OPERATIONS AND MAINTENANCE (O&M) SERVICES AT THE TSA SYSTEMS INTEGRATION FACILITY (TSIF) AND FREEDOM CENTER (FC) PERFORMANCE WORK STATEMENT

1. Introduction

1.1 Organization Address:

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598-6017

Services to be provided at:

Freedom Center (FC)
13555 EDS Drive
Herndon, VA 20171-6104

Transportation Security Administration System Integration Facility (TSIF)
3701 Post Office Road
Ronald Reagan Washington National Airport
Arlington, VA 20598-6016

2. Project Background and Objectives:

The ***Transportation Security Administration System Integration Facility (TSIF)*** is located in Arlington, VA at the Reagan Washington National Airport. It is a 128,000 sq. ft. two story building with three elevators. The TSIF building was purchased by the TSA in October 2010 from the United States Postal Office and resides on Metropolitan Washington Airport Authority (MWAA) property.

The ***Freedom Center*** is housed in Herndon, VA and consists of 104,014 rentable / 103,502 usable (BOMA) sq. ft. in a single story building. The Freedom Center (FC) was established in response to the direction provided by the National Strategy for Combating Terrorism, as part of the President's Management Strategy. The Freedom Center became operational in July 2003 and serves as the 24 hours a day/7 days a week coordination center for transportation security-related operations, incidents, or crises for TSA within the Department of Homeland Security. The Freedom Center correlates and fuses real-time intelligence and operational information, ensuring unity of command and action in the prevention of, and response to, terrorist-related incidents across all transportation modes, (maritime, land, and aviation).

Occupancy:
- TSIF: Approximately 256 employees.
- Freedom Center: Approximately 450 employees assigned but only 200 – 250 on a daily basis.

Scope of Work

This Performance Work Statement (PWS) is for complete Operations and Maintenance of the above referenced facilities, ensuring that all required and necessary Project Management, Mechanical, Electrical, Plumbing, and Housekeeping (janitorial, equipment and systems tests/inspections, preventive/predictive maintenance, corrective maintenance/repair, and 24/7 emergency services) are completed to provide a comfortable and safe work environment for the building occupants. The contractor must provide management, supervision, labor, materials, equipment and supplies to ensure satisfactory operation of both facilities.

This PWS also ensures that the building operates in an efficient manner. Freedom Center operational hours; 24/7/365 (normal hours: Monday – Sunday 6:00 am – 6:00 pm), TSIF operational hours: Monday – Friday 6:00 AM to 6:00 PM.

- The contractor must provide 10 days of transition startup services, after the vetting process is completed and prior to full contract performance, to assist transitioning between contractors. The purpose of this phase is to permit a transition that is seamless to the occupants and to assess the condition of the building and incomplete maintenance work at the time of contractor transition. TSA will provide escorting during the transition period during normal business hours only. During this period the Contractor must:
    a. Develop an updated building operation plan (if needed).
    b. Inspect the condition of all equipment and systems for which the Contractor will assume responsibility. Conduct site assessment of equipment.
    c. Review work order history and equipment inventory information.
    d. Develop the initial deficiency list report, as described under Section 3.2, subsection “Existing Deficiency Inspection/ Report”.
    e. Develop the safety plan in accordance with Section 3.1.5.6.

  Not later than the end of the transition startup phase and the concurrent beginning of operations and maintenance services, the Contractor must submit for Government’s approval:
  a. The building operating plan (to be submitted 5 working days prior to start of the contract performance).
  b. The initial deficiency list report, as described elsewhere in this document.
  c. The safety plan.
  d. The Schedule and updated (final) Staffing Plan (to be submitted during the first week of the transition period) in accordance with Appendix B.

  The Contractor must invoice the Government for work completed during the Transition Phase, upon deliverables inspection and acceptance by the Government.

- Space temperature, when occupied, shall be maintained according to ASHRAE guidelines and shall meet or exceed a level of comfort between 70° F and 74° F during the heating season and the cooling season.
- Lighting –the Contractor shall meet the following requirements, "Except where special circumstances exist, premises shall maintain illumination levels at:(a) 50 foot-candles at work station surfaces, measured at a height of 30 inches above floor level, during working hours (for visually difficult or critical tasks, additional lighting may be authorized by the buildings manager) ;(b) 30 foot-candles in work areas during working hours, measured at 30

inches above floor level;" Exterior lighting to follow the local (Fairfax County/Metropolitan Washington Airport Authority) and state codes for illumination.

Light Bulbs Specifications:

Compact fluorescent lamp types include T5- 16mm 4', 13w – 2700K and Dulux L 18W FT18DL/835. LED exterior lighting at FC (Site verification required) this section may be too detailed?

- Ventilation –the Contractor shall meet the following requirements, "During working hours in periods of heating and cooling, premises shall provide ventilation in accordance with ASHRAE Standard 62." ASHRAE 62 states that a minimum of 20 cubic feet per minute (cfm) per person is required in an office space. This satisfies the fresh air requirement; however, heating and cooling may require significantly more cfm to maintain acceptable temperatures dependent on the amount and type of equipment installed.
- Indoor air/water quality shall be maintained to the most stringent standards – water tests for Legionella (to include all drinking fountains).
- Energy Management Program –water, electric, and gas consumption reduced as part of the contractor's energy management program. (See section 3.15.2)
- Preventive Maintenance completion in a timely and efficient manner. (See section 3.1.2)
- Landscaping to include snow removal – response to snow emergencies within 4 hours, keep lawn nice and trim bushes (see section 3.14 for detailed requirements)
- The contractor shall be on the job site with the proper trade(s) personnel during all contractor supported efforts.

Classification	Response Time	Completion Time
Emergency/Mission Critical	Within 30 minutes from receipt	Abate Emergency
Urgent	Within 4 hours from receipt	Service Call completed prior to departure
Routine	N/A	Complete within three business days

- The contractor shall provide a full-time project manager (a minimum of 40 hours per week) for each location (See Appendix B). The Project Manager must possess at a minimum at least 5 years of recent (within the past 7 years) federal project management experience in the management and supervision of building mechanical maintenance operations for buildings of the approximate size and characteristics of the buildings to be covered by this contract. The government will review and approve the contractor's proposed personnel submission for this key contractor positions. These individuals must be full agents of the prime contractor. (See section 3.31).
- Responsiveness to routine work orders within three (3) business days.
- Housekeeping Program – Floors cleaned routinely, no scuff marks on walls or floors, restrooms clean at all times with toilet rolls and paper towels maintained (see section 3.13 for more details)
- Integrated Pest Management – zero tolerance policy for pests, use of "green" products to monitor and control pests, organic exterior applications. (See section 3.13.5)
- Zero safety incidents/Safety Program training plan. (See section 3.1.4)
- Organization of completed tests, inspections, preventive maintenance reports, incident reports, etc., in binders neatly labeled with electronic back-ups. (See section 3.16.1)

- Environmental friendliness – complies with "green" products for cleaning/housekeeping, integrated pest management, exterior applications, and follows TSA Environmental Management Systems (EMS) policy for Government. (See section 3.15)
- Elevator Services. (See section 3.7)
- The Contractor must provide key operational personnel (as determined by the Contractor) with portable electronic means to communicate with the Government for service requests, emergencies, status of projects, etc.
- Additional services may be ordered at the discretion of the Government for work relating to the operations, maintenance and repair or upgrade of the covered facilities, but not covered in the basic services of the contract, as described in this document.
- The TSIF roof anchor system will require annual inspection per OSHA code by the contactor.

3. Contract Administration

3.1 Other Contracts, Notifications, Risk Plans, Quality Control Plan and Safety Plan

3.1.1 Other Contracts

The Government may undertake or award other contracts or have lease holders, volunteers, or Government employees performing certain work, and the Contractor shall fully cooperate with such others and carefully fit their own work to other work as directed by the COR. The Contractor shall not commit or permit any act which will interfere with the performance of work by another contractor, by a lessee, volunteer or by Government employees. The COR can alter the work schedules of the other contractor, lessee, volunteer, Government employees or the Contractor to avoid possible conflicts. Any such change or failure to make such a change by the COR shall not be the basis for a claim by the Contractor.

3.1.2 Inclement Weather and Holiday Work

The Contractor shall maintain the schedule of services regardless of inclement weather. Exceptions can be approved by the COR when severe conditions make it impracticable or dangerous to perform the work. Routine services shall be performed on holidays as scheduled in the specifications or as approved by the COR. The Premises are a 24/7/365 operations centers.

Personnel may be recalled to work and/or need to remain on site during a crisis or special event in order to support the facility and its occupants. Such requirements will be coordinated by the COR with as much advanced notice to the Contractor as possible, circumstances (i.e., security threat, terrorist activity) notwithstanding.

3.1.3 Communications Plan and Risk Management Plan

The contractor is to submit a Communications plan to address the status reporting of each item listed on the technical specifications. Indicate method and frequency of reporting based on these specifications (review each specification item for required frequencies of reporting) including, but not limited to CMMS (Computerized Maintenance Management Software), weekly/monthly reports, invoice copies, personnel sign-in logs, daily work reports, test/inspection reports, etc.

Test/inspection reports shall be submitted within a week in which they are conducted with results reported the same day to the Contracting Officer's Representative (COR). Include a risk management plan with the communications plan to indicate how the Contractor will address resource/material shortages, force de majeure (Acts of God), subcontractor going out of business, service interruptions, etc. As far as documenting, reporting, and communicating information on the contract, the following items are required under contract:

- Completed log cards shall be placed at each piece of equipment with space for noting the date of last service and any new parts that were installed. Details on the work that was completed shall be indicated on this card.

- For contractors using handheld electronic recording devices, a copy of the data is required to be entered in the on-site computer and an electronic copy is to be sent to the Premises Facility Managers on a weekly basis.

- Regarding the contractor provided CMMS, service data shall be entered into the software after each service call. Also, a bar-coded PM system will be preferred to be in place to track PM work. The CMMS may be a Commercial Off-The-Shelf software, as long as it meets the requirements of the PWS. The contractor's CMMS shall provide:

    - Accountability
    - Visibility
    - Increase service levels
    - Implement and monitor standards
    - Risk Mitigation
    - Maintenance Task Completions
    - Electronic Reporting
    - Act as central point of contact for the Government and Building occupants to take service requests.
    - Performance Trending

  The Contractor must provide all hardware and software to support and maintain an automated database of building maintenance and repair activities using a CMMS. The contractor's CMMS shall be a contractor stand-alone onsite software to be maintained in a contractor's computer not configured to the DHS/TSA network. The Contractor must use the CMMS to identify, control, track, and schedule preventive maintenance work, service requests, and equipment inventory. The Contractor must track historical maintenance and repair activities (including tasks, man-hours, materials, and other costs associated with work completion) for each work order received during the performance of the contract. All work done by the Contractor must be accomplished under a CMMS work order. The Contractor will be required to transfer all data from the CMMS system database to the Government at least annually, on a date specified by the COR. In addition, the COR may require the Contractor to transfer data on up to 3 more occasions per year. All data is to be is CD still valid delivered via CD, MS Word, Excel and/or PDF Format. Contractor must provide reports to the COR as requested and in a format and media as requested. The CMMS shall be utilized by the contractor only (the Government does not need access to the system). However, the Government retains ownership of all

information and other materials received or developed by the Contractor in support of this contract at all times.

The Contractor must respond to service requests and initiate corrective actions and identify any repair requirements during normal working hours. The Contractor must respond to emergency service requests and callback response work requests at all times. The Government may transmit work orders to the Contractor for service request or emergency service request and callback response orally, by e-mail, by creation of a work order by a Government employee or representative, or by generating an automated work order. The Contractor must respond promptly to conditions indicating deficiencies in environmental conditioning, lighting, or condition of the facility or equipment. The Contractor must respond immediately upon receipt of notice of any condition that may negatively impact the operation of the facility.

- All subcontractors, service technician shall sign a log when entering and leaving the facilities. This log shall be maintained by the contractor.

- A forms-based service ticket will be required. This includes a complete task sheet listing the equipment serviced and explaining exactly what was done for every scheduled service call along with recommendations for improvements, repairs, and replacements. At minimum, one copy shall remain with the Government Facility Manager (preferably in a ring binder) and one with the contractor.

- Measurements, such as motor amps and volts, temperatures, and pressures will be required to be taken and documented for each piece of equipment, either on the equipment's log card or on a separate service sheet. This data shall be used to observe how the measurements change over time, thus helping to predict or reveal problems affecting efficiency and reliability.

- All personnel whether subcontractor or contractor shall report any safety hazards or possible environmental quality problems directly to the Government Facility Manager.

- A copy of any test analysis results, such as oil analysis (chillers/compressors in accordance with the equipment manufacturer's manual), water treatment analysis, or boiler combustion analysis, etc. shall be provided to the Government Facility Manager for review.

- A bi-weekly meeting with the contractor and Government Facility Manager will be held to go over the objectives and to let the contractor know how they are doing in regards to the quarterly report card. The Government Facility Manager will be responsible for taking the meeting minutes and will distribute the final meeting minutes with any corrections to all required parties.

Reporting

Task/Issue Report: Contractor shall identify tasks or issues as to their status for any services under this PWS. Status shall be identified as: Working, Pending or Completed with a narrative explanation. This report is due weekly.

Preventive Maintenance Plan: The Contractor shall provide a Preventive Maintenance Plan which incorporates a daily, weekly, monthly and annual preventive maintenance

schedule for all systems and their components. The plan shall address the Contractor's approach and schedule for conducting the appropriate maintenance and testing for mechanical, electrical, plumbing and other miscellaneous systems and components. In addition, the plan shall identify warranty information on all systems within the facility and their components or parts. The plan should detail fallback plans in the event the equipment must be taken off-line or out of service and must be approved by the COR.

Major Replacement/Repair Report: Contractor shall identify any projected equipment replacement/repair necessary for the following quarter to ensure scheduled downtime (if any) is identified.

Special Events Report: Contractor shall report on any special events, which will impact or require additional facility management attention as soon as known. Details of this report content will be coordinated with the COR.

3.1.4 Quality Control Plan

The contractor is to submit a Quality Control plan indicating methods to ensure materials and work conducted meet or exceed quality requirements in the specifications. Issues or Deficiencies raised shall be addressed immediately with no impact to the Government. A Quality Assurance Assessment will be conducted by the COR to ensure that the Contractor is following the quality requirements of the specifications (see section on "Government Quality Assurance Assessment" for more details). Any materials or building components observed damaged shall be tagged with date, time, name of person and contact, and details of damage with individual reporting this immediately to the COR.

3.1.4.1 The Contractor shall establish a complete quality control program to assure the requirements of the contract are provided as specified. This program shall be submitted annually (5 business days prior to start of new option periods, as applicable) and shall include but not be limited to, the following:

a) A system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or the Government inspectors point out the deficiencies.

b) A file of all inspections conducted by the Contractor and corrective actions taken. This documentation shall be made available on demand or on a scheduled basis to the Government during the term of the contract.

c) Procedures for documenting and responding to service calls and Government complaints.

d) A training program to ensure all employees meet the contract requirements.

The Contractor shall designate a coordinator for the overall quality control program.

3.1.4.2 The Contractor shall maintain a record of all Quality Control Inspection Reports conducted by the Contractor inspectors and shall furnish copies monthly to the COR. This daily record of inspection shall cover all work items scheduled to be performed, shall be signed by the Quality Control Inspector and shall include the following items as a minimum:

(a) Inspector's name

(b) Facility location

(c) Date

(d) Weather conditions

(e) Time in/out of facility area

(f) Items inspected

(g) Defects encountered

(h) Corrective actions taken

(i) Safety violations

(j) List of damaged, inoperable, or vandalized equipment

3.1.4.3 Quality Assurance

The Government will monitor the Contractor's performance in each functional area under this contract and reserves the rights to use whatever additional surveillance procedures are deemed appropriate. If the Contractor fails to perform according to the deliverables, a Notification of Contract Deficiency or Contract Deficiency Report will be issued by the CO. The Contractor shall explain, in writing, why performance was not satisfactory and how recurrence of the problem will be prevented in the future.

TSA intends to monitor and evaluate the Contractor's performance based on any or all of the following methods:

- **Periodic Surveillance Inspections:** This method consists of selected surveillance tasks by the Government that do not require 100 percent inspection, or are performed on a random basis. The COR will evaluate the Contractor's reports, surveys, etc. on a weekly, biweekly, -monthly, or quarterly basis.

- **Government Interviews:** All Government concerns received through the COR will be documented and evaluated on a planned schedule developed by the COR. This method may help the COR focus on areas that may require further action from the CO.

- **Service Request Documentation:** This method of surveillance will provide information to the COR, such as identification of the types of service requests received, the frequencies of service requests, corrective action taken, timeliness of completion, and any other pertinent data. At a minimum, this method must be performed on a monthly basis.

- **Government Satisfaction Surveys:** TSA conducts surveys for one-third of TSA's Governments in Government-owned and leased buildings. These surveys gather important data in many areas, including specific categories pertaining to the operation and

maintenance of TSA's buildings. The surveys provide the COR with satisfaction scores that can be further evaluated to determine if there are any weaknesses within the various programs. There are various measures that can be taken, such as reviewing the survey's comments, obtaining further feedback from the Governments, or sharing the scores with the Contractor to establish a plan of action.

The Government reserves the right to alter or change the type of inspection plan at its discretion at any time, and to make deductions accordingly. Shall the Contractor fail to satisfactorily perform any routine service (i.e. litter pickup, trash removal, restroom cleaning, etc.) that is required on a daily basis or at a -specific time, a deficiency notice will be issued.

TSA uses the Contractor Performance Assessment Reporting System (CPARS) or similar performance measuring system to formally evaluate the Contractors performance. Evaluations are generally conducted annually or more frequently on or about the anniversary date of the contract and also at the end of the contract period.

3.1.5 Safety Plan

3.1.5.1 The contractor shall submit a quarterly safety/incident report. This shall include the number of "lost day cases" for that period. As part of the safety plan, the contractor shall submit weekly reports that regular safety meetings are held with its staff technicians. The contractor shall provide all personal protective equipment (PPE) such as harnesses, hardhats, safety glasses, and breathing protection, and all contractor personnel are to be trained and qualified in their use. Certified training/licensing documents for each associated task are to be provided with the safety plan along with SDS. Indoor air/water quality monitoring shall also be included in this plan.

3.1.5.2 The contractor shall also provide the following safety training (but not limited to):

- ARC Flash Training
- Blood borne Pathogens
- Chemical Handling
- Confined Space Safety (The contractor must identify and label all confined spaces in accordance with OSHA requirements.)
- Drug and Alcohol Abuse
- Electrical Safety including NFPA 70E
- Fall Protection (The contractor shall develop fall protection procedures for work on areas at elevation. The contractor shall ensure fall protection equipment is provided to their employees and that employees are adequately trained)
- Fire Safety
- First Aid
- Lifting Equipment
- Hazard Communication
- Heat stress
- Lock-out/Tag-out (The contractor must develop a lock-out/tag-out program. This program must include all anticipated energy sources, including but not limited to, electricity, steam, pressurized fluids, and

mechanical energy. The contractor must communicate the lock-out/tag-out program to all other affected contractors.)

- Defensive Driving
- SDS
- OSHA Inspection
- Personal Protective Equipment
- Respiratory Protection
- Static Electricity
- Workplace violence

3.1.5.3 The Contractor shall follow the TSA's Environmental Management System Directive: MD 2410.1 to ensure that all environmental laws are being enforced on the facilities. The OSHE Spills Policy addresses chemical spills and clean up procedures. This EMS Directive includes but is not limited to:

- Federal Facility Compliance Act of 1992
- Hazardous Transportation Act of 1990, as amended
- Emergency Planning and Community Right to Know Act of 1986, as amended.
- Comprehensive Environmental Response, Compensation, and Liability Act of 1980, as amended
- Toxic Substances Control Act of 1976, as amended
- Safe Drinking Water Act of 1974, as amended
- Federal Insecticide, Fungicide and Rodenticide Act of 1972, as amended
- Federal Water Pollution Control Act of 1972, as amended
- Clean Air Act of 1970, as amended
- National Environmental Policy Act (NEPA) of 1969, as amended

Under the TSA's Environmental Management System (EMS) the Contractor shall establish a Green Procurement Program and submit a plan to enforce this Directive with all sections of this contract. This includes but is not limited to: Facilities, Electronics, Office Supplies, Copy Paper, Cleaning Products, Painting Products, Landscaping, and Pest Management.

3.1.5.4 TSA Form 2401 shall be used when the following occurs:

- Investigating, in accordance with TSA MD 2400.1, a report given orally or in writing by an employee of an unsafe or unhealthful working condition.

- Investigating, in accordance with MD 2400.1, a mishap resulting in an injury, illness, or property damage; or an incident that, if not investigated, could lead to a mishap.

- Create report, in accordance with TSA MD 2400.1.

3.1.5.5 Permit and Licenses

The Contractor shall, at his/her own expense, obtain any and all licenses or certifications required to perform the contract as well as the operating systems and equipment required to be maintained in this contract. All original permits and licenses are to be filed with the on-site Facility Manager.

3.1.5.6 Additional Safety and Security Requirements

Work shall be performed in a safe manner. If the Contractor fails or refuses to promptly comply with safety, security requirements, or manufacturer's installation instructions, the COR may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to any such stoppage shall be subject to claim for extension of time or for excess costs or damages to the Contractor. Also, the Contractor will not be paid for work not performed as a result of the stop order. The Contractor shall comply with all current Environmental Compliance Regulations, provisions of the Occupational Safety and Health Act (OSHA) and GOVERNMENT's Environmental Management System Policy. The Contractor shall submit a written safety plan (in accordance with TSA Management Directive No 2400.1 "Occupational Safety and Health Program) before the contract begins and an Activity Hazard Analysis (AHA) prior to commencing work on any delivery order or other payment method.

3.1.5.7 Accident Reporting

The Contractor shall maintain an accurate record of, and shall report to the COR, in the manner and on the forms prescribed by the COR, all accidents within 24 hours of the occurrence.

3.2. Building Operating Plan

A final building operating plan outlining their operating and general maintenance procedures for all major building equipment and systems shall be submitted 5 working days prior to start of contract performance. If the proposed building operating plan needs to be revised, the contractor shall ensure submission is completed 5 working days prior to start of contract performance. The Contractor must execute the contract requirements in accordance with the approved building operating plan. The Contractor must coordinate with the COR in developing the components of the plan.

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

1. Contact information (local and corporate).
2. Standard operating procedures for operating building systems, to include as a minimum:
   a) Startup and shutdown times and procedures relative to various environmental conditions.
   b) Peak load demand management procedures (if applicable).
   c) Other operating strategies to maximize efficiency and minimize energy consumption.
   d) Descriptions of major mechanical equipment and sequences of operations for equipment systems.
   e) Locations of all major utility shutoffs, including gas, electric, and water.
   f) Locations of all electric rooms and a narrative of the areas served by each.
3. Tour procedures.

4. Maintenance schedules, procedures, and a reference to which preventive or predictive maintenance standards or guides the Contractor will use.
5. List of test equipment to be maintained onsite to support troubleshooting, sensor calibrations, etc.
6. A description of how building equipment data is maintained and updated in the CMMS. Service request and repair procedures, to include staffing and procedures for the service request function, if applicable.
7. Reference the location or incorporate contingency plans for:
   a) Loss of the Contractor's onsite personnel (i.e., strike, walkout, injury, abrupt resignation).
   b) Civil disturbance or other major security threat.
   c) Natural disasters, bombing, or other event that damages the building's structure or utilities.
   d) Floods, including flooding caused by plumbing breaks.
   e) Hazardous materials leak or spills.
   f) Utilities.
   g) Inoperability and impairment of fire protection and life safety systems (including fire watch and impairment procedures (e.g., red tags, etc.).
   h) Other contingency plans as necessary to support the Government's continuity of operations planning for the site.
8. Description of Air Quality Management District and other environmental regulatory requirements (e.g., which rules apply to equipment in the building, which permits are necessary, inspection and certification requirements, etc.).
9. Description of demand response or utility curtailment programs in which the building participates, to include communications protocols and curtailment activities.

If the Contractor fails to submit a satisfactory building operating plan 5 work days prior to start of contract performance, the Government may suspend payments until a satisfactory plan is submitted.

3.2.1 Building Engineer and Maintenance Engineer:

3.2.1.1 Building Engineer - Qualifications:

The Building Engineer shall:

- Have completed a minimum of 10 years certified plant maintenance engineer (CPE) training, CPMM (Certified Plant Maintenance Manager), or possess active trade credentials from the International Facility Managers Association (IFMA) or Association of Facilities Engineering (AFE), BOMI or equivalent;
- Or, the Building Engineer shall possess facilities management or facilities technician experience directly dealing with and operating commercial level "Class A" facilities electrical, mechanical, plumbing, HVAC, HAZMAT and planned preventative maintenance systems and sub-systems; or Equivalent qualifications.

In addition, they shall:

- Possess knowledge of fire codes (e.g. Federal, state, local and MWAA standards), Health and safety (OSHA) and building codes (e.g. Uniform Building Codes and International Building Codes);

- Have the ability to read, interpret and act according to building/plant blue prints/schematic drawings;
- Possess basic computer skills and the ability or aptitude to operate "building control" computer operated programs/software;
- Know the contractor preferred CMMS software efficiently to manage inventory, log in service tickets, schedule preventive maintenance, input equipment data and track ongoing work efficiently and effectively;

3.2.1.2 Building Engineer - Performance requirements:

The Contractor Building Engineer is required to provide the necessary services on-site to help sustain the building's overall profitability by addressing tenant comfort, equipment reliability, and efficient operation 24/7/365. This is a full-coverage service contract which provides 100% coverage of labor, parts, and materials as well as emergency service. They shall oversee all physical and plant operations to include monitoring, predictive maintenance, preventive maintenance, corrective maintenance, repairs and 24/7/365 emergency service for the entire facility including outside perimeter, Security gates, guard booth, the perimeter fence system(s), parking lot areas and the facility's electrical/mechanical/plumbing equipment. The Building Engineer or Maintenance Engineer shall be onsite at all times during normal hours. Normal Hours are: Freedom Center: Monday through Sunday 6:00am – 6:00pm. TSIF: Monday through Friday 6:00am – 6:00pn.

In addition, the Project Manager shall manage and provide primary site escorting as needed to all subcontractor personnel and be the primary point of contact (POC) for enforcing the requirements under this contract. However, the Building Engineer will serve as alternate during the absence of the Project Manager.

3.2.1.3 Deliverables:

- Daily and Weekly Status reports
- Building Emergency Notifications
- Preventive Maintenance completed with signed forms in a binder
- Occupant/Building Issues logged into CMMS daily
- Calendar of weekly PM and test schedules
- Service Interruption Forms signed with Risk Analysis
- Inventory List to include major equipment, stock supplies, materials and associated parts for replacement/repair.
- Safety Program Binders with weekly toolbox meeting minutes, training logs for all personnel, applicable permits, SDS sheets, Emergency Evacuation procedures, copies of licenses/certifications for electricians/mechanics, etc.
- Certificates of insurance kept current on file for the Contractor and all subcontractors
- Water testing reports
- Testing/Inspection reports
- Life Cycle Cost Analysis
- Permits and Licenses
- Service Interruption Form with Risk Analysis

3.2.1.4 Maintenance Engineer - Qualifications:

The Maintenance Engineer shall:

- Have completed a minimum of 10 years certified plant supervisor (CPS) training, or possess active trade credentials from the International Facility Managers Association (IFMA) or Association of Facilities Engineering (AFE), BOMI or equivalent;
- Possess management or facilities technician experience directly dealing with and operating commercial level "Class A" facilities electrical, mechanical, plumbing, HVAC, HAZMAT and planned preventative maintenance systems and sub-systems; or
- Equivalent qualifications.

In addition, they shall:

- Possess knowledge of fire codes (e.g. Federal, state, local and MWAA standards), Health and safety (OSHA) and building codes (e.g. Uniform Building Codes and International Building Codes);
- Have the ability to read, interpret and act according to building/plant blue prints/schematic drawings;
- Possess basic computer skills and the ability or aptitude to operate "building control" computer operated programs/software; and

  Shall be a US citizen, submit and pass a background investigation obtain access to the Freedom Center and TSIF Buildings.

3.2.1.5 Maintenance Engineer - Performance requirements:

The Maintenance Engineer will act as the secondary lead when the Building Engineer is not available on site to respond to emergency repairs with in a two (2) time of emergency notification, conduct predictive/preventive maintenance, manage subcontractor personnel, etc.

3.2.1.6 The Building Engineer and Maintenance Engineer shall also maintain the following:

- Where equipment is under warranty, the equipment manufacturer's representative/technician shall be responsible for necessary preventive maintenance and repair (where non manufacturer's preventive maintenance will void the warranty).
- The Contractor shall conduct a life cycle and cost analysis to see if any equipment under warranty shall be extended or be factored into life cycle analysis.
- A list of all subcontractors is to be submitted by the Contractor with a signed agreement by all subcontractors specifying that they abide by all contract requirements.
- The contractor will be back charged when they fail to respond to an emergency within the agreed-on time period of four (4) from notification time, stated in this contract, causing GOVERNMENT to call in another firm to handle the problem.

- The Contractor shall be responsible to the Contracting Officer's Representative (COR) and ensure necessary work services are prioritized properly.
- The Contractor shall develop inspection, preventive maintenance and corrective maintenance procedures, which shall be followed after approval from the COR. These shall provide for the oversight and maintenance (as necessary) of planned plant-wide facility maintenance of machinery and equipment to include changing filters and minor repair of lighting and or lighting fixtures in accordance with standard generally accepted engineering and safety practices. The Contractor is responsible to correct, prevent or minimize emergency repairs for all equipment.
- The Contractor shall be responsible for the safe and efficient operation and/or maintenance of the following list given as a reference to help the Contractor (Note: It will be the responsibility of the Contractor to obtain all equipment information during site visit walkthroughs:

    - Plant heating and air conditioning (HVAC) system (see mechanical systems section 3.3);
    - Building automated system;
    - Chiller equipment and total chiller systems (see mechanical systems section 3.3);
    - Waste water disposal systems and sub systems (see mechanical systems section 3.3);
    - The plant electrical generators (see electrical systems section 3.4);
    - All UPS units (approximately 480 batteries for UPS units at Freedom Center). All equipment must be site verified by all vendors;
    - Electrical switchboard system and sub systems (see electrical systems section 3.4);
    - Primary and secondary power distribution systems (see electrical systems section 3.4);
    - Lightning protection system (see electrical systems section 3.4);
    - Shredders (see electrical section 3.4);
    - Electrical Feeds to the baggage handling testing equipment only (see electrical systems section 3.4);
    - Interior Lighting (see electrical section 3.4);
    - Plumbing Systems (see Plumbing Systems section 3.5);
    - Emergency eyewash station (see Plumbing Systems section 3.5);
    - Fitness equipment (see Fitness equipment section 3.6);
    - Kitchen/deli equipment (see Kitchen/deli equipment section 3.8);
    - Fire alarm/sprinkler systems (see Fire Alarm System section 3.9);
    - Fire alarm monitoring system (see Fire Alarm System section 3.9 ;
    - Telecommunications (rack systems) –see Telecommunications section 3.10;
    - Facility Public Address/ Audio Visual System (PA/AV) – see Public

Address and Audio Visual System section 3.11);

- The interior and exterior structural integrity and preservation repair and
- Replacement to include flooring repair, and repair of ceiling tiles (See Exterior and Interior Finishes/Components Maintenance 3.12);
- Window treatments (See Exterior and Interior Finishes/Components Maintenance 3.12);
- Interior Finishes (See Exterior and Interior Finishes/Components Maintenance 3.12);
- Housekeeping (see Housekeeping section 3.13);
- Landscape and grounds maintenance (see Landscape and Grounds Maintenance section 3.14);
- Indoor Air/Water Quality (see Environmental Management System section 3.15);
- Energy and Environmental Management System (see Environmental Management System section 3.15);
- Inventory (see Inventory Management section 3.16);
- Furniture Relocation (see Move Services section 3.17);
- Overhead Doors (see Overhead Door section 3.18);
- Security Front Barrier (see section 3.14.4);
- The Contractor shall be responsible for coordination and oversight of approved vendor, contractor, or manufacturer services or repair of plant equipment, systems or subsystems.

3.2.1.7 The following items are excluded from this Performance Work Statement:

- Security system including readers and associated components
- All Cargo, Passenger Screening and baggage handling testing equipment (TSIF)
- Vending Machines
- Copiers/Printers
- Telecommunications equipment and cabling
- AED kits
- Roof Repairs (Excluded at Freedom Center only)
- Exterior Finishes (Outside of Building), except for the Chiller Plant, (Excluded at Freedom Center Only).
- Asphalt Surface (Excluded at Freedom Center only). However, it should be noted that the contractor will be responsible for cleaning and striping of parking lot, green areas, sidewalks, and exterior lighting.
- Audio/Visual Equipment testing and emergency repairs - including projectors, projector screens, TVs, controls, and associated components. (Excluded at Freedom Center).

- Rekeying offices.
- Furniture Repairs.

The Contractor shall perform technical work in accordance with applicable publications. They include but are not limited to:

MANUFACTURER'S RECOMMENDATIONS:
- Operating Manuals
- Repair Manuals
- Maintenance Manuals
- Installation Instructions

INDUSTRIAL STANDARDS AND CODES (Latest Editions):
- Underwriter's Laboratories, Inc.
- National Electrical Code
- National Warm Air & Air Conditioning Association
- National Association of Fan Manufacturers
- National Fire Protection Association
- American Society of Heating, Air Conditioning & Refrigeration Engineers (ASHRAE)
- Sheet Metal Manufacturers
- Air Moving and Conditioning Association
- American Welding Society
- American National Standards Institute
- American Concrete Institute
- Portland Concrete Association
- Asphalt Institute
- American Institute of Steel Construction
- National Association of Architectural Metal Manufacturers
- Architectural Aluminum Manufacturers Association
- The Aluminum Association
- American Society for Testing and Materials
- Flat Glass Marketing Association
- American Association of Nurserymen, Inc.
- OSHA Safety Standards

3.2.2 Damage to Government Property

The Contractor shall use reasonable care to avoid damaging buildings, equipment, vegetation, and other Government property. If the Contractor's failure to use reasonable care causes damage to or loss of any of this property, the Contractor shall replace or repair the damage, at no cost to the Government, as the COR directs. If the Contractor fails or refuses to make such repairs or replacement, the Contractor shall be liable for the cost, which will be deducted from the contract price.

3.2.3 Existing Deficiency Inspection/ Report

The Contractor and the COR shall make a complete and systematic initial inspection together during the startup or transition phase of the contract that will include all mechanical, electrical, fire protection, and utility systems and equipment, windows, doors, and other structural features for which maintenance

and repairs are covered by this Performance Work Statement (PWS). The purpose of this

inspection shall be to discover and report all existing deficiencies that may exist in the equipment and systems covered by this PWS, as well as the Contractor's itemized price (including, but not limited to labor, materials, overhead, and profit) for correcting each deficiency.

The Government may elect to have all or any part of this work performed by the Contractor (at the price or prices quoted), by Government employees, or by other contractors. The existing deficiency list report must not include any items that would be replaced, repaired, or adjusted during the performance of normal preventive maintenance. The Contractor shall be responsible for making immediate adjustments or corrections that fall within the scope of routine preventive maintenance required by this contract at no additional cost to the Government.

The Contractor must submit an initial deficiency list report during the startup phase of the contract to the COR or designee. Deficiencies discovered after the submission of the initial deficiency list report will not be considered pre-existing for purposes of this contract, unless equipment is operational and cannot be secured and inspected. Any piece of equipment or system that cannot be inspected must be highlighted at the beginning of the deficiency list stating why it cannot be secured and inspected. An estimate of when the Contractor reasonably expects to be able to inspect the piece of equipment must be provided. When an existing deficiency in an item is corrected, the Contractor must assume full responsibility for the subsequent repair of the item as covered under the terms of this contract at no additional cost to the Government. Nothing in this existing deficiency inspection/initial deficiency list clause must be construed as diminishing the obligations imposed by this contract upon the Contractor to operate any deficient item (to the extent operable) or to adjust or maintain any such item.

3.2.4 Monthly Progress Reports

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

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

such work continuing in progress. Reference CMMS work orders.

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

3.2.5 Equipment Condition Assessment

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

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

3.2.6 Tours/Operating Logs and Tour Check Sheets

The Contractor must tour major building equipment at set frequencies. Log sheets associated with major operating equipment must be completed at the time of tours. At the commencement of contract performance, CORs may direct the Contractor to include on the log sheets established design condition numbers for reference against actual readings at the time tours are performed. Paper log sheets need not be used for equipment monitored and data logged

by the BAS, if such monitoring and data logging provides a sufficient database of operating data to allow for analysis of trends in equipment performance and troubleshooting. The Contractor must document all tours completed. All findings noted during the tour must be entered as remarks on the tour sheet and a work order must be initiated for corrective action by the Contractor.

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

There must be either separate tour check sheet for each frequency of inspection or (preferably) different checklist columns on a standard tour check sheet for each frequency. Tour sheets must contain columns for major operating parameters and must indicate the tolerance bands for acceptable performance, where available.

Tour Frequency

Minimum:

1. DAILY: Major HVAC equipment (when in operation), including boilers, chillers, cooling towers, pneumatic control air compressors, and air handler rooms. Fire alarm system control panels (fire alarm system control panels must not have any unwanted trouble conditions). Steam system reducing and regulating stations. Special HVAC for critical functions. Inspect all electrical systems (from switchgear to service panels). Inspect all restrooms, break rooms, and water fountains.
2. WEEKLY: Distributed HVAC equipment including package units and external condensers, pumps, motors, sewage ejectors, fire pumps, and generators.
3. TWICE PER MONTH: Battery systems and uninterruptible power supply systems (UPS).
4. MONTHLY: Transformers, secondary electrical rooms, switchgear and primary electrical equipment rooms, and condensate drip pans.

The Contractor must conduct inspections of the condensate drip pans of all air handling units, A/C package units, window A/C units, and other equipment items and or systems that physically have drip pans to ensure that they drain properly. Such inspections must be conducted in accordance with the tour program and be performed no less frequently than monthly. Pans that are not level or that leak must be reported to the COR. All drip pans must be treated with an appropriate biocide to control the growth of algae, etc. If any condensate pans are inaccessible, the Contractor must notify the COR or designee immediately.

3.3 Mechanical Systems

3.3.1 Heating, Ventilation and Air Conditioning (HVAC) Technician (s)

3.3.1.1 Qualifications:

The HVAC technician shall:

- Have six years of progressively responsible HVAC equipment installation, maintenance, and repair experience which includes one year of HVAC control maintenance and repair experience and completion of a HVAC control training program applicable to type of system, or;
- Completion of four years federally approved technical training program in the installation, repair, and maintenance of HVAC equipment and completion of a HVAC control training program applicable to type of system and one year of HVAC control maintenance and repair experience;
- Shall be knowledgeable in sizing area for proper size BTU's for heating and cooling;
- Shall be proficient in brazing and soldering techniques.
- OSHA certified and trained in the proper Personal Protective Equipment (PPE) requirements
- Chlorofluorocarbon Certification Type I, II, and III (Universal).
- Ability to communicate effectively.
- High school diploma, GED, or equivalent.
- The HVAC technician shall be qualified in the preventive maintenance and servicing of the HVAC equipment, have extensive factory training and field experience with the associated HVAC equipment.

3.3.1.2 Performance Responsibilities:

- Knowledge of the tools, materials, and test equipment used in the installation,
- Maintenance and repair of air conditioning/refrigeration HVAC control systems.
- Install, maintain, and repair HVAC controls, including pneumatic, electric, and electronic controls.
- Troubleshoots and repairs HVAC/BAS control problems, including dampers, coils, HVAC steam related controls, air handling equipment, and all types of valves.
- Adjusts and calibrates pneumatic/electronic devices to balance all HVAC systems.
- Inspects and services controls on a scheduled basis.
- Responds to service calls and troubleshoots problems.
- Prepares estimates for the repair and/or installation of new Mechanical, Electrical and Plumping systems and makes recommendations for such repairs and services.
- Troubleshoots and tests controls using test gauges, amp meters, hydro thermographs, and computers.

- The HVAC technician shall be available to perform manufacturer's required preventive and emergency repairs on all facility locations HVAC equipment and be on call 24/7 with a maximum response time of 4 hours.
- Electric Only HVAC Systems
- Gas Boiler and Electric HVAC Systems

3.3.2 HVAC Predictive/Preventive Maintenance Requirements, 24/7/365 Emergency Repairs

The Contractor shall operate and maintain central heating and cooling systems and other designated equipment in accordance with the appropriate equipment manufacturers' recommendations and commercial practices. The plant maintenance procedures shall include safe start-up, control, operation, and shutdown. The Contractor shall ensure proper inspection and maintenance of primary and ancillary equipment and system functions, including but not limited to, production, production control, distribution, pumping, emission control, roof top units, water treatment, exhaust fans, gravity vents, unit heaters, radiant heating panels, electric wall heaters, under floor VAV boxes, VAV Boxes, Modular air-cooled chillers, computer room air conditioning units (CRAC & CRAH), gas-fired boilers, fuel supply and plant effluent and refrigerants. Piping, distribution, pressure valves, and other items shall be maintained according to the appropriate craft and utility code; American National Standards Institute (ANSI); and the American Society of Heating, Refrigeration, and Air Conditioning Engineer (ASHRAE) standards. All records shall be readily available for Government use and all reports shall be timely submitted.

Preventive Maintenance Inspections shall be conducted to ensure correction and prevention of heating/cooling system discrepancies; prevent pressure ruptures and refrigerant emissions; and maximize the overall operating efficiency of the HVAC systems. The preventive maintenance shall be conducted throughout the year consisting of, but not limited to, the following.

- Inspecting all equipment and making all necessary system adjustments to ensure equipment is operating within manufacturer's and, if applicable, Government specifications;
- Maintain the "building automation system" (BAS), which controls and monitors the building HVAC system. The Facility Manager will require complete access to the BAS system.
- Checking filters and cleaning or replacing them per manufacturer's schedule;
- Checking for refrigerant leaks using a testing device;
- Checking all operating pressures and temperatures;
- Checking belt tension and condition, adjusting or replacing if necessary;
- Checking drain pans for cleanliness: dropping condensate pan tablets when necessary; and
- Checking electrical connections for tightness and discoloration.
- Performing 24/7/365 emergency repairs of equipment as required, with a

maximum 4-hour response time.

- Check fluid levels on all equipment and make appropriate adjustments where needed.

Equipment is to be monitored and critical HVAC systems tracked for preventive maintenance and emergency calls for historical usage and forecast energy usage. The tracking system is to be jointly designed with and approved by the COR.

Additional Deliverables include but are not limited to:

DESCRIPTION	DELIVERY TIME
Existing Deficiency Report	Startup Phase
Operation plans and procedures	5 work days prior to start of contract performance/15 calendar days prior to any change
Annual Schedule for Periodic Preventive Maintenance (PM)	15 work days after start of contract performance
Operator assignment sheets	5 work days after award
Initial Water Analysis and Prescribed Water Treatment Program Report	25 calendar days after start of contract performance
Monthly Water Analysis Report	w/i 5 working days after end of month
Monthly Progress Report on Preventive Maintenance Performed	w/i 5 working days after end of month
Monthly Incidental Repairs Report	5 workdays after end of month
Mechanical Electrical and Utility Systems and Equipment Maintenance Contract Completion Inspection Report	Not less than 60 calendar days prior to contract expiration
Licenses for each mechanical operation and maintenance employee	5 work days prior to start of contract performance
Work hours required to perform Mechanical Electrical and Plumbing Maintenance	w/i 5 working days after end of month
Service Call Log	Available for inspection by the Government at all times

All deliverables shall be submitted to the Contracting Officer's Representative (COR).

3.3.2.1 BAS Alarm Response

The Contractor must maintain all BAS systems using qualified employees as applicable. BAS alarms must be treated as service requests and responded to accordingly. Any adjustments to set points to accommodate tenant comfort must be approved in advance by the COR or designee. Repetitive or associated alarms may be treated in the aggregate and tracked under the work order system established in the CMMS. Communications for alarms set up for remote notification must be tested on a reoccurring basis.

Not later than the end of seasonal startup phase, the Contractor must identify for the Government all alarm points with originating point identification information (device ID, point number, description), so that the Government, at its discretion, may arrange for automatic generation of work orders from alarm conditions.

3.3.2.2 Water Treatment

The Contractor must provide equipment, chemicals, and services (including application) required to control corrosion, scale, algae, and bacterial growth in all HVAC equipment and systems throughout the building. The Contractor shall be responsible for conformity with all pertinent local sanitation district regulations, air quality district regulations, and other environmental regulations. Water treatment must be performed and safety equipment (e.g., emergency eyewash stations) maintained in accordance with OSHA standards.

The contractor shall ensure that all HVAC maintenance technicians will hold applicable licenses and certifications.

Initial Report and Development of Program: The Contractor must perform a comprehensive initial water treatment analysis (laboratory analysis) within the first month of the contract to assist in developing the water treatment plan. The Contractor must propose a water treatment plan to be approved by the COR or designee.

Monthly Testing: The Contractor must provide a qualified independent water treatment specialist to draw a set of water samples monthly. Tests must be performed as described in the water treatment plan. Samples must be analyzed and a monthly report containing all pertinent information, relative to the conditions found, must be submitted to the COR or designee with the monthly progress report. In facilities where makeup water is metered, makeup water quantities used must be tracked and reported. Types and quantities of chemicals used must be tracked and reported.

3.4 Electrical Systems

3.4.1 Electricians (s)

3.4.1.1 Qualifications:

The Electrician shall:

- Have at least 10 years' electrical system maintenance experience
- Be licensed in the state of Virginia

- Be OSHA and NFPA 70E trained

3.4.1.2 Performance Responsibilities:

Knowledge of the tools, materials, and test equipment used in the installation, maintenance and repair of all electrical systems including but not limited to Switchgear, primary/secondary power distribution systems, lightning protection, generators, etc.

The Contractor will ensure that areas restricted to qualified personnel are secured and properly labeled.

3.4.2 Office Shredders

Maintenance to include providing the shredder oil and the annual preventive maintenance of the shredders according to standard industry practices, IAW manufacturer's literature. Any maintenance or repair conducted on all the shredder equipment shall be by a factory certified technician.

3.4.3 Liebert Equipment

Any maintenance or repair conducted on all Liebert equipment shall be by a factory trained Liebert Certified Engineer. The Liebert Engineer will be certified with the associated equipment on site and be fully knowledgeable of all National Electric Codes, National Electrical Safety Codes, as well as local, county, state and Federal codes.

The Liebert Certified Engineer shall be available to perform manufacturer's required preventive maintenance and emergency repairs on all Liebert UPS equipment and associated systems and be on call 24/7 with a maximum response time of 4 hours.

3.4.4 Electrical Switchgear/Generator and Control Equipment/Power Distribution and Other Equipment

The Contractor shall ensure all work complies with the requirements of the National Electric Code, National Electric Safety Code, and with local, county, state, and Federal Codes. Preventive maintenance inspections shall be conducted to ensure no equipment is being operated outside the manufacturers' recommended specifications. These inspections are to be conducted throughout the year to prevent and correct deficiencies with the equipment, minimize breakdowns and service interruptions, extend component service life, and maximize operating efficiency.

The Contractor shall provide a checklist of recommended services for individual/groups of equipment throughout the facilities. Equipment is to be monitored and critical systems tracked and documented for preventive maintenance and emergency calls for historical usage and forecast energy usage.

Verification, inspection, and testing of the electrical system shall begin at the electrical service entrance and continues on to the equipment receptacles. The testing process shall cover the earthling system, electrical service grounding and bonding methods, electrical distribution system, a percentage of the facility receptacles, and infra-red thermography inspection of the electrical equipment. The verification,

inspection, and testing process shall examine the electrical system from the stand point of the NEC (National Electrical Code), IEEE Std. 142 titled Grounding of Industrial and Commercial Power Systems, IEEE Std. 1100 titled Powering and Grounding Sensitive Electronic Equipment, OSHA personal safety requirements, NFPA 70E titled Standard for Electrical Safety Requirements for Employee Workplaces, and accepted industry testing and specifications standards.

Electrical system maintenance shall be performed for all critical paths (e.g. sensitive electronic equipment such as computer equipment, PC's, workstations LAN/WAN equipment /systems, POS, and telecommunication equipment), transformers, switchgear, static switches, Power distribution units, lightning protection system and any problem areas as identified from the infra-red thermography inspection.

Testing shall include but not limited to:

- Infrared/Thermography survey testing annually (contractor shall provide the Government with a written report to include all imagery.)
- Generator and UPS annual load testing
- Weekly no load run tests on generators
- Inspection/maintenance reports on all electrical equipment

Note: The current Generators sets (Genset) are prewired to accept a portable load bank. However, there is no artificial load bank permanently wired. The contractor will be required to provide a load bank.

The fuel tanks are located at the bottom of each Genset framework. Genset 1 has a fuel capacity of 4,000 U.S. Gallons and Genset 2 has a fuel capacity of 2,700 U.S. Gallons. The contractor is responsible for maintaining a fuel usage report with sulfur content IAW the Virginia DEQ issued Air Permit, however the TSA is responsible for refueling as needed.

All testing of generators shall be coordinated with the COR.

3.5 Plumbing Systems

The Contractor shall inspect, maintain, and repair all plumbing system components. Repairs and maintenance on all pipes, fittings, and fixtures of water and drainage systems, shall be conducted according to specifications and plumbing codes. The plumbing system components include but are not limited to:

- Hot water heater
- Plumbing Fixtures
- Garbage Disposal
- Eyewash station

The following items shall be included in the Preventive Maintenance plan:

- Toilet, Faucet and Fixture Repair, Rebuilding and Installation – always use quality parts when re-building or replacing an existing fixture or installing a new one
- Water Heater Repair and Maintenance
- Backflow Device Testing

- Water and Sewer Line Repair and Replacement
- General maintenance – scheduled maintenance programs include checking the amp draw on the pumps, the functioning of alarms and floats, ensuring the screening basket is in place, and that no unusual noise, vibration, heat or leakage exists
- Cleaning and Flushing of drains annually or as needed.
- Cisterns/Pits – Keep clean and provide preventive maintenance (TSIF/Freedom Center: one unit at each facility).

3.6 Fitness Equipment

Due to the frequency of use and the criticality of having the electronic performance measuring devices calibrated, the electronics – to include cords and cable connectors, it is extremely important that the Contractor conduct routine inspections, perform preventive and/or corrective maintenance and generally maintain fitness equipment. Reports indicating that electronic performance measuring devices were tested and calibrated shall be filled out and submitted with the quarterly reports. The Contractor shall provide quarterly maintenance and emergency repairs of all fitness equipment to maximize proper operation and ensure the equipment is operating within the manufacturers' specifications. The Contractor shall provide an annual equipment life cycle report to determine replacement necessity and is responsible for any repair costs. **The Government is responsible for funding fitness equipment replacement if required.**

The list below is a listing of fitness equipment used in the facility and is provided for reference. The Contractor is required to verify all equipment based on the site visits and to maintain all equipment on the premises, as well as associated components (i.e. belts, springs, cabling, and pulleys).

- Hammer Strength Seated Curl Bench
- Hammer Strength Weight Lifting Bench
- Televisions (4)
- Viewsonic Monitor
- Hammer Strength Decline Bench (2)
- Life Fitness Weight Dual Pull-Down
- Hammer Strength Upper Bench
- Hammer Strength Weight Adjustable Stop
- Life Fitness Dual Pullen Pull-Down
- Life Fitness Seated Row
- Life Fitness Shoulder Press
- Life Fitness Biceps Curl
- Life Fitness Triceps Extensions
- Life Fitness Abdominal Crunch
- Life Fitness Back Extension
- Life Fitness Seated Leg Press
- Life Fitness Leg Extension
- Life Fitness Seated Leg Curl
- Life Fitness Pectoral Fly
- Life Fitness Chest Press
- Hammer Strength Chin Dip/Pull-up Bar
- Hammer Strength Flat Bench

3.7 Elevator Maintenance

3.7.1 Performance Specifications

A qualified elevator maintenance technician with at least 10 years related experience in elevator maintenance shall conduct preventive maintenance on all *three* hydraulic elevators and conduct repairs as needed. Safety training shall be completed for all personnel conducting elevator maintenance and shall include confined space entry and hot work. Performance evaluations shall include checking floor to floor time, car speed, accelerations/deceleration, and door operation. The lead technician shall manage the following requirements:

- The contractor shall perform monthly periodic inspections and services on each elevator and associated machinery in accordance with the elevator manufacturer's recommendations
- The contractor shall carry out other period tests as required by the Virginia State Department of Labor and Industries for the particular type of elevators.
- The contractor will provide 24-hour emergency call out service to make repairs as required.
- All work to be accomplished in accordance with American Society of Mechanical Engineers (ASME) standard A17.1 and all federal, state and local laws.
- MWAA (Metropolitan Washington Airport Authority) is responsible for annual elevator inspection.

3.7.2 Elevators/Lift

- The TSIF Facility has a total of three elevators: one (1) passenger only, and two (2) cargo/passenger elevators.
- The Freedom Center has a total of one cargo loading dock lift/load leveler.

3.7.3 Deliverables

- Elevator/Lift PM Reports
- Documentation on any elevator/list repairs
- Elevator certificates kept current
- O&M Records
- Copy of license for each employee
- Inventory of Spare Parts
- Elevator/Lift Inspection Report

3.8 Kitchen/Break Room Appliances

3.8.1 Performance Specifications

A qualified appliance technician or maintenance technician with 5 years related experience in kitchen equipment and appliance maintenance shall conduct monthly preventive maintenance on all kitchen equipment and conducts repairs as needed. For cases where it would not be cost efficient to conduct repairs, it will be the responsibility of the Contractor to replace the appliance, within 3 to 5 business days.

When requested, the Contractor shall complete and submit to the COR an itemized equipment condition assessment with their recommendation for equipment or system upgrades or replacements, including a text description of each recommended upgrade or replacement and their life cycle cost analysis that shall include estimated project cost.

All Kitchen/Break Room equipment/appliances should be site verified by vendors.

3.8.2 Equipment Data

1. Premises

- Coffee Maker
- Refrigerator with Ice Maker
- Refrigerator without Ice Maker
- Refrigerator/Freezer
- All Refrigerator
- Built in Dishwasher
- Ice Maker (Freedom Center)
- Microwave ovens
- Under counter Refrigerator
- Garbage Disposals

3.8.3 Deliverables

Monthly Kitchen equipment PM reports

3.9 Fire Alarm System Preventive Maintenance and Emergency Service

The Contractor shall provide fire alarm monitoring, testing and service for the fire alarm system throughout both facilities in accordance with state and Federal Code (NFPA 72, the National Fire Alarm Code, 2002 edition). The Contractor shall provide a certified technician(s) to perform all tests and services as required that shall meet Code and maintain system factory warranty. The Contractor shall provide all required test equipment. The Contractor shall provide 24/7/365 emergency services with a maximum 4-hour response time. TSIF Fire Alarm and Fire Suppression System testing shall be coordinated through Government to inform the Metropolitan Washington Airport Authority (MWAA). This testing shall be scheduled at least 4 weeks in advance in order to coordinate efficiently and get the proper approvals to conduct the testing. Annual system testing is to be in compliance with local and state codes. Fire Alarm and Fire Suppression System testing will be conducted by the contractor and will need to be coordinated through TSA. A representative from MWAA must be onsite during testing and will serve as approving official. The Freedom Center Fire Alarm and Fire Suppression System testing shall be coordinated through the COR to inform the local county (Fairfax County) and building occupants. The contractor shall test all bells, alarms, and strobes prior to 7:00 AM of the test day.

The Freedom Center is required by Fairfax County to have an off-site UL rated fire alarm monitoring center and the TSIF fire alarm system us monitored by MWAA Fire and Rescue Department. The contractor shall be responsible for the off-site UL rated alarm monitoring center for the Freedom Center.

IN NO CASE SHALL THE FIRE ALARM SYSTEMS BE LEFT IN A DISABLED CONDITION WITHOUT NOTIFYING THE COR.

Fire extinguishers and suppression systems will be inspected, tested and maintained in accordance with codes set by the Authority Having Jurisdiction and the manufactures' recommendation.

Fire Extinguishers:
TSIF: *35* fire extinguishers (ABL Type)
Freedom Center: *5* Fire extinguishers (ABL Type)

Fire Alarm System Devices	TSIF	*Freedom Center*
Pull Stations	18	*15*
Smoke Detectors	181	72
Heat Detectors	12	*0*
Duct Smoke Detectors	15	23
Fire Extinguishers	35	*5*
Fire Dampers	0	40
Smoke Dampers	2	40

(All buildings are code compliant fully sprinkler protected. Field verification is required.)

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

Emergency Lighting and Exit Signage
Services consist of, but are not limited to, the inspection, testing, and preventive maintenance of emergency lighting systems, emergency lighting equipment, and exit signage.

The Contractor must provide all tools and supplies necessary to properly perform inspections, tests, and maintenance or repairs in accordance with the current edition of NFPA 101, Life Safety Code, including appendices. Anywhere NFPA 101 states "should," it shall be taken to mean "shall" The Contractor is responsible for meeting the inspection, maintenance, testing frequencies, testing methods, and documentation requirements outlined in NFPA 101.

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

3.10 Telecommunications

The Contractor will be responsible for maintaining, and repairing, the telecommunications cable racks only. The telecommunications equipment and cabling is not included in the scope of this contract. Care shall be taken when conducting work that generates any dust near this equipment in the LAN Rooms or near any tele/data outlets. These items shall be protected from dust if the Contractor needs to work in these areas.

3.11 Public Address and Audio/Visual Systems

The work performed shall include the testing and repair and/or replacement of the existing cabling, speakers, overhead projector unit bulbs, video screens and audio microphones installations throughout both facilities. This system shall be tested annually for the following:

- The public address system audio sound shall be heard inside and outside of the building and have the capability to choose where the sound shall be heard.
- The sound shall be the same decibels throughout the facility.
- The Contractor shall demonstrate the ability to convey, share, and discuss pertinent information through means of clear overhead announcements.
- All overhead projector units and screens shall be maintained per the unit's manufacture. (TSIF Only)
- The contractor shall replace all projector bulbs per manufacture specifications (TSIF Only)

3.12 Interior/Finishes/Components Maintenance

The Contractor must maintain, repair, replace, modify, and restore all of the architectural and structural components of the building within the interior of the Freedom Center facility but limited to the entire TSIF facility. In general, these components include interior/exterior walls, floors, sidewalk areas and ramps, interior/exterior doors, windows, docks, levelers, lighting, and all items that are part of or otherwise associated with them. The Contractor must conduct routine inspection and minor maintenance and repair of interior and exterior architectural and structural systems components. All replacement items and parts must be either the same quality or better than the manufacturer's original parts.

The Contractor must perform all architectural and structural maintenance and repairs or replacements to the building interior (Freedom Center) and exterior (TSIF: interior and exterior) extending to the legal property line. The Contractor must ensure the integrity of elements and materials in compliance with Federal, State, Local, and national codes and standards (e.g., fireproofing materials, fire-stopping, fire and smoke doors, etc.). The Contractor must ensure the building is free of missing components or defects that could affect the safety, appearance, or intended use of the facility or could prevent any electrical, mechanical, fire protection and life safety, plumbing or structural system from functioning in accordance with its design intent.

Repair and replacement work must be complete, including touch-up painting and operational checks. The quality of the work must ensure that repaired areas are fully compatible with and match adjacent surfaces or equipment. All replacement items must be consistent with design documents and match existing equipment in quality, dimension, and material, quality of workmanship, finish, and color.

Painting is considered, when it is to repair a specific damaged area of paint and paint to match existing areas. Repainting to correct for normal wear and tear to painted surfaces over time is required and shall be scheduled with the onsite COR. Restriping of parking areas, driveways, roads, and vehicle inspection areas is required where striping is damaged or worn in a specific location (Annually). Repairs to pavement are required where a specific location is damaged but not where an extensive area is degraded.
Painting in mechanical areas needed for OSHA compliance, consistent equipment appearance, or other safety reasons is required.

The Contractor shall be able to maintain and repair any interior and exterior finishes (Refer to the finish schedule for both facilities for reference along with information gathered from the site visits). Stock of paint, wall covering, floor/wall tile, carpet, walk-off mats, caulk, sealant, etc. shall be maintained at all times.

- Exterior finishes for the **Freedom Center** are maintained by Property Management only.
- Exterior finishes for the TSIF will be required by the O&M contractor, all exterior paints must be approved by the Washington Metropolitan Airport Authority.

3.13 Housekeeping

Housekeeping shall include janitorial services, trash removal, recycling and parking lot (cleaning only). The Contractor shall supply all equipment and supplies (including restroom supplies) necessary to conduct the cleaning services.

3.13.1 Janitorial

Cleaning is required throughout the facility and premises, including the outside areas,

during normal hours (see Appendix B). The Contractor shall ensure the facility remains clean according to health, safety, and industry standards. The Contractor is to consider the facility size, rest room accommodations, locker room/fitness center, and number of personnel occupying the facility. Occupancy is at its minimum from 10:00PM to 5:00AM for the Premises. Building Waste disposal pick-up must occur on a biweekly basis, at a minimum. The Contractor will be responsible for scheduling all location trash pick-ups, recycling, and hazardous waste disposal. The Contractor must be cognizant of, and comply with, all Federal, State, and local laws and regulations related to the disposal (landfill, sewer discharge, etc.) of hazardous waste and materials used or removed in the performance of the contract or discharged by the building, and must comply with all such requirements, including record keeping requirements. Fluorescent lamps, batteries, and other items in any quantity subject to the Universal Waste rules for hazardous waste management and disposal must be recycled or disposed of properly.

All janitorial staff personnel required to work on-site shall be U.S. Citizens.

Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (nickel-cadmium and small, sealed lead acid batteries in electronic equipment, mobile phones, portable computers, and emergency lighting). In addition, electronic equipment such as computers and printers shall not be discarded in the trash containers. The Contractor shall notify the COR of any prohibited or unauthorized items observed in the trash receptacles.

Materials to be recycled may include, but are not limited to: hard and soft bound books, telephone books, magazines and catalogs, legal briefs, publications, all types of office paper, computer paper, manila file folders, newspapers, junk mail, corrugated containers, manila envelopes, cardboard packaging, packing cartons, metals, used aluminum, plastic and glass beverage containers, unusable wood pallets, Universal Wastes, electronics, and old carpeting.

The products and equipment used for janitorial services shall meet all FAR requirements, DHS/TSA EMS requirements, and applicable EPA/state/local requirements for space occupied by the Government, with emphasis placed on the following:

The products and equipment used for janitorial services shall:

- Be ecologically packaged;
- Be considered environmentally beneficial and/or recycled products that are phosphate-free, non-corrosive, non-flammable, and fully biodegradable;
- Minimize the use of harsh chemicals and the release of irritating fumes;
- Include paper and paper products (i.e. bathroom tissue and paper towels) with recycled content conforming to EPA's specifications.

Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. Contractor shall begin emergency cleaning, as determined by the Facility Manager, within one hour of notification, which may be verbal. The Facility Manager or facility designated personnel will notify the contractor as soon as a special event request is known, but no less than 24 hours prior to the event. Completion schedule shall be determined for each delivery order.

3.13.2 Daily Cleaning Services:

- Dust all desktops, furniture and computer monitors. Ensure they are free of dirt and debris.
- Clean drinking fountains and ensure they are sanitized.
- Vacuum all carpet, mats and runners and spot clean as necessary.
- Empty all trash from receptacles and remove along with other boxes or articles appropriately marked "Trash" that is placed near the trash receptacles.
- Insert new liners in trash receptacles.
- Spot clean walls, doors and all fixtures ensuring they are free of dirt and markings.
- Clean furniture, countertops, sinks and the outside surfaces of all appliances.
- Damp mop floors, including restroom floors, with anti-bacterial cleaner and ensure they are free of spills, dirt and debris.
- Remove floor mats before cleaning shower floors to ensure moisture does not get trapped underneath. These mats shall be replaced as needed.
- Replenish restroom supplies.
- Thoroughly clean restrooms using a germicidal cleaner on wash basins, countertops, commodes, urinals, doors and partitions.
- Immediately report to the COR any malfunctioning plumbing or lighting and any new stains or damage to floors, furniture or appliances
- Fresh, clean water shall be used for all cleaning services.
- The Contractor shall furnish and replace any defective lamps (i.e. bulbs, CFI) of various types to include High Pressure Sodium, fluorescent, incandescent, LED, inside and outside buildings.
- Recycling shall conform to TSA's Environmental Management System (EMS) Policy. (Management Directive 2410.2).

Periodic Cleaning Services

- Carpet is to be deep cleaned during the Spring (April) to remove all dirt and debris which has accumulated.
- All window shades are to be cleaned according and maintained to manufacturer guidelines.
- Window cleaning (interior and exterior): Both sides of the glass shall be clean and free of dirt, grime, streaks and moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of interior glass shall be wiped free of drippings and other watermarks.
- Canopies Cleaning: All canopies and anything affixed to, or included in the surfaces of canopies shall be clean and free of all dirt, dust, cobwebs, nests, bird excrement, trash, and debris.
- Hard Surface Areas Cleaning: All areas (sidewalks, brick areas, hard surfaces, parking areas, garages, docks, moats, platforms, driveways, ramps, lanes, etc.) shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease. No residual dirt shall remain after the removal of the debris. Spill residue and clean-up materials shall be disposed in accordance with the Environmental Protection

Agency (EPA), and State and local regulatory agency requirements.

- Ash Receptacles and Trash Containers Cleaning: All trash shall be collected and removed to a location designated by the COR. Trash containers and ash receptacles shall be emptied and kept clean, odor-free, and free of dirt, dust, ash, cigarette butts, debris, residue, and spilled material. Sand in ash receptacles shall be replenished as necessary. Plastic liners for all trash containers shall not be torn, worn, or contain residue.
- Surfaces (signs, vending machines, tables, etc.) Cleaning: Surfaces shall be clean, with no dirt, dust, residue, streaks, spots, soil substances, discoloration, or cloth streaks. Spill residue and clean-up materials used shall be disposed of properly.
- Parking Structures, Parking Lot(s), and Dock Areas Cleaning: Areas shall be cleaned and free of dirt, water, streaks, mop marks, and oil spill(s). Spill residue and clean-up materials shall be disposed in accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.
- Excrement Removal (Human, avian and rodent) Cleaning: All steps and stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement while following established safety precautions as outlined in the Center of Disease Control protocols. Knowledge of cautionary requirements in cleaning areas contaminated by bat, pigeon, or other avian pest excrement is required. The Contractor shall fully train all employees designated to perform these services in accordance with OSHA standards and OSHA approved State plans.
- Supply and Exhaust Grill Cleaning: All supply and exhaust grills in areas including but not limited to restrooms, LAN rooms, electrical rooms, corridors, offices, break rooms, mini grill, workstation areas, etc. shall be inspected and cleaned monthly and quarterly.
- The Contractor shall possess the knowledge and required unique capabilities for cleaning Computer Local Area Network and Communications rooms. Since there are raised flooring in some areas, the Contractor will be responsible to clean under and above all flooring areas. The annual cleaning of all raised flooring shall use standard industry practices and will need to be coordinated at least a month in advance.

3.13.3 Cleaning Specifications and Work Performance Guidelines

Main Entrance Lobbies

- Vacuum all rugs, carpeted areas and or sweep hard surface areas, damp mop, and spray-buff, as appropriate, interior floor surfaces nightly.
- Stone and masonry floors are not to be sealed. These floors will be damp mopped nightly and buffed as necessary (weekly minimum).
- All glass at entry doors and fixed glass panels surrounding entry ways shall be cleaned nightly.
- Provide matching clean lobby mats to prevent oils, dirt, and dust from entering the building. These mats shall be changed out weekly, or more frequently when weather events occur and the need arises.
- All metal surfaces, including but not limited to the following, shall be wiped down with an industry approved cloth nightly:

- Metal at entry doors
- Window mullions
- Hand rails

- All wall surfaces shall be dusted weekly with an industry approved cloth.
- Remove all smudges and fingerprints nightly with an industry approved cloth.
- High dust needed wall areas and clean electrical fixtures and heating/air-conditioning grilles monthly.
- Directory boards shall be cleaned nightly.
- Premises entry turnstiles shall be polished and cleaned nightly.
- Remove all gum and foreign matter on sight. Mop all spillage on sight.

All Common Use Areas

- All wall surfaces are to be dusted nightly using an industry approved cloth. Remove all finger prints and smudges nightly.
- Resilient floors surfaces are to be washed and waxed or spray buffed nightly. Strip and re-wax as needed, no more than monthly.
- Carpeted areas are to be vacuumed five (5) times per week and spot cleaned nightly.
- High dust and clean all electrical and air conditioning fixtures quarterly.
- Drinking fountains are to be cleaned, sanitized, and polished nightly with particular attention given to water spots.
- Dust all railings, fire extinguishers, and chair rails weekly.
- Clean hall and lobby elevator thresholds, hatches and cab doors, door frames, directional lights, and hall call panels nightly. Doors tracks are to be vacuumed and thresholds polished weekly.
- All carpets are to be maintained and cleaned according to manufacturer's specifications.
- All interior walk-off mats are to be kept clean.

General Office Areas/Kitchens Nightly

- Damp mop all stone, ceramic tile, terrazzo, and other types of un-waxed flooring.
- Sweep all vinyl, asphalt, rubber, and similar types of flooring using an industry approved method.
- Vacuum all rugs and carpeted areas.
- Hand dust and wipe clean with damp or an industry approved cloth all furniture, file cabinets, fixtures, window sills, and convector enclosure tops. No papers and/or files are to be moved.
- Do not clean or dust any office equipment; i.e. telephones, computers. Fax machines copiers etc.
- Dust all chairs rails, trim, etc.
- Remove all gum and foreign matter on sight. Spot clean resilient floor as necessary.
- Empty and clean all waste receptacles and remove waste materials to a designated area. NO TRASH IS TO BE STORED IN THE BUILDING OVERNIGHT.
- Empty and clean all recycled material receptacles using a separate container from that being used to remove non-recyclable materials and move to its designated area.
- Damp dust interiors of all waste disposal receptacles.
- Empty and wipe clean all trash receptacles and screen all sand urns.

- Wash, clean, and disinfect all water fountains and water coolers.
- Clean all glass furniture tops.
- Wipe clean all bright work.
- Adjust Venetian blinds to uniform industry operational standard, as directed. These blinds shall be dusted as needed.
- Kitchen/break room areas shall be cleaned nightly with proper disinfectant cleaner. Major appliances will be damp wiped nightly.
- Fill napkin dispensers in the break-rooms
- Provide dishwashing liquid, dishwasher liquid, and kitchen sponges.
- Refrigerators shall be cleaned monthly.
- Spray-buff all resilient tile floors biweekly. Strip and re-wax every six (6) months.
- Remove finger marks from all painted surfaces near light switches, entrance doors, etc., nightly.
- Dishwasher shall be cleaned at a minimum on a weekly basis.

General Office Areas - Periodic

- Hand-dust all door louvers and other ventilating louvers once every two (2) weeks.
- Dust all baseboards monthly.
- Dust all lamp shades weekly.
- Detail vacuum once per week underneath all furniture.
- Dust all picture frames, charts, and similar hangings quarterly
- Dust all vertical surfaces such as walls, partitions, doors, and other surfaces not reached in nightly cleaning four (4) times per year.
- Dust exterior of lighting fixtures annually.
- Dust all window treatments quarterly. Building exterior/interior windows are to be scheduled for cleaning annually. All other glass interior office, conference rooms' windows and doors are to follow daily and periodic cleaning schedule.
- Dust quarterly all air conditioning louvers, grills, etc., not reached in nightly cleaning.
- Dust clothes closets, shelving, and coats racks monthly.
- Dust all silk plants
- Deep clean furniture such as couches and chairs

Lavatories Nightly

- Wash and disinfect all mats, floors and base.
- Wash all mirrors and shelves.
- Wash and polish all bright work.
- Wash all plumbing fixtures.
- Wash and disinfect all toilet seats, top and bottom.
- Scour, wash, and disinfect all basins, bowls, and urinals.
- Fill toilet tissue holders, soap, sanitary napkin and paper towel dispensers
- Empty and clean sanitary disposal receptacles, and provide wax paper bag in receptacle.
- Clean and wash waste receptacles and dispensers. Remove all waste products to a designated area.
- Remove finger marks from painted surfaces.
- Remove all graffiti from walls and partitions.
- Dust and clean partitions and walls.
- Dust and clean tile wall surfaces.

- Toilet bowl brush shall be used on toilet bowls and care shall be given to clean flush holes under rim of bowls and passage trap. Bowl cleaner shall be used at least once each month and more often if necessary.
- Provide soap, toilet tissue, sanitary napkins, paper towels, and liners for receptacles.
- Collect coins from sanitary napkin dispensers.
- Stock Restroom Supplies. Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas. No overstocking shall be allowed

Lavatories - Periodic

- Clean and wash all partitions with approved germicidal detergent solution once per week.
- Machine scrub floors with approved germicidal detergent as necessary, but no more than once a month.
- Clean and wash all tile walls with germicidal detergent solution four (4) times per year.
- High dusting to be done once each month which includes lights, walls, and grills.
- Wash exterior of toilet fixtures as often as necessary but not less than once per week with approved germicidal solution.
- Replace urinal mats as required (ripped, torn, shown wear, unable to clean).
- Check and replace batteries as required for the automatic flush system, water dispenser and paper towel dispensers.

Gym/Shower Areas Daily

- Wash and disinfect all floors and base
- Wash all plumbing fixtures
- Fill soap and shampoo dispensers
- Fill gym wipe dispenser with antibacterial or similar wipes for equipment when empty.
- Replace mats as needed with same or comparable/compatible (i.e., color, texture, sixe, height) mat to ensure consistency and safety.
- Wash and polish all bright work
- Dust and clean partitions and walls.
- Dust and clean tile wall surfaces.
- Remove any water/mildew stains and apply appropriate detergent to clean
- Clean outside bench
- Clean shower curtains and replace as required

Locker Room/Shower Areas

- Clean and wash all partitions with approved germicidal detergent solution once per week.
- Machine scrub floors with approved germicidal detergent as necessary, but no more than once a month.
- Clean and wash all tile walls with germicidal detergent solution four (4) times per year.
- High dusting to be done once each month which includes lights, walls, and grills.
- Replace or redo any work sealants quarterly
- Clean ADA Shower bench
- Clean out, wipe down front and inside the lockers on a monthly basis.

Building Service Area

- Janitorial sink rooms are to be kept in a clean, odor free and safe condition at all times. Buckets shall be emptied and washed nightly.
- Staircases to be policed nightly for trash and debris. Stairs are to be swept weekly and damp mopped every two weeks. Railing to be dusted weekly.

Interior Glass Partition Cleaning

- All interior partition glass (including glass doors) on floors to be cleaned weekly as necessary. Hand marks, etc., shall be removed nightly as necessary.

Underfloor Air Supply Plenums/Raised Flooring System

- The contractor will be required to schedule an annual cleaning to address the underside of the plenum floor. All components in the floors will need to be cleaned free of dust and/or debris.
- Security Requirement: **Personnel will be required to perform under escort (by employee holding a SECRET clearance) at all times in order to complete this task due to the sensitivity of location and function. All personnel performing cleaning services must be vetted for facility access prior to commencement of task.**

A. Sub-Floor Cleaning for Carpeted Areas
- Remove carpet tiles as needed to gain access to sub-floor; Carpet tiles to be placed back into their original location-matching pattern.
- Reseat all floor panels properly
- Secure any lose pedestals
- Inspect each accessible floor component for structural integrity
- Intense HEPA filter vacuuming of the under-floor and grid system
- Vacuum Cable Trays and/or wipe down cable where needed
- Replace panels to ensure the raised floor system is level; replace caution tape on ramps and vents/grids.

B. Raised-Floor Cleaning for LAN and Equipment Rooms
- Remove as many floor panels as possible to gain access to sub-floor.
- Secure any lose pedestals
- Inspect each accessible floor component for structural integrity
- Intense HEPA filter vacuuming of the under-floor and grid system
- Vacuum Cable Tray in sub-floor and/or wipe down cable where needed
- Blow out perforated tiles inside of container to trap dust and vacuum clean.
- Wipe edges of all panels before replacing
- Replace panels to ensure the raised floor system is level.
- Wipe down top of racks, equipment and cable tray.
- Vacuum floor surface and blow out debris from under racks and equipment.
- Damp mop floors using mixture of anti-static detergent and water.

C. Workstations
- Clean all keyboards using compressed canned air.
- Wipe down monitors, CPUs and tops of workstations using lint-free cloth.

- Vacuum/wipe down inside of cable management compartments of workstations.

D. Carpet Care
- Carpeted areas consisting of approximately 18,300 sq. ft. to be cleaned using Encapsulation method.
- Spot cleaning to be performed on all soiled areas
- Replace carpet tiles as needed

Building Exterior

- Sweep entrance way area daily.
- Loading dock and drives shall be kept neat and free of trash daily.
- Empty all building trash receptacles nightly.
- Quarterly power washing of sidewalks outside of all main lobby areas, weather permitting, shall be coordinated with the COR.
- Window cleaning shall be scheduled one month in advance.
- Maintain exterior façade for cleanliness
- Inspect safety bollards for cracks or disintegration (wear and tear) to ensure reliability not compromised.
- All exterior walk-off mats are to be kept clean.

The facility and outside premises shall be maintained in a clean and sanitary condition. The contractor shall provide a daily/weekly/monthly quarterly janitorial schedule, which indicates their frequency of cleaning. This schedule is to be coordinated with the COR to ensure no limited-access areas are compromised and are properly scheduled.

3.13.4 Interior and Exterior Pest Management

Pests are populations of living organism (animals, plants, or microorganism) that interfere with the Premises daily operations. Strategies for managing pest populations will be influenced by the pest species and whether that species poses a threat to people, property or the environment.

Pests to be controlled by this type of service are houseflies, roaches, ants, silverfish, spiders, pill bugs, oriental cockroaches (water bugs), bees, hornets and termites. Rodents to be controlled by this service are rats and mice. The Contractor shall make every attempt to trap wild animals, which are causing a disruption or hazard to the facility or its occupants, in a humane manner, if possible, and shall remove the animals in accordance with the local ordinance.

The Integrated Pest Management (IPM) Plan is a preventive maintenance process that coordinates many different programs to reduce sources of pest on a long-term basis for both the interior and exterior areas of a building.

Industry standards are to be maintained throughout the building, using integrated pest management techniques and eco-friendly materials. Submit plan which complies with the Environmental Management System policy. Some effective practices include but are not limited to:

- Self-contained compactors rather than dumpsters or stationary dumpsters for storing solid waste awaiting pickup.
- Pressure washing of trash rooms and loading docks *(to be coordinated with COR)*
- Food preparation and storage areas remain clean.
- Dedicated, tightly covered receptacles for food waste in indoor areas with chronic pest

problems.

- Replacement of dense ground cover in landscapes with chronic rodent problems.

3.13.5 Deliverables

- List of Proposed Cleaners
- Annual Schedule of Periodic and Daily Cleaning
- Periodic Building Cleaning Work Assignment and Reports
- Integrated Pest Management Plan

3.14 Landscaping and Grounds Maintenance

3.14.1 Landscaping

Performance Specifications

A horticulture technician with at least 5 years of experience shall assess the condition of the grounds, trees, shrubs, flowerbeds, etc. in order to provide an organic method of maintaining the landscaping. In order to improve the entrance to the facility, the horticulture technician will be required to provide a cost efficient design to improve the appearance of the grounds. The technician will be in charge of the grounds team and shall be the oversight for the entire grounds team. Resumes of the lead horticulture technician/grounds supervisor and the grounds team shall be submitted.

Mowing and trimming shall be accomplished in such a manner as not to endanger or annoy visitors using an area or to cause damage to that area such as scalping the ground, rutting, breaking tree limbs or skinning bark on trees, etc. Care shall be taken when mowing and/or trimming around inhabited areas. Mowing operations shall not be permitted when the ground is wet enough that rutting occurs. All suckers, water sprouts, vines, poison ivy, etc. growing on trees or shrubs shall be pruned at each mowing. Trimming and mowing shall be done at approximately the same time, but in no case shall they be further apart than one (1) day. Mowing schedules shall be arranged so that any area will be completed (both mowing and trimming) before a weekend.

Maintain all plants, trees, shrubs, ground cover, and lawns in a manner that prolongs life and sustains a healthy appearance. The Contractor shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use, using integrated pest management techniques, recycling green waste, and minimizing runoff. Grounds maintenance services shall benefit the environment and generate cost savings to the Federal Government by preserving and protecting the native plants and wildlife habitat entrusted to us Areas damaged by contractor vehicles, erosion, drought or insect/diseases shall be seeded, sprigged, or sodded to meet the standards of surrounding areas. Other than lawn areas will be repaired to match the surrounding area.

Trees and Shrubs: Tree supports shall be kept in good condition and functioning at all times and removed when no longer needed. All trees and shrubs shall be fully protected. Tree stakes, tree ties, and guy wire shall be of materials that comparable to those existing on site, and shall be replaced or repaired by the Contractor as needed. Supports or braces are to be repositioned as often as necessary to prevent damage to the tree or shrub trunk. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower, and help to avoid over-watering. Keep shrubs and trees trimmed to present an attractive appearance.

Leaf Removal: The Contractor shall remove leaves, as necessary, to maintain a neat and clean appearance. Throughout the year, the Contractor shall remove minor accumulations due to isolated leaf drop and shall check all storm drain openings on the premises and remove any leaves or debris that have accumulated. Care shall be taken to remove leaves in existing mulched areas to maintain a neat and clean appearance without substantial reduction in mulch depth or damage to herbaceous or woody plant material

Fertilization: All lawn, trees, and ground cover shall be fertilized consistent with common local landscaping practices. Fertilizer used shall be of a balanced type that supplies all nutrients required for providing sustainable growth and development. The fertilizer application rate for the trees will be determined by tree type, girth, and height. Prior to application, the Contractor shall schedule time of application with the COR.

Flowerbeds and Plants: Flowerbeds are to be free from weeds and debris. Replacement plants shall be supplied by the Contractor and approved by the COR and shall be arranged in an attractive and professional manner.

Soil and Ground Cover: Aeration: Soil shall be aerated (frequency is dependent on the type of soil and grass but no less than one aeration-per year) by manual or mechanical methods of piercing the ground to provide an adequate air supply to the soil and promote sustained plant life.

Cultivation: Soil shall be cultivated to ensure the topsoil is loose for the purposes of gas exchange, water penetration, and soil aeration.

Weeds Maintenance: All areas (excluding unimproved grounds) are to be free of weeds and unwanted growth

Irrigation System Initial Deficiency Walk-Through: The Contractor shall conduct a walk-through and inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) and submit a list of all damages to those systems to the COR. Irrigation systems on automatic controllers shall be adjusted, cleaned, and set for the most energy efficient watering periods. Irrigation systems that are damaged by the Contractor due to neglect shall be repaired by the Contractor. The contractor shall be responsible for the complete management, operation and maintenance of all water control devices and irrigation systems. The contractor shall ensure that the systems are in good working order and in operating condition at all times. If the Government changes sprinkler system configurations, the contractor shall update the irrigation system drawings or provide new drawings.

Watering: All watering cycles shall be conducted at times that minimize inconvenience to the building occupants and visitors, and maximize percolation. Entrances and Exits shall not be wet during the arrival and departure of occupants and visitors. Watering shall be accomplished using a drip, soaker hose, or other water-saving irrigation system devices. The Contractor shall operate watering systems that use automatic timers coupled with rain/freeze sensors, in an efficient manner that considers local weather and local mandates. During periods of water restrictions, watering guidelines by the local water district shall apply. The Contractor shall not be responsible for the replacement of landscaping materials that die as a result of a lack of proper access to water during these periods of water restrictions by municipalities.

Plant Replacements: The Contractor shall be responsible for all costs associated with the replacement of all planted materials that have been damaged as a direct result of the

Contractor's lack of oversight, neglect, or lack of proper care and maintenance. If the plant, tree, shrub or lawn has been replaced or added by the Government, the Contractor is responsible for the maintenance of these items.

Responsibilities for this team include but are not limited to:

- Mowing areas shall not be cut to a height of not more than five (5) or less than three (3) inches.
- Maintain all existing grass and sod areas
- Plant trees and shrubs.
- Plant perennial flowers and accent plants.
- Maintain trees, shrubs, evergreens, hedges, vines, and perennial flowers
- Prune trees and shrubs.
- Trim trees, shrubs, hedges, and vines.
- Maintain irrigation systems – maintenance, service, and repair – winterization, replacement of valves, to include all replacement parts as needed.
- Mulch bedding areas.
- Police grounds of trash and litter.
- Perform ground pest control.
- Report all usage of pesticides to the Facility Manager.
- Fertilize and add soil amendments.
- Tree and shrub maintenance
- Flowerbeds and plantings maintenance
- Soil conditions to be kept at proper pH, organic materials, nitrogen, etc.
- Aeration
- Keeping landscaping neat by raking leaves and removing any weeds, and dead/dying plants, etc.
- Any greenery observed growing near the façade of the building shall be trimmed so that it does not leave coloring or staining

Deliverables

- Cut sheets on any exterior applications including details
- Landscaping plan for new plantings

3.14.2 Snow Removal

Performance Specifications

Industry standard proactive actions are to be taken for snow and ice pre-treatment and removal. Health and safety issues shall be of primary concern. Removal shall be provided within a 4 hour maximum time as specified below. Snow Removal Equipment can be staged at the Premises location. Snow and ice shall be removed

from all entrances, exits, exterior walk ways, exterior stairways and parking lot surrounding the buildings and generators/chiller plant enclosure, roof access and pathways to roof top HVAC units and other equipment.

All work performed under this scope shall be in accordance with the contract specifications, Virginia Department of Transportation (VDOT), National Electrical Code (NEC), International Building Code (IBC), OSHA, and all local/state building codes and requirements.

Snow Plowing: Snow plowing shall commence when local accumulation reaches two (2) inches. Snow plowing shall be accomplished by the contractor to maintain safe passage for access into buildings, parking areas, roadways, approaches, vehicular courts, ramps, etc. In the event of icy rain or snow, sanding shall commence to maintain a safe passage on all paved parking lots, driveways, ramps and walkways.

Snow Removal: Snow must be removed from the site when the accumulation exceeds that which can be pushed off of the roads, parking areas, ramps and walkways without blocking traffic, parking spaces and pedestrian thoroughfares or impedes the visibility of vehicular operators or pedestrians. Complete snow and ice removal from entrances, steps, landings, sidewalks, and approaches. *No accumulation of snow will be allowed to rest against the fences, gates or buildings.*

The Contractor shall furnish the necessary labor, heavy equipment and other items needed to clear and/or haul snow and ice from parking areas, roads, driveways, plaza areas, etc. when an order is issued. Heavy equipment includes ride on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.

The Contractor shall clear snow and ice before the normal building operation hours to prevent a slip hazard. FC 24/7

The Contractor shall submit a detailed snow removal plan no later than contract start date (for base period), and on October 1st (for option periods) to the COR and Facility Managers. At a minimum, the snow removal plan shall include the following items:

- Coordination measures to ensure appropriate levels of effort for the conditions of the building.
- Equipment
- Personnel
- Snow removal event triggers
- Treatment areas requiring de-icing
- Approved materials and chemicals
- Safety plan
- Disposal of snow and snow/ice removal debris and by-product.

Notification procedures

Chemicals and sand shall be used to reduce safety hazards due to ice and now. All chemicals used shall be approved by the COR prior to the first inclement weather event. The Contractor shall ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences.

The Contractor shall furnish the necessary heavy equipment and other items needed to clear or haul snow and ice from parking areas, roads, driveways, plaza areas, etc when an order is issued. Heavy equipment includes ride on equipment such as front end loaders, backhoes, bobcats, snow plows, etc. **The contractor is fully responsible for proper disposal of snow and snow removal debris and by-product with each event (i.e., snow, blizzard, ice storms).**

The Contractor shall use caution when snow removal is in progress to prevent any damage to the buildings, grounds, vegetation, landscape areas, sidewalks, roads, fire hydrants, shrubs, signs, and other protrusions. The Contractor shall be held liable for any damage incurred to Government property during the performance of work. All locally prescribed safety regulations, laws, and practices shall be carefully observed in performance of the work.

3.14.3 Parking Lot

Performance Specifications

The Contractor shall be responsible for the annual maintenance cleaning of the parking lot. The Contractor shall repaint curbing (both the yellow and white portion of the curbing) and lines for parking when they become faded and not easily discernible. The Parking Area Lights shall be maintained with bulbs replaced and repairs conducted as needed. As part of the Premises Security Policy, the lights shall be kept always on and outages are strictly prohibited. It is the responsibility of the Contractor to conduct daily checks of all exterior lighting to ensure that this Policy is being enforced.

3.14.4 Security Guard Booth/Barriers Preventive Maintenance and Emergency Service *(Freedom Center Only)*

The Contractor shall provide regular maintenance service, warranty service and 24/7/365 emergency services with a maximum 4-hour response time. Preventive maintenance shall be conducted to ensure the barriers meet the manufacturer's specifications. Trained/certified technicians shall provide all maintenance. The Contractor shall provide all equipment necessary to test and monitor the equipment and shall perform monthly inspection.

The contractor shall oversee all physical preventive maintenance, corrective maintenance, repairs and 24/7/365 emergency service for the security gates, guard booth, and the perimeter fence system(s).

3.14.5 Perimeter Fencing

The Contractor shall provide maintenance and repairs to the perimeter fence anytime it becomes unsightly, damaged, or compromised (e.g., bent, post out of ground, in need of repainting) with a maximum 4-hour response time. Animals

that are trapped humanely shall be removed in accordance with the local Government ordinance.

3.14.6 Environmental and Energy Management System

3.14.7 The Environmental Management System (EMS) is a GOVERNMENT-wide system for managing Government environmental and regulatory responsibilities that includes organizational structure, responsibilities, procedures, and resources for developing, implementing, achieving, reviewing, and maintaining the environmental policy and all associated environmental programs in an effort to continually improve environmental performance.

All environmental protection matters shall be coordinated with the COR. The Contractor shall identify all hazardous waste associated with conducting required work, and properly label, handle, and dispose of such waste in accordance with applicable regulations. The Contractor shall address hazardous materials and hazardous waste on an Activity Hazard Analysis form prior to commencing work. The contractor shall furnish Safety Data Sheets (SDS) and an inventory list for all Items stored or in use by the contractor employees on Government facilities. The Contractor shall maintain a separate SDS inactive file of products used in the past, but are no longer used to perform the work. Any of the facilities operated by the Contractor may be inspected by the COR, other Federal, State, or Local officials on a non-notice basis. Access for inspection shall be granted upon request. The Contractor shall participate in all OSHA and safety related (local fire marshal, MWAA, TSA safety office, etc) inspections of contractor- operated facilities and comply with the findings of these inspections. Citations against Government facilities operated by the Contractor for noncompliance with environmental standards are a matter for resolution between the Government and the issuing office. Payment of fines or penalty charges associated with citations issued by Federal, State, or Local officials will be paid by the Government. If the citations are issued due to faulty operation or maintenance practices, the COR will deduct the fine from any money due to the Contractor.

3.14.8 The Energy Management Program (EMP) is a Government -wide program implemented at appropriate existing and future facilities that includes organizational structure, responsibilities, procedures, and resources for developing, implementing, achieving, reviewing, and maintaining the Government Energy Use and Energy Reduction programs and other associated programs. The Program requires the following:

- Exercising life-cycle cost analysis and making recommendations regarding investments in products, services, construction, and other programs to lower the Government's costs and to reduce energy and water consumption.
- Acquiring energy efficient products
- Evaluating the replacement of lighting sources and power supplies with higher efficiency devices
- Investigating and recommending the use of off-grid generation systems, such as solar, wind, fuel cells, and other off-grid systems where such systems are lifecycle cost-effective and offering other benefits including energy efficiency,

pollution prevention, source energy reductions, avoided infrastructure costs, or expedited service.

- Establishing water consumption and cost baseline and implementing life-cycle cost effective programs that include a water management plan.
- Reducing energy consumption as mandated by EPACT 2005.
- Reducing building and facility energy consumption when compared to the energy consumption baseline, as mandated by EPACT 2005.
- Reducing total energy use and associated greenhouse gas and other emissions as measured at the source.
- Implementing measures to reduce water consumption and associated energy use at GOVERNMENT facilities.
- Reducing the use of petroleum products in mobile assets through implementation of cost effective, energy-efficient measures and practices.
- In accordance with Executive Order 13834 the contractor shall develop an energy baseline for the facility to measure energy use and reduction goals.

3.15 Inventory Management System

During the transition start-up period, the Contractor shall be responsible for conducting a site assessment of all equipment including but not limited to: mechanical, electrical, kitchen/deli, gym, grounds, fire alarm, plumbing, and PA. Once this equipment list is completed, this information will need to be inputted into the contractor preferred CMMS. The list shall also be submitted to the COR for record purposes. It shall include all details pertaining to the piece of equipment in order to manage scheduled maintenance, track asset and equipment life, etc. Details of the equipment such as make, model, serial #, last date of commissioning, amp, belt size, filter type/size, etc. shall be included in this inventory list.

If equipment is added, removed, or retrofitted as part of a project, the Contractor must update equipment data immediately upon project completion and report changes to the COR or designee.

The Contractor shall also be responsible for ordering supplies, tools, and materials to manage work orders in a timely manner without having a need to order at the last minute when there are emergency repairs that need to be done. There is limited storage space within the facility for spare parts/machines and an inventory shall be done on a quarterly basis, at a minimum, or upon request by the Government.

3.15.1 Records Keeping

The Contractor shall maintain organized records (signed if appropriate and as required) of completed tests, inspections, preventive maintenance reports, incident reports, and other diagnostic, preventive, predictive, and emergency service reports, plans, and/or logs in neatly labeled binders on site and maintain electronic back-up of all files.
Occupant/building issues must be logged into the Contractor's CMMS daily; a weekly calendar of preventive maintenance and test schedules, along with testing/inspection reports, to include water testing (as required by law or upon request) and analysis, and service interruption forms shall be maintained and kept in a location agreeable to the Government. Safety Program binders, with weekly toolbox meeting minutes, training logs and copies of licenses/certifications for contractor/subcontractor personnel, all applicable

permits and licenses, SDS sheets, and emergency evacuation procedures, shall be maintained and kept in the same location.

The contractor must receive, maintain and gather data, as well as other materials including records and manuals, related to the support and operation of Government facilities. The Government retains ownership of all databases, information, and other materials received or developed by the Contractor in support of this contract at all times.

3.16 Furniture Relocation

The Contractor shall be responsible for assisting in furniture reconfiguration within offices and conference room areas (portable tables and chairs), as needed. This does not apply to any /system furniture or current case goods that are currently under warranty. In addition, the Contractor shall be required to install white board/cork board/wall ornaments installations and furniture relocation within the facility such as filing cabinets, tables, chairs, safes, etc., as needed to also include minor furniture repairs and furniture lamping adjustments

3.17 Overhead Doors and Mechanical Loading Dock Systems

The Contractor shall be responsible for inspecting, properly adjusting, repairing and maintaining the Overhead Doors and Mechanical Loading Dock systems at both the TSIF and Freedom Center locations. When maintaining these doors and loading dock systems the Contractor shall include the tightening or replacement of defective bolts and nuts, lubrication of rollers, pulleys and cables, electrical motors, adjustments of springs and air bags. Along with the servicing of openers, the Contractor shall include adjustment, tightening of chain, setting limit switches and lubrication of the drive mechanism.

Keypad and transmitter batteries shall be checked and replaced if needed.

Deliverables

A detailed inspection checklist to be completed monthly, noting any safety issues or needed repairs. Checklist is reviewed with COR and a copy is supplied with service call receipt.

3.18 Government Furnished Resources (GFR)

3.18.1 The Government will provide the Building Engineer and Project Manager with desk space in the Building Maintenance Office at both facilities (with access to TSA network and BAS network only). The space will be equipped with a desk, computer and telephone and will have convenient access to a printer, fax machine and photocopier. The Government will provide copy paper for reports. Limited storage for inventory of materials and tools will be provided at the Premises for a maintenance shop. The Government will provide, as needed, space for short training sessions, to be coordinated with the COR. However, the Government will NOT provide training.

3.18.2 In case the Building Engineer is required to remain on site for 24/7, a bunk and blanket will be provided. Showers, located in the Premises, will also be available**.**

3.18.3 The Government will pay for all utilities including electricity, gas, water, etc. In addition, all work station and break room trash containers will be provided by the

Government. The Contractor shall be responsible for the proper storage, inventory, maintenance, transportation, and security of all Government Furnished Resources in his/her care. Any GFR that is lost or damaged shall be replaced or repaired by the Contractor to the satisfaction of the COR. The Contractor and the COR shall conduct an initial joint inventory. The Contractor shall certify the findings of this inventory, and assume accounting responsibility for all equipment and materials accepted for use. The Contractor shall conduct annual inventories thereafter, submitting the annual inventories to the COR within 15 days after each Option Year extension.

3.18.4 All GFR is furnished in an "as is" condition, and it shall be inspected by the contractor prior to use, to ascertain acceptable condition and to assure safe operation by contract employees. The Contractor shall assume all liability for claims arising from its use or misuse while in the Contractor's possession and shall hold the Government harmless from any claims by Contractor employees or others.

3.18.5 The Government will maintain/provide minimal building MEP attic stock items for contractor's use. The contractor may use the Government's man-lift available at each facility.

3.18.6 The Government owns all Mechanical, Electrical and Plumbing equipment and systems at both facilities (Freedom Center and TSIF).

3.19 Contractor Furnished Items

Except for items listed section 3.19 above, the Contractor shall provide all facilities, equipment, labor, materials, and services to perform the requirements of this contract.

3.19.1 Material

The Contractor shall provide new or factory reconditioned parts and components when providing maintenance and repair services as described herein. All replacement units, parts, components and materials to be used in the maintenance, repair, and alteration of facilities and equipment shall be compatible with that existing equipment on which it is to be used; shall be of equal or better quality than original equipment specifications; shall comply with applicable Government, commercial, or industrial standards. If the original manufacturer has updated the quality of parts for current production, parts supplied under this contract shall equal or exceed the updated quality.

3.19.2 Equipment

Provide all equipment necessary to accomplish the requirements specified in this contract. Includes radios, construction equipment, specialized test equipment, and other specialized equipment. Ensure equipment is clearly identified as Contractor owned.

3.20 Performance of Services during Crisis

The Building Engineer/Maintenance Engineer/Janitorial Staff may be recalled to work and may have to remain on site 24/7 during a crisis or special event depending upon continuation of operations

requirements to support the Premises.

3.21 Deliverables

All deliverables are to be submitted to the COR or designee.

All days are calendar days unless otherwise specified.

Section	Description	Due Date
3.1	Inspection and maintenance procedures	90 days after contract award
3.1	Communications plan updates	As required
3.1	Risk Management plan updates	As required
3.1	Quality Control Plan/ Quality Control Plan updates	Annually (5 business days prior to start of new option periods, as applicable)
3.1	Safety Program Binders with weekly toolbox meeting minutes, training logs for all personnel, applicable permits, MSDS sheets, Emergency Evacuation procedures, copies of licenses/certifications for electricians/mechanics, etc.	30 days after contract award
3.1	Safety Incident reports	Quarterly.
3.1	Services Check Sheet	60 days after contract award
3.13	Daily/Weekly/Monthly/Quarterly Janitorial Schedule	Start-up Phase
3.1	Task/Issue Report	Weekly – 2nd business day
3.1	Preventive Maintenance Plan	30 days after contract award
3.1	Major Replacement/Repair Report	Quarterly – 5th business day
3.1	Special Events Report	As Required
3.1	Signed Notice of Service Interruption with Risk Analysis	As Required
3.2	Daily and Weekly Status Reports	Daily: 7:30am/ Weekly: By Thursday COB
3.2	List of all approved and cleared contractor personnel and subcontractor personnel names, numbers, company info, etc.	5 work days prior to start of contract performance/15 calendar days prior to any change
3.2	Preventive Maintenance completed with signed forms in a binder	Monthly
3.2	Occupant/Building Issues logged into CMMS daily	Daily
3.2	Calendar of weekly PM and test schedules	Weekly
3.2	Service Interruption Forms signed with Risk Analysis	As Required

3.2/3.16	**Inventory List to include major equipment and associated parts for replacement/repair. This also includes all stock supplies, tools, and materials to provide cost and time efficient methods to address maintenance or repairs**	**30 days after contract award**

Section	Description	Due Date
	Certificates of insurance kept current on file for the Contractor and all subcontractors	
3.2	Water testing reports	As Required
3.2	Testing/Inspection reports	As Required
3.2	Life Cycle Cost Analysis	60 days after contract award
3.2	Existing Deficiency Report	Start-up Phase
3.2	Building Operating Plans	5 work days prior to start of contract performance/15 calendar days prior to any change
3.2	Annual Schedule for Periodic Preventive Maintenance (PM)	15 work days after start of contract performance
3.2	Operator assignment sheets	5 work days after award
3.2	Initial Water Analysis and Prescribed Water Treatment Program Report	25 calendar days after start of contract performance
3.2	Monthly Water Analysis Report	w/i 5 working days after end of month
3.2	Monthly Progress Report on Preventive Maintenance Performed	w/i 5 working days after end of month
3.2	Monthly Incidental Repairs Report	5 work days after end of month
3.2	Mechanical Electrical and Utility Systems and Equipment Maintenance Contract Completion Inspection Report	Not less than 60 calendar days prior to contract expiration
3.4	Infrared/Thermography survey testing Annual	Within 10 work days of test
3.4	Safety Plan and Activity Hazard Analysis	5 work days prior to start of contract performance
3.4	Generator annual load testing	Within 10 work days of test
3.4	Weekly no load run tests on generators	Include with current monthly report
3.4	Inspection/maintenance reports on all electrical equipment	Include with current monthly report
3.5	Toilet, Faucet and Fixture Repair, Rebuilding and Installation Reports	Include with current monthly report
3.5	Backflow Device Testing Reports	Include with current monthly report
3.5	Water and Sewer Line Flush, Repair and Replacement Report	Include with current monthly report
3.5	Sewer Cleaning and Flushing Report	Annually
3.6	Fitness Equipment Life Cycle Report	Annually
3.6	Quarterly preventive maintenance reports on Fitness Equipment	Quarterly
3.7	Elevator PM Reports	Monthly
3.7	Documentation on any elevator repairs	Monthly
3.7	Elevator certificates kept current	As Required

Section	Description	Due Date
3.7	Elevator O&M Records	As Required
3.7	Inventory of Spare Parts	As Required
3.7	Elevator Inspection Report	Monthly
3.8	Kitchen equipment PM reports	Monthly
3.9	Fire Alarm and Fire Suppression System testing reports	Annually
3.11	PA System Testing Reports	Quarterly
3.13	List of Proposed Cleaners	5 work days prior to start of contract performance/15 calendar days prior to any change
3.13	Annual Schedule of Periodic and Daily Cleaning	30 days after contract award
3.13	Periodic Building Cleaning Work Assignment and Reports	Monthly
3.13	Integrated Pest Management Plan	30 days after contract award
3.14	Cut sheets on any exterior applications including details	5 work days prior to start of contract performance/15 calendar days prior to any change
3.14	Landscaping plan for new plantings	30 days after contract award
3.14.2	Snow Removal Plan	Base Year – contract start date. Option Periods: October 1st.
3.18	A detailed Overhead Door and Mechanical Loading Dock Systems inspection checklist to be completed, noting any safety issues or needed repairs. Checklist is reviewed with COR and a copy is supplied with service call receipt	Monthly
3.19	Annual Government Furnished Resources (GFR) inventory	15 days after contract award

3.22 Repairs/Replacements – GENERAL (CLINs 0003 and 0004 for Repairs at the TSIF and Freedom Center, respectively).

The Contractor must perform reimbursable and non-reimbursable repairs (and replacements) as described in this document. Repairs/replacements up to $3,000.00 per occurrence for a single item (non-reimbursable repairs) are the responsibility of the Contractor in their entirety, and larger repairs, over the $3,000.00 threshold, (reimbursable repairs) must be approved and funded by the Government for the cost

amount above the Contractor threshold. If damage is caused by Contactor negligence, the Contractor shall be liable for the full cost of repair, any other provisions notwithstanding.

The intent of this contract is to ensure that most repairs will be accomplished by in-house Contractor personnel. However, the Government recognizes that occasionally there are certain specialized repairs that require specialized skills outside the skill sets of the in house O&M personnel. If the Contractor identifies a repair that they believe is of such a specialized nature that a specialized subcontractor is required to properly complete the repair, the Contractor must provide written justification in advance, to the COR or designee, for approval of the need to use a subcontractor. The Contractor must not use subcontractors to perform non-reimbursable repairs unnecessarily or with the intent of driving up the repair cost so the Government must cover part of it. If approved, the cost of the subcontractor will be treated as a repair part and material cost for the purposes of calculating the repair threshold. The subcontractor's cost must be appropriate, as determined by a price analysis conducted by the Contracting Office (see "Approval of Work/Invoicing" section below.)

All repairs must use supplies, materials, and parts of the highest quality available that are appropriate for the repair of the given equipment or system. Any replacement parts used during the course of this contract must be of comparable or higher quality. Energy-consuming items must be the most efficient in their class. The Contractor must stock commonly used items and have a network of suppliers that will deliver ordered items without any delay. Any replacement motors must be of premium efficiency. Whenever motors are replaced, motor size must be recalculated and replacement motor selection must reflect the appropriate size.

3.22.1 Non-Reimbursable Repairs:

A non-reimbursable repair is a repair requiring no more than $3,000.00 in cost for repair parts and materials only (including any approved subcontracting costs). The cost of consumable parts and materials must not be calculated as part of the Contractor's repair parts and material costs. Non-reimbursable repairs are entirely the Contractor's responsibility with no reimbursement from the Government.

3.22.1.1 Reimbursable Repairs:

If a repair exceeds the non-reimbursable repair cost threshold established above and has been approved and verified by the COR or designee, it becomes a reimbursable repair. Reimbursable repairs are reimbursable to the Contractor, once approved by the CO or designee, for the portion (shared liability) of the cost exceeding the non-reimbursable threshold of $3,000.00 (See repair shared liability example below).

All other requirements of the PWS (i.e., Snow Removal, Preventive Maintenance, Janitorial Services/Housekeeping, and Test/Inspections, among others) will not be reimbursed nor will the TSA reimburse for work subcontracted by the prime contractor, except for repairs/replacements over the non-reimbursable threshold. See Section 3.23 of the PWS.

Reimbursable Repairs Vs Non-Reimbursable Repairs – Examples:

a. ***Snow Removal conducted by the Prime Contractor****= Non-reimbursable.*

b. ***Snow Removal conducted by a subcontractor****=Non-reimbursable.*

c. ***Repair/Replacement of a part that costs $4,200 performed by the prime*** *= Reimbursable repair for the portion of the cost exceeding the non-reimbursable repair threshold. See "Repair Shared Liability (Example)" below.*

d. ***Repair/Replacement of a part that costs $4,200 performed by a subcontractor=****Reimbursable repair for the portion of the cost exceeding the non-reimbursable repair threshold. See "Repair Shared Liability (Example" below.*

e. Repair/Replacement of a part that costs $2,000 performed by the prime or subcontractor= Non-reimbursable.
f. Generator Testing/Inspection: Non-reimbursable.
g. Generator Repairs/Replacement of parts that costs $4,200.00= Reimbursable repair for the portion of the cost exceeding the non-reimbursable repair threshold. See "Repair Shared Liability (Example)" below.

3.22.2 Repair Shared Liability (Example):

A repair is identified and estimated by the Contractor to cost $4,200.00 for repair parts and materials only. The COR or designee will verify and approve both the need for the repair and the $4,200.00 estimated cost of repair parts and materials. In this example, the Contractor will pay the first $3,000.00 of the repair and TSA will pay the remaining $1,200.00.

1.	Total estimated approved cost for repair parts and materials to complete repair	$4,200.00
2.	Contractor's shared liability amount to be subtracted (same amount as the non-reimbursable threshold).	($3,000.00)
3.	Total to be paid by TSA to the Contractor for the repair	**$1,200.00**

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

3.22.3 Approval of Work/Invoicing:

When the Contractor determines that a repair is needed that exceeds the non-reimbursable repair threshold, the Contractor must immediately notify the COR. The contractor shall provide a quote to the Government in order to receive the approval to proceed with repair or replacement. The contractor's quote shall include the scope of work and three subcontractor's quotes, as applicable. The CO must issue an approval to proceed to the Contractor before the Contractor may proceed with the repair.

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

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

A Not-to-Exceed (NTE) CLIN will be added to this Contract (in accordance with Section I of the Request for Proposal) for reimbursable repairs. The Contractor must invoice the Government for completed repairs (over the $3,000.00 threshold) authorized by the Contracting Officer, upon inspection and acceptance by the Government. If the Contractor directly purchased parts or components, copies of receipts must be attached.

3.24 Extended Hours (CLINs 0005 and 0006 for extended hours at the TSIF and Freedom Center, respectively).

A Not-to-Exceed (NTE) CLIN for extended work hours (outside the normal hours) at each facility will be added to this contract for unexpected events and additional service required by the Government,

resulting in additional man hours required. As identified in section 2 of this Performance Work Statement, the normal hours at the TSIF are 6:00 am – 6:00 pm (Monday – Friday) and at the FC are 6:00am – 6:00pm (Monday – Sunday). The contractor may be on-call after normal working hours on an emergency basis and/or planned surge basis.

All requests for the use of NTE CLIN must be submitted in writing to the Contracting Officer's Representative (COR). Requests must provide the reason and timeframe for the services. The contractor may not proceed without approval of the Contracting Officer's Representative.

3.25 Security Requirements

All Contractor and subcontractor personnel are required to work on-site shall be United States citizens and do not have to possess a Secret clearance at the Premises

The Project Managers, Building Engineers and Maintenance Engineers must pass the security background check.

3.26 Ordering Repairs from Outside Sources

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

3.27 Force Majeure (Uncontrollable Events)

Deficiencies or breakdowns caused by vandalism, misuse, abuse, or acts of God including natural disasters are fully reimbursable. The Contractor will be reimbursed under the additional services provisions described in this document or the Government will have the work performed by other means at no cost to the Contractor.

3.28 Warranties

The Contractor must contact installers or manufacturers, as appropriate, for work that is covered under a warranty and maintain records of warranty service. The Contractor must avoid actions that would invalidate a warranty, unless authorized by the COR. If an installer or manufacturer fails to comply with the terms of a warranty, the Contractor must immediately notify the COR or designee.

3.29 Quality of Materials and Replacement Parts

Replacement components and materials must be of similar or better quality than the components replaced, considering energy efficiency, operational characteristics, power quality, control and data acquisition, maintainability, and durability. The COR may require replacement of components with components from the same manufacturer to maintain consistency throughout the building. Materials and parts that are visible to building occupants must be to building standard and maintain the same appearance as similar materials and parts in the occupied space.

Components of control systems must be replaced so as to maintain the tie-in to the control system with no degradation of data throughput, memory, point capacity, data acquisition, or programmability.

Motors must be replaced with premium efficiency motors as defined by the NEMA MG-1 standard or in compliance with local utility guide demand-side management rebate guidelines

Old transformers must be replaced with NEMA-rated class one efficiency transformers in accordance with the NEMA TP-1 standard.

Replacement of variable frequency drives must be done in accordance with recommendations found in NEMA, Application Guide for AC Adjustable Speed Drive Systems.

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

3.30 Uniforms

The Contractor shall furnish uniforms to his/her regular employees, (other than office and clerical personnel), major subcontractors and their employees performing services under this contract. The uniforms may be coveralls or shirt-pants combination. A company identification patch will be worn on the breast pocket or on the sleeve at the top of the arm.

All trade workers must wear a uniform with the Contractor's logo while working within the building. (Prime contractor only)

3.31 Contractor Personnel Qualifications

On-Site Supervisor
The term "on-site supervisor" means a person designated in writing by the Contractor who has authority to act for the Contractor on a day-to-day basis at the work site. In order to be able to react instantaneously to emergency situations, the Contractor must provide for instant communication between the TSA facilities office and the on-site supervisors during normal operation time e.g., two-way radios, pagers, etc. The Contractor must designate a minimum of one individual who shall have operational authority on the job site (while work is being performed).

Qualifications of Project Manager and On-Site Supervisory Personnel
The project manager is a person, designated in writing by the Contractor, who has complete authority to act for the Contractor in every detail during the term of the contract. The Project Manager must have the authority to accept notices of deductions, inspection reports and all other correspondence on behalf of the Contractor. The Project Manager must possess at a minimum at least 5 years of recent (within the past 7 years) experience in the management and supervision of building mechanical maintenance operations for buildings of the approximate size and characteristics of the buildings to be covered by this contract. A detailed resume must be submitted to the COR and CO for approval prior to the assignment of the project manager to the contract. Both new and replacement project managers must meet these qualification standards. Minimally the resume must contain:

(1) The full name of the proposed project manager.
(2) A detailed description of the previous 10 years employment history of the proposed project manager.

The onsite supervisor is a person, designated in writing by the Contractor, who has complete authority to act for the Contractor on a day-to-day basis at the work site. The onsite supervisor must have the authority to direct the workforce and the work to be accomplished under this contract on behalf of the Contractor. The onsite supervisor's physical location must be at the work site. When multiple shifts are required, the Contractor must designate a minimum of one onsite supervisor for each shift.

The onsite supervisor must also possess at least 5 years of recent (within the past 7 years) experience in directing operation and maintenance of equipment in a supervisory capacity for equipment of the approximate size, complexity, and other characteristics of the equipment to be operated and

maintained under this contract. A detailed resume containing the information specified in this document must be submitted to the COR for approval prior to the assignment of any supervisor to the contract. Both new and replacement onsite supervisors must meet these qualification standards. Minimally the resume must contain:

(1) The full name of the proposed supervisor.
(2) A detailed description of the previous 7 years' employment history of the proposed supervisor.

Additional Project Manager Qualifications

Experience: Minimum of 7 years of related project experience as follows:

The Project Manager (PM) must have mastery of project management skills to effectively manage the entire process of highly visible, complex federal operations and maintenance project(s). The PM must have skill managing projects impacted by multiple competing priorities and requirements. The PM must be able to successfully integrate these priorities and requirements to meet the goals and objectives outlined by TSA real property asset management initiatives.

The PM ensures projects are successfully planned, priced, studied, formulated, launched, and delivered as directed by TSA management. Assignments can include applying expertise to scope and execute the planning, concept, and feasibility studies for major and highly complex projects. The PM addresses TSA's tenant customers' planning issues for major projects, including budget management, and prepares project executive presentations as directed by the TSA management.

Consider removing this as construction management doesn't apply??The PM's resume will display knowledge of advanced construction management concepts, practices and methodologies to direct projects from the preliminary planning stage through completion of the project, which may include master business management expertise related to budgeting, planning, scheduling, cost analysis, tracking, controlling, reporting, forecasting, estimating, negotiating, risk management and coordination resources, including allocating, fiscal, staff and time resources to produce maximum results is required as well as using motivating and team building skills.

Consider removing this as renovation and lease alteration, lease management don't apply??The PM candidate's experience will include knowledge of practices and procedures required to manage major real property repositioning and other projects, construction, improved utilization, renovation and lease alteration, or lease management projects accomplished under government contract with familiarity of contracting and procurement. The PM will be familiar with new legislation, draft legislation and federal regulation related to capital development, client organizations, property utilization to determine potential impact on current and planned TSA projects.

Consider modifying this as the pm doesn't brief TSA officials concerning major projects etc, etc. this should be the facility manager? The PM will also be accomplished in oral and written communication skills to serve as an expert advisor to top TSA officials concerning major project management activities, policies and procedures, to interpret and explain highly complex and technical information to a wide range of stakeholders, and to prepare briefing material to high level officials.

The PM's background will include prior effective leadership skills in order to work collaboratively with TSA stakeholders and leadership, to establish and maintain effective partnerships with clients, suppliers and other interested parties within and outside of the federal sector and to serve TSA customers of all levels.

The PM will possess experience in Federal, commercial, and/or corporate realty laws, regulations, and practices or more designated functional and/or domain areas. As a minimum,

the PM shall be capable of the accomplishment of requirements that include, but are not limited to:

- Expertise in performing operations project management for low-rise commercial office and special purpose space including lease construction;
- Ability to provide advice and solutions to clients on their long or short term space requirements through the utilization of existing federal and/or commercial space inventory;
- Through knowledge and previous experience in the implementation of multimillion dollar repairs and build-outs
- Experience with specialized lease actions such as hoteling, and non-office lease procurement and complex phased occupancies
- Thorough knowledge and experience with cutting edge space assignment techniques
- Assemble and head interdisciplinary teams of design and construction professionals, attorneys, Lessor representatives, contractors, Government agency personnel and other technical personnel.
- Analyze available office space, and overall efficiency of the Government space.
- Space and new building initiatives such as: Energy Star, LEED Criteria, Hoteling, Flex-Office, Tele-working and office-sharing.
- Oversee and coordinate construction activities related to major agency office renovation projects.
- Candidate must have a minimum of five (5) years of federal project management experience.
- *The Project Manager should have an active secret level security clearance prior to the contract start date.*

Qualification of Technicians

All personnel engaged in the work to be accomplished under this contract (i.e., mechanical, electrical, plumbing, and life safety, among others), except for general maintenance workers and laborers, must possess at least 5 years of recent (within the past 7 years) experience in the operation and maintenance of equipment and systems comparable in complexity to systems covered by this contract. All personnel must possess all certifications and licenses pertaining to their industry, and required by State and local jurisdictions.

3.32 Compliance with Federal, State, and Local Codes

The Contractor must comply with all applicable Federal, State and local laws, regulations and codes. The Contractor is responsible for determining which requirements are applicable, and complying appropriately; the Contractor may ask advice of the CO or COR in this regard. TSA also has a policy of voluntary conformity to certain State and local code requirements even when permission or approvals from local regulators are not required; the Contractor must ask the advice of the CO or COR when such issues arise.

3.33 Inspection Assistance for Space Buildouts

When tenant improvement or space alteration work is completed in the building, the COR or designee may request that the Contractor inspect the space to verify that all offices have appropriate air supply and return ductwork and diffusers, and that lighting circuits have been adjusted as appropriate. Obvious problems or conditions that may potentially affect the efficient operation of the building or create a negative impact on the tenant must be immediately reported to the COR or designee.

3.34 Emergency/Non-emergency Shutdown Instructions and Tour Checklists

Non-emergency shutdowns cannot occur without approval of the Facility Manager. Emergency shutdown instructions (including contact name and telephone numbers) and tour inspection checklists must be posted by the Contractor in all mechanical rooms and electrical rooms, as applicable to the

equipment in the given room. Such instructions and checklists must be posted in an accessible and conspicuous location.

MWAA shall be notified before any mechanical, electrical, and plumbing shutdown (TSIF only).

3.35 Labeling and Signage

The Contractor must maintain the labeling of existing equipment, pipes, storage areas, containers, confined space, and workspaces as well as associated signage, in accordance with OSHA standards to ensure labels are visible and not obliterated. Any equipment, pipes, etc., newly installed by the Contractor require labeling and signage per OSHA standards must be labeled immediately upon completion of the installation and maintained throughout the contract period.

3. 36 Protocols

- Special security or access areas – contractor personnel will need to be escorted in certain areas within the facilities. No cellphones, camera phones or other media devices are permitted in special security areas.
- Contractor is responsible for providing escort services for their subcontractors, on an as needed or scheduled basis.
- Use of restrooms, kitchens, cafeterias, and employee lounges – contractor personnel shall be mindful of keeping a clean and courteous environment.
    - No smoking is allowed within 50 ft. of both facilities.
- Computer access (with internet) will be available at both locations (TSA network and BAS network only).
- Staging areas for installation work and storage areas for ladders and tools – The Premises will have a maintenance shop area for storage of ladders, tools, supplies, etc.
- Parking requirements – The Premises have on-site parking. Parking is free at the Freedom Center, however is limited at the TSIF. Parking must be accessed through the Metropolitan Washington Airport Authority (MWAA) at an annual cost of $340.00 per car, subject to annual increase. MWAA parking is from September to September. Employees can also park in the Airport's Economy Parking lot adjacent to the building at a cost of $17 per day. There is no in and out parking available. A shuttle bus is available to alternate parking lots. In addition, employees may take the Washington Metropolitan Area Transit Authority (WMATA) metro to the Ronald Reagan Washington National Airport, and then take the shuttle bus to the Economy Parking, which is adjacent to the TSIF building.
- Special safety requirements – contractor will be informed of the Emergency Evacuation Procedures in case of any emergencies and the designated areas outside the building in case of fire.
- The Contractor is required to provide employee background information to comply with contract clearance requirements including building access badges. All Contractor employees shall display identification badges at all times while working in or around the facility. The Contractor Project Manager (PM) or qualified designee shall provide escort to all subcontractor employees and/or other personnel as required and/or requested by the Government.

All vehicles used in the performance of work by the Contractor or subcontractor shall be identified with the company name prominently displayed in not less than two inch letters on the outside of both front doors of each vehicle in such a manner as to provide a readily visible means of identification. Logos shall not be used in lieu of the above described vehicle identification.

The contractor shall provide a list of employees, their address, telephone contact information, and nationality of all Employees who may perform work under this contract. The contractor shall notify the COR of any personnel changes and provide an updated list within two workdays.

In cases of damage or loss of contractor's supplies and property, the Contractor is responsible for taking the action necessary to protect all Contractor property and the personal property of Contractor employees from loss, damage, or theft. The Government assumes no responsibility for theft, damage, etc., of the above.

All contract employees and subcontractors shall conduct themselves in a proper and professional manner at all times. Continued improper behavior will be grounds for the removal of an employee from Government property by the COR. Since the majority of work will be performed in the presence of the Government/contractor employees, the conduct of all employees and/or subcontractors is critical and will be closely monitored. No alcoholic or intoxicating beverages or substances or illegal drugs or controlled substances not prescribed by a physician shall be possessed, consumed, or be under the influence of any such substance while on duty.

3.37 Phase-out Transition Period

When this contract expires or is otherwise terminated, the Contractor must cooperate with the incoming contractor during a phase-out period. For planning purposes, the Contractor must assume a phase-out period of 10 days.

During this phase-out period, the Contractor must assist the COR or designee and incoming contractor for a seamless transition in operations and maintenance with no adverse effect on the building tenants; provide the successor contractor with access to all records and official documentation (both hard copies and electronic as applicable) required by this contract; provide training to the successor contractor on methods of accessing and programming the building automation system (BAS) and other control systems; and show the successor contractor where all archived programs and systems literature are maintained. On the last performance day of the contract, the Contractor must turn over to the COR or designee all keys and identification badges or cards.

3.38 Punch List Completion and Withholding Of Final Payment

The Government may create a punch list of deficiencies or unmet contractual requirements at or near the time of termination of the contract. The Government may employ the services of another contractor in the development of such punch list and upon completion provide the Contractor with a copy of work not completed, to include the monetary value the Government has assigned for each item. The Government retains sole discretion over whether to charge the Contractor for the monetary value of the punch list in whole or in part or to request corrections by the Contractor. If the Government elects to request corrections by the Contractor, the Contractor shall have until the end of the contract period to perform such corrections and may invoice for funds withheld on acceptance of the corrections by the Government. Nothing in this section must be construed to limit the Contractor's liability or restrict the Government from reporting unsatisfactory or problematic performance by the Contactor.

3.39 Disruptive or Hazardous Tools

The COR or designee must approve use of impact tools and power-actuated tools during normal working hours. Burning or welding equipment may be used only with written permission from the COR or designee. A Welding and Burning Permit must be issued in advance for each day welding

or burning is performed. Approval from MWAA shall be obtained prior to any welding and burning (TSIF only). The Facility Managers shall be notified prior to any welding, cutting and burning operations at both locations. Hot Work permit may be required at FC for this type of work.

3.40 Disruption to Utilities, Lighting, or Space Conditioning

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

3.41 Definitions

Acceptance: Constitutes acknowledgment that the supplies or services conform to applicable contract quality and quantity requirements.

Approval: "Approval" means the Government has reviewed submittals, deliverables, or administrative documents (e.g., insurance certificates, MSDS Sheets, 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.

Building Automated 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**.**

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.

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

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.

Contracting Officer's Representative (COR): Contracting Officer's Representatives (COR) shall be appointed by letter from the CO. CORs 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.

Contractor: Reference to "Contractor" throughout the PWS even for those references to subcontracted type tasks shall mean the responsibility of the contract service provider. 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.

Green Cleaning: Green cleaning is a planned and organized approach to cleaning that uses products and processes that go beyond simple appearance and focuses on reducing impacts on human health and the environment.

Energy Management Program (EMP): A GOVERNMENT-wide program implemented at appropriate existing and future facilities that includes organizational structure, responsibilities, procedures, and resources for developing, implementing, achieving, reviewing, and maintaining the GOVERNMENT Energy Use and Energy Reduction programs and other associated programs.

Environmental Management System (EMS): A GOVERNMENT-wide system for managing GOVERNMENT's environmental and regulatory responsibilities that includes organizational structure, responsibilities, procedures, and resources for developing, implementing, achieving, reviewing, and maintaining the environmental policy and all associated environmental programs in an effort to continually improve environmental performance.

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

Operations and Maintenance (O&M): Building O&M is the ongoing process of sustaining the performance of building systems according to design intent, the owner's or occupants' changing needs, and optimum efficiency levels. The O&M process helps sustain a building's overall profitability by addressing Government comfort, equipment reliability, and efficient operation.

Quality Assurance Surveillance Plan (QASP): The Government's surveillance method of monitoring and evaluating the Contractor's performance under a Performance Work Statement (PWS).

Quality Control Program (QCP): The Quality Control Program is a 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.

Quarterly Reports: The first report is due 90 days from contract award. All other quarterly reports are due on the 15th day of the third month.

Recycling: The series of activities, including collection, separation, and processing, by which products or other materials are recovered from the solid waste stream for use in the form of raw materials in the manufacture of new products.

Service Calls: Service calls are considered standard service requirements, such as nonrecurring requests for rearranging of furniture in a conference room, special event support, spills, replenishing restroom supplies, etc.

Standard Services: A standard service is defined as all services that are included in the monthly price or as defined in the Contract document. Prices are to include all applicable labor, materials, supplies, equipment (except as otherwise provided), supervision, and management.

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Appendix A

TSIF and Freedom Center - O&M Specific Differences

Section	Freedom Center	TSIF
2	24/7/365 Operations Center. Normal Hours: Monday- Sunday 6:00am – 6:00 pm.	Normal Hours: Monday - Friday 6:00am to 6:00pm.
3.2	Building Engineer or Maintenance Engineer to be on site at all times Monday – Sunday 6:00am – 6:00 pm.	Building Engineer or Maintenance Engineer to be on site at all times Monday - Friday 6:00am-6:00pm.
3.3	Performance Responsibilities – Electric Only HVAC Systems.	Performance Responsibilities – Gas Boiler and Electric HVAC Systems.
3.3.2	N/A	Preventative Maintenance Inspections and Testing for Gas-Fired Boiler.
3.6	Fitness Equipment.	N/A
3.7	N/A	Elevator Maintenance.
3.8	Break Rooms Equipment/Appliances (site visit)	Break Room Equipment/Appliances (site visit).
3.9	FA System Monitored by Fire Alarm Tech Solutions.	FA and FSS test to coordinate through TSA to inform MWAA 4 weeks in advance.
3.12	Exterior Finishes Maintained by Property Management.	Exterior Finishes to be maintained by the contractor
3.13.1	Janitorial Services: Monday – Sunday 6:00am – 10:00pm. Includes Locker Room/Fitness Center.	Janitorial Services: Normal Hours: Monday - Friday 6:00am – 6:00pm. No Fitness Center at TSIF.
3.13.4	Annual Cleaning Underside Plenum Floor.	Clean Elevators, Staircases.
3.14	Parking Lot Lights Shall Always Be Kept On And Outages Are Prohibited.	Requirements Under Metropolitan Washington Airport Authority (MWAA)
3.14	Preventative Maintenance and Emergency Service For Security Barriers.	N/A
3.21	Performance of Services during Crisis Declared by DHS or TSA May Need To Have Building Engineer On Site 24/7. (See section 3.24 for extended hours).	N/A
3.22	Deliverables Include Generator Annual Load Testing, Weekly No Load Run Test On Generator sets, Quarterly PM Reports on Fitness Equip.	Deliverables Include Elevator PM Reports, Documentation On Any Elevator Repairs, Elevator Certificates Kept Current, Elevator O&M Records, Spare Parts Inventory, and Elevator Inspection Report.
3.36	On-Site Parking Except Where VIP Designation.	Limited Parking but MWAA Shuttle Bus Available To Employee Paid Parking Only.

Appendix B

TSIF and Freedom Center – Minimum Staffing Requirements (for Full Time Positions Only.)

Labor Category	FREEDOM CENTER (FC)		TSIF	
	NUMBER OF EMPLOYEES	HOURS PER YEAR (per employee)	NUMBER OF EMPLOYEES	HOURS PER YEAR (per employee)
Project Manager	1	2080	1	2080
Building Engineer	1	2080	1	2080
Maintenance Engineer	3	2080	2	2080
Janitors (To include 1 supervisor at the FC)	7	2080	*3*	2080
Electrician *(1 Full-Time Electrician to support both facilities)*	*1*	*1040*	*1*	*1040*

Appendix B provides the minimum staffing requirement for positions that are required Full Time. The other technicians (i.e., HVAC technician, elevator maintenance technician, fire alarm technician, and Pest Control Technician, among others) are required on an as needed basis for testing/inspections, repairs, and other requirements in accordance with the Performance Work Statement. Therefore, the offeror shall estimate the number of hours needed for other positions, using this Solicitation as the basis for their proposal.

Appendix C

Performance Standards

Due to the nature of the work and related reporting requirements, it is imperative that the contractor submits deliverables that are 1) ACCURATE, 2) TIMELY, 3) COMPLIANT, and 4) comply with FORM. Each of the 4 Metrics will be evaluated individually on an ACCEPTABLE/UNACCEPTABLE basis. The Government's expectation is that all of the contractor's submitted deliverables will be Acceptable. In order to comply with these requirements, the Government will hold the Contractor responsible to ensure deliverables compliant as follows:

If all metrics are "Acceptable" for the quarter, the contractor shall receive 100% of the monthly firm fixed price invoice amount for the following invoice submitted after completion of the quarter. If the deliverables submitted for the quarter are determined Unacceptable, the following invoice submitted after completion of the quarter will be reduced as reflected in the tables below. Each metric and invoice reduction rates shall be rated and calculated individually. As a result, it is possible to receive a 12% reduction in the invoice if all 4 objectives are considered unacceptable. The TSA COR will provide the contractor documentation and any additional supporting narratives upon receiving an "Unacceptable" metric for any month prior to any invoice reductions. Any of the 4 metrics receiving an "Unacceptable" evaluation for the quarter will be provided to the contractor in a narrative form on why it was determined "Unacceptable".

The contractor agrees that the determination of the deduction amount will be made by the Government based on the Acceptable Quality Level described below, and such determination is binding on both parties and shall not be subject to appeal under the "Disputes" clause or to any board or court.

The Acceptable Quality Level represents the minimum number of deliverables that must meet the accuracy, time, compliance, AND format requirements required in the PWS to be determined acceptable and entitled to full payment of the invoice price. When time frames are specified, the Contractor will not be held liable for delays that are outside the Contractor's control, provided that the Contractor can demonstrate to TSA's satisfaction that it made a good faith effort to meet the objective. TSA's presumption is that all Task Order requirements are under the Contractor's control, and it is the Contractor's responsibility to provide sufficient evidence to support any assertions that any delays are due to circumstances beyond the Contractor's control.

Objective	**Performance Standards** (Acceptable/ Unacceptable)	**Acceptable Quality Level**	**Invoice Deduction Percentage (if determined unacceptable)**	**Surveillance Plan**

Accuracy	Contract deliverables' documentation and output are materially correct	No more than two unacceptable deliverables per quarter	3%	Quarterly Evaluation Performed by: - Facility Managers - COR Invoice Deduction: Following evaluation of the deliverables completed for the quarter, the deduction percentage shall be applied to the following invoice submitted by the contractor. The deduction percentage is based on the monthly rate for a 1-month period, and will be applied to the following invoice submitted by the contractor, after evaluation of the deliverables completed for the quarter.
Timeliness	Contract deliverables are submitted by required due date	At least 95% of contract deliverables are submitted on time. Any delays must be given advance notice & approval three (3) business days prior to the due date.	3%	Quarterly Evaluation Performed by: - Facility Managers - COR Invoice Deduction: Following evaluation of the deliverables completed for the quarter, the deduction percentage shall be applied to the following invoice submitted by the contractor. The deduction percentage is based on the monthly

				rate for a 1-month period, and will be applied to the following invoice submitted by the contractor, after evaluation of the deliverables completed for the quarter.
Compliance	Contract deliverables are in accordance with regulations, including but not limited to environmental compliance regulations, safety regulations, federal, state and local laws, regulations and codes, DHS and TSA policies, and other applicable regulations.	At least 95% of contract deliverables are in compliance. Any non-compliance must be satisfactorily resolved prior to the due date	3%	Quarterly Evaluation Performed by: - Facility Managers - COR Invoice Deduction: Following evaluation of the deliverables completed for the quarter, the deduction percentage shall be applied to the following invoice submitted by the contractor. The deduction percentage is based on the monthly rate for a 1-month period, and will be applied to the following invoice submitted by the contractor, after evaluation of the deliverables completed for the quarter.
Form	Contract deliverables are submitted in proper format	At least 95% of contract deliverables are in compliance with required format. Any non-compliance must be	3%	Quarterly Evaluation Performed by: - Facility Managers - COR Invoice Deduction: Following evaluation of the deliverables

		satisfactorily resolved prior to the due date		completed for the quarter, the deduction percentage shall be applied to the following invoice submitted by the contractor. The deduction percentage is based on the monthly rate for a 1-month period, and will be applied to the following invoice submitted by the contractor, after evaluation of the deliverables completed for the quarter.

Section 508 Requirements

Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) (codified at 29 U.S.C. § 794d) requires that when Federal agencies develop, procure, maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public with disabilities must be afforded access to and use of information and data comparable to that of Federal employees and members of the public without disabilities.

1. All products, platforms and services delivered as part of this work statement that, by definition, are deemed ICT or that contain ICT shall conform to the revised regulatory implementation of Section 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf. In the revised regulation, ICT replaced the term electronic and information technology (EIT) used in the original 508 standards.

Item that contains Information and Communications Technology (ICT): Project Management
Applicable Exception: N/A **Authorization #:** N/A
Applicable Functional Performance Criteria: All functional performance criteria in Chapter 3 apply to when using an alternative design or technology that results to achieve substantially equivalent or greater accessibility and usability by individuals with disabilities than would be provided by conformance to one or more of the requirements in Chapters 4 and 5 of the Revised 508 Standards, or when Chapters 4 or 5 do not address one or more functions of ICT.
Applicable 508 requirements for electronic content features and components (including Internet and Intranet website; Electronic documents; Electronic forms; Electronic document templates; Electronic reports; Electronic training materials): All requirements in E205 apply, including all WCAG Level AA Success Criteria Apply
Applicable 508 requirements for software features and components (including Electronic content and software authoring tools and platforms): All requirements in Chapter 5 apply, including all WCAG Level AA Success Criteria, 502 Interoperability with Assistive Technology, 503 Application, 504 Authoring Tools
Applicable 508 requirements for hardware features and components: Does not apply
Applicable 508 requirements for support services and documentation: All requirements in Chapter 6 apply

2. When developing or modifying ICT for the government, the contractor shall ensure the ICT fully conforms to the applicable Section 508 Standards. When modifying a commercially available or government-owned ICT, the contractor shall not reduce the original ICT Item's level of Section 508 conformance.
3. When developing or modifying ICT that are delivered in an electronic Microsoft Office or Adobe PDF format, the contractor shall demonstrate conformance by providing Section 508 test results based on the Accessible Electronic Documents – Community of Practice (AED COP) Harmonized Testing Guidance at https://www.dhs.gov/compliance-test-processes.
4. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the applicable revised Section 508 Standards for each ICT.
5. Exceptions for this work statement have been determined by DHS and only the exceptions described herein may be applied. Any request for additional exceptions shall be sent to the

Contracting Officer and a determination will be made according to DHS Directive 139-05, Office of Accessible Systems and Technology, dated November 12, 2018 and DHS Instruction 139-05-001, Managing the Accessible Systems and Technology Program, dated November 20, 2018.