Section C –Description/Specifications/ Performance Based Statement of Work Statement (PBSOW)

C.1 Background/Purpose:

The Building Maintenance and Operations contract is intended to provide Government agencies with an acquisition vehicle offering comprehensive coverage of services that fall under the building, maintenance and operations scope. This is a Performance Based Service Contract and the success of the contract depends on not only the satisfaction of the requirements and satisfaction of our customers. Rather than a mere list of activities, this PBSPW is a written expression of the BMO SB's expectation of the service to be performed by the Contractor. A higher level of effective communication between the Government and Contractor is essential for partnering and performance based service contract to succeed. The success of this Contract is shared between the Government and the Contractor.

The service requirements identified in the section may be sought as a complete comprehensive requirement that may cross over multiple service categories, including other direct costs (ODCs), or may be sought as a single service or multiple services allowing agencies the option choose services that can be customized to meet unique needs. This is a Multiple Award Indefinite Delivery Indefinite Quantity (IDIQ) contract that may be used by federal agencies for all federal controlled space and assets. Task Orders (TO) issued against the parent contract for these services may use a variety of contract types including Firm Fixed Price (FFP), Time and Materials (T&M)/Labor Hour (LH), or a hybrid mix of contract types.

BMO SB is available for use by all federal agencies and other entities as listed in U.S. General Services Administration Order ADM 4800.2G, Eligibility to use GSA Sources and Supply; as amended.

C.2 Period of Performance

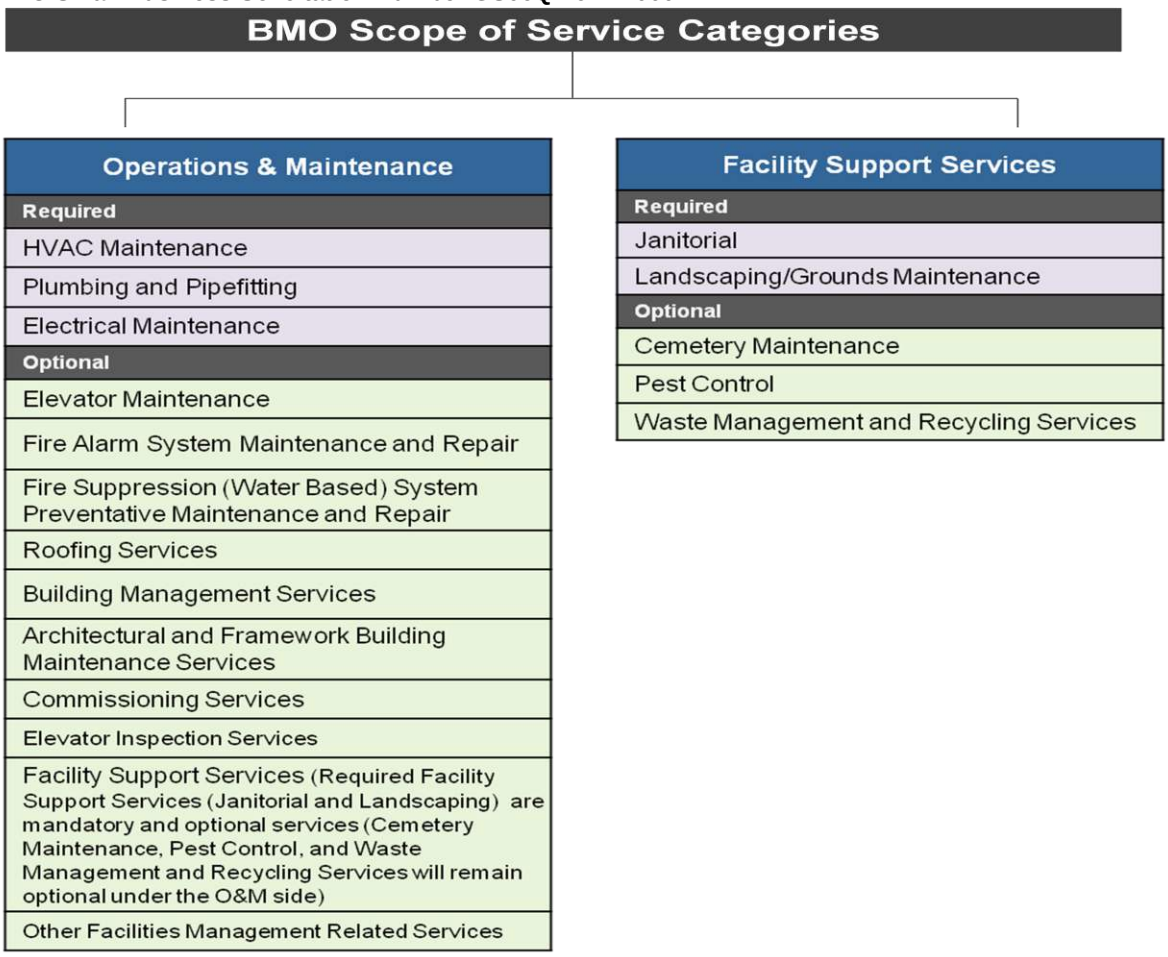
Period of Performance is for base period of five (5) years, with one option period of five (5) years, for a total contract period of ten (10) years and six (6) months (option to extend services).

C.3 Scope/Requirements

The scope of BMO SB covers the most commonly used services required for complete operation and maintenance of federal controlled space and assets. This contract will provide coverage for the entire geographic area of Zone 1, which includes **Delaware, Maryland, New Jersey, New York, Pennsylvania, Virginia, West Virginia and the District of Columbia.** The contractor must be able to provide coverage for the entirety of Zone 1.

C.4 Performance Objectives

The services covered under this scope is divided into two separate "Service Groups" (**1) Operations and Maintenance** and **(2) Facility Support Services**. Under each Service group there are services that have been identified as required and optional. The required services under each service group are the minimum services the contractor must be able to provide in order to compete for a contract under this solicitation. The optional services are additional services the contractors can offer as part of a total solution (see evaluation section). The diagram below identifies all services in this scope and shows which Service Group each service falls under:



The IDIQ contract requires the contractor to possess the capability and capacity to perform tasks or manage with subcontractor support described in the below following service category descriptions. This contract is intended to offer government agencies services as a standalone as well as an all inclusive solution for various task order types. The contractor is responsible for the efficient, effective, economical and satisfactory operation, scheduled and unscheduled maintenance, and repair of equipment and systems. The contractor shall provide at a **minimum** all management, supervision, labor, materials, repair parts, tools and equipment/supplies, administrative support and shall plan, schedule, coordinate and ensure effective and economical completion of all work and services specified in this contract to perform the following services:

C.5 Service Category Descriptions

C.5.1 Operations and Maintenance (O&M)

C.5.1.1 HVAC Maintenance (Required Service)

Services relating to the maintenance, repair and operation of heating, air conditioning, and ventilation systems, including chillers, boilers, radiators, refrigeration compressors, refrigeration units, water treatment, air ducts, Central Utility Plant (CUP), heat pumps and air handlers and or/ such equipment determined critical by the OCO or designee. Services include but not are limited to cleaning; air balancing; monitoring and maintenance of Building Automation Systems, controls and monitoring equipment, restoration and de-contamination of HVAC systems or any combination; materials; tools; transportation; supervision and labor to perform all repairs; implementation and documentation of

periodic preventative maintenance (PPM); and emergency service work calls to ensure continual operations of all primary systems, air handling equipment, terminal units and associated HVAC and controls equipment.

C.5.1.2 Plumbing and Pipefitting (Required Service)

Services related to the maintenance, repair and operation of plumbing, sanitary, sewage systems, storm water drainage systems, and central drinking water cooling and flitration systems. Services include but are not limited to maintenance and repair of all types of high temperature water and high-pressure piping systems (e.g. hydraulic, nitrogen, oxygen, steam heating, steam-generating systems, etc), utility systems, supply systems, disposal systems, plumbing fixtures, plumbing fittings, and equipment such as sewage, water, gas, and oil lines, compressed air, vacuum, and acid systems, water closets, water heaters, hydrants, back flow preventers, valves, pumps and pipes.

C.5.1.3 Elevator Maintenance (Optional Service)

Services related to the maintenance, repair and operation of all types of elevator and escalator equipment (including hydraulic ram and dumbwaiter elevators). Services include but are not limited to the performance of full repair and maintenance services including maintenance or repair of all mechanical devices and lighting, fixtures, ballast, bulbs, lamps, tubes, intercoms, telephone devices, wiring, appurtenances mounted in or on the car, fans, air conditioning units, security systems, lenses switches, lens plates, push buttons, doors, hoistway and car doors, guides and operating devices; hoisting machines, sheaves and brakes, motors and motor generator sets; hoisting ropes, governor ropes, safety ropes, compensation ropes, operating cables, governors, safeties, interlock and contacts, guide rails and oiling devices, terminal, slowdown and leveling devices, elevator cars, counterweights, and buffers, machine rooms, hoist ways and pits, automatic and manual emergency fire service (phase I and II) and emergency power operations.

C.5.1.4 Electrical Maintenance (Required Service)

Services related to the maintenance, repair and operation of electrical systems including instruments, apparatus and equipment. Services included but are not limited to power distribution equipment (switchgear, power panels) and backup/emergency electrical systems (uninterruptible power supply, generator) motors and controls, lighting systems, motor control centers, automatic transfer switches, transformers, electrical disconnects, circuit breakers, re-lamping, fabricating, alteration, frequency drives and testing.

C.5.1.5 Fire Alarm System Maintenance and Repair (Optional Service)

Services related to the maintenance, repair and operation of fire alarm systems. Services include but are not limited to the performance inspection, testing, and repair of a variety of fire alarm and notification systems, equipment and components such as manual alarm devices, smoke and heat detectors, tamper switches, pressure switches, water flow switches, remote and graphic annunciators, main fire alarm panel and components, voice alarm system, fire rated partition and assemblies, speakers and horns and other audible and visual devices, wiring circuits and junctions, all other alarm, detection and control and ancillary devices, and emergency power operations.

C.5.1.6 Fire Suppression (Water Based) System Preventative Maintenance and Repair Services (Optional Service)

Services related to the maintenance, repair and operation of water based fire suppression systems. Services include but are not limited to the performance inspection, testing and preventive maintenance or repair services of all mechanical devices including valves, sprinklers, couplings, piping and connections, water motor gongs and alerting devices, tamper switches, pressure switches, water-flow switches, standpipes, backflow preventers, private fire service mains, fire dampers, pumps, test headers, kitchen exhaust fume hoods, grease ducts and food preparation equipment.

C.5.1.7 Roofing Services (Optional Service)

Services related to the maintenance, repair and operation of roofing structures and surfaces. Services include but are not limited to the performance of warranty/monitoring, roof maintenance, roof inspection, roof drains maintenance, installation and site preparation, gutter cleaning, design assistance for roof information management system; green roofing maintenance, training and consultation; asbestos core testing; moisture analysis; wind uplift testing; and infrared scanning.

C.5.1.8 Building Management Services (Optional Service)

Services related to facilities management, consulting, contractual and regulatory compliance, quality assurance, quality control, risk management, safety continuous improvement and the application of best practices. Services include but are not limited to property and facilities management, maintenance of a service call system, including logs, responses and tracking, planning, monitoring, scheduling, reporting of ongoing activities, costs/schedule tracking, clerical, administrative support, conditions assessment services and quality control software support services, BAS and Smart Building Support and computer and/or facilities management systems. The service will include adequate staff of personnel and alternates as required, with the necessary management expertise to assure performance of the work in accordance with sound and efficient management practices.

C.5.1.9 Architectural and Framework Building Maintenance Services (Optional Service)

Services related to the maintenance and repair to the structural and framework of buildings. Services include are but not limited to interior and exterior painting, flooring replacement (e.g. carpet, tile, hardwood, laminate, etc), carpentry work, masonry work, picture hanging, locksmith services (including repining lock cylinders and cutting keys)architectural, structural, and maintenance repairs to the interior and exterior of the facility including but not limited to: exterior walls, roofing, flashing, skylights, chimneys, ventilators (and other items that pierce the roof), gutters, down spouts, splash blocks, overhangs, sidewalks, driveways, roads, curbing, parking areas, patios, exterior stairways. interior walls, floor coverings, concrete floors, hardwood flooring, carpeting, ceramic tile, interior stairways, ceilings and ceiling tile, window blinds and shades, doors, and windows

C.5.1.10 Commissioning Services (Optional Service)

Services related to the commissioning of buildings. Services include but are not limited to comprehensive building commissioning services on major modernization projects, and existing energy consuming buildings and facilities designed to ensure the building systems are designed and built to operate as efficiently as possible. This includes re-commissioning, retro-commissioning services metering and auditing. Energy efficient buildings certification programs such as LEED may be included.

C.5.1.11 Elevator Inspection Services (Optional Service)

Services related to the inspection of all elevator and vertical transportation. Services include but are not limited to the performance of complete independent inspection and testing of a variety of vertical transportation such as elevators, escalators, dumb waiters, wheelchair lifts, and moving walkways, and include, but are not limited to systems, periodic testing, equipment and components such as hoist way and car doors, guides and operating devices; hoisting machines, sheaves and brakes, motors and motor generator sets; hoisting ropes, governor ropes, safety ropes, compensation ropes, operating cables, governors, safeties, interlock and contacts, guide rails and oiling devices, terminal, slowdown and leveling devices, elevator cars, counterweights, and buffers, machine rooms, hoist ways and pits, automatic and manual emergency fire service (phase I and II) and emergency power operations.

C.5.2 Facility Support Services

C.5.2.1 Janitorial (Required Service)

Services related to internal and external daily and routine building cleaning and inspection work. Services include but are not limited to sweeping, scrubbing, waxing, window washing (interior and exterior), walls washing, dusting and polishing furniture and fixtures, sanitation and stocking, trash removal, recycling, hard floor and specialty floor care, including stripping and recoating, emptying waste cans and replacement of supplies through stocking (i.e. for toilet paper, paper towels, etc.) of all federal spaces. Services shall incorporate environmentally sustainable practices (i.e., green cleaning) to the extent practicable

C.5.2.2 Landscaping/Grounds Maintenance (Required Service)

Services related to grounds and roads maintenance including snow removal, courtyards, parking areas, landscape maintenance, fence maintenance, and tree trimming. Services include but are not limited to the planning, development, maintenance, management and operations of grounds at or on Federal facilities and/or properties. These services include but not limited to mowing, lawn sprinkler systems maintenance, planting, seeding, fertilizing, raking, mulching, watering, pruning, weeding, aerating, planting, trimming, tree and plant removal, mulching, clearing of snow from parking areas, sidewalks, campuses wildlife management and applicable road areas, and application of salt, ice melt or sand to reduce slip hazards, cleaning of retention ponds, bio-filters swales and gullies, and all services related to grounds maintenance. Services shall incorporate environmentally sustainable landscaping principles to the extent practicable, including those identified in the Guidance for Federal Agencies on Sustainable Practices for Designed Landscapes and Supporting the Health of Honey Bees and Other Pollinators.

C.5.2.3 Pest Control (Optional Service)

Services related to maintenance pest control systems and removal of all pests following Integrated Pest Management (OMP) practices. Pest control services provided under this contract must conform to the Integrated Pest Management (IMP) principles. These practices include monitoring and identifying pests, preventing infestation and controlling pests. Services include but are not limited to the planning, development, management, operations; and maintenance for pest control and removal (includes insect) at or on Federal facilities and/or properties indoor and outside the federal facility (to include shrubs and trees). These services involve recommendations for pest prevention by removing, or blocking access to, pests' harborage, water, and food; using the least risky pest control methods first, such as trapping and containerized bait boxes; and using pesticides only as a last resort. If warranted, pesticide should be

applied as crack and crevice treatment, inaccessible and invisible to the public. Space sprays or sprays applied to exposed surfaces should never be used for routine treatment. When they are used, tenant personnel should not be present

C.5.2.4 Waste Management and Recycling Services (Optional Service)

Services relating to building trash removal and recycling. Services include but are not limited to trash and debris, disposal and recycling services including bailing, separating, and hauling saleable wastepaper and other products. All services supporting and maintaining the recycling program, including labor, services, and supplies. HSMAT services are not included.

C.5.2.5 Cemetery Maintenance (Optional Service)

Services relating to the complete maintenance of the cemetery and surrounding grounds. Services include but not are not limited to, grounds maintenance; tree trimming/planting/removal; landscaping; raising, setting and aligning headstones; cleaning of headstones; maintenance of pathways, drives, curbs and parking areas; trash removal; maintenance of existing fencing, railing, benches, flag poles, monuments or statues; maintenance of irrigation systems, drainage and water features.

C.5.2.6 Other Direct Costs (ODCs)

Other direct costs relating to incidental services and/or supplies that do not fall within the scope of any other service category listed under the BMO SB acquisition vehicle. These services and/or supplies are necessary to complement a contractor's offerings to provide a comprehensive solution to a customer requirement. ODC purchasing thresholds shall be determined at the task order level in accordance with ordering agency policies.

C.5.2.7 Other Facilities Management-Related Services

Other Facilities Management Related Services includes requirements not specifically covered by another service category. Services may include, but are not limited to, specialized service combinations not previously grouped together, occupations involving new tasks or procedures not identified in the service categories but categorically related to the scope of facilities maintenance, and/or the maintenance of systems required to preserve and maintain the integrity of a building and the safety of those operating within.

C.6 Services Not Within Scope

The following services are not within the scope of the BMO SB vehicle and therefore are excluded for considerations:

- Telecommunication systems
- Furnishings (not installed as fixtures)
- Equipment owned by servicing public utilities
- Computers and IT equipment
- Personally owned appliances (e.g. heaters, coffee makers, microwaves, etc)
- A/E services not included
- Asbestos removal and abatement
- Inherently Government Functions as defined Subpart 2.101

C.7 Operating Constraints - Contractor Special Requirements:

At the task order level the contractor may:

- Be responsible to make the management and operational decisions to meet the quality standards required under this contract.
- Use innovation, technology and other means and methods to develop and perform the most efficient services for the building.
- Implement an effective Quality Control Plan (QCP).
- Implement an effective service call system that results in prompt, professional, and courteous resolution of the concern.
- Keep the Ordering Contracting Officer (OCO) or designee informed of current status of the work being performed, provide work schedules, provide a major equipment and critical system break down or impairment form, and provide other pertinent information needed by the OCO or designee.
- Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.
- Provide training to their employees that will stress stewardship in maintenance practices i.e., the proper use, disposal, recycling of chemicals, dispensing equipment and packaging. Provide documentation that their employees are completing training in the core competences and participating in continual educational training according to the Federal Building Personnel Training Act.
- Ensure that their employees are properly licensed and/or certified to operate necessary building systems or equipment for which licensed and/or certified personnel are required by federal, state or local law, codes or ordinances (H.15. Personnel Qualifications).
- Federal Requirements: the Contractor shall comply with all applicable Federal, state and local laws, regulations, codes and Presidential executive orders including any supplements, implementing instructions or revisions. The Contractor shall obtain all applicable licenses training, and permits. If a change in law or regulation requires the Contractor to implement an action that will result in an increase or decrease in Contract price, the Contractor shall implement the required action and within 30 calendar days submit to the OCO or their designee a price proposal for such change. If the OCO or their designee determines an equitable adjustment is substantiated a modification to the Contract will be issued.

C.8 Definitions

C.8.1 Acceptance

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

C.8.2 Acts of God

These are unanticipated grave natural disasters or other natural phenomenon of an exceptional, inevitable, and irresistible character; the effects of which could not have been prevented or avoided by the exercise of due care or foresight.

C.8.3 Additional Services

“Additional services” are indefinite quantity requirements that are outside of the Basic Services and that the Contractor will provide at an additional cost to the Government. The cost will, include all labor, supervision, supplies and materials. The OCO or their designee will issue a separate task order or CLIN before work may proceed.

C.8.4 Advanced Meters

Advanced meters are those that have the capability to measure and record interval data (at least hourly for electricity), and communicate the data to a remote location in a format that can be easily integrated into an advanced metering system.

C.8.5 Advanced Metering Systems

A system that collects time-differentiated energy usage data from advanced meters via a network system on either an on-request or defined schedule basis. The system shall have the capability to read real and lapsed time power usage, trend data (KW usage), and cost reporting (KWH readings) data, and power factor. This collected information will support energy use management, procurement, and operations, U.S. Department of Energy, EERE: Guidance for Electric Metering in Federal Buildings, (February 3, 2006).

C.8.6 Approval

“Approval” means the Government has reviewed submittals, deliverables, and administrative documents (e.g., insurance certificates, installation schedules, planned utility interruptions, etc.) and has determined the documents conform to contract requirements. Government approval shall not relieve the Contractor of responsibility for complying with Federal, State, and local laws and regulations.

C.8.7 Basic Services

The Basic Services of the contract consist of the contract requirements for which the Contractor is paid as a base price, e.g., the requirements established by the Performance-Based Statement of Work (PBSOW) and related general and administrative requirements.

C.8.8 Above Basic Services

Above Basic Services are services not covered in the monthly price of the contract. Contractor prices include all applicable labor, materials, supplies, training/certifications, equipment (except as otherwise provided), supervision, and management.

C.8.9 Building

A reference to ‘facility’ and ‘site’ is interchangeable with ‘building.’ A man-made structure or edifice which services are performed within or on the exterior of the formation and is intended to support or shelter any use or continuous occupancy.

C.8.10 Building Automation System (BAS)

The “building automation system” is a system controlling and monitoring building HVAC, and possibly other systems, to include all device, field, and global controllers, instrumentation, networking infrastructure, computers and peripherals, software, programming, database files, and licenses.

C.8.11 Building Operating Plan

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

C.8.12 Cleanable Square Feet

This is calculated by taking the Gross Square Feet minus walls (approx.1.5% of gross square feet) minus non-cleanable areas such as electrical closets, closets, mechanical rooms, storage rooms, raised floor computer rooms, etc.

C.8.13 Commissioning

A practice used to optimize and verify performance of fundamental building systems.

C.8.14 Ongoing Commissioning

The practice of optimizing system performance by continuing to fine-tune equipment so will result in actively preventing problems for the lifetime of the building. Ongoing Commissioning efforts will focus on maintaining the facility in the optimized state resulting from TBC and Re/Retro Commissioning efforts at the task order level. The Government will achieve this through its relationship with its service providers (Operations and Maintenance/Custodial/Repair and Alterations/IT/Utilities) and the use of technology (networked systems/Advanced Meters/Smart Buildings).

C.8.15 Computerized Maintenance Management System (CMMS)

A “computerized maintenance management system” is a database and application software package that automates the O&M and repairs record keeping requirements. A CMMS is designed to enhance efficiency and effectiveness of maintenance activities. Typical features include planning, scheduling and monitoring of work orders and maintenance needs.

C.8.16 Consumable Parts

“Consumable parts” or components are parts or components that customarily require regular replacement in a maintenance program and shall be disposed of properly. Examples include, but are not limited to: oil, grease, belts, filters, ballasts, lamps, etc.

The Contractor is responsible for any consumables (including fuel) used during day-to-day operation of a generator, i.e., exercising the generator, testing, etc. Operation of a generator for an extended period or due to a power loss would be treated as a reimbursable expense. If the operation of the generator is caused by Contractor negligence, the Contractor shall be liable for the full cost of refueling, any other provisions notwithstanding

C.8.17 Contracting Officer (CO)

Contracting Officer (CO) has the overall responsibility for the administration of this contract. The CO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. However, the CO may delegate certain other responsibilities to authorized Government representatives.

C.8.18 Ordering Contracting Officer (OCO)

The Ordering Contracting Officer (OCO) has the overall responsibility for the administration of the delivery order placed under this contract. The OCO alone, with delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, requirements, specifications, details and/or delivery schedules. However, the OCO may delegate certain other responsibilities to authorized Government representatives

C.8.19 Contracting Officer's Representative (COR) or Designee

Contracting Officer's Representatives (COR) or their designee shall be appointed by letter from the OCO. CORs or designees will be the primary Government representatives for the administration of Contract, shall have proper training and experience in inspecting contracts, but will not have the authority to modify the contract.

C.8.20 Contractor

"Contractor" as used in this document refers to the company or firm awarded this contract.

C.8.21 Contractor's Other Than Normal Working/Duty Hours

Hours other than those identified as Normal Working Hours.

C.8. 22 Controls and Control System

A "control system" is any low-voltage control, communication and monitoring system, including but not limited to stand alone devices, field and global controllers; instrumentation; networking infrastructure; computers and peripherals; software; programming; database files; and licenses. Examples are the BAS, Advance Metering System (AMS), and lighting control systems. Fire protection systems and security systems are excluded from this definition for purposes of this contract and are defined separately. Gateway devices and mapping software and files for data interchange between a control system and a fire protection or security system are considered part of the control system.

C.8.23 Defective Service

A unit of service that does not conform with specified contract requirements.

C.8.24 Emergency

The term "Emergency" includes bombings, and bomb threats, civil disturbances, fires, explosions, electrical failure, loss of water pressure, building flooding, sanitary and sewer line stoppage, chemical and gas leaks, medical emergencies, hurricanes, tornadoes, floods, and earthquakes. The term does not apply to civil defense matters such as potential or actual enemy attacks. See section H.4 Emergency Service.

C.8.25 Emergency Callback

An "emergency callback" is a service request or other request for service placed outside of normal working hours and of such a nature that response cannot wait for the resumption of the next day's normal working hours. See H.4 Emergency Service.

C.8.26 Environmentally Preferable

Products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, products and chemicals, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service.

C.8.27 Partial Inventory or Equipment List

A Partial Inventory is a facility equipment list that is not tied directly to any specific standard, maintenance schedule, or controlled process. Partial inventories can be similar to paper or digital equipment lists given to a facility after construction.

C.8.28 Preventive Maintenance (PM) Inventory

A PM inventory is an inventory of all the equipment within a facility that requires preventive maintenance. Non-preventive maintenance equipment is not included in this inventory. Ensure contract denotes per applicable equipment inventory section for the level of preventive maintenance inventory; whether it includes mechanical, electrical, fire safety, etc.

C.8.29 Component-Level Inventory

A Component Level inventory includes PM and Non-PM equipment down to the component, or product, level. A component-level inventory normally consists of equipment that conveys with the facility during transfer of ownership or is tracked, serviced, repaired, or maintained by the organization. Component-level inventories are as in-depth as possible for an existing building without actually performing destructive testing to determine what is behind the walls or underground. This type of inventory does not normally include disposable inventories such as supplies. For example: A component-level inventory would contain lighting fixtures but not contain light bulbs, electrical outlets, or mounting hardware.

C.8.30 Complete Inventory

A Complete inventory includes all equipment within the building envelope and site boundaries. Complete inventories capture the equipment that a component-level inventory is not able to capture. Complete inventories are normally obtainable only after new construction.

C.8. 31 Existing Deficiency List Report

The “existing deficiency list report” or “existing deficiency list” is a list of deficiencies that may exist in the equipment and systems covered by this performance-based statement of work , as well as the Contractor's itemized price (including, but not limited to, labor, materials, overhead, and profit) for correcting each deficiency.

C.8.32 Exterior

This includes entrances; landings; steps; sidewalks; parking areas; arcades; courts; planters; lawns; irrigation systems; fountains; security bollards; gates; fences; flagpoles; building-mounted, pole, and ground lighting; etc. located adjacent to the facility extending to the legal property line.

C.8.33 Federal Holidays

“Federal Holidays” for the purposes of this contract are New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans’ Day, Thanksgiving Day, and Christmas Day. When Federal holidays fall on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday. Veterans’ Day is always on the 11th of November and Thanksgiving is always the 4th Thursday of November.

C.8.34 Federal Executive Holidays, Unanticipated

Unanticipated holidays declared by the president will count as Federal holidays. As long as the Contractor pays employees as if it were an anticipated Federal holiday, the Contractor will be paid for the unanticipated holiday as if it were a normal Federal Holiday.

C.8.35 Furnishings

All equipment of the types generally included in Division 11 and 12 in R.S. Means Facilities Construction Cost Data.

C.8.36 General Programs

The work specified in this specification shall be in accordance with all Federal, State, County and City laws, codes, and ordinances and shall follow the more stringent of them. In addition to compliance with these laws, the Contractor shall follow all applicable standard industry practices including, but not limited to, the Occupational Safety and Health Act (OSHA) and National Institution of Building Sciences (NIBS).

C.8.37 Green Cleaning

Green Cleaning is a planned and organized approach to cleaning specifically designed to protect building occupants' and workers' health, while at the same time reducing environmental impacts.

C.8.38 Federal Green Building Requirements - Guiding Principles for Federal Leadership in High Performing Sustainable Buildings

A practice of using processes that is environmentally responsible and resource-efficient throughout a building's life-cycle. The goal is to minimize and offset consumption of energy, water, and other resources and to eliminate all waste and pollution in building operations and activities. The result is to reduce the environmental impact of the Federal government, which will expand and complement the building design economy, utility, durability, and comfort. The common objective is to reduce the overall impact of the building environment on human health and the natural environment by:

a. Improving energy efficiency and reductions in greenhouse gas emissions.
b. Reducing water consumption intensity.
c. Acquiring green products and services.
d. Implementing pollution prevention measure, including reduction or elimination of the use of toxic and hazardous chemicals and materials.
e. Implementing cost-effective waste prevention and recycling programs.
f. Ieasing diversion of solid waste.

C.8.39 GSA Green Purchasing Program (GPP)

The GPP which includes the Green Purchasing Plan specifies requirements to promote the purchase of environmentally sustainable products and services.

C.8.40 HVAC Operations Manual

The HVAC Operations Manual is a manual prepared by the Government (or a consultant to the Government) providing a description of the functioning of a building's HVAC systems and establishing performance standards for these systems permit the Government to order work, in addition to the basic services, and upon acceptance permit additional payment to the Contractor.

C.8.41 Indefinite Quantity

"Indefinite quantity" provisions permit the Government to order work, in addition to the Basic Services, and upon acceptance permit additional payment to the Contractor.

C.8.42 Landscape Irrigation Systems

Landscape Irrigation Systems include all piping, tubing, hoses, valves, sensors and controllers used to water vegetation.

C.8.43 LEED-EB

Leadership in Energy and Environmental Design for Existing Buildings (LEED) provides building owners and operators with a concise framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions. Once a building has achieved LEED certification all future purchases and services must be evaluated and ensure compliance with LEED to maintain the certification.

C.8.44 Maintenance Repair

Work required preventing a breakdown of a piece of equipment or system, or put equipment or systems back in service after a breakdown or failure.

C.8.45 Miscellaneous Work

“Miscellaneous work” is basic service work that is performed at the request of the OCO/COR at no additional cost to the Government. Miscellaneous work is treated as a Service Call and is included in the Basic Operations and Maintenance price quoted per month on the bid sheet. During normal duty hours minor tasks related to routine, day-to-day operational requirements requested by the which will consist of, but not be limited to: making door keys; changing locks; hanging pictures, maps and bulletin boards; trimming door bases; and other similar functions as directed. Miscellaneous work shall be accomplished in the same time frame as routine service calls unless otherwise directed by the OCO or designee. The Contractor will be paid at the hourly rate quoted for after normal duty hours only if authorized by the OCO or their designee in advance for specific activities.

C.8.46 Modification of Contract

Modification is a bilateral or unilateral change in the terms of a contract.

C.8.47 Monthly Progress Report

A progress report prepared monthly that itemizes all current incomplete work (e.g., incomplete preventive maintenance, incomplete repairs), summarizes work completed during the month, and itemizes issues under investigation.

C.8.48 Negligence

“Negligence” is the failure to use due care under the circumstances. It is the doing of some act which a person of ordinary prudence would not have done under similar circumstances or failure to do what a person of ordinary prudence would have done under similar circumstances.

C.8.49 Non-Reimbursable Repair

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

C.8.50 Normal Working Hours

"Normal working hours" is the hours of building operations under most circumstances when all services shall be provided to all occupants.

C.8.51 Occupant Emergency Plan (OEP)

The lead agency in each building is responsible for development and enforcement of the building's "Occupant Emergency Plan" (OEP). The OEP details what the building tenants shall do in case of an emergency. The plan identifies floor wardens, shelter in place locations etc.

C.8.52 Open Systems

An "open systems" solution is based on industry standard open protocols. This environment and solution is typically designed, procured, installed and maintained in a manner that provides the building owner with as many competitive configuration options as possible while maintaining the integrity of the supported manufacture system. The solution must be procured and installed so that the result delivers device level interoperability amongst different manufactures residing on a common network. In addition, the solution must be maintained with no future need for the original (installing) Contractor. Additions, modifications, and retrofits can easily, without significant additional cost, be made to the system without dependence on the original installing Contractor nor require substantial engineering or other technical development. Contractors shall specify Open Systems solutions where feasible and reasonably possible.

C.8.53 Operations

"Operations" is the continual process of using building equipment systems to accomplish their function, optimize building performance, and improve energy efficiency. Operations includes analysis of requirements and systems capabilities, operating controls and control systems, responding to service requests, touring and observing equipment performance and condition, adjusting equipment, identifying needed maintenance and repairs to equipment, and maintaining lubrication and chemical treatments, etc.

C.8.54 Ordering Official

Ordering Officials are appointed by letter from the CO or OCO. Ordering Officials shall be the Government's representative for the ordering of supplies and services.

C.8.55 Performance- Based Statement of Work (PBSOW)

The procurement strategy that seeks to issue technical requirements that set forth outcomes for performance instead of specific requirements on how to perform the service. This strategy shifts the risk of performance to the Contractor by allowing the Contractor to design the methods of achieving desired results as defined by the performance quality standards established by the Government.

C.8.56 Police Outside Areas

All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc. shall be cleared of gum, litter, debris, paper, trash, and other discarded materials.

C.8.57 Predictive Maintenance

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

C.8.58 Preventive Maintenance (Scheduled and Unscheduled)

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

C.8.59 Product Preference

(See Section J-Attachment Sustainable Products List)
Use of "environmentally sustainable" products is mandatory for performance of this contract. As such, products identified as "environmentally sustainable" will be selected over those which do not carry such designations.

C.8.60 Punch List

A Punch list is an itemization of work that was required to have been completed no later than the termination date of the contract but which was not so completed

C.8.61 Quality Assurance Surveillance Plan (QASP)

The QASP is the Government's surveillance method of monitoring and evaluating the Contractor's performance under a Performance Based Statement of Work (PBSOW).

C.8.62 Quality Control Plan

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

C.8.63 Repair

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

C.8.64 Reimbursable Repair

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

C.8.65 Sanitize

This is the process of removing dirt and certain bacteria so that the number of germs is reduced to a level that the spread of disease is unlikely.

C.8.66 Sequence of Operations

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

C.8.67 Service Calls

Service calls are considered standard service requirements, such as nonrecurring requests for rearranging of furniture in a conference room, special events support, spills, replenishing restroom supplies, hot and cold office temperature calls, etc.

C.8.68 Service Request

A “service request” is a response to a Government Agency, tenant, or agency request or a response to an observation that some equipment, system or material covered by the contract is inoperable, dysfunctional, deteriorated, or not within normal operating parameters, or that performance standard of the contract is not being met. Service request response involves analysis of the problem and adjustment of operating or monitoring controls or other immediate corrective action. A requirement to perform a repair may result from the analysis stage of a service request. Service requests may be generated automatically from interfaces to BAS or diagnostic software.

C.8.69 Stewardship

The act of stewardship is to take the responsibility for managing, conducting or supervising the quality, state or condition of a commercial building. A Stewardship program in addition to caring for the building, its occupants and visitors includes among other things a sense of shared responsibility, occupant participation and communications amongst building management, O&M personnel, cleaning personnel, occupants, Contractors and others who have an impact on/in the building.

C.8.70 Supervisor, On-site

The term “on-site supervisor” means a person designated in writing by the Contractor who has authority to act for the contract on a day-to-day basis at the work site.

C.8.71 Tour

A “tour” is generally a scheduled walkthrough of equipment rooms and installations including computer rooms, restrooms, etc. by Contractor operating personnel for the purpose of ensuring that equipment is running properly, ensuring that equipment rooms are in good order and without safety hazards, and making any necessary adjustments to operating controls or to lubricate equipment. A tour may also involve a combination of such physical visits in addition to using automated systems for the monitoring of equipment and systems. Equipment log sheets are a part of the tour plan/program. All tours are "inspection" work orders in the CMMS and will comply with all work order requirements,

C.8.72 Watch

A “watch” involves performing certain tasks required for the operation of the HVAC equipment (central systems over 300 tons), boilers, compressors, and related equipment in a centralized location. Watches include, but are not limited to starting equipment, checking at designated intervals all operating equipment in the area, recording readings, shifting equipment and loads, making adjustments at the central control center, taking water samples, making tests, and adding chemicals as required.

C.9 References

The following publications are incorporated by reference as setting quality, performance, and design standards for work required in this document. Unless a specific date is provided, references are for the current edition published at the time of issue of the solicitation, to include any addenda or errata published by the issuing organization. The Contractor is responsible for obtaining access to all referenced documents at their own expense.

(The OCO shall add references as applicable to their task order).

- SMACNA Sheet Metal and Air Conditioning Contractors National Association HVAC Systems Testing, Adjusting & Balancing
- AHERA Asbestos Hazard Emergency Response Act
- ASHRAE Guideline 1HVAC Commissioning Process
- ASHRAE Guideline 4 Preparation of Operating and Maintenance Documentation for Building Systems
- ANSI/ASHRAE Standard 15 Safety Code for Mechanical Refrigeration
- ANSI/ASHRAE Standard 34 Number Designation and Safety Classification of Refrigerants
- ANSI/ASHRAE Standard 55, Thermal Environmental Conditions for Human Occupancy
- ANSI/ASHRAE Standard 62, Ventilation for Acceptable Indoor Air Quality
- ANSI/ASHRAE Standard 100, Energy Conservation in Existing Buildings/Commercial
- ANSI/ASHRAE Standard 111, Practices for Measurement, Testing, Adjusting, and Balancing of Building Heating, Ventilation, Air-Conditioning, and Refrigeration Systems;
- American Society of Mechanical Engineers ASME A17.1/CSA B44, Safety Code for Elevators and Escalators
- American Society of Mechanical Engineers ASME A17.2, Inspector's Manual for Elevators
- ASME Boiler and Pressure Vessel Code
- ASME CSD-1 Control and Safety Devices of Automatically Fired Boilers
- National Board of Boiler and Pressure Vessel Inspectors, National Board Inspection Code
- OSHA 29 CFR 1910 and 29 CFR1926
- Clean Air Act
- Clean Water Act
- EPA Green Book
- EPA Purple Book
- GSA SEMS Sustainable Environmental Management System (GSA.GOV/SEMS)
- International Building Code
- International Fire Code
- International Plumbing Code
- International Mechanical Code
- NETA Maintenance Testing Specification for Electrical Power Distribution Equipment and Systems
- NFPA 10, Standard for Portable Fire Extinguishers
- NFPA 12, Standard on Carbon Dioxide Extinguishing Systems
- NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems
- NFPA 13, Standard for the Installation of Sprinkler Systems
- NFPA 14, Standard for the Installation of Standpipe and Hose Systems
- NFPA 17, Standard for Dry Chemical Extinguishing Systems
- NFPA 17A, Standard for Wet Chemical Extinguishing Systems
- NFPA 20, Standard for the Installation of Stationary Pumps for Fire Protection
- NFPA 22, Standard for Water Tanks for Private Fire Protection
- NFPA 24, Standard for the Installation of Private Fire Service Mains and Their
- Appurtenances

- NFPA 25, Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems
- NFPA 70, National Electrical Code (NEC)
- NFPA 70B, Recommended Practice for Electrical Equipment Maintenance
- NFPA 70E,Standard for Electrical Safety in the Workplace
- NFPA 72, National Fire Alarm and Signaling Code
- NFPA 80, Fire Doors and Windows
- NFPA 85, Boiler and Combustible Systems Hazards Code
- NFPA 90A ,Installation of Air Conditioning and Ventilating Systems
- NFPA 92, Standard for Smoke Control Systems
- NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations
- NFPA 101, Life Safety Code
- NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
- NFPA 110, Standard for Emergency and Standby Power Systems
- NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
- NFPA 2001, Standard on Clean Agent Fire Extinguishing Systems
- NICET (National Institute for Certification in Engineering Technologies publications and issuances
- NIOSH (National Institute for Safety and Health publications and issuances
- DOE/EE-0157, International Performance Measurement and Verification Protocol
- NEMA TP-1,National Electrical Manufacturers Association, Guide for Determining Energy Efficiency for Distribution Transformers
- NEMA MG-1. National Electrical Manufacturers Association, Motors and Generators
- NEMA Application Guide for AC Adjustable Speed Drive Systems
- ANSI/IWCA I-14.1, Window Cleaning Safety Standard
- Safe Drinking Water Act, PL 99-339, as amended
- Title 40 CFR, Part 761, PCBs in Electrical Transformers
- Title 40 CFR, 141.43, Sections A and D, Environmental Protection Agency Safe Drinking Water
- ANSI/ASME A17.1 Safety Code for Elevators and Escalators
- OSHA 29 CFR 1910.1200, 29 CFR 1910.146, 29 CFR 1910.147, 29 CFR 1910.1030, 29 CFR 1910.1001, 29 CFR 1910.178
- Guideline 3-1990 and Addendum, or latest version, FAR 52.223-2, ARI Standard 700-1988, or latest edition, and Appendix A to 40, CFR, Part 82, Subpart F.
- Resource Conservation and Recovery Act
- RS Means 2013 Construction Cost Data Manual
- Toxic Substances Control Act

(End of Section C)