The Contractor shall perform a comprehensive initial water treatment analysis (laboratory analysis) to assist in developing the Water Treatment Program. The Contractor shall submit to the COTR the initial water analysis report on existing water conditions for all water systems fifteen (15) calendar days after the contract start date. The Contractor shall analyze each HVAC water loop, at a minimum: pH, P Alkalinity, Bicarbonates, Carbonates, Hydroxides, M Alkalinity, Total Hardness, Iron, Chloride, Specific Conductance, and Total dissolved solids, Phosphate, and Silica.

C.3.11.15.2 Approval

The Contractor shall NOT begin any chemical treatment of any system until the Contractor's Water Treatment Program is submitted to and approved by the COTR in writing. The Contractor shall be required to continue with the District's existing water treatment procedures that are in effect at contract start, until such time as the Contractor's proposed water treatment program is accepted by the COTR.

C.3.11.15.3 Water Treatment Conditions Report

The Contractor shall generate a water treatment conditions report ("initial report").based on this analysis, the Contractor shall use the report to develop a Water Treatment Program, which shall include daily field tests, monthly laboratory analysis and weekly biocide rotation. The Contractor shall incorporate the initial report and the Water Treatment Program into the BOP (C.3.8.1.5).

C.3.11.15.4 Changes

The Contractor shall submit supplemental reports to identify any changes in the Water Treatment Program as they occur.

C.3.11.15.5 Water Samples

The Contractor shall draw one (1) complete set of water samples from all water systems as required by OSHA (Section J.6 Applicable Document #5). The Contractor shall ensure that the test water samples are obtained and processed by or under the supervision of a qualified chemist approved by the COTR. The Contractor shall notify the COTR when water samples are to be taken.

C.3.11.15.6 Water Sample Reports

The Contractor shall provide a Water Samples Report containing all pertinent information relative to the conditions found. A copy of the Water Samples Report shall be submitted to the COTR identifying the chemical residual balances in each system. These balances shall identify in parts per million (PPM), parts per billion (PPB), and other acceptable standards of measurement for all to other relevant system conditions, i.e. pH, conductivity, total dissolved solids, suspended solids, cycles of concentration, and any other relevant system conditions that should be reported by the Contractor in accordance to OSHA guidelines. The report shall also include any adjustments that have been made to the systems to provide necessary corrective actions.

C.3.11.15.7 Duplicate Water Samples

The Contractor shall provide a duplicate set of water samples to the COTR, along with the accompanying water analysis report as needed.

C.3.11.15.8 Coupon Rack

The Contractor shall install a coupon rack, not later than thirty (30) calendar days from submission of the water treatment plan, in all closed loop systems and the condenser water loop, if coupons do not already exist. The Contractor shall maintain and replace as necessary. The Contractor shall describe the minimum

quantity of coupons and frequency of inspections in the Water Treatment Program.

C.3.11.15.9 Corrosion Coupons

The Contractor shall provide and install metal coupons in each open and closed water system that are part of this contract. Coupons shall be installed to the extent that each metal in each system being treated is represented with a coupon of the same composition of ferrous and non-ferrous materials used in the construction of each of the water system components. The Contractor shall replace the coupons and determine the corrosion rates every sixty (60) calendar days of system operation. The Contractor at no additional cost to the District shall perform any necessary Water Treatment Program adjustments that should be taken (as determined by the coupons measured corrosion rates). This information shall be included with the weekly written system analysis reports at sixty (60) calendar day reporting intervals.

C.3.11.15.10 Weekly Testing (Field Test)

The Contractor shall perform weekly water field tests for open HVAC loops for pH, TDS, conductivity, corrosion inhibitor concentration, and concentration of biocides.

C.3.11.15.11 The Contractor shall enter results on a daily basis into the logs and a copy of the records shall be maintained on site.

C.3.11.15.12 Monthly Testing (Lab Analysis)

The Contractor shall draw a set of water samples monthly, for all HVAC water loops, which are in active use during that season, for independent lab analysis. The Contractor shall conduct monthly water sample testing as described in the Water Treatment Program and utilize a qualified laboratory technician to analyze the monthly samples.

C.3.11.15.13 Monthly Water Testing Report

The Contractor shall submit a monthly report to the COTR by the 10th calendar day of each month wherein the report shall contain all pertinent information, relative to the conditions found (to report results from the previous month).

C.3.11.15.14 Chemical Usage Documentation

The Contractor shall maintain documentation of chemicals on hand and chemicals in use at the facility including at a minimum the following: