Attachment B

Scope of Services

1. BACKGROUND

1.1. Overall Scope

The State of Georgia require the services of a qualified firm to provide preventive/scheduled and corrective/unscheduled maintenance services for multiple state-owned and operated facilities across the state. Specific maintenance services include: facility management; facility property; building envelope and structure; site utilities and distribution systems; central utility plant; hot and chilled water systems; natural gas and LP distribution and combustion systems; plumbing, sewer and water control systems; electrical systems and lighting; low voltage systems; heating ventilation and air conditioning (HVAC); uninterruptible power supply (UPS); emergency generator; security and alarm systems; fire alarm, fire sprinkler, and fire suppression; water towers; kitchen and laundry equipment; pest control; swimming pool; Fume Hoods and grounds/landscape. Facility maintenance services are requested for select Agencies/facilities/locations throughout the state as identified in this scope of services and the associated eRFP solicitation only, however the state requires the flexibility to adjust the number of Agencies/facilities/locations associated with the scope of services over the life of the contract. As new Authorized Users enroll in the awarded contract the Supplier will perform a site visit and draw up a specific scope of service for specific Agencies/facilities/locations. The Supplier will keep accurate information such as signed contract(s), agency scope of services, amendments and all other pertinent information between Authorized User and Supplier to be requested at any time by DOAS. Authorized Users as defined in eRFP section 1.1 can contact supplier directly to sign on for services without the need to contact DOAS. The Supplier will be responsible for drafting up a quote to Authorized User per their awarded Cost Proposal pricing.

1.2. Overview of Supported Agencies

The Equipment List (Attachment C) identifies current state agencies facilities/locations that are on the current Facility Maintenance contract. This list doesn't guarantee all Authorized User will transition to the newly awarded contract; neither does it mean that more agencies/facilities might not be added to the program. The Matrix is to give a snapshot of current operational scope.

2. GENERAL REQUIREMENTS

2.1. The following items are required of and apply to all facilities listed in eRFP.

2.1.1. The Supplier will be responsible for providing all preventive/scheduled and corrective/unscheduled (including pre-existing conditions) maintenance and repair services.

2.1.2. The Supplier will be responsible for all costs (management, labor, materials, travel…etc.) associated with preventive/scheduled maintenance (to include; facility management, maintenance certifications, inspections, and tests) at the fixed monthly cost provided in their proposal.

2.1.3. The Supplier will be responsible for all labor and labor related cost associated with the total proposed resident staff, which includes Authorized User required minimum staff, additional permanently assigned staff and shared staff (hereinafter referred to as the "Supplier's resident staff"), at the yearly cost provided in their proposal. The Supplier will be required to provide personnel that meet or exceed the job specification requirements for a General Trades Craftsman (as defined in Paragraph 26.6 herein) to fill the minimum resident staffing requirements relative to specific facilities (Attachment G) as shown herein. It is the intent of this contract that the Supplier's resident staff will be the primary Supplier resource to perform preventive maintenance duties at the designated facilities. Additionally, on an as needed basis, at the sole discretion and

direction of the State/Authorized User, the Supplier's resident staff will be required to perform corrective maintenance, facility projects and other repairs at no additional labor cost to the Authorized User (Material will have a markup reimbursement charged to the State Authorized User) during normal business hours. Specifically, with exception of the execution of the primary duties of preventive maintenance – the Supplier's resident staff will perform corrective/unscheduled maintenance and project work, within their skill set, based on priorities established by the Authorized User within normal business hours. The Authorized User official responsible for establishing corrective/unscheduled maintenance priorities/task to be performed by Supplier's resident staff is the Authorized User Contract Manager (may also be referred to as the Facility Contract Manager, On-Site Lab Manager, Director of Maintenance or Authorized User Contract Monitor) unless further delegated. Materials required in the performance of these tasks will be reimbursed based on the actual cost plus the material mark-up percentage provided in the proposal.

2.1.4 The Supplier will be compensated/reimbursed for corrective/unscheduled maintenance (except for maintenance performed by Supplier's resident staff as outlined in Paragraph 2.1.3 above) in accordance with the fully burdened labor rates and material markup percentage provided in their proposal. The Supplier shall notify the State/Authorized User, in advance, of the need and cost (broken out by line item number, labor category, number of hours per labor category and material/equipment cost) for each corrective/unscheduled maintenance repair and proceed with repair only after receiving written approval from the State/Authorized User, exceptions to this requirement may be considered in emergency situations and other special circumstances as deemed appropriate by the Authorized User. The cost of any corrective maintenance repair performed without written approval from the Authorized User (unless such approval is waived by the State/Authorized User) will be the sole responsibility of the Supplier. Written approval may consist of CMMS entry, E-Mail or other written media. The State and/or Supplier may use the latest edition of the RS Means Facility Maintenance and Repair Cost Data manual as the basis for estimating direct labor hours and materials for unscheduled maintenance activity to verify that proposed resources (labor hours and materials) are fair and reasonable. Supplier personnel assigned to perform corrective/unscheduled maintenance and repair must possess a skill level appropriate for the work being performed, however reimbursement for corrective/unscheduled maintenance and repair will be made according to the trade/skill level required to perform the task, independent of the trade/skill level of the personnel performing the task/s.

2.1.5 The Supplier shall operate, maintain, repair, monitor, and adjust the day-to-day operations of all Mechanical, Electrical, Building Systems, Buildings, Grounds, and Property. The Supplier shall develop and implement an effective, consistent, and documented Preventive/Scheduled Maintenance (PM) program that targets system performance, life-cycle sustainability, efficient cost management, energy consumption, and safety. This PM program will be constructed and shared with the agencies so that the agencies can audit the performance of the Supplier's PM program. Required maintenance services for facilities specified in Section 1 include the following functions and major equipment items which are only illustrative in nature, and shall also include all ancillary devices and systems that are a part of the Mechanical, Electrical, and Building Systems, unless specifically excluded herein:

2.1.5.1. Required Maintenance Services for All Facilities

Facility Management
Facility Property
Site Utilities and Distribution Systems
Building Envelope and Structure
Central Utility Plant and Hot and Chilled Water Systems
Natural Gas and LP Distribution and Combustion Systems
Plumbing and Sewer and Water Control Systems

Electrical Systems and Lighting
Low Voltage Systems
Heating Ventilation and Air Conditioning (HVAC)
Uninterruptible Power Supply (UPS) and Emergency Generator
Security and Alarm Systems (including specialty detention controls and monitoring systems)
Fire Alarm, Fire Sprinkler, and Fire Suppression

2.1.5.2. Additional Required Maintenance Services for Select Facilities

Water Towers
Kitchen Equipment
Laundry Equipment
Grounds/Landscape
Pest Control
Swimming Pools
Secure Detention Facility Cell Inspection
Fume Hoods
Medical and Dental
Lab Equipment
Locking Control Systems

2.1.5.3. Work to be Performed by Supplier

All preventive/scheduled maintenance and corrective/unscheduled maintenance work is the responsibility of the Supplier to be performed as it sees fit, including using subcontractors. However, the labor cost estimate and payment for any corrective/unscheduled maintenance (except for maintenance performed by Supplier minimum resident staff as outlined in Paragraph 2.1.3 above) authorized to be performed by the Supplier during or after normal business hours, shall be calculated using the appropriate fully burdened hourly labor rates and material mark-up percentages provided by the Supplier in their proposal. The Supplier is free to use subcontractors(s) for this work, but, if reimbursement is applicable, such reimbursement will be made based upon the Supplier's calculation utilizing the appropriate labor rates provided by the Supplier, along with parts and materials with the Supplier's proposed mark-up percentage.

2.1.5.4. Work to be Performed by Subcontractor

For any corrective/unscheduled maintenance repair work performed by a subcontractor for which a compensation/reimbursement is due to the Contractor, the Supplier will ONLY be reimbursed based on the appropriate labor rates and material mark-up percentages established by the Supplier as part of their Cost Proposal. No other costs of the Supplier or subcontractor will be reimbursed by the Authorized User.

2.1.6. Supplier will be responsible for providing all equipment, materials, tools, supplies, consumables, and labor required to perform and meet this scope of services. The Authorized User has limited equipment at various locations that will be made available to the Contractor, which should be identified during site visits before start of program. Supplier will develop Preventive Maintenance schedules for all equipment and systems as required by equipment manufacturer(s) considering equipment condition, operating history, operational performance, and expected remaining useful life.

3. Facility Management

3.1 Supplier will be required to serve in the role of selective system-wide facility management leader for state facilities included herein to ensure the integrity of each facility's buildings and systems.

3.2 Supplier will be required to provide engineering management and technical expertise to protect Authorized User capital investments and to maintain interior and exterior equipment and spaces, including, but not limited to: participate in strategic planning and budgeting sessions; evaluate infrastructure needs; energy management; provide an inventory of all plant equipment and systems; develop maintenance operations manuals and procedures; develop a quality control program; work with, escort, and assist Authorized User staff and outside Suppliers and consultants hired by the Authorized User for facility improvements, additions, upgrades, building retrofits and studies; evaluate and monitor roof integrity and water proofing; monitor regulatory compliance; monitor underground storage tanks; monitor lightning protection needs and effectiveness; monitor insulation needs and effectiveness.

4. Facility Property

4.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs to facility property including, but not limited to; parking lots, security fencing, sidewalks, walkways, roads, paths, patios, decks, stairs, stair railings, and storm drains.

4.2 Supplier is required to remove trees that are dead and cause a safety or security concern at all facilities/locations.

4.3 Supplier is required to correct erosion problems or provide earthwork repairs when there is a safety or security concern at all facilities/locations.

4.4 Supplier is required to respond to facility property related emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

5. Site Utilities and Distribution Systems

Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs to site utilities and distribution systems, underground and overhead, including, but not limited to electrical, water, sewer, natural gas, propane, voice/data and fiber optics.

6. Building Envelope and Structure

6.1. Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs to building structures including, but not limited to, doors, windows, walls, wall coverings, paint (spot/patch), floors, floor coverings, ceilings, ceiling tiles, roofs, roof gutters, elevators, lifts, and any built-in building structure. Built-in building structures are defined as permanent parts of a larger structure such as; a built-in piece of furniture, bookcase, counter, countertop, cabinet, appliance, etc.

6.2. Supplier is required to provide clean-up services for utility back-ups, overflows, water line leaks, and sprinkler discharges.

6.3. Supplier is required to respond to building envelope and structure related failures and emergencies according to the response times listed in Paragraph 25.6 of this Attachment

7. Central Utility Plant and Hot and Chilled Water Systems

Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all central utility plant and hot and chilled water systems including, but not limited to: packaged boilers and associated controls; centrifugal chillers, cooling towers, and associated controls; associated chilled water, condenser water, hot water, steam, and condensate piping systems; associated supply, return, and condensate pumps and controls; domestic hot water heat exchangers, chemical water treatment equipment; electrical, electronic, and pneumatic control systems;

compressed air systems.

7.1. Supplier is required to respond to central utility plant and hot and chilled water systems emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

8. Natural Gas and LP Distribution and Combustion Systems

8.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all-natural gas and LP gas distribution and combustion systems equipment including, but not limited to, pipes, valves, controls, pressure testing, and gas leak detection.

8.2 Supplier is required to respond to natural gas and LP gas distribution and combustion systems equipment related failures and emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

9. Plumbing and Sewer and Water Control Systems

9.1. Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all plumbing equipment including, but not limited to, pipes, service pipes, drains, valves, fittings, gauges, sumps, sewer lines, wastewater treatment systems (including chemicals), backflow prevention devices, grease traps, muffin monsters, septic tanks, storage tanks, pumps, water heaters, sinks, showers, toilets, faucets, water purifiers, water softeners, chemical treatment, garbage disposals, washer lines, floor drains, leak detection and electronic and pneumatic controls.

9.2. Supplier is required to respond to plumbing related failures and emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

10. Electrical Systems & Lighting

10.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all electrical systems equipment and lighting including, but not limited to: 12 kV high voltage distribution systems inclusive of transformers, switchgear, cables, and secondary conductors; all switchgear, main panel boards, sub-panels, disconnects, motor starters, uninterrupted power supply, feeders, and wiring; receptacles and switches; conduit; wire breakers; interior and exterior lighting; security lighting; ballast; lighting control systems; exterior pole mounted lights; high mast lighting; lightening protection; transient voltage suppressor (TVSS) systems; lamp replacement.

10.2 Supplier is required to respond to electrical systems emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

11. Heating Ventilation and Air Conditioning (HVAC)

11.1. Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all HVAC equipment including, but not limited to, direct exchange cooling units, heat pumps, air handling units, roof top units, exhaust fans, related distribution piping, pumps, valves, controls, thermostats, coils, refrigerant piping, compressed air systems, ductwork, grills, insulation, chemical treatment, power conditioning, DDC controls (including setting points and controls), pneumatic, electronic controls, and automatic programmable control systems.

11.2. The Supplier is responsible for keeping vents, returns, and ventilation systems clean and free of debris as part of preventive maintenance activity. The Supplier will be required to create a maintenance schedule for inspection of ducts in accordance with industry standards. Ducts should be cleaned on an as-needed basis as dictated by regular inspection, however comprehensive system-

wide cleaning of ducts shall be performed when necessary and will be considered a corrective/unscheduled maintenance task.

11.3. Supplier will change all filters as recommended by the manufacturer, dictated by condition of the equipment or more frequent if needed.

11.4. Supplier will be responsible for keeping vents, returns, and ventilation systems clean and free of debris/dust.

11.5. Supplier is required to respond to HVAC equipment failures according to the response times listed in Paragraph 25.6 of this Attachment.

12. Uninterruptible Power Supply (UPS) Systems and Emergency Generator

12.1. Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all UPS systems and Generator equipment including, but not limited to, static and rotary power supply systems, batteries, generator sets, engines, transfer switches, switch gear, alternators, mufflers, exhaust systems, enclosures, controls, fuel tanks, filters, starters, fuel lines, and fans.

12.2. Supplier will perform a weekly full-load test operation of all emergency generator equipment that will include, but not be limited to, running each emergency generator for the manufacturer recommended amount of time, inspecting emergency generator sets, controls, batteries, charging systems, fuel storage systems, fuel levels, and pumping systems.

12.3. Supplier is required to perform an annual Load Bank Test of all generators and provide results of tests to the designated Authorized User Program Manager/s.

12.4. Supplier is required to respond to emergency generator failures according to the response times listed in Paragraph 25.6 of this Attachment.

13. Security and Alarm Systems

13.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all security systems equipment including, but not limited to, interior and exterior locking control systems (both analog and digital), security fencing, gate operators, gate locks, CCTV equipment, CCTV head-end equipment, low-voltage cabling, cameras, monitors, control panels, intercom systems, locks, locking control systems, fire alarm system, intercom system, paging system, access control system, hard-wired and PLC-based locking controls, PLC based data distribution and intrusion detection systems and transient voltage suppressor (TVSS) systems.

13.2 Supplier's technicians must possess certifications as required by local, state and federal law, rules, regulation and policy.

13.3 Supplier is required to respond to security systems emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

14. Fire Alarm, Fire Sprinkler, and Fire Suppression

14.1. Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance, certifications, and repairs on all fire alarm, fire sprinkler, and fire suppression equipment including, but not limited to, fire alarm panels, exit signs, fire suppression systems, fire extinguishers, smoke detectors, heat detectors, duct detectors, sprinkler heads, standpipes and hoses, fire pumps, chemical systems, post-indicator valves, kitchen hood suppression systems, and fire department connections. This will also include all technologies, including beam, air aspiration and spot detection and the ability to interface with other technologies. Fire alarm, fire safety and fire suppression systems and equipment

inspections/certifications will be performed in accordance with frequencies established by the State Fire Marshal and in accordance with established federal, state and local laws and regulations.

14.2. Supplier will be responsible for keeping smoke detectors clean, and free of debris.

14.3. Supplier is required to respond to fire alarm emergencies including, but not limited to, fire alarm system failures, fire alarm system hard alarms, fire alarm system com fails, fire sprinkler system failures, and damaged sprinkler heads according to the response times listed in Paragraph 25.6 of this Attachment.

15. Water Towers (Selected Facilities Only)

15.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on water towers. Preventive/Scheduled maintenance activities are limited to maintenance tasks associated with the day to day maintenance/operation of water towers to include; valves, piping and water level monitoring systems. Periodic cleaning, inspections, certification and repairs of water towers will not be classified as preventative/scheduled maintenance and will be considered a corrective/unscheduled maintenance task.

15.2 Supplier is required to respond to water tower equipment related failures and emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

16. Kitchen Equipment (Selected Facilities Only)

16.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all kitchen equipment including, but not limited to, ranges, ovens, convection ovens, microwave ovens, fryers, stoves, griddles, char broilers, grills, steamers, toasters, blenders, mixers, grinders, ventilation systems, vent hoods, refrigerators, freezers, coolers, ice machines, steam tables, coffee brewers, and dish washers.

16.2 Supplier is required to respond to kitchen equipment related failures and emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

17. Laundry Equipment (Selected Facilities Only)

17.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on all laundry equipment including, but not limited to, washers, dryers, washer-extractors, tumblers, presses, ironers, and finishers.

17.2 Supplier is required to respond to laundry equipment related failures and emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

18. Grounds/Landscape (Select Facilities only)

18.1 Grounds maintenance and landscaping tasks will be accomplished on a corrective/unscheduled maintenance basis ONLY based on an annual facility grounds maintenance budget to be determined by the Authorized User at the time of award and annually thereafter. Any costs associated with grounds maintenance/landscaping should not be included in the cost to perform any preventive/scheduled maintenance activity.

18.2 The Supplier will develop a landscape maintenance schedule for each facility based on the annual facility grounds maintenance budget provided, to be approved by the State/Authorized User. The

amount of services provided for grounds and landscape each year shall not exceed the budget amount. The objective of landscape services is to maintain the aesthetic appeal of the grounds.

18.3 Supplier will ensure that each facility's property will be maintained to a neat and orderly appearance.

18.4 Supplier will ensure that grass is cut and walkways, curbs, and flowerbeds are edged on an as needed basis as determined by the State/Authorized User.

18.5 Supplier will remove and chemically treat all grass and weeds growing in cracks of sidewalks, curbs, and parking lots.

18.6 Supplier will ensure that all leaves, pine straw, and refuse will be collected and disposed of on an as needed basis as determined by the State/Authorized User. Supplier will remove trash and debris along all landscape areas, fence lines, sidewalks, curbs, and building and site perimeters.

18.7 Supplier will ensure that all storm drains, gutters, drainage ditches, gratings, roofs, roof gutters, and roof downspouts are kept clear and free of debris.

18.8 Supplier will ensure that all grass, flowers, trees, shrubs, and other plant life are appropriately pruned, watered, and maintained, and will apply grass seeds, insecticides, fertilizers, fungicides, post-emergent, pre-emergent, and other lawn and garden treatments/chemicals as the seasons dictate or on an as needed basis as determined by the State/Authorized User.

18.9 Supplier will ensure that all driveways, sidewalks, parking lots, and other paved areas will be cleared of grass clippings, leaves, and debris on an as needed basis as determined by the State/Authorized User.

18.10 Supplier will provide planting services for Authorized User purchased plants, flowers, shrubs, and small trees.

18.11 Supplier will maintain irrigation systems (select locations) to ensure proper operation. Systems are expected to be free of leaks and all sprinkler heads will be inspected a minimum of twice per season to ensure proper coverage and operation. Time clocks and rain gauges will be checked and adjusted to maintain appropriate irrigation for the landscape variety and climatic conditions. Systems will be shut off and drained down as necessary during periods when freezing conditions are likely to occur.

19. Pest Control (Select Facilities only)

19.1 Supplier will develop, implement, and monitor a pest control plan for each facility inclusive of all pests and animals including wood destroying insects. Pest control plan should include thorough inspections of all buildings, effective treatments, monitoring, and preventive measures for positive long-term pest control results. The Authorized User does not require a Termite Bond.

19.2 Supplier will respond to user requests for additional pest control treatments outside the normal pest control schedule if insects and pests are discovered.

20. Swimming Pools (Select Facilities only)

20.1 Supplier will perform Preventive/Scheduled and Corrective/Unscheduled Maintenance and repairs on swimming pools including, but not limited to: inspecting coping, tile, pumps, motors, filters, pool surfaces, paint, underwater lights, piping, cracks, leaks, chemical feeders, automatic controllers; cleaning, sweeping, and vacuuming on an as needed basis; adding chlorine and acids to maintain pool water to safe and proper pH levels on an as needed basis; maintaining filters, pumps, pipes, and heaters.

20.2 Supplier is required to respond to swimming pool equipment related failures and emergencies according to the response times listed in Paragraph 25.6 of this Attachment.

21. Additional Supplier Requirements

21.1 Supplier will be required to be the Authorized User's agent in handling repairs of buildings and systems that are still under warranty.

21.2 Supplier will be required to participate in Authorized User facility inspections and audits, including, where applicable, using Authorized User's auditing tools.

21.3 Supplier will be required to provide patching and spot painting services for walls, ceilings, and floors. Patching and spot painting will be for, but is not limited to holes, deep scratches, and graffiti.

21.4 Supplier will be required to hang grievance boxes, pictures, and other wall items as the need arises.

21.5 Supplier shall maintain, at a minimum, a toll-free after-hours response telephone service to act as a contact for all after-hours and emergency work requests. The telephone service shall maintain an electronic and written log of all contacts, listing the date, time, name of person, facility, work requested, and date, time, and name of Supplier personnel contacted by the telephone service. Electronic and/or written copies of the contact log are to be made available to the Authorized User daily and/or as requested.

21.6 Supplier may be asked by the Authorized User to perform other essential facility functions, including, but not limited to: attending prebid, preconstruction, and other meetings; escorting staff, consultants, and Suppliers; reading utility meters; providing reports, photographs, and cost estimates; creating and maintaining facility emergency response plans; setup and breakdown for special events; and other similar functions. No additional payments will be made to the Supplier for any labor hours for Supplier personnel for any functions performed during normal business hours.

21.7 Secure Detention Facilities

21.7.1 Supplier will be required to perform a formal inspection of all cells at DJJ Secure Detention Facilities (ONLY) a minimum of once per month including inspecting cell doors, locks, lights, plumbing, plumbing chases, sprinkler heads, sprinkler pipes, water closets, windows, beds, furniture, floors, walls, and ceilings. Supplier will document results of monthly cell inspection on the Housing Unit Inspection Form (provided by DJJ). The total number of cells to be inspected will be made available during facility/location site visits.

21.8 Vandalism

The initial determination of whether a corrective/unscheduled maintenance repair is required because of vandalism as defined in the eRFP is the responsibility of the Supplier, however, the Authorized User reserves the right to make the final determination of whether the repair required is a result of an act of vandalism. This final determination is not subject to appeal. It should be noted that clearing of clogs to toilets are not to be considered vandalism under any circumstances. Corrective/Unscheduled maintenance repairs required because of vandalism must be separately identifiable and segregable from all other repair activity in CMMS and on invoice documents.

22. Materials, Spare Parts, Consumables

22.1 Supplier will be responsible for providing all materials, parts, supplies, tools, and consumables

required to provide services as specified in this contract. Existing tools and equipment at included facilities will be available for the Supplier's use for the performance of this contract. However existing tools and equipment and any replacements of such by the Supplier will remain the property of the Authorized User at the completion of this contract. The exact types and quantities of equipment that will be available for contractor use may be made available during facility/location site visits, however a comprehensive inventory of equipment/tools available for contractor use in not available prior to contract award

22.2 Reimbursable Materials

The Supplier is required to ensure that all reimbursable material cost is fair and reasonable. The Supplier must maintain adequate support documentation that substantiates their determination that material costs for which reimbursement is requested/invoiced are fair and reasonable and such documentation must be made available to the Authorized User upon request. Documentation must be maintained for a period of 24 months from the date of invoice payment. The State currently recognizes the following price/cost analysis techniques to support determinations that price/cost is fair and reasonable; (a) Adequate price competition (multiple bids), (b) Comparison with prices previously paid for similar/like items, (c) Comparison with published price list, published market prices, discount or rebate arrangements, (d) Comparison with prices obtained through market research, (e) other industry specific generally accepted price/cost analysis techniques and (f) Pre-established pricing arrangements with suppliers. The Authorized User reserves the right to require the Supplier to further substantiate reimbursable material cost that the Authorized User determines are not fair and reasonable prior to the payment of an invoice containing material reimbursement line items.

22.3 Supplier will adhere to the tool control SOP of each Authorized User.

22.4 Supplier shall develop, implement, and monitor a process for the procurement and inventory management of critical spare parts and consumable parts/materials to ensure that maintenance work is performed in a timely and cost-effective manner.

22.5 Supplier will be responsible for ensuring availability and/or storage of adequate stocks of critical spare parts/materials. Critical Spare Parts include components that are critical to the reliability and performance of building systems. Within a reasonable time after award of an Authorized User contract/order, the Supplier and the designated Authorized User Contract Manager will determine the required item and stock levels of critical spares to be maintained. Critical spare parts/inventories may already be on-hand within each Authorized User, however, if an Authorized User requires establishment, additional or replenishment of critical spare parts, the Supplier is responsible for acquisition of the parts in accordance with paragraph 22.2 (above). The Authorized User will reimburse the Supplier for those costs associated with the acquisition of critical spare parts based on the actual cost plus the material mark-up percentage provided in the proposal.

22.6 Consumable parts/materials include parts that are utilized in the operation and maintenance of Building Systems, but are not considered to be critical. The Supplier shall be responsible for ensuring that consumable parts/materials are available in a timely manner.

22.7 Supplier will administer and manage all warranties and manufacturer service contracts relating to equipment or parts used in the Authorized User's Building Systems under its control. Supplier will coordinate, supervise, and approve all work performed under these contracts, and shall ensure that service personnel adhere to appropriate procedures, conduct, and standards while on site.

22.8 Supplier will dispose of all materials in a manner that meets all local, state and federal regulations.

23. Hazardous Materials

Supplier is required to follow all Authorized User Policies, State Fire Marshal regulations, OSHA regulations, Building Codes, and Georgia's "Right To Know" laws in using, handling, and storing and disposing of all hazardous materials. Supplier shall maintain on each site a current hard copy record set of Material Safety Data Sheets (MSDS) for all items that pose a physical or health hazard.

24. Standard Repair Service Response Times

24.1. The Supplier shall be required to provide critical repair services within a dependable time frame. To insure the performance of this fundamental contract requirement, the following list of critical repairs and associated completion times are included and thereby made part of the contract. By his bid proposal and by signing the contract, the successful bidder agrees to perform the listed tasks within the indicated time frame and acknowledges that failure to do so may result in issuance of a corrective action request (CAR) in accordance with paragraph 33 of the scope of services. The response times provided below are considered "standard" for corrective maintenance services performed under the contract, however individual Agencies may, at their discretion, require more stringent or lenient response times, by facility/location, based on operational needs. Authorized User level response times will be incorporated based on mutual agreement of the parties, and will be included in individual Authorized User contracts/orders executed against the Statewide Contract

Non-emergency response times	Initial Response (days)	Completion (days)
Grounds/Landscape	1	7
Pest Control	1	7
Swimming Pools	1	7
Facility Property	1	7
Site Utilities and Distribution System	1	7
Building Envelope and Structure	1	7
Central Utility Plant and Hot and Chilled Water System	1	7
Natural Gas and LP Distribution and Combustion Systems	1	7
Plumbing and Sewer and Water Control Systems	1	7
Electrical Systems and Lighting	1	7
Heating Ventilation and Air Conditioning (HVAC)	1	7
Emergency Generator	1	7
Security and Alarm Systems	1	7
Fire Alarm, Fire Sprinkler and Fire Suppression	1	7
Water Towers	1	7
Kitchen Equipment	1	7
Laundry Equipment	1	7

7

24.2. Factors that delay completion other than the actual time required to get appropriate personnel to the location of the repair and the time required to perform the work, can be added to the allowed completion time, provided that the Authorized User is informed in advance and concurs with the additional delay.

24.3. The Supplier is responsible for maintaining, tracking and reporting statistics to the Authorized User associated with repair times to include initial response times and completion times as part of the CMMS.

24.4 Repairs consist of identifying what keeps an asset from operating properly, correcting or replacing defective components to make it operate correctly, and verifying that the asset is performing properly after the repair. The Supplier may perform repairs on site, or equipment may be sent off site to independent sources for repair. Where practical, the Supplier will provide, install, and maintain substitutes for unavailable equipment to minimize impact on users.

25. After-Hours and Emergency Requests and Repairs

25.1 Supplier will develop, implement, and maintain a process for responding to "after-hours" and "emergency" requests and repairs. The process the Supplier implements will provide for response to work orders/requests on a 24 x 7 basis and will allow each facility to communicate directly with the Supplier.

25.2 "After-hours" is defined as occurring outside of the normal operating business hours of a specific facility/location. "Normal operating business hours" are defined as period consisting of 8-hours (excluding meals) per day, 5 days per week. The exact hours and specific days that comprise normal operating business hours for facilities/locations may differ. Supplier will adhere to the specific normal business hours at each facility.

25.3 "Emergency" requests are defined as repairs/requests of such urgent or important nature that delaying the response may cause undue harm to individuals or Building Systems, or seriously impact business operations.

25.4 Supplier will provide for emergency coverage on a 24 x 7 basis and when notified of an emergency repair/request, the Supplier will respond as soon as possible, but within the response times listed in Paragraph 25.6 of this Attachment. In case of an emergency request, the Supplier shall provide additional staff, resources, and/or equipment as needed.

25.5 The Authorized User will reimburse the Supplier for those costs associated with after-hours and emergency services in accordance with the Corrective Maintenance- After Hours & Emergency line items and the material markup line item provided with in the Offeror's Cost Proposal.

25.6 Standard Facility Property Emergency Response Time

The response times provided below are considered "standard" for emergency service performed under the contract, however individual Agencies may, at their discretion, require more stringent or lenient response times, by facility/location, based on operational needs. Please note that call back response time must be within an hour. The listed response time below are for getting a technician on to the facility grounds. Authorized User level response times will be incorporated based on mutual agreement of the parties, and will be included in individual Authorized User contracts/orders executed against the Statewide Contract.

		RESPONSE TIME	
TYPE OF EMERGENCY SERVICE	***FREQUENCY***	**NORM BUS HRS**	**AFTER-HOURS**
Kitchen Equipment	As Occurs	2 hours	4 hours
Grounds/Landscape	As Occurs	2 hours	4 hours
Emergency Generator	As Occurs	2 hours	4 hours
HVAC	As Occurs	2 hours	4 hours
Fire Alarm	As Occurs	2 hours	4 hours
Fire Sprinkler	As Occurs	2 hours	4 hours
Electrical Systems	As Occurs	2 hours	4 hours
Central Utility Plant Systems	As Occurs	2 hours	4 hours
Security Systems	As Occurs	2 hours	4 hours
Lighting	As Occurs	2 hours	4 hours
Plumbing and Sewer	As Occurs	2 hours	4 hours
Laundry Equipment	As Occurs	2 hours	4 hours
Natural Gas & LP Gas Dist. and Combustion Systems	As Occurs	2 hours	4 hours
Building Envelope and Structure	As Occurs	2 hours	4 hours
Water Tower	As Occurs	2 hours	4 hours

Swimming Pool	As Occurs	2 hours	4 hours
Hazardous Material	As Occurs	as required by regulatory authority	as required by regulatory authority

26. Workforce

26.1 Supplier personnel and subcontractors shall be required to wear uniforms that consist of professional looking coordinated attire, clearly identifying them as employees of the Supplier or subcontractor. Uniforms shall be maintained in a neat, clean, and free from excessive wear manner. Vehicles such as golf carts should be provided by the Supplier. Vehicles of the Supplier and subcontractors shall be properly identified as belonging to the Supplier and subcontractors.

26.2 Supplier shall provide the designated Authorized User Contract Monitors with a current personnel roster of its employees providing services for the State/Authorized User, at the initiation of the contract, whenever any changes are made to personnel, and upon request of the State/Authorized User. The personnel roster shall include the employee's name, job title, location and contact information.

26.3 The Authorized User Contract Manager (may also be referred to as the Facility Contract Manager, On-Site Lab Manager, Director of Maintenance or Authorized User Contract Monitor) will have the ability and reserves the right to determine maintenance and facility priorities and redirect the Supplier's labor if the Authorized User deems it necessary. Examples of facility priorities include (but are not limited to); life safety issues, natural hazards, State declared emergencies, detainee escapes/escape attempts, HVAC failure and generator failure.

26.4 Supplier will be required to provide appropriate training to workforce. Workforce may be required to attend and pass Authorized User provided training classes.

26.5 All employees of the Supplier and any subcontractors wanting to perform work at any one of the Authorized User facilities will be required to abide by all Authorized User Policies.

26.6 Minimum staffing requirements required by facility/location as provided in the "Minimum Resident Staff" column (Column I) of the Facility Profile Matrix (Attachment C) must be full time employees of the primary Supplier. The Supplier will be required to provide personnel that meet or exceed the job specification requirements for a General Trades Craftsman as defined below, to fill the minimum resident staffing requirements for specific facilities as identified in the Facility Profile Matrix (Attachment C). The Authorized User reserves the right to adjust the number and/or the skill level of Minimum Resident Staff assigned to facilities/locations over the life of the contract. Any adjustments to the number and/or skill level of the Minimum Resident Staff will be accomplished by contract amendment based on a negotiated agreement between the Supplier and the State Authorized User.

26.6.1. General Trades Craftsman Job Description: Performs facility maintenance/repair, renovation and construction related repair services. Installs and maintains security, climate control and other facilities systems. Specifically:

i. Performs routine preventative maintenance to ensure that machines operate smoothly, efficiently and physical conditions of the buildings does not deteriorate.

ii. Assembles, installs and/or repairs wiring, electrical and electronic components, pipe systems and plumbing, machinery and equipment.

iii. Diagnoses and corrects mechanical and structural problems, checking blueprints, repair manuals and parts catalogs.

iv. Ensures all maintenance conforms to quality standards and designated timeliness.

v. Handles hazardous materials in accordance with laws and regulations.

vi. Installs, maintains evaluates and repairs any components of the facility systems.

vii. Operates plant equipment and building automation systems.

viii. Operates trade related tools and equipment; maintains/ assists an accurate inventory of all materials and tools.

ix. Performs basic and skilled painting, carpentry and roofing tasks.

x. Performs general maintenance and repair work on facilities and equipment.

xi. Reads and utilizes blueprints, plans, drawings and sketches to determine the work to be performed and resources required.

xii. Repairs and performs maintenance on plumbing fixtures, lighting and HVAC systems.

xiii. Wears safety equipment and observes all safety practices and regulations.

Sample Technical Competencies:

i. Knowledge of the standard methods, practices, tools and equipment used in a variety of building maintenance.

ii. Ability to repair and maintain tools and equipment.

iii. Ability to safely work at various heights on ladders, platforms and scaffolds.

iv. Ability to install, repair and maintain component parts of building systems.

v. Knowledge of plant equipment and building systems.

vi. Skill in use and application of equipment and tools.

Experience Requirements:

i. Five years' experience in building repairs and maintenance or in the specific area of assignment.

26.6 Specific Requirements

26.6.1. Supplier shall provide a skilled workforce, with the necessary qualifications, certifications, and experience to perform the full scope of services requested. Supplier shall maintain the minimum number of on-site, full time personnel at each facility listed in the Facility Profile Matrix (Attachment C), during normal business hours.

26.6.2. For purposes of supervision and administration, the Supplier shall divide the facilities for which he has responsibility into Maintenance Service Regions. Each region shall have within its overall total staff individuals skilled in each of the technical fields:

HVAC, Electrical, Electronics, Detention security control and locking systems and Plumbing, and a minimum of one (1) regional Supervisor. The qualifications of the Supervisor shall include journey level skills in at least one (1) of the maintenance technical fields. The number of staff listed as the minimum for each site shall be the number of individuals assigned permanently and solely to that site. The Supplier shall identify the number of staff listed as shared between the sites within a Maintenance Service Region, along with the type and level of skill possessed by each individual. The Supplier shall be required to maintain the quantity and skill level of staff proposed in his bid, both at each site, and within each Maintenance Service Region. The minimum number of personnel required relates to maintenance workers and shall not include clerks, secretaries, or other support related support staff.

26.6.3. In addition to the staff listed above, the Supplier shall maintain a minimum of one (1) qualified Program/Project Manager with management responsibility over the entire contract and supervisory responsibility over all regions and facilities.

26.6.4. Vacant Positions

Supplier must fill any full-time positions that it submitted in its proposal, within 45 calendar days of the date of any vacancy. The Supplier will submit a Monthly Positions Status Report (form to be provided by the Authorized User) with its monthly invoice for reporting the status of these positions. For each calendar day beyond 45 days that a position stays vacant, the Supplier will credit the Authorized User the amount of daily salary, including fringe benefits, for that position. For positions that will be shared among more than one Authorized User, the credited salary will be prorated among those Agencies, as determined by the State. Prior to the Service Commencement Date, the Supplier will provide each Authorized User a complete list of positions assigned to this Contract. Supplier will provide a spreadsheet of all the positions that will service Authorized Users location to Authorized User agent. Spreadsheet will detail all the fringe benefits, salaries, position titles and total cost per day.
Vacant positions are considered filled on the first day the employee reports to work on-site at the designated facility.

26.7 Background Investigation

26.7.1. Supplier is required to have all employees and subcontractor follow State Authorized User policies and procedures.

26.7.2. Except as noted above, no applicant will be allowed to perform duties under the resultant contract until the background/criminal history check has been completed by the Facility in which the employee will be working and the facility manager approves the background history. Any staff who will work in multiple facilities may be required to obtain background investigations from each Facility/Authorized User supported. Pre-employment drug testing on all applicants who have been offered employment is required. Supplier shall be responsible for all costs associated with this testing.

26.7.3. The Supplier must agree to cooperate with all investigations required by State/Authorized User. All State staff conducting such investigations will have and be provided unimpeded access to the facility, facility grounds and property, staff and residents/inmates. The Supplier will require all employees to sign a pre-employment agreement indicating they understand and agree to cooperate with investigations when ordered to do so by the State/Authorized User.

26.7.4. The Supplier agrees to implement written procedures requiring all staff who have been arrested for any offense to make a report of their arrest to their immediate supervisor and to the designated State Authorized User Program Manager/s.

26.7.5. Failure of the Supplier/Offeror to comply with the above procedures regarding background checks, incident reporting, reporting of staff arrests and investigations could result in cancellation of the contract.

27. Office and Storage Space

The Authorized User will provide the Supplier with office and storage space for equipment, tools, materials, supplies, and cleaning supplies in the form of existing maintenance and storage space at each facility. The Authorized User will provide associated regular utilities (i.e. electric, gas, telephone, plumbing, etc.) for all Authorized User provided office and storage space. The Supplier will be responsible for computer and office related equipment and Internet connectivity. The Supplier is required in correctional facility settings to safeguard its computer from any use by inmates/residents

28. Tool and Key Control

28.1 Supplier is required to follow each Authorized User's Policies on Tool and Key Control.

28.2 Supplier will be responsible for daily, weekly, and quarterly tool accountability and reporting in accordance with Authorized User standard operating procedures.

28.3 All tools must have etched serial numbers.

28.4 All tools must be stored in a secure location always, hung on shadow boards, or locked in lock boxes. All lock boxes must include a complete list of contents.

28.5 Supplier will be required to make keys, order keys, make key chits, and solder key rings.

29. Computerized Maintenance Management System (CMMS)

29.1 The Supplier will be responsible for providing a web based Computerized Maintenance Management System (CMMS) that shall have as it's users both Supplier staff, staff of the agencies and staff of others (as determined by the State/Authorized User). Supplier responsibilities/requirements for facility management include barcoding and scanning Authorized Users assets into the CMMS. The provided solution must meet the following minimum standards:

29.1.1 A comprehensive maintenance work management solution for planned and unplanned activities including preventive, reactive, and condition-based maintenance, schedule management, resource optimization, inventory planning, asset management, monitoring, and costing, long and short-term planning, report creation and management, warranty tracking, and key performance indicators.

29.1.2 Use of a non-proprietary industry standard database, preferably Oracle or Microsoft SQL, which will afford ease of data migration to a statewide enterprise CMMS system, should one become available in the future. Application functionality should not occur at the database level.

29.1.3 The CMMS must be able to sync and process data from Maintenance Connect.

29.1.4 The Supplier shall host the CMMS system. Access from Authorized User sites shall be based on secure IP connectivity across the Agencies LAN/WAN infrastructure.

29.1.5 The Supplier will perform all CMMS administration and support and shall provide

initial and annual refresher training (or on an as needed basis as determined by the State/Authorized User) to Authorized User staff on the CMMS system. However, where it accrues to the benefit of the Authorized User for Authorized User staff to perform any application administration responsibilities, the Supplier shall train designated users as application administrators and shall provide for those users to have the appropriate level of application access.

29.1.6 The application shall operate on Microsoft Internet Explorer 9.0 browser at a minimum, and IE 11.0 at a maximum. The application should also be able to work on 2 editions removed from latest edition of Chrome and Firefox.

29.1.7 The CMMS solution shall not require any PC client software.

29.1.8 If data integration with existing Authorized User systems is desired by the Authorized User, the Supplier shall work cooperatively with the Authorized User's Office of Information Technology and provide resources to enable said integration.

29.1.9 The Supplier shall be responsible for all CMMS system hardware and software, hardware and software installations, upgrades, repairs, annual maintenance service agreements, updates, and maintaining system and associated equipment.

29.1.10 All nameplate data for every piece of equipment shall be maintained in the CMMS system and every piece of equipment shall have a unique identifier code.

29.1.11 The Supplier shall be responsible for barcoding and scanning Authorized Users assets into the CMMS system at a price (by facility) to be negotiated with Authorized Users.

29.1.12 Each piece of equipment shall have a CMMS integrated identifier sticker with barcode, and identifier and barcode information shall be printed on each service ticket and work order.

29.1.13 The Supplier's staff should use latest technologies to utilize barcodes and/or radio frequency identification (RFID) in performing routes/rounds, observations, inspections, and repairs. Mobile devices should record work status, materials, time and attendance, failure codes, tools, and comments at a minimum, and have the capability to create new service tickets and work orders on demand, and capture signatures for completed tasks. Data created and captured in the mobile devices can be wirelessly transmitted to the CMMS or stored and forwarded via a docking cradle. The Supplier is responsible for all equipment and associated costs for mobile devices. The Supplier shall follow State Authorized User policy on mobile device usage.

29.1.14 The CMMS shall have the capability to trace duplicate work requests and work orders.

29.1.15 The CMMS shall have the capability to track and report repair time frames as required by paragraphs 24.1 and 25.6 of this Attachment.

29.1.16 The Supplier shall provide the Agencies with customized reports on request.

29.2 If in the future, the State as an enterprise implements a statewide CMMS system, the Supplier will provide resources to assist the migration of existing data to the new system, and will adopt the new system for the performance of this Contract. If this occurs, the Agencies and Supplier negotiate and add services to the Contract.

29.3 If a State Authorized User has an existing CMMS system, the Supplier has the option

of taking over this system and incorporating it into his operations. The integration and proper use of any components of this system will be the responsibility of the Supplier and the Supplier will be required to modify or upgrade this existing system to meet all CMMS requirements specified herein.

29.4 All data elements resident in the CMMS system associated with the performance of the contract is the property of the respective Authorized User(s).

30. Meetings and Reporting

30.1 The Supplier shall formally meet with Authorized User Contract Managers either separately or jointly, a minimum of one (1) time per month to discuss the previous months facility maintenance services. The Agencies will decide monthly if the formal meeting will be a separate or joint meeting.

30.2 At all formal meetings, the Supplier will provide the supported Agencies with written reports, charts, statistics, costs, workforce status and utilization, etc. detailing the previous month's maintenance activity.

30.3 The Supplier also agrees to provide the Authorized User with customized reports as requested by, and at the intervals requested, from the State/Authorized User.

30.4 A daily report in electronic and/or hard copy format must be provided to each Authorized User Contract Manager detailing status of work requests for all after-hours, emergency, life-safety, and other critical system items.

31. Authorized User Contract Monitors

31.1 The Agencies shall have the right and authority under the Contract to monitor the Supplier's performance hereunder. The Supplier shall have no control over the activities of the Authorized User Contract Monitors, supervisory or otherwise.

31.2 The Authorized User Contract Monitors shall have immediate, complete and unrestricted access to all documents and computer and electronic data in any way pertaining to the obligations of the Supplier under this Contract, unless restricted by Federal and/or State law, including but not limited to facility records, personnel files and financial records. Upon the request of the Agencies, the Supplier agrees to provide a copy of documents within seventy-two (72) hours of the request.

31.3 The Authorized User Contract Monitors shall have immediate and complete access to all meetings, staffing, and hearings that in any way pertain to the obligations of the Supplier under this Contract. The Authorized User Contract Monitors may not, however, have access to meetings with legal counsel retained by the Supplier unless permitted by the Supplier. Supplier shall provide reasonable notice to the Authorized User Contract Monitors in advance of such meetings, staffing, and hearings, including those with legal counsel.

31.4 The Supplier agrees to hold regularly scheduled meetings with the Authorized User Contract Monitors and with other staff of the Authorized Users as requested to report on the operations of the facilities and to respond to any questions raised by the Authorized Users. Supplier agrees that a representative of the Supplier having supervisory responsibility and authority to address the issues raised shall attend said meetings.

32. Invoicing

32.1 Supplier will invoice each Authorized User separately a minimum of one (1) time per month. The Supplier will invoice the Authorized User for preventive/scheduled maintenance and minimum resident staff line items for each facility based on the extended (annual) price in the cost proposal divided into twelve (12) equal monthly installments. The Supplier will invoice all other line items based on the unit price, unit of measure in the cost proposal multiplied by the actual quantity expended/incurred to perform the services during a given month. Supplier must provide all documents submitted for invoice in both electronic and hard copy format. Hard copies of documents must be submitted in duplicate.

32.2 An Excel spreadsheet or similar document summarizing all invoiced items must be included with invoice for each Authorized User. Summary must give all pertinent information for each contract line item being invoiced.

32.3 The Authorized User reserves the right to reject any line item invoiced that is not considered reimbursable, is not complete, lacks the proper paperwork, or for any other legitimate reason.

32.4 The Authorized User reserves the right to add to or modify the invoicing requirements as needs arise and conditions dictate.

32.5 The execution of this contract may require multiple Authorized User Contracts; therefore, the invoice remittance address will be included in each Authorized User Contract. Electronic invoicing is permissible based on the capability of the Authorized User to accept and process electronic invoices.

33. Poor Performance / Rework

The Authorized User may issue corrective action requests (CARs), to the Supplier for preventive/scheduled or corrective/unscheduled maintenance task/actions performed by the Supplier that are determined to be deficient in any manner. The Supplier must rectify the deficient performance within 5 business days or provide a corrective action plan that outlines procedures/timelines for accomplishing the corrective action/s All costs (material and labor) associated with any rework/re- performance of preventive and/or correction maintenance tasks required because of poorly/deficiently performed preventive and/or corrective maintenance tasks shall be the sole responsibility of the Supplier. There will be quarterly performance of Supplier/subcontractor staff assigned to facilities by both Authorized User and Supplier. If poor performance is noted for a Supplier/subcontractor staff the Authorized User can make recommendations pertaining to that staff for further training up to termination specific to that staff working for the specific Authorized User.

34. Standards and Qualifications

The Supplier shall meet all licensing and certification requirements required by Federal, State, and Local regulating bodies.

35. Specialized Qualifications

35.1. Due to the critical nature of the following systems, the Supplier is required to provide staff, either its own or subcontractor, who possess additional qualifications to those licenses and certifications specified in the above paragraph. These systems are:

35.1.1. Security and Alarm

35.1.2. Fire Alarm, Fire Sprinkler and Fire Suppression

35.2. The additional qualifications required of Supplier's or subcontractor's staff working on the above systems (38.1.1 and 38.1.2) are:

35.2.1. One staff member (who may be a contractor to the Supplier/Subcontractor) must possess at least a Bachelor of Science in Electrical Engineering with a minimum of 5 years' experience in design, installation, service and maintenance of these systems; and

35.2.2. Service/repair technicians must possess a minimum of 3 years' experience in the procurement, project management, installation, troubleshooting, repair (to board level), diagnostics, programming and debugging of these systems; and

35.2.3. Installation technician, if different than above service/repair technician, must possess a minimum of 2 years' experience in the installation, programming and troubleshooting of these systems.

35.2.4. The Supplier/Subcontractor and its service /repair technician must be manufacturer-certified in the system to be serviced.