

Service Category Descriptions

Operations & Maintenance

HVAC Maintenance

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

Plumbing and Pipefitting

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

Electrical Maintenance

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

Elevator Maintenance

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

Fire Alarm System Maintenance and Repair

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

Fire Suppression System Preventative Maintenance and Repair Services

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

Roofing Services

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

Building Management Services

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

Architectural and Framework Building Maintenance Services

Services related to the maintenance and repair to the structural and framework of buildings. Services include, are but not limited to, interior and exterior painting, flooring replacement (e.g. carpet, tile, hardwood, laminate, etc), carpentry work, masonry work, picture hanging, locksmith services (including repining lock cylinders and cutting keys) architectural, structural, and maintenance repairs to the interior and exterior of the facility including but not limited to: exterior walls, roofing, flashing, skylights, chimneys, ventilators (and other items that pierce

the roof), gutters, downspouts, splash blocks, overhangs, sidewalks, driveways, roads, curbing, parking areas, patios, exterior stairways. interior walls, floor coverings, concrete floors, hardwood flooring, carpeting, ceramic tile, interior stairways, ceilings and ceiling tile, window blinds and shades, doors, and windows

Commissioning Services

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

Elevator Inspection Services

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

Facility Support Services

Facility support services; Janitorial, Landscaping/Grounds Maintenance, Cemetery Maintenance, Pest Control, and Waste Management and Recycling Services may be offered in combination with the Operations & Maintenance services.

Other Facilities Management-Related Services

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

Facility Support Services

Janitorial

Services related to internal and external daily and routine building cleaning and inspection work. Services include, but are not limited to, sweeping, scrubbing, waxing, window washing (interior and exterior), walls washing, dusting and polishing furniture and fixtures, sanitation and stocking, trash removal, recycling, hard floor and specialty floor care, including stripping and recoating, emptying waste cans and replacement of supplies through stocking (i.e. for toilet

paper, paper towels, etc.) of all federal spaces. Services shall incorporate environmentally sustainable practices (i.e., green cleaning) to the extent practicable

Landscaping/Grounds Maintenance

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

Cemetery Maintenance

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

Pest Control

Services related to maintenance pest control systems and removal of all pests following Integrated Pest Management (OMP) practices. Pest control services provided under this contract must conform to the Integrated Pest Management (IMP) principles. These practices include monitoring and identifying pests, preventing infestation and controlling pests. Services include, but are not limited to, the planning, development, management, operations; and maintenance for pest control and removal (includes insect) at or on Federal facilities and/or properties indoor and outside the federal facility (to include shrubs, trees, and roads). These services involve recommendations for pest prevention by removing, or blocking access to, pests' harborage, water, and food; using the least risky pest control methods first, such as trapping and containerized bait boxes; and using pesticides only as a last resort. If warranted, pesticide should be applied as crack and crevice treatment, inaccessible and invisible to the public. Space sprays or sprays applied to exposed surfaces should never be used for routine treatment. When they are used, tenant personnel should not be present

Waste Management and Recycling Services

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