

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 Contractor shall determine the Hours of Operation: It shall be the Contractor's 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.3.99), 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) (Applicable Document #23)
- b. American National Standards Institute (ANSI) (Applicable Document #30);
- c. National Electrical Manufacturers Association (NEMA) (Applicable Document #20)
- d. American Society for Testing Materials (ASTM) (Applicable Document #36)
- e. Institute of Electrical and Electronics Engineers (IEEE) (Applicable Document #37)
- f. National Electrical Code (NEC) (Applicable Document #33)
- g. National Electrical Testing Association (NETA) (Applicable Document #20)
- h. Insulated Power Cable Engineer Association (IPCEA)

- i. Occupational Safety and Health Administration (OSHA)
- j. Testing and Maintenance of Electrical Distribution System

C.3.8.2.2.3 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) (Applicable Document #25), National Electrical Testing Association (NETA) (Applicable Document #20), or an equivalent institute or association acceptable to the COTR.
- b. Personnel that are not NICET or NETA certified shall have equivalent qualifications that are acceptable to both the Contractor's Professional Electrical Engineer and the COTR.

C.3.8.2.2.6 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.3.8.2.2.7.1 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 SMARTDGS 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) (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 or other means 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 SMARTDGS CMMS. The Contractor shall ensure SMARTDGS 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 SMARTDGS 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/SMARTDGS. 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/SMARTDGS.
- 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. Pre-treatment labor costs during normal business hours shall be a part of Basic Services. After normal business hours pre-treatment shall be reimbursable in accordance with the overtime rate for the requisite Contractor staff hourly rates provided in section B.4.4.1; supplies, ice-melt, etc. shall be fully reimbursable and inventory reporting submitted by the Contractor to the District before, during, and after each snow season.

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 when internal onsite Contractor staff is used to perform the services in full or in part. Services shall be fully reimbursable when the Contractor is released by the COTR and when external snow removal contractors are utilized to perform the services, regardless of the volume. Reimbursement amount shall be in accordance with the hourly rates provided in section B.4.4.1 Excess of 6" Snow Removal. 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 or as directed by the COTR 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 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 is not removed from a facility area, Contractor shall be responsible, after a storm, for providing daily maintenance in order to prevent piles or drifts on paved surfaces. Such maintenance shall include the pushing back of snow piles to create additional snow storage with bobcats and/or tractors. Such efforts shall continue on a daily basis until 85% of the snow is melted and/or no ice remains on the property.

C.3.9.1.3.3 Performance Validation

The Contractor shall provide pictorial and other reporting means of snow removal to COTR for the duration of the snow/ice event and as requested by the COTR.

- 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 not be responsible for the Facility custodial and janitorial services.

C.3.10.1 Cleaning Services

The DCPS custodial staff shall maintain the full responsibility for all cleaning services, waste and recycling collection and removal services within the facility and on property grounds.

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

C.3.10.2 Upkeep of Machine and Equipment Rooms and Storage Areas

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

C.3.10.3 Environmentally Preferable Purchasing

- C.3.10.3.1** The Contractor shall comply with the Office of Contracting (OCP) Directive 1303.00 dated October 1, 2003 (Applicable Document #22) entitled "Environmentally Preferable Purchasing." And other federal requirements are found in Executive Order 13423—Strengthening Federal Environmental, Energy, and Transportation Management (Applicable Document #10).

- C.3.10.3.2** Contractor shall consider products and equipment certified by Green Seal, non-profit organization devoted to environmental standard setting, product certification, and public education or substantially equivalent certification (2006 Cleaning Services—GS-42 10) (Applicable Document #41).

C.3.10.4 Service Calls

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

C.3.10.4.1 Service Call Documentation

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

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 ~~to~~ transplantation of landscape materials and surfaces.

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 (½) 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 (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 (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.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 (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
 - b. All water supply valve shall be shut off and their location clearly be identified by physical marking (required for winterization only).
 - c. 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.
 - d. 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 (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 (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:

- a Logs of chemicals on hand and usage;
- b Material Safety Data Sheet MSDS for all chemical products to be used; on the job site ten (10) days after the contract award;
- c Copies of updated MSDS sheets on-site in a loose-leaf binder in alphabetical order according to the common name of the chemical product. The information shall be cross-indexed in alphabetical order by chemical names;
- d Legibly label all storage containers or cans in which the chemicals are stored;
- e Record the type and amount of chemicals added to each system for all work orders entered for adding chemicals to chemical feeder systems, or for adding chemicals to water;
- f Submit all weekly tests on-time; no more than two (2) weekly tests per year are permitted to be late;
- g Perform all monthly tests and no more than two (2) are late and not late by more than one (1) week;
- h Log all test results;
- i Take appropriate action, adjust feed rates and or repair problem areas, when test results indicate problems
- j Ensure that there is no significant fouling of heat exchange surfaces, or buildup of solids, biological growth, or algae in cooling towers; and
- k Ensure that one hundred percent (100%) of the time that legionellia colony counts are kept below the allowable range as established in the Water Treatment Program.

C.3.11.15.15 Warranty of Chemicals

C.3.11.15.1 The Contractor shall ensure that chemicals used in the performance of the required consolidated maintenance services will not endanger the health or safety of persons, personal property or real property. The Contractor shall also warrant

that all chemicals used at the Facility will not have any detrimental effect on the metallic, nonmetallic, and wooden materials used in the equipment being treated.

- C.3.11.15.2** The Contractor shall ensure that any discharge of chemicals to surface waters or sanitary sewers by the Contractor are in compliance with current regulations for such discharges as determined and administered by the District of Columbia, the Washington Suburban Sanitary Commission (WSSC) (Applicable Document #18), and the Environmental Protection Agency (EPA).

C.3.11.15.16 Cleaning District Owned Equipment

Where temperatures, pressures, or other operating data indicate that the Contractors scale control program not adequate resulting from inspection report data, equipment readings, and equipment malfunctions, the Contractor shall clean the District's affected equipment immediately, check the water treatment for accuracy, and thereafter maintain temperatures, pressures, and other pertinent factors within the design limits specified by the manufacturer of the District's equipment.

- C.3.11.15.17** The Contractor shall monitor relevant conditions of all water systems on a continuous basis and ensure that information is recorded and stored in the microprocessor memory on an hourly basis. The Contractor shall ensure that data gathered by the microprocessor includes the chemical treatment drum levels, water conductivity, water temperatures, water flow rates, system pH, cycles of concentration, total dissolved solids, gallons of makeup water added to each system that is in service.

C.3.11.15.18 Hardware and Software

The Contractor shall provide and install all hardware and software necessary to provide a continuous information database.

C.3.11.15.19 Inspection and Reporting

The Contractor shall identify water system(s) conditions that indicate improper or out-of specification conditions. The Contractor shall check alarm status every two (2) hours via telephone modem. The Contractor shall correct all alarmed conditions to ensure proper chemical treatment levels are maintained by performing a site visit within twenty-four (24) hours of receiving the alarm indication, and shall take appropriate corrective actions to return the system to normal conditions. The Contractor shall keep on file a hard copy report of the microprocessor; continuous monitoring, corrective actions taken, and any other information on system conditions and also make this information available to the COTR by the close of business each Monday, for the previous week.

C.3.11.15.20 Service Calls

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

C.3.11.15.20.1 Service Call Documentation

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

C.3.11.15.21 Service Calls

C.3.11.15.21.1 The Contractor shall respond to service calls for landscaping services as described in C.3.16.1.1.

C.3.11.15.21.2 Service Call Documentation

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

C.3.11.15.22 Preventive Maintenance

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

C.3.11.15.23 Preventive Maintenance Schedule

The Contractor shall include scheduled landscaping services in the Preventive Maintenance Schedule described in C.3.8.1.8.6.

C.3.12 UTILITY COMPANIES SERVICES

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

C.3.12.1 The Contractor shall provide service for all visible and hidden utility systems beginning immediately at the point where the local municipality or other provider terminates service.

C.3.12.1.1 The Contractor 's Utility Company services shall include at a minimum building support services such as domestic potable water, natural gas, electricity, sewer, steam, and condensate systems and request to utility companies to connect and disconnect service as required; provide and document consumption readings

C.3.12.2 **Underground Utilities Support**

The Contractor shall provide support services and access for all underground utility systems, visible and hidden.

C.3.12.3 **Utility Systems Support**

The Contractor shall provide support services and access for all mechanical, electrical and informational support for Utility Systems

C.3.12.4 **Demand Response Program**

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

C.3.12.4 **Service Calls**

C.3.12.4.1 The Contractor shall respond to service call needs for the Facility's utility company services as described in C.3.16.1.

C.3.12.4.2 **Service Call Documentation**

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

C.3.13 SECURITY, TELECOMMUNICATION, AND TENANT SYSTEMS SUPPORT SERVICES

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

C.3.13.1 Security System

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

C.3.13.2 Service Calls

C.3.13.2.1 The Contractor shall respond to service calls for the Facility's security, telecommunication, and tenant building systems support as described in C.3.16.1.

C.3.13.2.2 Service Call Documentation

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

C.3.14 PEST CONTROL SERVICES

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

C.3.14.1 Integrated Pest Management

C.3.14.1.1 The Contractor shall develop and implement an Integrated Pest Management (IPM) program to control pest population with the least amount of risk to people and the environment. The Contractor's IPM Program shall include or address at a minimum the following:

- a. Communication and reinforcement of IPM policies and procedures to COTR, building occupants, staff, and maintenance personnel as opportunities arise;
- b. Identification of pests and environmental conditions and controls that limit the spread of pests;
- c. Manage pests only when necessary through the identification of action thresholds at which pest populations warrant action;

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

C.3.14.1.2 The Contractor shall suppress pest populations through regular and thorough inspections, accurate identification of pests, and assessment of conditions at the Facility and application of appropriate control methods. This process is called monitoring, and it plays a significant role in IPM. Contractor's monitoring shall include at a minimum the following:

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

C.3.14.1.2.1 The Contractor shall utilize the following three (3) basic components to monitor the IPM program at each facility:

- a. A bi-weekly walk-through visual inspections of all areas of the building including outside with an emphasis on areas more prone to pests than others such as cafeterias and snack rooms, food storage areas, staff

lounges, sites with live animals, locker rooms, recycling collection points, and loading docks;

- b. Use of various types of monitoring traps to identify and measure hidden pests. Contractor shall utilize the following major types of traps:
 - 1. Sticky traps, which use an adhesive to capture insects
 - 2. Pheromone traps, which use chemical attractants to draw certain species of pests into the trap
 - 3. Insect light traps (ILTs), which use ultraviolet light to lure and capture certain flying insects.
- c. Information obtained from personnel working on site, including review of the logbook.

C.3.14.1.2.2 The Contractor shall note a key difference between IPM and traditional pest control is that IPM often uses "action thresholds," the pest level in an IPM program at which a technician takes action to control a pest. The Contractor shall utilize an action threshold of one for the covered pests. The Contractor shall examine the type of pest, their number, and their location to justify and document the need for a control action. The Contractor shall take no direct control action below the action threshold except for action may be taken to correct sanitation, clutter, and other problems that can lead to pests.

C.3.14.1.2.2.1 When a pest problem requires a control action, the Contractor shall first examine nonchemical methods, methods that do not require the use of pesticides, with an emphasis on those methods that work over the long term or that prevent pests in the first place such as pest-proofing (exclusion) or operational changes that improve sanitation. The Contractor shall combine nonchemical measures to achieve the most effective results. The Contractor shall, when deemed necessary, utilize nonchemical methods together with a limited application of pesticide.

C.3.14.1.2.3 The Contractor shall utilize chemical control products only when nonchemical control measures are unavailable, impractical, ineffective, or likely to fail to reduce pest below action thresholds. The Contractor shall employ the least hazardous materials, most precise application techniques and the minimum quantity of pesticide necessary to achieve control for all pests.

C3.14.1.2.3.1 The Contractor shall post Notification of Intent to Use Pesticides in buildings to receive chemical treatment at least 24 hours prior to application. The Contractor shall provide the COTR or onsite designee with Notification of Intent to Use Pesticides for posting in conspicuous locations such as bulletin boards commonly seen by occupants and staff. Notice will be given at least 24 hours before the application of a pesticide; warning occupants and staff of indoor and landscape applications, with warnings to avoid posted or flagged areas until signs are removed. The Contractor shall place signs on the day the pesticide to instruct persons not to enter the treated area and not to remove the signs for a period of at least 24 hours or for the label-specified reentry period, whichever is longer. Outdoors, the notices or markers must be placed around the perimeter of the

treatment area. Indoors, notices shall be placed on main facility doors and near sites of planned applications.

C.3.14.1.2.3.2 The Contractor shall ensure compliance with or completion of the following to ensure the safe and effective usage of Pesticides:

- a. The Contractor shall not store Pesticides in or on any DC property;
- b. The Contractor's IPM Technicians shall bring only the chemicals necessary for treatment;
- c. The Contractor shall ensure the application of pesticides according to the label of the product.
- d. The pesticides used by the Contractor shall be registered with the United States Environmental Protection Agency (E.P.A.) and the District of Columbia;
- e. The Contractor shall ensure that when pesticides are used in and around a facility, they are used in ways that minimize risk to people, particularly to children; and
- f. The Contractor shall ensure that pest control products are placed where they are inaccessible to children, staff and the public.

C.3.14.1.2.4 The Contractor shall prepare and maintain reports and documents to track problems, to document needed improvements in housekeeping and building repairs, to meet legal requirements, and to evaluate and assess the IPM program's effectiveness. The Contractor shall maintain the following:

- a. IPM Logbook - The Contractor's staff shall maintain detailed and accurate notes in the IPM Logbook including everything about all IPM program activities, all pest sightings, actions taken, recommendations made, and reports written. The logbook includes miscellaneous information pesticide information, reports, monitoring data, pest activity, floor plans, and general information.
- b. IPM Service Report - The Contractor's staff shall develop and an IPM Service Report. The IPM Service Report shall contain a record of inspections and what was checked, what was found, and what nonchemical and chemical control actions implemented by the IPM Technician, description of any pesticides applied, a detailed description of the treatment, the site, the application rate, and the amount applied. The Contractor shall ensure that a copy of the IPM Service Report is provided to the COTR and the onsite designee.

C.3.14.1.3 **RESERVED**

C.3.14.1.4 The Contractor shall provide IPM Technicians as part of the IPM Program per facility for various DC properties listed herein and other properties which may be

added later on. The Contractor shall ensure its technicians understand and promote the difference between IPM and traditional pest control in that IPM is not based on regular or automatic use of pesticides; IPM depends heavily on nonchemical methods of control such as sanitation, exclusion, cultural practices, and on careful monitoring to identify problems early. IPM provides effective, long-term control of landscape and structural pests, while protecting the health, the environment, and the quality of life of the public.

C.3.14.1.4.1 The Contractor shall ensure that all staff applying pesticides in buildings or on grounds shall be licensed to apply pesticides and shall be trained and knowledgeable in the principles and practices of IPM. The Contractor and staff shall follow DC Regulations and label precautions and shall comply with the IPM Program. The Contractor shall provide copies of the company pest control license and dated pesticide applicator certificates for every employee who will be performing on-site services under this contract.

C.3.134.1.4.2 The Contractor shall ensure that IPM technicians shall provide effective and comprehensive communications including at a minimum the following:

- a. Talking with staff members about pest sightings, discussing ways to reduce pests by improving housekeeping or making repairs, and soliciting staff cooperation;
- b. Explaining to staff, occupants, and sometimes even to the community how IPM differs from regular pest control service, and answering questions about the IPM program; and
- c. Maintain verbal communications with the staff at the facility during their service visits, usually the onsite designee, custodial foreman, and cafeteria manager.

C.3.14.1.4.3 The Contractor shall ensure staff has the necessary experience and licenses to perform the required work.

C.3.14.1.5 The Contractor shall develop an IPM Plan to include or address the following:

- a. Structural or operational changes: The Contractor shall describe site specific solutions for eliminating pest access, food, water, and harborage.
- b. Monitoring: The Contractor shall describe the products and procedures used for identification of pest presence, access and harborage locations. Types of monitors and number required shall be discussed. Monitors shall be in good working condition at all times. Any changes in the monitoring program at a building site shall be communicated to the IPM Coordinator on the inspection form.
- c. Materials and Equipment: The Contractor shall provide current labels and Material Safety Data Sheets (MSDS) for all pesticide products to be used. In addition, brand names shall be provided for all application equipment,

rodent bait boxes, monitoring and trapping devices, and any other control equipment that may be used to provide service.

- d. Service Schedule: The Contractor shall provide service schedules that include the frequency of Contractor visits. The Contractor's schedule shall minimize the disruption of building activities and be pre-approved by the COTR. The Contractor must check in with the COTR onsite designee to register the date, purpose of visit, activities performed, and duration of visit. When it is necessary to perform work outside of the regularly scheduled service time, the Contractor shall notify the COTR and the onsite designee at least one (1) day in advance.

C.3.14.2 Service Calls

C.3.14.2.1 The Contractor shall provide service calls between routine service inspections requested by the COTR or onsite designee. The Contractor shall respond and begin the necessary work within two (2) hours receipt of COTR, or designee, request for services. The Contractor shall respond to service calls for pest control services as described in C.3.16.1.

C.3.14.2.2 Service Call Documentation

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

C.3.14.3 Preventive Maintenance Schedule

The Contractor shall include scheduled pest management services in the PM Schedule described in C.3.8.1.8.6.

C.3.15 LOCKSMITH SERVICES

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

C.3.15.1 Locks and Keying Services

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

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

Contractor shall coordinate through the COTR request for blanks when duplication requests are received from tenant occupants.

The District will provide a "key cabinet" on site located in either the Security Office or the Onsite Designee's Office or direct the Contractor to purchase and install as a reimbursable service.

C.3.15.2 Keying & Lock System Guidelines

All Keying and Lock System designs and installations shall not be in conflict with the DGS Facilities Maintenance Unit guidelines; any deviation shall be expressly approved by this unit through the COTR.

The specific keying and lock system guidelines shall be provided to the successful offeror at the time of contract award.

C.3.15.3 Lost Keys

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

C.3.15.4 Frequency

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

C.14.5.5 Service Calls

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

C.14.5.5.1 Service Call Documentation

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

C.3.16 SERVICE CALL OPERATIONS AND TENANT ENVIRONMENT

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

Although the Contractor takes direction from the COTR, the Contractor shall understand the cooperative relationship between the DCPS onsite Maintenance staff who are responsible for the Janitorial services. All operations and maintenance shall be performed with a spirit of cooperation.

C.3.16.1 Service Call Program

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

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

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

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

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

C.3.16.1.3 Emergency Service Calls

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

- a. Respond within fifteen (15) minutes to emergency service calls, service calls that consist of correcting failures during Normal Occupant Working Hours that constitute an immediate danger to personnel or property.

- b. Respond within two hours (2) to service calls at other than Normal Occupant Working Hours when it is an obvious fire, life, safety emergency, damage to the building is occurring, and or when the COTR, or designated representative, has determined it is an emergency;
- c. Respond to service calls involving areas listed in Attachment J.14 as "High Priority Areas in the Building," shall require an emergency response to any service call, repair, adjustment, or other problem(s) identified to the Contractor by the District or the tenant agency; and
- d. Remain on the job until each emergency situation is corrected or mitigated; and
- e. Ensure any required additional support shall be onsite within two (2) hours.

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

C.3.16.1.3.3 The hourly emergency rates outlined in section B.4 shall only apply when an act of God or something other than an equipment failure caused the emergency. Where the COTR determines that the Contractor did everything in their power to prevent any catastrophic or simple failure, such type of callback may be reimbursable.

C.3.16.1.4 Non-emergency Service Calls

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

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

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

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

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

C.3.16.1.5 SMARTDGS Orders

The Contractor shall utilize the District's "SMARTDGS" system as defined and described in Section C.3.8.2.4. The "SMARTDGS" service call system will allow District personnel to electronically record and request services in order for Contractor to address and resolve deficiencies and troubles. The Contractor shall respond to Service Calls generated from the BAS.

C.3.16.1.6 Service Call Desk/Telephone Orders

C.3.16.1.6.1 24 Hour Telephone Line

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

C.3.16.1.6.2 Service Call Desk – Normal Occupant Working Hours

The Contractor shall operate a service call desk function during Normal Occupant Working Hours, to include taking and tracking service call requests, and maintaining accurate service call records in "SMARTDGS."

C.3.16.1.6.3 Tenant Request Line

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

C.3.16.1.7 Service Calls and Repairs

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

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

C.3.16.1.7.3 The Contractor shall respond to and perform service calls, and initiate Reimbursable Repairs, as described in section C.3.20 as determined necessary, following procedures described herein. If Reimbursable Repairs, as defined

herein, are needed to correct the condition, the Contractor shall immediately notify the COTR; if the COTR directs the Contractor to proceed with the Reimbursable Repairs the Contractor shall do so without delay.

C.3.16.1.8 Service Call Documentation

C.3.16.1.8.1 Service Maintenance Report

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

C.3.16.1.8.2 Service Call Log

The Contractor shall maintain a service call log or record which shall be available for inspection by the District at all times. Contractor shall be permitted to utilize SMARTDGS for this purpose but shall develop an alternate log to be implemented should the SMARTDGS system go down. At a minimum, the call log or record shall contain the information specified herein.

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

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

C.3.16.1.8.3 Service Calls and Repairs Records and Documentation

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

- a. Complaint, date, time, location and name of complainant.
- b. Verification of the complaint (such as actual temperature, was airflow more or less than design).
- c. What corrections, if any, were performed to resolve the complaint? The date and actual time to complete the service call along with materials used.
- d. The work order for each Service Call or Repair shall be put into a “complete” status SMARTDGS within one working day of completion

of work. Time and materials shall be recorded on each work order before the work order is put into a “closed” status. Responsibility for putting work orders into “closed” status (e.g., whether performed by the Contractor or the District) is subject to local Facility procedures; the COTR will direct the procedure to be followed.

- e. The Contractor shall obtain complainant’s acknowledgement that each complaint is closed out.

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

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

C.3.16.1.9.1 Contact Person(s)

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

C.3.16.1.9.2

C.3.16.2 Tenant Environment

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

C.3.16.2.1 Temperature and Ventilation

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

C.3.16.2.2 Lighting

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

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

C.3.16.3 Disruptions to Tenant or Facility Service

C.3.16.3.1 Disabling Major Equipment

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

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

C.3.16.3.2 Requesting Utility Companies to Connect or Disconnect

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

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

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

C.3.16.3.3 Impact on Fire Protection Systems

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

C.3.16.3.4 Disruptive or Hazardous Tools

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

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

C.3.16.3.5 Delivery and Storage

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

C.3.17 SPECIAL SERVICES

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

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

C.3.17.1.1 LEED for New Construction Silver, Gold, and Platinum Certifications

If the Building has been designed and constructed to achieve LEED for New Construction Silver, Gold, or Platinum Certification, the District has made certain commitments to achieve this certification, and the Contractor is required to follow through on these commitments. 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 of performance.

In accordance with LEED standard requirements, the Contractor must ensure proper maintenance of relevant building design and construction measures implemented to achieve LEED Certification.

The Offeror must develop a comprehensive, green building maintenance proposal that contains policies and procedures developed to ensure proper maintenance of relevant building design and construction measures implemented to achieve LEED Certification for the Facility. The proposal must include but is not limited to:

- 1) Green Cleaning Plan
- 2) Adherence Plan for the Commissioning Systems Manual and Ongoing Building Commissioning
- 3) Waste Stream Management (Recycling)
- 4) Outline of experience maintaining buildings/facilities that have received USGBC LEED Certification (Must include maintenance responsibilities, facility address, and owner contact information).

Awarded Contractor may be required to participate in the LEED EBOM Certification Process during the life of the contract.

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

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

C.3.17.2 Environmental Management Services

The contractor shall ensure that a copy of all following permits, records, drawings, logs, inspections, surveys, inventories, and plans are provided to the DGS Facilities Division, Office of Safety and Health for compliance review.

The contractor shall immediately contact the DGS Facilities Division, Office of Safety and Health, through the COTR, in the event any hazardous materials removal, abatement, or industrial hygiene services are required.

The contractor shall not communicate or disseminate any test results for air quality, mold, or other environmental testing (verbally or in writing) to any person or occupant without prior authorization of the DGS Facilities Division, Office of Safety and Health, through the COTR.

C.3.17.2.1 Operating Permits

The Contractor shall be familiar and obtain required local operating permits for boilers, generators and other emissions producing equipment regulated by the District and EPA. In the event of fines or penalties levied by the District or EPA, the Contractor shall bear the cost of such fines. The BOP as defined in section C.3.8.1.5 shall describe the specific local operating permit rules that apply to equipment in the building, and summarize the requirements to be met.

C.3.17.2.1.1 Boiler Inspections and Certification

The Contractor shall send to the COTR and the DGS Facility Management Division Operations Unit the status (via email) of the annual boiler inspection beginning August 15 of every year and weekly updates thereafter until DCRA approvals have been achieved. Documentation shall include:

- a. Notice of DCRA approval or failure;
- b. Copies of Green sticker(s);
- c. Copy of Boiler Certificate(s);
- d. Specific problem description (noting exact equipment failures);
- e. Expected Resolution; and
- f. Any additional pertinent information.

C.3.17.2.2 Underground Storage Tanks

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

EPA and District statutory and regulatory requirements regarding underground storage tanks.

C.3.17.3 Hazardous Material Inventory

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

C.3.17.3.1 Combustible and Flammable Waste

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

C.3.17.3.2 Contractor's Inventory

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

C.3.17.3.3 Inventory Changes

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

C.3.17.3.4 Compliance with the Law

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

C.3.17.3.5 Hazmats

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

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

C.3.17.3.6 Asbestos

The facility under this contract may contain asbestos. The Contractor is warned not to disturb asbestos material during the performance of the work. Any disturbance shall be the responsibility of the Contractor and the Contractor shall be liable to abate at their own expense and in accordance with all Environmental Protection Agency (EPA) and other Federal and District Rules and Regulations.

Upon discovery of any asbestos, the Contractor shall immediately notify the Contracting Officer's Technical Representative (COTR) in writing. The COTR shall initiate appropriate action to either abate the asbestos or encapsulate it so that it would be safe to work in the affected areas.

C.3.17.3.7 Refrigerants Considered Hazardous

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

C.3.17.3.7.1 Technician Certification

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

C.3.17.3.7.2 Refrigerant Log

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

C.3.17.3.8 Hazardous Materials Plan

As a part of Contractor's BOP (C.3.8.1.5) submission, the Contractor shall develop and submit a hazardous materials plan of action which shall contain the following:

- a. Identification of possible hazards, problems, and proposed control mechanisms;
- b. Description of how applicable safety and health regulation and standards are to be met;
- c. Protection of public or others not related to the operation;
- d. Number, type, specialized training completed and experience of staffs to be used for the Work;
- e. Type of protective equipment and Work procedure to be used;
- f. Material Safety Data Sheets (MSDS) and procedures for using, disposing of, or storing the toxic and hazardous materials as described in 29 CFR 1910.1200 (Applicable Document #4);
- g. Emergency procedures for accidental spills or explosions;
- h. Interfacing and control of subcontractors, if any;
- i. Identifications of any required analyses test demonstrations and validation requirements; and
- j. Methods of certification for compliance.
- k. Procedures for the containment, removal and disposal of all hazardous materials.

C.3.17.3.9 Providing Escorts for Surveys

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

C.3.17.3.10 File Maintenance, Service Calls, and Repairs

The Contractor shall maintain files in the following formats:

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

The Contractor may be issued service calls and maintenance repairs as a result of these surveys. When service calls or maintenance repairs are required to correct deficiencies found during these hazardous material inventory surveys, the

Contractor shall respond to such calls or perform such repairs as part of the Basic Services with no additional cost to the District.

C.3.17.3.11 Additional Obligation

In addition to the Standard Contract Provision on Indemnification, the Contractor may be charged the cost, in the event of fines or penalties levied by the EPA or an Air Quality Management Authority.

C.3.17.3.12 School Emergency Plan

The Contractor shall serve in the appropriate role on the school Emergency Response Team. The contractor shall coordinate with school staff to ensure appropriate readiness in accordance with the prescribed plan. The current School Emergency Response Plan and Management Guide is available for viewing online at <http://esa.dc.gov>.

C.3.17.3.12.1 Occupant Emergency Plan (OEP)

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

C.3.17.4.2 Emergency Situation Examples and Plan Due Date

Contractor participation in emergency plans shall be mandatory during building-related emergencies or natural disasters. The Contractor shall perform the required services as directed by the Property Manager and COTR to the extent allowed during all emergency situations including but not limited to fires, accident and rescue operations, Contractor personnel strikes, civil disturbances, natural disasters, and utility service outages.

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

- a. The Contractor's communication procedures to be used in providing continuous communication support to the COTR during emergencies.
- b. Employee Information

- c. Information will include the name, contact numbers (mobile and office) and current position of each employee (in the form of a roster) that will participate in the CERP.
- d. Employee Duties
- e. The specific functions each employee shall perform during emergency situations.

C.3.17.4.3 Strike Contingency Plan (SCP)

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

- a. Continuity of Operations Plan (COOP)
- b. A living document which outlines the process for maintaining government operations during emergency situations
- c. Support Personnel
- d. The SCP shall describe in detail how the Contractor will staff the Facility to provide the services defined in this specification during strikes by his employees.
- e. License and Certification
- f. The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the District that all temporary, or replacement employees (including subcontractor employees), shall meet the experience and mechanical license requirements defined in the contract.
- g. Notification
- h. Strike Contingency Plan shall contain procedures to notify the COTR of all impending actual or potential labor disputes as early as possible but no less than two (2) weeks prior to any action;
- i. Temporary or Subcontractor Employees
- j. If temporary or subcontractor employees are to be used, the same information is required as described in the Strike Contingency Plan as part of the BOP (C.3.8.1.5).

C.3.17 .5 SPECIAL SERVICES - POOL MAINTENANCE

Performance Requirements

The Contractor shall perform pool maintenance in accordance with the Performance Requirements set forth below. The Contractor shall perform all work in conformance with District of Columbia codes and regulations. The Contractor shall be responsible for remaining current with changes in regard to pool codes and regulations. All safety and maintenance requirements shall be fulfilled

- A. The Contractor shall use only skilled licensed and certified technicians who are fully experienced in repairs and maintenance for various pools involved. The Contractor shall provide DGS with copies of all certifications and licenses of designated persons who will perform identified duties and services. The onsite engineer shall possess a Pool Operator's License.
- B. The Contractor shall administer chemicals, solvents, paints and any other hazardous chemicals after normal operating hours or on weekends. The Contractor shall perform all other services, except emergency service, hereinafter provided for, without undue delay during regular hours of regular working days of the pool maintenance trade.
- C. Upon receipt of notification from the Department for repairs required, the Contractor shall commence work as soon as possible and complete repairs on or before the date specified therein and shall forward a report of compliance to the Contracting Officer Technical Representative (COTR).
- D. The Contractor shall provide continuous maintenance and emergency service throughout the contract period.
- E. The Contractor shall perform an initial site inspection survey at the site covered by this contract prior to pool opening. The inspection shall include the mechanical, plumbing, electrical, structural and pool water to ascertain conditions at the facility. The inspection shall include the Dehumidification equipment.
- F. The Contractor shall provide a report of the conditions of the pools within ten (10) calendar days of award of this contract. The report shall report the satisfactory operating condition of all pools or such deficiencies requiring or replacement of parts that require immediate attention to minimize excessive cost to DGS in the future. The Contractor shall include the estimated cost of each modification and/or repair in the report. The report shall delineate work within the scope of the contract and work beyond the scope of the contract. The Contractor shall NOT perform any tasks requiring additional funding without the express written authorization of the Contracting Officer. DGS reserves the right to assign this work to a different Contractor.
- G. The Contractor shall provide a report with the current levels of parts and chemicals for each site and provide recommendations for required levels of stockage.
- H. The Contractor shall visit and perform a chemical analysis of the pool water at specified intervals. The Contractor shall maintain the required level of chemicals in pool water throughout the contract performance period.
- I. The Contractor shall review the readings and findings of pool analysis with the on-site building engineer or maintenance personnel. The Contractor shall make necessary repairs

only after approval from the Department. The Contractor shall provide a written report of the work performed, time and type and number of laborers used, material included.

- J. The Contractor shall provide a 4 hour training class on the existing pool equipment, every 6 months for the DCPR/DGS staff. The class will provide training to all rotating staff.

C.3.17.6 SPECIAL SERVICES – COURT AND FIELD MAINTENANCE

General Field Maintenance

The Contractor shall furnish supplies, materials and labor that comply with the standards and guidelines set forth herein. The Contractor shall maintain courts, fields, and surrounding grounds to ensure vertical and horizontal surfaces are free and clear of debris, waste, marks and streaks. The surfaces shall also be level; free of holes, bumps, dips, or any defect that will impact the optimal functionality of the court surface; this includes dragging and any industry standard practice to ensure fields are in a condition for active play. The contractor shall also restripe fields and courts as necessary, as directed by the COTR and as specified in the Facility information attachment.

Apparatus and Structures

The Contractor shall keep clean, maintain, and repair all fixed sporting court and field apparatus and structures to include but not limited to basketball goals, baseball dugouts and mounds, football goal posts, soccer and lacrosse goals, tennis posts and nets, and any associated fencing.

Synthetic Turf Field Maintenance and Deep Cleaning

The Contractor shall maintain synthetic turf field(s) in accordance with industry standards, manufacturers recommended service, and as specified herein.

Monthly Maintenance Services

The contractor shall provide monthly maintenance services, which include, but are not limited to, the following:

- A. Any grass shall be removed from the edges of the turf.
- B. All synthetic turf will be blown with a blower to clear the surface of any debris.
- C. Comprehensive Session – Cleaning of turf and grooming using Field GroomRight and cart to tow it. This process will brush and aerate all field surfaces.
- D. Magnetic sweeping in two (2) different directions to remove all metal objects from the canopy of the turf.

Deep Cleaning Services

The contractor shall provide deep cleaning services during the month of May and again in September. Deep cleaning services, shall include, but are not limited to, the following:

- A. Deep power grooming to remove all foreign objects (dirt, leaves, gum, etc.);
- B. Deep groom sweeping and rejuvenation to de-compact the infill;
- C. Magnetic sweeping in two (2) different directions to remove all metal objects from the canopy of the turf;
- D. Crumb rubber added to certain spots (corner kick area, extra point line, penalty kick area, goal line area, etc.);
- E. Repair any inlay separation, sewing and/or adhesive failures;
- F. Fibers wear analysis; and
- G. GMAX testing to ensure the safety of synthetic turf.

If the field should require additional maintenance and cleanings consistent with the scope specified herein, such shall be performed at no additional cost to the District. The Contractor shall perform repairs in accordance with the reimbursable repairs section of this contract. All equipment must be of professional quality. Any damages caused by the vendor will be repaired by the Contractor at no additional charge to the District.

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

C.3.18.1 Laws and Regulations

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

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

C.3.18.1.3 The Contractor shall ensure compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work, and shall hold

the District harmless for any action on his part or that of his employees or subcontractors, which results in illness, injury or death.

C.3.18.1.4 The Contractor shall be liable for all fines and shall comply with all District regulations for safe handling, storage, disposal, and use of any hazardous materials and chemicals. The Contractor shall be charged the cost, in the event of fines or penalties levied by the EPA or an Air Quality Management Authority.

C.3.18.2 Licenses and Permits

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

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

C.3.18.2.3 Licensing, Bonding, and Screening

The Contractor employees must be licensed and bonded, as required by DCRA or any other applicable law. Additionally, employees of Contractor's subcontractors who have access to the Facility must pass all screening and background check requirements consistent with the District's Policy for Mandatory Drug and Alcohol Testing of Employees who Serve Children or Youth; this is applicable to any contractor, employee or volunteer. Contractor shall incorporate the conditions of the District's policy within their company policy and provide a copy of such procedure validating continuous compliance.

C.3.19 CONSOLIDATED MAINTENANCE SERVICES PERSONNEL AND ADMINISTRATIVE REQUIREMENTS

C.3.19.1 Staff

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

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

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

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

C.3.19.1.3 Key Personnel

The Contractor shall provide a Chief of Operations/Property Operations Manager, and a Chief Engineer, as key personnel. The key personnel are considered essential to the work being performed under this contract. The list of key personnel along with their complete contact information shall be submitted as a part of the BOP (C.3.8.1.5). The Contractor shall ensure Key Personnel, including any on-site supervisor, shall meet the following minimum qualifications:

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

C.3.19.1.3.1 Property Operations Manager (POM)

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

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

C.3.19.1.3.2 On-Site Chief Engineer (CE)

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

- a. Possess the skills specific to the Facility;
- b. Operational experience consistent with the functions identified in Section C.3;
- c. Understanding and experience of mechanical, electrical, and utility systems, maintenance and repair, and cleaning functions;
- d. Possess and retain a District of Columbia Stationary Engineers license as required by the District and as specified in the respective Building Information attachment;
- e. At least five (5) years of recent (within the past ten {10} years) experience in directing personnel who are responsible for operating and servicing of a building of relevant size, type, complexity and scope within this contract. including documentation that the Chief

- Engineer has a minimum of three (3) years operating experience with the Facility installed BAS;
- f. Demonstrated capacity to provide positive customer relations and skills; and
 - g. Possess a valid Pool Operator's License issued by the District of Columbia.

C.3.19.1.4 Other Staff (Not Key Personnel)

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

C.3.19.1.4.1 Administrative Staffer/s (AS)

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

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

C.3.19.1.4.2 Contract Manager

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

C.3.19.1.4.3 On-Site Supervision

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

C.3.19.1.4.4 On-site Staff

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

C.3.19.1.4.4.1 Technicians and Service Personnel

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

- a. Perform the required services in a skillful and workmanlike manner;
- b. Maintain a familiarity with federal and District laws and regulations and the acceptable industry standards provided in Section C.1.1;
- c. Possess current certification in training and safety including the proper use of equipment and adherence to all safety rules and regulations and shall not create any hazardous or unsafe conditions while performing work under the contract;
- d. Possess valid government issued identification at all times when performing work under this contract;
- e. Possess at least three (3) years of recent (within the past five {5} years) experience in the operation and maintenance of equipment and systems comparable in complexity to systems covered by this contract.
- f. Not an employee of the District of Columbia if the employment of that person would create a conflict of interest;
- g. Present a neat appearance and wear appropriate uniforms that shall not be torn, tattered, or soiled, and shall practice good personal hygiene.
 1. All Contractor employees shall wear such clothing as coveralls, smocks, uniform shirt and trousers, or uniform blouse and skirt or slacks.

2. Clothing shall have the employee's name and the company name affixed thereon in a permanent or semi-permanent manner, such as a badge or monogram, which is easily readable.
3. The Contractor employees shall comply with a standard uniform dress code accepted by the COTR; any color or color combination is acceptable.
4. Supervisors shall be easily recognizable, either by distinctive clothing, or by an easily readable badge or monogram.
5. The Contractor shall ensure that every employee is in uniform no later than the time specified by the COTR or, otherwise, no later than two (2) work days from the date an employee first enters on duty.
6. The Contractor employees shall have identification badges, which they shall wear visibly at all times while on the premises.
7. Skilled Technicians - Personnel engaged in operation and maintenance activities specified by this contract shall possess licenses issued by the District of Columbia DCRA (Applicable Document #17) or other jurisdiction equivalent to District of Columbia licensing requirements.
 - i. Electricians shall possess a valid Journeyman Electrical License, issued by the District of Columbia.
 - ii. Elevator mechanics shall possess a valid Journeyman Elevator License
 - iii. Plumbers shall possess a valid Journeyman Plumbers License issued by the District of Columbia
 - iv. Backflow preventers shall have the appropriate licenses and/or certifications.
 - v. Technicians working on and around boilers and chillers possess current District of Columbia Stationary Engineers as required by the District to operate the equipment contained in this contract.
 - vi. Team leader for testing and maintenance shall be a fire alarm technician with a minimum National Institute for Certification in Engineering Technologies (NICET) Level III certification (Applicable Document #25). The team leader shall also provide proof of factory certification from the manufacturer for the type of equipment located in the Facility.
 - vii. Technicians who assist in the testing and maintenance shall also provide proof of factory certification from the manufacturer for the equipment located in the Facility. Technicians shall be qualified to perform all fieldwork necessary to maintain the system. In addition, the business shall have been in operation and established for at least three (3) years. The COTR may reject any proposed Contractor who cannot show evidence of the required qualifications.
 - viii. All employees who handle refrigerants containing Chlorofluorocarbons (CFCs) shall be required to pass a United States Environmental Protection Agency (EPA) approved exam, to achieve a level IV (universal) certification (Applicable Document #3) and provide proof of such certification as a part of the submission of the

BOP (C.3.8.1.5), change of personnel during this contract period and as requested by the COTR. All operation and maintenance activities specified under this contract shall comply with the Hazardous Material requirements. The Contractor shall comply with all provisions of the Clean Air Act of 1990 (Applicable Document #2).

8. Trainees not meeting the experience requirement may be employed in work under this contract if under the direct supervision of Contractor's journeyman technician at all times.
9. Contractor's supervisory personnel shall have experience sufficient to equip such personnel with the particular knowledge, skills and abilities necessary to supervise the operations and maintenance functions in buildings comparable in size and complexity to the District's Facility and its systems.
10. The Contractor shall be granted an exception(s) to the experience requirement by the COTR on a case-by-case basis, at the sole discretion of the COTR.

C.3.19.1.5 Staff Documentation

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

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

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

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

C.3.19.1.5.4 Security Clearance Requirements

C.3.19.1.5.4.1 The Contractor shall submit to the COTR or his designee, not later than twenty (20) working days prior to the start date of contract performance, two completed

fingerprinting charts and one personal history statement, using forms provided by the District, for all Contractor personnel including subcontractor personnel who have access to the Facility in the performance of contract work. These forms will be submitted for new employees before they can commence duty in the Facility.

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

C.3.19.1.5.4.3 The Contractor shall provide additional Personal Protective Equipment (PPE) required for the safe performance of work. Protective clothing, equipment, and devices shall, at a minimum, conform to (OSHA) standards for the products being used.

C.3.19.1.6 Organizational Chart

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

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

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

C.3.19.1.7 Staffing Plan

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

- a. Staffing levels (including supervision) depicting various job classifications (e.g. 2 engineers, 2 maintenance workers, 1 supervisor);
- b. Work schedules for the Facility including daily, weekly, and periodic tasks.
- c. A list of all technicians and service personnel and their qualifications to perform the required services.

- d. A roster of all contract employees by name and job title to include individual tours of duty and work assignments. This list shall be updated by the Contractor as necessary;
- e. Identification of the Contractor's staff member responsible for oversight of the QCP;
- f. Identification of the Contractor's staff member responsible for functions associated with such oversight as well as authority in dealing with District contracts shall be identified; and
- g. Allowance for simultaneous training sessions for mechanical, electrical and other equipment.

C.3.19.1.8 Job Descriptions

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

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

C.3.19.1.9 Training

The Contractor shall ensure that the Contractor's staff receives the appropriate training as described in Attachment J.15.

C.3.19.1.10 Standards of Conduct

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

C.3.19.1.11 Security/Daily Attendance Record

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

- C.3.19.1.11.1** The Contractor shall ensure that subcontract employees shall identify themselves by providing appropriate information and their signatures as they enter and leave the building. The District requires all subcontract employees to sign in whenever they enter or leave the building, which includes during Hours of Operation, when providing Reimbursable Services, Deficiency Repair, or when providing any basic services. Subcontract Supervisors shall indicate their titles along with their signatures. The log, designed by the Contractor and acceptable to the District, shall be signed by all Contractor employees at the building entrance, and/or other location designated by the COTR. This log shall contain columnar line entries for such information as Date/Time of Arrival/ Departure, Hours Worked and type of work Performed. All employees shall make entries to the log on-site. There shall be no exceptions to this requirement. A copy of the daily sign-in/sign-out log shall be submitted to the COTR within five (5) calendar days of each month.
- C.3.19.1.11.2** The Contractor shall ensure that every employee has a Contractor identification/building pass before the employee enters on duty; these passes differ from the Contractor issued passes to its employees in that the District shall furnish these passes in accordance with Protective Services Police Division (PSPD) policies and procedures in effect. The Contractor and the COTR shall authorize each pass issued. The Contractor shall ensure that all passes are returned to the COTR upon expiration of the contract, or when employees are dismissed or terminated.
- C.3.19.1.11.3** The Contractor shall ensure that all employees, including subcontractor employees, display building passes at all times. For verification purposes, the COTR, or his/her designated representative, shall periodically compare passes issued to Contract employees with their personal and or employer issued identification.
- C.3.19.1.11.4** The Contractor shall ensure that each employee has a Facility pass or ID badge, as required pursuant to procedures required by the Facility Manager.
- C.3.19.1.11.5** The Contractor shall assure that all employees visibly wear their passes with them during duty hours. The District may periodically verify the passes of Contractor employees with their personal identification.
- C.3.19.1.11.6** The Contractor shall make his employees available for production of photo identification badges on a schedule to be worked out with the District field office. The badges will be produced by the District, upon receipt of a favorable security report (see Section C.3.19.1.5.4), "Security Clearance Requirements"). Contractor shall remove all personnel who fail the District's security screening. Contractor employees will sign such ID badges at time of photography, if applicable. Employees shall not be permitted to begin work until badges have been issued. The Contractor shall assure that all badges are returned to the COTR as employees are terminated and when the contract expires. The Contractor shall immediately notify the COTR of loss of a badge.

C.3.19.1.12 Communication

C.3.19.1.12.1 Mobile

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

C.3.19.1.12.2 Tenant Occupant

The contractor shall not communicate matters of protocol, policy, procedure, opinion, project status, detailed repair or service explanation or otherwise without express approval of the COTR. Communication from the contractor or its employees and subcontractors to tenant occupants shall be limited to basic response and information gathering necessary for building operation and maintenance. Under no circumstances shall the CMC vendor facilitate or participate or attend meetings with tenant occupants or other District Agencies or Contractors, without the express approval of the COTR.

C.3.19.1.12.3 Contractor's Contact & Response after Normal Occupant Working Hours

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

Additionally, the Contractor shall furnish cell phones (with e-mail capability) and wireless messaging devices related to the performance of this contract to its employees (contractor shall utilize such items in accordance with general District policy and laws). This telephone system shall be used by the Contractor's on-site supervisors to instantly communicate with the Property Manager/Supervisor, COTR, and other parties twenty-four (24) hours a day, seven (7) days a week.

Office and mobile telephone numbers shall be provided to the COTR five (5) days after contract award. In addition, on site staff shall have additional means of communication (Motorola "walkie-talkie", direct connect mobile phone feature) compatible with existing Building system, should certain areas in the building not have sufficient wireless reception.

C.3.19.1.13 Contractor Staff Readiness

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

C.3.19.1.13.1 School Readiness

Contractor shall be an active participant and take the lead role in the blitz readiness effort that occurs in August before the start of every school year. Readiness efforts include beautification efforts and repair and improvement efforts required prior to the return of Students and Staff. The contractor, through the COTR, shall coordinate with DGS Facilities Division team, government and other community volunteers for the successful execution of this effort.

C.3.19.1.13.2 Summer Camp Readiness

Contractor shall be an active participant and take the lead role in the blitz readiness effort that begins in April/May before the start of every summer camp season. Readiness efforts include beautification efforts and repair and improvement efforts required prior to the commencement of the District's Summer Camp Programs. The contractor, through the COTR, shall coordinate with DGS Facilities Division team, government and other community volunteers for the successful execution of this effort.

C.3.19.1.14 Payroll Records

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

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

C.3.19.2 Supplies, Materials and Equipment

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