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REQUEST FOR PROPOSAL

OPERATIONS AND MAINTENANCE SERVICES

FOR

BUILDING SERVICES DEPARTMENT

Pursuing Customer Satisfaction

Always Responsive

ISSUED

RESPONSE DUE:

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NOTICE OF
REQUEST FOR PROPOSAL

FOR

OPERATIONS AND MAINTENANCE SERVICES FOR BUILDING SERVICES DEPARTMENT

T-6-0769-027-21011

THE CITY OF HOUSTON

The City of Houston Finance & Administration Department invites prospective contractors to submit a written proposal for a operations and maintenance services for the Building Services Department. Proposals are solicited for this service for the City of Houston in accordance with the terms, conditions and instructions as set forth in this Request for Proposal (RFP).

- This Proposal is available on the Internet from: <http://purchasing.houston.gov>

In the event you do not have download capability, the RFP document may be obtained from the Finance & Administration Department, Strategic Purchasing Division, Basement Level, Room B121A, City Hall, 901 Bagby, Houston, Texas 77002.

The City of Houston, Texas will receive proposals at the City Secretary's Office, City Hall Annex, Public Level, 900 Bagby, Houston, Texas 77002 until **Friday, April 21, 2006 at 2:30 P.M.** No proposals will be accepted after the stated deadline.

Questions concerning the Proposal should be submitted to, Strategic Purchasing, High Technology, Room B403, City Hall, 901 Bagby, Houston, Texas 77002, Attn: Richard Morris, phone: (713) 247-1772, fax: (713) 247-2136, richard.morris@cityofhouston.net no later than 5:00 P.M on Monday, March 27, 2006.

There will be a **Pre-Proposal Conference on Wednesday, March 15, 2006 from 9:00 a.m to 12:00 p.m.** in the City Hall Annex Council Chambers, P112 on the Public Level. Bidders are required to sign-in with security at least 15 minutes prior to the noted starting time. Tours and technical information reguarding the facilities contained within this RFP are scheduled for Monday thru Friday, March 20, 2006 to March 24, 2006.

All proposals will be required to comply with City Council Ordinance No. 78-1538, passed August 9, 1978, relating to Equal Employment Opportunity Contract Compliance. The City reserves the right to reject any or all proposals or to accept any proposal or portion of a proposal deemed to be in the City's best interest.

_____ _____
Calvin D. Wells Date
City Purchasing Agent

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INTRODUCTION

1.1 Project Overview

The Building Services Department manages more than 300 City-owned buildings. These facilities include the Police Stations, Fire Stations, Municipal Courts, Public Works Facilities, Library Facilities, Health Facilities, Communication Sites and General Office Environments.

BSD is responsible for the day-to-day maintenance and operation of these properties

1.2 RFP Goals and Objectives

The primary objective in issuing this Request for Proposal (RFP) is to gather proposals from experienced operations and maintenance services firms (hereinafter referred to as the "Bidder" or "Vendor") to provide twenty-four (24) hour supervision of operation and maintenance services for City of Houston (City) owned properties. Based on the responses, selected Bidders will be evaluated in depth. Participating Bidders are expected to respond to this RFP in the format described in Section 3 "Required Responses". Should a Bidder choose to provide additional services, this information must be provided for and priced separately from the rest of the proposal.

Contract Term:
The initial term of the contract resulting from award of this RFP will be three (5) years, with two (2) optional one-year renewals. The contract will be self-renewing unless terminated consistent with provisions of the contract.

Maintenance Objectives:

Safety, reliability, energy conservation and utility cost reduction, through development and implementation of a proper operations maintenance program, are paramount among the City's goals in securing these services.

Preventive maintenance; safe, effective, efficient and timely operations; maintenance and repair of facility equipment and systems are key areas of concentration for the selected Bidder. It is the intention of this RFP that all equipment shall continue to operate in "First Class" condition on a continuous basis, without interruption or disruption of operations and activities occurring in the Facilities. The BSD Director's prior written consent is required before any Facility may be closed for maintenance or repairs.

"First Class" condition, in relation to the original systems and equipment, means operating in accordance with required conditions, and performing the functions intended within manufacturer's tolerances or required practices for efficient, safe, predicable and dependable performance. In relation to replacement parts and materials, "First Class" shall mean equal or better quality than installed during the original construction. Equipment which is listed on the "First Class Condition Exception List" shall be maintained by the Contractor in safe working condition for the term of the contract or until the department budgets to replace.

Hours of Operation:

The selected Bidder shall provide on-site staffing for all operation and maintenance coverage requirements. (See Attachment "B" Portfolio Summary for Hours of Operations for Facilities) Also, required is 24 hour emergency response for all City of Houston properties covered by this contract.

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Scope of Work:

The successful Bidder shall be required to provide comprehensive operations and maintenance services as described below and in accordance with Attachment A – Draft Service Agreement Form—Legal Requirements, attached hereto and made a part of this RFP. The summary of the portfolio covered by this RFP is indicated in Attachment B Portfolio Composition Summary. The term portfolio as used in this RFP refers to all locations as described in Attachment B. For the purposes of this bid, the individual properties will be referred to as "Facilities" and are to be treated as separate entities for budgeting, staffing and service delivery purposes.

Bidder's scope of responsibilities shall include:

1.2.1.1 Provide the range of services to specific Facilities as delineated within Attachment B Functional Matrix. Bidders need to understand that the City has no tolerance for non-compliance with codes and regulations in the delivery of the services noted in Attachment B.

1.2.1.2 Provide account management to ensure services are delivered consistent with the stated scope of services, specifications and service expectations. Management services to include sourcing, supervising and evaluating current service delivery methods and submitting enhancement opportunities to improve quality, customer service and cost performance as well as satisfying current and new business requirements (refer to Exhibit D-1 General Management for details).

1.2.1.5 Provide dedicated account management, administrative, certified technical and general maintenance staff consistent with the personnel qualifications as shown on Exhibit D-1A. Staffing plans are to satisfy daily maintenance and service workload and coverage objectives consistent with established service level agreements, service level response goals and other City requirements. Staffing considerations include:

- Develop staffing plans that minimize overtime expenses by planning and advance scheduling of recurring work tasks to assigned staff on off-shifts or split shifts.
- Develop operating plans and strategies which ensure that adequate resources are available at all times to properly support or respond to the scale and technical complexity of the building systems and events.
- Provide effective communications and coordination with major capital improvement initiatives that are directly managed by other organizational entities.

1.2.1.3 Provide financial processing and reporting services to ensure fiscal controls are appropriately applied, financial reports are a true reflection of expenses incurred, invoices are approved and appropriately funded, and budgets are developed consistent with requirements (refer to Exhibit D-2 Finance and Administration for details).

1.2.1.4 Provide weekly, monthly, quarterly and year-to-date operational reporting services which highlight operational issues and summarize the preventive maintenance, remedial work requests, Facility management and infrastructure project management workload results as the fiscal period progresses. Reports

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to be prepared at the Facility level with applicable portfolio summaries presented (refer to Exhibit D-3 Operational Reporting for details).

1.2.1.6 Provide a comprehensive technology platform to effectively integrate the work order processing and reporting functions. Capabilities provided to include the means to effectively manage the remedial service request and preventive maintenance work order processes, budgeting and accounting requirements, procurement initiatives and processes, performance management program tracking and reporting, and project management assignments. City access to information to be facilitated through a customized system with highly secured protection capabilities (refer to Exhibit D-4 Technology for details).

1.2.1.7 Provide management services for all sub-contracted vendors ensuring services are delivered consistent with agreement terms, service specifications and City expectations. Monitor vendor performance and approve all vendor invoices. As necessary update service specifications based on changing business needs and periodically evaluate alternative sourcing opportunities (refer to Exhibit D-5 Vendor Management for details).

1.2.1.8 Develop, maintain and communicate the policies and procedures associated with the delivery of efficient and quality operations and maintenance services in support of the various City facilities, tenants, and operations. Library of Facility drawings, manuals or electronic files will include comprehensive tenant's manuals, safety programs, emergency procedures (per established City guidelines), building operations and maintenance procedures (refer to Exhibit D-6 Documentation, Procedures and Manuals for details).

1.2.1.9 Provide comprehensive capital planning services associated with infrastructure systems to ensure critical business operations are as free as possible from interruptions due to equipment failures and changing business requirements are accommodated within the infrastructure system's capacities (refer to Exhibit D-7 Capital Planning for details).

1.2.1.10 Provide complete and efficient operational management of all base building infrastructure systems. Ensure all business environments with full 24/7 auxiliary back-up power capabilities are protected from internal and external interruptions. Ensure all business environments without full 24/7 back-up capabilities are free from controllable interruptions (refer to Exhibit D-8 Business Continuity for details and Exhibit E – Equipment List).

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1.2.1.11 Provide the expertise, supervision, maintenance, repair and project management services associated with the various building systems and services within designated Facilities. Ensure all systems function as designed to maintain system reliability and conserve energy. Identify improvement opportunities to increase reliability, extend capabilities and reduce operating costs. Refer to the following Attachments for details:

- Exhibit D-10 Electrical Services
- Exhibit D-11 Energy Conservation/Energy Management
- Exhibit D-12 Fire/Life Safety Services
- Exhibit D-13 General Building Maintenance Services
- Exhibit D-14 Infrastructure Project Management
- Exhibit D-15 Mechanical Services
- Exhibit D-16 Lighting Maintenance
- Exhibit D-17 Plumbing Services
- Exhibit D-18 Janitorial Services
- Exhibit D-19 Preventive Maintenance
- Exhibit D-20 Remedial Work Requests
- Exhibit D-21 Central Service/Call Center
- Exhibit D-22 Electronic Security
- Exhibit D-23 Environmental, Health and Safety
- Exhibit D-24 General Services
- Exhibit D-25 Waste Disposal Services
- Exhibit D-26 Pest Control Services
- Exhibit D-27 Grounds Maintenance Services
- Exhibit D-28 Elevator Maintenance Services
- Exhibit D-29 Window Washing Services

1.2.1.12 Provide preventive/predictive maintenance and property inspections supporting designated Facilities, including, but not limited to, base building mechanical, electrical, fire/life safety and plumbing systems to keep same in good working order and in compliance with manufacturer's recommendations and industry best practices (refer to Exhibit D-19 Preventive Maintenance for details).

1.2.1.13 Maintain effective customer relations. Develop and implement procedures to define and ensure the prompt handling of remedial work requests, including the proper communication channels, service level response goals and service workload tracking mechanisms (refer to Exhibit D-20 Remedial Requests for details).

1.2.1.14 Develop and implement 24-hour emergency response and procedures for responding to building alarms and severe weather conditions that affect life safety, physical assets or business operations. Ensure off-hour response to alarm condition procedures include on-site response by certified personnel

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within 1 hour to supplement the on-site coverage staff. Participate in the development of emergency response plans and execute the support responsibilities identified for the operations and maintenance vendor by those plans.

1.2.1.15 Designate a safety officer to coordinate all regulatory, building code, fire and safety requirements and to develop, implement and maintain the following:

- An effective program supporting all OSHA regulations, regulatory reporting requirements and safety related training requirements.
- A materials safety data sheets program (MSDS) for all chemicals used at any site contained within the portfolio under the Vendor's range of responsibilities.
- Periodic review, planning and implementation of ADA required enhancements.
- Develop, implement and maintain emergency action plans for all facilities and designate emergency safety director per the City of Houston Fire code of Ordinance.

1.2.1.16 Provide service/call center services to receive customer work requests, process remedial and preventive maintenance work orders and implement emergency and normal response procedures. Maintain and tabulate the information required to effectively prepare monthly, quarterly and annual workload, financial and management reports. Develop and administer a process for measuring customer satisfaction at a discrete business level; analyze results and translate survey results into specific business improvements (refer to Exhibit D-21 Service/Call Center for details).

1.2.1.17 Provide electronic security equipment repair and maintenance services at designated properties within the portfolio. Functional components include automated detention systems, intrusion alarm systems, CCTV, video surveillance and recording, duress alarm equipment, motion/noise detectors, door contacts, access control system equipment, x-ray machines, magtometers and other electronic equipment and devices (refer to Exhibit D-22 Electronic Security for details).

1.2.1.18 Provide general services at designated Facilities consistent with service specifications and expectations. Evaluate services to be sub-contracted or re-bid to realize process improvements or cost savings, prepare detailed service specifications for approval, conduct formal bid procedures and recommend third party vendors for contract awards. Refer to the following Attachments for details:

- Exhibit D-23 Environmental, Health and Safety
- Exhibit D-24 General Services

1.2.1.19 All third party provider contracts are to be consistent with City contract parameters, guidelines and stipulations.

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1.3 Timetable

The following events have been scheduled for this request for proposal:

Schedule Date	Event
March 5, 2006	• RFP issued
March 17, 2006	• Pre-Proposal Conference and building tours
March 27, 2006	• Questions submitted by Bidders
April 5, 2006	• Answers provided to all Bidders
April 21, 2006	• Proposal response deadline
May 10, 2006	• Selected Bidder presentations
May 26, 2006	• Evaluation completed
Jul.y 26, 2006	• Contract Finalization & Award
August 1, 2006	• Commence with Transition/Mobilization

Note: The schedule above is subject to change due to possible time extensions for questions and answers or other delays, but is our best estimate at this time.

1.4 Confidentiality

This RFP is confidential and for the sole use of Bidders' preparation of a proposal. By Bidder's acceptance hereof, Bidder agrees:

1.4.1 Not to disclose, copy or distribute this RFP in whole or in part to persons other than Bidder's employees and agents who are authorized by the nature of their duties to receive such information.

1.4.2 To return any confidential or proprietary materials as requested.

1.4.3 Not to use any information in this RFP or any other materials related to City business affairs or procedures, other than in performance of this RFP.

1.4.4 The City reserves the right to retain all submitted materials.

The City shall not be held accountable if material from responses is obtained without the written consent of the Bidder by parties other than the City, at any time during the proposal evaluation process. In the event a Bidder submits trade secret information to the City, the information must be clearly labeled as a "Trade Secret". The City will maintain the confidentiality of such trade secret to the extent provided by law.

1.5 Disclaimer

This RFP is not an offer to enter into a Contract but is merely a request for the Bidder to submit a proposal. Expenses incurred in responding to this request are the responsibility of the Bidder. All materials submitted become the property of the City. The City reserves the right to modify, reject or use without limitation any or all of the ideas from submitted information.

1.6 Duration of Offer

Proposals must be valid for a minimum of 180 days following the submittal for this RFP.

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1.7 Response Instructions

All proposals must be typewritten, using the MS Word document and Excel Workbook's forwarded with the RFP instructions. Please respond to each requirement using the numbering system in the following sections. Hard copies of your response should be printed on 8-1/2 x 11 paper and placed in binders with a table of contents and tabs delineating each section. Responses must be organized and indexed in the format identified herein with pages consecutively numbered. Proposals must be signed by an authorized official. The responses must also provide the names, titles, phone numbers and e-mail addresses of those individuals with authority to clarify the information provided. Please provide:

1.7.1 One (1) original (signed in blue ink) and a total of eight (8) hard copies of the response in the format outlined in Section 3.

1.7.2 One (1) copy of Attachment "H"—"Pricing Model" on computer disk (cd or floppy disk) in Excel 2000 format. Note: More recent versions of Excel are not compatible. SEE EXCEL WORKBOOK ATTACHED TO THIS RFP.

Responses to this RFP must be filed no later than April 21, 2006 by 2:30 p.m. to be considered. Failure to submit the original and the required copies as stated may result in disqualification from the proposal process.

Bidders may elect to either mail or personally deliver their proposals to the City Secretary. The City shall bear no responsibility for submitting responses on behalf of any Bidder. Bidders may submit their proposal to the City Secretary any time prior to the stated deadline.

Please send nine hard copies of your completed proposal to the address below.

Hand Deliver to:	OR	Mail to:
Ms. Anna Russell, City Secretary		Ms. Anna Russell, City Secretary
City Secretary's Office		Office of the City Secretary
City Hall Annex		P.O. Box 1562
900 Bagby		Houston, Texas 77251
Houston, Texas 77002		Telephone: (713) 247-1840
Telephone: (713) 247-1840		

All inquiries regarding this bid shall be directed to Mr. Richard Morris at Richard.morris@cityofhouston.net or phone number (713) 247-1772. Bidders are NOT to contact any other City employees directly. Substantive questions regarding the RFP must be submitted in writing no later than 5:00 PM (CST) on Monday, March 27, 2006 to Richard Morris at the e-mail address indicated above or by facsimile to (713) 247-2136. Any questions received will be responded to via fax or e-mail, with copies to all Bidders no later than Wednesday, April 5, 2006.

Changes in the specifications, terms and conditions of this RFP may be made in writing by the City prior to the proposal due date. Results of informal meetings or discussions between a potential Bidder and any City official or employee may not be used as a basis for deviations from the requirements contained within this RFP and may subject the Bidder to immediate disqualification in accordance with Section 1.9 below.

1.8 Pre-Proposal Conference

A pre-proposal conference has been scheduled for Wednesday, March 15, 2006 from 9:00 AM to 12:00 PM in the City Hall Annex Council Chambers, P112 on the Public Level, to review the contents and structure of the RFP (the "Pre-Proposal Conference'). Tours and technical information

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regarding the Facilities contained within this RFP are scheduled for Monday thru Friday, March 20, 2006 to March 24, 2006.

Attendance at the Pre-Proposal Conference and all tours is strongly encouraged for all prospective vendors. RFP responses from organizations failing to attend the Pre-Proposal Conference may be rejected. Firms are not limited to the number of representatives they may bring to the Pre-Proposal Conference, but no more than two individuals may participate in the facility tours.

1.9 Disqualification

Under no circumstances are Bidders to contact any City employee, other than the designated City representative, with regard to this RFP or any of the information contained herein (except in response to City initiated discussions). Bidders are strictly forbidden from visiting any City Facilities included in the portfolio (except as part of an ongoing contractual agreement or public event). Violation of this provision, except per Sections 1.8 above and 1.10 below, will subject the Bidder to immediate disqualification.

1.10 Terms of Award

The contract will be awarded to a Bidder at the sole discretion of the City after consideration of the quality of service, product, price and other factors that are deemed relevant to the services to be performed. Prospective Bidders must have a satisfactory record of contract performance, integrity and business ethics, and adequate financial resources to meet the contractual requirements over the life of the contract. By submitting this proposal, Bidder warrants that it is legally authorized to do business in the State of Texas (a "Certificate of Registration" from the Texas Secretary of State's Office will be required of the selected Bidder prior to contract award), is in compliance with all applicable laws and regulations, is not prohibited from doing business with the City by law, order, regulation, or otherwise, and the person submitting the proposal on behalf of the Bidder is authorized by the Bidder to bind it to the terms of the proposal. In addition to the factors already set forth, the adequacy of the Bidder's proposal will be evaluated according to the following criteria:

Pricing and Technical Solution (30 points maximum)

1.10.1 Competitiveness of price proposal including Bidder's willingness to put a considerable portion of their fee "at-risk" based upon performance.

1.10.2 The Bidder's understanding of the engagement, its purpose and scope as evidenced by the proposal submitted and capabilities of the proposed technological solution to support operations.

Background and Experience (30 points maximum)

1.10.3 Demonstrated background, knowledge, and successful experience of the Bidder and Bidder's account management team and staff, including its sub-consultants or sub-vendors, in providing comprehensive operations and maintenance services.

1.10.4 The ability of the Bidder to furnish operations and maintenance services that assures high quality operations, proven by successfully completed similar engagements.

1.10.5 The professional background and experience of the members of the proposed project team.

1.10.6 Proven track record with the City or other municipalities with portfolios of comparable size and complexity.

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1.10.7 Results of interviews and reference checks.

Commitment and Ability (20 points maximum)

1.10.8 Bidder's demonstrated level of commitment and ability to provide all services outlined in the RFP including willingness to agree to the Draft Service Agreement Form—Legal Requirements provided in Attachment A.

Financial Stability (15 points maximum)

1.10.9 Bidder's financial stability and the depth of the company.

M/WBE Participation (5 points or 0 points)

1.10.10 Bidder's commitment to supporting minority, disabled persons and women owned businesses.

The evaluation of written proposals will be performed by an evaluation committee. During this time, the City may initiate discussions with Bidders who submit responses for the purpose of clarifying aspects of the proposals; however, proposals may be evaluated without such discussions. Discussions shall not be initiated by Bidders.

Presentations will be at no cost to the City. At the end of the oral presentation and interview, the evaluation of the short listed Bidders will be completed. The oral interview may be recorded and/or videotaped.

The City will notify the finalists selected for interview by the evaluation committee. Upon completion of the interviews, the evaluation committee shall make its recommendation for the selection of the most qualified Bidder. Subsequently, the contract award will be made to the Bidder whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP.

Any exceptions or objections to the equipment and/or services requested in this RFP must be stated specifically within the cover letter of your proposal response. If you feel the technical specifications are slanted toward one particular vendor or service provider, please state in writing your concerns. If you feel that another firm has been given any type of an advantage in responding to this RFP, please notify Richard Morris at (713) 247-1772.

1.11 Addenda & Modifications

All addenda, amendments, and interpretations of this RFP shall be in writing. Any amendment or interpretation that is not in writing shall not legally bind the City. Only information supplied by the City in this RFP or in connection with this RFP shall be used in preparing proposal responses. All contacts that a Bidder may have had before or after receipt of this RFP with any individuals, employees, or representatives of the City and any information that may have been read in any news media or seen or heard in any communication facility regarding this RFP should be disregarded by Bidders in preparing responses to this RFP.

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1.12 Examination of Documents and Requirements

Bidders shall carefully examine all RFP documents and thoroughly familiarize themselves with all requirements prior to submitting a proposal to ensure that their proposal meets the intent of this RFP.

1.13 Additional Conditions

1.13.1 The City will provide reasonable working space for the selected Bidder.

1.13.2 Bidders must furnish a "Certificate of Vote" signed by their Chief Executive officers or managing partners, which lists the specific officers who are authorized to execute agreements on behalf of the company. See Attachment "F" for an example.

1.13.3 If subcontractor involvement is required in the use of license, patent, or proprietary process, the prime Vendor is responsible for obtaining written authorization from the subcontractor to use the process or providing another process comparable to that which is required and which is acceptable to the City, all at no additional cost or liability to the City.

1.13.4 In the event an agreement cannot be reached with the selected Bidder, the City reserves the right to select an alternative Bidder.

2 BUSINESS CONTEXT

2.1 Current Environment

The Facilities contained within this RFP are noted in Attachment B and Attachment C – Functional Matrix delineates which services are to be provided for each Facility. Detailed service requirements and expectations are defined within the attached service level agreement documents:

- Exhibits D-1 through D-6 — for Account Management services
- Exhibits D-7 through D-22 & Exhibits D-25 through D-29 — for Operations and Maintenance services
- Exhibits D-23 and D-24 — for Environmental, Health and Safety and General Services

The Facilities included in the RFP are Police Stations, Fire Stations, Municipal Courts, Public Works Facilities, Health Facilities, Library Facilities, Communication Sites and General Office Environments (with typical I/T network capabilities). The ongoing operations within the facilities require immediate response to problems/ alarm conditions and comprehensive maintenance and care programs.

The City is not requiring the use of any specific sub-contractor nor are they endorsing sub-contractors for this assignment. Bidders are responsible to undertake appropriate due diligence in reviewing and selecting sub-contractors and partners for inclusion in their proposal.

2.2 Volumes

In an effort to assist the development of staffing, budget and pricing projections, estimated workload quantities for the various services are included within Attachment B or within the appropriate SLA. The projections are based on a combination of historical experience and expectations given future business plans. These projections are subject to change and are not to be considered commitments of future volumes.

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2.3 Current Technology

BSD currently uses several technology tools to facilitate the delivery of Services. BSD expects Bidders to propose and utilize the most appropriate technology tools necessary to adequately meet the requirements outlined within this RFP including Exhibit D-3 - Operational Reporting and Exhibit D-4 - Technology.

Computerized Maintenance Management System:

BSD currently uses Sprocket, which is a web-based computerized maintenance management system for work order control.

Building Automation Systems:

BSD currently utilizes several different building automation systems (BAS) as noted below:

Building Name	Address	BAS System
Police Headquarters	1200 Travis	Landis & Staefa – Insight 6.0
Municipal Courts Building	1400 Lubbock	Control Systems International I-net 2000
City Hall Annex	900 Bagby	Metasys by Johnson Controls
City Hall	901 Bagby	Metasys by Johnson Controls
Bob Lanier PWE Building	611 Walker	Andover Infinity OS/2 Andover SX 8000 Software
Southeast Police Command Station Complex	8300 Mykawa	Andover (AC256M+)
Westside Police Command Station Complex	3203 S. Dairy Ashford	Metasys by Johnson Controls
Health and human Services Admin. Building	8000 N. Stadium	Metasys by Johnson Controls
North Police Command Station Complex	9455 W. Montgomery	Alerton GC APEX WIN
Houston Emergency Center	5320 N. Shepherd	Trane BMTW000AA00A04425A80700
Northeast Police Station Complex	8333 Ley Road	Alerton AP 1000W LAN-VIEW
PW & E Southeast Quadrant	2700 Dalton	Tran 15.00.0119 Web Based
PW & E Southwest Quadrant	7101 Renwick	Carrier Web Based
All Health Facilities	All	Metasys by Johnson Controls
All Library Facilities	All	Metasys by Johnson Controls

3 REQUIRED RESPONSES

This section outlines the requirements that your organization is requested to address in order to comply with this RFP. It is important that you follow the format presented. Please restate the question, requirement or data requested above your response, for ease of review.

Using the Microsoft Word file provided on the enclosed disk, respond to each requirement listed in the following sections, following the numbering system used. A Microsoft Excel workbook containing several worksheets has been included as well. Please incorporate your staffing and pricing responses into the Excel file and return the file via e-mail or with the disk in the enclosed container with your submission package.

Priorities will be used to weight responses to determine the overall rating; therefore, it is very important that we receive responses to all requirements. The City reserves the right to change the priority of requirements.

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Title Page:

The title page should include the RFP subject and RFP number, the name and address of the Bidder, and the required submission date of the proposal.

3.1 Cover Letter

Outline the sales, operational, customer service and technical contacts within your organization. Include phone numbers, facsimile numbers and e-mail addresses. In addition, this letter shall include a statement by the Bidder i) accepting all terms and conditions contained in this RFP; ii) that the person signing the transmittal letter is authorized to legally bind the Bidder; iii) that the proposal and pricing contained therein shall remain firm for a period of 180 days from the date of receipt by the City; and a brief discussion of the Bidder's ability to perform this contract in accordance with the Scope of Services. Any exceptions to the stated terms and conditions outlined in Attachment A, "Draft Service Agreement Form—Legal Requirements" must be explained in detail within the cover letter. Although the final agreement may differ from the Draft Service Agreement Form, the City's standard terms and conditions are generally non-negotiable.

3.2 Company Profile

In ten (10) pages or less, provide the following general information about your company:

3.2.1 Name, address, web site, and phone number of company headquarters.

3.2.2 Age of company, year of incorporation, and number of employees and revenues related specifically to the delivery of Municipal Operations and Maintenance services.

3.2.3 Financial profile of company, which should include number of current customers with similar programs and requirements, and years of experience in this product line, and most recent annual report or comparable audited statements.

3.2.4 Provide a concise description of any business partners, major subcontractors, or subsidiaries that may be providing support services as a part of this RFP. This information should include the same information requested on the primary Vendor (including sections 3.2, 3.6 and 6.0). Please clearly define the nature of the relationship (i.e., reseller, sub-contractor, subsidiary, parent, unrelated joint vendor, etc.)

3.2.5 Provide a description of the lines of business/services provided by your company and revenues generated by each line of business/service. Describe your organizational alignment clearly demonstrating where operations and maintenance services reports within your corporate organization.

3.2.6 Provide a list of all major municipal clients or other similar facility locations where you provide operations and maintenance services specific to the BSD portfolio. Indicate client locations, total square footage by location, and the range of services you provide at each location and current facility manager's name and contact numbers.

3.2.7 Define any current relationship with the City, including the current services and products provided to the City.

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3.2.8 Provide an organizational chart detailing major departments and the roles each will have in to supporting this Contract.

3.2.9 Highlight the services or attributes that differentiate you from other operations and maintenance firms.

3.2.10 Describe your corporation's future "roadmap" and investments planned by line of business/service.

3.3 Summary of Proposed Solution

3.3.1 Provide an executive level summary that defines your overall approach to provide and manage the operations and maintenance services (Exhibits D-1 through D-29). Provide supporting visual graphics, such as organization charts or flow charts that define how your proposed solution (including integration with any proposed sub-consultants) is designed to meet the requirements of this proposal. Highlight the capabilities and/or qualities of your firm that differentiate your proposal.

3.3.2 If you were to be awarded a five-year contract rather than a three year contract with two option years, how would this change your proposed solution?

3.4 Summary of Technology Solutions

3.4.1 Provide a comprehensive overview of all technology tools that your firm (as well as any proposed sub-consultants) would utilize in providing the operations and maintenance services contained within this RFP (Exhibits D-1 through D-29) in a manner that is consistent with the responsibilities and expectations contained within Exhibit D-4. Provide a flow chart showing the systems utilized by your firm and how they integrate. Address all aspects of your service delivery model including regulatory compliance and reporting, remedial requests, preventive maintenance, work order management, budgeting and accounting, procurement, project management, performance tracking and customer network integration.

3.4.2 BSD will require the use of VFA.*facility* by the successful Bidder, and will require at least one (1) license be available for use at all facilities by the Vendor throughout the term of the assignment. Please describe how you will comply with this requirement.

3.4.3 If you are proposing new technology solutions, explain the proposed technology (including all of the inherent features) and describe the resulting benefits to the City.

3.4.4 Define very clearly what the acquisition and implementation of each system will cost the City, and any critical integration and implementation resources you will require from the City to effectively implement said systems. State what information and what format are required in order to facilitate data input into your database and satisfy operational interfaces and requirements.

3.4.5 Clearly delineate whether those systems are proprietary or whether the City will own the system, data, and all work plans at the expiration of the contract term.

3.5 Project Team

3.5.1 Describe your vision of the account management approach you plan to provide for the City account. Explain what approach your company would employ to ensure alignment of strategic objectives and explain what expectations you would have of the City as a strategic partner. With what frequency and format would your primary

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contact meet with key City relationship manager(s) to review performance, market trends, business improvement initiatives, benchmarking, City business strategies, and other essential information?

3.5.2 Identify all key personnel and/or alliance partners designated to work on the ongoing aspects of the operations and maintenance services, their areas and levels of responsibility, and whether the personnel identified will be dedicated to the BSD account or shared with another client. Provide an organizational chart detailing areas of responsibility and interrelationships. List any sub-consultants and/or service providers proposed to fulfill any of the stated requirements. For major sub-consultants, identify their project team proposed to support the City account.

3.5.3 Provide resumes for all key personnel proposed to support the operations and maintenance services components (the resumes of the key personnel, including sub-consultants, may be included as a separate section at the end of the RFP response). In the event that any such personnel are reassigned from the subject assignment, the City requires that the information required herein shall be submitted for any and all replacement personnel in advance of the time such replacement is made.

3.6 Staffing Plan

3.6.1 Using the Excel Spreadsheet, Attachment H-1A, provide the detail for staffing anticipated to manage and/or deliver the operations and management services (Exhibits D-1 through D-29) at the designated Facilities proposed on the BSD account over the contract term. Required staff coverage information has been included within the appropriate SLAs. Input information into the relevant yellow highlighted cells including: position title, proposed headcount, salary range, estimated overtime factor and benefit load factor. The intent of the Staffing Plan is to capture staffing and salary information as it relates to services where staffing costs are to be "passed-through" to the City. Note: These costs are to be direct pass-throughs with no mark-up for overhead or profit.

3.6.2 Include detailed job descriptions for all staff classifications proposed. Include staff that would provide management, supervision, technical or administrative support to the account.

3.6.3 Describe your strategy for optimizing staff utilization and to minimize over-time staffing requirements on the City account.

3.6.4 Comment on your position with respect to considering current vendor supplied labor for positions within your firm with respect to the City account.

3.6.5 Describe your employment policies and hiring standards concerning background checks and verification of previous employment and educational background. Describe your qualification criteria for determining acceptable and unacceptable candidates.

3.6.6 The Contractor shall give City of Houston employees who have been or will be adversely affected or separated as a result of award of this contract the right of first refusal for employment openings under the contract in positions for which they are qualified, if that employment is consistent with post-City employment conflict of interest standards. Within 10 days after contract award, the department's Project

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Manager will provide to the Contractor a list of all City employees who have been or will be adversely affected or separated as a resulted of award of this contract. The Contractor shall report to the Project Manager of the Building Services Department the names of individuals identified on the list who are hired within 90 days after contract performance begins. This report shall be forwarded within 120 days after contract performance begins.

3.7 Training and Education

3.7.1 Provide a summary of the training programs provided by your company for its employees. Focus on regulatory, mandatory and technical training and certifications.

3.7.2 Provide the average number of hours spent each year per employee in a training class or program.

3.7.3 Provide the average amount budgeted per year, per employee for training employees comparable to those who would be supporting the City account.

3.7.4 Indicate the actual amount spent on training per employee for 2004 for comparable employees to those who will support the City account.

3.8 Benefits Assessment

Because there is a potential that the successful Bidder may elect to hire an existing vendor employee, a comprehensive comparison of available benefits will be completed prior to award. It is imperative that these questions be answered as asked, responses of a summary nature, or without the requisite detail will delay evaluation of the RFP response. For each particular type of benefit, clearly state any period of "eligibility" that employees must reach prior to receiving the benefit noted. In addition, include current cost of insurance for a single male employee between the ages of 25 and 35, employee plus one family member, and the cost to insure a family of four. Clearly state what percentage of these costs will be covered by the company and how much would be covered by the employee. For each type of coverage, clearly state if the existing employee's (or vendor's) length of service will be recognized as tenure within your organization. Utilize the format shown in Attachment I to detail your responses to this section. This same information must be provided for any significant business partners, sub-contractors or subsidiaries involved in supporting the full range of services.

3.8.1 Medical Benefits: Provide a detailed definition of the medical coverage that will be offered to employees you employ for this account. Include the specific provider of the plan and the nature of the plan (HMO, PPO etc.). If it is a network plan, include a comprehensive listing of those area providers that are covered by the plan. Provide a summary of benefits to include: areas covered – specifically health, dental, vision, psychiatric, prescriptions etc., cost of office and hospital visits, deductible amounts, out of pocket maximums, and any other relevant information. Comment on any waiting period required prior to enrollment and any pre-existing condition clauses or limitations.

3.8.2 Short Term Disability: State carrier, and summary of plan. What percent of salary is covered, as of what date post-accident? How is the employee covered prior to the date of STD eligibility? Do you provide full gap coverage?

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3.8.3 Long Term Disability: State carrier and summary of plan. What percent of salary is covered? As of what date does LTD vest? What if any are the monthly, annual or lifetime maximums? What is the LTD benefit period?

3.8.4 Life Insurance: Define available life insurance benefits, and their attendant costs to the employees.

3.8.5 Dependent Life Insurance: Define available dependent life insurance benefits, and their attendant costs to the employees.

3.8.6 Accidental Death and Dismemberment: Define available policies and their attendant costs to the employees.

3.8.7 Defined Benefit Plans: Describe current defined benefit plans, if any, available to company employees. Identify how long the waiting period is until an employee is vested.

3.8.8 Incentive Savings Plans or Variable Benefit Plans: Define all incentive retirement plans available if any. Define vesting schedule.

3.8.9 Holidays: Because BSD buildings operate during typical holiday periods, clearly define the compensation employees receive for working on holidays (i.e., Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day and New Years Day).

3.8.10 Severance: Define your severance plan.

3.8.11 Vacation: Define vacation policy for employees.

3.8.12 Sick/Personal Time: Clearly define the sick time and personal time policies of your firm.

3.8.13 Educational Assistance: Please define any educational assistance offered to company employees, and any restrictions associated therewith.

3.8.14 Variable Compensation: Define all variable compensation plans available to employees.

3.8.15 Medical Retiree: Define any retiree medical benefits offered.

3.9 Transition Planning

Recognizing that there will be a number of special and/or unique steps in any transition plan for transferring or establishing services within the portfolio, the City is interested in understanding how the transition will be managed. With as much detail as possible, provide the following items related to the transition of operations and maintenance services (Exhibits D-1 through D-29) at all Facilities included within the portfolio:

3.9.1 Schedule demonstrating the transition of Operational (day-to-day) responsibilities from the current approach to your firm and establishment of a new service delivery approach.

3.9.2 Communication(s): Describe how your firm would typically communicate to City management and customers and incumbent employees regarding the transition of operations and management services. Provide a detailed communication schedule.

3.9.3 Technology: Indicate what training and resources would be required for your firm during the transition period. Specifically justify any costs to be passed through to the City, if any.

3.9.4 There will be no cost associated with the transition.

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3.10 Work Plan

Describe your company's management philosophy, and provide a detailed description of the programs and procedures that you will bring to bear to meet the service requirements contained within the service level agreement documents. Specifically articulate how the following items will be addressed across the portfolio:

3.10.1 Strategy / Innovation:

3.10.1.1 Please describe the strategic operations and maintenance management processes you will utilize in managing the City account.

3.10.1.2 Provide specific examples of the actions and results these methods have generated on comparable accounts.

3.10.1.3 Describe how your firm would evaluate new products, maintain knowledge of industry trends and share this information within your organization.

3.10.1.4 Specifically describe what approach and what level of detail your firm would provide to the City in terms of comprehensive business case analyses and detailed implementation plans regarding potential service delivery, process, or cost saving changes that you might recommend over the course of the contract. Please provide an example of such an analysis that you've undertaken for another municipal client.

3.10.2 Critical Systems:

3.10.2.1 What is your approach for maintaining business-critical equipment or areas that have the potential to shut down City business operations. Provide examples of comparable environments where you provide critical systems support.(i.e., Houston Emergency Center, City Hall Complex and Municipal Data Center)

3.10.2.2 How do your work plans differ when operating in areas with critical systems? What sort of strategies do you use to mitigate risk when operating in a critical area?

3.10.3 Benchmarking:

3.10.3.1 Describe the benchmarking program you would provide the City.

3.10.3.2 Clearly delineate what areas would be tracked and how they would be tracked.

3.10.3.3 Define the source of the benchmark data that would be used for comparison.

3.10.4 Preventive Maintenance (PM) Programs (applies to all assigned building system components and equipment):

3.10.4.1 Contractor will ensure PM requirements are appropriately established and managed.

3.10.4.2 Contractor will monitor and validate compliance with PM requirements and report progress on the attainment of PM goals and objectives.

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3.10.5 Remedial Work Orders (applies to self-determined and customer service requests and alarms):

3.10.5.1 Contractor will assign resources to complete remedial requests consistent with the service expectations contained within the service level agreements in Exhibits "D."

3.10.5.2 Contractor will monitor and validate compliance with service level response goals and report progress on the attainment of work order objectives to Facility Managers quarterly.

3.10.5.3 Contractor will address emergency response requirements.

3.10.5.4 Contractor will incorporate customer satisfaction measurement, analysis, and response into the customer service and work order management process.

3.10.6 Operating Efficiency Programs (applies to the operational procedures and processes associated with the building infrastructure equipment, technologies and systems):

3.10.6.1 Contractor will approach managing the HVAC and electrical systems in the most efficient manner possible.

3.10.7 Vendor Management/Sub-contracted Services:

3.10.7.1 Contractor shall monitor subcontractors for compliance with this Agreement's specifications and shall have a clearly defined vendor invoice approval process.

3.10.8 Safety Programs (applies to all services provided):

3.10.8.1 Contractor shall provide Facility Managers with copies of its safety program(s) as requested.

3.10.8.2 Contractor will be responsible for safety aspects relating to the range of services provided at each Facility.

3.10.8.3 Contractor shall ensure that its subcontractors adhere to safety requirements.

3.10.9 Quality Control Programs (applies to all services provided):

3.10.9.1 Contractor shall provide quality improvement monitoring and evaluation programs.

3.10.9.2 Contractor shall effectively evaluate the building systems, architectural finishes and products, structure and property to ensure all components are serviced and renewed in a manner that ensures their integrity, appearance and reliability is maintained over the long term.

3.10.10 Procurement Procedures and Programs (applies to all services provided):

3.10.10.1 Contractor shall manage the procurement of the services, equipment, supplies, goods and materials needed to accomplish the requirements defined in the service level agreement documents (Exhibits "D").

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Contractor shall comply with City's procurement procedures to the extent possible.

3.10.10.2 Contractor shall leverage the purchasing power of its client portfolio and pass through cost savings to the City.

3.10.10.3 E-procurement strategies, if available, will be employed to generate value to the City.

3.10.10.4 Contractor shall manage the materials and supplies inventory requirements as necessary and provide reports on same to the Facility Managers on a quarterly basis.

3.10.10.4 Contractor will procure services, equipment and materials associated with capital and expensed infrastructure projects to the extent they are requested by the Director in the form of a Special Service Authorization or Add Notice.

3.10.10.5 Contractor will measure and report on savings attained through the use of its procurement strategies.

3.10.11 Accounting Procedures and Reconciliation (applies to all services provided):

3.10.11.1 Contractor should process invoices for payment by the City on a monthly basis and account for operating expenses at an individual Facility level.

3.10.11.2 Contractor should provide financial reports to the City on a monthly, quarterly and annual basis.

3.10.12 Customer Relations (applies to all services provided):

3.10.12.1 Contractor shall have a call center and answer phone calls, e-mails, and radio calls in a prompt manner.

3.10.12.2 The status of work requests should be communicated to the Facility Managers on a consistently regular basis, as required by the individual Facility Managers.

3.10.12.3 Contractor will track client satisfaction levels by conducting surveys among the Facility Managers on a quarterly basis. Tenant satisfaction will be reported monthly. Copies of the results should be sent to the Chief of Operations and his or her designee.

3.10.13 Documentation, Procedures and Manuals:

3.10.13.1 Contractor shall ensure that appropriate documentation, procedures and manuals are developed, maintained and disseminated (refer to Exhibit D-6).

3.10.14 Capital Planning:

3.10.14.1 Contractor shall utilize facility condition assessments to monitor the operational efficiency and quality of client portfolios as requested by the Director.

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3.10.14.2 The City may request development and maintenance of a Capital Improvement Plan (refer to Exhibit D-7) as an additional service.

3.10.15 Project Management (Infrastructure only):

3.10.15.1 Contractor shall manage infrastructure improvement projects consistent with scope of work, budget and schedule objectives (refer to Exhibit D-14).

3.10.15.2 Contractor will monitor and report on its progress meeting project-oriented objectives as requested.

3.10.16 Environmental, Health and Safety (EH&S):

3.10.16.1 Contractor will provide Environmental Health and Safety (EH&S) services in the defined scope of work (refer to Exhibit D-23).

3.10.16.2 Contractor shall report on the range of EH&S services delivered and the volume of EH&S investigations performed on an annual basis for each Facility requiring these services. The report should include investigation scope and objectives, evaluation results, and recommendations, etc.

General Services:

3.10.16.3 Contractor shall provide general services—unique or specialized requests outside the base building services—as requested.

3.10.16.4 Contractor shall monitor and validate that general services are provided consistent with the service level agreements and requirements (refer to Exhibit D-24).

3.10.16.5 Contractor shall develop a methodology to track general services work order costs and volumes separately from base building services.

3.11 Financial and Operational Reporting

3.11.1 Contractor shall provide monthly financial reports, in a format approved by the Director.

3.11.2 Please provide a description and samples of operational reports available. Include a sample monthly report that is currently used with another client where you are providing comparable services.

3.11.3 Summarize the type and frequency of financial and operating reports you would propose to provide the City in relation to management of this account.

3.12 Compensation

The City prefers to structure contract relationships with minimal base fees, and have a considerable portion of the Vendor's compensation placed at risk, based upon the Vendor's ability to meet the specifications and service levels defined within the Service Level Agreement documents. Furthermore, the City will require that consistent standards of performance are maintained as a prerequisite to awarding any incentive compensation.

Very detailed specifications and service level expectations have been delineated in Exhibits D-1 through D-29. Respond to all compensation requests in light of the expectations defined in these attachments. The City will give substantial credit to those bids prepared with a significant at risk fee

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component. For each of the various pricing components required, there are separate, detailed bid instructions and definitions contained within the documentation submitted as part of Attachment H (Note: include a brief textual definition of what is included for each line item within the Attachment H workbooks – if this is consistent across all workbooks, one textual definition is sufficient). In addition:

3.12.1 Provide an executive level summary that defines your overall pricing strategy proposed for this account. Briefly describe all fees that may be incurred by the City over the contract term.

3.12.2 Explain how your proposed compensation program will ensure that service and performance levels will be maintained consistently at all times.

3.12.3 Using the Excel Workbook submitted as Attachment H-1B, provide detailed budget information for projected operating expenses for the operations and maintenance services included within this RFP. These budgets are intended to provide a detailed operating expense budget projection and should reflect ONLY those costs that are directly related to each District and fall within the account kind structure for Exhibits D-1 through D-29. For ease of bidding, one workbook has been pre-populated and pre-linked with a consistent budget format for each District group.

3.12.4 Within the same workbook as noted in 3.12.4 above, provide detailed Management Fee quotes per Facility group as demonstrated in Attachment H-1C. Management Fees are to be quoted as cost per year for each year of the proposed contract term. The exhibit requires Bidders to break out Management Fees into separate components incorporating all aspects of Administrative Overhead, Corporate Overhead, Profit and other Fees. As noted above, it is the City's preference that the profit component of the management fee is two-parts. One, the base management fee to be charged to the account monthly, and the at-risk component that is earned as SLAs are achieved. Therefore, the at-risk line item should comprise a significant portion of the overall Management Fee.

3.12.5 In the event the City portfolio will expand over time, please define at what volume(s) (square foot increments) you would be willing to further reduce your Management Fee on a price per square foot basis across the entire portfolio. For each incremental volume breakpoint, define what the proposed Management Fee would be per square foot. Keep in mind this contract is proposed for a five-year term with two one-year options.

3.12.6 Use the pricing instructions, definitions and workbook attached as indicated in Attachment H-2 for ad-hoc pricing for supplemental labor for work that can not be accomplished with the Bidder's proposed on-site staffing.

3.13 Service Enhancement Plan

Provide a detailed summary of the specific steps and actions you would propose to improve service levels and/or reduce expenses associated with delivering the proposed services. These actions are aside from the staffing plans or technology solutions previously addressed. Address any strategies you would propose for eliminating any current, inefficient processes the City may be utilizing. How would your firm propose to assist the City in transitioning towards the enhanced services?

3.14 Draft Service Agreement Form—Legal Requirements

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A "Draft Service Agreement Form—Legal Requirements" is included as Attachment A. Please note that Attachment "A" contains major terms and conditions, but not necessarily all provisions. Please review the terms and conditions in detail and note any concerns within your cover letter (refer to Section 3.1) relative to signing a document containing the provisions as stated. An authorized signatory must execute a statement either agreeing to the provisions as stated, or agreeing to the provisions with the exceptions noted on the submittal.

3.15 City Fair Campaign Ordinance

The City Fair Campaign Ordinance makes it unlawful for a contractor to offer any contribution to a candidate for City elective office. For purposes of this ordinance, a contract is defined as any contract for goods or services having a value in excess of $30,000 or more, regardless of the way by which it was solicited or awarded. Attachment K – City Fair Campaign Ordinance describes the contract and documentation requirements relating to this ordinance and must be completed and returned with your RFP response.

3.16 Drug Detection & Deterrence Procedures for Contractors

It is the policy of the City to achieve a drug-free workforce and to provide a workplace that is free from the use of illegal drugs and alcohol. It is also the policy of the City that the manufacture, distribution, dispensation, possession, sale or use of illegal drugs or alcohol by contractors while on City premises is prohibited. Accordingly, effective September 1, 1994, and pursuant to the Mayor's Executive Order 1-31, as a condition to the award of any contract for labor or services, the successful Bidder must certify to its compliance with this policy. Attachment L – Drug Detection and Deterrence Procedures for Contractors contains the standard language that will be used in each contract for labor or services, as well as the Executive Order 1-31 disclosure and compliance forms. The forms must be completed and returned prior to the contract award.

3.17 City Contractor Ownership Disclosure Ordinance

City Council requires knowledge of the identities of the owners of entities seeking to contract with the City in order to review their indebtedness to the City prior to entering contracts. Therefore, all respondents to this invitation to bid must comply with Houston Code of Ordinances Chapter 15, as amended (Sections 15-122 through 15-126) relating to the disclosure of owners of entities bidding on, proposing for or receiving City contracts. Provisions of this ordinance are provided in part in the paragraphs that follow. Complete copies may be obtained from the office of the City Secretary.

Contracting entity means a sole proprietorship, corporation, non-profit corporation, partnership, joint venture, limited liability company, or other entity that seeks to enter into a contract requiring approval by the Council but excluding governmental entities.

A contracting entity must submit at the time of its bid or proposal, an affidavit listing the full names and the business and residence addresses of all persons owning five percent or more of a contracting entity or, where a contracting entity is a non-profit corporation, the full names and the business and residence addresses of all officers of the non-profit corporation. Completion of Attachment M - Affidavit of Ownership or Control will satisfy this requirement. Failure to provide this information may be just cause for rejection of your bid or proposal.

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3.18 Support of Minority, Disabled Persons and Women Owned Businesses

To the extent practical, the City is committed to purchasing competitively priced, quality goods and services from small owned/operated minority businesses and small owned/operated women business enterprises ("M/WBE(s)").

Accordingly, the City is interested in receiving proposals that reasonably involve such participation as prime consultants, sub-consultants or suppliers. The successful Bidder must agree to make good faith efforts to award subcontracts or purchase agreements of at least 20% of the total value of this contract to MWBE firms certified by the City's Affirmative Action Division. Evidence of this Good Faith Effort must be included in the proposal and will be an evaluation factor in the screening and selection process. See Goal Oriented Minority/Women Business Enterprises Contract Requirements in Attachment N.

3.18.1 Provide a detailed summary of how your company's policies relative to use of minority, disabled persons and women-owned businesses will meet the City's MWBE requirements.

3.18.2 Clearly delineate the current percent of use in primary and secondary tiers within each functional area of the operations and maintenance services. Provide a breakdown of total whole dollars and percent goals attributable per year (on average) to small business concerns, large business concerns, small disadvantaged concerns, minority owned concerns and woman-owned small business concerns.

3.19 Bid Bond

The Bidder shall be required to provide a Bid Bond in the amount of $50,000.00. The Bid Bond shall be in the same form as that distributed by the City, and attached hereto as Attachment O, all duly executed by this Bidder (as "Principal") and by a corporate surety company licensed to do business in the State of Texas. Cashier Checks made payable to the City are also accepted. Bid Bonds will be held by the City until an award is approved.

3.20 Performance Bond

The successful Contractor shall be required to provide a Performance Bond or a Clean Irrevocable Letter of Credit in the amount equal to $5,000,000 throughout the term of the contract. The Contract term is a five-year with two one-year options to renew for a total seven-year term. The bond will be renewed for each year of the Contract term including extension terms. The Performance Bond shall be in the same form as that distributed by the City (as noted in Attachment P), all duly executed by this Bidder (as "Principal') and by a Corporate Surety Company licensed to do business in the State of Texas, and shown in the most recent edition of United States Treasury Circular 570 as having an "underwriting limitation" at least as great as that amount of the Performance Bond.

3.21 Insurance Requirements

The selected Vendor shall obtain and maintain in effect during the term of the agreement, insurance coverage as set forth below and shall furnish certificates of insurance showing the City as an additional insured, in duplicate form, prior to the beginning of the Contract. The City shall be named as an additional insured on all such policies except Professional Liability and Workers' Compensation and shall be primary to any other insurance. The issuer of any policy shall have a certificate of authority to transact insurance business in the State of Texas or have a Best's rating of

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at least B+ and a Best's Financial Size Category of Class VI or better, according to the most current edition of Best's Key Rating Guide, Property-Casualty United States.

Comprehensive General Liability including Contractual Liability and Automobile Liability insurance shall be in at least the following amounts:

1. Commercial General Liability Insurance including Contractual Liability:
   - $500,000 per occurrence;
   - $1,000,000 aggregate, (defense costs excluded from face value of the policy)

2. Workers' Compensation including Broad Form All States Endorsement:
   - Amount shall be statutory amount.
   - Employer's Liability cannot be used as a substitute for Workers' Compensation

3. Automobile Liability (See Note Below):
   - $1,000,000 Combined Single Limit per occurrence

4. Employer's Liability
   Bodily injury by accident $100,000 (each accident)
   Bodily injury by disease $100,000 (policy limit)
   Bodily injury by disease $100,000 (each employee)

Automobile liability insurance for autos furnished or used in the course of performance of the agreement including Owned, Non-owned and Hired Auto coverage (Any Auto coverage may be substituted for Owned, Non-owned and Hired Auto coverage.) If no autos are owned by the selected Vendor, coverage may be limited to Non-owned and Hired Autos. If Owned Auto coverage cannot be purchased by selected Vendor, Scheduled Auto coverage may be substituted for Owned Auto coverage. EACH AUTO USED IN PERFORMANCE OF THE CONTRACT MUST BE COVERED IN THE LIMITS SPECIFIED.

All of the insurance required to be carried by the selected Vendor hereunder shall be by policies which shall require on their face, or by endorsement, that the insurance carrier waives any rights of subrogation against the City, and that it shall give thirty (30) days written notice to the City before they may be cancelled or materially changed. Within such thirty (30) day period the selected Vendor covenants that it will provide other suitable policies in lieu of those about to be cancelled or materially changed so as to maintain in effect the coverage required under the provisions hereof. Failure or refusal of the selected Vendor to obtain and keep in force the above-required insurance coverage shall authorize the City, at its option, to terminate the agreement at once.

If any part of the work is sublet, similar insurance shall be provided by or in behalf of the subcontractor to cover their operations, and the selected Vendor shall furnish evidence of such insurance, satisfactory to the City. In the event a subcontractor is unable to furnish insurance in the limits required under the agreement, the selected Vendor shall endorse the subcontractor as an Additional Insured on his policies excluding Workers' Compensation and Employer's Liability.

(See Attachment Q--Insurance Requirements for a sample insurance certificate format).

Only unaltered original insurance certificates endorsed by the underwriter are acceptable. Photocopies are unacceptable.

The selected Vendor shall maintain in effect certain insurance coverage, which is described as follows:

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1. Form of Policies: The Director may approve the form of the insurance policies, but nothing the Director does or fails to do relieves contractor from its duties to provide the required coverage under the agreement. The Director's actions or in-actions do not waive the City's right under the agreement.

2. Issuers of Policies: The issuer of any policy shall have a Certificate of Authority to transact insurance business in Texas or have a Best's rating of at least B+ and a Best's Financial Size Category of Class VI or better, according to the most current edition Best's Key Rating Guide, Property-Casualty United States.

3. Insured Parties: Each policy, except those for Workers Compensation, Employer's Liability, and Professional Liability, must name the City (and its officers, agents, and employees) as Additional Insured parties on the original policy and all renewals or replacements.

4. Deductibles: Selected Vendor shall be responsible for and bear any claims or losses to the extent of any deductible amounts and waives any claim it may have for the same against the City, its officers, agents, or employees.

5. Cancellation: Each policy must state that it may not be canceled, materially modified, or non-renewed unless the insurance company gives the Director 30 days' advance written notice. Selected Vendor shall give written notice to the Director within five days of the date on which total claims by any party against selected Vendor reduce the aggregate amount of coverage below the amounts required by the agreement. In the alternative, the policy may contain an endorsement establishing a policy aggregate for the particular project or location subject to the agreement.

6. Subrogation: Each policy must contain an endorsement to the effect that the issuer waives any claim or right of subrogation to recover against the City, its officers, agents, or employees.

7. Endorsement of Primary Insurance: Each policy, except Worker's Compensation and Professional Liability (if any), must contain an endorsement that the policy is primary to any other insurance available to the Additional Insured with respect to claims arising under the agreement.

8. Liability for Premium: The selected Vendor shall pay all insurance premiums, and the City shall not be obligated to pay any premiums.

9. Subcontractors: Selected Vendor shall require all subcontractors to carry insurance naming the City as an additional insured and meeting all of the above requirements except amount. The amount must be commensurate with the amount of the subcontract, but in no case less than $500,000 per occurrence. Selected Vendor shall provide copies of insurance certificates to the Director.

10. Proof of Insurance
    A. On the Effective Date and at any time during the Term of the agreement, selected Vendor shall furnish the Director with Certificates of Insurance, along with an Affidavit from selected Vendor confirming that the Certificates accurately reflect the insurance coverage maintained. If requested in writing by the Director, selected Vendor shall furnish the City with certified copies of selected Vendor's actual insurance policies.

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B. Selected Vendor shall continuously and without interruption, maintain in force the required insurance coverages specified in this Section. If selected Vendor does not comply with this requirement, the Director, at his or her sole discretion, may
   1. Immediately suspend Vendor from any further performance under the agreement and begin procedures to terminate for default, or
   2. Purchase the required insurance with City funds and deduct the cost of the premiums from amounts due to Vendor under the agreement.

C. The City shall never waive or be stopped to assert its right to terminate this agreement because of its acts or omissions regarding its review of insurance documents.

11. Other Insurance: If requested by the Director, Vendor shall furnish adequate evidence of Social Security and Unemployment Compensation Insurance, to the extent applicable to Vendor's operations under the agreement.

3.22 Vendor Performance Language

Selected Vendor should make tenant/citizen satisfaction a priority in providing services under the agreement. Vendor's employees should be trained to be customer-service oriented and to positively and politely interact with citizens when performing contract services. Vendor's employees should be clean, courteous, efficient and neat in appearance at all times and committed to offering the highest degree of service to the public. If, in the Director's determination, the Vendor is not interacting in a positive and polite manner with tenants/citizens, the Vendor shall take all remedial steps to conform to the standards set by the agreement and is subject to termination for breach of contract.

3.23 Inspections and Audits

City representatives may have the right to perform, or have performed, (1) audits of Vendor's books and records, and (2) inspections of all places where work is undertaken in connection with this agreement. Vendor shall keep its books and records available for this purpose for at least three (3) years after the agreement terminates. This provision does not affect the applicable statute of limitations.

3.24 Conditions of the Bid

In submitting a response to this RFP, Bidder acknowledges and accepts the following conditions, and makes the following representations. Please initial each sub-paragraph below in your response:

3.20.1 Ownership of Proposals - All proposals in response to this RFP are to be the sole property of the City.	
3.20.2 Oral Contracts - Any alleged oral contracts or arrangements made by a Bidder with any employee of the City will be superseded by the written contract.	
3.20.3 No Gratuities or Favors: The Bidder shall not offer any gratuities, favors, or anything of monetary value to any official or employee of the City (including any and all members of proposal evaluation committees)	

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	for the purpose of influencing consideration of a proposal.	
3.20.4	Amending or Canceling Requests – The City reserves the right to amend or cancel this RFP, at any time, if it is in their best interest.	
3.20.5	Rejection for Default or Misrepresentation – The City reserves the right to reject the proposal of any Bidder that is in default of any prior contract or for misrepresentation.	
3.20.6	Clerical Errors in Awards – The City reserves the right to correct inaccurate awards resulting from its clerical errors.	
3.20.7	Rejection of Qualified Proposals - Proposals are subject to rejection in whole or in part if they limit or modify any of the terms and/or specifications of the RFP.	
3.20.8	Presentation of Supporting Evidence - If requested, Bidder(s) shall present evidence of experience, ability and financial standing necessary to satisfactorily meet the requirements set forth in the RFP or those implied in the proposals.	
3.20.9	Changes to Proposals - No additions or other changes to the original RFP submissions will be allowed after submittal. While changes are not permitted, clarifications may be required at the sole expense of the Bidder.	
3.20.10	Collusion - In submitting a proposal, the Bidder implicitly states that the proposal is not made in connection with any competing Bidder submitting a separate response to the RFP, and is in all respects fair and without collusion or fraud. It is further implied that the Bidder did not participate in the RFP development process, had no knowledge of the specific contents of the RFP prior to its issuance, and that no City employee participated directly or indirectly in the Bidder's proposal preparation.	
3.20.11	Bidder shall be liable for any costs incurred in the preparation of this RFP.	
3.20.12	Subcontractors - The use of sub-contractors must be clearly identified and explained in the proposal. The prime Vendor shall be wholly responsible for the performance of the contract in its entirety whether or not sub-contractors are used. Sub-contractors shall be bound by the terms and conditions of this RFP. The prime Vendor shall indemnify and hold the City harmless from any and all activities related to the services provided by their sub-contractor(s) under the contract.	

4 ALTERNATIVE PROCESSES and METHODS:

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The City is open to considering other approaches, service delivery models, and pricing models outside of what has been specified within this proposal. This section has been provided intentionally to allow you the opportunity to propose alternative processes, methods or creative solutions for any of the services included within the RFP. Provide explicit detail on your alternative recommendation and a justification as to the strategic value that your solution will bring to the City. Clearly delineate within this section (only), by scope, specifically which service(s) would be provided using the alternate method and summarize the impact on service, quality and price. To the extent possible, provide examples.

5 ADDITIONAL SERVICES:

Please provide detail on any additional or unique services provided by your organization, beyond the services sought within this RFP. Generic information without detail will be excluded from the analysis. Any fees associated with any extraordinary services should be clearly defined.

6 REFERENCES

6.1 Provide three references of companies that have used your services on the same or similar basis as is proposed to the City for a minimum of three years. Contact name(s) and phone number(s) must be included. Ensure the client references are appropriately senior that they can provide a strategic overview. Also, please indicate the length of the relationship, date of service commencement, and what products or services are supplied to the client.

6.2 Also provide three references of companies that have used your services on the same or similar basis as is proposed to the City for a period of more than 12 months, but less than 24 months. Contact name(s) and phone number(s) must be included. Ensure the client references are appropriately senior that they can provide a strategic overview.

6.3 Provide a list of at least three references for companies that recently issued a bid to your company that you were not awarded, or that replaced your services with another provider within the last 24 months. Contact name(s) and phone number(s) must be included.

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ATTACHMENT "A"
DRAFT SERVICE AGREEMENT FORM—LEGAL REQUIREMENTS

THE STATE OF TEXAS §
§
COUNTY OF HARRIS §

I. PARTIES

A. Address

THIS AGREEMENT FOR FACILITY MAINTENANCE AND REPAIR SERVICES ("Agreement") is made on the Countersignature Date between the **CITY OF HOUSTON, TEXAS** ("City"), a municipal corporation, and **_____, INC.** ("Contractor"), a corporation doing business in Texas.

The initial addresses of the parties, which one party may change by giving written notice to the other party, are as follows:

City	Contractor
Director, Building Services Department or Designee City of Houston P.O. Box 61189 Houston, Texas 77208	_____, Inc. _____ Houston, Texas _____

The Parties agree as follows:

B. Table of Contents

This Agreement consists of the following sections:

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C. Controlling Parts

If a conflict among the Agreement sections and exhibits arises, the Agreement sections control over the exhibits.

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D. Signatures

The Parties have executed this Agreement in multiple copies, each of which is an original.

ATTEST/SEAL:

_____, INC.

By:_____
Name:
Title:

By:_____
Name:
Title:

ATTEST/SEAL:

CITY OF HOUSTON, TEXAS
Signed by:

_____
City Secretary

_____
Mayor

APPROVED:

COUNTERSIGNED BY:

_____
Director, Building Services Department

_____
City Controller

_____
City Purchasing Agent

APPROVED AS TO FORM:

DATE COUNTERSIGNED:

_____
Sr. Assistant City Attorney
L.D. File No.

_____

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II. DEFINITIONS

As used in this Agreement, the following terms have the meanings set out below:

"Agreement" means this contract between the Parties, including all exhibits and any written amendments authorized by City Council and Contractor.

"City" is defined in the preamble of this Agreement and includes its successors and assigns.

“City Purchasing Agent” is defined as the person or duly authorized successor, authorized in writing to act for the City. The term includes, except as otherwise provided in this Agreement, the authorized representative of the City Purchasing Agent acting within the limits of delegated authority.

"Contractor" is defined in the preamble of this Agreement and includes its successors and assigns.

"Countersignature Date" means the date shown as the date countersigned on the signature page of this Agreement.

"Department" means the City of Houston Building Services Department or its successor department.

"Director" means the Director of the Building Services Department or the person he or she designates.

"Documents" mean notes, manuals, notebooks, plans, computations, databases, tabulations, exhibits, reports, underlying data, charts, analyses, maps, letters, models, forms, photographs, the original tracings of all drawings and plans, and other work products (and any modifications or improvements to them) that Contractor prepares or provides under this Agreement.

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"Equipment" generally means mechanical and electrical machinery and apparatus including, but not limited to, controls, direct digital controllers (DDC), facility management system, chillers, boilers, cooling towers, chilled and condenser water pumps, and related electrical switchboards and motor control centers, plus major parts of the above including compressors, speed reducers and increasers, motors, heat exchangers and systems components, and appurtenances. The definition of "Equipment" includes, but is not limited to, those items listed in Exhibit "_E_".

"Equipment Failure" means that the Equipment, or Equipment major parts, components and appurtenances cannot be repaired due to its failure, and that replacement is required for the restoration of the system to First Class Condition. The Contractor shall not be responsible for Equipment replacement required as a result of acts of God, war, terrorist attacks, criminal acts, or other force majeure conditions.

"Facilities" includes (Facilities listed on Attachment “B” Portfolio Summary) Facilities may be added or deleted from the above list upon Contractor's receipt of written notice from the Director.

“Facility Manager” means the Department’s manager for any of the Facilities, as defined herein, or their respective designees, each of whom shall be the Facility Manager for purposes of the Agreement as to the Facilities or properties which each manages for the Department.

"First Class Condition", in relation to the original systems and Equipment, means operating in accordance with required conditions, and performing the functions intended within manufacturer's tolerances or required practice for close, safe, predictable, dependable performance. In relation to replacement parts and materials, "first class" shall mean of equal or better quality than installed during the original construction.

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" "Parties" mean all the entities set out in the Preamble who are bound by this Agreement.

III. DUTIES OF CONTRACTOR

A. Scope of Services

In consideration of the payments specified in this Agreement, Contractor shall provide all labor, materials, tools, and supervision necessary to perform the services described in Exhibit "A."

B. Coordinate Performance

Contractor shall coordinate its performance with the Director and other persons that the Director designates. Contractor shall promptly inform the Director and other person(s) of all significant events relating to the performance of this Agreement.

C. Payment of Subcontractors

Contractor shall make timely payments to all persons and entities supplying labor, materials, or equipment for the performance of this Agreement. CONTRACTOR SHALL DEFEND AND INDEMNIFY THE CITY FROM ANY CLAIMS OR LIABILITY ARISING OUT OF CONTRACTOR'S FAILURE TO MAKE THESE PAYMENTS. Contractor shall submit disputes relating to payment of MWBE subcontractors to arbitration in the same manner as any other disputes under the MWBE subcontract.

D. **RELEASE**

CONTRACTOR AGREES TO AND SHALL RELEASE THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") FROM ALL LIABILITY FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS OR PROPERTY SUSTAINED IN

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CONNECTION WITH OR INCIDENTAL TO PERFORMANCE UNDER THIS AGREEMENT, EVEN IF THE INJURY, DEATH, DAMAGE, OR LOSS IS CAUSED BY THE CITY'S SOLE OR CONCURRENT NEGLIGENCE AND/OR THE CITY'S STRICT PRODUCTS LIABILITY OR STRICT STATUTORY LIABILITY.

E. **INDEMNIFICATION**

CONTRACTOR AGREES TO AND SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") HARMLESS FOR ALL CLAIMS, CAUSES OF ACTION, LIABILITIES, FINES, AND EXPENSES (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES, COURT COSTS, AND ALL OTHER DEFENSE COSTS AND INTEREST) FOR INJURY, DEATH, DAMAGE, OR LOSS TO PERSONS OR PROPERTY SUSTAINED IN CONNECTION WITH OR INCIDENTAL TO PERFORMANCE UNDER THIS AGREEMENT INCLUDING, WITHOUT LIMITATION, THOSE CAUSED BY:

(1) CONTRACTOR'S AND/OR ITS AGENTS', EMPLOYEES', OFFICERS', DIRECTORS', CONTRACTORS', OR SUBCONTRACTORS' (COLLECTIVELY IN NUMBERED PARAGRAPHS 1-3, "CONTRACTOR") ACTUAL OR ALLEGED NEGLIGENCE OR INTENTIONAL ACTS OR OMISSIONS;

(2) THE CITY'S AND CONTRACTOR'S ACTUAL OR ALLEGED CONCURRENT NEGLIGENCE, WHETHER CONTRACTOR IS IMMUNE FROM LIABILITY OR NOT; AND

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(3) THE CITY'S AND CONTRACTOR'S ACTUAL OR ALLEGED STRICT PRODUCTS LIABILITY OR STRICT STATUTORY LIABILITY, WHETHER CONTRACTOR IS IMMUNE FROM LIABILITY OR NOT.

CONTRACTOR SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY HARMLESS DURING THE TERM OF THIS AGREEMENT AND FOR FOUR YEARS AFTER THE AGREEMENT TERMINATES. CONTRACTOR'S INDEMNIFICATION IS LIMITED TO $500,000 PER OCCURRENCE. CONTRACTOR SHALL NOT INDEMNIFY THE CITY FOR THE CITY'S SOLE NEGLIGENCE.

F. **INDEMNIFICATION (PATENT, COPYRIGHT, TRADEMARK, AND TRADE SECRET INFRINGEMENT)**

CONTRACTOR AGREES TO AND SHALL DEFEND, INDEMNIFY, AND HOLD HARMLESS THE CITY, ITS AGENTS, EMPLOYEES, OFFICERS, AND LEGAL REPRESENTATIVES (COLLECTIVELY THE "CITY") FROM ALL CLAIMS OR CAUSES OF ACTION BROUGHT AGAINST THE CITY ALLEGING THAT THE CITY'S USE OF ANY EQUIPMENT, SOFTWARE, PROCESS, OR DOCUMENTS CONTRACTOR FURNISHES DURING THE TERM OF THIS AGREEMENT INFRINGES ON A PATENT, COPYRIGHT, OR TRADEMARK, OR MISAPPROPRIATES A TRADE SECRET. CONTRACTOR SHALL PAY ALL COSTS (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES, COURT COSTS, AND ALL OTHER DEFENSE COSTS, AND INTEREST) AND DAMAGES AWARDED.

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CONTRACTOR SHALL NOT SETTLE ANY CLAIM ON TERMS WHICH PREVENT THE CITY FROM USING THE EQUIPMENT, SOFTWARE, PROCESS, AND DOCUMENTS WITHOUT THE CITY'S PRIOR WRITTEN CONSENT.

WITHIN 60 DAYS AFTER BEING NOTIFIED OF THE CLAIM, CONTRACTOR SHALL, AT ITS OWN EXPENSE, EITHER (1) OBTAIN FOR THE CITY THE RIGHT TO CONTINUE USING THE EQUIPMENT, SOFTWARE, PROCESS, AND DOCUMENTS OR, (2) IF BOTH PARTIES AGREE, REPLACE OR MODIFY THEM WITH COMPATIBLE AND FUNCTIONALLY EQUIVALENT PRODUCTS. IF NONE OF THESE ALTERNATIVES IS REASONABLY AVAILABLE, THE CITY MAY RETURN THE EQUIPMENT, SOFTWARE, OR DOCUMENTS, OR DISCONTINUE THE PROCESS, AND CONTRACTOR SHALL REFUND THE PURCHASE PRICE.

G. Indemnification Procedures

(1) Notice of Claims. If the City or Contractor receives notice of any claim or circumstances which could give rise to an indemnified loss, the receiving party shall give written notice to the other party within 10 days. The notice must include the following:

(a) a description of the indemnification event in reasonable detail,

(b) the basis on which indemnification may be due, and

(c) the anticipated amount of the indemnified loss.

This notice does not estop or prevent the City from later asserting a different basis for indemnification or a different amount of indemnified loss than that indicated in the initial notice. If the City does not provide this notice within the ten-day period, it does not

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waive any right to indemnification except to the extent that Contractor is prejudiced, suffers loss, or incurs expense because of the delay.

(2) Defense of Claims

(a) Assumption of Defense. Contractor may assume the defense of the claim at its own expense with counsel chosen by it that is reasonably satisfactory to the City. Contractor shall then control the defense and any negotiations to settle the claim. Within 10 days after receiving written notice of the indemnification request, Contractor must advise the City as to whether or not it will defend the claim. If Contractor does not assume the defense, the City shall assume and control the defense, and all defense expenses constitute an indemnification loss.

(b) Continued Participation. If Contractor elects to defend the claim, the City may retain separate counsel to participate in (but not control) the defense and to participate in (but not control) any settlement negotiations. Contractor may settle the claim without the consent or agreement of the City, unless it (I) would result in injunctive relief or other equitable remedies or otherwise require the City to comply with restrictions or limitations that adversely affect the City, (ii) would require the City to pay amounts that Contractor does not fund in full, (iii) would not result in the City's full and complete release from all liability to the plaintiffs or claimants who are parties to or otherwise bound by the settlement.

H. Insurance

Contractor shall maintain in effect certain insurance coverage, which is described as follows:

(1) Risks and Limits of Liability. Contractor shall maintain the following coverages and limits of liability:

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(Coverage)	(Limit of Liability)
Workers' Compensation	Statutory for Workers' Compensation
Employer's Liability	Bodily Injury by accident $500,000 (each accident) Bodily Injury by Disease $500,000 (policy limit) Bodily Injury by Disease $500000 (each employee)
Commercial General Liability: Including Broad Form Coverage, Contractual Liability, Bodily and Occurrence Personal Injury, and Completed Operations	Bodily Injury and Property Damage, Combined Limits of $500,000 each and $1,000,000 aggregate
Automobile Liability Insurance single limit (for vehicles Contractor uses in performing under this Agreement, including Employer's Non-Ownership and Hired Auto Coverage)	$1,000,000 combined per occurrence

Defense costs are excluded from the face amount of the policy.
Aggregate Limits are per 12-month policy period
unless otherwise indicated.

(2) Form of Policies. The Director may approve the form of the insurance policies, but nothing the Director does or fails to do relieves Contractor from its duties to provide the required coverage under this Agreement. The Director's actions or inactions do not waive the City's rights under this Agreement.

(3) Issuers of Policies. The issuer of any policy shall have a Certificate of Authority to transact insurance business in Texas or have a Best's rating of at least B+ and a Best's Financial Size Category of Class VI or better, according to the most current edition Best's Key Rating Guide, Property-Casualty United States.

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(4) Insured Parties. Each policy, except those for Workers' Compensation and Employer's Liability, must name the City (and its officers, agents, and employees) as Additional Insured parties on the original policy and all renewals or replacements.

(5) Deductibles. Contractor shall be responsible for and bear any claims or losses to the extent of any deductible amounts and waives any claim it may have for the same against the City, its officers, agents, or employees.

(6) Cancellation. Each policy must state that it may not be canceled, materially modified, or nonrenewed unless the insurance company gives the Director 30 days' advance written notice. Contractor shall give written notice to the Director within five days of the date on which total claims by any party against Contractor reduce the aggregate amount of coverage below the amounts required by this Agreement. In the alternative, the policy may contain an endorsement establishing a policy aggregate for the particular project or location subject to this Agreement.

(7) Subrogation. Each policy must contain an endorsement to the effect that the issuer waives any claim or right of subrogation to recover against the City, its officers, agents, or employees.

(8) Endorsement of Primary Insurance. Each policy, except Workers' Compensation, must contain an endorsement that the policy is primary to any other insurance available to the Additional Insured with respect to claims arising under this Agreement.

(9) Liability for Premium. Contractor shall pay all insurance premiums, and the City shall not be obligated to pay any premiums.

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(10) Subcontractors. Contractor shall require all subcontractors to carry insurance naming the City as an additional insured and meeting all of the above requirements except amount. The amount must be commensurate with the amount of the subcontract, but in no case less than $500,000 per occurrence. Contractor shall provide copies of insurance certificates to the Director.

(11) Proof of Insurance.

(a) On the Effective Date and at any time during the Term of this Agreement, Contractor shall furnish the Director with Certificates of Insurance, along with an Affidavit from Contractor confirming that the Certificates accurately reflect the insurance coverage maintained. If requested in writing by the Director, Contractor shall furnish the City with certified copies of Contractor's actual insurance policies.

(b) Contractor shall continuously and without interruption, maintain in force the required insurance coverages specified in this Section. If Contractor does not comply with this requirement, the Director, at his or her sole discretion, may

(1) immediately suspend Contractor from any further performance under this Agreement and begin procedures to terminate for default, or

(2) purchase the required insurance with City funds and deduct the cost of the premiums from amounts due to Contractor under this Agreement.

The City shall never waive or be estopped to assert its right to terminate this Agreement because of its acts or omissions regarding its review of insurance documents.

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(12) Other Insurance. If requested by the Director, Contractor shall furnish adequate evidence of Social Security and Unemployment Compensation Insurance, to the extent applicable to Contractor's operations under this Agreement.

I. Licenses and Permits

Contractor shall obtain, maintain, and pay for all licenses, permits, and certificates required by any statute, ordinance, rule, or regulation.

J. Compliance with Laws

Contractor shall comply with all applicable state and federal laws and regulations and the City Charter and Code of Ordinances.

K. Compliance with Equal Opportunity Ordinance

Contractor shall comply with City's Equal Employment Opportunity Ordinance as set out in Exhibit "I".

L. MWBE Compliance

Contractor shall comply with the City's Minority and Women Business Enterprise ("MWBE") programs as set out in Chapter 15, Article V of the City of Houston Code of Ordinances. Contractor shall make good faith efforts to award subcontracts or supply agreements in at least 20% of the value of this Agreement to MWBEs. Contractor acknowledges that it has reviewed the requirements for good faith efforts on file with the City's Affirmative Action Division and will comply with them.

Contractor shall require written subcontracts with all MWBE subcontractors and shall submit all disputes with MWBEs to binding arbitration if directed to do so by the Affirmative Action Division Director. MWBE subcontracts must contain the terms set out in Exhibit " N ". If Contractor is an individual person (as distinguished from a corporation, partnership, or other legal entity), and the amount of the subcontract is $50,000 or less, the subcontract must also be signed by the attorneys of the respective parties.

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M. Performance Bond

Contractor shall furnish a performance bond for $5,000,000 conditioned on Contractor's full and timely performance of the Agreement. The bond will be renewed on the anniversary date of the contract award and for renewal each year. The bond must be in a form approved by the City Attorney and issued by a corporate surety authorized and admitted to write surety bonds in Texas. The surety must be listed on the current list of accepted sureties on federal bonds published by the United States Treasury Department.

N. Drug Abuse Detection and Deterrence

(1) It is the policy of the City to achieve a drug-free workforce and workplace. The manufacture, distribution, dispensation, possession, sale, or use of illegal drugs or alcohol by contractors while on City Premises is prohibited. Contractor shall comply with all the requirements and procedures set forth in the Mayor's Drug Abuse Detection and Deterrence Procedures for Contractors, Executive Order No. 1-31 ("Executive Order"), which is incorporated into this Agreement and is on file in the City Secretary's Office.

(2) Before the City signs this Agreement, Contractor shall file with the Contract Compliance Officer for Drug Testing ("CCODT"):

(a) a copy of its drug-free workplace policy,

(b) the Drug Policy Compliance Agreement substantially in the form set forth in Exhibit "L," together with a written designation of all safety impact positions and,

(c) if applicable (e.g. no safety impact positions), the Certification of No Safety Impact Positions, substantially in the form set forth in Exhibit "L."

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If Contractor files a written designation of safety impact positions with its Drug Policy Compliance Agreement, it also shall file every six (6) months during the performance of this Agreement or on completion of this Agreement if performance is less than six (6) months, a Drug Policy Compliance Declaration in a form substantially similar to Exhibit "L." Contractor shall submit the Drug Policy Compliance Declaration to the CCODT within 30 days of the expiration of each six-month period of performance and within 30 days of completion of this Agreement. The first six-month period begins to run on the date the City issues its Notice to Proceed or if no Notice to Proceed is issued, on the first day Contractor begins work under this Agreement.

(3) Contractor also shall file updated designations of safety impact positions with the CCODT if additional safety impact positions are added to Contractor's employee work force.

(4) Contractor shall require that its subcontractors comply with the Executive Order, and Contractor shall secure and maintain the required documents for City inspection.

O. Warranties

Contractor warrants that it shall perform all work in a good and workmanlike manner, meeting the standards of quality prevailing in Harris County, Texas for work of this kind. Contractor shall perform all work using trained and skilled persons having substantial experience performing the work required under this Agreement.

With respect to any parts and goods it furnishes, Contractor warrants:

(1) that all items are free of defects in title, design, material, and workmanship,

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(2) that each item meets or exceeds the manufacturer's specifications and requirements for the equipment, structure, or other improvement in which the item is installed,

(3) that each replacement item is new, in accordance with original equipment manufacturer's specifications, and of a quality at least as good as the quality of the item which it replaces (when the replaced item was new), and

(4) that no item or its use infringes any patent, copyright, or proprietary right.

Contractor shall enforce all warranties on behalf of the City and shall promptly repair or replace any part or equipment that fails in normal use and service.

IV. DUTIES OF CITY

A. Payment Terms

The City shall pay Contractor for the services Contractor renders under this Agreement in accordance with the prices set forth in Exhibit "___". The City will pay Contractor on the basis of monthly invoices showing (i) all direct costs associated with labor, contracted services and/or materials, at actual cost, for the services performed at each Facility during the preceding month; (ii) Contractor's profit, administrative and corporate costs, as itemized in Exhibit "___"; and (iii) one-twelfth (1/12th) of the annual Base Management Fee due Contractor. One month following the end of each Agreement year, including any Renewal Terms, City shall determine, based on Contractor's performance, the percentage of the At-Risk Management Fee to which Contractor is

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entitled. Contractor's performance shall be measured against the Service Expectations outlined in the Service Level Agreement attached hereto as Exhibit "___."

B. Taxes

The City is exempt from payment of Federal Excise and Transportation Tax and Texas Limited Sales and Use Tax. Contractor's invoices to the City must not contain assessments of any of these taxes. The Director will furnish the City's exemption certificate and federal tax identification number to Contractor if requested.

C. Method of Payment - Disputed Payments

If the City disputes any items in an invoice Contractor submits for any reason, including lack of supporting documentation, the Director shall temporarily delete the disputed item and pay the remainder of the invoice. The Director shall promptly notify Contractor of the dispute and request remedial action. After the dispute is settled, Contractor shall include the disputed amount on a subsequent regularly scheduled invoice or on a special invoice for the disputed item only.

D. Limit of Appropriation

(1) The City's duty to pay money to Contractor under this Agreement is limited in its entirety by the provisions of this Section.

(2) In order to comply with Article II, Sections 19 and 19a of the City's Charter and Article XI, Section 5 of the Texas Constitution, the City has appropriated and allocated the sum of $(amount for last nine months of City's Fiscal Year 2005, ending June 30, 2005) to pay money due under this Agreement (the "Original Allocation"). The executive and legislative officers of the City, in their discretion, may allocate supplemental funds for this Agreement, but they are not obligated to do so. Therefore, the parties have agreed to the following procedures and remedies:

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(3) The City makes a supplemental allocation by sending a notice signed by the Director and the City Controller to Contractor in substantially the following form:

"NOTICE OF SUPPLEMENTAL ALLOCATION OF FUNDS"

TO: [Name of Contractor]

FROM: City of Houston, Texas (the "City")

DATE: [Date of notice]

SUBJECT: Supplemental allocation of funds for the purpose of the "[title of this Agreement]" between the City and (name of Contractor) countersigned by the City Controller on (Date of Countersignature) (the "Agreement").

I, (name of City Controller), City Controller of the City of Houston, certify that the supplemental sum of $_____, upon the request of the below-signed Director, has been allocated for the purposes of the Agreement out of funds appropriated for this purpose by the City Council of the City of Houston. This supplemental allocation has been charged to such appropriation.

The aggregate of all sums allocated for the purpose of such Contract, including the Original Allocation, and all supplemental allocations (including this one), as of the date of this notice, is $_____.

SIGNED:

(Signature of the City Controller)
City Controller of the City

REQUESTED:

(Signature of the Director)
Director

(4) The Original Allocation plus all supplemental allocations are the Allocated Funds. The City shall never be obligated to pay any money under this Agreement in excess of the Allocated Funds. Contractor must assure itself that sufficient allocations have been made to pay for services it provides. If Allocated Funds are exhausted, Contractor's only remedy is suspension or termination of its performance

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under this Agreement, and it has no other remedy in law or in equity against the City and no right to damages of any kind.

E. Special Services

(1) At any time during the Agreement Term, the Director may issue a Special Services Authorization ("SSA") to increase or decrease the scope of services or change plans and specifications, as he or she may find necessary to accomplish the general purposes of this Agreement. Contractor shall furnish the services or deliverables in the SSA in accordance with the requirements of this Agreement plus any special provisions, specifications, or special instructions issued to execute the extra work.

(2) The Director will issue the SSA in substantially the following form:

SPECIAL SERVICES AUTHORIZATION

TO: [Name of Contractor]

FROM: City of Houston, Texas (the "City")

DATE: [Date of Notice]

SUBJECT: SSA under the Agreement between the City and [Name of Contractor] countersigned by the City Controller on [Date of countersignature of the Agreement]

Subject to all terms and conditions of the Agreement, the City requests that Contractor provide the following:

[Here describe the additions to or changes to the equipment or services and the Special Services Charges applicable to each.]

Signed:

[Signature of Director]

(3) The Director may issue more than one SSA, subject to the following limitations:

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(a) Council expressly authorizes the Director to approve SSA's of an aggregate limit of 5% of the original contract amount. Any SSA in excess of this 5% aggregate must be approved by the City Council.

(b) If a SSA describes items that Contractor is otherwise required to provide under this Agreement, the City is not obligated to pay any additional money to Contractor.

(c) The Total of all SSAs issued under this section may not increase the Original Agreement amount by more than **___%.**

(4) Whenever Contractor receives a SSA, Contractor shall furnish all material, equipment, and personnel necessary to perform the work described in the SSA. Contractor shall complete the work within the time prescribed. If no time for completion is prescribed, Contractor shall complete the work within a reasonable time without charging for labor provided by Contractor. If the work described in any SSA causes an unavoidable delay in any other work Contractor is required to perform under this Agreement, Contractor may request a time extension for the completion of the work. The Director's decision regarding a time extension is final.

(5) A product or service provided under a SSA is subject to inspection, acceptance, or rejection in the same manner as the work described in the Original Agreement, and is subject to the terms and conditions of the Original Agreement as if it had originally been a part of the Agreement.

(6) SSAs are subject to the Allocated Funds provisions of this Agreement.

F. Additions and Deletions

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The Director, by means of a written authorization to Contractor, may add or delete Facilities and/or equipment from this Agreement and any items or services provided by Contractor that are reasonably related to the scope of this Agreement. Written notification of the added or deleted Facilities, items or services shall take effect upon the Contractor's receipt of such notice or on such other day as specified therein.

Charges for deletions shall be excluded from any sums otherwise due under the Agreement as of the date such notice is received by the Contractor. Charges for additions shall be at the current rates already in the Agreement, or at actual cost, subject to the provision for approval of SSA's set out above.

V. TERM AND TERMINATION

A. Agreement Term

This Agreement shall become effective on the date specified in Director's Notice to Proceed to Contractor, and shall remain in effect for five (5) years, unless sooner terminated as provided for in this Agreement.

B. Renewals

Unless the Director sends written notice of termination to Contractor at least 30 days before expiration of the then-current term and if sufficient funds are allocated, then, upon expiration of the initial term, this Agreement is automatically renewed for two (2) successive one-year terms upon the same terms and conditions.

C. Time Extensions

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If Contractor requests an extension of time to complete its performance, then the Director may, in his or her sole discretion, extend the time if sufficient funds are allocated, so long as the extension does not exceed 90 days. The extension must be in writing but does not require amendment of this Agreement. Contractor is not entitled to damages for delay(s) regardless of the cause of the delay(s).

D. Termination for Convenience by City

The Director may terminate this Agreement at any time by giving 30 days' written notice to Contractor. The City's right to terminate this Agreement for convenience is cumulative of all rights and remedies which exist now or in the future.

On receiving the notice, Contractor shall, unless the notice directs otherwise, immediately discontinue all services under this Agreement and cancel all existing orders and subcontracts that are chargeable to this Agreement. As soon as practicable after receiving the termination notice, Contractor shall submit an invoice showing in detail the services performed under this Agreement up to the termination date. The City shall then pay the fees to Contractor for services actually performed, but not already paid for, in the same manner as prescribed in Article IV(A) unless the fees exceed the allocated funds remaining under this Agreement.

TERMINATION OF THIS AGREEMENT AND RECEIPT OF PAYMENT FOR SERVICES RENDERED ARE CONTRACTOR'S ONLY REMEDIES FOR THE CITY’S TERMINATION FOR CONVENIENCE, WHICH DOES NOT CONSTITUTE A DEFAULT OR BREACH OF THIS AGREEMENT. CONTRACTOR WAIVES ANY CLAIM (OTHER THAN ITS CLAIM FOR

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PAYMENT AS SPECIFIED IN THIS SECTION), IT MAY HAVE NOW OR IN THE FUTURE FOR FINANCIAL LOSSES OR OTHER DAMAGES RESULTING FROM THE CITY'S TERMINATION FOR CONVENIENCE.

E. Termination for Cause

If Contractor defaults under this Agreement, the Director may either terminate this Agreement or allow Contractor to cure the default as provided below. The City's right to terminate this Agreement for Contractor's default is cumulative of all rights and remedies which exist now or in the future. Default by Contractor occurs if:

(1) Contractor fails to perform any of its duties under this Agreement;

(2) Contractor becomes insolvent;

(3) all or a substantial part of Contractor's assets are assigned for the benefit of its creditors; or

(4) a receiver or trustee is appointed for Contractor.

If a default occurs, the Director may, but is not obligated to, deliver a written notice to Contractor describing the default and the termination date. The Director, at his or her sole option, may extend the termination date to a later date. If the Director allows Contractor to cure the default and Contractor does so to the Director's satisfaction before the termination date, then the termination is ineffective. If Contractor does not cure the default before the termination date, then the Director may terminate this Agreement on the termination date, at no further obligation of the City.

To effect final termination, the Director must notify Contractor in writing. After receiving the notice, Contractor shall, unless the notice directs otherwise,

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immediately discontinue all services under this Agreement, and promptly cancel all orders or subcontracts chargeable to this Agreement.

F. Termination for Cause by Contractor

Contractor may terminate its performance under this Agreement only if the City defaults and fails to cure the default after receiving written notice of it. Default by the City occurs if the City fails to perform one or more of its material duties under this Agreement. If a default occurs and Contractor wishes to terminate the Agreement, then Contractor must deliver a written notice to the Director describing the default and the proposed termination date. The date must be at least 30 days after the Director receives notice. Contractor, at its sole option, may extend the proposed termination date to a later date. If the City cures the default before the proposed termination date, then the proposed termination is ineffective. If the City does not cure the default before the proposed termination date, then Contractor may terminate its performance under this Agreement on the termination date.

VI. MISCELLANEOUS

A. Independent Contractor

Contractor shall perform its obligations under this Agreement as an independent contractor and not as an employee of the City.

B. Force Majeure

1. Timely performance by both parties is essential to this Agreement. However, neither party is liable for delays or other failures to perform its obligations under this Agreement to the extent the delay or failure is caused by Force Majeure. Force Majeure means fires, floods, and other acts of God,

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explosions, war, terrorist acts, riots, court orders, and the acts of superior governmental or military authority.

2. This relief is not applicable unless the affected party does the following:

(a) uses due diligence to remove the effects of the Force Majeure as quickly as possible; and

(b) provides the other party with prompt written notice of the cause and its anticipated effect.

3. The City may perform contract functions itself or contract them out during periods of Force Majeure. Such performance is not a default or breach of this Agreement by the City.

4. If the Force Majeure continues for more than three (3) days from the date performance is affected, the Director may terminate this Agreement by giving 7 days' written notice to Contractor. This termination is not a default or breach of this Agreement. **CONTRACTOR WAIVES ANY CLAIM IT MAY HAVE FOR FINANCIAL LOSSES OR OTHER DAMAGES RESULTING FROM THE TERMINATION EXCEPT FOR AMOUNTS DUE UNDER THE AGREEMENT AT THE TIME OF THE TERMINATION.**

5. Contractor is not relieved from performing its obligations under this Agreement due to a strike or work slowdown of its employees. Contractor shall employ only fully trained and qualified personnel during a strike.

C. <u>Severability</u>

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If any part of this Agreement is for any reason found to be unenforceable, all other parts remain enforceable unless the result materially prejudices either party.

D. Entire Agreement

This Agreement merges the prior negotiations and understandings of the parties and embodies the entire agreement of the parties. No other agreements, assurances, conditions, covenants (express or implied), or other terms of any kind, exist between the parties regarding this Agreement.

E. Written Amendment

Unless otherwise specified elsewhere in this Agreement, this Agreement may be amended only by written instrument executed on behalf of the City (by authority of an ordinance adopted by the City Council) and Contractor. The Director is only authorized to perform the functions specifically delegated to him or her in this Agreement.

F. Applicable Laws

This Agreement is subject to the laws of the State of Texas, the City Charter and Ordinances, the laws of the federal government of the United States, and all rules and regulations of any regulatory body or officer having jurisdiction.

Venue for any litigation relating to this Agreement is Harris County, Texas.

G. Notices

All notices required or permitted by this Agreement must be in writing and are deemed delivered on the earlier of the date actually received or the third day following: (1) deposit in a United States Postal Service post office or receptacle; (2) with proper postage (certified mail, return receipt requested); and (3) addressed to the other party at the address set out in the preamble of this

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Agreement or at such other address as the receiving party designates by proper notice to the sending party.

H. Captions

Captions contained in this Agreement are for reference only, and, therefore, have no effect in construing this Agreement. The captions are not restrictive of the subject matter of any section in this Agreement.

I. Non-Waiver

If either party fails to require the other to perform a term of this Agreement, that failure does not prevent the party from later enforcing that term and all other terms. If either party waives the other's breach of a term, that waiver does not waive a later breach of this Agreement.

An approval by the Director, or by any other employee or agent of the City, of any part of Contractor's performance does not waive compliance with this Agreement or establish a standard of performance other than that required by this Agreement and by law. The Director is not authorized to vary the terms of this Agreement.

J. Inspections and Audits

City representatives may have the right to perform, or have performed, (1) audits of Contractor's books and records, and (2) inspections of all places where work is undertaken in connection with this Agreement. Contractor shall keep its books and records available for this purpose for at least three (3) years after this Agreement terminates. This provision does not affect the applicable statute of limitations.

K. Enforcement

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The City Attorney or his or her designee may enforce all legal rights and obligations under this Agreement without further authorization. Contractor shall provide to the City Attorney all documents and records that the City Attorney requests to assist in determining Contractor's compliance with this Agreement, with the exception of those documents made confidential by federal or State law or regulation.

L. Ambiguities

If any term of this Agreement is ambiguous, it shall not be construed for or against any party on the basis that the party did or did not write it.

M. Survival

Contractor shall remain obligated to the City under all clauses of this Agreement that expressly or by their nature extend beyond the expiration or termination of this Agreement, including but not limited to, the indemnity provisions.

N. Risk of Loss

Unless otherwise specified elsewhere in this Agreement, risk of loss or damage for each Product passes from Contractor to the City upon acceptance by the City.

O. Parties In Interest

This Agreement does not bestow any rights upon any third party, but binds and benefits the City and Contractor only.

P. Successors and Assigns

This Agreement binds and benefits the Parties and their legal successors and permitted assigns; however, this provision does not alter the restrictions on assignment and disposal of assets set out in the following paragraph. This

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Agreement does not create any personal liability on the part of any officer or agent of the City.

Q. Business Structure and Assignments

Contractor shall not assign this Agreement at law or otherwise or dispose of all or substantially all of its assets without the prior written consent of the Director. Nothing in this clause, however, prevents the assignment of accounts receivable or the creation of a security interest under §9.318(c) of the Texas Business & Commerce Code. In the case of such an assignment, under Section 9.102 of the Code, Contractor shall immediately furnish the City with proof of the assignment and the name, telephone number, and address of the Assignee and a clear identification of the fees to be paid to the Assignee.

Any delegations of performance hereunder requires the prior written consent of the Director.

Failure of Contractor to obtain written consent to the assignment of this Agreement shall be an event of default, and the Director may immediately terminate this Agreement. In the case of an assignment under the above Sections of the Code, Contractor shall immediately furnish the City with reasonable proof of the assignment and the name, telephone number, and address of the Assignee and a clear identification of the fees to be paid to the Assignee.

R. Remedies Cumulative

Unless otherwise specified elsewhere in this Agreement, the rights and remedies contained in this Agreement are not exclusive, but are cumulative of all rights and remedies which exist now or in the future. Neither party may terminate its duties under this Agreement except in accordance with its provisions.

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EXHIBIT "A"

SUPPLEMENTAL SCOPE OF SERVICES

Note: This Exhibit is subject to change and may be developed further.

In consideration for the payments set forth in Attachment "__H___", Contractor shall provide the facility operations, maintenance and repair services as described below and in the Service Level Agreements attached hereto as Exhibit "_D-1 to D-29_."

1. EMERGENCY RESPONSE

Contractor's personnel shall be available at all times on an "on-call" basis via pager, radio or telephone. Radios should be programmed to the Facility in which they are used. Answering machines and/or voice mail are not acceptable. Radios shall be provided to key BSD Managers.

2. EQUIPMENT FAILURE

For each Facility, Contractor shall provide complete replacement services in the event of an Equipment Failure involving any of the mechanical and electrical systems identified herein. Such services shall include providing the necessary supervision, labor, and services, plus all tools, equipment, materials and supplies required to replace, upon failure, any systems equipment, component, or appurtenances regardless of size or type and whether the failure was from normal or catastrophic causes subject to the following:

a) Contractor shall not use any of its on-site or on-duty personnel in the actual Equipment replacement work, except where related to coordination of the replacement work as required in its capacity as manager of overall operation, maintenance and/or repair of the Facility's physical plant;

b) All parts, equipment and/or components replaced or newly installed in the system shall be factory new and free of defects in title, materials and workmanship at the time of their delivery and installation. Each component of the system shall conform to the specifications published by the manufacturer of the component. All materials supplied will be new, first quality products meeting original equipment manufacturer ("OEM") specifications, but are not required to be provided by OEM unless otherwise approved by the City.

3. FIRST CLASS CONDITION

Contractor shall ensure that all facility Equipment and systems are operating and maintained in First Class Condition. Such responsibility, at Contract expiration, shall mean any and all Equipment, components, and appurtenances as well as controls and systems maintenance.

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Contractor shall be responsible for all other Equipment and systems and the repair and/or replacement of any parts, components, and appurtenances as required to provide complete, functioning equipment and systems in First Class Condition.

Contractor shall replace any piece of Equipment, which fails and cannot be repaired as required for the resumption of normal First Class Condition.

4. FIRST CLASS CONDITION EXCEPTION LIST

At contract commencement, some Equipment, components and appurtenances may not qualify for First Class Condition status. These items will be entered on a First Class Condition Exception List developed by the Contractor and approved by the Director. The Contractor shall maintain the item in operating condition for the term of the Agreement, or until the Department budgets to replace. Contractor's First Class Condition Exception List shall be completed within eighty- (90) days after the effective date of this Contract.

5. PREVENTIVE MAINTENANCE

Scheduled Preventive Maintenance (PM) work on all equipment and systems must be performed as required by the Preventive Maintenance (PM) schedule. The level of Preventive Maintenance shall prevent and/or immediately resolve conditions such as, but not limited to, the following list of conditions:

A) Hot Calls
B) Cold Calls
C) High humidity
D) Faulty control
E) Faulty Thermostat calibration
F) Control air losses
G) Faulty operator
H) Stuck dampers
I) Dirty filters
J) Missing belts
K) Worn belts
L) Loose belts
M) Dirty coils
N) Dirty fans
O) Duct leaks
P) Air imbalances
Q) Water imbalances
R) Poor heat transfer
S) Stuck valves
T) Plugged strainers
U) Equipment shutdown
V) Equipment failure
W) Loose wiring

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X) False trips
Y) Valve leaks
Z) Fitting leaks
AA) Pipe rust and Corrosion
BB) Damaged insulation
CC) Excess noise
DD) Excess vibration
EE) Luminaire replacement
FF) Ballast Replacement
GG) Direct Digital Control System
HH) Building Management System
II) Lens cleaning
JJ) Switches
KK) Water treatment
LL) Sensor heads
MM) Chiller integrity
NN) Relays
OO) Incorrect Time Indication
PP) Cooling Tower Integrity
QQ) Door Operation and door hardware
RR) Roof Integrity
SS) Meeting room partitions

Contractor shall submit a PM schedule for Equipment monthly, no later than the 5th day of each month, or as requested by the Chief of Operations or Designee.

6. PREVENTIVE MAINTENANCE RECORDS

Contractor shall maintain PM Records for each piece of equipment or system. The records shall be in a form approved by the Director and reflect maintenance performed and the schedule and completion dates of such maintenance. Contractor shall update PM Records and history files on a weekly basis and the records shall be delivered to the Director or Director's designee no later than the 5th day of each month. Files must be maintained on a CD, in a **Microsoft Office 2000** compatible format. If the City upgrades its computer system, the Contractor shall upgrade its computer system to be compatible with the City's.

Contractor shall install and implement an automated web-based CMMS system The program coverage will include all building mechanical/electrical Equipment as well as other building related Equipment and components throughout the Facilities. The implementation process should be completed within eight weeks after the commencement date of this Agreement and will include the following steps:

- Work order system start-up
- Equipment survey/inventory
- Data loading
- vaiable cycle PM scheduling

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- Work load balancing
- Full system installation/training
- Establish support link

Please see Exhibit D-4

Contractor shall provide Department personnel with Maintenance Management system support and will load the same software with the Department's key managers for monitoring. Contractor will provide the Department with a modem and a communication package that will enable Contractor to provide the highest level of system support through on-line diagnostics.

Training for the use of the system will take place at the Facilities. Initial training will be in the use of the Work Order program, which will take place within the first few weeks after this Agreement begins.

Full system training will include Contractor's management and maintenance staff responsible for use of the program, and the Department's key managers and maintenance personnel. Full system training will be at least a two-day program conducted by Contractor. Refresher training will be provided on an as needed basis.

Contractor shall provide additional management support of the program through routinely scheduled Regional Manager visits to the Facilities. During each visit, the Regional Manager will review the management reports generated by the system and evaluate program effectiveness.

Contractor shall provide software updates to the system at no additional cost as they are released. Additional training, as needed, will be provided by Contractor's Regional Manager, local branch office, or Contractor's headquarters training group.

To facilitate future maintenance and tracking of the Equipment, Contractor agrees to transfer the CMMS Software package, license, and the electronic equipment database to the City at the expiration or termination of the Agreement at no additional cost to the City.

7. REMEDIAL MAINTENANCE

Contractor shall respond immediately to malfunctions that involve Equipment or impact major building systems, *e.g.*, HVAC, Plumbing, Electrical, Fire, and any locking/securing device or system. Contractor’s personnel shall work continuously, without regard for usual business hours, until the critical malfunctions are corrected.

8. ROUTINE MAINTENANCE AND REPAIR

Routine maintenance and repair shall mean those services performed as requested by the Director, Facility Manager or their designated representative and not otherwise classified as Preventive Maintenance, Emergency Response or Equipment Maintenance. Routine maintenance and repair requests will be communicated to the Contractor verbally or by

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work order. Contractor shall respond to correct the reported condition within **one (1) hour of receipt of request for service**.

9. REPLACEMENT PARTS, MATERIALS AND SUPPLIES

Replacement Parts and Materials shall be new and of same manufacture as original. Where new parts and materials are not available, Contractor may use rebuilt parts of original manufacturer or new parts of another manufacturer if approved by original manufacturer for use in the specific piece of equipment or system. In either case, parts and materials shall be equal or better than original parts in quality and operation and free from all defects. Furnishing new, used, or refurbished parts of another manufacturer must have the approval of the Director.

Within thirty (30) days after the Effective Date of this Contract, Contractor shall submit to the Director and Facility Managers, for review and approval, a spare parts, materials and supplies inventory derived from the equipment manufacturer's minimum recommendations. Supplies shall include a variety of adhesives suitable for various applications as approved by Facility Manager. During the term of this Contract, Contractor shall deliver to each Facility Manager no later than the 5th day of each subsequent month a current inventory of spare parts, materials and supplies on hand.

In addition, Contractor shall keep a daily log of parts and materials used, which will be subject to periodic review by the Facility Manager.

10. SCOPE OF SYSTEMS OPERATION AND MAINTENANCE

Contractor is responsible for operating and performing scheduled and unscheduled maintenance and repairs on the systems and Equipment in the Facilities, including, but not limited to, the Equipment listed in Exhibit "_E_" Equipment List. The Contractor will provide all supervision, labor, material, spare parts, supplies, equipment, tools or special tools and services, in order to operate and maintain all Equipment in a First Class Condition, consistent with the Service Expectations outlined in Exhibit "_D_" Service Level Agreements. The City of Houston will retain all existing tools, equipment, parts and supplies.

11. INSPECTIONS

The City shall have the right to conduct both scheduled and unscheduled periodic inspections of all Facility locations, Equipment and records used by Contractor or City in connection with this Agreement, during regular business hours or any time in the case of an emergency, to determine whether Contractor has complied and is complying with the terms and conditions set forth in its Agreement. The Contractor will be notified, in writing, of deficiencies noted during the review and will be required to correct such deficiencies within ten (10) days from the date of notification. If the Contractor fails to take corrective action in a timely manner, the City may take corrective action on Contractor's behalf and Contractor shall reimburse the City for the cost of the maintenance promptly upon demand or the City may terminate the Agreement in whole or in part.

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12. CONTRACTOR'S PHASE-IN/PHASE-OUT SERVICES

Contractor recognizes that the services provided under this Agreement are vital to the City's overall efforts to provide safe and reliable Facility operations; that continuity thereof must be maintained at a consistently high level without interruption. All proposals should include a detailed phase-in schedule. This schedule shall include a written plan and matrix illustration by district.

That upon expiration of the Agreement a successor may continue these services; that its successor Contractor shall need Phase-in training; and that Contractor must cooperate in order to effect an orderly and efficient transition.

13. EQUIPMENT CONDITION AT CONTRACT EXPIRATION

Contractor shall turn over all equipment and systems in First Class Condition except items on the First Class Condition Exception List, which shall be turned over in operating condition. Preventive Maintenance work shall have been performed as required per the PM schedule.

Eight (8) months prior to Contract expiration, Contractor shall inspect, test all Equipment. Contractor shall furnish the Director a written report of inspection and test results.

Ninety (90) days prior to Contract expiration, Contractor shall perform a complete inspection of all controls and instrumentation and furnish a written report to the Director. All controls and instrumentation not in First Class Condition shall be corrected.

Sixty (60) days prior to Contract expiration, Contractor shall provide the Director a complete and final report on the condition of all equipment, all assigned equipment returned or replaced including inspection and test reports, and Contractor shall perform the following:

1) Replace all lubricating oils to all rotating equipment;
2) Lubricate all rotating equipment;
3) Change all belts;
4) Replace all filters;
5) Update all maintenance logs and manuals;
6) Replace burned-out luminaires and ballasts.

Contractor shall submit an audit performed by an independent auditor selected by the Contractor and approved by the Director certifying to the First Class Condition of all Equipment with the final report.

The Director shall have the right of inspection during or after any of this work, and will notify the Contractor, within fourteen (14) calendar days of receipt of Contractor's certified statement, of any noted discrepancies. Contractor shall then proceed to correct

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any discrepancies before the expiration of the Contract period. Contractor shall notify the Director in writing upon completion of all work.

Should Contractor fail to perform or complete any required work prior to the expiration of the Contract, the Director may have such work performed at the Contractor's expense.

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EXHIBIT "I" TO ATTACHMENT "A"

EQUAL EMPLOYMENT OPPORTUNITY

1. The contractor, subcontractor, vendor, supplier, or lessee will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or age. The contractor, subcontractor, vendor hat employees are treated during employment without regard to their race, religion, color, sex, national origin, or age. Such action will include, but not be limited to, the following: employment; upgrading; demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation and selection for training, including apprenticeship. The contractor, subcontractor, vendor, supplier or lessee agrees to post in conspicuous places available to employees, and applicants for employment, notices to be provided by the City setting forth the provisions of this Equal Employment Opportunity Clause.

2. The contractor, subcontractor, vendor, supplier, or lessee states that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin or age.

3. The contractor, subcontractor, vendor, supplier, or lessee will send to each labor union or representatives of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer advising the said labor union or worker's representative of the contractor's and subcontractor's commitments under Section 202 of Executive Order No. 11246, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

4. The contractor, subcontractor, vendor, supplier, or lessee will comply with all provisions of Executive Order No. 11246 and the rules, regulations, and relevant orders of the Secretary of Labor or other Federal Agency responsible for enforcement of the equal employment opportunity and affirmative action provisions applicable and will likewise furnish all information and reports required by the Mayor and/or Contractor Compliance Officer(s) for purposes of investigation to ascertain and effect compliance with this program.

5. The contractor, subcontractor, vendor, supplier, or lessee will furnish all information and reports required by Executive Order No. 11246, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to all books, records, and accounts by the appropriate City and Federal Officials for purposes of investigations to ascertain compliance with such rules, regulations, and orders. Compliance reports filed at such times as directed shall contain information as to the employment practice policies, program, and work force statistics of the contractor, subcontractor, vendor, supplier, or lessee.

6. In the event of the contractor's, subcontractor's, vendor's, supplier's, or lessee's non-compliance with the non-discrimination clause of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part, and the contractor, subcontractor, vendor, supplier, or lessee may be declared ineligible for further City contracts in accordance with procedures provided in Executive Order No. 11246, and such other sanctions may be imposed and remedies invoked as provided in the said Executive Order, or by rule, regulation, or order of the Secretary of Labor, or as may otherwise be provided by law.

7. The contractor shall include the provisions of paragraphs 1-8 of this Equal Employment Opportunity Clause in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontractor or purchase order as the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event the contractor becomes involved in, or is threatened with litigation with a subcontractor or vendor as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

8. The contractor shall file and shall cause his or her subcontractors, if any, to file compliance reports with the City in the form and to the extent as may be prescribed by the Mayor. Compliance reports filed at such times as directed shall contain information as to the practices, policies, programs, and employment policies and employment statistics of the contractor and each subcontractor.

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ATTACHMENT B PORTFOLIO SUMMARY

Central Business District Properties																
Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
1	City Hall Annex	900 Bagby	5a-11p M-F 8a-4p WK	366,204	N	Y	Y	Y	Y	N	Y	Y	N	Y	Y	191601
2	City Hall	901 Bagby	5a-11p M-F 8a-4p WK	150,717	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	N
3	Bob Lanier PWE Building	611 Walker	24 hrs	767,000	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	102000
4	Municipal Courts Complex	1400 Lubbock	24 hrs	104,000	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
5	Central Police Station Complex	61 Riesner	24 hrs	381,204	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	208000
6	Gerson Building	33 Artesian	M-F 7am-4pm	68,500	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N
7	Police Headquarters	1200 Travis	24 hrs	959,925	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	400000
8	Fire Logistical Center	1205 Dart	M-F 7am-6pm /Fleet 24 hrs	161,597	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
9	Fire Renovation Warehouse	1100 Elder Street	M-F 7am-4pm	175,000	Y	Y	Y only items noted	Y	Y	Y	N	N	N	Y	N	N

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Asset #	Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
10	BSD Facilities Supply	718 Houston Ave	Sun-Sat 7am-4pm	4,500	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
11	Fire Station #8	1901 Milam & St. Joseph Pwky	24 hrs	7,168	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	N
12	HPS Auto Theft Storage Complex	1204 Morin	24 hrs	2,497	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
13	HPD Dive Team/Facility Maintenance	35 Artesian	24 hrs	5,600	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
14	HPS Explorer Scouts	22 Artesian	Closed / No Activity	1,150	N	Y	Y	Y	N	N	N	N	N	N	Y	N
15	HPD Fleet Repair Shop	1202 Washington	Closed No Activity		N	Y	Y Only items noted	Y	N	Y	N	N	N	N	N	N
16	Joe Frank Building	101 Preston/1001 Washington	Closed No Activity		N	Y	Y	Y	N	N	N	N	N	N	N	N
17	Volker Building	1103 Morin	24 hrs	82,500	N	Y	Y	Y	Y	Y	Y	N	N	N	Y	N
18	HPD Auto Theft Burned Vehicle Lot	1300 Dart	24 hrs	600	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
19	HPD Homicide Print Stall	1305 Dart	24 hrs	3,731	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
20	HPD Uniform Supply	700 Houston Ave	M-F 6am-6pm	6,460	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
21	Municipal Courts Archives Warehouse	2015 White St.	M-F 8am-4pm	23,555	Y	Y	Y Janitorial Only	Y	Y	N	N	N	N	N	N	N
22	Smith Street Communication Site	901 Smith	24/7	200	N	Y	Y Generator Only	N	N	N	N	N	Y	N	N	N
23	Jesse Jones Central Branch Library	500 McKinney	M-T 9am-9pm F-S 9am-6pm S 2pm-6pm	333,620	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	63000
24	Julia Ideson	400 McKinney	M-T 9am-9pm F-S 9am-6pm	200,000	N	Y	Y	Y	Y	N	Y	Y	N	Y	Y	N
25	Library Resource Center	3102 Center	M-F 7am-4pm	100,000	N	Y	Y	Y	N	N	Y	N	N	Y	Y	N
26	Logistics Command / Community Outreach / EMS	500 Jefferson	M-F 8am-5pm		Y	N	N	Y	N	N	N	N	N	N	N	N

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North District Properties

Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
1	HPD U.S. Customs - Hooks Airport	9103 Boudreaux Rd., Tomball	M-F 8am-5pm	N/A	N	Y	N	Y	N	N	N	N	N	N	N	N
2	Fire Station #102	4102 W. Lake Houston Pkwy	24 hrs	13,725	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
3	Kingwood Police Station	3915 Rustic Woods Dr.	24 hrs	9,000	N	Y	Y	Y	Y	Y	N	Y	Y	N	Y	N
4	Fire Station #103	2907 High Valley & Kingwood Dr.	24 hrs	5,310	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
5	Fire Station #54	2500 Fuel Storage Rd.	Closed	16,600	N	Y	Y	Y	N	Y	N	N	N	N	N	N
6	Airport Police-IAH	3100 Terminal Road B	24 hrs	14,000	N	Y	N	Y	Y	N	N	N	N	N	N	N
7	Fire Station #101	1863 Kingwood & Ladbook	24 hrs	5,310	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
8	Fire Station #104	910 Forrest Cove Dr. & Hamblen Rd.	24 hrs	3,629	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
9	Fire Station #65	11531 FM 1960 E. & Grayfox Rd.	24 hrs	8,418	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
10	HPD Lake Patrol-Office Complex	22619 W. Shorewood Drive	24 hrs	5,000	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
11	Boat Barn	22627 Shorewood Loop	As Needed		N	Y	Y Only Items Noted	Y	N	Y	N	N	N	N	Y	N
12	Willowbrook HPD Storefront	12932 Willowchase	T-W-Th. 9am-5pm	1,629	Y	Y	N	Y	Y	N	N	Y	N	N	N	N
13	Fire Station #96	7409 Willowchase & Breton Ridge	24 hrs	10,946	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
14	Aldine Community HPD Storefront	10966 North Freeway	M-F 8am-5pm	1,757	Y	Y	N	Y	Y	N	N	N	N	N	N	N
15	Greenspoint HPD Storefront	208 Greenspoint Mall	M-F 8am-5pm	672	Y	Y	N	Y	N	N	N	N	N	N	N	N
16	Water Control – North Lab	1828 Rankin Road	M-F 8-5	16,507	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y
17	Police Academy Complex	17000 Aldine Westfield	M-F 6a-6p	88,809	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
18	Airport Police K-9	2452 Rankin	M-F 8am-5pm	500	N	Y	Y	Y	Y	Y	Y	N	N	N	N	N
19	HPD Asian Task Force-Major Offenders	15355 Vantage Parkway	M-F 8am-5pm	2,440	N	Y	Y	Y	N	N	N	N	N	N	N	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
20	Fire Station #74	460 Aldine Bender & Jove	24 hrs	8,517	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
21	Fire Station #63	5626 Will Clayton Parkway	24 hrs	8,928	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
22	Fire Station #64	3000 Greens Rd. & Morales	24 hrs	10,736	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
23	Fire Station #92	4300 Will Clayton & Wright Rd.	24 hrs	10,575	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
24	PWE Northwest Quadrant	5900 Teague	M-F 7am-4pm	23,916	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
25	Northwest Police Station Complex	6000 Teague	24 hrs	10,409	N	Y	Y	Y	Y	Y	N	Y	Y	N	Y	N
26	Teague Communication Site	5820 Teague	M-F 7am-3pm	100	N	Y	Y Only Items Noted	Y	N	Y	N	N	N	N	Y	N
27	Fire Station #4	6530 W. Little York & Bingle	24 hrs	8,492	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
28	North Police Station Complex	9455 W. Montgomery Road	24 hrs	112,036	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
29	Acres Homes Branch Library	8501 W. Montgomery	M 12PM-8PM / T 10AM-6PM / W 10AM-6PM / TH 12PM-6PM / F 12PM-6PM / S 10AM-6PM	8,000	N	Y	Y	Y	Y	N	N	N	N	N	Y	N

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	Buildings:															
30	Fire Station # 56	5820 E. Little York-Mapleleaf	24 hrs	7,812	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
31	Fire Station #67	1616 W. Little York & Willow	24 hrs	7,684	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
32	Acres Homes HPD Storefront	6719 W. Montgomery	M-Th 9am-5pm	650	N	Y	Y	Y	Y	N	N	N	Y	N	Y	N
33	Acres Homes M.S.C.	6719 W. Montgomery	Mon. & Tues 8am-7pm Wed. & Thurs. 8am-5pm Fri. 8am-12pm	50,534	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
34	Northline HPD Storefront	392 West Little York	M-F 9am - 5pm	1,280	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
35	Aldine W.I.C.	5180 Aldine Mail Route	Mon.: closed Tues. 8am - 4pm Wed. & Fri. 8am-4:30pm Thurs. 8am-5pm Sat. 7am - 3:30pm	12,155	Y	Y	Y	Y	Y	Y	N	N	N	N	Y	N

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	Buildings:															
36	5820 E. Little York Communication Site	5820 E. Little York	As needed	100	N	Y	Y Only Items Noted	Y	N	Y	N	N	N	N	Y	N
37	Scenic Woods Branch Library	10677 Homestead	Mon-Fri 10am-8pm, Sat 10am-6pm, Sun 1pm-5pm,Tues-Thur 12pm-8pm	11,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
38	Building – Special Purp Small Util &	7330 N. Wayside	24hrs		N	Y	Y	Y	N	N	N	N	N	N	N	N
39	Aqueduct Communication Site	13505 Aqueduct	As needed	100	N	Y	Y Only Items Noted	Y	N	Y	N	N	N	N	Y	N
40	Fire Station #90	16533 Park Row Dr.	24 hrs	3,056	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
41	Fire Station #66	5800 Teague & Hartison	24 hrs	9,237	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
42	Fire Station #77	10155 Kempwood Dr. & Gessner	24 hrs	9,720	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
43	Hillendahl Branch Library	2436 Gessner	M 12PM-8PM / T 10AM-6PM / W 12PM-6PM / TH 12PM-8PM / F&S 12PM-6PM	10,000	N	Y	Y	Y	Y	N	N	N	N	N	Y	N

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	Buildings:															
44	Long Point/Spring Branch HPD Storefront	8400 Long Point	M-F 8am-5pm	7,110	Y	Y	N	Y	Y	N	N	N	N	N	Y	N
45	Fire Station #5	2020 Hollister & Hammerly	24 hrs	8,005	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
46	Ring Branch Library	8835 Longpoint	M 12PM-8PM / T 10AM-6PM / W 10AM-6PM / TH 12PM-6PM / F 12PM-6PM / S 10AM-6PM	7,645	N	Y	Y	Y	Y	N	N	N	N	N	Y	N
47	Fire Station #49	1212 Gessner & Westview	24 hrs	5,022	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
48	Gessner HPD Storefront	1331 Gessner	M-F 10am-6pm	1,060	N	Y	Y	Y	N	N	N	N	N	N	Y	N
49	Fire Station #50	4420 Bingle & Malibu	24 hrs	5,046	Y	Y	Y	Y	N	N	N	N	Y	Y	Y	N
50	Collier Branch Library	6200 Pinemont	M 10AM-8PM / T 12PM-8PM / W 10AM-8PM / TH 12PM-8PM / F 12PM-6PM / S 12PM-6PM / SU 1PM-5PM	16,000	N	Y	Y	Y	Y	N	N	N	N	N	Y	N
51	Building – Special Purp Small Util &	4401 ½ Lang	As needed		N	Y	Y Grounds Only	Y	N	Y	N	N	N	N	N	N
52	Fire Station #13	2215 W. 43rd.&W.T.C. Jester	24 hrs	4,234	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
53	Northwest W.I.C.	8532 Hammerly	M&W-F 7am-5pm Tues. 10am-7pm 2nd & 4th Sat. 7am-5pm	4,000	Y	Y	Y	Y	Y	Y	N	N	N	N	Y	N
54	Long Point / Spring Branch HPD Storefront	8400 Long Point	M-F 6am-6pm	Same as #44	N	Y	Y	Y	Y	N	N	N	Y	Y	Y	N
55	Fire Station #38	1120 Silber & Hartland	24 hrs	5,232	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
56	Houston Emergency Center	5320 N. Shepherd	24 hrs	132,000	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
57	Near North HPD Storefront	1335 W. 43rd Street	M-F 9am-5pm	3,330	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
58	Oak Forest Branch Library	1349 W. 43rd	M 12PM-8PM / T 10AM-6PM / W 12PM-6PM / TH 12PM-8PM / F&S 12PM-6PM	7,650	Y	Y	Y	Y	Y	N	N	N	N	N	Y	N
59	Fire Station #31	222 W. Crosstimbers-O. Yale	24 hrs	9,372	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
60	Old Fire Station # 31	522 Crosstimbers	Closed	5,000	N	Y	N	Y	N	Y	N	N	N	N	Y	N
61	Crosstimbers Communication Site	522 Crosstimbers	M-F 7am-3pm	100	N	Y	Y	Y	N	Y	N	N	Y	N	Y	N

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	Buildings:															
62	HPD FBI Terrorism Task Force	2500 E. TC Jester	M-F 8am-5pm	N/A	N	N	N	N	N	N	N	N	N	N	N	N
63	Fire Station #62	1602 Seamist & Droxford	24 hrs	5,908	N	Y	Y	Y	N	N	N	N	N	Y	Y	N
64	Heights HPD Storefront	1127 N. Shepherd	Closed	1,200	Y	Y	N	Y	N	N	N	N	N	N	N	N
65	Heights HPD Storefront-Office	910 Durham	M-F 8am-4pm	1,000	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
66	Neighborhood Protection PW&E	2931 W. 12th Street	M-F 8am-5pm	100	Y	Y	Y Janitorial Only	Y	Y	N	N	N	N	N	N	N
67	Fire Marshall's Office	2931 W. 12th Street	M-F 8am-5pm	22,801	Y	Y	Y Janitorial Only	Y	Y	N	N	N	N	N	N	N
68	W. 12th Communication Site	2931 W. 12th Street	M-F 7am-3pm	100	N	Y	Y	Y	N	Y	N	N	Y	N	Y	N
69	Fire Station #11	460 T.C. Jester & Larkin	Closed	11,240	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
70	PWE Northeast Quadrant	718 E. Burress	M-F 7am-4pm	30,249	N	Y	Y	Y	Y	Y	N	N	Y	N	Y	N
71	Fire Station #58	10413 Fulton & Sunnyside	24 hrs	5,700	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
72	Moody Branch Library	9525 Irvington	M 12PM-8PM / T 10AM-6PM / W 12PM-6PM / TH 12PM-8PM / F 12PM-6PM / S 10AM-6PM	5,700	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
73	Independence Heights HPD Storefront	803 Crosstimbers	24 hrs	1,728	N	Y	Y	Y	Y	N	N	N	Y	Y	Y	N
74	Fire Station #30	6702 Irvington & Frisco	24 hrs	7,188	N	Y	Y	Y	N	N	N	N	N	Y	Y	N
75	Fire Station #15	5306 N. Main & Dunbar	24 hrs	11,271	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
76	Heights Branch Library	1302 Heights	M 12PM-8PM / T 10AM-6PM / W 12PM-6PM / TH 12PM-8PM / F&S 12PM-6PM	14,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
77	Old Fire Station #15	402 Tabor	M-F 8am-5pm	3,673	N	Y	Y	Y	N	Y	N	N	Y	N	Y	N
78	Tabor Communication Site	402 Tabor	M-F 7am-3pm	100	N	Y	Y	Y	N	Y	N	N	Y	N	Y	N
79	Fire Station #12	1502 Alber & Terry	24 hrs	4,271	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
80	Fire Station #34	3100 Laura Koppe & Arkansas	24 hrs	10,655	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
81	Jensen Storefront	9211 Jensen	M-F 8am-5pm	1,125	Y	Y	Y	Y	Y	N	N	N	N	N	Y	N
82	Facilities Annex	3018 Berry Road	M-F 7am-5pm		N	Y	Y	Y	N	Y	N	N	N	N	Y	N
83	Facilities Administration	3026 Berry Road	M-F 7am-5pm	16,100	N	Y	Y	Y	Y	Y	N	Y	N	Y	Y	N
84	Northside Health Center	8523 Arkansas Suite 200	Mon. 10am-7pm (closed Mon. following Sat. open) Tues. -Fri. 8am-5pm 1st & 3rd Sat. 8am-5pm	32,531	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
85	Airline W.I.C. Center	5990 Airline	Mon. - Wed. & Fri 8am-4:30pm (closed Mon. following Sat. open) Thurs. 10:30am-7pm 1st & 3rd Sat. 8am-4:30pm		Y	N	N	Y	N	N	N	N	N	N	N	N

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	Buildings:															
86	Dixon Branch Library	8002 Hirsch	M 12pm-8pm, T&W 10am-6pm, Thur, Fri & Sat 12pm-6pm, Sun-closed	3,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
87	LBJ Hospital W.I.C. Office	5656 Kelly	Mon. - Wed. 7:30am-4:30pm Thurs & Fri.: closed		Y	Y	N	Y	N	N	N	N	N	N	N	N
88	Fire Station #39	5810 Pickfair & N. Loop E.	24 hrs	4,401	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
89	Kashmere M.S.C.	4802 Lockwood Drive #115	Mon-Fri 7:00am 6:00pm	27,380	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
90	Kashmere Gardens Branch Library	5411 Pardee	M&TH 12pm-8-pm, T&W 10am-6pm, Thurs 12pm-8pm, Sat 10am-6pm, Fri 12pm-6pm, Sun-closed	10,576	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
91	Animal Reg. And Care Administration / B.A.R.C.	2700 Evella	shelter M-F 11:30am-5:30pn / admin M-F 8am-5pm	47,319	N	Y	Y	Y	Y	Y	N	Y	Y	N	Y	N
92	Fire Station #43	7330 N. Wayside & Church	24 hrs	4,543	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
93	Fire Station #32	8614 E. Tidwell & Mesa	24 hrs	9,696	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
94	Lakewood Branch Library	8815 Feland	M 12pm-8pm,T&W 10am-6pm Thur-Fri-Sat 12pm-6pm, Sun-closed	4,015	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
95	North East Police Station Complex	8333 Ley Road	24 hrs	26,994	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N
96	Northeast W.I.C.	9421 Mesa Road	M-W&F 8am-5pm (closed Mon. following Sat. open) Thurs. 10am7pm 2nd & 4th Sat. 8am-5pm	4,130	Y	Y	Y	Y	Y	N	N	Y	N	N	Y	N
97	Fire Station #45	4910 McCarty & Circle Drive	24 hrs	9,602	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
98	Fire Station #78	15100 Memorial & Turtlecreek	24 hrs	11,603	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
99	Kendall Branch Library	14330 Memorial Dr.	M-12-8, T-12-6, W-10-6, Th-12-8, F-12-6, S-10-6	9,642	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N

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	Buildings:															
100	Fire Station #57	13602 Memorial Dr.	24 hrs	6,170	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
101	HPD Mounted Patrol-Administration	300 N. Post Oak	24 hrs	2,160	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y	N
102	HPD Post Oak Mounted Patrol/K-9 Complex	300 N. Post Oak	24 hrs	15,860	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N
103	Fire Station #2	5880 Woodway & Bering	24 hrs	11,656	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
104	Old Fire Station #11	4520 Washington	Closed	2,066	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
105	Marston Building	820 Marston	M-F 8am-5pm	22,000	N	Y	Y	Y	Y	Y	N	Y	Y	N	Y	N
106	Carnegie Branch Library	1050 Quitman	M 12PM-8PM / T 10AM-6PM / W 12PM-6PM / TH 12PM-8PM / F&S 10AM-6PM	18,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
107	Fire Station #9	702 Hogan & Freeman	24 hrs	7,246	N	Y	Y	Y	N	N	N	N	N	Y	Y	N
108	Irvington Village HPD Storefront	2901 Fulton, #725	Closed	1,040	Y	Y	N	N	Y	N	N	N	N	N	N	N
109	Old Casa De Amigos Health Center	1906 Cochran	Closed		N	Y	N	Y	N	N	N	N	N	N	N	N

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	Buildings:															
110	Wesley House HPD Storefront	1410 Lee	M-F 8am-4pm	182	Y	Y	N	Y	N	N	N	N	N	N	N	N
111	Fire Station #6	3402 Washington & Larkin	24 hrs	8,868	N	Y	Y	Y	N	N	N	N	Y	N	Y	N
112	West End M.S.C.	170 Heights Boulevard #138	Closed for remodeling	31,357	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
113	West End Health Center	190 Heights Blvd	M-12-8, T-10-6, W-12-6, Th-12-8, F&S-12-6	22,120	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
114	La Nueva Casa De Amigos Health	1809 Main (north)	Mon. 7:30am-7pm Tues. -Fri. 7:30am-5pm Sat. 8am-12pm	39,100	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
115	HPD Special Operations / Bicycle Patrol	1112 Clay	Closed	2,440	N	Y	N	N	N	N	N	N	N	N	N	N
116	HPD Secret Service Task Force	602 Sawyer, 5th Floor	M-F 8am-5pm	N/A	N	Y	N	Y	N	N	N	N	N	N	N	N
117	HPD S.W.A.T.	1500 W. Dallas	M-F 7am-3:30pm	7,650	N	Y	Y	Y	Y	N	N	N	N	N	Y	N
118	Police Memorial	100 Memorial	24 hrs	100	N	Y	Y	Y	Y	N	N	N	N	N	Y	N
119	Fire Department-Arson Division/South	410 Bagby	Closed	N/A	N	Y	Y	Y	N	Y	N	N	N	N	N	N

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	Buildings:															
120	HPD Gulf Coast Violent Offenders	701 San Jacinto, Suite 118	M-F 8am-5pm	N/A	N	Y	N	Y	N	N	N	N	N	N	N	N
121	HPD County Court Liaison Office	301 San Jacinto	M-F 8am-5pm	882	N	Y	Y	Y	N	N	N	N	N	N	N	N
122	PWE Waste Water Technical Services	100A Japhet	M-F 7am-4pm	7,280	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
123	Fire Station #19	1811 Gregg & New Orleans	24 hrs	9,703	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
124	Lyons Health Center	5602 Lyons Avenue	Mon 8am-6pm, Tues & Thursday 8am-5pm	20,979	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
125	Fire Station # 27	6515 Lyons	24 hrs	3,100	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
126	Old Fire Station #27	6302 Lyons	24 hrs	10,155	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
127	Fifth Ward Multi Service Center	4014 Market Street	Mon 8am8pm Tues- Fri 8am-6pm, Sat 10am-6pm	25,773	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
128	Denver Harbor multi Service Center	6402 Market	Mon. - Tues. & Thurs. - Fri. 8am-5pm Wed.: 10am-7pm	55,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
129	Fifth Ward HPD Storefront	4300 Lyons Suite 200	M-F 8am-4pm	800	N	Y	Y	Y	Y	N	N	N	N	N	Y	N

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	Buildings:															
130	John Peavy Senior Center	3814 Market Street	Mon 8am8pm Tues- Fri 8am-6pm, Sat 10am-6pm	13,938	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
131	Denver Harbor HPD Storefront	6702 Lyons Ave #3	Closed	612	N	Y	N	Y	Y	N	N	N	N	N	Y	N
132	Tuttle Branch Library	702 Kress	M&Thur 12pm-8pm, Tues 12pm-6pm, Wed 10am-6pm, Fri 12pm-6pm, Sat 10am-6pm, Sun-closed	6,500	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
133	Fire Station #17	2805 Navigation & N. Delano	24 hrs	13,879	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
134	Fire Station #41	805 Pearl & Amarillo	24 hrs	5,096	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
135	HPD U.S. Customs - Port of Houston	8090 Highlevel Rd	24 hrs	N/A	N	Y	Y	Y	N	N	N	N	N	N	N	N
136	Pleasantville Branch Library	1510 Gelhorn	M 12pm,8pm, Tues & Wed 10am-6pm, Thur 12pm-6pm, Fri-Sat 1pm-6pm, Sun-closed	4,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
137	Fire Station #44	675 Maxey Rd. & Church	24 hrs	7,052	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
138	East Freeway HPD Storefront	12001 A East Freeway	M-F 8am-5pm	2,072	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
139	Huntington Bayou W.I.C.	11430 East Freeway Suite 340	Mon. - Wed. & Fri 8am-5pm (closed Mon. following Sat. open) Thurs. 10am-7pm 2nd & 4th Sat. 8am-5pm	4,000	Y	Y	Y	Y	Y	N	N	Y	N	N	Y	N
140	Fire Station #53	13349 Vicksburg & Uvalde	24 hrs	3,056	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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South District Properties																
Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
1	Fire Station #75	1995 Dairy Ashford & Whittington	24 hrs	17,190	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
2	Fire Marshall's Office / Fire Prevention	1995 Dairy Ashford & Whittington	24 hrs	4,000	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
3	Shop – Westiside Service Center	1995 Dairy Ashford & Whittington	24 hrs	N	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
4	West Police Station Complex	3203 S. Dairy Ashford	24 hrs	154,400	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
5	Fire Station #69	1102 W. Belt & Valley Forge	24 hrs	9,452	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
6	Robinson – Westchase Branch Library	3223 Wilcrest	M-12-8, T-10-6, W-12-6, Th-12-8, F&S-12-6	16,600	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
7	Fire Station #60	2925 Jeanneatta & Clarkcrest	24 hrs	4,906	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
8	Jeanetta (Clarkcrest) HPD Storefront	8940 Clarkcrest	M-F 8am-5pm	2,268	Y	Y	Y Janitorial Only	Y	Y	N	N	N	N	N	N	N
9	Fire Station #28	3100 Chimney Rock-Delores	24 hrs	11,919	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
10	Jungman Branch Library	5830 Westheimer	M/Th- 12-8, T/S-10-6, W/F-12-6, Su-1-5	17,000	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
11	HPD CPS Juvenile	2500 Bolsover	N/A	1,000	N	Y	N	Y	N	N	N	N	N	N	N	N
12	Metropolitan M.S.C.	1475 Gray St.	M-8am-9pm, T-8am-8pm, W, Th,F,S-6am-9pm	32,453	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
13	Fire Station #3	3735 W.Alabama & Cummins	24 hrs	5,346	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
14	Looscan Branch Library	2510 Willowick	Under Construction	7,387	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	N
15	Fire Station #16	1700 Richmond& Dunlavy	24 hrs	10,453	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
16	McNair Police Station (South Central)	2202 St. Emanuel	24 hrs	9,544	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
17	Fire Museum	2403 Milan	T-F 9am-5pm / Sat 10am-2pm	8,400	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
18	Building – Special Purp Small Util &	1307 Crawford	24 hrs		N	Y	N	Y	N	N	N	N	N	N	Y	N
19	George R. Brown Police Station	1001 Avenida de las Americas	24 hrs	20,000	N	Y	Y	Y	Y	N	N	N	N	N	N	N
20	Neartown HPD Storefront	802 Westheimer	Sun-Sat 8am-5pm	2,000	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N
21	Montrose Branch Library	4100 Montrose	M-12-8, T-10-6, W-12-6, Th-12-8, F&S-12-6	15,100	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N

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	Buildings:															
22	Fire Station #7	1402 Elgin & Austin	24 hrs	6,500	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
23	HPD Crime Stoppers	2102 Austin @ HL&P Annex	N/A	N/A	N	N	N	N	N	N	N	N	N	N	N	N
24	Clayton Branch Library	5300 Caroline	M-9-5, T/W/Th-9-9, F/S-9-5	34,936	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
25	Riverside Health Center	3315 Delano	M-T-W-Th-F-8-11:30	24,000	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
26	Public Works Wastewater OT Prog. (Security check of Building)	4501 Leeland	N/A	N/A	N	N	N	N	N	N	N	N	N	N	N	N
27	Flores Branch Library	110 N. Milby	M 12pm-8pm, T&W 10am-6pm, Thur 12pm-6pm, Fri 12pm-6pm, Sat 10am-6pm, Sun-closed	8,500	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
28	Ripley House HPD Storefront	4401 Navigation	M-F 8am-4pm	1,681	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
29	Fire Station # 20	6902 Navigation & M. Garcia	24 hrs	8,364	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
30	Building – Special Purp Small Util &	2311 Texas	24 hrs		N	Y	N	Y	N	Y	N	N	N	N	Y	N
31	Fire Station #18	619 Telephone & Lockwood	24 hrs	9,166	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
32	Magnolia Multi Service Center	7037 Capital #103	M-W 8am-8pm Thurs. - Fri. 8am-5pm Sat. 8am-12pm	52,000	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
33	Stanaker Branch Library	611 Macario Garcia	M&Thur 12pm-8pm, Tues & Fri 12pm-6pm, Wed & Sat 10am-6pm, Sun-closed	8,500	N	Y	Y	Y	Y	N	Y	Y	N	N	Y	N
34	Fire Station #42	8675 Clinton & Mississippi	24 hrs	11,496	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
35	Old Fire Station #42	8675 Clinton & Mississippi	24 hrs	800	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
36	HPD Old Canal Health Clinic (Vacant)	7228 Canal	N/A	9,350	N	Y	N	Y	N	N	N	N	N	N	N	N
37	HPD Old Magnolia Substation (Vacant)	7233 Ave F	N/A	4,005	N	Y	N	Y	N	Y	N	N	N	N	N	N
38	Building – Special Purp Small Util &	9525 ½ Clinton Drive	24 hrs		N	Y	N	Y	N	N	N	N	N	N	Y	N
39	Tri – Community Senior Center	9525 Clinton Drive	Mon 8am8pm Tues- Fri 8am-6pm, Sat 10am-6pm	5,589	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N

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	Buildings:															
40	Gulfgate W.I.C. Center	7550 Office City Dr.	Mon. - Tues. & Thurs - Fri. 8am-5pm Wed. 10am-7pm 2nd & 4th Sat. 7am-3pm		Y	Y	N	Y	N	N	N	N	N	N	N	N
41	Magnolia SubStation Eastside Patrol	7525 Sherman	24 hrs	13,240	Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N
42	Fire Station #22	7825 Harrisbury & 78th	24 hrs	10,395	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
43	Old Fire Station #22	7825 Harrisbury & 78th	24 hrs	3,050	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
44	HPD Dare Program Storage	5959 Corporate Drive	Closed	1,456	N	Y	N	Y	N	N	N	N	N	N	N	N
45	Alief W.I.C.	6787 Wilcrest, Suite A	Mon. 10am-8pm Tues. & Thurs. 8am-5pm Wed. 8am-5pm Fri. & Sat. 8am-12pm	4,360	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
46	Fire Station #10	6600 Corporate Dr.& Clarewood	24 hrs	9,317	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
47	Fire Station #76	7200 Cook Rd. & Sharpview Dr.	24 hrs	9,810	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
48	Alief Branch Library	7979 S. Kirkwood	M/W-10-8, T/Th-12-8, F-12-6, S-10-6, Su-1-5	18,000	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
49	Fire Station #73	9640 Wilcrest & Bissonnet	24 hrs	8,177	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
50	Westwood Mall HPD Storefront	9700 Bissonnet #1254	M-F 8am-4pm	3,476	Y	Y	Y	Y	Y Supplies Only	N	N	N	N	N	N	N
51	Asian Community HPD Storefront	9146 Bellaire	M-F 8am-4pm	2,500	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
52	Walter Branch Library	7660 Clarewood	M-12-8, T-10-6, W-10-6, Th/F-12-6, S-10-6	7,675	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
53	Fire Station #51	6902 Bellaire & Bintliff	24 hrs	5,226	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
54	Fire Station #68	8602 Bissonnet & S.Gessner	24 hrs	8,734	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
55	Twelve Oaks W.I.C. Center, 3rd floor	6700 Bellaire	Mon. - Tues. & Fri. 8:30am-5:30pm Wed. & Thurs. 10am - 7pm		Y	N	N	Y	N	N	N	N	N	N	N	N
56	Braesner W.I.C.	9632 South Braeswood	Mon.: closed Tues. & Thurs. 10am-7pm Wed. & Fri. - Sat. 8am-5pm	4,000	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
57	Fire Station #82	11250 Braesridge W. Belfort	24 hrs	11,250	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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	Buildings:															
58	Fondren Police Station	11168 Fondren	24 hrs	5,500	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
59	Braeburn HPD Storefront	10101 Fondren	M-F 8am-4pm	3,000	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
60	PWE Southwest Quadrant	7101 Renwick	24 hrs	32,880	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
61	Southwest W.I.C.	6121 Hilcroft, Suites D & E	Mon. 1pm-8pm Tues. & Thurs. 8am-8pm Wed. 8am - 5pm Fri. 8am-12pm Sat. 8am-5pm	4,790	Y	Y	Y	Y	N	N	N	N	N	N	N	N
62	Gulfton Area HPD Storefront	5980 Renwick	M-F 8am-4pm	1,715	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
63	Southwest Police Substation Complex	4503 Beechnut	24 hrs	9,176	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N
64	Braeswood Communication Site	60 Braeswood @ Chimney Rock	24 hrs	100	N	Y	Y	Y	N	N	N	N	Y	N	Y	N
65	Fire Marshall's Office / Arson	60 Braeswood Square	24 hrs		N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
66	Meyer Branch Library	5005 W. Bellfort	M-12-8, T-12-6, W-10-6, Th-12-8,F-12-6, S-12-6	7,650	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
67	Old Fire Station #33	7100 Fannin & S. Braeswood	24 hrs	8,472	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
68	Ben Taub Hospital W.I.C. Center	1504 Taub Loop #3182003	Mon. - Tues. & Thurs. 7:30am-4pm Wed. & Fri.: closed		Y	Y	N	N	N	N	N	N	N	N	N	N
69	Central Health Lab Headquarters	1115 Braeswood (south)	24 hrs	110,938	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
70	Fire Station #37	3828 Aberdeen Wy-Stella LK	24 hrs	4,400	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
71	Stella Link Branch Library	7505 Stella Link	M-12-8, T/W-10-6, Th-12-8,F-12-6, S-10-6, Su-1-5	20,000	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
72	Fire Station #21	10515 S. Main-Willow Bend	24 hrs	8,631	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
73	Health Administration Building	8000 N. Stadium	M-F 6a-6p	235,855	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
74	Stella Link HPD Storefront	9121 Stella Link	M-F 8am-5pm	1,800	N	Y	Y	Y	Y	N	N	N	N	N	N	N
75	Southmore HPD Storefront	3711 Southmore	M-F 8am-4pm	2,500	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
76	Third Ward Multi – Service Center	3611 Ennis	Mon-Fri 8am-5pm	45,000	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
77	Fire Station #25	3902 Scott& Rosewood	24 hrs	7,812	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
78	Smith Branch Library	3624 Scott	M 12pm-8pm, Tues , Wed & Sat 10am-6pm, Thur & Fri 12pm-6pm, Sun-closed	10,500	N	Y	Y	Y	Y	N	N	Y	N	Y	Y	N
79	Materials Management Warehouse	8272 El Rio	M-F 8am-5pm	18,500	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
80	Fire Station #46	3902 Corder & Scott	24 hrs	9,129	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
81	Warehouse / Purchasing	7131 Cullen Boulevard	Mon-Fri 8am-5pm	7,280	N	Y	N	Y	N	N	N	N	N	N	N	N
82	Holmes Rd. K-9 Trailer(Surplus-Salvage)	3300 Bellfort	N/A	N/A	N	Y	N	Y	N	Y	N	N	N	N	N	N
83	Sunnyside Health Center	9314 Cullen Boulevard	Mon - Fri 8am-7pm	22,047	N	Y	Y	Y	Y	Y	N	Y	N	Y	Y	N
84	Fire Station #40	5830 O.S.T. & Black	24 hrs	4,449	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
85	Young Branch Library	5260 Griggs	M 12pm-8pm, Tues & Wed 10am-6pm, Thur, Fri & Sat 12pm-6pm, Sun-closed	7,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
86	Fire Station # 26	7111 Dixie & Chaffin	24 hrs	6,212	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
87	Fire Station #35	5535 Van Fleet & M.L.K.	24 hrs	4,904	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
88	Palm Center HPD	5330 Griggs	M-F 8am-4pm	400	N	Y	Y	Y	Y	N	N	N	N	N	N	N
89	Mancuso Branch Library	6767 Belfort	M 12pm-8pm, T/W 10am-6pm, Th/F/Sat 12-6pm Sun-closed	11,000	N	Y	Y	Y	Y	N	Y	Y	N	N	Y	N
90	PWE Southeast Quadrant	2700 Dalton	M-F 7am-4pm	25,708	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
91	Station #23	8005 Lawndale & Medina	24 hrs	8,066	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
92	Melcher Branch Library	7200 Keller	M 12pm-8pm, Tues & Wed 10am-6pm, Thur, Fri & Sat 12pm-6pm, Sun-closed	4,200	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
93	BSD Property Management Trades & Crafts	2707 Dalton	M-F 7am-4:30pm	108,000	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
94	Coleto Communication Site	8203 Coleto	Mon-Fri 8am-5pm	100	N	Y	Y	Y	N	Y	N	N	N	N	Y	N
95	Environmental Health Administration	7411 Park Place	Mon-Fri 8am-5pm	23,860	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
96	Park Place Police Station (Vacant)	7414 Park Place Blvd.	N/A	8,000	N	Y	N	Y	N	Y	N	N	N	N	N	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
97	Park Place Branch Library	8145 Park Place	M/W 10am-8pm, T/Thur 12-8pm, F 12-6pm, Sat 10am-6pm, Sun 1pm-5pm	16,000	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
98	Chavez High School HPD Storefront	4701 Galveston	M-F 8am-4pm	1,200	N	Y	Y	Y	N	N	N	N	N	N	N	N
99	Fire Station #29	4831 Galvestion Rd. -Adhrens	24 hrs	8,019	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
100	Fire Station #36	7720 Airport Blvd. -Dover	24 hrs	6,925	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
101	Frank Branch Library	6440 W. Belfort	M-12-8, T-12-6, W-10-6, Th-12-8,F-12-6, S-10-6	16,000	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
102	Blue Ridge Branch Library	7200 W. Fuqua	M-12-8, T/W-10-6, Th-12-6,F-12-6, S-12-6	14,660	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
103	Fire Station #48	11616 Chimney Rock-Burdine	24 hrs	5,000	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
104	Westbury HPD Storefront	5550 Gasmer	M-F 8am-4pm	1,000	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
105	Fire Station #59	13925 S. Post Oak & Prudence	24 hrs	7,032	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
106	Building – Special Purp Small Util &	12836 Croquet	24 hrs		N	Y	N	Y	N	N	N	N	N	N	Y	N
107	Hiram Clarke HPD Storefront	14723 Hiram Clarke	M-F 8am-5pm	900	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
108	Fire Station #47	2615 Tidewater & Almeda Rd.	24 hrs	4,825	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
109	Vinson Branch Library	3100 W. Fuqua	M-12-8, T-12-6, W-12-6, Th-12-8,F-12-6, S-10-6	9,000	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N
110	Sunnyside M.S.C.	4605 Wilmington #178	M/W/F 8am-5pm (closed Mon. following Sat. open) T/10am-7pm 1st & 3rd Sat. 7am-4pm	38,951	N	Y	Y	Y	Y	Y	N	Y	N	N	Y	N
111	Johnson Branch Library	3511 Reed Road	M /12pm-8pm, T/W 10am-6pm, Thur/F 12pm-6pm, Sat 10am-6pm, Sun-closed	10,500	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
112	Reed Road HPD Storefront	3511 Reed Road	M-F 8am-4pm	2,860	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
113	Reed Road Communication Site	3718 Reed Road	Mon-Fri 8am-5pm	100	N	Y	Y	Y	N	Y	N	N	N	N	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
114	Fire Station #55	11212 Cullen & Selinski	24 hrs	6,572	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
115	Southeast Police Command Station Complex	8300 Mykawa	24 hrs	214,741	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
116	Airport Police-Hobby	7800 Airport Blvd.	24 hrs	3,200	N	Y	N	Y	N	N	N	N	N	N	N	N
117	Fire Station #81	7990 Paul B. Koonce Rd.	24 hrs	15,812	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
118	Broadway Square HPD Storefront	8601 Broadway #3102	M-F 8am-5pm	1,050	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
119	HPD Helicopter Complex	8402 Larson	24 hrs	23,340	N	Y	Y	Y	Y	N	N	N	N	N	N	N
120	Fire Training Academy	8030 Braniff	M-F 7am-5pm	46,720	N	Y	Y	Y	Y	N	N	N	Y	Y	Y	N
121	Fire Station #61	9726 Monroe & Swiss	24 hrs	5,982	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
122	Building – Special Purp Small Util &	9726 Monroe	24 hrs		N	Y	N	Y	N	N	N	N	N	N	Y	N
123	Telephone Road HPD Storeferont	10201 Telephone Road	M-F 6am-6pm	900	Y	Y	Y	Y	Y	N	N	N	N	N	N	N
124	Fire Station #52	10343 Hartsook & Freewood	24 hrs	5,099	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

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Asset #	Facility/Asset Name	Address	Hours of Operation	Gross Square Footage	Leased (Y/N)	Management	Building Operations	General Building Services	Janitorial	Grounds	Elevator	Window Cleaning	Generator	Ice Machine	Roof Repairs	Parking Garage Square Footage
	Buildings:															
125	Bracewell Branch Library	10115 Kleckley	M & Thur 12am-8pm, T & Sat 10pm-6pm, Wed & Fri 12pm-6pm, Sat , Sun-closed	8,126	N	Y	Y	Y	Y	N	N	Y	N	N	Y	N
126	Fire Station #70	11410 Beamer & South Belt	24 hrs	8,820	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
127	Fire Station #80	16111 Chimney Rock & Court	24 hrs	8,670	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
128	Fire Station #93	911 FM 1959 & Gulf Stream	24 hrs	11,223	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
129	Fire Station #94	235 El Dorado-Pipers View	24 hrs	2,736	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
130	Fire Station #71	15200 Space Center Blvd.	24 hrs	10,218	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
131	Clear Lake Police Substation	2855 Bay Area Blvd.	24 hrs	15,360	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
132	Fire Station #72	17401 Saturn Ln. & Gemini	24 hrs	10,402	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
133	Old Fire Station #6	901 Henderson	24 hrs	3,088	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
134	Fire Station # 83	3350 Breezewood	24 hrs	11,081	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N
135	Fire Station #33	7117 Fannin	24 hrs	11,081	N	Y	Y	Y	N	N	N	N	Y	Y	Y	N

NOTE – GROSS SQUARE FOOTAGE INCLUDES THE PARKING GARAGE IN BUILDINGS APPLICABLE

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ATTACHMENT B - PORTFOLIO SUMMARY- VACANT LOTS

Central District - Vacant Lots

1	1300 Dart	
2	1202 Washington	4,520 Sq. Ft.
3	901 Henderson	3,088 Sq. Ft.

North District - Vacant Lots

1	1827Rankin Road	200,000 Sq. Ft.
2	22,627 Shorewood Loop	10,000 Sq. Ft.
3	6515 Lyons	10,155 Sq. Ft.
4	522 Crosstimbers	5,000 Sq. Ft.
5	4520 Washington	2,060 Sq. Ft.
6	2812 Berry Road	11,000 Sq. Ft.
7	13900 Hillsboro	32,280 Sq. Ft.
8	16300 Park Row	3,056 Sq. Ft.
9	5850 Teague	100 Sq. Ft.
10	13505 Aqueduct	100 Sq. Ft.
11	5820 E. Little York	100 Sq. Ft.
12	120001A East Freeway	2,072 Sq. Ft.
13	4201 Lang	10,000 Sq. Ft.

South District - Vacant Lots

1	3600 El Dorado	36200 Sq. Ft.
2	7700 Wynlea	7,640 Sq. Ft.
3	2000 Dairy Ashford	269,325 Sq. Ft.
4	14300 Briar Forest	6,702 Sq. Ft.
5	7223 Ave. F	4,005 Sq. Ft.

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6	1500 Bellaire & Winkleman	89,003 Sq. Ft.
7	3719 Dowling	10,000 Sq. Ft.
8	7413 Park Place	200,000 Sq. Ft.
9	2411 Texas Ave.	8000 Sq. Ft.
10	Southwest Memorial 6440 High Star	200,000 Sq. Ft.
11	2900 Reed Road	12,270 Sq. Ft.
12	821 San Antonio	1,200 Sq. Ft.
13	6000 Wayside at Griggs	35,500 Sq. Ft.

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ATTACHMENT C
BREAKDOWN OF SERVICES

SLA Number	Scope of Services
1	Management
2	Finance and Administration
3	Operational Reporting
4	Technology
5	Vendor Management
6	Documentation and Manuals
	Building Operations
7	Capital Planning
8	Business Continuity (Disaster Back-up)
9	Intentionally Omitted
10	Electrical Services
11	Energy Conservation/Energy Management
12	Fire/Life Safety Services/AED
13	General Building Maintenance
14	Infrastructure Project Management
15	Mechanical Services
16	Lighting Maintenance
17	Plumbing Services
18	Janitorial Services
19	Preventive Maintenance
20	Remedial Requests
21	Service/Call Center
22	Electronic Security
25	Waste Disposal Services
26	Pest Control Services
27	Grounds Maintenance Services
28	Elevator Maintenance Services
29	Window Cleaning Services
	General Building Services
23	Environmental, Health and Safety
24	General Services

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ATTACHMENT C-1
ENVIRONMENTAL, HEALTH AND SAFETY ACTIVITIES
PROJECTED ANNUAL VOLUMES

Type of Survey / Test	Annual Number of Surveys
Indoor Air Quality Test	40
Noise / Sound Survey	5
Lighting Survey	5
Roof Survey (City Owned Properties Only)	50
Water Sampling	10
Cooling Tower Legionella Testing	10
Air Handler Legionella Testing	25
Other Surveys / Tests (specify)	As Required

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EXHIBIT D-1
GENERAL MANAGEMENT

Function:

Provide account management to ensure services are delivered consistent with the stated scope of services, specifications and service expectations. Management services to include sourcing, supervising and evaluating current service delivery methods and submitting enhancement opportunities to improve quality, customer service and cost performance as well as satisfying current and new business requirements.

Responsibilities:

Hire, train and supervise such personnel and sub-contractors as required to manage and perform the assigned functions as defined and delineated within Exhibit C – Functional Matrix on a 24/7 on-site staff basis. "Graveyard" shift on-site coverage, when properties are virtually shut-down, are required to have appropriate skilled persons to immediately respond to problems and address maintenance activities associated with all Facilities. All work is to be completed in a manner that is consistent and compliant with all local, state and national laws, codes and regulations, and BSD security requirements (refer to Exhibit D-1A Personnel Qualifications). Ensure all personnel having account management, lead engineering, and operational and technical supervisory responsibilities are pre-approved by the Director's designees prior to being assigned to any BSD property. Ensure all personnel assigned to the BSD account are in full compliance with the pre-qualification process within Exhibit D-1B – Company Clearance Verification Form. Written certification is to be provided to the Director's designees prior to any employee starting work on the account.

Maintain effective customer relations. Develop and implement procedures to define and ensure the prompt handling of routine remedial work requests, including the proper communication channels, service level response goals and workload tracking mechanisms. Conduct customer satisfaction surveys on a frequency acceptable to the Facility Managers, summarize the results and implement corrective actions expeditiously.

Work in conjunction with the Facility Managers to develop and implement 24-hour emergency response and procedures for responding to unplanned Facility system interruptions and/or severe weather conditions that affect life safety, physical assets or business operations. Develop, implement and maintain the emergency response plans (ERPs) and effectively perform the assigned responsibilities.

Provide a strategic analysis of the Facilities' strengths and weaknesses and recommend viable improvement opportunities to maintain areas of strength and enhance areas of weakness. Analysis to include issues such as asset conditions, fiscal constraints, industry trends, new business requirements and anticipated changes within the department's business use mix.

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EXHIBIT D-1 (CONTINUED)
GENERAL MANAGEMENT

Recommend operational, reporting and service delivery programs, procedures and specifications that are, from a practical perspective, appropriate to be deployed on an assigned department-wide basis.

Continually evaluate service delivery programs, processes and methods and recommend alternative means to deliver the services to realize higher quality standards, customer satisfaction levels and/or operational cost savings. Provide the Facility Managers with comprehensive business case analysis for proposed changes, which outline the proposed process/policy/strategy changes, cost/benefit, implementation plan, risks/mitigations, and actions required of BSD.

Prepare benchmarking analyses that compare similar services and operating expenses on a service provider portfolio and regional market basis. Identify and recommend performance enhancement opportunities to improve efficiencies.

Effectively interface with the appropriate groups to understand current and new business requirements, develop solutions to satisfy changing business needs and prepare funding projections for inclusion within the operating, project expense and capital budgets.

Develop, implement, maintain and upgrade as needed, employee training programs designed to improve skill levels and competencies and accommodate new technical and managerial requirements, as approved by Director's designee. Safety training and specific training on specialized equipment and systems should be included.

Hours of Service:

Project Managers are to be assigned and dedicated to BSD Properties from 8:00 AM to 5:00 PM on normal business days and available to respond to off-hour issues and problems via cell phone.

24/7 on-site service and coverage programs implemented consistent with BSD requirements.
Emergency response procedures implemented on a 24/7 basis.

Service Expectations:

Compliance with codes and regulations:	100%
Viable cost savings ideas represent 5% of annual operating budget:	100%
Operating expenses comparable to local market benchmarks: (excluding unique or atypical service requirements)	100%
Work environment available to conduct business as expected:	100%
Customer satisfaction rating average:	Greater than 4.0 out of a 5 scale
Compliance with personnel pre-approval and qualifications requirements:	100%
Personnel training activities completed as planned:	100%
Compliance with sub-contractor pre-qualification requirements:	100%

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EXHIBIT D-1A

PERSONNEL QUALIFICATIONS

Bidders should supply job descriptions for each of the positions that they are staffing for the contract. Changes in staffing are subject to the Director's prior written approval. The Contractor shall furnish adequate certification papers and documentation of the assigned personnel's qualifications for the on-site crew and obtain the written approval of the Director, replacing staff as needed with qualified personnel. **Contractor shall not charge for services or staff that it does not provide.**

The Contractor shall give City of Houston employees who have been or will be adversely affected or separated as a result of award of this contract the **right of first refusal** for employment openings under the contract in positions for which they are qualified, if that employment is consistent with post-City employment conflict of interest standards. Within 10 days after contract award, the department's Project Manager will provide to the Contractor a list of all City employees who have been or will be adversely affected or separated as a resulted of award of this contract. The Contractor shall report to the Project Manager of the Building Services Department the names of individuals identified on the list who are hired within 90 days after contract performance begins. This report shall be forwarded within 120 days after contract performance begins.

The Director shall have the authority to instruct the Contractor to remove unsatisfactory personnel from the project for poor performance or violation of BSD facility policy, rules or City policies. The Director's decision shall be final in all cases.

A. **PROJECT MANAGER –** should have at least ten years of experience as Project Manager for similar projects, although candidates with less experience may be considered if they have extensive training. BSD Director or designee's prior written approval is required before any Project Manager is hired. Project Manager must be dedicated to this contract exclusively and work full-time to serve as Contractor's on-site manager for all phases of building operation, maintenance and repair services. The Project Manager shall not be reassigned from this project without 90 days' advance written notice to the Director.

B. **FIRST CLASS OPERATING ENGINEERS –** must have First Grade, Stationary Engineer's License and Maintenance Electrician's License in conformance with City of Houston codes. The Chief Operating Engineers shall have at least 5 years operating experience as a First Grade Stationary Engineer be qualified to supervise and train other operating engineers and maintenance technicians in the operation of heating, ventilation and air conditioning systems (HVAC), the plumbing system, the electric power supply and distribution system, the lighting system, maintenance functions, and the fire suppression system. The Shift Lead Engineer shall have at least 5 years operating experience as a First Grade Stationary Engineer.

C. **OPERATING ENGINEERS** – shall have a minimum of a Second Grade Stationary Engineer's Licenses in conformance with City of Houston codes.

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D. **MASTER ELECTRICIAN –**shall have: (a) at least 10 years experience as a electrician and a Master Electrician's license in conformance with the City of Houston Building Code and State of Texas requirements; and (b) qualifications to perform maintenance tasks, acquire permits and manage in-house projects.

E. **JOURNEYMAN ELECTRICIAN –** shall have: (a) at least 5 years experience as a maintenance electrician and a Journeyman Electrician's license in conformance with the City of Houston Building Code and State of Texas requirements; and (b) qualifications to perform maintenance tasks.

F. **MAINTENANCE MECHANICS** – shall have at least 5 years experience with at least 2 years experience in commercial air conditioning, including all types of commercial chillers.

G. **MASTER PLUMBER** – shall have: (a) at least 10 years experience as a plumber and a Master Plumber's license in conformance with the City of Houston Building Code and State of Texas requirements; and (b) qualifications to perform all plumbing tests and certifications at BSD managed facilities.

H. **PLUMBER** – Plumber should have at least 5 years experience as a certified journeyman plumber.

I. **GENERAL MAINTENANCE TECHNICIAN** – must have 3rd grade or above City of Houston Stationary Engineer's license with a minimum of 2 years experience.

J. **PAINTERS AND PAINTERS' ASSISTANTS –** Painters should have at least 5 years experience painting and should be familiar with a variety of techniques, equipment and media, including Zolatone painting. Painters' Assistants should have at least one year's experience painting vocationally.

K. **LOCKSMITH --** Minimum of (3) years experience working as a full-time door and lock hardware installer. Must be able to install, repair, adjust and maintain door hardware to factory standards. Experience to include but not be limited to: Panic bar devices, door closers, automatic door closers, electric latch strikes, interchangeable core systems, mortise and rim cylinder lock devices.

L. **OFFICE ASSISTANT –** should have at least two years previous experience as an office assistant and must be at least a high-school graduate with above average oral and written communication skills. Must have computer experience in Excel, Word, and working with a CMMS type software.

NOTE: Contractor shall submit a City of Houston Clearance Verification Form for all personnel, prior to assignment. All cost associated with background checks is the responsibility of the contractor. The City of Houston has the right to perform additional background checks on all personnel.

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EXHIBIT D-1B
CITY OF HOUSTON CLEARANCE VERIFICATION FORM

Company/Contractor Name: _____
Business Address: _____
_____

Business Telephone: _____
Primary Contact: _____
Title: _____

Name of Employee: _____
Title: _____

Check box of confirmed clearance:
Ten–year Criminal Background Check
Drug Test; What type of panel? _____
Credit Background Check
Driving Record Check
Employment Verification
Education Verification
Other:_____
_____
_____

Signature of Project Manager: _____

Date: _____

BSD Manager: _____

Date: _____

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EXHIBIT D-2
FINANCE AND ADMINISTRATION

Function:
Provide financial processing and reporting services to ensure fiscal controls are appropriately applied, BSD electronic interfaces occur as expected, financial reports are a true reflection of expenses incurred, invoices are approved and appropriately funded and budgets are developed consistent with BSD requirements.

Responsibilities:
Prepare annual as well as mid-year re-forecasted expense operating budgets for all Facilities including an assigned portfolio summary budget. Budgets to detail the expected expenses related to the overall management, administration, and operation of the properties on a monthly and fiscal year to date basis. Format to be compatible with industry standard chart of accounts, as adapted by BSD, and show the respective cost per square foot calculations where applicable.

Provide budget back-up documentation to include the assumptions used to develop budget values and submit budget variance explanations, versus actual expenses incurred, as part of the monthly and quarterly financial reporting process.

Perform accurate and timely fiscal accounting services for all expenditures related to the scope of services which shall include, but not be limited to, monthly and quarterly operating reports, sub-contractor payments for services, invoice processing for materials and supplies, preparation and maintenance of assigned inventory controls and preparation of all fiscal year-end close-out accounting documents. Also includes adhering to capital and expense project close-out procedures as defined by BSD.

Maintain complete books and records in connection with the management and operation of the contract. Such books and records shall be kept in a manner sufficient to respond to BSD financial information requirements and requests for information regarding the operation of the contract.

Assemble, retain and monitor compliance with all contracts, agreements and other records and data as may be necessary to carry out the functions associated with the delivery of the assigned range of services.

Approve all invoices submitted to BSD for payment ensuring they are a true reflection of the services or project work accomplished and consistent with City expenditure authorization limits. Ensure sub-contracted vendors receive their payment consistent with the service agreement terms.

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EXHIBIT D-2 (CONTINUED)

Finance and Administration Appropriately process Special Service Authorizations (SSA) account payments consistent with approved accounts payable procedures and policies.

Manage all contract related bank accounts in a fiscally sound manner and in compliance with all City requirements and governing rules and regulations.

Service Volumes:
Financial reporting including variance explanations submitted to BSD on a monthly basis.
Capital and expense budget submitted on an annual basis.
Re-forecast as requested by BSD.

Hours of Service:
Service provider financial staff available to respond to BSD inquiries during normal business hours.

Service Expectations

Compliance with banking rules and regulations:	100%
Budget package complete and submitted on time:	100%
Invoices accurate and approved prior to submission:	100%
Payments dispersed consistent with City authorization limits:	100%
Monthly financial reporting package complete and on time:	100%
Sub-contracted payments made consistent with agreement terms:	100%
Service provider responsive to BSD inquiries:	100%

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EXHIBIT D-3
OPERATIONAL REPORTING

Function: Provide monthly, quarterly and year-to-date operational reporting services which highlight operational issues and summarize the preventive maintenance, remedial work requests, capital planning and infrastructure project management workload results as the fiscal period progresses. Reports to be prepared at the Facility level with applicable department-wide summaries presented.

Responsibilities:
Prepare monthly reporting packages that summarize the operational performance and workload volume results using the information contained and updated within a BSD approved CMMS system. Package to include an executive summary which highlights significant achievements and pertinent issues as well as sufficient details to comply with all BSD reporting requirements.

Capital Planning – Required reporting to include:
- Status on the primary infrastructure system live loads relative to system capacities and current usage
- Identification of current and projected central plant deficiencies
- Recommendations on system or component modifications, expansion plans or replacements which will mitigate anticipated infrastructure capacity limitations and reliability concerns
- Summary of incident reports and status of all action items where abnormal incidents have resulted in downtime or impacted facility availability

Preventive maintenance program. Required reporting to be by functional trade discipline and include:
- Number of Critical PM activities completed as planned
- Number of non-critical PM activities completed as planned
- Number of PM activities deferred, reasons why deferred and length of deferral time
- Actual person hours expended to complete the PM routines
- Estimated person hours projected to complete the PM routines
- Number of remedial PM work orders generated and completed
- Number of open remedial PM work orders and reasons why delayed
- Progress towards attaining the major preventive maintenance goals and objectives

Operational Reporting
Workload and resource utilization reports that summarize the customer initiated remedial work order activities. Required reporting to be by district, facility and functional trade discipline and include:
- Number of work orders received
- Number of work orders completed
- Number of work orders deferred
- Number of person hours expended
- Number of person hours projected

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- Number and percent of work orders received and completed (organized by the service level response goals)

Number of building alarm system notifications responded to with a resolution summary

Infrastructure project status. Required reporting by district to include:

- List individual infrastructure projects outstanding and progress on budget, schedule and scope attainment
- List individual infrastructure projects completed and final budget, schedule and scope attainment results
- List individual infrastructure projects deferred and reason for deferral with associated risk analysis

Customer Satisfaction Results. Required reporting to include:

- Summary of formal customer surveys conducted by Service District and Facility.
- Summary of informal feedback (i.e., e-mails response, verbal communications etc.)
- Summary of feedback by functional discipline (i.e., operations, projects etc.)

Service Volumes:

- Operational reporting submitted to the Facility Managers on a monthly basis.
- Regulatory reporting submitted consistent with BSD requirements.

Hours of Service:

- Service provider staff available to respond to BSD inquiries during normal business hours.

Service Expectations:

Regulatory reporting requirements satisfied:	100%
Service provider responsiveness to BSD inquiries:	100%
Monthly reporting package complete and submitted on time:	100%
Accuracy of information contained within monthly reports:	100%

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EXHIBIT D-4
TECHNOLOGY

Function: Provide a comprehensive technology platform to effectively integrate the Facilities' business processing and reporting functions. Capabilities provided to include the means to effectively manage the remedial work request and preventive maintenance work order processes, budgeting and accounting requirements, procurement initiatives and processes, performance management program tracking and reporting, and project management assignments. BSD access to information is to be facilitated through a customized internet-based portal system with highly secured protection capabilities.

- **Responsibilities:**

  - Provide the CMMS technology necessary to allow BSD to have continuous access to pertinent operations and maintenance information through a web-based system that is customized to meet BSD's requirements using a common web browser. Ensure access to information is tightly controlled with only authorized individuals allowed to view, manipulate and retrieve information.
  - Ensure compliance with all licensing requirements and recommend software upgrades to maintain systems as current or provide additional capabilities.
  - Provide the means to monitor, track and retrieve information at the Facility level and building trades and tenant services disciplines. Systems to support access to information at the Facility and department-wide summary levels on a 24/7 basis. Provide reporting capabilities consistent with the Operational Reporting requirements as defined within Exhibit D-3 Operational Reporting.
  - Establish the procedures and processes necessary to receive remedial work requests on-line, generate and distribute work orders, close work orders, track workload volumes, measure attainment of service level response goals and solicit customer satisfaction feedback. System to provide web based capabilities for requestor to check work order status. System to be able to notify requestor as a work request moves through the process (i.e., acknowledge receipt, turned from request to work order, identify schedule for completion, notify requestor of deviations from schedule and notify requestor when work order is complete).
  - Provide a preventive and predictive maintenance and inspection program system capability that reflects industry standard, manufacturer recommended and BSD approved maintenance routines and procedures for all of the building equipment operational within assigned Facilities. Generate work orders on a prescribed frequency, close work orders, track workload volumes and measure compliance with operational performance objectives.

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EXHIBIT D-4 *(CONTINUED)*
TECHNOLOGY

- Provide the budget and accounting systems that satisfy City processing and reporting requirements including technologies for timekeeping, payroll system, accounts payable, general ledger and other financial related processing. Ensure the financial systems can accommodate an account-kind structure that is consistent with industry standards, is maintained at the individual Facility level with required department-wide roll-ups, and facilitates standard industry benchmarking programs.
- Provide an e-procurement solution that satisfies all invoice, purchase order and procurement requirements as defined by the City. Solution is to be capable of integrating with a CMMS technology and provide readily available access to procurement information as applied to individual Facilities and operational budgets, work orders and project activities.
- Provide the ability to manipulate data in a manner that demonstrates attainment of key performance indicators and performance metrics reporting criteria as defined within the various functional **SLA** service expectations.
- Provide a project management technology solution to effectively manage individual capital and expense infrastructure projects. Capabilities include the ability to monitor project status, budgets and schedules and provide a master scheduling system which summarizes all project activities underway, completed and planned on a fiscal year-to-date basis.
- Ensure the range of technology solutions are housed in a physically secured and "hardened" environment with industry accepted building infrastructure redundancy programs and systems in-place. Prepare a disaster recovery program to minimize downtime in the event a major disaster occurs.
- Develop a means to identify and quantify new management processing and reporting requirements, add new data elements and recommend technology improvements to satisfy new and emerging business requirements.
- As directed by BSD, provide and utilize VFA.*facility* as the technology solution to facilitate capital planning and asset management activities and development of capital improvement plans.
- Refer to Attachment D-4A for Additional CMMS/Tecnology Requirements.

♦ **Service Volumes:**

- Information maintained in a real time, accurate, up-to-date and complete manner to satisfy all processing and reporting requirements.

♦ **Hours of Service:**

- Access to pertinent information available by authorized City representatives on a 24/7 basis.

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EXHIBIT D-4 *(CONTINUED)*
TECHNOLOGY

- Service provider to be available during normal business hours to promptly respond to BSD inquiries and requests for additional information and clarifications.

- **Service Expectations:**

A.	Compliance with secured access requirements:	100%
B.	BSD ability to access information via the web:	98%
C.	Prompt response to inquiries:	100%
D.	Licensing requirements satisfied:	100%
E.	Databases maintained as current:	98%
F.	Software upgrades and data elements added as appropriate:	100%
G.	Applicable project criteria updated within the CMMS within 30 days of project completion:	100%

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ATTACHMENT D-4 A
ADDITIONAL CMMS/TECHNOLOGY REQUIREMENTS

A. APPLICATION FEATURES

The following lists the application features and a description of the functions required by the Web-Based Facility Maintenance Management System. Each module shall be capable of providing tracking and analyzing financial information and act as a central repository for all facility related information. Each module must have the ability to create and save custom reports in a user-friendly manner and produce graphs and charts. The report manager shall have the ability to export the file to an ASCI format, or a Microsoft Excel file.

1. Property Management and Operations Module will manage and track all aspects of facility management and should include, but not be limited to, the following:

- Automated preventive maintenance system with variable cycle scheduling and work order generation.
- Work order system with the ability to prioritize, schedule and track material, create, manage and track purchase requests, manage and record labor costs.
- Work order system should include a tenant work order request form and the ability to generate internal work orders.
- Web-based Customer Satisfaction Survey should be included with work order completion notification to tenant for follow up.
- Project Management of multiple trades with invoicing capabilities.
- Record and report energy services, which will include audit findings, usage and cost per facility and have the ability to create reports that can be used to determine citywide energy usage and cost estimates, rate modeling results and energy related capital improvement projects.
- GUI interface to enable the user to click on a location to access the records and workorder information.

2. Real Property & Lease Management Module will be used to track and manage real and leased properties and should:
   Provide a structure for recording real estate and lease information in an intelligent format able to track real-world conditions, such as the impact of lease terms and time dependent elements. (For example options, escalations or terminations)
   Perform detailed cost tracking, budgeting and sophisticated financial analysis, including "what-if" scenarios that compare different budget trials.
   GUI interface to enable the user to click on a location to access the records.

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3. Asset Management Feature will be used to keep an inventory of all managed buildings including a description and characteristics. The ability to attach photos, records and documents.

B. DELIVERABLES

1. Web-Based Facility Maintenance Management System (FMMS) containing the modules previously described. The vendor will host this system.

2. Security: The CMMS system will provide various levels of secured access, as designated by the BSD administrator, to the various sections of the software. This access will be encryption and password protection at all levels.

3. GUI Interface: The system will be required to provide a user-friendly interface (GUI), which is easily customizable and familiar to end-users. This will include standard navigation bars (Outlook style), tabbed pages, drag and drop capabilities, and report printing on standard printing devices. In addition, on-line help and wizards will be required. Future expansion will need to include interfacing with current and new technologies including E-mail, paging and PDA's (handheld devices). All data will be accessible for real time queries and inputting.

4. Hand Held Devices/Paging Interface (Optional): BSD may exercise the option to purchase hand held devices in the future. Additionally, we are interested in the software's potential for interfacing with existing e-mail and/or paging systems.

C. TRAINING

Describe the methods, timeline, furnished materials and pricing structure for training City staff. The discussion on methods should indicate if the training will be accomplished through "Train the Trainer" or if the consultant will provide a trainer.

D. TECHNICAL SUPPORT

The software vendor shall provide the technical support for the term of the contract. The support will include, but not be limited to, maintenance of the CAFM/CIFM software, responding to questions regarding the uses of the program, development of routine reports and programming. Service shall be available through:

Telephone (1-800 help line)
Fax
Internet e-mail
Site visits

EXHIBIT D-5

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VENDOR MANAGEMENT

Function: Provide management services for all sub-contracted vendors ensuring services are delivered consistent with agreement terms, service specifications and BSD expectations. Monitor vendor performance and approve all vendor invoices. As necessary update service specifications based on changing business needs and periodically evaluate alternative sourcing opportunities.

- **Responsibilities:**
  - Provide the assigned range of operations and maintenance services and ensure they are delivered consistent with service specifications and applicable codes and regulations. Identify services to be sub-contracted or re-bid to realize process improvements or cost savings, prepare detailed service specifications for approval, conduct formal bid procedures, recommend third party vendors for service contract awards, and execute such contract awards. All third party provider contracts are to be consistent with City established contract parameters, guidelines and stipulations and insurance requirements.

  - Perform accurate and timely fiscal accounting services for all expenditures related to the sub-contracted scope of services which shall include, but not be limited to, monthly and quarterly operating reports (which include updated fiscal year expenditure forecasts against budget), sub-contractor payments for services and associated invoice processing for materials and supplies, and preparation of all fiscal year-end close-out accounting documents.

  - Effectively interface with BSD representatives to ensure current and future business requirements are satisfied on a consistent basis. Continually evaluate service delivery programs, processes and methods and recommend alternative means to deliver the services to realize higher quality standards, customer satisfaction levels and/or operational cost savings. Provide BSD with comprehensive and rigorous business case analyses for proposed changes which outline the proposed process/policy/strategy changes, cost/benefit, implementation plan, risks/mitigations, and actions required of BSD.

  - Where practical, manage the provision of sub-contracted services on a regional basis to leverage resources and purchasing power across a wider array of properties.

  - Provide effective support for assigned critical environments by self-performing or retaining sub-contractors who possess the required level of expertise necessary to ensure critical environments are serviced consistent with BSD requirements.

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EXHIBIT D-5 *(CONTINUED)*
VENDOR MANAGEMENT

- Ø Periodically benchmark sub-contracted services within local and regional markets and provide the Facility Managers with an analysis addressing how current service pricing compares with the market.

- Ø Approve all sub-contractor invoices submitted for payment ensuring they are a true reflection of the services or project work accomplished and consistent with City expenditure authorization limits. Ensure sub-contracted vendors receive their payment consistent with the service agreement terms.

- Ø As much as practical, utilize minority, disabled persons and women owned businesses to deliver sub-contracted services and/or provide materials and supplies.

♦ **Hours of Service:**

Ø Sub-contractor services provided consistent with BSD approved requirements for each particular service function.

♦ **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with authorized spending limits:	100%
C.	Compliance with City procurement requirements:	100%
D.	Specifications satisfy current business requirements:	100%
E.	Compliance with licensing and certification requirements:	100%
F.	Compliance with security procedures and policies:	100%

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EXHIBIT D-6
DOCUMENTATION, PROCEDURES AND MANUALS

Function: Develop, maintain and communicate the policies and procedures associated with the delivery of efficient and quality operations and maintenance services in support of the various City businesses and departments, tenants, and operations. Library of asset drawings, manuals or electronic files will include comprehensive Facility manuals, safety programs, emergency procedures (per established City guidelines), building operations and maintenance procedures.

- **Responsibilities:**
  - Policies and procedures to be prepared for all assigned Facilities within the department and distributed to the appropriate personnel based on the need to receive and use the information.
  - Policies and procedures to be maintained as current with updates and modifications communicated to the appropriate audience as necessary or required.
  - Manuals, building drawings and electronic documents to be properly labeled and indexed to allow for quick access to specific information.
  - Maintain a back-up copy of appropriate contractor critical building drawings and electronic documents at an alternate site location. Back-up information to be updated quarterly.
  - Ensure operational procedures and problem escalation procedures specific to critical equipment (i.e., UPS, generators, transfer switches, distribution equipment, major mechanical equipment etc.) is posted in close proximity to or on the equipment for ready reference by operations technicians and vendors.
  - Ensure policies and procedures developed are not in conflict with established City policies and procedures.
  - Facility Information to be provided electronically and address items such as:
    - Emergency contacts
    - Closing procedures and communications
    - Fire and life safety systems
    - Evacuation procedures (including drills and schedules)
    - Services provided at each site
    - Means to access service (HVAC, lighting, helpdesk, etc.)
    - Hours of operation
    - Parking programs
    - Amenities

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EXHIBIT D-6 *(CONTINUED)*
DOCUMENTATION, PROCEDURES AND MANUALS

- Safety Programs for internal use by service provider to address items such as:
  - Workplace safety
  - Training
  - OSHA reporting requirements
  - Hazard Communications
  - MSDS requirements
  - Confined Space
  - Lock-out Tag-out
  - Protective equipment
  - Hazardous material handling
- Emergency procedures to address items such as:
  - Building specific and cross organizational response procedures and related training programs
  - Emergency Action Plans
  - Communications
  - Escalation protocols
  - Key contacts list
  - Municipality and State contact list
- Building Operations Procedures to address items such as:
  - Building Drawings
  - Energy conservation
  - Business continuity
  - Operational parameters
  - Coverage programs
  - Functional vendor lists
  - Safety
  - Major building systems
  - Maintenance and repair programs

♦ **Service Volumes:**

- Information to be provided to appropriate City personnel.

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EXHIBIT D-6 *(CONTINUED)*
DOCUMENTATION, PROCEDURES AND MANUALS

- **Hours of Service**:
  - Inquiries and questions from BSD to be received and addressed during normal business and event hours.

- **Service Expectations:**

A.	Regulatory requirements satisfied:	100%
B.	Emergency procedures properly documented:	100%
C.	BSD has pertinent materials and current information:	100%
D.	New employees/planners have proper materials:	100%
E.	Documentation reviewed monthly and appropriately updated:	100%
F.	Complete set of current documentation readily accessible:	100%
G.	Complete copy set of current documentation available as a back-up and stored at an alternate site. Back-up information updated quarterly:	100%

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EXHIBIT D-7
CAPITAL PLANNING
(INFRASTRUCTURE SYSTEMS ONLY)

Function: Provide comprehensive Capital Planning services associated with building infrastructure improvements within assigned properties. Intent is to ensure critical business operations and the general work environment are as free as possible from interruptions due to (1) building systems or equipment/component failures, and (2) infrastructure capacities being exceeded by operational business demands (particularly in regards to mechanical and electrical capacities).

- **Responsibilities:**
  - Coordinate the information gathering process from several cross-functional BSD groups and develop a comprehensive three (3) year rolling capital improvement plan (CIP) that summarizes and conveys the short and long term facilities infrastructure renewal, upgrades and replacement needs.
  - As directed by BSD, utilize VFA.*facility* as the capital planning and asset management tool to facilitate development of the CIP.
  - On an ongoing basis, evaluate assigned building infrastructure equipment and components and identify areas where reliability issues exist. These issues are considered to be severe and unless addressed in a timely manner could jeopardize business continuity objectives, negatively impact operational expenses, interrupt ongoing operations or compromise safety.
  - On an ongoing basis, track and report on primary infrastructure system loads relative to system capacities, identify current and projected deficiencies, develop and present recommendations on systems modifications, expansions, or replacements which will mitigate any anticipated infrastructure capacity limitations.
  - Develop and present an annual business plan that details the recommended infrastructure improvement opportunities, defines the recommended project scope and business justification and articulates the estimated costs.

- **Service Expectations:**

A.	Recommended projects in compliance with codes and regulations:	100%
B.	Quarterly reports provide accurate information:	100%
C.	CIP maintained as current and readily accessible:	100%
D.	CIP submitted consistent with schedule and format requirements:	100%
E.	BSD evaluation of CIP quality: Greater than 4.0 out of a 5 scale	

EXHIBIT D-8

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BUSINESS CONTINUITY/EMERGENCY BACK UP SYSTEMS

Function: Provide an environment where designated critical business operations are free from interruption caused by internal building equipment failures or external utility failures. Based on the sophistication of the emergency back-up systems, critical businesses will only incur scheduled and approved interruptions associated with required maintenance activities.

- **Responsibilities:**
  - Participate in the annual business planning process and solicit information from BSD on their future business continuity requirements.
  - Effectively communicate to BSD the capabilities, capacities and limitations associated with the existing auxiliary and emergency back-up systems.
  - Based on BSD requirements evaluate existing emergency back-up capabilities and recommend ways to improve or expand capacity to meet changing business needs.
  - Manage auxiliary back-up system projects ensuring all projects are completed consistent with the approved scope of work, budget and schedule.
  - Continuously evaluate existing auxiliary back-up equipment and develop equipment replacement and renewal programs designed to ensure reliability over the long term.
  - Ensure all auxiliary back-up system testing, including full load tests, occur as required to maintain the integrity of the equipment and are completed consistent with the applicable regulatory requirements.
  - Prepare alarm response procedures and training programs so that all involved personnel fully understand the operational protocols associated with alarm conditions and auxiliary back-up system capabilities.
  - Ensure all infrastructure system maintenance, repair and new equipment installations are completed consistent with all local, state and national codes and regulations.
  - Perform electrical and mechanical system inspections and preventive maintenance as required to ensure continuous operations.
  - Respond to work interruptions, outages or emergencies consistent with the service level response goals. Establish emergency response escalation programs to ensure the appropriate City representatives are promptly notified of emergency conditions.
  - Complete an Incident Report for all abnormal incidents affecting systems availability (draft prepared within 24 hours of an incident). Determine the root cause and action items required to restore availability and prevent a recurrence.
  - Ensure lessons learned from failure analyses are clearly communicated and employed to reduce the potential for similar failures in the future.

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EXHIBIT D-8 (CONTINUED)
BUSINESS CONTINUITY/EMERGENCY BACK UP SYSTEMS

- Annually review and confirm all utility right-of-way paths are within acceptable criteria (i.e., clear pathways, rodent protection and accident protection including site primary/secondary exterior switchgear).

- **Service Volumes:**
  - Refer to Attachment "B" for a list of facilities with emergency back-up systems.

- **Hours of Service:**
  - Majority of services and support can occur during normal business hours, but an on-site presence is required on a 24/7 basis.
  - Auxiliary power and emergency back-up systems are available to operate on a 24/7 basis.

- **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Critical work environment available to conduct business as expected	100%
C.	Projects completed consistent within the final scope, defined budget and schedule determined at the time of project approval:	100%
D.	Critical PM work orders completed as planned:	100%
E.	Immediate response to Priority 1 response goals:	100%
F.	Assigned incident report action items completed:	100%
G.	Incident reports drafts submitted within 24 hours:	100%
H.	On-site staffing requirements satisfied:	100%

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EXHIBIT D-10
ELECTRICAL SERVICES

Function: Provide electrical services at all properties within the portfolio. Functional components include preventive maintenance, response to remedial and business unit work requests, daily operating programs and building infrastructure project support services.

- **Responsibilities:**

  - Maintain electrical infrastructure equipment such as switchgear, transformers, electrical panels, PDU's etc. to ensure continuous operations.
  - Coordinate all necessary building outages with occupants. Manage all communications with stakeholders and adhere to equipment maintenance schedules.
  - Maintain emergency back-up equipment such as UPS and diesel/gas generator distribution systems to ensure their proper operation when activated. Ensure no controllable interruptions impact business operations where electrical back-up systems are in-place.
  - Ensure properly trained and licensed personnel and vendors address the range of electrical services work with all actions taken being in compliance with all local, state and national codes and regulations, and BSD security and safety policies and procedures.
  - Respond to emergency situations on a priority and immediate basis and consistent with emergency response procedures.
  - Respond to remedial work requests consistent with established service level response goals.
  - Recommend improvements to ensure potential problem areas are addressed prior to failure both internal to the BSD infrastructure and the outside utility systems serving sites.
  - Install as requested electrical transformers, distribution panels, branch circuits, and receptacles, etc.
  - Provide 24/7 emergency response support.

- **Hours of Service:**

  - Personnel with certified Maintenance Electrician License, Journeyman Electrician License, and Master Electrician License to be assigned and dedicated as follows, and available to respond to off-hour issues and problems 24 hours a day.

    - BSD Facilities 7:00 AM to 5:00 PM

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EXHIBIT D-10 (CONTINUED)
ELECTRICAL SERVICES

- Maintenance activities can be performed during normal business hours; however, all maintenance/PM activities that may interrupt normal business operations are to be scheduled for off-hour periods.

♦ **Service Expectations:**

A.	Compliance with codes, regulations, safety and security programs:	100%
B.	Compliance with on-site schedule requirements:	100%
C.	Critical PM work orders completed as planned:	100%
D.	Non-critical PM work orders completed as planned:	95%
E.	Remedial work requests completed consistent with service level goals:	98%
F.	Projects completed consistent with final scope and defined budget	100%
G.	Projects completed consistent with schedule determined at time of project approval:	95%
H.	Critical environments available to conduct business: (not including utility outages and scheduled system outages)	100%

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EXHIBIT D-11
ENERGY CONSERVATION

Function: Monitor energy usage and ensure all building systems are operating at their inherent peak efficiency and maximizing their design capabilities. Services apply to all assigned facilities. Recommend ways to improve efficiency by changing operating procedures or utilizing more energy efficient controls and equipment. Monitor industry trends and regulations and, where practical, present competitive and reliable sourcing opportunities in the open market.

- **Responsibilities:**
  - Annually benchmark all utilities and prepare an analysis that compares usage and pricing to comparable markets, explains variances and present conservation opportunities.
  - Provide monthly utility billing information including on-peak/off-peak demand, consumption, rates and tariff structure as provided by the utility on their billings.
  - Ensure all building control technologies are operating in a manner to avoid wasted energy.
  - Operate all building systems in accordance with operation/event requirements.
  - Annually submit viable energy conservation ideas for consideration which represent 3% of the total energy costs incurred on an annualized basis.
  - As assigned, develop energy conservation project documents that define a detailed scope of work, identify all benefits to be realized, itemize all associated costs and present a return on investment analyses.
  - As assigned, manage approved energy conservation projects ensuring all projects are completed consistent with the scope of work, budget and schedule.
  - Develop and recommend load shedding programs that curtail energy consumption during peak demand periods including the evaluation of opportunities, associated risks and potential customer impact and building availability.
  - Develop and implement operational programs which curtail energy consumption as much as possible without interrupting critical businesses.
  - Ensure all energy conservation initiatives are implemented in a manner that is in compliance with local, state and national codes and regulations.
  - Develop customer communications for periodic distribution that suggest ways City employees and vendors can participate in the overall objective to contain energy consumption and costs.
  - Research and pursue opportunities to offset capital improvement costs with rebates and other programs offered by utility companies and governmental agencies.

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EXHIBIT D-11 (CONTINUED)
ENERGY CONSERVATION

- **Service Volumes:**
  - Energy conservation enhancement opportunities apply to all of the assigned facilities.

- **Hours of Service:**
  - Energy conservation programs apply on a 24/7 operational basis.

- **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with building requirements:	100%
C.	Projects completed consistent with final scope and defined budget:	100%
D.	Projects completed as scheduled as determined at time of project approval:	98%
E.	Viable energy conservation opportunities presented annually:	100%

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EXHIBIT D-12
FIRE/LIFE SAFETY SERVICES

Function: Provide Fire/Life Safety services at all assigned Facilities. Functional components include emphasis on code compliance, preventive maintenance, response to malfunctioning equipment and devices, effective operation of fire/life safety equipment and operational infrastructure projects.

- **Responsibilities:**
  - Maintain and certify fire/life safety equipment such as fire panels, fire pumps, alarm notification systems, smoke and heat detectors, sprinkler systems including PRV's, fire dampers, kitchen fire suppression systems, emergency lights, exit signs, exterior lights etc. to ensure continuous operation and appropriate actions occur during emergency situations.
  - Respond immediately to all fire alarms consistent with the service level response goals requirements and work with Security and the local fire department to find the source of an alarm and repair as per UL, local, state and national codes and regulations.
  - Maintain all portable fire extinguishers and fire hoses per applicable codes.
  - Ensure fire/life safety equipment operates as required during power outages or other emergency conditions by periodically testing the equipment connected to emergency generator systems.
  - Conduct all fire/life safety specific maintenance and testing such as flow tests, alarm tests, smoke/heat detector tests etc. consistent with industry standard or local code mandated practices and frequencies.
  - Ensure properly trained and licensed personnel address the range of fire/life safety services work with all actions taken being in compliance with all local, state and national codes and regulations. Ensure all equipment is appropriately labeled.
  - Recommend opportunities to improve safety and reduce business interruptions by identifying potentially vulnerable areas, equipment or processes.
  - Maintain effective relations with the local fire department and fire marshal.
  - Perform building sweeps to ensure all aisles, stairwells and egress paths are clear of obstructions.
  - Maintain, perform and log weekly inspections of Automatic External Defibrillators (AED) and replace pads and batteries as needed.
  - Insure that Fire Safety and Emergency Action Plans are current at required facilities.
- **Service Volumes:**
  - Workload involves activities in the preventive maintenance, remedial work request and building infrastructure projects areas.

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EXHIBIT D-12 (CONTINUED)
FIRE/LIFE SAFETY SERVICES

- **Hours of Service:**
  - ø 24/7 system coverage with immediate response to all emergency conditions and system equipment problems or fire alarms.

- **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with BSD requirements:	100%
C.	Maintenance and system testing frequencies completed as required:	100%
D.	Work requests addressed consistent with service level response goals:	98%
E.	Projects completed consistent within final scope and budget goals:	100%
F.	Projects completed consistent with schedule requirements:	95%
G.	Customer satisfaction rating average:	Greater than 4.0 out of a 5 scale

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EXHIBIT D-13
GENERAL BUILDING MAINTENANCE

Function: Provide General Building Maintenance services at all assigned properties. Functional components include maintenance and renewal programs, response to remedial work requests, protection of architectural finishes, painting services and providing building material warehousing and inventory control services.

- **Responsibilities:**
  - Maintain all architectural finishes (i.e., paint, wall covering, carpet, tile etc.) associated with walls, ceilings, hard and soft floors, doors, door closures and hardware, etc. to ensure safety is not compromised and the finishes reflect the appropriate level of care.
  - Maintain and repair all assigned roofing systems and exterior building surfaces including all drainage systems. Prepare annual improvement recommendations including a scope of work and projected costs.
  - Promptly and effectively address all roofing, piping, condensation or other water leakage/drip problems, and potential problems, to ensure operations are not negatively impacted in any way.
  - Lubricate and repair all dock levelers, including hydraulic dock levelers, as a routine part of the services provided under this Agreement.
  - Provide locksmith or sub-contractor services to properly maintain and repair door hardware, overhead doors, sliding doors, door cylinders and closers. Maintain, repair and replace locking mechanisms associated with internal and external doors.
  - Maintain and repair moveable wall partitions associated with meeting rooms and exhibit halls.
  - Maintain and repair interior and exterior building glass components including caulking to ensure a watertight fit BSD will have the option to utilize the City's glass replacement and repair services contract for purchasing glass and extensive replacement and repair services.
  - Provide quarterly building condition assessments and reports specific to architectural finishes and building fixtures.
  - Ensure properly trained personnel address the range of general maintenance services with all actions taken in compliance with local, state and national codes and regulations and BSD safety and security policies and procedures. Professional services include painters, carpenters, masons, locksmiths, and general maintenance and minor construction functions.
  - Respond to emergency situations consistent with emergency response procedures.
  - Respond to remedial service requests consistent with the service level response goals.

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EXHIBIT D-13 (CONTINUED)
GENERAL BUILDING MAINTENANCE

- Ensure minor project activities (i.e., painting, carpentry, carpet replacement, roof repair etc.) are addressed in a safe and efficient manner and completed consistent with approved project scope, budget and schedules. BSD will utilize the City's roof repair services contract for extensive repairs. Note: Certain Facilities still have roof warranties ranging from 2 to 15 years.
- Provide for the installation, temporary removal and replacement of City-provisioned art objects including wall preparation, restoration, painting etc.
- Ensure all Contractor-owned or leased vehicles are properly maintained and operated in a safe manner.

♦ **Service Volumes:**

- Specific projected annual Workload Volumes:
  - Painting: 15,000 – 20,000 labor hours
  - Carpentry 10,000 – 15,000 labor hours

♦ **Hours of Service:**

- Primary shift coverage hours are 7:00 AM to 5:00 PM local time on normal business days.
- Services can be provided during normal business hours as long as business operations are not interrupted. Painting and major maintenance routines to be scheduled during non-business hours.

♦ **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with safety and security programs:	100%
C.	Events occur as intended:	100%
D.	Non-critical PM work orders completed as planned:	95%
E.	Work requests addressed consistent with service level response goals:	95%
F.	Minor projects completed consistent with scope and budget goals:	100%
G.	Minor projects completed consistent with schedule goals:	95%
H.	Customer satisfaction rating average:	Greater than 4.0 out of a 5 scale

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EXHIBIT D-14
INFRASTRUCTURE PROJECT MANAGEMENT

Function: Provide Project Management services associated with building infrastructure improvements within all assigned Facilities. Intent is to ensure critical business operations and the general work environments are as free as possible from interruptions due to building systems or equipment failures. New building construction, major Facility improvement projects and MAC projects are not included in this SLA.

- **Responsibilities:**

  - Develop scope of work documents and as approved and warranted. Prepare final project scope, justification, schedule and cost documents for BSD approval.
  - Conduct bid procedures as required using approved scope of work and construction documents and retain the necessary resources to successfully deliver the selected design approach. Ensure all insurance and permitting requirements are satisfied.
  - Prepare and maintain project files, schedules, project meeting minutes and budgets. Report on project status as part of the normal monthly reporting process (monthly reports to include all project activities occurring within a given facility whether under the service providers direct control or not).
  - Comply with all City procurement, security and safety policies. All project work to be completed consistent with local, state and national codes and regulations.
  - Oversee all project activities utilizing BSD assigned project management resources to the extent practical, and only retain external project management resources as specialized expertise or time requirements dictate.
  - Develop and manage an effective "change order" process to ensure only appropriately authorized scope changes are implemented.
  - Maintain an accurate local As-Built drawings library and ensure all equipment maintenance requirements are entered into the preventive maintenance CMMS system and warranty benefits are clearly identified and realized. Forward all As-Built information to the appropriate City representatives.

- **Hours of Service:**

  - Generally, infrastructure project activities can occur during normal business hours. An exception would be if the project work might disrupt or inconvenience business operations. In these instances the work is to be scheduled for nights or weekends.

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EXHIBIT D-14 (CONTINUED)
INFRASTRUCTURE PROJECT MANAGEMENT

- **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with procurement, safety and security policies and procedures:	100%
C.	Attainment of major project scope and budget goals:	100%
D.	Projects completed consistent with schedule goals:	95%
E.	Scope changes approved by proper BSD authority:	100%
F.	Customer satisfaction rating average:	Greater than 4.0 out of a 5 scale

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EXHIBIT D-15
MECHANICAL SERVICES

Function: Provide HVAC services, elevator/escalator services, kitchen appliances, ice machines at all assigned properties. Functional components include preventive and predictive maintenance, response to remedial work requests, remedial PM repairs, efficient operation of mechanical equipment and building infrastructure projects.

- **Responsibilities:**
  - Operate and maintain building infrastructure equipment such as air handlers, boilers and accessories, chillers, server room A/C units, cooling towers, exhaust systems, fan coil units, fresh air and return air fan systems, pumps, roof-top packaged units, split systems, VAV boxes, VFD's, thermostats etc. to ensure continuous operations with no controllable interruptions that impact business operations.
  - Replace HVAC system filters and clean kitchen exhaust systems as per manufacturer's recommendations or as directed by BSD standards and practices.
  - Ensure expected electrical and mechanical back-up operations occur during power outages or other emergency conditions. Quarterly test mechanical equipment connected to emergency back-up systems or during monthly generator testing where building systems are transferred to produce load.
  - Operate and maintain the Building Automation System(s) to ensure proper operation and scheduling of connected equipment for the purpose of energy efficiency, environmental control of conditioned spaces, environmental monitoring and air quality.
  - Perform comprehensive predictive maintenance on mechanical systems to include at a minimum vibration analysis, eddy current testing, oil analysis, thermography and megger testing (i.e., winding insulation, conductors etc.)
  - Perform remedial maintenance on mechanical systems resulting from findings associated with regular preventive maintenance and inspections to ensure equipment and systems function reliably and efficiently.
  - Provide water treatment services to ensure reliable and efficient mechanical equipment operation.
  - Maintain all kitchen equipment and appliances including: ice machines, ovens, stoves, dish washers, refrigerators, freezers, walk in-coolers, microwaves, and garbage disposals, etc.
  - Ensure properly trained and licensed personnel address the range of HVAC services work with all actions taken in compliance with all local, state and national codes and regulations.
  - Respond to emergencies consistent with emergency response procedures resolving abnormal incidents with minimal business impact.

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EXHIBIT D-15(CONTINUED)
MECHANICAL SERVICES

- Respond to remedial work requests consistent with the service level response goals.
- Recommend opportunities to improve system reliability and prepare for future renewal programs.
- Recommend opportunities to reduce or contain energy costs without impacting customer business operations.
- Ensure work is addressed in a manner that is in compliance with all City safety and security programs, policies and procedures. Ensure all equipment is appropriately labeled.
- Maintain up-to-date hard and soft copy one-line drawings and ensure all pertinent information is entered into the CMMS system. All new project information to be entered into the CMMS system within 30 days of project completion.

♦ **Hours of Service:**

- Building personnel performing mechanical services shall be assigned to address the workload and be available to respond to off-hour issues and problems on nights, weekends and holidays.

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EXHIBIT D-15 (CONTINUED)
MECHANICAL SERVICES

- **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with on-site schedule requirements:	100%
C.	Compliance with safety and security programs:	100%
D.	Critical work environments available to conduct business:	100%
E.	Critical PM work orders completed as planned:	100%
F.	Non-critical PM work orders completed as planned:	95%
G.	Work requests addressed consistent with service level response goals:	95%
H.	Projects completed consistent with scope and budget goals:	100%
I.	Projects completed consistent with schedule goals:	95%
J.	Remedial PM work orders completed:	100%
K.	CMMS update within 30 days of project completion:	100%
L.	One line drawings updated within 30 days of project completion:	100%
M.	Customer satisfaction rating average:	Greater than 4.0 out of a 5 scale

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EXHIBIT D-16
LIGHTING MAINTENANCE

Function: Provide Lighting Maintenance services at assigned properties within the portfolio. Functional responsibilities include managing and operating lighting control technologies, energy conservation programs, prompt replacement of interior and exterior failed bulbs and building infrastructure project support services.

- **Responsibilities:**

  - Ø Ensure lighting control technologies are utilized in a manner that maximizes their capabilities and conserve energy. Technologies include computerized controls, motion sensors, dimmers, high efficiency products and programs dependent on people to monitor and implement lighting efficiencies.
  - Ø Coordinate all necessary building outages with occupants. Manage all communications with stakeholders and adhere to equipment maintenance schedules.
  - Ø Ensure all lighting systems connected to emergency back-up systems function as intended during power outages and no controllable interruptions that impact business operations occur in a unplanned manner.
  - Ø Ensure all exit signs are illuminated at all times.
  - Ø Ensure lights associated with decorative fountains and the Police Memorial are maintained and replaced to ensure the lighting design and intent is not compromised.
  - Ø Ensure properly trained and licensed personnel and vendors address the range of lighting maintenance work with all actions taken being in compliance with all local, state and national codes and regulations, and BSD security and safety policies and procedures.
  - Ø Respond to emergency situations on a priority and immediate basis and consistent with emergency response procedures.
  - Ø Respond to remedial work requests consistent with established service level response goals.
  - Ø Recommend improvements to ensure potential problem and reliability areas are addressed prior to failure for both internal and external lighting components.
  - Ø Recommend lighting programs designed to improve lighting quality and conserve energy. Implement approved programs consistent with scope of work, budget and schedule objectives.

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EXHIBIT D-16 (CONTINUED)
LIGHTING MAINTENANCE

- **Hours of Service:**
  - Ø **24/7 basis.**

- **Service Expectations:**

A. Compliance with codes, regulations: safety and security programs:	100%
B. Compliance with safety and security programs:	100%
C. Exit signs and emergency lighting function as intended:	100%
D. Lighting PM work orders completed as planned:	100%
E. Remedial work requests completed consistent with service level goals:	98%
F. Projects completed consistent with final scope and defined budget	100%
G. Projects completed consistent with schedule determined at time of project :	95%
F. All supported environments available to conduct business: (not including utility outages and scheduled system outages)	100%

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EXHIBIT D-17
PLUMBING SERVICES

Function: Provide Plumbing services at assigned Facilities within the department. Functional components include preventive maintenance, response to remedial work requests, during regular business hours as requested on nights and weekends, efficient operation of plumbing equipment and operational infrastructure projects.

- **Responsibilities:**
  - Maintain building infrastructure equipment and systems such as pumps, municipal water lines, sewer lines, natural gas lines, sprinklers, back flow preventers, roof drains, storm drains, water filters, grease traps and drains, condensate pumps, sump pumps, etc. to ensure continuous operations.
  - Ensure no controllable interruptions impact business operations where back-up power systems are in-place by periodically testing equipment using the auxiliary back-up power distribution systems.
  - Ensure properly trained and licensed personnel address the range of plumbing services work with all actions taken being in compliance with local, state and national codes and regulations. Work to include testing and certification of gas lines to meet all applicable codes. Ensure all equipment is appropriately labeled with correct and consistent reference to the site plumbing riser diagrams.
  - Ensure work is addressed in a manner that is in compliance with all BSD safety and security policies and procedures.
  - Promptly address all active leak problems and implement corrective measures to eliminate potential leak concerns.
  - Respond to emergency situations as quickly as possible and in compliance with emergency response procedures.
  - Respond to remedial service requests consistent with the service level response goals.
  - Recommend opportunities to reduce or contain utility costs and/or enhance reliability. As approved implement all improvement initiatives consistent with the approved scope of work, budget and schedule.
- **Hours of Service:**
  - Maintenance activities can be performed during normal business hours (i.e., 7:00 AM to 5:00 PM), however, all maintenance/PM activities that may interrupt normal business operations are to be scheduled for off-hour periods.

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EXHIBIT D-17(CONTINUED)
PLUMBING SERVICES

- **Service Expectations:**

A.	Critical work environments available to conduct business:	100%
B.	Compliance with on-site schedule requirements:	100%
C.	Compliance with codes and regulations:	100%
D.	Compliance with BSD safety and security programs:	100%
E.	Critical PM work orders completed as planned:	100%
F.	Non-critical PM work orders completed as planned:	95%
G.	Remedial requests addressed consistent with service level response goals:	95%
H.	Projects completed consistent with scope and budget goals:	100%
I.	Projects completed consistent with schedule goals:	95%

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Exhibit D-18
Janitorial Services

1.0 GENERAL

1.1 The Contractor(s) agrees to provide Cleaning & Janitorial Services for Building Services and Public Works and Engineering Departments as shown in Exhibit D18-A. Contractor shall provide all supervision, labor, materials, supplies, equipment and services, whether or not specifically mentioned in these documents for the cleaning and janitorial services. Contractor is responsible for on-site inspections of each facility and shall provide sufficient personnel required to accomplish stated tasks.

1.2 Workmanship, reliability and safety are of paramount importance in the operation of these facilities and shall be key areas of concentration by the Contractor. Anything falling short of these objectives falls short of the requirements of the Contract.

2.0 LIGHTING AND LOCKUP

2.1 The Contractor's personnel shall be responsible for turning lights on and off in areas where they are working. Upon arrival to each floor, the floor maid shall check each area and turn off lights in all unoccupied areas. Light will be left on only during the performance of work in a specific area. Doors are to be closed and locked after each suite is cleaned. The Contractor shall submit and utilize a procedure for resolving thefts, lost key coverage, etc. The Contractor is responsible for ensuring maximum-security integrity among its staff, and shall be responsible for setting the security alarm upon completion of each work shift.

3.0 KEY PERSONNEL AND ON-SITE STAFFING REQUIREMENTS

3.1 The Contractor shall furnish adequate certification papers and documentation of the personnel qualifications for the On-Site Staff and shall obtain from each respective department designee, upon award of Contract, written approval prior to assigning these personnel to the facilities. Contractor may change personnel only with equally classified and qualified personnel, and written approval of each respective department designee. It shall be the responsibility of the Contractor to maintain fully licensed and qualified personnel on all shifts, in accordance with all applicable codes, ordinances, policies and practices governing and/or appurtenant to Janitorial industry standards.

3.2 England, the United States, and other countries that are or have been under English control or influence. Supervisors shall be capable of verbally communicating fluently in whatever language(s) the working staff speaks so that a complete level of understanding of work to be performed is achieved. Failure to provide such supervisors at all times shall be grounds for the City to terminate the Contract. The decision by the Director of each respective department

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concerning any disputes, which may arrive resulting from any lack of communication, shall be binding and considered final.

3.3 The contractor shall hold a safety meeting with its employees on a monthly basis. At this safety meeting, the Contractor shall discuss the correct and safe use of cleaning supplies and materials and the correct and safe methods for operation machinery and equipment. After this meeting, the contractor shall provide a written report to the City. Contractor shall be responsible for maintaining a notebook at each site with material Safety Data Sheets for all cleaning chemicals used. In addition, the Contractor will provide the City with a master Material Safety Data Sheet notebook to be on file at City Hall Annex 2nd floor with the contract file. All Material Safety Data Sheets are to be in place prior to initiation of contact. The chemical supplier shall train employees during the first month of the contract and quarterly thereafter. Contractor must be in full compliance with OSHA – Blood Borne Pathogen Rule.

Please see. Department of labor, Occupational Safety and Health Administration, 29 CFR Part 1910.0131 Occupational Exposure to Blood Borne Pathogens; Final Rule.

4.0 DAY PORTER LABOR SUPPORT

4.1 The Contractor is required to provide a janitor(s) for each site listed. The janitor(s) shall be required to provide janitorial support activities during that facility's normal hours of operation with a minimum of one hour given off each day for lunch. These activities shall include, but are not limited to, the ongoing clean up of miscellaneous spills and debris and the ongoing cleaning and stocking of restrooms as necessary. All exterior trash receptacles shall be checked twice daily, and emptied as needed. All entrances, parking lots and adjacent grounds shall also be checked twice daily and all trash removed.

4.2 The daytime janitor(s) shall also complete tasks as assigned by the Facility Superintendent or its designee. These tasks may include any part or the entire task outlined in this contract or other task as assigned. The daytime janitor's requirements are above and beyond the requirements to be completed during the general cleaning performed after the normal hours of operations.

4.3 The daytime janitor also may be used to perform setups, takedowns, and cleanup activities for special functions and events. This shall require each worker to be able to move tables, chairs and other property. Janitors shall be able to lift up to 80 pounds. The daytime janitor(s) must be able to speak the English language.

5.0 ADDITIONAL PERSONNEL

5.1 The Contractor may provide additional personnel for the work under this Contract, as it deems necessary and/or propose alternatives to initial staffing levels for consideration by the City. The merits of any and all alternatives proposed by Contractor shall be judged on the basis of how the alternative shall

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impact the operations at each respective department facilities. Any additional personnel shall be at the expense of the contractor unless requested by the City to perform additional tasks not covered in this contract. For Emergency clean-up the minimum charge will be for one-hour of additional labor rate (standard rate).

6.0 CONTRACTOR SECURITY CLEARANCE

6.1 The Superintendent in charge of the facility shall have the authority to instruct the Contractor to remove undesirable personnel for just cause.

6.2 The decision by the Director shall be final in all cases involving removal of Contract personnel from performing the work herein specified.

6.3 All personnel shall be subject to a security background check as a condition of assignment to a facility
for work under this Contract. The results of background checks on Contractor employees shall be submitted to each respective department's designated representative for approval prior to each individual's assignment to this facility. The Houston Police Department also has the option to perform their own background check.

6.4 Any and all costs associated with the background check shall be the responsibility of the Contractor.

6.5 It is understood and agreed to by the Contractor and the departments that if theDirector/Designee refuses to approve any personnel assignments, or requests removal of any of the Contractor's personnel, the Director/Designee shall do so in writing, stating the reason(s) or cause(s) for not approving the employee's assignment and/or requesting removal of any personnel from the work.

6.6 Due to the very nature of work housed in these facilities, the Contractor and its employees shall be required to comply with any and all building security measures deemed necessary by the Director of each respective department, to ensure that the integrity of confidential and highly sensitive work is maintained and secured.

6.7 Each respective department shall provide the Contractor with the necessary information and instructions regarding any facility security restrictions.

6.8 Contractor is responsible for training its employees, both on-site staff and its off-site support personnel, in security matters pertaining to these facilities.

6.9 Repeated failure or refusal by Contractor and/or its employees to comply with facility security measures
enacted by the City of Houston may be cause for termination of this Contract.

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8.0 LICENSES and PERMITS

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8.1 The Contractor shall obtain and pay for all licenses, permits and certificates required by any statute, ordinance, rule or regulation of any regulatory body having jurisdiction over the conduct of its operations hereunder.

9.0 CODES, ORDINANCES AND REGULATIONS

All work performed under this Contract shall be subject to applicable local, state and federal codes, laws, ordinances and regulations, and Contractor shall be responsible for ascertaining whether or not the work defined by these specifications is in compliance with same.

10.0 CONTROL OF PREMISES

10.1 Access to the areas within the City facilities by Contract employees shall be limited to those persons whose names are on file with Director/Designee of each respective department as being assigned to that site, or as Contractor's off-site support personnel who may be called upon to assist on-site staff in accomplishing work.

10.2 Contractor, and its employees, shall adhere at all times to security and identification measures established and implemented by the City and each respective department at these facilities.

10.3 Contractor shall keep a record of any and all keys distributed to its employees, and provide the Facility Superintendent with the same records.

10.4 Routine cleaning and janitorial maintenance services shall be performed and the Contractor shall have access into the buildings, throughout the twenty-four (24) hours in each day and on each of the seven (7) days of the week, including holidays.

A. Although the Contractor shall have access to the building twenty-four (24) hours per day,
routine cleaning and janitorial services shall be scheduled during normal office hours in the facility's Administrative Sections of certain facilities.

B. The Contractor shall confer with the Facility Superintendent to coordinate work schedules of
cleaning and janitorial crews around times of anticipated high activity and occupancy level in various areas through the facility.

10.5 When necessary, cleaning and janitorial personnel shall work behind locked doors in areas requiring extra security measures, as designated by the Facility Superintendent and/or Director. All doors in these areas shall be closed and locked when cleaning is complete. All lights, when appropriate, shall be turned off in unoccupied areas immediately after completing cleaning and janitorial work.

A. The contractor must obtain permission from the Facility Superintendent to clean certain secured areas, i.e. floors 25 and 26 at 1200 Travis - Crime, Photo and Latent Labs.

B. Custodial personnel shall not enter secure areas of the jail with personal items, which may be used as weapons, i.e. knives, screwdrivers, etc.

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C. Custodial personnel shall not interact with prisoners in any form or fashion.

11.0 CONTRACTOR'S ON-SITE OFFICE/STORAGE

11.1 City shall provide Contractor with on-site office space, workroom and storage:

11.2 Use of this space by the Contractor, for its use as an office and work area shall be for the term of the Contract period.

11.3 Use of any other space or areas on-site by Contractor shall be at the discretion of the Facility Superintendent.

11.4 The City shall not be responsible or liable for any lost, stolen or damaged equipment or supplies belonging to the Contractor which are stored on-site for the term of the Contract.

11.5 Contractor agrees, at the end of the Contract period or upon Contract termination, to return to the City all shop space, storage areas and work space in a condition equal to or better than it was when first provided to the Contractor for its use.

12.0 UTILITIES

12.1 City shall provide Contractor with utilities as required to perform the work specified herein, at existing outlets and connections at no cost to the Contractor.

12.2 Contractor shall be permitted use of the facilities sanitary and storm sewer systems, at no cost to him, in the performance of the work.

12.3 Solid waste pickup services shall be provided at no cost to Contractor for materials related to service performed at the facility. Larger items, such as old parts or crates and broken equipment the Contractor must dispose of off site at its expense.

12.4 Electrical power at existing receptacles and natural gas at existing distribution valves shall be provided at no cost to the Contractor.

12.5 Contractor shall arrange for, and be responsible for, all other services and costs unless otherwise agreed to by the Director of each department.

13.0 UNIFORMS

13.1 All Contractor employees, as well as any employees of the Contractor's subcontractors, shall wear a distinctive uniform and identification card bearing a recent color photograph of the employee. The Contractor shall provide such uniforms and identification cards.

13.2 All uniforms shall be the same and contain the name of the Contractor and the employee.

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13.3 Uniforms worn by the Contractor's employees must be different, in both design and color, from those worn by City employees. Uniforms shall be subject to approval by the City of Houston prior to the start of the contract.

14.0 REPAIR OF DAMAGE TO CITY PROPERTY

14.1 The Contractor is responsible for and bears the cost of all damage to City property caused by the Contractor, its employees, or by other personnel associated with the Contractor, including but not limited to the Contractor's agents and subcontractors. Such responsibility includes, but is not limited to damage due to the carelessness or neglect of the Contractor or its agent, employees, or subcontractors.

14.2 The Contractor shall report to the Facility Superintendent, without delay, any and all damage to the City's equipment, furnishings or property caused by the Contractor's employees.

A. The Contractor shall be liable for any and all necessary repairs or replacements to property damaged by its employees.
B. The Contractor shall not place chairs, wastebaskets, coat trees, or similar items on tables, desks, work surfaces, cabinets or other furnishings belonging to the City.

14.3 The Director or Designee is the final authority when resolving any issues regarding the responsibility for repairs under this Contract. This is inclusive of the determination of what is "normal wear and tear," negligence by others, vandalism, Force Majeure, or Contractor's negligence.

15.0 MATERIAL SAFETY DATA SHEETS (MSDS)

15.1 The Contractor shall furnish to each Facility Superintendent all MSDS, (OSHA Form 174), for each product stored at and/or used in each facility. A MSDS must accompany each product shipment to the facilities.

15.2 In Addition, the Contractor shall provide each respective department with a master Material Safety Data Sheet notebook to be on file at the Safety Office. All Material Safety Data Sheets are to be in place prior to initiation of contact.

15.3 The Contractor shall utilize the Haz-Com system.

16.0 CONFIDENTIALITY

The Contractor shall keep all materials to be prepared hereunder and all City data it receives in the strictest confidence. The Contractor shall not divulge such information except as approved in writing by the Director or as otherwise required by law.

17.0 CONTRACTOR'S EMPLOYEES

17.1 The Contractor must provide an Employment Eligibility Verification (Form I-9) for all personnel assigned to these facilities.

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17.1 All personnel performing work under this contract are employees of the Contractor and the Contractor shall pay all salaries, social security taxes, other federal and state taxes, unemployment insurance, worker's compensation/industrial accident insurance and all other costs associated with such personnel, including taxes relating to such employees. The Contractor shall adhere to all legal mandates, federal, state or otherwise, regarding the payment of the minimum wage.

18.0 CONTRACTOR'S DUTIES

18.1 The Contractor shall perform all Cleaning and Janitorial Services for the facilities as stated herein. Such services shall include, but not be limited to, furnishing all supervision, labor, materials, supplies and equipment necessary for cleaning and janitorial maintenance. All work shall be performed in a first-class, professional manner, satisfactory to the on-site Facility Superintendent, contractually representing each respective department. Cleaning and Janitorial Maintenance Services provided under this Contract shall include all buildings and the exterior sites.

A. Contractor shall comprehend that whenever the word "clean" is used in this specification, it is understood to mean scrub, wash, dust, damp clean, scrape, vacuum clean or polish, as necessary, to bring the area or item cleaned to a condition free of dust, dirt or stains satisfactory to each department's Contract Administrator. Subject cleaning to be accomplished by hand and/or power tools using cloth, steel wool, scrub brushes with abrasive powders, soaps, detergents, paste cleaners, solvent, bleaches ammonia liquid and paste polishes, etc.

B. Contractor shall comprehend that whenever the word "strip" is used in these specifications, it shall mean the process prescribed by the manufacturer of the floor finish being used for removing the last application of floor finish and to prepare the floor tile to receive new floor finish. Normally, floor stripping requires the use of one or more of the following:
Power floor scrubbing machines, scouring pads, brushes, rags, mops, with an approved material, in combination with the proper amount of water to satisfactorily remove all old floor finish, dust, dirt, grease, stains and the wax applied by the manufacturer of new floor tile.

18.2 Cleaning and Janitorial Maintenance Services provided under this Contract shall include all the office areas, restrooms, shower areas, gym, courtrooms, lobbies, storage areas, conference rooms, interview areas, lunch rooms, training rooms, elevators, booking areas and hallways as applicable.

18.3 Cleaning and Janitorial Maintenance Services provided under this Contract shall also include all detention areas, the court holding areas, all associated booking areas, individual cells, public contact areas, and elevators, and all of the functions associated with these tasks within each specific building as applicable.

18.4 Cleaning and Janitorial Services for the exterior sites shall include parking lots, driveways, sidewalks, curbs, drains and ground-level gutters.

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18.5 For this Contract, the Contractor shall only employ personnel that are thoroughly trained in all phases of cleaning and janitorial techniques and safety.

18.6 The Contractor shall employ a thoroughly trained manager to oversee the Cleaning and Janitorial Services performed under this Contract. The manager or its/her designee shall be on-call twenty-four (24) hours per day, seven (7) days per week.

18.7 The Contractor shall maintain a telephone where the City and/or the Facility Superintendent may contact the Contractor Manager or their designee twenty-four (24) hours a day in the event of an emergency.

18.8 Contractor shall provide male personnel to perform work in exclusive male areas and female personnel to perform work in exclusive female areas: the Wellness Center locker rooms; male and female detention centers.

18.9 The Contractor shall arrange for each work crew to include a crew leader or supervisor, trained and experienced in supervising cleaning and janitorial work. A crew leader or supervisor must accompany each crew at all times while on-site.

19.0 <u>SUPPLIES AND EQUIPMENT</u>

19.1 The Contractor shall furnish all cleaning and janitorial maintenance supplies necessary to perform the services specified under this Contract. Supplies shall include items such as paper towels, sanitary napkins, tampons, toilet tissue, antibacterial hand soap containing lanolin, deodorizers, disinfectant, plastic trash can liners, and interior and exterior floor mats.

A. All cleaning and floor chemicals Supplies used shall be of the Buckeye International product line or a pre- approved equal and shall be required to fulfill the intended purpose of the product and shall be approved by the Building Superintendent.

Note: Approved equal shall meet the criteria of the attached Exhibit D18- B.

B. Consumable such as hand soap, paper towels, and toilet tissue shall comply with manufacturer'sspecifications for products used in conjunction with all fixtures designed for dispensing these types of products and materials.

C. The Facility Superintendent reserves the right to reject any and all supplies.

D. The Contractor shall be entitled to the proceeds from the sanitary napkin dispensers. The cost to the consumer for these products shall be in keeping with industry standards. Toilet paper shall be 2 ply, facial quality, bleached with a minimum brightness of 70, 17-20 lbs minimum basis weight, sheet size 4.50 x 4.50. Paper towels shall be bleached with a minimum brightness of 65, 25-28 lbs minimum basis weight.

E. The Contractor shall supply chemically treated dust mats (entrance mats).

i. All chemically treated dust mats (entrance mats) shall consist of nylon tufting with a natural rubber back. They shall be available in red, brown, black or navy. All mats are to be exchanged on the floor where they are used. Mats shall be

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exchanged for cleaning weekly. Mats shall be treated with both a dust control compound and a Fire Retardant (OSHA APPROVED).

ii. Exterior mats shall be approximately 36" X 48", closed loop, highly resilient fiber to spring back into shape. Machine washable, self-drying.

19.2 The Contractor shall provide and maintain all power tools, machines and equipment necessary to perform the cleaning and janitorial maintenance services specified under this Contract.

A. All equipment must be maintained in first-class working condition, satisfactory to be the Facility Superintendent.
B. The Contractor shall use all supplies and equipment in accordance with manufacturer's direction.
C. Either spare parts, spare equipment, or both must be available for repair or replacement of
broken items within twenty-four (24) hours.
D. At all buildings 80,000 square feet and larger, the contractor shall have on site at all times a working auto scrubber, floor burnisher 1700 rpm or higher, carpet extractor, and a wet/dry vacuum.

20.0 QUALITY CONTROL:

20.1 The Contractor shall provide a standardized form for the log sheets of complaints. The Facility Superintendent and the Contractor's Project Manager shall review all log sheets weekly.

20.2 Daily inspections (visual and written) shall be performed by the Cleaning and Janitorial Supervisor and recorded on a master inspection control log. The inspection form shall relate to the total housekeeping responsibility for appearance and maintenance of the facility. The inspection form and inspection log must be made available for the Department's review.

20.3 The Cleaning Supervisor shall meet daily with the Facility Superintendent to review the previous day's activities, and to communicate special requests or problems.

20.4 The Contractor's Project Manager shall review the inspection log and follow-up with the Cleaning Supervisor weekly. In addition, the Project Manager shall perform a complete monthly inspection of the entire facility and implement needed corrective action. This inspection shall be reviewed with a representative of the Department. The Project Manager shall be available for mutual inspection of the facility with a Department's representative.

20.5 The Contractor's Project Manager shall meet with the Facility Superintendent once each month for a complete formal tour of the building to inspect the quality and consistency of work, adherence to cleaning specifications, standards, and to review needs of each facility. The Facility Superintendent shall use the inspection form listed in Exhibit D-18C.

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20.6 The Contractor shall submit a written monthly report to the Facility Superintendent. This monthly report shall include copies of the daily inspection forms and summarize problems and correction action.

21.0 SCHEDULE OF SERVICES

The Contractor shall perform Cleaning and Janitorial Maintenance Services as described in the following cleaning specifications.

21.1 Daily General Cleaning

A. Sweep and damp mop floors and/or vacuum carpets.

B. Floors shall be clean and free of trash and foreign matter. No dirt shall be left in corners, behind doors, or under furniture.

C. Carpets shall be clean and free of dust balls, dirt and other debris. When necessary spot clean utilizing a dry chemical cleaning agent approved by the Facility Superintendent.

D. All trash receptacles shall be emptied and trash removed from the site. All receptacles, especially in food service areas, shall be washed when needed.

E. Ashtrays and smoke stands shall be emptied and damp wiped (refill with white sand as necessary.)

F. All hard surfaces including doors, walls, floors and ceramic title shall be wiped or mopped clean where liquid or other foreign materials have been spilled on the surface. There shall be no streaks.

G. All interior doors and partition panels shall be cleaned to remove smudge marks, fingerprints and dust. There shall be no streaks.

H. All glass doors, glass panels, bright metal finishes and handrails shall be cleaned, rubbed and polished. Partition glass shall be spot cleaned when necessary to remove smudges and fingerprints.

I. Daily areas shall be inspected for cleanliness periodically and appropriate custodial services shall be performed as needed.

J. The drinking fountain surfaces shall be clean and bright, free of dust, stains and streaks. Fountains shall be kept free of trash, coffee grounds, etc., and nozzles free from encrustation. Metal surfaces shall have a polished lustrous appearance.

K. Exterior terrazzo at the entrances to the building's lobbies and on the sidewalk surrounding the buildings shall be swept daily, hosed and/or wet mopped weekly and high pressure spray cleaned when necessary.

L The contractor shall thoroughly clean with disinfectant spray all free weights, aerobics and cardio-equipment located in the Gym /Wellness Center where applicable.

M. The contractor shall clean all appliances (excluding refrigerators) daily in break areas where applicable.

21.2 Daily Restroom and Shower Cleaning

A. All restroom fixtures, including sinks, toilet bowels and urinals, shall be scoured and disinfected
using an approved solution and kept free of scale, rust, mold and stains at all times. Dry and polish. DO NOT LEAVE STREAKS.

B. All bright metal accessories, including hardware on plumbing fixtures, shelving, partitions, and dispensing accessories shall be cleaned and polished using an approved solution. DO NOT LEAVE STREAKS.

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C. Sanitary napkin and tampon receptacles shall be emptied, cleaned, liners replaced and disinfected with an approved solution. All other receptacles shall be emptied and damp dusted on the inside. DO NOT LEAVE STREAKS.
D. Soap, towel and tissue dispensers shall be cleaned and polished and refilled each day. DO NOT LEAVE STREAKS.
E. All mirrors shall be cleaned and polished clear, free of smudges, streaks, or watermarks.
F. All restroom walls and partitions shall be kept from oil spots, smudges, streaks or foreign matter.
G. All ceramic tile surfaces in showers or other areas of restroom facilities shall be cleaned and polished with an approved solution, kept free of soap film, scale, rust, stains, streaks, and mold at all times.
H. Restroom floors shall be cleaned by mopping and rinsing with an approved disinfecting mopping solution and carpeted areas, such as those in the locker rooms, shall be vacuumed and spot cleaned as needed. All surfaces shall be dry, the corners clean, free of streaks, mop strand marks and skipped areas.

21.3 <u>Weekly General and Restroom Cleaning</u>

A. All vertical and horizontal surfaces of desks, enclosures, files, woodwork and other furniture shall be damp dusted with a clean or treated cloth. THERE SHALL NOT BE DUST STREAKS.
B. All restroom partitions shall be washed with an approved disinfecting solution and a light coat of polish applied. A minimum of two (2) gallons of fresh, clean water shall be poured into each restroom floor drain twice a week.
C. The dry and wet saunas shall be cleaned and disinfected with an approved disinfecting solution three (3) times a week.
D. The whirlpool shall be cleaned and disinfected with an approved disinfecting solution three (3) times weekly.
E. All desk accessories shall be dusted and returned to their proper place.
F. All telephone receivers shall be cleaned with a disinfectant treated cleaning cloth.

21.4 <u>Periodic General Cleaning</u>

A. All ceiling recessed and mounted light fixture lens and return air slots shall be cleaned quarterly, as needed, or upon request of the Facility Superintendent.
B. All draperies, mini blinds or other window coverings shall be vacuumed and/or wiped with a clean or treated cloth once every quarter. All dust is to be removed from both sides as needed or upon request of the Building Superintendent.
C. Any and all upholstered surfaces, such as chairs and panels shall be vacuumed weekly and spot cleaned as needed or upon request by the Building Superintendent.
D. Any vinyl wall coverings shall be dusted monthly, as needed, or upon request of the Building Superintendent.
E. All baseboards shall be cleaned monthly, as needed, or upon request of the Facility Superintendent.
F. Dust or vacuum surfaces above approximately 70" from the floor monthly, as needed, or upon request by the Facility Superintendent. Where glass is present the interior side shall be clean and free of streaks.

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G. Wash inside and out glass windows in the entrances and vestibules of the facility quarterly, as needed, or upon request by the Facility Superintendent. All glass shall be clean and free of oil, grease, dirt, and grime. Surrounding area shall be wiped free of drippings and other watermarks.

H All air supply and return grills shall be thoroughly cleaned quarterly, as needed, or upon request by the Facility Superintendent.

21.5 <u>Elevator Cleaning (Where Applicable)</u>

A. Floor covering shall be vacuumed and/or dusted and damp mopped daily.
B. Exterior and interior sides of doors and trim shall be dusted daily and polished monthly.
C. Cabs shall be damp wiped daily and washed as needed.
D. Control and dispatch panels shall be dusted and polished daily to remove smudges, fingerprints or other foreign matter.
E. Elevator thresholds shall be cleaned daily and polished monthly.

21.6 <u>Floor Cleaning</u>

A. Hard surface floor coverings in public areas, such as tile, shall be dusted and spot mopped daily, spray buffed daily: top scrubbed/stripped and refinished quarterly. In larger buildings, auto scrubbing and high speed burnishing shall be performed daily to keep floor to a high gloss.
B. Hard surface floor coverings in office areas shall be dust mopped and damp mopped daily, spray buffed each week, scrubbed and refinished monthly. These floor coverings shall also be stripped and refinished quarterly.
C. Concrete floors and floors in custodial closets shall be dust moped daily and damp mopped weekly. These floors shall be scrubbed semi-annually.
D. Tile floors in the juvenile/adult detention area shall be dust and damp mopped daily; and scrubbed weekly. Concrete floors in the juvenile/adult detention area shall be dust and damp mopped daily; and scrubbed and sealed annually.

E All shower floors shall be machine scrubbed weekly and all restroom floors shall be machine scrubbed monthly.

E. Interior pavers in the lobby area shall be spray buffed daily, top scrubbed/stripped and refinished quarterly with a non-slip finish approved by the Facility Superintendent.

21.7 <u>Carpet Care</u>

A. All carpet areas shall be thoroughly vacuumed daily.
B. Carpeted surfaces shall be free of obvious dirt, dust and other debris. Floor surfaces shall be clean and free of debris or foreign matter. No dirt shall be left in corners or near baseboards, behind doors or under furniture. The finished area shall have a uniform luster without unsightly finish buildup. All spillage, dirt accumulation or crust material shall be removed along with spots and stains. There shall not be evidence of fuzzing caused by harsh rubbing or brushing. When spot cleaned, areas shall blend with the adjacent areas of the carpet. Spots, smudges or other foreign markings shall have been removed without causing unsightly discoloration on the carpet surfaces.
C. Anti-static electricity treatment as may be required.
D. Shampooing needs shall be dictated largely by the population or traffic patterns, particularly in public areas such as corridors and elevator lobbies.

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E. Carpets shall be kept free of dirt, spots and all unsightly conditions that can be removed with spot cleaning and normal vacuuming.
F. All carpets in high traffic areas shall be cleaned with a carpet extractor quarterly and all other semi-annually.

21.8 Detention Area (Where Applicable)

A. Cell cleaning (including all cells, dayroom areas and space being utilized by prisoners.) All waste generated in the jail shall be collected and removed to the loading dock or dumpsters on site daily.
B. Fixtures shall be clean and bright, there shall be no obvious dust, stains, or encrustation. Mirrors shall be clean and free of obvious spots or streaks. All horizontal, vertical and under surfaces shall be free of obvious dust, smudges or spots. Corners, crevices, moldings and ledges shall be free of obvious dust, smudges or spots. Glass shall be clean and free of dust, smudges or sports.
C. All wash basins, commodes and/or urinals shall be cleaned daily with an approved disinfectant.
D. Wastebaskets shall be maintained free of debris and residue.
E. Detention areas shall be defined as but not limited to, all Recalcitrant cells (padded), Detoxification, Juvenile, Day Rooms, Individual cells, Holding cells, DWI, Staging Areas, Isolation, and Police Staffing. All Detoxification, Recalcitrant, Holding and Isolation cells shall be disinfected at a minimum once per shift or as needed with approved chemical. Contractor is responsible for supplying enough personnel to sufficiently maintain and disinfect all jail areas including juvenile cells. It is the Contractor's responsibility for training and educating its or her personnel working in this type of facility.
F. All cells, day rooms and areas where prisoners are continuously housed will be pressured washed with a disinfectant weekly.

21.9 Stairways (Landing and Tread Surfaces)

A. Landing and tread surfaces shall be free of dirt, dust and other foreign substances and shall present an overall appearance of cleanliness. Railings, ledges, grills, fire apparatus and doors shall be free of dust and foreign substances.
B. Glass surfaces shall be clean and free of obvious dust, smudges or spots. Metal surfaces shall be free of smears, smudges or stains. They shall be clean, bright and polished to a uniform luster. Wood surfaces shall be free of smears, smudges or stains.

21.10 Storage Space

A. Floors shall be clean and free of trash and foreign substances. No dirt shall be left in corners, under furniture or behind doors.

21.11 Sally Port

A. All areas shall be free of trash and other discarded materials.

22.0 EXTERIOR SITE

23.0 CONTRACTOR SHALL PROVIDE THE FOLLOWING SPECIFIC EXTERIOR SITE CLEANING SERVICES:

A. All paved parking lots and driveways shall be power washed annually.

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B. All paved sidewalks, curbs, drains and ground-level gutters shall be inspected daily to check for debris and completely swept weekly. Occasional sweeping, as needed, shall be provided between weekly general sweepings to remove debris such as leaves or papers which may collect in corners or against curbs. Contractor shall empty all exterior trash receptacles daily and clean with disinfectant cleaners, soap and water as needed to maintain sanitary conditions. (Any large "dumpsters" on site are not subject to these terms.). Sidewalks, curbs, drains and ground-level gutters shall be washed with water, using a high pressure spray, when necessary or requested by the Facility Superintendent to remove accumulated debris, mud or other substances which may accumulate on paved surfaces. Contractor shall "power vacuum" the exterior of the site once per quarter. Power vacuum shall mean that the Contractor use a truck mounted vacuum device to sweep the entire exterior site. Including ground level gutters, driveways, curbs, and sallyport entrance and exit.

C. Papers and other extraneous debris from all exterior areas shall be collected, bagged, and removed to the loading dock or dumpsters on site daily.

D. Contractor shall quarterly, as needed, or as requested by the Facility Superintendent, remove stains, such as automotive fluids, or other unsightly markings from paved surfaces of the parking garage entrance, sidewalks, curbs, drains and ground-level gutters to maintain a neat, clean appearance at all times. Cleaning agents or methods used for this purpose shall have prior approval from the Building Superintendent. Exterior terrazzo at the entrances to the buildings' lobbies and on the sidewalk immediately in front of the buildings shall be swept daily, hosed and/or wet mopped weekly and high-pressure spray cleaned monthly or as needed.

E. Contractor shall furnish necessary manpower, tools, supplies, equipment and vehicles as required to remove snow an/or ice. Remove snow and ice from all entrance steps and landings, sidewalks, vehicular courts, parking areas and approaches before the building occupants report for work and on a continuous basis thereafter. Chemicals and/or sand shall be used to reduce safety hazards due to ice and/or snow.

F. All floors, curbs and ramps in the parking garage shall be power washed annually. The contract shall recycle and filter all water that is used in the cleaning process.

G. Bi-weekly pressure washing shall be necessary on, but not limited to; all exterior public entrance terrazzo and concrete areas, rear side walks, fuel Dispensing units, vehicle maintenance, loading dock, prisoner drop off sally port, detention areas and car wash.

24.0 EMERGENCIES & SUPPLEMENTAL LABOR FOR EXTENDED HOURS OF OPERATION

24.1 Contractor will supply extra labor to provide setup and cleanup assistance supporting Transtar during extended hours during emergencies including but not limited to floods, hurricanes, terrorist attacks, etc. The City will furnish supplies during this time.

24.2 In cases of emergencies, i.e., roof leaks, busted water pipes, etc., the City may request additional services outside of Contractor's normal working hours. Services performed shall be those indicated in this scope of work, including but

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not limited to cleaning and janitorial services and emergency floor care. Contractor response time to an emergency request shall be within four (4) hours. All emergency labor requests shall be for a minimum of one (1) hour. The cost for this type of emergency shall be based on a per hour basis, inclusive of all supervision, labor, supplies, material and equipment. All invoices shall indicate exact description of the work performed, number of labor hours and number of workers utilized to perform services.

24.3 Supplemental labor may be requested for special clean-up needs facilitated by furniture moves and/or alterations and building repairs, etc. Services may include, but not be limited to overall carpet cleaning (not spot-cleaning), upholstery cleaning, scotch guard carpet and upholstery. Such requests must be submitted to the Contractor, in writing, a least forty-eight (48) hours in advance of the performance date. All supplemental labor requests shall be for a minimum of two (2) hours. Supplemental labor costs will be based on a per hour rate inclusive of all supervision, labor, supplies, material and equipment. All invoices shall include the exact description of the work performed, number of labor hours and number of workers utilized to perform service.

24.4 Payment of emergency or supplemental labor shall be computed as follows: Contractor shall be paid a minimum of one (1) hour for emergency services or two (2) hours for supplemental services for actual work performed during those times regardless of the amount of time required to complete the service, per the hourly labor charge in the Fee Schedule. Or example, if emergency service is competed within twenty-five (25) minutes, the Contractor shall invoice the City for one (1) hour and will be paid accordingly. Should the time required to complete the work exceed one hour, Contractor shall be paid in fifteen (15) minute increments after the first hour. For example, if the emergency service is competed in one (1) hour and five (5) minutes, the Contractor shall invoice the City for one (1) hour and fifteen (15) minutes and will be paid accordingly.

25.0 CLEANING SCHEDULES

25.1 Facilities maintained by the Building Services Department, Group One, Item Nos. 1 through 20 in Exhibit D-18A require full cleaning crews for each shift as indicated. Group One, Item Nos. 21 through 66, in Exhibit D-18A shall be cleaned by Roving Crews within times designated. Group One, Item No 60, requires floor care only. Floors shall be buffed every two (2) weeks and strip/finished every quarter.

25.2 Facilities maintained by the Public Works Department, Group Two, Item Nos. 1 through 6, require full cleaning crews for each shift as indicated.

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26.0 POLICE HEADQUARTERS, 1200 Travis, Houston, Texas 77002

26.1 The Police Headquarters is a 26-story building with several areas operating 24 hours a day located at 1200 Travis, Houston, TX 77002. There is a 11 story, 400,000 square feet parking garage. Approximate staffing of police department personnel shall be about 1,800 on day shift and 300 to 500 on evening shift Monday-Friday, 200 to 300 all shifts on weekends.

26.2 The 26-story building contains approximately 393,000 square feet of useable, occupied floor space and is constructed of steel and masonry. The main building includes twelve (12) elevators, 99 restrooms, both employee and public, offices, kitchen areas and a Health Maintenance Facility (GYM) with exercise equipment, locker rooms, sauna, and showers. Floor covering materials throughout the building include 320,000 square feet of carpet, 60,000 square feet VCT tile and 13,000 square feet of sheet vinyl. Floors 15, 16 and 18 are not included in this contract as security reasons require cleaning and janitorial services to be performed by in-house personnel.

26.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:30 a.m. – 4:30 p.m.), the evening shift (5:00 – 10:00 p.m.) and the weekends (7:30 a.m. – 4:30 p.m. and 4:30 – 10:30 p.m.). Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

27.0 MORRISON POLICE ACADEMY, 17000 Aldine Westfield Road, Houston, Texas77073

27.1 The Morrison Police Academy is a 12-hour a day facility located at 17000 Aldine Westfield Road, Houston, TX 77073. The complex includes eight (8) buildings on approximately seventy (70) acres. There is an estimated 25,000 square feet of paving which includes parking lots, driveways and other areas designated for vehicular traffic. Approximate staffing shall be about 250 police department personnel.

27.2 Four (7) major areas of operation are (1) Administration, (2) Video/Museum (3) Gymnasium and (4) Academic (5) Indoor Pistol Range, (6) Driving Training, and (7) Outdoor Weapons Range. Space within each is apportioned as follows:

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Administration (A) Building	7,436	Square Feet
Video/Museum (B) Building	18,240	Square Feet
Gymnasium (C) Building	21,275	Square Feet
Academic (D) Building	45,425	Square Feet
Indoor Pistol Range (E) Building	3,820	Square Feet
Driving Training Building	1,280	Square Feet
Outdoor Weapons Range	1,600	Square Feet
Vehicle Maintenance Building	180	Square Feet

27.2.1 The one (1) - story Administration (A) building contains approximately 7,436 square feet of useable, occupied floor space. The Administration (A) building includes three (3) restrooms, both employee and public. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

27.2.2 The two (2) -story Video/Museum (B) building contains approximately 18,240 square feet of useable, occupied floor space. The B building includes six (6) restrooms, both employee and public. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

27.2.3 The two (2) -story Gym (C) building contains approximately 21,275 square feet of useable, occupied floor space of which 80% is a carpeted gymnasium. The C building includes two (2) restroom/locker rooms, both employee and public, and a Health Maintenance Facility (GYM) with exercise equipment, saunas and showers. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

27.2.4 The two (2) - story Academic (D) building contains approximately 45,425 square feet of useable, occupied floor space. The D building includes one (1) elevator, eleven (11) classrooms, four (4) restrooms, both employee and public. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

27.2.5 The one (1) - story Indoor Pistol Range (E) building contains approximately 3,820 square feet of useable, occupied floor space. The E building includes two (2) restrooms, both employee and public. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

A. **Daily cleaning of the range and adjacent areas**

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The janitorial service shall clean the gun cleaning room and shooting range control room. These activities are a potential source for re-entrainment of lead dust into the air and distribution of lead to adjacent areas. Ingestion of lead is also a potential source of contamination.

Recommendations

1. The janitorial service should make a determination of whether or not employees are exposed to lead above the Permissible Exposure Limit of 50 ug/m^3 or the Action Level of 30 ug/m^3working in the shooting range. If exposures above the either of these limits are determined to occur the janitorial service should implement a program that is in full compliance with 29 CFR 1910.1025.

2. If exposures are below the Action Level the janitorial service should comply with the following:

a. Restrict employees from drinking beverages, eating food and snacks, using all forms of tobacco, and application of cosmetics, hand lotions, etc. while working in the shooting range, shooting range control room, and gun cleaning room.
b. Require the use of disposable shoe covers and gloves for all personnel working in the shooting range.
c. Require that employees wash their hands before exiting the shooting range and immediately upon exiting the shooting range control room and gun cleaning room.
d. If it is decided to retain the carpet in the shooting range the janitorial service should use a HEPA filtered vacuum cleaner for the carpet.
e. Wet mop the concrete floor and wet wipe surface areas with a 5% solution of Trisodium Phosphate (TSP).

3. Provide lead awareness training that includes the following as a minimum:

a. The content of the lead standard and Appendices A and B of 29 CFR 1910.1025;
b. The specific nature of the operations that could result in exposure to lead above the action level;
c. The health affects associated with exposure to lead;
d. Engineering controls, personal protective equipment, and work practices and procedures used to minimize lead exposure.

27.2.6 The one (1) - story Driving Training building contains approximately 1,280 square feet of useable, occupied floor space. The building includes two (2) restrooms, both employee and public. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

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27.2.7 The one (1) - Outdoor Weapons Range building contains approximately 1,600 square feet of useable, occupied floor space. The H building includes one (1) restroom, both employee and public. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

27.2.8 The one (1) story Vehicle Maintenance building contains approximately 180 square feet and houses functions such as gas pumps automotive services. ONLY A SMALL RESTROOM AND THE CAR ATTENDANT'S OFFICE ARE SUBJECT TO THE TERMS OF THIS CONTRACT.

27.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) and the evening shift (4:00 p.m. – midnight). These shifts are required 5 days per week.

27.3.1 The evening shift duties shall include but not limited to maintaining all common area floors throughout the facility, mainly high traffic areas i.e. Classrooms, Building Lobbies, Corridors and Elevator Lobbies. Other duties that may be performed during the night shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

28.0 CLEAR LAKE POLICE STATION, 2855 Bay Area Boulevard, Houston, Texas 77062

28.1 The Clear Lake Police Station is a 24-hour facility located at 2855 Bay Area Blvd, Houston, TX 77058. The complex includes two (2) buildings on approximately six (6) acres. There is an estimated 68,886 square feet of paving which includes parking lots, driveways and other areas designated for vehicular traffic. Approximate staffing shall be about 147 police department personnel.

28.2 Four (4) major areas of operation are (1) Police, (2) Detention (Jail), (3) Municipal Courts and (4) Vehicle Maintenance Garage. Space within each, excluding "shelled" space and vehicle bays, is apportioned as follows:

Police Areas	10,985	Square Feet
Detention (Jail) Areas	792	Square Feet
Municipal Courts Area	240	Square Feet
Vehicle Maintenance Area	3,224	Square Feet

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28.2.1 The larger, one (1) - story main building contains approximately 12,017 square feet of useable, occupied floor space and is constructed of steel and masonry. The main building includes four (4) restrooms, both employee and public, and a Health Maintenance Facility (GYM) with exercise equipment, locker rooms, saunas, steam rooms and showers. There are no elevators at this facility. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete. The Detention (Jail) area includes three (3) temporary holding cells with an estimated total capacity of five (5) prisoners. Each cell has a combination toilet/wash basin fixture.

28.2.2 A smaller, one (1) - story vehicle service building is separated from the main building by a driveway/parking area and houses functions such as a car wash, gas pumps, body shop and similar types of automotive services. ONLY A SMALL RESTROOM AND THE CAR ATTENDANT'S OFFICE ARE SUBJECT TO THE TERMS OF THIS CONTRACT AND CONTAIN APPROXIMATELY 293 SQUARE FEET OF FLOOR SPACE. There is an additional 871 square feet of vehicle service bays in the vehicle maintenance wing of the structure. The service bays are not subject to the terms of this Contract.

28.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) and the evening shift (4:00 p.m. – midnight). There is no graveyard shift at this facility. Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

28.3.1 Evening shift duties shall include but not limited to maintaining all common area floors throughout the facility. Mainly high traffic areas i.e. Detention Lobby, Main Lobby, Corridors and Elevator Lobbies. Other duties that may be performed during the evening shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

29.0 NORTHEAST POLICE STATION, 8301 Ley Road, Houston, Texas 77025

29.1 The Northeast Police Station is a 24-hour facility located at 8301 Ley Road, Houston, TX 77026. The complex includes two (2) buildings on approximately fifteen (15) acres. There is an estimated 300,000 square feet of paving which includes parking

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lots, driveways and other areas designated for vehicular traffic. Approximate staffing shall be about 250 police department personnel.

29.2 Three (3) major areas of operation are (1) Police, (2) Detention (Jail), (3) Vehicle Maintenance Garage. Space within each, excluding "shelled" space and vehicle bays, is apportioned as follows:

Police Areas	22,000	Square Feet
Detention (Jail) Areas	700	Square Feet
Vehicle Maintenance Area	2,000	Square Feet

29.2.1 The larger, one (1) - story main building contains approximately 22,000 square feet of useable, occupied floor space. The main building includes five (5) restrooms, both employee and public, and a Health Maintenance Facility (GYM) with exercise equipment, locker rooms, and showers. There are no elevators at this facility. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete. The Detention (Jail) area includes seven (7) cells with an estimated total capacity of fifteen (15) prisoners. Each cell has a combination toilet/wash basin fixture.

29.2.2 A smaller, one (1) - story vehicle service building is separated from the main building by a driveway/parking area and houses functions such as a car wash, gas pumps, body shop and similar types of automotive services. ONLY A SMALL RESTROOM AND THE CAR ATTENDANT'S OFFICE ARE SUBJECT TO THE TERMS OF THIS CONTRACT AND CONTAIN APPROXIMATELY 300 SQUARE FEET OF FLOOR SPACE. There is an additional 1,700 square feet of vehicle service bays in the vehicle maintenance wing of the structure. The service bays are not subject to the terms of this Contract.

29.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide services for the day shift (7:00 a.m. – 4:00 p.m.) and the evening shift (4:00 p.m. – midnight). There is no graveyard shift at this facility. Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

29.3.1 Evening shift duties shall include but not limited to maintaining all common area floors throughout the facility. Mainly high traffic areas i.e. Detention Lobby, Main Lobby, Corridors and Elevator Lobbies. Other duties that may be performed during the evening shift

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may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

30.0 STRINGFELLOW SOUTH POLICE STATION, 8300 Mykawa, Houston, Texas 77048

30.1 The Edward J. Stringfellow South Police Station is a 24-hour facility located at 8300 Mykawa, Houston, TX 77048. The complex includes two (2) buildings on approximately twenty-four (24) acres. There is an estimated 325,000 square feet of paving which includes parking lots, driveways and other areas designated for vehicular traffic. Approximate staffing shall be about 250 to 300 police department personnel.

Four (4) major areas of operation are (1) Police, (2) Detention (Jail), (3) Municipal Courts and 4) Vehicle Maintenance Garage. Space within each, excluding vehicle bays, is apportioned as follows:

Police Areas	96,400	Square Feet
Detention (Jail) Areas	48,780	Square Feet
Municipal Courts Area	13,000	Square Feet
Vehicle Maintenance Area	3,820	Square Feet

30.1.1 The larger, two (2) - story main building contains approximately 162,000 square feet of useable, occupied floor space and is constructed of steel and masonry. The main building includes four (4) elevators, forty-four (44) restrooms, both employee and public, and a Health Maintenance Facility (GYM) with exercise equipment, locker rooms, saunas, steam rooms and showers. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete. The Detention (Jail) area includes thirty (30) cells with an estimated total capacity of 150 prisoners. Each cell has a combination toilet/wash basin fixture. There is one (1) temporary holding cell with an additional toilet fixture in the Prisoner Intake area of the Jail.

30.1.2 A smaller, one (1) - story vehicle service building is separated from the main building by a driveway/parking area and houses functions such as a car wash, gas pumps, body shop and similar types of automotive services. ONLY A SMALL RESTROOM AND THE CAR ATTENDANT'S OFFICE ARE SUBJECT TO THE TERMS OF THIS CONTRACT AND CONTAIN APPROXIMATELY 140 SQUARE FEET OF FLOOR

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SPACE. There is an additional 13,000 square feet of vehicle service bays in the Vehicle Maintenance wing of the structure. The service bays are not subject to the terms of this Contract.

30.2 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.), the evening shift (4:00 p.m. – midnight) and the graveyard shift (midnight – 8:00 a.m.). Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

30.2.1 Graveyard shift duties shall include but not limited to maintaining all common area floors throughout the facility, mainly high traffic areas i.e. Detention Lobby, Main Lobby, Building Services Corridors, Elevator Lobbies, and the Courts Lobby. Other duties that may be performed during the graveyard shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the night shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

31.0 WESTSIDE COMMAND STATION, 3203 S. Dairy Ashford, Houston, Texas 77082

31.1 The Westside Command Station is a 24-hour facility located at 3203 S. Dairy Ashford, Houston, TX 77082. The complex includes three (3) buildings on approximately 2.3 acres. There is an estimated 350,000 square feet of paving which includes parking lots, driveways and other areas designated for vehicular traffic. There is also a central plant on the site containing 7,555 square feet. Approximate staffing shall be about 375 police department personnel.

31.2 Four (4) major areas of operation are (1) Police, (2) Detention (Jail), (3) Municipal Courts and (4) Vehicle Maintenance Garage. Space within each, excluding "shelled" space and vehicle_bays, is apportioned as follows:

Police Areas	71,000	Square Feet
Detention (Jail) Areas	4,000	Square Feet
Municipal Courts Area	8,000	Square Feet
Vehicle Maintenance Area	22,500	Square Feet

31.2.1 The larger, four (4) - story main building contains approximately 125,000 square Feet of useable, occupied floor space and is constructed of cinder block and brick with a re-enforced concrete slab. The main building

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includes six (6) elevators, twenty-eight (28) restrooms, both employee and public, and a Health Maintenance Facility (GYM) with exercise equipment, locker rooms, saunas, steam rooms and showers. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete. The Detention (Jail) area includes nine (9) temporary holding cells with additional toilet fixtures in the Prisoner Intake area of the Jail. The 4th floor is not included in this contract.

31.2.2 A second smaller, two (2) - story vehicle service building is separated from the main building by a driveway/parking area and houses functions such as a car wash, gas pumps, body shop and similar types of automotive services. ONLY THREE RESTROOMS AND A OFFICE ARE SUBJECT TO THE TERMS OF THIS CONTRACT AND CONTAIN APPROXIMATELY 2,500 SQUARE FEET OF FLOOR SPACE. There is an additional 20,000 square feet of vehicle service bays. The service bays are not subject to the terms of this Contract.

31.2.3 A third smaller, one (1) - story vehicle service building is separated from the main building by a driveway/parking area and houses functions such as the Body & Paint Shop and one restroom. 100 square feet are subject to the terms of this contract.

31.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 3:00 p.m.), the evening shift (1:00 p.m. – 9:00 p.m.) and the graveyard shift (9:00 p.m. – 5:00 a.m.). Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

31.3.1 Graveyard shift duties shall include but not limited to maintaining all common area floors throughout the facility. Mainly high traffic areas i.e. Detention Lobby, Main Lobby, Corridors and Elevator Lobbies. Other duties that may be performed during the night shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the night shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

31.4 Contracted Food Service Areas are to be the sole responsibility of the Contractor providing the service: i.e., floor care, trash disposal, etc., shall not be performed at the expense of the City.

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32.0 NORTH POLICE STATION, 9455 W. Montgomery, Houston, Texas 77088

32.1 The North Police Station is a 24-hour facility located at 9455 W. Montgomery Rd,. Houston, TX 77088. The two (2) story building is approximately seventeen (17) acres. There is an estimated 112,036 square feet of office space and paving which includes parking lots, driveways and other areas designated for vehicular traffic. Approximate staffing shall be about 1,000 per a 24 hour period of police department personnel.

32.2 Three (3) major areas of operation are (1) Police, (8) Detention (Jail), **(**1) Vehicle Maintenance Garage. Space within each, excluding "shelled" space and vehicle bays, is apportioned as follows:

Police Areas	81,211	Square Feet
Detention (Jail) Areas	800	Square Feet
Vehicle Maintenance Area	9,742	Square Feet

32.2.1 The larger, one (1) - story main building contains approximately 58,281 square feet of useable, occupied floor space and is constructed of steel and masonry. The main building includes seventeen (17) restrooms, both employee and public, and a (GYM) with exercise equipment, locker rooms, saunas, steam rooms and showers. There are no elevators at this facility. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile. The Detention (Jail) area includes eight (8) temporary holding cells with an estimated total capacity of one (1) prisoner. Each cell has a combination toilet/wash basin fixture.

32.2.2 A smaller, two (2) - story vehicle service building is separated from the main building by a driveway/parking area and houses functions such as a car wash, gas pumps, body shop and similar types of automotive services. ONLY A SMALL RESTROOM AND THE CAR ATTENDANT'S OFFICE ARE SUBJECT TO THE TERMS OF THIS CONTRACT AND CONTAIN APPROXIMATELY 2,523 SQUARE FEET OF FLOOR SPACE. There is an additional 305 square feet of a vehicle service bay in the vehicle maintenance wing of the structure. The service bays are not subject to the terms of this Contract.

32.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) and the evening shift (4:00 p.m. – midnight). There is no graveyard shift at this

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facility. Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

32.3.1 Evening shift duties shall include but not limited to maintaining all common area floors throughout the facility. Mainly high traffic areas i.e. Detention Lobby, Main Lobby, Corridors and Elevator Lobbies. Other duties that may be performed during the evening shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

33.0 NORTHWEST POLICE STATION, 6000 Teague, Houston, Texas 77041

33.1 The Northwest Police Station is a 24-hour facility located at 6000 Teague, Houston, TX 77041. The complex includes one (1) building on approximately four (4) acres. There is an estimated 10,409 square feet of office space. Parking lots, driveways and other areas designated for vehicular traffic are approximately 61,874 square feet. Approximate staffing shall be about 200 per a 24-hour period of police department personnel.

33.2 Four (4) major areas of operation are (1) Police, (2) Detention (Jail), (3) Admin trailers and (4) Vehicle Maintenance Garage. Space within each, excluding "shelled" space and vehicle bays, is apportioned as follows:

Police Areas	8,268	Square Feet
Detention (Jail)	320	Square Feet
Administration Trailer	1,344	Square Feet
Vehicle Maintenance Area	910	Square Feet

33.2.1 The larger, one (1) - story main building contains approximately 5,593 square feet of useable occupied floor space and is constructed of steel and masonry. Two temporary administration buildings approximately 1344 square feet. The main building includes Three (3) restrooms, both employee and public, and (GYM) with exercise equipment, locker rooms, and showers. There are no elevators at this facility. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete. The Detention (Jail) area includes six (6) temporary holding cells with an estimated total capacity of one (1) prisoner. Each cell has a combination toilet/wash basin fixture.

33.2.1 A smaller, one (1) - story vehicle service building is separated from the main building by a driveway/parking

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area. ONLY A SMALL RESTROOM AND THE CAR ATTENDANT'S OFFICE ARE SUBJECT TO THE TERMS OF THIS CONTRACT AND CONTAIN APPROXIMATELY 164 SQUARE FEET OF FLOOR SPACE. There is an additional 746 square feet of vehicle service bays in the vehicle maintenance wing of the structure. The service bays are not subject to the terms of this Contract.

33.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 4:00 p.m.) and the evening shift (4:00 p.m. – midnight). Saturday and Sunday (8:00a.m. - 12:00 p.m.). There is no graveyard shift at this facility. Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

33.3.1 Evening shift duties shall include but not limited to maintaining all common area floors throughout the facility. Mainly high traffic areas i.e. Detention Lobby, Main Lobby, Corridors and Elevator Lobbies. Other duties that may be performed during the evening shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

34.0 MAGNOLIA PARK POLICE STATION, 7525 Sherman, Texas 77011

34.1 The Magnolia Park also known as the Eastside Police station is a 24-hour facility. The complex is a one story building on a 5-acre lot. There is also an additional parking area of about one acre across the back street. There is an estimated 13,240 square feet of usable floor space and paved parking areas and drive ways. Approximate staffing during day shift is 50 police department personnel.

34.2 This facility has police offices and a "gas station" with four (4) pumps. There are six (6) rest rooms in the building. The floor coverings include carpet, tile and concrete.

34.3 The City of Houston requires a certain level of service. The contractor shall provide adequate Levels of coverage to provide service for the day shift (7:00 am - 5:00 pm). Janitorial/Cleaning personnel are to be on-site three hundred sixty five (365) days per year, holidays included.

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35.0 SOUTHWEST POLICE STATION, 4503 Beechnut, Houston, Texas 77096

35.1 The Southwest Police Station is 24 hour facility located at 4503 Beechnut. The complex includes a one story building and two trailers in a 5 acre lot. There is an estimated 9,176 square feet of usable floor space. There are paved parking spaces and drive-ways and also a helicopter landing pad. Approximate staffing during day shift is 50 police department personnel.

35.2 This facility has police offices and a temporary detention area with four(4) cells which can hold up to 14 prisoners. A "gas station" with four pumps is also available for the police. The main building has four(4) rest rooms. The IAD trailer has one(1) and the other trailer has two(2) rest rooms. The floor coverings include carpet, tile and concrete.

35.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift(7:00am - 5:00pm). Janitorial/Cleaning personnel are to be on-site three hundred sixty five (365) days per year, holidays included.

36.0 BUSH IAH POLICE SUBSTATION, 3100 Terminal Road B, Houston, Texas

36.1 The Bush IAH Police Station is a 24-hour facility located at 3915, Houston, TX 77058. The complex includes one (1) building located inside of the IAH. There is an estimated 14,000 square feet of paving. Approximate staffing shall be about 130-per 24 -hour period police department personnel.

36.2 Two (2) major areas of operation are (1) Police, (2) Detention (Jail), and is apportioned as follows:

Police Areas	11,356	Square Feet
Detention (Jail) Areas	300	Square Feet

36.2.1 The larger, one (1) - story main building contains approximately 14,000 square feet of useable, occupied floor space and is constructed of steel and masonry. The main building includes four (2) restrooms, both employees. There are no elevators at this facility. Floor covering materials throughout the building include carpet, ceramic tile, and floor tile.

36.2.2 The Detention (Jail) area includes three (3) temporary holding cells with an estimated total capacity of one (1) prisoner. Each cell has a combination toilet/wash basin fixture.

36.3 Reserved Parking is available for HPD personnel. The parking is not subject to the terms of this Contract.

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36.4 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 3:00 p.m.) and the evening shift (3:00 p.m. – 11:00 p.m.). There is no graveyard shift at this facility. Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

36.4.1 Evening shift duties shall include but not limited to maintaining all common area floors throughout the facility. Mainly high traffic areas i.e. Detention Lobby, Main Lobby. Other duties that may be performed during the evening shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

37.0 KINGWOOD POLICE SUBSTATION, 3915 Rustic Woods, Houston, Texas

37.1 The Kingwood Police Station is a 24-hour facility located at 3915, Houston, TX 77339. There is an estimated 9,000 square feet of office space and paving which includes parking lots, driveways and other areas designated for vehicular traffic. Approximate staffing is 67 police department personnel.

37.2 Two (2) major areas of operation are (1) Police, (1) Detention (Jail), is apportioned as follows:

Police Areas	5860	Square Feet
Detention (Jail) Area	140	Square Feet

37.2.1 The larger, one (1) - story main building contains approximately 4,362 square feet of useable, occupied floor space and is constructed of steel and masonry. The main building includes four (4) restrooms, both employee, and locker rooms and showers. There are no elevators at this facility. Floor covering materials throughout the building include carpet, ceramic tile, and floor tile. The Detention (Jail) area includes One (1) temporary holding cells with an estimated total capacity of one (1) prisoner. Each cell has a combination toilet/wash basin fixture.

37.3 Parking is separate from the main building by a driveway/parking area and is approximately 3,000. Trash pickup in the parking area is subject to terms of this Contract.

37.4 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day

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shift (7:00 a.m. – 3:30 p.m.) and the evening shift (4:00 p.m. – 09:00 p.m.). There is no graveyard shift at this facility. Janitorial/Cleaning personnel are to be on-site three hundred and sixty-five (365) days per year, holidays included.

37.4.1 Evening shift duties shall include but not limited to maintaining all common area floors throughout the facility. Mainly high traffic areas i.e. Detention Lobby, Main Lobby. Other duties that may be performed during the evening shift may include emptying all exterior/interior trash receptacles. It shall be the Contractors responsibility to insure that the number of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

38.0 FIRE LOGISTICS COMPLEX, 1205 Dart, Houston, Texas

38.1 The Logistics Complex is a 12-hour a day facility located at 1205 Dart, Houston, Texas 77007. The complex includes seven (7) buildings on approximately 3 acres. The City, at this location, maintains the parking lots, driveways and other areas designated for vehicular traffic. Approximate staffing will be about 300 fire department personnel.

38.2 The areas of operation are (1) Administration, (2) Parts, Ambulance and Light Duty Vehicles, (3) Offices and Fabrication Shop, (4) Body Shop, (5) Building Maintenance and Radio Shop, (6) Fuel Station, and (7) Guard Shack. Space within each is appropriated as follows:

Administration Building	21,386	Square Feet
Parts, Ambulance & Light Duty Vehicles	1,574	Square Feet
Offices & Fabrication	2,833	Square Feet
Body Shop	833	Square Feet
Building Maintenance & Radio Shop	5,424	Square Feet
Fuel Station	437	Square Feet
Guard Shack	120	Square Feet
Systems Development E Building	2,055	Square Feet

38.2.1 The one-two story Administration Building contains approximately 21,386 square feet of useable, occupied floor space. The Administration Building includes one elevator, four restrooms, both employee and public. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

38.2.2 The one-story Parts, Ambulance & Light Duty Vehicles building contains approximately 1,574 square feet of useable, occupied floor space. The building includes one employee restroom. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

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38.2.3 The one-story Offices & Fabrication Shop building contains approximately 2,833 square feet of useable, occupied floor space of which 80% is a concrete fabrication shop. The building includes two employee restrooms. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

38.2.4 The one-story Body Shop Building contains approximately 833 square feet of useable, occupied floor space. The building includes one employee restroom. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

38.2.5 The two-story Building Maintenance & Radio Shop building contains approximately 5,424 square feet of useable, occupied floor space. The building includes two (2) employee restrooms. Floor covering materials throughout the building include carpet, ceramic tile and concrete.

38.2.6 The one-story Fuel Station building contains approximately 437 square feet of useable, occupied floor space. The building includes one employee restroom. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile and concrete.

38.2.7 The one-story Guard Shack building contains approximately 120 square feet of useable, occupied floor space. The building includes one employee restroom. Floor covering materials throughout the building include ceramic tile and concrete.

38.2.8 The one-story Systems Development section contains approximately 2,055 square feet of useable floor space. The building has no restrooms. Floor covering throughout the building include carpet and tile.

38.3 The City of Houston requires a certain level of service. The contractor shall provide adequate Levels of coverage to provide service for the evening (4:00 p.m.- midnight). These shifts are required 5 days per week.

38.3.1 The evening shift duties shall include but not limited to all janitorial services and maintaining all common area floors throughout the facility. It will be the Contractors responsibility to insure that the umber of its employees staffed during the evening shift is a sufficient number to complete the tasks and to insure that the floors remain in first class condition.

39.0 DHHS ADMINISTRATION BUILDING, 8000 N. Stadium, Houston, Texas

39.1 The HDHHS building is operating from 8:00 a.m. to 5:00 p.m. located at 8000 N. Stadium Drive.

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39.2 The larger, eight (8)- story High rise office building contains approximately 128,507 useable square feet , three (3) elevators and two (2) stairwells. The building includes eighteen (18) rest rooms, both employee and public. Floor covering through out the building include carpet, ceramic tile, vinyl and brick- tile. The building estimated capacity is 600 employees.

39.3 The small, four (4)- story public parking garage contains approximately 40,625 square feet, 612 parking spaces, two cashier offices, one (1) elevator, and two (2) stairwells. Floor covering in the elevator is vinyl and the remaining building's floor is concrete.

39.4 The City of Houston requires a certain level of service. The contractor shall provide adequate level of coverage to provide service for the dayshift (7:00 a.m.-5:00 p.m.) and the evening shift (4:00 p.m.-midnight). There is no graveyard shift at the building.

39.5 Day shift duties include maintaining all common area floors throughout the building. Mainly high traffic area i.e. Main lobby, Corridors, Twelve (12) employee rest rooms, Two (2) Public rest rooms on 2nd floor, Four Public rest rooms on 1st floor, Four elevators, Driveway in-front the building and around building property, Smoking area outside the building, and building stairwells. Also, some special cleaning construction requested (Moving furniture and cubical offices), Confidential offices (Director office, Deputy Director office, Personnel office, and Computer office area). These offices are closed at night.

40.0 MUNICIPAL COURTS BUILDING, 1400 Lubbock, Houston, Texas

40.1 The Municipal Courts Building is a 24-hour facility located at 1400 Lubbock, Houston, Texas 77002. The complex is comprised of a basement, lobby, 2nd floor and 3rd floor and includes parking around the north and east perimeter of the building as well as a paid parking lot across the street from the main entrance on the south side of the building. On a daily basis, the Municipal Courts serve approximately 8,000 citizens.

40.2 The Municipal Courts Building is approximately 104,000 square feet and consists of the following areas of operation:

Municipal Courts Judicial
Municipal Courts Administration
Legal
Community Service
Finance & Administration
Marshal's Division

40.2.1 The Municipal Courts Building contains approximately 104,000 square feet and is constructed of steel, masonry and stucco. The

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building contains three (3) public elevators, twenty-five (25) restrooms, both employee and public, one (1) Annex Court, one (1) Jury Assembly Room and ten (10) courtrooms. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile, VCT tile and concrete.

40.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of Coverage to provide services for the day shift (7:00 a.m.–3:00 p.m.), evening shift (3:00 p.m.-11:00 p.m.) and graveyard shift (11:00 p.m. – 7:00 a.m.). Janitorial/Cleaning personnel are to be on site three hundred and sixty-five (365) days per year, holidays included. However, a walkthrough of the facility will be administered to discuss any questions regarding shift hours.

40.3.1 Grave yard shift duties shall include but not limited to maintaining all common area floors throughout the facility, mainly high traffic areas and courtrooms i.e. Hallways, Lobbies, Main Lobby, Stairwells, Elevator Lobbies, Break Areas, Entrances. Other duties that may be performed during the graveyard shift may include emptying all exterior/interior trash receptacles. It shall be the contractor's responsibility to insure that the number of its employees staffed during the night shift is a sufficient number to plete the tasks and to insure that the floors remain in first class condition.

41.0 CITY HALL BUILDING, 901 Bagby, Houston, Texas

41.1 City Hall is a high-rise building located at 901 Bagby Houston, Texas 77002. The complex is listed on the historical registrar and is comprised of 11 floors and a basement. Currently, all floors are occupied with the exception of the 11th floor, which includes storage, roof entrance and elevator and mechanical rooms. In addition, the building has contract and public parking which are located at City Hall Annex and the Tranquility Parking Garage. On a daily basis, City Hall serves approximately 295 City employees and 200 visitors.

41.2 The City Hall Building is approximately 155,830, square feet and is constructed of steel, marble and Austin limestone. The building contains three (3) public elevators and 48 restrooms. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile, VCT tile and concrete. The building occupants are comprised of the following Elected Officials and Departments:

Office of the Mayor
Office of the City Controller
Finance & Administration Department – Procurement Division
Building Services Department – Property Management Division

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41.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide services for the day shift (7:00a.m.–3:00p.m.) and the evening shift (3:00p.m.-11:00p.m.). . Janitorial/Cleaning personnel are to be on site three hundred and sixty-five (365) days per year, holidays included. However, a walkthrough of the facility will be administered to discuss any questions regarding shift hours.

41.4 Night shift duties shall include but are not limited to; maintaining all common area floors throughout the facility, with emphasis on high traffic areas and offices i.e. hallways, lobbies, main lobby, stairwells, elevator lobbies, break areas and building entrances. Other duties performed by night shift personnel include emptying all exterior/interior trash receptacles. It shall be the contractor's responsibility to insure that the number of its employees staffed during the night shift is a sufficient to complete the tasks and to insure that the floors remain in first class condition.

42.0 CITY HALL ANNEX BUILDING, 901 Bagby, Houston, Texas

42.1 The City Hall Annex Building is a 6 story facility located at 900 Bagby Houston, Texas 77002 and is comprised of 5 occupied floors and 1 mechanical floor . The building has contract and public parking which are located on levels P1 and P2 and Tranquility Parking Garage. The public parking is located on the public level of the building. On a daily basis, City Hall Annex serves approximately 474 City Employees and 191visitors.

42.2 The City Hall Annex Building is approximately 281,724, square feet and is constructed of steel and limestone. The building contains four (4) public elevators and 12 restrooms. Floor covering materials throughout the building include carpet, ceramic tile, terrazzo tile, VCT tile and concrete. The building occupants are comprised of the following Elected Officials and departments:

Office of the Mayor
Offices of City Council Members
Legal Department
Building Services Department
Office of City Secretary

42.3 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide services for the day shift (7:00a.m.–3:00p.m.) and the evening shift (3:00p.m.-11:00p.m.). . Janitorial/Cleaning personnel are to be on site three hundred and sixty-five (365) days per year, holidays included. However, a walkthrough of the facility will be administered to discuss any questions regarding shift hours.

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42.4 Night shift duties shall include but are not limited to; maintaining all common area floors throughout the facility, with emphasis on high traffic areas and offices i.e. hallways, lobbies, main lobby, stairwells, elevator lobbies, break areas and building entrances. Other duties performed by night shift personnel include emptying all exterior/interior trash receptacles. It shall be the contractor's responsibility to insure that the number of its employees staffed during the night shift is a sufficient to complete the tasks and to insure that the floors remain in first class condition.

43.0 BOB LANIER PUBLIC WORKS BUILDING, 611 Walker

43.1 The Bob Lanier Public Works Building located at 611 Walker was originally constructed in 1968 as the Houston Lighting and Power Building. It consists of a twenty-seven story office building of 767,000 gross feet (including basement and sub-basement) and a six level parking garage (under the Annex) of approximately 102,000 gross square feet for 218 cars. The site is 1.8 acres (77832 square feet). Net usable square feet are 443,610 (excluding tunnel and garage). The facility also includes a Tunnel connecting Two Shell Plaza to the Tranquility Park Garage and related courtyards.

43.2 The Lanier Public Works Building, 611 Walker, contains approximately 43,610 square feet of useable occupied floor space. There is approximately 50,000 square yards of carpet and 22,000 square feet of vinyl flooring. The building contains offices, an auditorium, restrooms, and break areas, mailrooms and conference areas.

44.0 HOUSTON EMERGENCEY CENTER, 5320 North Shepherd

44.1 The Houston Emergency Center located at 5320 North Shepherd was constructed in 2001 and building of 132,000 gross feet. The fenced site is 10.3 acres including a non-covered paved parking area for 516 cars. The 24-hour facility is the home of the City of Houston and Harris County emergency operations.

44.2 The Houston Emergency Center, 5320 N. Shepherd, contains approximately 104,500 square feet of useable occupied floor space. There is approximately 6,000 square yards of carpet, 37,000 square feet of vinyl/tile flooring and 4,000 square feet of granite. The building contains offices, restrooms, and break areas.

45.0 PWE UTILITY MAINTENANCE SOUTHEAST QUADRANT (SEQ)
2700 Dalton, Houston, Texas

45.1 The Southeast Quadrant (SEQ) is a 9-Hour a day facility with workdays that are primarily Monday thru Friday. This facility consists of one main building, two guardhouses and a fuel control building that total up to approximately 25,700 square feet. Space within each is apportioned as follows:

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Administration Building	25,700 sq. ft
Guard House (2)	200 sq. ft
Fuel Control Building	300 sq. ft

45.1.1 The Administration Building at 2700 Dalton has approximately 25,700 sq. ft of usable occupied floor space and contains a Men and Women's locker room. Floor covering materials through out the building consist of carpet and tile with concrete floors in the lock rooms. There are 4 restrooms in the building. The Meter Shop located on the first floor is not included in this contract.

45.1.2 The each Guard House is approximately 100 sq. ft. with concrete floors and a restroom.

45.1.3 The Fuel Control Building Burress is approximately 300 sq. ft. with approximately 300 sq. ft. of usable occupied floor space. It has tile floors and no restroom.

45.2 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) Janitorial/Cleaning personnel are to be on-site Monday thru Friday excluding Holidays.

NOTE: The contractor shall maintain on site at all times a working auto scrubber and a floor burnisher 1700 rpm or higher for floor care.

46.0 PWE UTILITY MAINTENANCE SOUTHWEST QUADRANT (SWQ)
7101 Renwick, Houston, Texas

46.1 The Southwest Quadrant (SWQ**)** is a 24-Hour a day facility with workdays Sunday thru Saturday. This facility consists of a main building, Fire Hydrant Building and a fuel control building that total up to approximately 32,800 square feet. Space within each is apportioned as follows:

Administration Building	32,000 sq. ft
Fire Hydrant Building	2,400 sq. ft
Fuel Control Building	300 sq. ft

46.1.1 The Administration Building at 7101 Renwick is a two-story building, which has approximately 32,000 sq. ft of usable occupied floor space and contains a Men and Women's locker room. Floor covering materials through out the building consist of carpet and tile with concrete floors in the lock rooms. There are 4 restrooms in the building.

46.1.2 The Fire Hydrant Building sits on the adjacent block is approximately 2,400 sq. ft., which has approximately 500 sq. ft of usable floor space. It has tile floors and 1 restroom. The warehouse and shop area is not included in this contract.

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46.1.3 The Fuel Control Building Burress is approximately 300 sq. ft. with approximately 300 sq. ft. of usable occupied floor space. It has tile floors and no restroom.

46.2 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) Janitorial/Cleaning personnel are to be on-site Sunday thru Saturday, Holidays included. <u>This Facility will require 2 hours each day for Weekend and Holiday coverage to clean the restrooms and empty trash in the Control Center in the Main Building.</u>

47.0 PWE UTILITY MAINTENANCE NORTHWEST QUADRANT (NWQ)
7900 Teague, Houston, Texas

47.1 The Northwest Quadrant (NWQ**)** is a 9-Hour a day facility with workdays that are primarily Monday thru Friday. This facility consists of a main building, one Scale House and a fuel control building that total up to approximately 20,300 square feet. Space within each is apportioned as follows:

Administration Building	17,000 sq. ft
Scale Office	250 sq. ft
Fuel Control Building	3,584 sq. ft

47.1.1 The Administration Building at 7900 Teague has approximately 17,000 sq. ft of usable occupied floor space and contains a Men and Women's locker room. Floor covering materials through out the building consist of carpet and tile with concrete floors in the lock rooms. There are 4 restrooms in the building.

47.1.2 The Scale Office is approximately 250 sq. ft. with a tile floor.

48.1.3 The Fuel Control Building Burress is approximately 3,584 sq. ft. with approximately 600 sq. ft. of usable occupied floor space. It has tile floors and no restroom. The adjacent Vehicle Wash area and Mechanic Building is not included in the contract.

47.2 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) Janitorial/Cleaning personnel are to be on-site Monday thru Friday excluding Holidays.

NOTE: The contractor shall maintain on site at all times a working auto scrubber and a floor burnisher 1700 rpm or higher for floor care.

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48.0 PWE UTILITY MAINTENANCE NORTHEAST QUADRANT (NEQ)
718 Burress, Houston, Texas

48.1 The Northeast Quadrant (NEQ) is a 9-Hour a day facility with workdays that are primarily Monday thru Friday. This facility consists of two main buildings, one guardhouse and a fuel control building that total up to approximately 21,500 square feet. Space within each is apportioned as follows:

Administration Building	20,600 sq. ft
Office/Locker room/Warehouse Building	8,000 sq. ft.
Guard House (2)	200 sq. ft
Fuel Control Building	735 sq. ft

48.1.1 The Administration Building at 718 E. Burress is approximately 20,600 sq. ft, with approximately 16,000 sq. ft. of usable occupied floor space and contains a Carpenter Shop and Warehouse. Floor covering materials through out the building consist of carpet and tile in the restroom and auditorium areas. There are 10 restrooms throughout the building. The Warehouse and Carpenter Shop portion of the building is not included in this contract.

48.1.2 The Office/Locker room/Warehouse Building at 802 E. Burress is approximately 8,000 sq. ft with approximately 5,000 sq. ft. of usable occupied floor space. Floor covering materials through out the building consist of tile. There is one men's locker room and one women's locker room in the building and three additional restrooms facilities. The Warehouse portion of the building is not included in this contract.

48.1.3 The Guard House at 802 E. Burress is approximately 232 sq. ft. with tile floors and no restroom.

48.1.4 The Fuel Control Building at 802 E. Burress is approximately 735 sq. ft. with approximately 300 sq. ft. of usable occupied floor space. It has tile floors and no restroom.

48.2 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) Janitorial/Cleaning personnel are to be on-site Monday thru Friday excluding Holidays.

49.0 PWE UTILITY MAINTENANCE WASTEWATER TECHNICAL SERVICES
100A Japhet, Houston, Texas

49.1 The Wastewater Technical Services is a 9-Hour a day facility with workdays that are primarily Monday thru Friday. This facility consists of a Main Building, 3 Portable Office Buildings and a Crew Ready Facility

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that total up to approximately 10,300 square feet. Space within each is apportioned as follows:

Administration Building	3,300 sq. ft
3 Portable Office Buildings	3,380 sq. ft
Crew Ready Facility	3,000 sq. ft

49.1.1 The Administration Building at 100A Japhet is a one-story building, which has approximately 3,300sq. ft of usable occupied floor space and contains a Men and Women's locker room. Floor covering materials through out the building consist of tile. There are 2 restrooms in the building.

49.1.2 The 3 Portable Office Buildings sits on back of the property and is approximately 3,380 sq. ft., which has approximately 3,380 sq. ft of usable floor space. It has carpet and tile floors.

49.1.3 The Crew Ready Facility is approximately 3,000 sq. ft. with approximately 3,000 sq. ft. of usable occupied floor space. It has carpet and tile floors and 2 restrooms.

49.2 The City of Houston requires a certain level of service. The contractor shall provide adequate levels of coverage to provide service for the day shift (7:00 a.m. – 5:00 p.m.) Janitorial/Cleaning personnel are to be on-site Monday thru Friday excluding Holidays.

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1.0 Performance Definition and Standard

The Contractor shall perform Cleaning and Janitorial Maintenance Services for the Health and Human Services Facilities as listed in Exhibit D-18A.

1.1 Sweeping and Dusting:

a. Floor shall be clean and free of dirt streaks and there shall be no dirt remaining in corners, behind doors, or where the dirt is picked up with the dustpan after the sweeping operation.
b. Wads of gum, tar, and other sticky substances shall be removed from all floors.
c. Grills and woodwork shall be dust-free after dusting. Dust shall be removed rather than merely pushed around.
d. There shall not be any spots are smudges on the wall surfaces, caused by touching the wall with the treated dust cloth.

1.2 Polishing and Wall Spotting:

a. Doorknobs, push bars, kick plates, railings, doors and other surfaces shall be cleaned and polished to an acceptable luster.
b. Drinking fountains shall be cleaned and free of stains. The wall surface around the drinking fountain shall be free of water spots and streaks.
c. Wall surfaces up to standing height shall be free of fingerprints, smudges,

1.3 Mopping:

a. Floor shall be free of loose and/or caked dirt particles and shall present an overall appearance of cleanliness after the mopping operation.
b. Walls, baseboards, and other surfaces shall be free of water marks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.
c. All surfaces shall be dry and the crevices clean after mopping.

1.4 Trash Removal:

a. All wastepaper baskets shall be empty and in place, clean and ready for use.
b. Trash bags, when full, shall be disposed of quickly.

1.5 Sweeping or Vacuum Cleaning:

a. There shall not be any dirt left in any corners, under furniture or behind doors.
b. Baseboards, furniture, and equipment shall not be disfigured or damaged during the cleaning operation.
c. There shall not be any dirt where sweepings were picked up.
d. Furniture and equipment moved during sweeping shall be replaced.
d. There shall be no trash or foreign matter under desk, table, or chairs.

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1.6 Dusting:

a. There shall not be any dust streaks on desk or other office equipment.
b. Woodwork, after properly being dusted, shall appear bright.
c. Corners and crevices shall be free from any dust.
d. There shall not be any oily spots or smudges on walls, caused by touching them.
e. Windows sills, door ledges, door louvers, window frames, wainscoting, Baseboards, columns, and partition shall be free of dust.

1.7 Damp-wiping:

a. Mirrors, door glass and all other glass that can be reached while standing on the floor, shall be clean and free of dirt, dust, streaks, and spots.

1.8 Carpet Care:

a. Carpet shall be vacuumed every night.
b. Carpet shall be clean and free from dust, dirt, and other debris.
c. There shall be known trash or foreign matter under desk, tables or chairs.
d. All carpets shall be cleaned nightly with proper shampoo and equipment to remove stains, spots and gum. Nightly cleaning to include the bonnet system if necessary to remove stains, spots and gum. All carpet excluding carpet in daycares, senior citizen areas, private offices and work areas shall be shampooed every three (3) months. All carpet in daycare's and senior citizens areas to be shampooed monthly, private offices and work areas shall be shampooed on a semi-annual basis(2 times per year).
e. Any furniture moved during carpet cleaning shall be replaced.

1.9 Clean Drinking Fountains:

a. Drinking fountains shall be clean and free of stains.
b. The wall and floor around the drinking fountain shall be free spots and watermarks.
c. All other surfaces of the fountain shall be free of spots, stains and streaks.

1.10 Stairway Cleaning:

a. Stairs landings, steps, and all corners of stair treads shall be free of loose dirt or dust streaks after sweeping.
b. Stairs railing, door moldings, ledges, and grills shall be dust free after dusting. The dust shall be removed rather than pushed around.

1.11 Cleaning, polishing and Wall Spotting:

a. Glass surfaces shall be clean and free from any smudges, finger marks, and dirt.
b. Handrails, doorknobs, and other surfaces shall be cleaned and polished to an acceptable luster.
c. Walls up to a standing height shall be free of finger marks and other dirt spots of any kind.

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1.12 Mopping and Scrubbing:

a. Stair landings and steps shall be free of any loose and/or caked dirt particles and shall present an overall appearance of cleanliness after mopping or scrubbing.
b. Walls, baseboards, and stair risers wall shall be free of watermarks, scars from the equipment striking the surfaces and splashing from the cleaning solution.
c. All surfaces shall be dry and the corners and cracks after mopping.

1.13 Wall Cleaning:

a. There shall be no spots remaining on walls or signs of overlapping.
b. There shall be no smudge spots at point where cleaning of the lower and upper halves of the wall overlap.
c. No water shall be spilled on floor.
d. Walls shall be uniformly clean all over.
e. Woodwork on doors, windows and molding shall be clean.

2.0 <u>Floor Cleaning:</u>

2.1 Preparation for Mopping

a. Cleaning solutions, where used, shall be mixed thoroughly and in the proportions specified without undue spillage of either solution or rinse water.
b. Proper precautions shall be taken to advise building occupants of wet and/or slippery floor conditions
c. The space to be mopped shall be properly prepared for the mopping operation by sweeping the floor area as necessary and otherwise clearing of visible debris.

2.2 Floor Mopping

a. The mopping work shall be performed in such a manner as to properly clean the floor surface with care taken to see that the correct type and mixture of cleaning solution, if required, has been used.
b. All mopping areas shall be clean and free from dirt streaks, mop marks and strands, all properly rinsed and dry mopped to present an overall appearance of cleanliness.
c. Walls, baseboards, and other surfaces shall be free of water marks, scars, or marks from the cleaning equipment striking the surfaces and splashing from the cleaning solutions and rinse water

2.3 Preparation of Floor Area for Waxing

a. The floor area shall be free of dirt and dissolved wax particles, cleaning material residue, streaks, mop strands, and otherwise be thoroughly clean.
b. Walls, baseboards, furniture basses, and other surfaces shall be free of watermarks, mark from the cleaning equipment and splashing from the floor cleaning solutions.
c. All cleaned surfaces shall be wiped dry and the floor ready for the application of wax.

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2.4 Waxing

a. The surface waxed shall have the proper type of wax applied in accordance with best operating practices.
b. The wax shall be applied thinly, uniformly, and evenly in such a manner as to avoid skipping of areas, and be allowed to properly dry before polishing.
c. Wall, baseboards, furniture, and other surfaces shall be free of wax residue and marks from the equipment.
d. The waxed areas shall be free of streaks, mop strand marks, skipped areas, and other evidence of improper wax application.

2.4.1 Spray Buffing

a. Floor surface shall be swept and damp mopped to remove all dirt. Once floor is dry apply a light spray mist of buffing compound and buffing pad to restore shine.
b. Baseboards, furniture and equipment shall not be disfigured or damaged during buffing work.
c. The finished area shall be polished(buffed) with a high speed buffer and a acceptable with a uniform luster, and free of extreme highlights from the brushes of the machine.

2.4.2 Furniture Arrangement in Waxed Areas

a. All rug edges shall be replaced to their proper position
b. All moved items of furniture and office equipment should be returned to their normal positions.
c. Cars shall be exercised to avoid damage to building and/or office equipment during movement of the furniture, etc.

2.4.3 Preparation of Floor Scrubbing

a. The machine and other equipment shall be checked and readied for work in a careful and thorough manner.
b. Additions of motor oil, where required, shall be accomplished in a safe and careful way so as to avoid spillage and overflow.
c. Cleaning solutions shall be mixed thoroughly and in proportions specified without undue spillage of either solution or rinse water

2.4.4 Operation of Machine

a. Only authorized personnel having sufficient instructions to its proper and efficient operations shall operate the mechanized equipment.
b. The scrubbing machine shall be started and operated in a safe and reasonable manner.
c. Care of the mechanized equipment shall be exercised at all times during its operation to avoid damage to personnel, the building and equipment.

2.4.5 Floor Scrubbing, Stripping and Rinsing

a. Proper precautions shall be utilized to inform the building occupants of wet and/or slippery conditions during the scrubbing operation.

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b. The scrubbing work shall be performed in such a manner as to properly clean the floor surface with care taken to see that the proper cleaning solution is used.
c. All areas, including areas inaccessible to the machine and which are cleaned by means of deck scrubbing, brushed and/or mops, shall be clean and free of dirt, water streaks, mop marks, and string; properly rinsed; and dry mopped to present an overall appearance of cleanliness.
d. Walls, baseboards, and other surfaces shall be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.

3.0 Maintenance for Sheet Vinyl Flooring in the Gymnasium at Metropolitan Multi-Service Center (1475 West Grey)

3.1 Initial Clean-Up/Daily Care

a. Sweep or vacuum to remove loose dirt. Wash floor with a neutral floor cleaner such as Buckeye Straight Up, or equal. Rinse the floor with clean water and wet vacuum or mop dry. The floor must be thoroughly rinsed to remove all detergent film. When required, scrub the floor using standard scrubbing machine or automatic scrubber with red polyester pad. Use mineral spirits (naphtha) to remove adhesive residue or stubborn dirt.

3.2 Surface Treatment

a. When required, to restore the natural, non-glare finishes, dry buff the floor with a polishing pad or a polishing brush on a high-speed floor machine. Do not run the buffer over the game lines. If a protective coating is applied, it must be applied and maintained according to the coating manufacturer's instructions.

3.3 Spot Removal

a. Spills and spots should be cleaned up while they are still fresh. Use a white polyester pad moistened with detergent.

3.4 Polishing the Floor

a. For a high gloss finish apply at least two liberal coats of a waterbase polish such as, Buckeye Citation or equal. Follow the polish manufacturer's direction for application and maintenance of the polish. To restore the natural, non-glare finishes the "No Wax" Dry Buffing method is preferred. Simply dry buff the floor with a nylon or polyester buffing pad or a polishing brush on a high speed-polishing machine (1,00 RPM max). (See Above). If game lines have been painted or taped on the surface, a special care is a required when maintaining Gymflor Elite to be such the lines are not damaged or removed. Scrubbing and buffing operations must be done carefully over game line areas.

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3.5 Cautions

a. Do not use acetone or similar material to clean floors. Furniture rest, cart wheels and tries should be made of glass, hard plastic, or non-staining rubber and should be large enough so that a static load of 150 lodine based products such as Betadine will stain vinyl floors and should be cleaned up immediately using a detergent as above.

3.6 Frequency for Stripping and Polishing

a. Frequency for stripping and polishing should be as in Exhibit B, Section 9 & 10.

4.0 General Cleaning-Five Times per Week

4.1 Empty and clean all wastebaskets, trash receptacles, etc; damp dust or wet wipe and dry polish as necessary. (Liners shall be placed in certain designated receptacles or wastebaskets.)

4.2 Remove all trash and wastepaper to designated collection points.

4.3 Dust and wipe clean all office furniture, fixtures, and desk accessories.

4.4 Vacuum all carpet, rugs and floors.

4.5 Clean all carpeted areas and machine scrub and shampoo using the Bonnet System to remove stains and spots on a nightly basis. Use Buckeye Gum, Tar and Oil Remover or equal to remove gum from carpet and floors. Cleaning to include gum removal. (All carpeted areas, including daycare areas, Senior Citizen areas, W.I.C areas, Classrooms, Conference Rooms, Auditorium, Waiting Areas, Lobbies, Hallways, Corridors and General Office Floors.)

4.6 Clean woodwork, doors, light switches, and walls to remove smudges and fingerprints

4.7 Clean all glass doors and sidelights, partition glass furniture as needed.

4.8 Clean and polish drinking fountains.

4.9 Sweep, damp, mop and takes all necessary action to remove scuff marks, stains, spot, dirt, etc. from all vinyl composition tile floors, vinyl sheet covering floors, ceramic tile floor and brick paver floors. (All floors, including daycare areas, Senior Citizen areas, W.I.C areas, classrooms, conference rooms, exam rooms, auditoriums, gym floors, waiting areas, lobbies, hallways, corridors and general office areas, restrooms, showers rooms, break rooms, locker rooms, kitchenettes, kitchens, vending areas and laboratory floors.)

4.10 Apply spray buffing wax and spray buff all V.C. Tile, brick paver, terrazzo, vinyl sheeting floors and other hard surface floor nightly excluding only private offices, classrooms and exam rooms. (All floors, including daycare areas, Senior citizen areas, W.I.C. areas, auditoriums, multi-purpose room floors, gym floors, waiting areas, lobbies, hallways, corridors, laboratory hallways, vending areas and building entrances floors.) Excluding private offices, classrooms, and exam rooms that contain V. C. tile) Use of Treated Dust Mop In Lieu of Spray Buffing Is Not Acceptable.

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4.11 Sweep all exterior landings at main entrances damp mop and take all necessary action, to remove stains, sports, dirt, etc. Also clean entrance mats.
4.12 Wash and polish all restrooms, shower, and locker, mirrors, power shelves, bright work, dispensers, ceramic wall tile, etc.
4.13 Clean and sanitize with disinfectant all restrooms, shower room, and locker rooms plumbing fixtures, floors. Walls and partitions. Toilets, lavatories, urinals, walls, and floors to be kept disinfected and kept free of scale and mildew. Wash and sanitize top and underside of toilet seats and benches.
4.14 Refill soap dispensers, towel holders, seat cover and tissue containers and holders.
4.15 Clean and wipe with disinfectant toilet partitions and counters and walls around washbasins. Sweep, damp mop with disinfectant and take all necessary action to remove dirt, stains, and spots from restroom floors.
4.16 MOP, scrub and sanitize with disinfectant all restrooms and shower room floors nightly.
4.17 Clean upholstery to remove any spots or stains using an upholstery cleaning if necessary for all upholstery.
4.18 All desk accessories shall be dusted and returned to their proper place.
4.19 Stair landings, step and all corners shall be swept nightly.
4.20 Sweep, damp mop and scrub as necessary to remove scuffmarks, stains, spots, dirt, etc., from pool deck at Metropolitan Multi-Service Center.
4.21 Wash inside and out glass windows in the entrance and vestibules. All glass shall be clean and free of streaks.

5.0 General Cleaning – One Time Per Week

5.1 Vacuum upholstery and clean with upholstery cleaning machine throughout buildings.
5.2 Wash all door glass, sidelights, miscellaneous interior glass, and exterior wall glass. Use ladder where necessary ladders to be provided by the contractor.
5.3 Clean and dust baseboards.
5.4 Stair landings, steps and all corners shall be mopped and rinsed.
5.5 Sweeps, mop, machine scrub, hose down and sanitize pool deck at Metropolitan M.S.C.

6.0 General Cleaning – One Time per Month

6.1 Dust all cabinets, files, chair rails, paneling, windowsills, trim and baseboards.
6.2 Dust picture frames and wash picture glass.
6.3 Machines scrub to remove all dirt, rinse, apply wax (2 coats) and buff all V.C. tile floors, vinyl sheet covering floors, ceramic tile floors, and brick paver floors. Machine scrub ceramic floors using grout hog scrubber as necessary to remove all dirt and build-up from grout joints. (All floors, including daycare areas, Senior citizen areas, W.I.C. areas, classrooms, conference rooms, auditoriums, gum floors. Waiting areas, lobbies, hallways, corridors and private offices, exam rooms, restrooms, shower rooms, locker rooms, kitchens, vending

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areas and laboratory floors.) Clean, rinse and bring to acceptable luster all ceramic wall tiles in all the bathrooms.

6.4 Dust exterior of lighting fixtures arid air conditioning grills throughout facilities. Use ladders and pole extenders as necessary. Ladder and pole extenders to be provided by contractor.

6.5 Dust and spot clean where necessary all vertical surfaces such as walls, work stations partition, louvers, and surfaces not reached in nightly or weekly cleaning.

6.6 Clean and dust Venetian blinds where installed. Use ladder where necessary ladders to be provided by contractor.

6.7 Wash desk floor mats.

6.8 Wash all vertical, interior partition glass, Including glass on exterior walls. Use ladder where necessary. Ladders to be provided by contractor.

6.9 All carpeted floors in daycare areas and senior citizen areas shall be shampooed with proper shampooing equipment (not bonneting system) once per month. Should normal shampoo method fail to adequately clean carpet in these areas a stream extractor shall be used as needed.

7.0 General Cleaning – One Time per Quarter

7.1 All carpeted floors excluding in private offices, senior citizen areas and daycares shall be shampooed with proper shampooing equipment and solution once per quarter. Should normal cleaning fail to adequately clean carpet in areas a stream extractor shall be used as needed. (All carpet floors including W.I.C. areas, classrooms, conference rooms, auditoriums, waiting areas lobbies, hallways and corridors.)

7.2 All V.C. tile, vinyl, sheet covering, floor ceramic tile, brick paver, and other hard surfaced floors shall be completely stripped and re-waxed with four (4) finish coats of wax a minimum of four (4) times per year. Machine scrubs all ceramic tile restrooms and shower room floors using grout hog as necessary to remove all dirt and build up from grout joints. Restroom, shower room and locker room floors to receive two (2) coats of sealer. (All floors, including daycare areas, Senior Citizen areas, W.I.C. areas, classrooms, conference rooms, auditoriums, gym floors, waiting areas, lobbies, hallways, corridors, private offices, exam rooms, restrooms, shower rooms, locker rooms, kitchens, vending areas and laboratory floors.)

8.0 General Cleaning – Two Times Per Year

8.1 All carpet in private offices and work areas shall be shampooed using proper shampooing equipment and solution semi-annually. (Two times per year.) Should normal cleaning fail to adequately clean carpet in these areas a stream extractor shall be used as needed.

8.2 High cleaning shall be done twice a year. High cleaning consists of dusting and cleaning of exposed pipes and conduits, light fixtures, and lamp, tops and under shelves of high files and other objects high enough to require a ladder. High cleaning is to include the thorough cleaning of all return and supply air diffusers. Diffusers are to be wiped, scrubbed and cleaned as necessary to

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remove all signs of cake on dust, dirt, or deposits. High cleaning is performed defined as a height between eight (8) feet and twenty (20) feet.

EXTERIOR SITE

9.0 Contractor shall provide the following specific exterior site cleaning services:

9.1 All paved parking lots and driveways shall be power washed annually.

9.2 All paved sidewalks, curbs, drains and ground-level gutters shall be inspected daily to check for debris and completely swept weekly. Occasional sweeping, as needed, shall be provided between weekly general sweepings to remove debris such as leaves or papers which may collect in corners or against curbs. Contractor shall empty all exterior trash receptacles daily and cleaned with disinfectant cleaners, soap and water as needed to maintain sanitary conditions. (Any large "dumpsters" on site are not subject to these terms.). Sidewalks, curbs, drains and ground-level gutters shall be washed with water, using a high pressure spray, when necessary or requested by the Building Superintendent to remove accumulated debris, mud or other substances which may accumulate on paved surfaces. Contractor shall "power vacuum" the exterior of the site once per quarter. Power vacuum shall mean that the Contractor use a truck mounted vacuum device to sweep the entire exterior site. Including ground level gutters, driveways, curbs, and sally port entrance and exit.

9.3 Papers and other extraneous debris from all exterior areas shall be collected, bagged, and removed to the loading dock or dumpsters on site daily.

9.4 Contractor shall quarterly, as needed, or as requested by the Building Superintendent, remove stains, such as automotive fluids, or other unsightly markings from paved surfaces of the parking garage entrance, sidewalks, curbs, drains and ground-level gutters to maintain a neat, clean appearance at all times.). Cleaning agents or methods used for this purpose shall have prior approval from the Building Superintendent. Exterior terrazzo at the entrances to the buildings' lobbies and on the sidewalk immediately in front of the buildings shall be swept daily, hosed and/or wet mopped weekly and high-pressure spray cleaned monthly or as needed.

10.0 Supplies, Materials And Equipment:

10.1 The Contractor shall furnish all cleaning and janitorial maintenance upplies necessary to perform the services specified under this Contract. Supplies shall include items such as paper towels, sanitary napkins, tampons, toilet tissue, antibacterial hand soap containing lanolin, deodorizers, disinfectant, plastic trash can liners, and interior and exterior floor mats. . Contractor shall provide all necessary materials and supplies required to maintain Parkett Glmflor Elite floor Covering located at the all-cleaning chemicals; for maintaining v.c. Tile, vinyl sheet covering floors, ceramic tile, brick pavers and carpeted floors. Also include

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specialized cleaning chemicals for removing gum, spots, water stains, restroom disinfectants, etc. The Contractor shall be liable for any and all damages caused by the use of improper cleaning materials. All cleaning and floor chemicals Supplies used shall be of the Buckeye International product line or a pre- approved equal and shall be required to fulfill the intended purpose of the product and shall be approved by the Building Superintendent.

Note: Approved equal shall meet the criteria of the attached Exhibit D-18B.

10.2 Consumable such as hand soap, paper towels, and toilet tissue shall comply with manufacturer's specifications for products used in conjunction with all fixtures designed for dispensing these types of products and materials.

10.3 The Facility Superintendent reserves the right to reject any and all supplies. The Contractor shall be entitled to the proceeds from the sanitary napkin dispensers. The cost to the consumer for these products shall be in keeping with industry standards. Toilet paper shall be 2 ply, facial quality, bleached with a minimum brightness of 70, 17-20 lbs minimum basis weight, sheet size 4.50 x 4.50. Paper towels shall be bleached with a minimum brightness of 65, 25-28 lbs minimum basis weight.

10.4 The Contractor shall supply chemically treated dust mats (entrance mats).

10.4.1 All chemically treated dust mats (entrance mats) shall consist of nylon tufting with a natural rubber back. They shall be available in red, brown, black or navy. All mats are to be exchanged on the floor where they are used. Mats shall be exchanged for cleaning weekly. Mats shall be treated with both a dust control compound and a Fire Retardant (OSHA APPROVED).

10.4.2 Exterior mats shall be approximately 36" X 48", closed loop, highly resilient fiber to spring back into shape. Machine washable, self-drying.

A. Materials – The contractor shall furnish all cleaning materials, such as soaps, detergents, scouring powders, polishes, waxes, and all other cleaning or buffing agents (except where otherwise specified). These materials shall be of good quality and acceptable to the city. The contractor shall furnish antiseptic lotionized hand soap and dispensers as per specifications in section 26.0. Contractor shall provide all necessary materials and supplies required to maintain Parkett Glmflor Elite floor Covering located at the all-cleaning chemicals; for maintaining v.c. Tile, vinyl sheet covering floors, ceramic tile, brick pavers and carpeted floors. Also include specialized cleaning chemicals for removing gum, spots, water stains, restroom disinfectants, etc. The Contractor shall be liable for any and all damages caused by the use of improper cleaning materials.

B. Equipment – The Contractor shall furnish and maintain in good, safe working order all required equipment shall mean all implements, tools, and machine s normally used in cleaning operations and shall include, but not limited to, the following: buffing machines, floor scrubbers, vacuum cleaners, wet mops, ladders, pole extenders, dust mops, floor brooms, dust pans, pails, dust clothes, sponges, cleaner cart, trash carts, extractions, etc.

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vacuum cleaner must be of motor-driven brush and beater bar types. Each facility must be issued it's own equipment. Buffers, shampoo machines, extractors, upholstery cleaning machines, small spot shampoo machines, vacuums, floor scrubbers, etc. Should not be transported from building to building. Contractors shall provide a list of all machinery and equipment including manufacture model numbers to be used. Contractor to supply pagers for day porters at 1115 South Braeswood and 8000 North Stadium locations.

C. All supplies, materials, and equipment furnished by the Contractor shall be stored in a secure, enclosed area designated and provided by the city. Sufficient quantities of supplies, materials, and equipment shall be maintained in the janitor's closets on individual floors for routine needs. The contractor shall have the responsibility for care and custody of all supplies, materials, and equipment. All contractor storage spaces are to be kept in a neat and clean condition and are subject to city inspection. No materials will be stored in mechanical or electrical rooms.

11.0 Waste disposal:

The City of Houston shall be responsible for providing a Dumpster at each facility for waste disposal. The City of Houston shall be responsible for providing leak proof plastic bags for wastebaskets and trash receptacles. The Contractor shall be responsible for bagging all trash generated in the building during the course of normal operations. The Contractor shall dispose of all bagged trash, excluding medical waste, at trash collection areas.

12.0 Workmanship and Inspections:

All cleaning work is to be performed in a first class workmanship manner in conformance with and to the satisfaction of the City's representative. The Contractor shall employ necessary supervisors to visit all facilities nightly who shall be in attendance during the conduct of work. The Company Representative must be able to speak, understand, read and write English language

The Contractor shall provide the BSD with an advance six month schedule outlining all up coming monthly, quarterly and semi-annual work scheduled for each facility. One copy of each building schedule is to be forwarded to the respective Facility Administrator with an additional copy forwarded to the Building Services . Contractor's employees shall be required to sign in and out of all Health Department Facilities. A copy of the sign in and out sheet shall be provided to the Health Department Facilities Bureau on a monthly basis. Only contract employees will be allowed in the City of Houston Health Department Facilities.

The Contractor shall develop a Quality control form and cleaning frequency schedule from acceptable to the city and shall perform daily inspection utilizing these forms. It is required that all deficiencies revealed

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by the above inspection or by other source be corrected the same day reported or noted. The Contractor shall furnish the City copies of the daily inspection reports. In addition contractor to maintain a daily log book at all facilities for two-way communication between the administrator and the contractor.

13.0 Lighting and Lock-UP:

The Contractor's personnel shall be responsible for turning lights on and off in areas where they are working. Upon arrival to each floor, the floor maid shall check each area and turn off lights in all unoccupied areas. Light will be left on only during the performance of work in a specific area. Doors are to be closed and locked after each suite is cleaned. The Contractor shall submit and utilize a procedure for resolving thefts, lost key coverage, etc. The responsible for ensuring maximum-security integrity among its staff, and shall be responsible for setting the security alarm upon completion of each work shift.

14.0 Work Schedules:

The City shall establish The Contractor's cleaning hours, But it is anticipated that no cleaning on a nightly basis shall begin before 6:00 p.m. Cleaning shall be accomplished Monday through Friday each week, 52 weeks per year. The City and the Contractor shall mutually agree upon cleaning schedules for holidays. Day cleaning hours is from 8:00 a.m. until 5:00 p.m., Monday through Friday. Night cleaning hours is from 6:00 p.m. until 6:00 a.m. Monday through Friday. The Multi-Service Centers (MSC) have longer hours of operation and frequent facilities events after 6:00 p.m. Therefore the night time cleaning of the MSCs must be performed following all facility event. All facility events are over by 12:00 a.m. (midnight). All buildings are cleaned five (5) times per week except for 6121 Hillcroft (six times per week Monday- Saturday. The Alief WIC is to be cleaned five (5) times per week and (2) times per month every 2nd and 4th Saturday). Braesner WIC to be cleaned six times per week.

15.0 Work Items:

The Contractor shall perform the following work items:

15.1 The cleaning items stipulated in the Cleaning Frequency Schedule, Exhibit "D-18A" attached.

15.2 Furnish daytime porter(s) and maid(s) as necessary to perform daytime cleaning task per Cleaning Frequency Schedules and as directed. The number of porters and maids is to be agreed upon by the City.

15.3 Line item 1- 30: Areas to be serviced includes but are not necessarily limited to stairs, elevators, restrooms, shower rooms, locker rooms, laboratories, occupied office space, lobbies, corridors, hallways, conference rooms, computer rooms, reception areas, W.I.C areas,

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daycare areas, Senior Citizen Areas, classrooms, conference rooms, auditoriums, kitchens, kitchenettes, break rooms and other areas within the building.

15.4 Areas to be excluded from service are electrical and telephone closets pipe space, air plenums, mechanical equipment rooms and storage rooms.

16.0 Safety Meeting:

The contractor shall hold a safety meeting with its employees on a monthly basis. At this safety meeting, the Contractor shall discuss the correct and safe use of cleaning supplies and materials and the correct and safe methods for operation machinery and equipment. After this meeting, the contractor shall prepare a written report and provide the City prior to the actual commencement of the contract. Contractor shall be responsible for maintaining a notebook at each site with material Safety Data Sheets for all cleaning chemicals used. In addition, the Contractor will provide the City with a master Material Safety Data Sheet notebook to be on file at the Facilities Bureau located at 3026 Berry Road. All Material Safety Data Sheets are to be in place prior to initiation of contact.

17.0 29 CFR Part 1910.1030:

Contractor must be in full compliance with OSHA – Blood Borne Pathogen Rule.
Please see. Department of labor, Occupational Safety and Health Administration, 29 CFR Part 1910.0131 Occupational Exposure to Blood Borne Pathogens; Final Rule.

18.0 Inoculation of Contractors Employees:

The Contractor will be held responsible for inoculating employees working in clinics.

19.0 Low – Level Disinfecting:

Contractor shall use chemicals that are EPA – Registered "Hospital Disinfectants" (no claim on label for Tuberculocidal activity). These chemicals will be used for routine janitorial services or removal of soiling when there is no visible blood. The chemicals used should be able to destroy some viruses, most bacteria, and some fungi.

20.0 Emergency Floor Care:

Emergency clean up of floors shall include, but are not limited to carpet, v.c.. Tile, brick, pavers, ceramic tile, terrazzo or vinyl sheeting floors. The cost may be based on a square footage basis, inclusive of labor and materials. Emergency is described as overflow from bathrooms, roof leaks, and busted water pipes.

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21.0 Lotionized Hand Soap:

21.1 Shall consist of alcohol sulfates, emollients and foam stabilizers with a non-irritating PH of 7 or less. The soap shall be capable of removing soil in hot, cold. Soft, or hard water and rinseable with a pleasant fragrance. Contractor shall provide lotionized hand soap. It shall be packaged in hermetically sealed, disposable, and collapsible pouches.

21.2 Dispensers:

Contractor is to check and refill all built-in counters mounted soap dispenser's at least two (2) times daily. Dispensers shall consist of durable high impact plastic with a one-way valve to prevent passage of ambient air and bacteria, and a non-drip, non-clogging nozzle. Dispensers must be installed with Mechanical fasteners and have a hidden locking mechanism to discourage vandalism. Dispensers shall be compatible with the disposable pouches described above. If any dispenser becomes broken or inoperable under normal conditions during the contract term, the contractor must provide a new one at no cost to the City. Dispensers shall be installed and maintained by the contractor. The dispensers shall become the property of the City at the end of the contract term.

Contractor shall be responsible for providing the same type of soap dispensers at that location where dispenser's replacement, due to phase out of old Contractor is needed.

There are approximately 700 soap dispensers throughout the Health and Human Facilities Department.

21.3 Samples:

If required in writing by the City, contractor shall be required to submit samples of the items proposed within ten (10) days of such written request. The samples will be used to determine if the proposed items meet specifications stated herein. Failure to comply with this requirement shall be just cause for rejection of your products from further consideration.

21.4 Scope:

The function of this item is to provide a clinically germ free lotionized hand soap to the Health and Human Services Department Facilities, through the use of wall mount dispensers at various work stations.

21.5 Materials:

The items furnished shall be knew, unused of the least product in production to commercial trade, and shall be of the highest quality as to materials used and workmanship.

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Contractor shall be responsible for providing the same type of soap dispensers at those locations where dispenser replacement, due to phase out of old contractor is needed.

21.6 Special Notation:

Soap supplied in clinical laboratory areas shall be germicidal in content.

22.0 Daily Labor Support

The Contractor is required to provide a janitor as indicated for each site listed below. The janitor will be required to provide janitorial support activities during that facilities normal hour of operation with a minimum of one hour given off each day for lunch. These activities will include but are not limited to the ongoing cleaning up of miscellaneous spills and debris and the ongoing cleaning and stocking of restrooms as necessary. All exterior trash receptacles shall be checked twice daily, and emptied as needed. All entrance and parking lots and adjacent ground shall also be checked twice daily and paper removed.

The daytime janitors shall also complete task as assigned by the Building Administrator or its er designee. These tasks may include any or the entire task outlined in this section or other task as assigned. The daytime janitor's requirements are above and beyond the requirements to be completed during the general cleaning performed after the normal hours of operations.

It is to be understood that the cleaning activities performed here under are in additional to the general cleaning and performance of cleaning activities here under shall not result in a decrease of the cleaning after the building is closed.

The daytime janitor also may be used to perform setups, takedowns, and cleanup activities for special functions and events. This shall require each worker to be able to move tables, chairs and other property. Janitors shall be able to lift up to 50 pounds.

The daytime janitor must be able to speak the English language.

Day porter will not exceed allocated daytime hours. Night cleaning will be performed by a separate crew.

The Purchasing Agent to the Contractor may delete the number of daytime janitors or permanent labor hours allocated for a facility upon written notification. This option will be exercised only after a notice requiring the Chief of Operations receives the change.

The Chief of Operations may modify the number of daytime janitors upon notification.

23.0 Supplemental Labor For Extended Hours Of Operation:

Extra labor to provide setup and cleanup assistance supporting MSC rentals supporting extended hours of operation for Health Center programs an other special needs shall be provided by Contractor under the following conditions:

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23.1 The Health Department Administrator of the Facilities needing the extra labor must submit a written request for additional labor hours to the janitorial contract at least 24 hours in advance of the work.

23.2 The total number of extra hours requested for any facility per week shall normally not exceed 20 hours. Should a situation exist when Facilities (A) has used it's allocation of 20 hours of supplemental labor and additional hours are required, Facility (B) can transfer additional hours to Facility (A). This transaction should be used on a per need situation only. Unused hours cannot be accrued from week to week.

23.3 All supplemental labor requests shall be for a minimum of two (2) hours.

Please note that the use of supplemental labor for extended hours of operation is to be used at the City of Houston's option to cover events, which may extend to weekends and after 6:00 p.m. on weeknights. These events may include MSC auditorium and activity room rentals and evening Health Clinics. The number of hours used to cover these events is variable and in no way should be looked upon as a guarantee.

Supplemental labor for extended hours of operation to be based on One per hour dollar amount for all facilities.

Each Facility Administrator shall be responsible for authorizing payment to the Contractor for all daytime cleaning and supplemental cleaning hours worked at their respective facilities.

The janitorial contract shall submit along with their monthly invoice a weekly labor log for each facility documenting the number of daytime cleaning and supplemental cleaning hours worked. Weekly labor log sheets are to be supplied by the Contractor each log must be signed by the janitor who performed the work and the appropriate Building Administrator verifying the hours worked. Any transfer of labor hours from one facility to another must also be documented on the labor log sheet of both facilities and signed and approved by both Building Administrators involved in the transfer. Any invoice received without the weekly log sheet and signature verification for labor hours worked will not be approved for payment.

Supplemental labor unforeseen emergencies may also be required. Only the Chief of Operations or its designee would make this request.

- **Service Expectations:**

A. Compliance with local, state and national code and regulations: 100%

B. Compliance with Safety and Security procedures: 100%

C. Service Levels – Consistent with service level response goals: 98% overall

Customer Satisfaction rating average: Greater than 4.0 out of a 5 scale

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EXHIBIT D18-A
GROUP ONE - BUILDING SERVICES DEPARTMENT LOCATIONS

ITEM	LOCATION	ADDRESS	SQ FEET	CLEANING SCHEDULE	CLEANING TIMES
1	Police Headquarters	1200 Travis	959,925	M-T-W-Th-F-S-S	Day, Eve, Wknd
2	Morrison Police Academy	17000 Aldine Westfield	88,809	M-T-W-Th-F	Day, Eve
3	Clear Lake Police Station	2855 Bay Area Blvd.	15,360	M-T-W-Th-F-S-S	Day, Eve
4	Northeast Police Station	8333 Ley Road	26,994	M-T-W-Th-F-S-S	Day, Eve
5	Stringfellow South Police Station	8300 Mykawa	214,741	M-T-W-Th-F-S-S	Day, Eve, Night
6	West Police Station	3203 S. Dairy Ashford	154,400	M-T-W-Th-F-S-S	Day, Eve, Night
7	North Police Station	9455 W. Montgomery	112,036	M-T-W-Th-F-S-S	Day, Eve
8	City Hall	901 Bagby	150,717	M-T-W-Th-F	Day, Eve
9	City Hall Annex	900 Bagby	174,603	M-T-W-Th-F	Day, Eve
10	Bob Lanier Building	611 Walker	767,000	M-T-W-Th-F	Day, Eve
11	Houston Emergency Center	5320 N. Shepherd	132,000	M-T-W-Th-F-S-S	Day, Eve, Wknd
12	Northwest Police Substation	6000 Teague	10,409	M-T-W-Th-F-S-S	Day, Eve, Wknd
13	Magnolia Park Police Station	7525 Sherman	13,240	M-T-W-Th-F-S-S	Day
14	Southwest Police Substation	4503 Beechnut	9,176	M-T-W-Th-F-S-S	Day
16	Bush IAH Police Substation	3100 Terminal Road B	14,000	M-T-W-Th-F-S-S	Day, Eve
17	Kingwood Police Substation	3915 Rustic Woods Dr.	9,000	M-T-W-Th-F-S-S	Day, Eve
18	Fire Logistics Complex	1205 Dart	161,597	M-T-W-Th-F	Eve
19	DHHS Administration Bldg.	8000 North Stadium	128,507	M-T-W-Th-F	Day, Eve
20	Municipal Courts Building	1400 Lubbock	104,000	M-T-W-Th-F-S-S	Day, Eve, Night
21	Municipal Courts Archieves Warehouse	2015 White St.	2,295	T-Th	8am – 9 am
22	South Central Police Station	2202 St. Emanuel	9,544	M-T-W-Th-F	12 pm – 3 pm
23	Police S.W.A.T.	1500 West Dallas	7,650	M-T-W-Th-F	11 am – 1 pm
24	Police Memorial	2400 Memorial	100	T-Th	7 am – 9 am
25	Police Special Operations	1900 Rusk (GRBCC)	20,000	M-T-W-Th-F	1 pm – 3 pm
26	Police Mounted Patrol	300 N. Post Oak	2,160	M-T-W-Th-F-S	10 am – 12 pm
27	Police Fleet Administration	52 Riesner	3,870	M-T-W-Th-F	9 am – 11 am
28	Police Fleet Transportation	54 Riesner	380	M-T-W-Th-F	9 am – 11 am
29	Police Motor Pool	53A Riesner	1500	M-T-W-Th-F	9 am – 11 am
30	Police Bike Detail	49 Riesner	1700	T-Th	9 am – 11 am
31	Police Fleet Maintenance	54 Riesner		M-T-W-Th-F	9 am – 11 am
32	Police Vehicle Exam / Auto Theft	1300 and 1305 Dart	4,331	T-Th	9 am – 11 am
33	Police Uniform Supply	700 Houston Avenue	6,460	M-T-W-Th-F	8 am – 11 am
34	Police Helicopter Patrol	8402 Larson	23,340	M-T-W-Th-F	7 am – 10 am
35	Police Lake Patrol	22619 W Shorewood	5,000	T-Th	11 am – 2 pm
36	Airport Police K-9 Unit	2452 Rankin	1,200	T-Th	10 am – 1 pm
37	Aldine Police Storefront	10966 N Frwy	1,757	M-W-F	2 pm – 5 pm
38	Jeanetta Police Storefront	8940 Clarkcrest	2,268	M-W-F	8 am – 11 am
39	Gulfton Police Storefront	5980 Renwick	1,715	M-W-F	9 am – 12 pm
40	Ranchester Police Storefront	9146 Bellaire	2,500	M-W-F	9 am – 11 am
41	Reed Road Police Storefront	3511 Reed Road	2,860	M-W-F	11 am 2 pm
42	Stella Link Police Storefront	9121 Stella Link	1,800	M-W-F	12 pm – 2 pm

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ITEM	LOCATION	ADDRESS	SQ FEET	CLEANING SCHEDULE	CLEANING TIMES
43	Willowbrook Police Storefront	12932 Willowchase	1,629	M-W-F	2 pm – 5 pm
44	Independence Hts Police Storefront	803 Crosstimbers	1,728	M-W-F	1 pm – 4 pm
45	Near North Police Storefront	1335 West 43rd	3,330	M-W-F	1 pm – 4 pm
46	Neartown Police Storefront	802 Westheimer	2,000	M-W-F	8 am – 10 am
47	Denver Harbor Police Storefront	6702 Lyons Avenue #3	612	T-Th	8 am – 10 am
48	Irvington Village Police Storefront	2901 Fulton #725	1,040	T-Th	9 am – 12 pm
49	Jensen Police Storefront	9211 Jensen	1,125	T-Th	9 am – 12 pm
50	Palm Center Police Storefront	5330 Griggs Road, A101	100	T-Th	11 am – 2 pm
51	Westbury Police Storefront	5550 Gasmer	1,000	T-Th	2 pm – 5 pm
52	Hiram Clarke Police Storefront	14723 Hiram Clarke	900	T-Th	2 pm - 5 pm
53	Northline Police Storefront	392 W. Little York	1,280	T-Th	10 am – 1 pm
54	Southmore Police Storefront	3711 Southmore	2,500	T-Th	12 pm – 3 pm
55	Ripley Police Storefront	4401 Navigation	1,681	T-Th	12 pm – 3 pm
56	Broadway Police Storefront	8601 Broadway #3102	1,050	T-Th	9 am – 11 am
57	Heights Police Storefront	910 N. Durham	1,000	T-Th	2 pm – 4 pm
58	Braeburn Police Storefront	11168 Fondren	5,500	M-T-W-Th-F	9 am – 12 pm
59	Fifth Ward Police Storefront	4300 Lyons Avenue,200	800	T-Th	8 am – 10 am
60	Spring Branch Police Storefront	8400 Longpoint	3,555	M-T-W-Th-F	3 pm – 6 pm
61	Acres Home Police Storefront	6919 W. Montgomery	650	T-Th	12 pm – 2 pm
62	Telephone Road Police Storefront	10201 Telephone Road	900	T-Th	10 am – 12 pm
63	East Frwy Police Storefront	12001 A East Freeway	2,072	T-Th	1 pm – 4 pm
64	Fire Arson Building	60 Braesmont	7,100	M-W-F	8 am – 4 pm
65	Fire Warehouse	110 Elder	175,000	M-T-W-Th-F	9 am – 11 am
66	Fire Training Academy	8030 Braniff	46,720	Floor Only	Every 2 wks

GROUP TWO - PUBLIC WORKS & ENGINEERING DEPARTMENT LOCATIONS

ITEM	LOCATION	ADDRESS	SQ FEET	CLEANING SCHEDULE	CLEANING TIMES
1	PWE Southeast Quadrant	2700 Dalton	25,708	M-T-W-Th-F	Day
2	PWE Southwest Quadrant	7101 Renwick	32,880	M-T-W-Th-F-S-S	Day, (SS-2 hr)
3	PWE Northwest Quadrant	7900 Teague	23,916	M-T-W-Th-F	Day
4	PWE Northeast Quadrant	718 E. Burris	30249	M-T-W-Th-F	Day
5	PWE Wastewater Tech Services	100 A Japhet	7,280	M-T-W-Th-F	Day

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EXHIBIT D-18A

GROUP THREE
HEALTH AND HUMAN SERVICES DEPRTMENT LOCATIONS

ITEM	LOCATION	ADDRESS	SQ FEET	CLEANING SCHEDULE	CLEANING TIMES
1	Sunnyside H.C.	9314 Cullen	21,774	M-T-W-Th-F	6:00 pm - 6:00 am
2	Sunnyside M.S.C.	4605 Wilmington	37,758	M-T-W-Th-F	12:00 am - 6:00 am
3	Braeswood Clinic	1115 Braeswood	80,750	M-T-W-Th-F	6:00 pm - 6:00 am
4	Riverside H.C.	3315 Delano	23,825	M-T-W-Th-F	6:00 pm - 6:00 am
5	Animal Control Adm. Kennel	2700 Evella	12,410	M-T-W-Th-F	6:00 pm - 6:00 am
6	Fifth Ward M.S.C.	4014 Market	24,965	M-T-W-Th-F	12:00 am - 6:00 am
7	Lyons H.C.	5602 Lyons	20,262	M-T-W-Th-F	6:00 pm - 6:00 am
8	Kashmere M.S.C.	4802 Lockwood	26,521	M-T-W-Th-F	12:00 am - 6:00 am
9	Northside H.C.	8523 Arkansas	31,148	M-T-W-Th-F	6:00 pm - 6:00 am
10	Magnolia H.C. & M.S.C.	7037 Capital	51,344	M-T-W-Th-F	12:00 am - 6:00 am
11	Tri-Community Sr. Center	9525 Clinton Dr.	5,519	M-T-W-Th-F	6:00 pm - 6:00 am
12	DHHS Facilities	3026 Berry Rd.	1,800	M-T-W-Th-F	6:00 pm - 6:00 am
13	DHHS Water Pollution	1828 Rankin Rd.	12,213	M-T-W-Th-F	6:00 pm - 6:00 am
14	DHHS Electric Shop	3018 Berry Rd.	1,800	M-T-W-Th-F	6:00 pm - 6:00 am
15	Metropolitan M.S.C.	1475 West Gray	35,947	M-T-W-Th-F	12:00 am - 6:00 am
16	West End H.C.	190 Heights	30,781	M-T-W-Th-F	6:00 pm - 6:00 am
17	West End M.S.C.	170 Heights	21,440	M-T-W-Th-F	12:00 am - 6:00 am
18	DHHS Pollution Control	7411 Park Place	23,350	M-T-W-Th-F	6:00 pm - 6:00 am
19	John Peavy Senior Center	3814 Market	12,055	M-T-W-Th-F	6:00 pm - 6:00 am
20	Hillcroft W.I.C.	6121 Hillcroft	4,790	M-T-W-Th-F-S	6:00 pm - 6:00 am
21	Acres Homes M.S.C.	6719 W. Montgomery	46,774	M-T-W-Th-F	12:00 am - 6:00 am
22	Alief W.I.C.	6787 Wilcrest #A	4,360	M-T-W-Th-F*	6:00 pm - 6:00 am
23	Northwest W.I.C.	8534 Hammerly	4,000	M-T-W-Th-F	6:00 pm - 6:00 am
24	Northeast W.I.C.	9421 Mesa Road #D	4,130	M-T-W-Th-F	6:00 pm - 6:00 am
25	Material Mgmt Warehouse	8272 El Rio	3,070	M-T-W-Th-F	6:00 pm - 6:00 am
26	La Nueva Casa de Amigo	1809 North Main	39,100	M-T-W-Th-F	6:00 pm - 6:00 am
27	Third Ward M.S.C.	3611 Ennis	35,000	M-T-W-Th-F	12:00 am - 6:00 am
28	Huntington Bayou W.I.C.	14430 I-10 # 340	3,090	M-T-W-Th-F	6:00 pm - 6:00 am
29	Braesner W.I.C.	8640 S. Braeswood	1,100	M-T-W-Th-F-S	6:00 pm - 6:00 am
30	Aldine W.I.C.	5180 Aldine Mail Rt	12,000	M-T-W-Th-F	6:00 pm - 6:00 am

* Facility is also cleaned every 2nd and 4th Saturday.

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HEALTH AND HUMAN SERVICES DEPARTMENT DAY PORTER LOCATIONS

Item	Location	Address	Sq Feet	Daily Hours	Weekly Hours
1	Sunnyside H.C.	9314 Cullen	21,774	8	40
2	Sunnyside M.S.C.	4605 Wilmington	37,758	8	40
3	Braeswood Clinic	1115 Braeswood	80,750	8	40
4	Riverside H.C.	3315 Delano	23,825	8	40
5	Animal Control Adm	2700 Evella	12,410	8	40
6	Fifth Ward M.S.C.	4014 Market	24,965	8	40
7	Lyons H.C.	5602 Lyons	20,262	8	40
8	Kashmere H.C.	4802 Lockwood	26,521	8	40
9	Northside H.C.	8523 Arkansas	51,344	16	80
10	Magnolia H.C.	7037 Capital	17,360	8	40
11	Metropolitan M.S.C.	1475 West Gray	35,947	16	80
12	West End H.C.	190 Heights	30,781	8	40
13	West End M.S.C.	170 Heights	21,440	8	40
14	Pollution Control	7411 Park Place	23,350	2	10
15	John Peavy Senior Center	3814 Market	12,055	4	20
16	Acres Homes	6719 W. Montgomery	46,774	8	40
17	La Nueva Casa De Amigo	1809 North Main	39,100	12	60
18	Third Ward M.S.C.	3611 Ennis	35,000	8	40

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EXHIBIT D-18A
GROUP FOUR

HOUSTON PUBLIC LIBRARY LOCATION LIST

Item	Branch	Address	Square Feet	*Minimum Daytime Hours Daily Mon - Sat
1	Clayton	5300 Caroline	34,936	8 / Sun - 4hrs
2	Jesse Jones	500 McKinney	333,620	40 / Sun - 4hrs
3	Julia Ideson	400 McKinney	200,000	8
4	Acres Homes	8501 W. Montgomery	8,000	4
5	Alief	7979 W. Kirkwood	18,000	8 / Sun - 4hrs
6	Blue Ridge	7200 W. Fuqua	14,660	4
7	Bracewell	10115 Kleckley	8,126	4
8	Carnegie	1050 Quitman	18,000	8
9	Collier	6200 Pinemont	16,000	8 / Sun - 4hrs
10	Dixon	8002 Hirsch	3,000	2
11	Flores	110 N. Milby	8,500	4
12	Frank	6440 W. Belfort	16,000	4
13	Heights	1302 Heights	14,000	4
14	Hillendahl	2436 Gessner	10,000	4
15	Johnson	3511 Reed Rd.	10,500	4
16	Jungman	5830 Westheimer	17,000	8 / Sun - 4hrs
17	Kashmere Garden	5411 Pardee	15,576	4
18	Kendall	14330 Memorial Dr.	9,642	4
19	Lakewood	8815 Feland	4,015	2
20	Stella Link	7505 Stella Link	20,000	8 / Sun - 4hrs

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Item	Branch	Address	Square Feet	*Minimum Daytime Hours Daily Mon - Sat
21	Library Resource Center	3102 Center	10,000	0
22	Looscan	2510 Willowick	7,387	8
23	Mancuso	6767 Belfort	11,000	4
24	Melcher	7200 Keller	4,200	2
25	Meyer	5005 W. Belfort	7,650	4
26	Montrose	4100 Montrose Blvd.	15,100	4
27	Moody	9525 Irvington	5,700	4
28	Oak Forest	1349 W. 43rd.	7,650	4
29	Park Place	8145 Park Place Blvd.	16,000	8 / Sun - 4hrs
30	Pleasantville	1510 Gelhorn	4,000	2
31	Ring	8835 Long Point	7,645	4
32	Robinson Westchase	3223 Wilcrest	16,600	8
33	Scenic Woods	10677 Homestead Rd.	11,000	8 / Sun - 4hrs
34	Smith	3624 Scott	10,500	4
35	Stanaker	611 Macario Garcia	8,500	4
36	Tuttle	702 Kress	6,500	4
37	Vinson	3100 W. Fuqua	9,000	4
38	Walter	7660 Clarewood Dr.	7,675	4
39	Young	5300 Griggs	7,000	4
40	Marston Bldg.	820 Marston	22,000	8

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* The minimum daily hours are only set for policing the restroom, grounds, and common areas. This does not include hours for daily and routine cleaning.

EXHIBIT D18-B

Janitorial Cleaning and Floor Chemicals Evaluation Sheet for Alternative Products

Evaluation of Chemicals will be performed based on the following criteria listed in order of importance: *(Please provide M.S.D.S. Sheets for all alternate products.)*

a. Product Safety
b. Product Performance
c. Training
d. References

Questionnaire for Cleaning and Floor Chemicals

1. Do proposed products have 0,0,0 on designated concentrated MSDS? (Exception: Disinfectant, Bowel Cleaner, Tub and Tile Cleaner, Floor Stripper at 2,0,0)
   Yes___ No ___

2. Products are supported by onsite Documented Training Program (English/Spanish) Yes___ No___

3. Has written program in English and Spanish that support products.
   Yes___ No___

4. Have videos in English and Spanish that support Proposed Products.
   Yes___ No___

5. Bottles are silk Screened in English and Spanish including M.S.D.S. information.
   Yes___ No___

Ten-four Odor Eliminator (Air Freshener) Alternate: _____

1. Product has N.F.P.A. ratings of no higher than 0,0,0.
   Yes___ No___

2. Product has a ph(conc.) of 7.0 +- 0.2.
   Yes___ No___

3. Product has no flash point.
   Yes___ No___

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4. Product contains no solvents or hazardous ingredients as listed by OS.H.A. , N.I.O.S.H., R.C.R.A., Etc.
   Yes. ___ No___

5. Product is effective on smoke odors, garbage odors, food odors, animal odors, urine & fecal odors, sewer gases, and musty\stale odors.
   Yes___ No___

6. May be used on all water washable surfaces, including hard surface floors, floor finishes, plastics, painted surfaces, carpeting, fabrics, etc.
   Yes___ No___

7. Product has recommended dilution rates from 1:128 to 1: 16.
   Yes___ No___

Workout Degreaser Alternate: _____

1. Product has N.F.P.A. ratings of no higher than 0,0,0.
   Yes___ No___

2. Product has no flash point.
   Yes___ No___

3. Product is non-toxic and biodegradable.
   Yes___ No___
4. Product is regulated under CERCLA or RCRA.
   Yes___ No___

5. Product is ready to use and a no rinse/no residue formula.
   Yes___ No___

6. Product has a ph of 10.8+-.2.
   Yes___ No___

7. Product effectively removes graffiti, ballpoint ink, permanent marker, crayon, pencil, black heel marks, food soils, grease, and oil.
   Yes___ No___

8. Product effectively cleans desktops, lockers, chairs, plastic, Formica, vinyl, and any nonporous surface.
   Yes___ No___

9. Product is non-corrosive.
   Yes___ No___

10. Product is recommended for indoor use.
    Yes___ No___

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Uppercut Bowl Cleaner Alternate: _____

1. Product has M.S.D.S. ratings of no higher than 2,0,0.
   Yes___ No___

2. Product is an organic acid Salt.
   Yes___ No___

3. Product has no flash point.
   Yes___ No___

4. Product is dilutable.
   Yes___ No___

5. Product contains no hydrochloric/muratic acid.
   Yes___ No___

6. Product effectively removes rust.
   Yes___ No___

7. Product is not corrosive to skin.
   Yes___ No___

8. Product is not corrosive to chrome fixtures.
   Yes___ No___

Star Spray Glass Cleaner Alternate_____

1. Product has NFPA ratings of no higher than 0,0,0.
   Yes___ No___

2. Product has no flash point.
   Yes___ No___

3. Product contains no alcohol, butyl or ammonia.
   Yes___ No___

4. Product effectively cleans windows, mirrors, chrome, stainless steel, Plexiglas, computer screens, optical scanners, Formica, etc.
   Yes___ No___

5. Product is dilutable.
   Yes___ No___

6. Product has a non-streaking, fast drying formula.
   Yes___ No___

7. Product has a ph of 8.5+-.5.
   Yes___ No___

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Blue All Purpose Cleaner Alternate_____

1. Product has NFPA ratings of no higher than 0,0,0.
   Yes___ No___

2. Product contains no hazardous ingredients as listed by OSHA or EPA.
   Yes___ No___

3.Product has no flash point.
   Yes___ No___

3. Product is Biodegradable.
   Yes___ No___

4. Product contains no free Alkali, solvents, or abrasives.
   Yes___ No___

5. Product has a film free no-rinse formula.
   Yes___ No___

6. Product works in cold water and hard water.
   Yes___ No___

7. Product is dilutable from 1oz. to 12oz. per gallon.
   Yes___ No___

8. Product effectively cleans ceramic tile, partitions, walls counter tops, restroom fixtures, vinyl seats, skylights, floors, and other non-porous surfaces.
   Yes___ No___

Gel Scrub Tub and Tile Cleaner Alternate_____

1. Product has NFPA rating of no higher than 2,0,0.
   Yes___ No___

2. Product is 12% phosphoric acid.
   Yes___ No___
3. Product has no flash point.
   Yes___ No___

4. Product may be used on tubs, sinks, shower stalls, toilet bowls, urinals, fiberglass, quarry and ceramic tile, vitreous china, chrome and stainless steel.
   Yes___ No___

5. Product contains no butyl.
   Yes___ No___

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6. Product is film free.
   Yes___ No___

7. Product may be used full strength or diluted at 12oz. Per gallon.
   Yes___ No___

8. Product is effective on soap scum buildup and hard water deposits.
   Yes___ No___

Quat 256 Disinfectant Alternate_____

1. Product has NFPA ratings of no higher than 2,0,0.
   Yes___ No___

2. Product has a ph of 7.0+-.2 in solution.
   Yes___ No___

3. Product has no flash point.
   Yes___ No___

4. Product is Germicidal, bactericidal, fungicidal, and effective on HIV-1, HBV.
   Yes___ No___

5. Product disinfects, cleans, and deodorizes in one step.
   Yes___ No___

6. Product may be used on floors, walls, metal surfaces, stainless steel, glazed, porcelain, and plastic surfaces.
   Yes___ No___

7. Product is safe for floor finish.
   Yes___ No___

Straight up PH Neutral Cleaner Alternate_____

1. Product has NFPA ratings of no higher than 0,0,0.
   Yes___ No___

2. Product has a ph of 7 +- .2.
   Yes___ No___

3. Product has a no rinse formula.
   Yes___ No___

4. Product is effective on black heel marks, grease, and soil.
   Yes___ No___

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5. Product is dilutable.
   Yes___ No___

6. Product is available in five-gallon container.
   Yes___ No___

7. Product is non-filming.
   Yes___ No___

Castleguard Floor Finish **Alternate_____**

1. Product has NFPA ratings of no higher than 0,0,0.
   Yes___ No___

2. Product is non-yellowing.
   Yes___ No___

3. Product is non-powdering.
   Yes___ No___

4. Product is 25% solids or higher.
   Yes___ No__

5. Product is a finish seal combination.
   Yes___ No___

6. Product has superior gloss and durability.
   Yes___ No___

Revelation Floor Stripper **Alternate_____**

1. Product has NFPA of no higher than 2,0,0.
   Yes____ No___

2. Product has no flash point.
   Yes____ No___

3. Product contains no Butyl.
   Yes___ No___

4. Product works in cold water.
   Yes___ No___

5. Product can be diluted at 1:4 or 1:10.
   Yes___ No___

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6. Product works in one application.
   Yes___ No___

7. Product has a ph of 12.0+-.2.
   Yes___ No___

Touch & Go Carpet Cleaner **Alternate: _____**

1. Product has N.F.P.A. rating of no higher than 0,0,0.
   Yes___ No___

2. Product has a pH(Conc) or 8.1 + 0.02
   Yes___ No___

3. Product has no flash point.
   Yes___ No___

4. Product contains no solvents or hazardous ingredients as listed by O.S.H.A
   Yes___ No___

5. Product is effective on oil, water-based stains
   Yes___ No___

6. Product is compatible with new generation carpet
   Yes___ No___

7. Product is wool safe approved
   Yes___ No___
8. Product has recommended dilution of 1:12
   Yes___ No___

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EXHIBIT D-18C

CITY OF HOUSTON
BUILDING SERVICES DEPARTMENT
FACILITY INSPECTION

BUILDING_____ DATE:___/___/___
ADDRESS_____
FLOOR/LEVEL_____ TIME: _____ [] AM [] PM
INSPECTED BY _____ EMP# _____

LOCATION: ENTRANCE / LOBBIES

TASK	SCHEDULE	PERFORMANCE			
FLOOR					
SWEEP	DAILY	E	G	S	NS
MOP/AUTO SCRUB	DAILY	E	G	S	NS
BURNISH/BUFF	DAILY	E	G	S	NS
SCRUB	MONTHLY	E	G	S	NS
WAX	MONTHLY	E	G	S	NS
FLOOR (CARPET)					
VACUUM	DAILY	E	G	S	NS
SHAMPOO/EXTRACT	QUARTERLY	E	G	S	NS
SPOT CLEANING	DAILY	E	G	S	NS
OTHER					
GLASS, METAL SURFACES	DAILY	E	G	S	NS
CORNERS/WALLS/BASEBOARDS	DAILY	E	G	S	NS
FIXTURES	DAILY	E	G	S	NS
DUSTING LOW	DAILY	E	G	S	NS
DUSTING HIGH	BI-WEEKLY	E	G	S	NS
WATER FOUNTAINS	DAILY	E	G	S	NS

LOCATION: CORRIDORS

FLOOR					
SWEEP	DAILY	E	G	S	NS
MOP/AUTO SCRUB	DAILY	E	G	S	NS
BURNISH/BUFF	DAILY	E	G	S	NS
SCRUB	MONTHLY	E	G	S	NS
WAX	MONTHLY	E	G	S	NS
FLOOR (CARPET)					
VACUUM	DAILY	E	G	S	NS
SHAMPOO/EXTRACT	QUARTERLY	E	G	S	NS
OTHER					
CORNERS/WALLS/BASEBOARDS	DAILY	E	G	S	NS
SPOT CLEANING	DAILY	E	G	S	NS
WATER FOUNTAINS	DAILY	E	G	S	NS

LOCATION: ELEVATORS / ESCALATORS / STAIRWELLS

TREADS	DAILY	E	G	S	NS
GLASS	DAILY	E	G	S	NS
WALLS, PANELS	DAILY	E	G	S	NS
STEPS, LANDINGS	DAILY	E	G	S	NS
RAILS, DOORS	DAILY	E	G	S	NS
FLOOR, CARPET	DAILY	E	G	S	NS

LOCATION: WINDOWS

GLASS	DAILY	E	G	S	NS
SILLS, FRAMES	DAILY	E	G	S	NS
BLINDS	DAILY	E	G	S	NS

LOCATION: RESTROOMS/BREAKROOMS/WATER FOUNTAINS

TASK	SCHEDULE	PERFORMANCE			
RESTROOMS					
TOILET	DAILY	E	G	S	NS
URINAL	DAILY	E	G	S	NS
SINK	DAILY	E	G	S	NS
MIRRORS	DAILY	E	G	S	NS
FIXTURES/PARTITIONS/WALLS	DAILY	E	G	S	NS
PAPER TOWELS					
TOILET PAPER	DAILY	E	G		NS
WASTE CANS/TRASH	DAILY	E	G	S	NS
SWEEP/ MOP	DAILY	E	G	S	NS
SCRUB	MONTHLY	E	G	S	NS
WAX	MONTHLY	E	G	S	NS
BREAKROOMS					
SINK	DAILY	E	G	S	NS
FIXTURES/CABINETS	DAILY	E	G	S	NS
COUNTERS	DAILY	E	G	S	NS
TABLES	DAILY	E	G	S	NS
APPLIANCES	DAILY	E	G	S	NS
WASTE CANS/TRASH	DAILY	E	G	S	NS
SWEEP/ MOP	DAILY	E	G	S	NS
SCRUB	MONTHLY	E	G	S	NS
WAX	MONTHLY	E	G	S	NS
WATER FOUNTAINS	DAILY	E	G	S	NS

LOCATION: EXTERIOR & GROUNDS

SIDEWALKS	DAILY	E	G	S	NS
ENTRANCE AREA	DAILY	E	G	S	NS
STAIRWELL	DAILY	E	G	S	NS
LAWN AREA	DAILY	E	G	S	NS
PARKING AREA	DAILY	E	G	S	NS
TRASH AREAS	DAILY	E	G	S	NS
SMOKING AREAS	DAILY	E	G	S	NS

OFFICE-EQUIPMENT AREAS

FURNITURE EQUIPMENT	DAILY	E	G	S	NS
DOORS, KICK PLATES	DAILY	E	G	S	NS
CORNERS/WALLS/BASEBOARDS	DAILY	E	G	S	NS
WASTE BASKETS	DAILY	E	G	S	NS
PARTITIONS	DAILY	E	G	S	NS
LOW DUSTING	DAILY	E	G	S	NS
HIGH DUSTING	BI-WEEKLY	E	G	S	NS
PHONES. LAMPS, EQUIPMENT	DAILY	E	G	S	NS
SPOT CLEAN	DAILY	E	G	S	NS
SWEEP, VACUUM	DAILY	E	G	S	NS

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LOCATION: JANITOR CLOSETS					
CLEANLINESS, ORGANIZATION	WEEKLY	E	G	S	NS
SUPPLIES, EQUIPMENT	WEEKLY	E	G	S	NS
MSDS	WEEKLY	E	G	S	NS

LOCATION: MISCELLANEOUS					
AIR VENTS	MONTHLY	E	G	S	NS
STORAGE AREAS	WEEKLY	E	G	S	NS

SHAMPOO/EXTRACT	QUARTERLY	E	G	S	NS
SCRUB	MONTHLY	E	G	S	NS
WAX	MONTHLY	E	G	S	NS

COMMENTS:

Non-Performance RATINGS

FLOORS _____

RESTROOMS/BREAKROOMS/WATER FOUNTAINS _____

TRASH REMOVAL _____

EXTERIOR CLEANING _____

HIGH DUSTING _____

Ratings shall be based on the average of all sections referring to the above categories.

Excellent – 4 Points
Good = 3 Points
Satisfactory = 2 Points
Non-**S**atisfactory = 1 Point

E = 3.5 – 4.0 G = 2.5 – 3.4 S = 2.0 – 2.4 NS = Less than 2.0

Total Points _____

Number of Categories Circle _____

Score _____

Total points divided by number circle categories = score

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EXHIBIT D-19
PREVENTIVE MAINTENANCE

Function: Provide comprehensive preventive and predictive maintenance (PM) services to ensure all building equipment, components and systems operate as intended within the assigned properties.

- **Responsibilities:**
  - Ø Ensure the equipment contained within the portfolio is maintained and repaired appropriately to provide a suitable work environment for the general office, parking and other specialty areas.
  - Ø Business operations are not to be impeded in any way in the achievement of their business objectives due to preventive maintenance work activities or equipment failures.
  - Ø Assign the appropriately skilled, licensed and trained staff and sub-contracted vendors to effectively complete the maintenance and repair activities consistent with industry standards and in compliance with all warranty stipulations.
  - Ø Ensure compliance with all local, state and national codes and regulations.
  - Ø Maintain the proper level of documentation to effectively demonstrate that the equipment is maintained consistent with the manufacturer approved preventive maintenance programs. Required reporting to include:
    - Number of Critical PM activities scheduled and completed as planned
    - Number of non-critical PM activities scheduled and completed as planned
    - Status of non-critical PM activities deferred
    - Actual person hours expended to complete the PM routines as compared to estimated person hours
    - Report on work orders and PM routines completed by asset
    - Progress towards attaining the major preventive maintenance goals and objectives as defined in the Service Expectations section
    - Summary of remedial work orders generated as a result of PM activities where additional work is required to restore or preserve equipment functions (includes volume, description and status of completion)
  - Ø Develop and implement an effective communications program to notify customers when a large scale problem occurs (i.e., department coordinators when an area of a building will be warm for an extended period of time).

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EXHIBIT D-19 (CONTINUED)
PREVENTIVE MAINTENANCE

- **Hours of Service:**
  - Maintenance activities can be performed during normal business hours (i.e., 7:00 AM to 5:00 PM), however, all maintenance/PM activities that may interrupt normal business operations are to be scheduled for off-hour periods.
- **Service Expectations:**

A.	Work environment available for daily use (excludes emergency situations and external utility interruptions):	100% of the time
B.	Compliance with applicable codes and regulation:	100%
C.	Emergency back-up systems operate as intended:	100%
D.	OSHA fines/citations:	Zero
E.	Compliance with warranty stipulations:	100%
F.	Warranty benefits realized:	100%
G.	Critical PM activities completed on-time (critical PM's are those routines that impact safety or continuous business operations):	100%
H.	Non-critical PM activities completed on-time:	95%
I.	Maximum PM deferral time (non-critical):	4 weeks
J.	PM activities completed in total:	100%
K.	Completion of remedial work orders:	100%
L.	Client notification for critical work with potential impact to business unit systems operations.	100%

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EXHIBIT D-20
REMEDIAL WORK REQUESTS

Function: Respond to remedial work requests in a timely manner and consistent within established service level response goals. Services to be delivered to customers residing in all assigned properties with volume, response time, SLA compliance and resource utilization data reported monthly.

- **Responsibilities:**
  - Provide sufficient resources to address remedial work requests in a manner that complies with the service level response goals.
  - Ensure services are delivered in a quality, consistent and professional manner.
  - Develop and implement building alarm response procedures to address critical alarm conditions that occur during normal business and non-business day periods. Off-hour response program to address all conditions where a building problem may result in an interruption to business operations, have major financial consequences or cause damage to physical assets.
  - Ensure remedial work requests are completed consistent with all local, state and national codes and regulations, and BSD Safety programs and Security requirements.
  - Analyze recurring remedial work requests and implement procedures to minimize ongoing repetitive requests going forward.
  - Maintain a remedial work requests workload database and monthly report on the attainment of service level performance objectives.
  - Maintain a customer satisfaction survey process which measures customer satisfaction, tracks results and analyzes those results to drive ongoing improvements to business processes.

- **Hours of Service:**
  - Prompt response to facility problems occurs on a 24/7 basis.

- **Service Expectations:**

A.	Compliance with local, state and national code and regulations:	100%
B.	Compliance with Safety and Security procedures:	100%
C.	Service Levels – Consistent with service level response goals:	98% overall
D.	Customer Satisfaction rating average:	Greater than 4.0 out of a 5 scale

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EXHIBIT D-20A SERVICE LEVEL RESPONSE GOALS

Priority One	Priority One-A	Priority Two	Priority Three
Immediate response (initiated within 10-15 minutes)	Immediate response (initiated within 15-30 minutes)	Same Day - complete within 24 hours or next business day	Routine Service - complete within less than 5 days (average 2.5 days)
Examples	Examples	Examples	Examples
Medical Emergency	Entrance/Exit Doors not opening / locking	Drinking water quality issue	EH&S Tactical evaluation
ADA equipment malfunction	Adjust/repair lock or door hardware	EH&S related request - acknowledgement	Hang sign, whiteboard or pictures
Air quality - foul air smell (i.e., gas, sewer, electrical etc.)	Air Conditioning Temperature Problem	Fix lock or door hardware	Install lock/provide keys
Broken exterior glass or window - immediate temporary fix		Free clogged catch basins, drains or gutters	Repair wall or surface area
Building emergency back-up systems transfer to generators	Floor or carpet tripping hazard	No power for non-critical equipment	Interior signage request
Audible Fire Alarm Warning	Replace critical light bulbs	Repair emergency lighting and exit signs	Light bulb replacement
Sprinkler System Alarm or Leak	Noisy air handler or equipment malfunction	Repair HVAC unit not operating properly	New branch circuit installation (Tenant Service)
Designated VIP response	Repair HVAC unit not operating properly	Repair lighting problem (ballast etc.) for critical business need	Repair damaged wall/corner
Critical light out & Replacement	Repair lighting problem (ballast etc.) for critical business need	Request for off-hours HVAC	Repair window blinds/shades
Exterior lighting safety issue	Toilet or sink overflowing	Work station/office power problem - provide power strip	Minor Painting Projects
Extreme temperature fluctuations (too hot, too cold)	Kitchen - water heater or boiler problem	Painting Touch-up	
Hazardous materials spill		Free clogged catch basins, drains or gutters	
Imminent threat to life issues		Repair emergency lighting and exit signs	
Pipe leaks or plumbing unit over flowing		No power for non-critical equipment	
Repair interior/exterior door or lock - security issue		Replace damaged ceiling tile	
Reset HVAC systems for critical environments		Replace damaged/missing ceiling tile	

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EXHIBIT D-20A SERVICE LEVEL RESPONSE GOALS

Priority One	Priority One-A	Priority Two	Priority Three
Immediate response (initiated within 10-15 minutes)	Immediate response During Events (initiated within 10-15 minutes)	Same Day - complete within 24 hours or next business day	Routine Service - complete within less than 5 days (average 2.5 days)
Examples	Examples	Examples	Examples
Restore Power			
Roof Leaks - temporary repair/protection		Repair electronic/illuminated signs	
Chilled Water Supplying Kitchen Coolers		Minor Painting Project	
Equipment arcing or sparking		Fix light by replacing Ballasts	
Toilet/Sink clogged		Food equipment repair - facets & plumbing	
Moveable Partition Problem		Fix Carpet Tiles	
Drink Water Quality Issue			
Critical/fire alarm conditions			
Wet/Slippery floor			
Kitchen Exhaust System			

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EXHIBIT D-21
CENTRAL SERVICE/CALL CENTER

Function: The contractor responsible for the Central Business District Properties will provide a Central Service/Call Center for all BSD properties. Services provided include fielding and processing phone, e-mail and Web based correspondence relating to remedial work requests and general inquiries, managing the preventive maintenance work order systems and developing monthly financial and operational reports.

Please note that there will be only one Central Service/Call Center for all BSD Properties and the contractor managing the Central Business District Properties will be responsible for these services in all districts.

- **Responsibilities:**
  - Develop and maintain a system and process for accepting remedial work requests providing at minimum phone, e-mail and web-based methods for request submittals and work order status follow-up.
  - Maintain an effective program to properly route all incoming remedial work requests and preventive maintenance work orders to the appropriate support personnel and responsible units.
  - Coordinate and track all remedial work requests using a CMMS technology that supports detailed reporting at the property, service function and individual work order level.
  - Reconcile and close out all client work orders and implement follow-up actions for work orders that remain open. Includes follow-up and proactive communications with customers and conducting monthly surveys for customer satisfaction.
  - Keep open lines of communication with BSD Security in order to ensure proper emergency communications and response actions. Activate emergency response procedures for all critical alarms received directly or via BSD management and Security contractor.
  - Prepare monthly and year-to-date workload and resource utilization reports that summarize the service and demand work order and preventive maintenance activities (i.e., tasks received, tasks completed, tasks deferred, person hours expended etc.)
  - Receive remedial request work orders and communicate the applicable service level objectives to the requestor. Document the customer information, issue or problem at hand and facilitate the support staff's ability to fully understand the request.
  - At all times maintain a professional and courteous manner when receiving requests from customers and forwarding information to the various service units and vendors.

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- Respond to customer inquires within one business day confirming the status of their request.
- Follow up and survey customers to ensure quality satisfaction.

♦ **Hours of Service:**

- Remedial work requests accepted via phone during operating hours of 7:00 AM – 5:00 PM.
- Remedial work requests accepted via e-mail or web page to be received on a 24/7 basis.
- Must be able to receive and process emergency calls received or generated by BSD Management and Building tenants on a 24/7 basis.

♦ **Service Expectations:**

A. Compliance with emergency response procedures: 100%

B. Service/Call Center availability as scheduled: 100%

C. Off-hour phone coverage availability: 100%

D. Customer Satisfaction rating average: Greater than 4.0 out of a 5 scale

E. Customers notified for work to be delayed: 100%

F. Accuracy of operational workload reports: 100%

G. Appropriately certified personnel respond and address problem conditions: 100%

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EXHIBIT D-22
ELECTRONIC SECURITY

Function: Provide electronic security equipment repair and maintenance services at designated Facilities within the department. Functional components include automated detention systems, intrusion alarm systems, CCTV, video surveillance and recording, duress alarm equipment, motion/noise detectors, door contacts, access control system equipment and other electronic equipment and devices.(See Exhibit D-22A for current list of security components.)

- **Responsibilities:**
  - Maintain electronic security equipment in a manner that ensures the equipment's operational integrity on a daily basis.
  - Implement equipment repair activities consistent with manufacturer approved repair procedures and ensure equipment downtime is minimized and security is not compromised. As necessary, coordinate with BSD Security, temporary security measures such as additional security officer coverage to maintain the required level of protection while electronic equipment is out of service. Use spare equipment as a "like for like" replacement whenever possible to minimize costs and downtime.
  - BSD Security must approve changes to existing equipment or the expansion/installation of any new system equipment.
  - Install and remove temporary monitoring equipment as directed by BSD Security.
  - Develop and implement operational response procedures to ensure staff and/or vendor personnel appropriately address equipment malfunctions and failures.
  - Ensure work is addressed in a manner that is in compliance with all local, state and national codes and regulations, BSD safety and security policies and procedures and service level response goals.

- **Hours of Service:**
  - Equipment is operational on a 24/7 basis.
  - Maintenance and repair activities can be completed during normal business hours as long as they do no compromise the integrity of the facility.

- **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with safety and security programs:	100%
C.	Compliance with service level response goals:	100%
D.	Appropriate response procedures activated as warranted:	100%

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Exhibit D-22A
Security Management Chart

CENTRAL DISTRICT												
Site	**Address**	**Cameras**	**Mux**	**VCR**	**DVR**	**Monitors**	**Card Rdr.**	**Alarm**	**X-Ray**	**Mag**	**Gate Op.**	**Auto Detention System**
City Hall	901 Bagby	34	1			2	45	1	2	2		
City Hall Annex	900 Bagby	18	2			5	49		3	3	2	
Bob Lanier Building	611 Walker	79	15	15	11	33	117		3	3	4	
Municipal Courts Building	1400 Lubbock	22	2		2	3	8		1	1		
Police Headquarters	1200 Travis	10	1	1				4	1	1		
61 Reisner HPD	61 Reisner	2				1		1				Yes
Fire Logistical Center	1205 Dart						8 keypads	1 broken				
HPD Burned Vehicle Lot	1300 Dart	4 broken				1		1				
HPD Uniform Supply	700 Houston Avenue							1				
SOUTH DISTRICT												
West Police Station Complex	3203 South Dairy Ashford	15	2	3		4						
McNair Police Station S. Central	2202 St. Emanuel	22	1		2	3	11				4	
Geo. R. Brown Police Station	1001 Avenida de las Americas	8	1		1	1	11				4	
PWE Southwest Quadrant	7101 Renwick	15	2	3		4						
Health Administration Building	8000 North Stadium										1	
PWE Southeast Quadrant	2700 Dalton	27	5	5		4						
BSD Prop Mgmt Trades	2707 Dalton	4	1	1		1	4					
SE Police Command Station	8300 Mykawa	62	4	5		26	7 keypads		1	1		Yes
Clear Lake Police Station	2855 Bay Area Blvd.	9	1	1		2	10				3	Yes
Airport Police - Hobby	7800 Airport Blvd.							1				
HPD Helicopter Complex	8402 Larson						3					

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Exhibit D-22A (continued)
Security Management Chart

NORTH DISTRICT												
Site	**Address**	**Cameras**	**Mux**	**VCR**	**DVR**	**Monitors**	**Card Rdr.**	**Alarm**	**X-Ray**	**Mag**	**Gate Op.**	**Auto Detention System**
PWE Northeast Quadrant	718 Burress	29	4	4		5						
NE Police Station Complex	8333 Ley Road	16	1	3		4	8	1			4	
HPD S.W.A.T.	1500 West Dallas							1				
PWE Wastewater Technical Services	100 Japhet	31			2	1						
Kingwood Police Station	3915 Rustic Woods Drive	4	1	1		1	3 broken				1	
Police Academy Complex	17000 Aldine Westfield							1				
Airport Police K-9	2452 Rankin							1				
PWE Northwest Quadrant	7900 Teague	28	1	2	2	3	15	1			5	
North Police Station Complex	9455 West Montgomery Road	31	1	1		6	5 keypads	1			4	
Houston Emergency Center	5320 North Shepherd	78	3		5	5	36					Yes
	Total Equipment	**548**	**49**	**45**	**25**	**115**	**332**	**16**	**11**	**11**	**32**	

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EXHIBIT D-23
ENVIRONMENTAL, HEALTH AND SAFETY (EH&S)

Function: Provide advisory and oversight services related to environmental, health and safety services including advising BSD on EH&S issues, evaluating potential hazardous situations, conducting accident investigations and environmental tests, and ensuring BSD is compliant with all regulatory requirements. EH&S services to be provided at all assigned facilities.

- **Responsibilities:**
  - Assist BSD in emergency preparedness planning administration, emergency response, continuity of services, emergency record management, inventory control of disaster equipment and emergency management / materials budgeting.
  - Monitor local, state and federal disaster preparedness information requirements and advise BSD of local obligations or opportunities.
  - Actively participate in City Safety Committee meetings and complete subsequently assigned action items.
  - Conduct post-incident evaluations and produce post incident reports with recommendations to properly rectify existing conditions and avoid a reoccurrence.
  - Ensure all regulatory agency reporting is properly submitted and monthly EH&S summary reports are prepared and delivered consistent with City requirements.
  - Prepare an annual business plan and budget which highlights EH&S related remedial actions, anticipated activities and new requirements.
  - Conduct environmental evaluations and tests in response to BSD requests and required testing programs including evaluations and tests such as Indoor Air Quality, Electro Magnetic Fields, Noise levels and Lighting Analyses including baseline tests. Prepare an accurate response that reflects an evaluation's findings and recommended remedial actions.
  - Administer, coordinate, evaluate and present simulated field and office practice drills, exercises and related training (e.g. First Aid /AED/CPR) on a routine schedule and establish a process to evaluate preparedness and response.
  - Develop and utilize standard request for service templates to promptly respond to customer requests and add any additional or unique information as the individual circumstances dictate. For circumstances that are not addressed by the standard templates, prepare a suitable letter for the unique circumstances to be addressed.
  - Retain the appropriate specialized vendors to evaluate or analyze unique situations where the service provider's staff does not possess the proper certification or have the proper equipment available to complete the required test sufficiently.

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EXHIBIT D-23 (CONTINUED)
ENVIRONMENTAL, HEALTH AND SAFETY (EH&S)

- Support compliance with City environmental regulations and special recycling initiatives.
- Effectively interface with the project management teams to ensure building modifications are implemented using sound EH&S policies and standards.
- Ensure compliance by all service provider personnel and sub-contractors with all City EH&S programs.

♦ **Hours of Service:**

- Service typically provided during normal business hours.
- Services may be required during non-business periods to address special analysis procedures or emergency response requirements.

♦ **Service Expectations:**

A. Compliance with all governing agency requirements and regulations: 100%
B. Compliance with BSD maintenance and reporting requirements: 100%
C. Compliance with BSD emergency programs and procedures: 100%
D. EH&S evaluations appropriate for situation and request: 100%
E. Accuracy of record keeping and reporting: 100%
F. Customer satisfaction rating average: Greater than 4.0 out of a 5 scale

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EXHIBIT D-24
GENERAL SERVICES

Function: Provide General Services at all assigned Facilities. Functional components include response to remedial and new work requests for services that are not considered part of the base building service and maintenance workload. This workload is to be tracked separately from the base building service request workload.

- **Responsibilities:**
  - General Services include (but are not limited to):
    - Coordinate with BSD Management to ensure proper integration and provision of in-scope services in support of on-site activities. Examples of in-scope support services to be coordinated are power and special HVAC provisions
    - Other unique or specialized requests which are outside of the base building services or may be charged directly to the requestor.
  - Ensure properly trained personnel address the range of services with all actions taken in compliance with local, state and national codes and regulations.
  - Ensure compliance with BSD safety and security policies and procedures.
  - Respond to remedial work requests consistent with service level response goals.
  - Ensure minor project activities (i.e., office painting, carpet replacement etc.) are addressed in a safe and efficient manner and completed consistent with approved project scope, cost estimates and schedules.
  - Provide design and construction services to perform building renovation projects and build –outs. Work to include acquiring all permits and construction documents.

- **Hours of Service:**
  - Services can be provided during normal business hours which are 7:00 AM to 5:00 PM, as long as business operations are not interrupted and employees are not inconvenienced (e.g., paint fumes).

- **Service Expectations:**

A.	Compliance with codes and regulations:	100%
B.	Compliance with safety and security programs:	100%
C.	Service requests addressed consistent with service level response goals:	95%
D.	Minor projects completed consistent with scope and costs goals:	100%
E.	Minor projects completed consistent with schedule goals:	95%
F.	Monthly reports accurately reflect workload activities:	100%
G.	Customer satisfaction rating average:	Greater than 4.0 out of a 5 scale

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Exhibit D-25
Waste Disposal Services

1.0 GENERAL

A. The Contractor will provide solid waste containers for the collection, transportation and disposal of solid waste at those collection sites designated and at the frequencies specified in Exhibit D-25A or as otherwise requested by the Directors of the Participating Departments. Front-End Pick-Up receipts will be provided as proof of services rendered at each site serviced.

B. The Contractor will provide Compactor Units at those collection sites designated and at the frequencies specified in Exhibit D-25A or as otherwise requested by the Directors of the Participating Departments.

C. Develop and maintain a waste stream management system to include the preparation of a written waste management audit report, by collection site. The initial report is due within the first ninety (90) days of the issuance of Notice-to-Proceed. Future audits will be on an "as requested" basis but will not be requested more often than once a year.

D. Recycling systems for the collection, transporting and recycling of corrugated cardboard materials, mixed office paper, computer paper, white ledger paper and aluminum materials, etc. shall be considered based upon the results of the initial audit and its acceptance by the City.

2.0 EQUIPMENT AND SUPPLIES

The Contractor will:

A. Provide solid waste containers of the highest quality materials and workmanship available in the commercial industry and will maintain these containers in good working order at all times. The containers shall be constructed and maintained to prevent the loss of liquids and solid wastes.

B. The containers shall have a closeable lid to prevent the infiltration of insects, snakes, rodents and other such creatures. Container lids will be maintained in good working order at all times and shall comply with the Houston Fire Code. The containers will be cleaned and disinfected on a regularly scheduled basis or as otherwise required by the City to preclude disease, odors and insect breeding.

C. All containers will be painted prior to installation at the City's collection sites and repainted at regularly scheduled intervals thereafter or at any time during the term of this Contract to maintain the appearance and standards acceptable to the City.

D. All containers shall be clearly marked with the contractors name and telephone number affixed in a prominent, visible position on the container.

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E. Provide "No Parking" signs at or near the containers.

F. Provide appropriately colored containers for the other Departments participating in this Contract.

G. Provide compactor units for facilities as detailed in Exhibit D-25A.

H. The compactor units shall be constructed of high-quality steel channel, tubing, plate and sheet, in accordance with the latest, published, applicable A.N.S.I. Standards. Each unit will be equipped with rubber door seals and dual ratchets. The doors and rubber gaskets will be constructed and maintained so as to prevent leakage of liquids from the unit. The controls shall be designed to completely and safely compact all solid wastes placed in it. The units shall be fitted with all the latest safety devices to ensure safe operations. The units will be marked with bilingual safety decals (English and Spanish) in accordance with the latest, published, applicable A.N.S.I. Standards. The Contractor shall be responsible for training City employees in the proper and safe operating procedures before the units are operated by City personnel. The Contractor shall be responsible for maintaining the units in good operating order at all times. The receiver container component of the compactor units will be transported and emptied by the Contractor in accordance with the frequency schedule detailed in Exhibit D-25A. Contractor personnel shall ensure that the dual ratchets are closed and tightened when reinstalling the units at the collection sites.

I. The Contractor will inspect all the designated collection sites and determine the exact scope of services to facilitate installation of solid waste containers and compactor units.

J. Installation of containers and compactor units will be accomplished by the Contractor within thirty (30) days from the date of the Notice to Proceed. Training of City personnel shall also be accomplished by the Contractor within that same 30-day period.

K. It is agreed and understood by the Contractor that the City may change collection sites by notifying the Contractor in writing. However, if, by making such changes, the City increases the number of collection sites, the number or capacities of the containers, the number of compactor units or the frequency of services to be provided above that detailed in Exhibit D-25A, then such changes will be designated as a "Special Service" under the provisions of this Contract. The cost of such "Special Services" is detailed in Exhibit D-25B.

3.0 DISPOSAL

A. The Contractor shall warrant that it will transport and dispose of all solid wastes collected, pursuant to this Contract, safely and in the manner prescribed by law,

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that each disposal site has been approved by all governing authorities with jurisdiction over the disposal of solid wastes, that it will not dispose of solid wastes at any disposal site which has had its permit revoked, and that the vehicles used to transport the solid waste meets or exceeds the operating standards established by all regulatory authorities with jurisdiction over the transporting of solid wastes.

B. The Contractor shall warrant that it will comply with all standards established by the City's Health & Human Services Department in regard to the waste containers and compactor units and maintenance of the areas immediately adjacent to them.

C. The Contractor shall warrant that the disposal sites it will use during the term of this Contract will be identified, in writing, to and approved by the Contract Administrator prior to their use in disposing of City-generated waste products. The complete geographic location and its associated permit number will be included in each request.

D. Emptying container and compactor units or performing any other services called for in this Contract shall be performed during the Contractor's normal business hours. If any container or compactor unit is located within an enclosed, secure area, the Contractor shall agree to empty them between the hours of 7:00 a.m. and 6:00 p.m. or whenever access to the areas is made possible by City personnel. The time of actual pickup will not be otherwise scheduled.

E. The frequency of collection is as depicted in Exhibit D-25A and may be decreased if agreed to by the Director of the Participating Director and the fees adjusted accordingly. Additional pickups represents a "Special Service" in this Contract and will be handled according to the procedures established for them. Such additional pickups may also include seasonal service changes for containers asterisked (*) in Exhibit D-25A.

F. The Contractor will empty containers and compactor units and dispose of solid wastes from the City's collection sites listed in Exhibit D-25A.

G. The Contractor shall warrant that it will continually monitor and inspect each delivery of the City's solid wastes to the disposal site to ensure that hazardous wastes are not commingled with the solid wastes, which cannot be lawfully accepted by the disposal site.

H. The Contractor agrees to record every delivery to a disposal site of all solid wastes collected from any of the City's collection sites and to retain such records for a period of four (4) years after the date the waste was delivered to the disposal site. Records shall include, but not be limited to, the identity of the specific collection site from which the solid waste was collected, the disposal site, the location on the disposal site and the date the solid waste was delivered. The

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Contractor will make these records available to the Contract Administrator, the Participating Department Director, or anyone designated to act in their behalf.

I. Collections days must have a minimum of one workday (M-F) between services (ie. frequency 2Xper week, Pickup Monday and Wednesday.)

4.0 WASTE STREAM MANAGEMENT

A. The Contractor shall accomplish a Waste Stream Management Audit within the first ninety (90) days of the contract. The Contractor shall prepare a report documenting the findings of the Audit that will contain, as a minimum:

1) The actual volume of solid wastes collected from each container or compactor unit.

2) An analysis to identify those City facilities or Departments that may benefit from recycling, roll-off container service or front-end corrugated cardboard recycling.

3) Suggested changes in container or compactor unit sizes, frequency of collection, number and types of containers, etc. based upon the historical needs for solid waste collection and disposal services.

B. Additional audits may be requested after the initial audit is received and evaluated. Additional audits will not be requested more often than once a year.

C. The Audits will be used in assessing the services needed for each Department and collection site identified. The goal is to provide sufficient capacity and collection frequency to assure waste containment at each collection site at least 95% of the time. Service may be increased or decreased as a result of the Audit. An increase in service over the levels established for Basic Services shall be a "Special Service" and processed accordingly. A decrease in service from the levels established for Basic Services shall reduce the cost of the Basic Services by the cost of the services no longer required or provided and by decreases in the cost of equipment and supplies.

D. In the event that Basic Services are decreased and the resulting service level for a container or compactor unit is unsatisfactory, in the opinion of the Participating Department Director, the service level will be returned to its original Basic Service level and costs adjusted accordingly. An unsatisfactory level of service shall mean that the quantity of nonhazardous solid wastes generated and collected at the collection site exceeds the reduced capacity for three (3) consecutive pick-ups or excessive odors or unsanitary conditions prevail, in the opinion of the Participating Department Director.

SPECIAL SERVICES

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5.0 GENERAL

Increasing the number of collection sites, increasing the number of containers or compactor units, increasing the capacity of the containers or compactor units specified or increasing the frequency of collection beyond that level of service detailed in Exhibit "D-25A" will be designated as a "Special Service" under the terms of this Contract. Costs for such "Special Services" is as detailed in Exhibit "D-25A".

6.0 SEASONAL SERVICE CHANGES

Certain collection sites designated in Exhibit D-25A with an asterisk (*) are subject to seasonal service changes or adjustments. If the seasonal service changes represents services above and beyond Basic Services, they are considered to be "Special Services" under the terms of this Contract.

7.0 RECYCLING SYSTEMS

As part of the City's efforts concerning waste stream management, the Contractor shall assist the City in the development of a recycling system. The recycling system shall consist of various programs for recycling. City facilities that will benefit from recycling and selection of the type of recycling program needed, if any, will be identified in the Audit. Any services provided by the Contractor as part of the recycling system developed under this Contract shall be considered "Special Services".

Senate Bill 1051 passed by the 73rd Legislature of the State of Texas provides for the reduction of solid wastes, promotes recycling and provides for municipal solid waste management. in an effort to comply with Senate Bill 1051, the Contractor and the City agree to use their best efforts to achieve a significant reduction in Basic Services (15% or higher) from the level of Basic Services depicted in Exhibit D-25A by the end of the initial contract term of three years. Such reduction shall be achieved by increasing or decreasing container capacity and modifying collection frequency.

A. The Contractor will develop a program for the collection of corrugated cardboard materials, utilizing compaction units or front-end loader services. Assignment of service levels and equipment will depend upon the actual volume of materials produced. Equipment may be one of the following designs:

1) Roll-off equipment and a designated compactor unit or open top solid waste container dedicated exclusively to corrugated cardboard materials.

2) Front-end loader services consisting of a designated solid waste container with a locking system that will only handle corrugated cardboard materials.

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B. The Contractor shall consider at least the three different programs detailed below for the recycling of office paper:

1) Office Recycling: City employees will use poly-plastic carts to transfer paper from desk-side waste containers to heavy-duty plastics bags of 95-gallon capacity. The Contractor shall collect the plastic bags into groups of 15 bags.

2) Bag Program Office Recycling: - "Office Mixed": This program is for the paper grade known as "office mixed". The minimum number of bags needed for collection will not be dictated by the Contractor. Collection will be scheduled telephonically by the City as the need for disposal arises.

3) Bag Program Office Recycling - High Grade Sorting: The paper grade collected through this option would be white ledger, computer paper and "office mixed". Collection of bags under this option would be a 15-bag minimum.

C. The type of recycling programs to be implemented and the frequency of collections will be established under the terms of this Contract. The recycling systems will be designed to provide those services described in paragraph 7.0, subparagraphs A and B above for the appropriate City Departments and facilities.

D. All paper recycled under the terms of this Contract will be sold to the authorized, selected vendor for recycling paper products. The recycling firm will be responsible for transporting the recyclable materials and for providing any necessary recycling supplies. The weight of all paper products and aluminum cans will be recorded on scale tickets at the time of collection. Each scale ticket will also indicate the date of collection and grade of paper collected.

E. The recycling firm shall assist City employees with the development of "Train-the-Trainer" Programs to facilitate the success of all recycling programs and the Recycling System developed.

F. The recycling firm will provide rebate checks and invoices to the City by the 20th day of the month for Commodity Rebates due, collection/transportation services rendered, and recycling supplies delivered to the City during the preceding month. A summary of all recyclable materials bought by the recycling firm and the Commodity Rebates paid for such recyclable materials shall be provided to the City, together with copies of the scale tickets for all recyclable materials bought.

8.0 BIO-HAZARDOUS MEDICAL WASTE

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SCOPE OF SERVICES

Section 1.00 – General

Contractor shall provide the following:

1. Containers for the collection, transportation and disposal of Bio-Hazardous Medical Waste for the Building Services Department for those facilities listed in Exhibit "D-25B" and

2. Training for all City employees to instruct them as to what is Bio-Hazardous Medical Waste and the proper disposal of Bio-Hazardous Medical Waste.

Section 2.00 – Bio-Hazardous Medical Waste

(a) Contractor shall supply two types of Medical Waste Containers for the collection, transportation and disposal of Bio-Hazardous Medical Wastes. The first type of Medical Waste Container ("Type I") is a rigid fiberboard box with locking lid and plastic liner. Each such Medical Waste Container must have:

E. handles;

F. a rigid fiber board design meeting or exceeding the strength of 200 pound, C-Flute board;

G. appropriate bio-hazard symbol and bilingual instructions in English and Spanish imprinted thereon;

H. locking flaps for secure closure when full;

I. corresponding red bag liners; and ,

J. lids that fold and unfold to cover Medical Waste Containers during use.

(b) Contractor shall supply a second type of Medical Waste Container ("Type II") which is commonly referred to as a "Sharps" container. It must be marked, leak-proof, rigid, and puncture-resistant.

(c) All Medical Waste Containers and supplies shall be made available in quantities and sizes to meet each City facility's need. The fiber board box Medical Waste Container shall be conspicuously marked with a warning legend which must appear in English and in Spanish, along with the international symbol for bio-hazardous material. The warning must appear on the sides of such Medical Waste Container, twice in English and twice in Spanish, and shall be as follows: "CAUTION, contains medical waste which may be bio-hazardous" and "CAUCION, contiene desechos medicos que pueden ser bio-peligroso."

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(d) Contractor shall provide red plastic-bag liners that are impervious to moisture and that have a strength sufficient to preclude ripping, tearing and bursting of the waste-filled bag under normal conditions of use and handling. Each bag shall be constructed of material and of sufficient thickness strength to pass the 165-gram dropped dart impact resistance test as prescribed by Standard No. D1709-85, as amended, of the American Society for Testing and Materials and shall be so certified by the bag manufacturer. The bag will be red in color and conspicuously labeled with the international symbol for bio-hazardous material and the work "bio-hazardous".

(e) Each Medical Waste Container must contain the City's name, address, and either the date of shipment or an identification number as well as contractor's name, address, telephone number and state registration number. This information must be printed on a label either affixed or printed on the Medical Waste Container in indelible ink with letters at least .5 inch in height.

(f) In addition to the specifications provided herein, Medical Waste Containers must meet all standards and requirements, whether now in existence and effective or hereafter adopted and put into effect, promulgated by any authority with jurisdiction over the collection, storage, transportation and disposal of Bio-Hazardous Medical Wastes.

Section 3.00 – Disposal – Bio-Hazardous Medical

(a) Contractor warrants that it shall not commingle or mix Bio-Hazardous Medical Waste with any other solid waste and that it will store and dispose of all Bio-Hazardous Medical Waste collected and transported pursuant to this Contract safely and in a manner prescribed by law, that it is a registered transporter authorized to transport Bio-Hazardous Medical Wastes, that the storage of same will be accordance with, and disposal will be at Disposal Site approved by, all appropriate regulatory bodies having jurisdiction over same and as may be required by any state or federal law, statute, rule or regulation or by City ordinance. Contractor further warrants that it does and will continue to comply with all standards set by the City's Health and Human Services Department concerning Bio-Hazardous Medical Wastes and by any other regulatory body having jurisdiction over the disposal of Bio-Hazardous Medical Wastes and that all Disposal site receiving Bio-Hazardous Medical Wastes pursuant hereto do, and shall continue to, comply with all such standards promulgated thereby.

(b) All Bio-Hazardous Medical Wastes disposed of hereunder, if incinerated, shall be incinerated in a facility equipped with wet or dry stack scrubbers that are operational at the time of incineration or shall be disposed of by other method which meets or exceeds all laws, statutes, ordinances, rules or regulations of all regulatory bodies having jurisdiction thereof. Otherwise, Contractor agrees to provide an alternative equal or better method of disposal approved by the City, prior thereto.

c) The contractor will submit for approval the disposal site it will use during the term of the Contract for Bio-Hazardous Medical Wastes and further warrants that it will not dispose of any Bio-Hazardous Medical Wastes at any disposal site which has lost its permit.

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(d) Contractor may use additional sites for disposal of Bio-Hazardous Medical Wastes collected pursuant to this Contract upon written notification to the City of the proposed disposal site, the location, and permit number thereof and the approval of the director of the Department of Health and Human Services and the Purchasing Agent.

(e) Contractor shall collect, transport and dispose of Bio-Hazardous Medical Wastes from the City facilities listed in Exhibit "D-25A" or as otherwise requested by the Purchasing Agent. The Purchasing Agent may add or delete City facilities by written notice to Contractor, effective on contractors receipt of the notice or on the date specified by the Purchasing Agent.

(f) Collection of the Medical Waste Containers will be performed during contractors normal business hours of 6 a.m. to 6 p.m. and whenever access to enclosed areas where Medical Waste Containers are stored by the City is available. The time of actual pickup will be scheduled telephonically by a representative of the City facility requesting the collection services.

(g) Contractor shall document the collection, storage, transportation and disposal of all Medical Waste Containers in accordance with all requirements of all regulatory bodies governing same. Contractor may use a manifest or other appropriate system to record the collection, storage, transportation and disposal of all Medical Waste Containers in such a manner as to allow the City to determine the whereabouts of each Medical Waste Container form the time of collection by contractor to the time of disposal, to identify all Medical Waste Containers containing Bio-Hazardous Medical Wastes generated by the City, to obtain information needed by the City to comply with all regulatory reporting requirements, and to verify disposal of all Medical Waste Containers containing Bio-Hazardous Medical Wastes generated by the City. Such documentation shall include:

1. receipt of collection containing identification of the City facility generating Bio-Hazardous Medical Wastes or the storage facility, transporter's name, address, telephone number, registration number(s), date of collection, list of Medical Container numbers and weight of each Medical Waste Container;

2. record of receipt of each Medical Waste Container at each facility for storage of Medical Waste Container(s) providing name, address, telephone number of the storage facility, Medical Waste Container numbers, date or receipt, date of release and , upon release, the name and address of the transporter it was released to; and,

3. record of receipt of each Medical Waste Container at each facility for disposal of Medical Waste Container(s) evidencing receipt of each Medical Waste Container and giving the Medical Waste Container number, date of receipt and weight of each Medical Waste Container, as well as the name, address and permit number of the facility. All such information and documents will be forwarded to the City by contractor along with its itemized invoice as provided in Article IV. C of this Contract.

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Contractor shall comply with the City's weighing and logging procedure for Bio-Hazardous Medical Wastes, regardless of whether now in force or hereafter established.

(h) Contractor will store the Medical Waste Containers containing the Bio-Hazardous Medical Wastes generated by the City between the time it collects the Medical Waste Containers and the time they are disposed, it shall provide the City with a copy of any permit required for operation of such storage facility. Contractor warrants that it will store such Bio-Hazardous Medical Wastes and operate such storage facility as required by any and all regulatory bodies having jurisdiction over the storage of Bio-Hazardous Medical Wastes, and that it will protect such Bio-Hazardous Medical Wastes from loss of theft or any other unauthorized removal from the storage facility. Should Medical Waste Containers collected from the City be lost, misplaced, stolen or removed without authorization form the storage facility, contractor agrees to notify the City immediately following notice to contractor of such loss, theft or unauthorized removal of Medical Waste Containers collected from the City.

(i) Contractor shall provide to the Purchasing Agent maps showing transportation routes from the City facilities listed in Exhibit "D-25B" to the Disposal Site, approximate amount of time for completing each such route, and the distance in miles of each such route.

(j) Contractor shall provide a copy of its Emergency Spill Plan to the City, together with all permits issued to contractors by any and all regulating agencies approving or certifying contractors for collection, storage, transportation and disposal of Bio-Hazardous Medical Wastes. Contractor agrees to provide the City with a copy of any revised Emergency Spill Plan and renewal permits. Contractor agrees also to notify the City immediately upon the occurrence of any of the following events: (1) cancellation of any permit, license or certificate issued to contractor by any and all regulating agencies approving or certifying contractor for collection, storage, transportation and disposal of Bio-Hazardous Medical Wastes; (2) upon the occurrence of any event which requires enactment of the Emergency Spill Plan; (3) upon occurrence of any vehicle malfunction or accident involving a contractor vehicle transporting Bio-Hazardous Medical Wastes; and (4) upon the closing, whether voluntarily or involuntarily, cancellation or revocation of any license, permit or certificate for the operation of, or emergency spill at a Disposal Site.

(k) Contractor warrants that all vehicles used to transport Bio-Hazardous Medical Wastes will meet or exceed those operating standards set by all regulatory authorities with jurisdiction over the transporting of Bio-Hazardous Medical Wastes and that such vehicles transporting Bio-Hazardous Medical Wastes shall have the following:

1. valid license plate registrations and inspection stickers as well as valid registration from the Texas Department of Health and nay other regulatory agency with jurisdiction over vehicles used in transporting Bio-Hazardous Medical Wastes;

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2. conspicuous markings on the vehicles warning that they are carrying Bio-Hazardous Medical Wastes and all other markings required by any regulatory agency having jurisdiction over the transportation of Bio-Hazardous Medical Wastes;

3. completely enclosed side, bottom and top panels constructed of either fiberglass or metal materials, and seams which are sealed to prevent leakage and access to contents;

4. doors, tailgates and other access points which will lock; and ,

5. emergency spill kits and a copy of contractors Emergency Spill Plan.

Such vehicles access points shall remain locked at all times except when such access point is open for use. They shall be maintained in good working order at all times during the term of this Contract.

- **Service Expectations:**

A. Compliance with local, state and national code and regulations: 100%

B. Compliance with Safety and Security procedures: 100%

C. Service Levels – Consistent with service level response goals: 98% overall

Customer Satisfaction rating average: Greater than 4.0 out of a 5 scale

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Exhibit D-25A
INITIAL COLLECTION SITES & FREQUENCIES

BSD – Houston Emergency Center

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS/ COMPACTORS	CONTAINER/ COMPACTOR CAPACITY (cubic yards)	COLLECTION FREQUENCY
Houston Emergency Center	5322 N. Shepherd	1	40 (compactor)	2X Month (on call)

NOTE: "On Call" Collection frequency may include services on Saturday or Sunday if requested.

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EXHIBIT D-25A

INITIAL COLLECTION SITES & FREQUENCIES

BSD - FIRE DEPARTMENT

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
Logistics Center	1205 Dart Street	2	8	3X Week
		4	4	5X Week
		1	3	2X Week
Logistics Center Fleet Operations	1205 Dart Street	1	4	2X Week
HFD Warehouse & Facility Management	1100 Elder Street	1	20	2X Week
		1	8	3X Week
Fire Training Academy	8030 Braniff	1	20	3X Week
Fire Alarm Building	333 Preston	1	4	5X Week
Fire Station #2	5880 Woodway Drive	1	4	1 X week
Fire Station #3	3735 W. Alabama & Cummins	1	4	1 X week
Fire Station #4	6530 W. Little York & Bingle	1	4	1 X week
Fire Station #5	2020 Hollister & Hammerly	1	4	1 X week
Fire Station #6	3402 Washington & Larkin	1	4	1 X week
Fire Station #7	1402 Elgin & Austin	1	4	1 X week
Fire Station #8	1307 Crawford & Polk	1	4	1 X week
Fire Station #9	702 Hogan & Freeman	1	4	1 X week
Fire Station #10	6600 Corporate Drive	1	4	1 X week
Fire Station #11	460 T.C. Jester & Larkin	1	4	1 X week
Fire Station #12	1502 Alber & Terry	1	4	1 X week
Fire Station #13	2215 W.43rd. & W. T.C. Jester	1	4	1 X week
Fire Station #15	402 Tabor & N. Main	1	4	1 X week
Fire Station #15 (new)	5306 Main Street	1	4	1 X week
Fire Station #16	1700 Richmond & Dunlavy	1	4	1 X week
Fire Station #17	2805 Navigation	1	4	1 X week
Fire Station #18	619 Telephone & Lockwood	1	4	1 X week
Fire Station #19	1811 Gregg & New Orleans	1	4	1 X week
Fire Station #20	6902 Navigation & M. Garcia	1	4	1 X week
Fire Station #21	10515 S. Main-Willow Bend	1	4	1 X week
Fire Station #22	7825 Harrisburg & 78th	1	4	2 X week

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COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
Fire Station #23	8005 Lawndale & Broadway	1	4	1 X week
Fire Station #25	3902 Scott & Rosewood	1	4	1 X week
Fire Station #26	7111 Dixie & Chaffin	1	4	1 X week
Fire Station #27	6302 Lyons & Kress	1	4	1 X week
Fire Station #28	3000 Chimney Rock-Delores	1	4	1 X week
Fire Station #29	4829 Galveston Rd.-Adhrens	1	4	1 X week
Fire Station #30	6702 Irvington & Frisco	1	4	1 X week
Fire Station Old 31	522 Crosstimbers	1	4	1 X week
Fire Station #31	222 W. Crosstimbers-O.Yale	1	4	1 X week
Fire Station #32	8614 E. Tidwell & Mesa	1	4	1 X week
Old Fire Station #33	7100 Fannin & S. Braeswood	1	4	1 X week
Fire Station #34	3100 Laura Koppe	1	4	1 X week
Fire Station #35	5535 Van Fleet & M.L.K.	1	4	1 X week
Fire Station #36	7720 Airport Blvd. - Dover	1	4	1 X week
Fire Station #37	3828 Aberdeen Wy-Stella LK	1	4	1 X week
Fire Station #38	1120 Silber & Hartland	1	4	1 X week
Fire Station #39	5810 Pickfair & N. Loop E.	1	4	1 X week
Fire Station #40	5830 O.S.T. & Black	1	4	1 X week
Fire Station #41	805 Pearl & Amarillo	1	4	1 X week
Fire Station #42	8675 Clinton & Mississippi	1	4	1 X week
Fire Station #43	7330 N. Wayside & Dockal	1	4	1 X week
Fire Station #44	675 Maxey & Church	1	4	1 X week
Fire Station #45	4910 McCarty	1	4	1 X week
Fire Station #46	3902 Corder & Scott	1	4	1 X week
Fire Station #47	2615 Tidewater & Almeda Rd.	1	4	1 X week
Fire Station #48	11616 Chimney Rock-Burdine	1	4	1 X week
Fire Station #49	1212 Gessner & Westview	1	4	1 X week
Fire Station #50	4420 Bingle & Malibu	1	4	1 X week
Fire Station #51	6902 Bellaire & Bintliff	1	4	1 X week
Fire Station #52	10343 Hartsook &	1	4	1 X week

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COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
	Freewood			
Fire Station #53	13349 Vicksburg & Uvalde	1	4	1 X week
Fire Station #55	11212 Cullen & Selinski	1	4	1 X week
Fire Station #56	5820 E. Little York-Mapleleaf	1	4	1 X week
Fire Station #57	13602 Memorial Drive	1	4	1 X week
Fire Station #58	10413 Fulton & Sunnyside	1	4	1 X week
Fire Station #59	13925 S. Post Oak & Prudence	1	4	1 X week
Fire Station #60	2925 Jeannetta & Clarkcrest	1	4	1 X week
Fire Station #61	9726 Monroe & Swiss	1	4	1 X week
Fire Station #62	1602 Seamist & Droxford	1	4	1 X week
Fire Station #63	5626 Will Clayton Parkway	1	4	1 X week
Fire Station #64	3000 Greens Road	1	4	1 X week
Fire Station #65	11531 FM 1960 E.& Grayfox Rd.	1	4	1 X week
Fire Station #66	5800 Teague & Hartison	1	4	1 X week
Fire Station #67	1620 W. Little York & Willow	1	4	1 X week
Fire Station #68	8602 Bissonnet & S. Gessner	1	4	1 X week
Fire Station #69	1102 W. Belt & Valley Forge	1	4	1 X week
Fire Station #70	11410 Beamer & South Belt	1	4	1 X week
Fire Station #71	12500 Space Center Blvd	1	4	1X Week
Fire Station #72	17401 Saturn Lane	1	4	1X Week
Fire Station #73	9640 S. Wilcrest & Bissonnet	1	4	1 X week
Fire Station #74	460 Aldine Bender & Lilia	1	4	1 X week
Fire Station #75	1995 Dairy Ashford	1	4	1 X week
Fire Station #76	7200 Cook Rd.	1	4	1 X week
Fire Station #77	10155 Kempwood Drive	1	4	1 X week
Fire Station #78	15100 Memorial & N.Eldridge	1	4	1 X week
Fire Station #80	1611 Chimney Rock & Court	1	4	1 X week
Fire Station #82	11250 Braesridge Dr. & Sanford	1	4	1 X week
Fire Station #91	9000 Braesmont	1	4	1 X week

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COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
Fire Station #93	911 FM 1959 & Gulf Stream	1	4	1X Week
Fire Station #94	235 El Dorado-Pipers View	1	4	1 X week
Fire Station #96	7409 Willowchase	1	4	2 X week
Fire Station #101	1862 Kingwood Drive	1	4	1 X week
Fire Station #102	4102 W. Lake Houston Pkwy	1	4	1 X week
Fire Station #103	2907 High Valley	1	4	1 X week
Fire Station #104	901 Forest Cove Drive	1	4	1 X week
Note: All collection sites are considered secured and require approval for access.				

BSD - HEALTH & HUMAN SERVICES DEPARTMENT

*Health & Human Services	8000 N. Stadium	1	8	5X Week

- Site considered secured and requires approval for access.

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BSD- POLICE DEPARTMENT

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS/ COMPACTORS	CONTAINER /COMPACT OR CAPACITY (cubic yards)	COLLECTION FREQUENCY
Police Administration	61 Riesner	1	42	2X Week
		1	42 compactor	6X Year (on call)
Southeast Command	8300 Mykawa	1	42 compactor	6X Year (on call)
Northline Storefront	392 West Little York	1	6	1X Week
Braeburn Storefront	11168 Fondren	1	8	1X Week
Academy Carpenter Shop	17000 Aldine Westfield	1	8	3X Week
Helicopter	8402 Larson	1	8	2X Week
Mounted Patrol	300 N. Post Oak	1	8	2X Week
Franklin Building	1111 Washington	1	6	1X Week
North Parking Lot	33 Artesian	1	8	3X Week
Fleet Garage	1202 Washington	1	20	On Call
Southwest Substation	4503 Beechnut	1	6	2X Week
Auto Theft	1100 Elder	1	8	2X Week
Property Room	1103 Goliad	2	8	2X Week
South Central Substation	2202 St Emanuel	1	6	2X Week
Carpenter Shop	61 Riesner	1	6	2X Week
Westside Command	3202 S. Dairy Ashford	2	6	2X Week
Northwest Substation	6000 Teague	1	6	2X Week
Mounted Patrol	300 N. Post Oak	1	20	On Call
Uniform Supply	700 Houston	1	8	1X Week
Magnolia Park	7525 Sherman	1	8	2X Week
Southeast Command	8300 Mykama	1	42 compactor	On Call
Personnel	3300 Main	1	8	3X Week
North Shooting Range	19002 Aldine Westfield	1	6	3X Week
North Command	9455 West Montgomery	1	8	3X Week
Kingwood Substation	5911 Rustic Wood	1	4	1X Week

Note: All collection sites are considered secured and require approval for access.
"On Call" Collection frequency may include services on Saturday or Sunday if requested.

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BSD - PUBLIC WORKS & ENGINEERING DEPARTMENT

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
Utility Maintenance	5900 Teague	2	8	2 x Week
Utility Maintenance	7101 Renwick	2	8	2 x Week
Utility Maintenance	7101 Renwick	1	40	On Call
Utility Maintenance	2700 Dalton	3	20	On Call
Utility Customer Service	2700 Dalton	2	20	On Call
Utility Maintenance	718 E. Burress	1	6	2 x Week
Utility Maintenance	802 E. Burress	1	8	2 x Week
Fleet Services	100 Japhet	1	10	2 x Week
Utility Maintenance	100 A Japhet	1	8	2 x Week
Fleet Services	2700 Dalton	1	6	1 x Week

"On Call" Collection frequency may include services on Saturday or Sunday if requested.

BSD - MUNICIPAL COURTS -

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
Municipal Courts	2015 White Street	1	4	1X WEEK

BUILDING SERVICES DEPARTMENT

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
City Hall Annex	901 Bagby	2	8	5X Week
Municipal Courts	1400 Lubbock	1	8	5X Week
General Maintenance Facility	2707 Dalton	1	8	1X Week

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HEALTH & HUMAN SERVICES DEPARTMENT

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
Northside H.C.	8523 Arkansas	1	6	3X Week
Lyons H.C.	5602 Lyons	1	6	3X Week
West End H.C.	190 Heights	1	6	3X Week
Sunnyside H.C.	9314 Cullen	1	6	3X Week
Central HQ & Clinic	1115 S. Braeswood	2	8	5X Week
*La Neuva Casa de Amigos	1809 N. Main	2	4	2X Week
Central Purchasing	8272 El Rio #100	1	6	2X Week
Riverside H.C.	3315 Delano	1	6	3X Week
Animal Control	2700 Evella	1	8	3X Week
Pollution Control	7411 Park Place	1	6	2X Week
Warehouse	7131 Cullen	1	6	2X Week
Kashmere M.S.C.	4802 Lockwood	1	6	3X Week
West End M.S.C.	170 Heights	1	6	3X Week
Magnolia M.S.C.	7037 Capitol	1	8	5X Week
5th Ward M.S.C.	4014 Market	1	8	5X Week
Sunnyside M.S.C.	4605 Wilmington	1	6	3X Week
Facilities HQ	3026 Berry	1	6	1X Week
* Acres Home M.S.C.	6719 W. Montgomery	1	8	3X Week
Metropolitan M.S.C.	1475 West Gray	1	6	3X Week
Water Control	1828 Rankin	1	8	2X Week
Hillcroft W.I.C.	6121 Hillcroft	1	2	2X Week
Northwest W.I.C.	8536 Hammerly	1	2	2X Week
Alief W.I.C.	6787Wilcrest #A	1	2	2X Week
*Health & Human Services	8000 N. Stadium	1	8	5X Week
Northeast WIC	9421 Mesa Road	1	2	2X Week
Channelview WIC	15055 East Freeway #A20	1	2	1X Week

- Site considered secured and requires approval for access.

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INITIAL COLLECTION SITES & FREQUENCIES

LIBRARY DEPARTMENT

COLLECTION SITE	STREET ADDRESS	NUMBER OF CONTAINERS	CONTAINER CAPACITY (cubic yards)	COLLECTION FREQUENCY
CENTRAL LIBRARY	500 McKinney	1	10	5X Week
Acres Homes	8501 W. Montgomery	1	3	1X Week
Alief	7979 S. Kirkwood	1	4	2X Week
Blue Ridge	7200 W. Fuqua	1	4	2X Week
Bracewell	10115 Kleckley	1	3	1X Week
Carnegie	1050 Quitman	1	4	2X Week
Clayton	5300 Caroline	1	4	1X Week
Collier	6200 Pinemont	1	4	2X Week
Dixon	8002 Hirsch	1	3	1X Week
Flores	110 N. Milby	1	3	1X Week
Frank	6440 W. Belfort	1	4	1X Week
Heights *	1302 Heights	1	6	1X Week
Hillendahl	2436 Gessner	1	3	1X Week
Johnson	3517 Reed Rd.	1	3	1X Week
Jungman	5830 Westheimer	1	4	1X Week
Kashmere Gardens	5411 Pardee	1	3	1X Week
Kendall	14330 Memorial Dr.	1	3	1X Week
Lakewood	8815 Feland	1	3	1X Week
Library Resource Center	3102 Center	1	8	2X Week
Looscan	2510 Willowick	1	3	1X Week
Mancuso	6767 Belfort	1	3	1X Week
Melcher	7200 Keller	1	3	1X Week
Meyer	5005 W. Belfort	1	3	1X Week
Montrose	4100 Montrose Blvd	1	3	1X Week
Moody	9525 Irvington	1	3	1X Week
Oak Forest	1349 W. 43rd	1	3	1X Week
Park Place	8145 Park Place Blvd.	1	4	2X Week
Pleasantville	1510 Gelhorn	1	3	1X Week
Ring *	8835 Long Point	1	4	1X Week
Robinson Westchase	3223 Wilcrest	1	4	2X Week
Scenic Woods	10677 Homestead Rd.	1	4	2X Week
Smith *	3624 Scott	1	4	1X Week
Stanaker *	611 Macario Garcia	1	4	1X Week
Tuttle	702 Kress	1	4	2X Week
Vinson *	3100 W. Fuqua	1	4	1X Week
Walter *	7660 Clarewood Dr.	1	4	1X Week
Young	5400 Griggs	1	3	1X Week

* Locks required on containers.

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EXHIBIT "D-25-B"

BIO-HAZARDOUS MEDICAL WASTE LOCATIONS

A. HEALTH AND HUMAN SERVICES DEPARTMENT

1.	La Neuva Casa De Amigos	1809 North Main
2.	Kashmere M.S.C. W.I.C.	4802 Lockwood
3.	Lyons H.C.	5602 Lyons
4.	Magnolia R.C./M.S.C.	7037 Capitol
5.	Northside H.C.	8502 Schuller
6.	Northside H.C./Chest Clinic	2902 Berry Road
7.	Northside W.I.C.	3018 Berry Road
8.	Ripley House Dental/W.I.C.	4401 Lovejoy
9.	Riverside H.C.	3315 Delano
10.	Sunnyside M.S.C./W.I.C.	4605 Wilmington
11.	West End H.C.	190 Heights
12.	West End M.S.C.	170 Heights
13.	City of Houston Jail Clinic	61 Riesner
14.	Braeswood Clinic/W.I.C. D.M.H.G. Lab	1115 South Braeswood
15.	Southwest W.I.C.	6121 Hillcroft
16.	Center Retarded Dental	3550 West Dallas
17.	500 Jefferson Admin. Bldg.	500 Jefferson
18.	Sunnyside H.C.	9314 Cullen
19.	Westside Command Jail Clinic	3203 Dariy Ashford
20.	Animal Control	2700 Evella
21.	Central Health HQ	8000 North Stadium

B. FIRE DEPARTMENT

1.	Central	1200 Dart

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C. POLICE DEPARTMENT

1.	Central HQ	61 Riesner
2.	Central Jail	61 Riesner
3.	Clear Lake	16441 Space Center
4.	Crime Lab	1200 Travis
5.	Magnolia Park	7525 Sherman Street
6.	North Shepherd	4719 North Shepherd
7.	Northwest	6000 Teague
8.	South Central	2202 St. Emanuel
9.	Southeast	8300 Mykawa
10.	Southeast Jail	8300 Mykawa
11.	Southwest	4503 Beechnut
12.	Westside	3203 Dairy Ashford
13.	Westside Jail	3203 Dairy Ashford
14.	Police Academy	17000 Aldine Westfield
15.	Property Room	1103 Goliad
16.	Municipal Detention Center	8400 Mykawa

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EXHIBIT D-26
PEST CONTROL SERVICES

1.0 SCOPE OF WORK

1.1 Contractor shall provide Pest Control Services for Various Department facilities listed in Section 3.0 , Work Locations. Contractor shall coordinate the performance of its Pest Control Services with the Director or person(s) assigned by the Director.

1.2 Contractor shall furnish all personnel, supervision, reports, records, equipment, tools, materials, supplies, chemicals, and permits (including fees for permits and travel) necessary to provide Pest Control Services in a safe manner and in accordance with the most recent and effective scientific pest control procedures. Contractor shall comply with all rules, regulations, and laws established by any regulatory or legislative body having jurisdiction over IAH, HOU, Ellington Field the Contractor's services or the products used by the Contractor.

A. Contractor's performance shall be in accordance with the highest quality standard prevailing in the pest control industry.

B. Contractor shall use a wide variety of techniques including monitoring and the use of a predetermined hierarchy of pest management choices, formulations, and application techniques, to minimize exposure and potential risk to the environment.

C. At the request of the Director, Contractor shall modify its treatment schedule, order, and time of facility treatment and/or the chemicals to be used in a specific facility or facilities.

D. Before Contractor makes an application, it shall notify the division or section where Work will be performed of any precautionary actions to be undertaken by that division or section.

E. Application of all materials will be made in a manner which is:
(1) Consistent with label instructions.
(2) Does not cause or tend to cause damage to non-target areas or property.
(3) Does not cause adverse effects or harm to man or the environment.

F. All chemicals used by Contractor must be non-flammable and must be secured when unattended.

G. Contractor shall remove and dispose of all excess and/or unneeded chemicals, materials, or equipment after applications are completed in a manner prescribed by State and federal regulations.

H. Upon request of the Director, Contractor shall provide competent technical and professional advice on pest control problems pertaining to facilities. Contractor shall attend meetings determined to be necessary by the Director.

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I. Where it is evident that safety, reliability, or efficiency can be improved through capital investment in equipment, the Contractor shall call such matters to the attention of the Director, in writing, for his consideration and action. The Director's decision in the matter shall be final.

2.0 BASIC SERVICES

2.1 Contractor shall perform Pest Control Services for extermination of nuisance arthropods including, but not limited to (e.g. ants, crickets, earwigs, fleas, flies, mosquitoes, pill-bugs, roaches, scorpions, silverfish, spiders, and ticks); rodent pests (e.g. mice, rats); reptile pests (e.g. snakes); mollusk pests (e.g. snails, slugs); and others that interfere with the use of facilities, pose a potential human health hazard, or pose a threat to property or the environment in infested areas at locations. The Work shall include inspecting, identifying, monitoring, evaluating, trapping, and choosing an appropriate method of control. Contractor's Pest Control Services must take advantage of all available options to control indoor populations of these pests and any other arthropod pests not specifically excluded herein. Populations of these pests that are located outside of the specified buildings are included. Contractor's Pest Control procedures must include mechanical, physical, alternative-chemicals, and biological strategies as a means of reducing the use of toxic chemical pesticides. When chemical pesticides are used, the "least toxic, least environmental impact" alternative must be chosen.

2.2 Routine inspections and accurate inspections of pests are a vital step in the Contractor's Pest Control Services to ensure control methods will be effective. Monitoring includes inspecting areas for pest evidence, entry points, food, water, harborage sites, and estimating pest population levels to determine methods for control and actions that can be taken in the way of prevention. When habitat modifications require exclusion, repair, and sanitation efforts, Contractor shall bring such steps to the attention of the Director of the department for consideration.

2.3 The extermination and control of termites is not included in Basic Services; however, Contractor is required to inform the Facilities Administration Section of any facility serviced which has an indication of termite infestation. Termites, carpenter ants, other wood-destroying organisms, and all other vertebrates other than commensal rodents will be considered in the Other Work/Services section of this Agreement, except individuals of these pests that are incidental invaders inside buildings and are accordingly covered under Basic Services.

2.4 Contractor shall perform these Pest Control Services at each facility listed in Work Locations (Section 3.0 and Exhibit D-26A). Contractor shall make its initial treatment of the facilities within 15 days of receiving the Notice to Proceed. Contractor shall provide Pest Control Services in a professional manner with the least possible inconvenience to personnel, tenant personnel (i.e. airlines, concessions, etc.), Airport patrons, and other users of the facilities to be treated.

2.4.1 Areas to be treated include but are not limited to

a. Offices & all other support areas

b. Public areas, i.e., conference rooms, lobbies, corridors, concourses

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c. Restrooms, lounges, locker rooms, dressing rooms.
d. Security Posts
e. Elevators and elevator mechanical rooms
f. Traps, storage areas, mechanical and electrical rooms, janitor closets, stairwells, central plants, tunnels, etc.
g. Loading docks and receiving areas.
h. Main entrances and exits.
i. Exterior perimeter of buildings.
j. Dumpster locations.
k. Extensive mosquito control is not required in the parking garages. Mosquitoes are to be sprayed for in the garages however, after a natural disaster fogging will be considered an other work service.
l. Jail area (prisoner holding areas)
m. Dumpsters and any other type of trash receptacles

3.0 WORK WEEK/HOURS

3.1 The normal work week for providing the services under this Contract shall be Monday through Friday, 52 weeks per year, excluding City holidays unless otherwise specified. Any change in the work week for Basic Services, shall be only by mutual agreement (immediately confirmed in writing) between the Contractor and the Director. Contractor's normal hours for providing Pest Control Services shall be between 8 a.m. and 5 p.m.

A. Contractor shall perform Work on a work schedule acceptable to the Director.

B. Complaints and extra service requirements between scheduled visits must be handled within 24-hour period after notification and are to be at no additional cost to the City

4.0 INTERIM SERVICES

4.1 The Contractor shall provide, upon request from the Director and at no additional cost to the City, all labor , travel and materials for interim Pest Control Services to treat pest problem areas between scheduled treatments. The Contractor shall respond by the next normal working day (between 6 a.m. to 6 p.m., Monday through Friday), or as otherwise agreed to by the Contractor and the Director. Contractor shall provide departments with a telephone number that can reach Contractor via a live voice or answering service to ensure a response to department service calls within 1 hour.

5.0 EMERGENCY SERVICES

5.1 The Contractor shall provide all tools, travel, equipment, labor, supervision, and materials necessary for Emergency Pest Control Services.

The Contractor shall provide Emergency Pest Control Services upon emergency request from the Director. An emergency request shall be at the Director's discretion. The Contractor shall respond on site to a request and evaluate an emergency situation within 1 – 4 hours. All services performed outside of the normal hours will be considered special services. All requests for emergency pest control services must be resolved within 24 hours from the time requested by the City.

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5.2 Contractor shall provide Pest Control Services on an emergency basis for:

A. Pest control problems covered by the Basic Services section (Section 2.1) within this Contract, at no additional cost to the City.

B. Pest control problems including, but not limited to the services described in the Other Work/Services section of this Contract (Section 2.7). Compensation to the Contractor for the performance of these services shall be based on the fees listed in the Official Bid Form.

5.3 The Contractor shall be available to respond to an emergency request twenty-four (24) hours per day, 365 days per year, including holidays. Contractor shall provide each department with a telephone number that can reach the Contractor twenty-four (24) hours per day, 365 days per year, including holidays.

6.0 LICENSES AND PERMITS

6.1 The Contractor shall be responsible for determining and securing, at his expense, any and all licenses and permits which are required in any manner connected with providing the Work under this Contract. Such fees, unless otherwise specified shall be included in the costs bid in this Contract for the Work. The Contractor shall notify the Director in writing at any time during the Contract Term, within ten (10) days of any of the following:

A. Contractor's receipt of any written complaint filed with the Texas Structural Pest Control Board.

B. The suspension, revocation, or refusal to renew Contractor's Structural Pest Control Business License.

C. The suspension, revocation, or refusal to renew the Certified Applicator License of any Contractor Employee holding such license.

6.2 Contractors are encouraged to submit copies of licenses with bid package. However, if not enclosed and if requested by the City, copies of the required licenses and permits shall be provided within 5 days after notification.

7.0 ON-SITE INSPECTION/LOCAL CONDITIONS

7.1 The accuracy of the interpretation of the facts disclosed by on-site inspection or other preliminary investigation is fully the Contractor's responsibility. The Contractor represents that it or its agent has inspected the work locations and familiarized itself fully with local conditions. Failure to do so, when providing the work specified depends on a knowledge of local conditions, shall not be considered sufficient cause for additional compensation to the Contractor.

7.2 Execution of this Contract shall be considered evidence that the Contractor has satisfied itself concerning all the local conditions related to the work locations and has ascertained either by inspection, investigation, measurement, or otherwise, all circumstances, procedures and requirements affecting the Work as specified herein. Contractor shall be conclusively presumed to have read and be familiar with the specifications contained herein and no claim for adjustment of the

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provisions of the Contract awarded shall be honored on the basis the Contractor was not fully informed as to the conditions which exist.

8.0 OTHER WORK/SERVICES

8.1 Within the general scope of this Contract, Other Work/Services may be required to meet desired conditions not covered in the Basic Services of the Contract.

8.2 Other Work/Services will be requested in writing by the Director by means of an *Other Services Request*. Should the Other Work/Service require immediate performance from the Contractor, a verbal request immediately backed up by a written request shall be acceptable. Other Work/Services shall be performed in accordance with all requirements and specifications of the original Contract plus any special provisions issued to execute the work. The time of performance shall be upon mutual agreement between the Contractor and the Director, unless otherwise specified by the Director. Compensation for Other Work/Services shall be in accordance with the appropriate fees listed in the Official Bid Form, Worksheets No. 4, 5, and 6 entitled ESTIMATED OTHER WORK/SERVICES. These fees shall include all costs for personnel, supervision, travel, equipment, tools, materials, and supplies. If costs are not provided, costs will be as mutually agreed upon between City and Contractor. When the Other Work/Services is done by the on-site crew in conjunction with Contractor's regular duties, the Contractor shall not receive additional compensation for the labor. When Other Work/Services have been accomplished, a copy of the Director's written request shall accompany the Monthly invoice.

8.3 Other Work/Services include, but are not limited to, the following additional Pest Control Services:

Termite Inspection Service (per call out)
Termite Control - to be quoted per linear foot with a 20' minimum per call
Bee Swarm Control & Extermination, which means trapping and removal of the bees/wasps
Lice Exterminating
Avian Pests Exterminating

Additional locations or increased linear footage of existing locations will be quoted on an as needed basis. Price per linear foot for additional footage over 50 linear feet. Termite Inspection - Any charge for termite inspection shall be credited to the cost of treatment if the department approves treatment.

9.0 WORK VERIFICATION

9.1 When scheduled for work, the Contractor's personnel shall check in at the offices of the Facility Managers. The Contractor will present daily work orders or schedule with a brief description of the work to be performed. At that time, additional instructions, if any, will be provided. When the work is completed, or upon cessation of work, the Contractor shall return to the Facility Managers. The Facility Manager will verify and approve the Contractor's work order(s). The Contractor's copy of the work order, with the Facility Manager's verification and approval signature, shall be submitted with the Contractor's invoice for payment. Invoices submitted without the appropriate work order and approval will not be processed for payment until proper documentation is received.

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10.0 WORK LOCATIONS

10.1 The Work Locations list includes, but is not limited to, the following facility locations and sub-locations. The square footages for the facilities are approximate and are provided only as an aid to bidders in determining required hours and /or material costs. Each bidder shall be responsible for on-site inspection of required facilities and for reviewing the terms of this Contract and any other related conditions. Each bidder shall judge for itself as to all conditions and circumstances having relationship to the bid for this work.

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EXHIBIT D-26A

BUILDING SERVICES (FIRE) DEPARTMENT:

NOTE: *AND # beside each address equals number of stories of the Fire Stations.

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
1.	Fire Station No. 2	5880 Woodway (*2)	12,800	Bi-Monthly
2.	Fire Station No. 3	3735 West Alabama (*1)	4,686	Bi-Monthly
3.	Fire Station No. 4	6530 W. Little York (*1)	10,253	Bi-Monthly
4.	Fire Station No. 5	2020 Hollister (*1)	8,954	Bi-Monthly
5.	Fire Station No. 6	3402 Washington (*1)	9,139	Bi-Monthly
6.	Fire Station No. 7	1402 Elgin (*2)	6,500	Bi-Monthly
7.	Fire Station No. 8 (temp)	1901 Milam (*1)	10,662	Bi-Monthly
8.	Fire Station No. 9	702 Hogan (*2)	7,200	Bi-Monthly
9.	Fire Station No. 10	6600 Corporate (*1)	9,500	Bi-Monthly
10.	Fire Station No. 11	460 T. C. Jester (*1)	11,240	Bi-Monthly
11.	Fire Station No. 12	1502 Alber (*1)	4,388	Bi-Monthly
12.	Fire Station No. 13	2215 W. 43rd. (*1)	4,492	Bi-Monthly
13.	Fire Station No. 15	5306 North Main (*2)	3,673	Bi-Monthly
14.	Fire Station No. 16	1700 Richmond (*2)	11,936	Bi-Monthly
15.	Fire Station No. 17	2805 Navigation (*1)	12,730	Bi-Monthly
16.	Fire Station No. 18	619 Telephone (*1)	12,360	Bi-Monthly
17.	Fire Station No. 19 (2 Bldgs.)	1811 Gregg (*1)	12,800	Bi-Monthly
18.	Fire Station No. 20	6902 Navigation (*2)	8,364	Bi-Monthly
19.	Fire Station No. 21	10515 S. Main (*2)	8,946	Bi-Monthly
20.	Fire Station No.22 (2 Bldgs.)	7825 Harrisburg (*2)	7,392	Bi-Monthly
21.	Fire Station No. 23	8005 Lawndale (*1)	8,927	Bi-Monthly
22.	Fire Station No. 25	3902 Scott (*1)	7,920	Bi-Monthly
23.	Fire Station No. 26	7111 Dixie Dr. (*1)	4,926	Bi-Monthly
24.	Fire Station No. 27	6302 Lyons (*1)	4,291	Bi-Monthly
25.	Fire Station No. 28	3100 Chimney Rock (*2)	12,150	Bi-Monthly
26.	Fire Station No. 29	4831 Galveston Road (*1)	8,515	Bi-Monthly
27.	Fire Station No. 30	6702 Irvington (*1)	7,888	Bi-Monthly
28.	Fire Station No. 31	222 West Crosstimbers (1)	10,626	Bi-Monthly
29.	Fire Station No. 32	8614 E. Tidwell (*1)	8,000	Bi-Monthly
30.	Fire Station No. 33	71 00 Fannin (*2)	9,480	Bi-Monthly
31.	Fire Station No. 34	3100 Laura Koppe (*1)	11,758	Bi-Monthly
32.	Fire Station No. 35	5535 Van Fleet (*1)	4,757	Bi-Monthly
33.	Fire Station No. 36	7720 Airport Blvd. (*1)	7,738	Bi-Monthly
34.	Fire Station No. 37	3828 Aberdeen (*1)	4,800	Bi-Monthly
35.	Fire Station No. 38	1120 Silber (*1)	5,456	Bi-Monthly
36.	Fire Station No. 39	5810 Pickfair (*1)	4,800	Bi-Monthly
37.	Fire Station No. 40	5830 Old Spanish Trail (*1)	5,213	Bi-Monthly

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IRE) DEPARTMENT:

NOTE: *AND # beside each address equals number of stories of the Fire Stations.

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
38.	Fire Station No. 41	805 Pearl (*1)	5,579	Bi-Monthly
39.	Fire Station No. 42	8675 Clinton Dr. (*1)	13,340	Bi-Monthly
40.	Fire Station No. 43	7330 N. Wayside (*1)	4,574	Bi-Monthly
41.	Fire Station No. 44	675 Maxey Road (*1)	7,180	Bi-Monthly
42.	Fire Station No. 45	4910 N. McCarty (*1)	10,764	Bi-Monthly
43.	Fire Station No. 46	3902 Corder (*1)	10,023	Bi-Monthly
44.	Fire Station No. 47	2615 Tidewater (*1)	4,957	Bi-Monthly
45.	Fire Station No. 48	11616 Chimney Rock (*1)	5,213	Bi-Monthly
46.	Fire Station No. 49	1212 Gasser (*1)	5,022	Bi-Monthly
47.	Fire Station No. 50	4420 Bingle (*1)	5,226	Bi-Monthly
48.	Fire Station No. 51	6902 Bellaire Blvd. (*1)	5,226	Bi-Monthly
49.	Fire Station No. 52	10343 Hartsook (*1)	5,065	Bi-Monthly
50.	Fire Station No. 53 (2 bldgs.)	13349 Vickburg (*1)	3,639	Bi-Monthly
51.	Fire Station No. 54	2500 Fuel Storage Rd. (*2)	17,780	Bi-Monthly
52.	Fire Station No. 55	11212 Cullen (*1)	5,856	Bi-Monthly
53.	Fire Station No. 56	5820 E. Little York (*1)	8,398	Bi-Monthly
54.	Fire Station No. 57	13602 Memorial Dr. (*1)	6,602	Bi-Monthly
55.	Fire Station No. 58	10413 Fulton (*1)	5,146	Bi-Monthly
56.	Fire Station No. 59	13925 S. Post Oak (*1)	7,070	Bi-Monthly
57.	Fire Station No. 60	2925 Jeannetta (*1)	5,956	Bi-Monthly
58.	Fire Station No. 61	9726 Monroe (*1)	5,930	Bi-Monthly
59.	Fire Station No. 62	1602 Seamist (*1)	6,154	Bi-Monthly
60.	Fire Station No. 63	5626 Will Clayton (*2)	11,240	Bi-Monthly
61.	Fire Station No. 64	3000 Greens Rd. (*1)	10,871	Bi-Monthly
62.	Fire Station No. 65	11531 FM 1960(*1)	8,619	Bi-Monthly
63.	Fire Station No. 66	5800 Teague (*2)	10,150	Bi-Monthly
64.	Fire Station No. 67	1616 W. Little York (*1)	7,664	Bi-Monthly
65.	Fire Station No. 68	8602 Bissonnet (*2)	9,471	Bi-Monthly
66.	Fire Station No. 69	1102 W. Belt (*1)	8,895	Bi-Monthly
67.	Fire Station No. 70	11410 Beamer Road (*1)	8,770	Bi-Monthly
68.	Fire Station No. 71	15200 Space Center Blvd. (*1)	10,218	Bi-Monthly
69.	Fire Station No. 72	17401 Saturn Lane (*1)	10,950	Bi-Monthly
70.	Fire Station No. 73	9640 S. Wilcrest (*1)	9,768	Bi-Monthly
71.	Fire Station No. 74	460 Aldine Bender (*1)	7,929	Bi-Monthly
72.	Fire Station No. 75 (4 bldgs.)	1995 Dairy Ashford (*1)	10,215	Bi-Monthly
73.	Fire Station No. 76	7200 Cook Rd. (*1)	10,368	Bi-Monthly
74.	Fire Station No. 77	10155 Kempwood (*1)	11,119	Bi-Monthly
75.	Fire Station No. 78	15100 Memorial Dr. (*2)	11,868	Bi-Monthly
76.	Fire Station No. 80	16111 Chimney Rock (*2)	12,000	Bi-Monthly

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IRE) DEPARTMENT:

NOTE: *AND # beside each address equals number of stories of the Fire Stations.

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
77.	Fire Station No. 81 (2 bldgs..)	7990Paul B Koonce (*1)	13,515	Bi-Monthly
78.	Fire Station No. 82	11250 Braesridge (*1)	12,000	Bi-Monthly
79.	Fire Station No. 83	911 FM 1959 (*1)	11,233	Bi-Monthly
80.	Fire Station No. 92	4300 Will Clayton (*1)	13,500	Bi-Monthly
81.	Fire Station No. 93	911 FM 1959 (*1)	11,233	Bi-Monthly
82.	Fire Station No. 94	235 El Dorado-Pipers View (*1)	3,056	Bi-Monthly
83.	Fire Station No. 96	7409 Willowchase (*1)		Bi-Monthly
84.	Fire Station No. 101 (2 bldgs.)	1863 Kingwood Dr. (*1)	5,310	Bi-Monthly
85.	Fire Station No. 102 (2 bldgs.)	4102 W. Lake Houston Pkwy. (#1)	13,725	Bi-Monthly
86.	Fire Station No. 103 (2 bldgs.)	2907 High Valley (*1)	6,766	Bi-Monthly
87.	Fire Station No. 104 (2 bldgs.)	901 Forest Cove Drive (*2)	3,528	Bi-Monthly
	FIRE BUILDINGS:			
88.	Fire Academy - Adm.	8030 Braniff	34,596	Bi-Monthly
89.	Multi-Purpose - Building #2	8030 Braniff	8,225	Bi-Monthly
90.	Class Room Building #4	8030 Braniff	7,875	Bi-Monthly
91.	Training Tower Building #5	8030 Braniff	600	Bi-Monthly
92.	Training Shelter #6	8030 Braniff	2,400	Bi-Monthly
93.	Classroom Portable Bldg	8030 Braniff	785	Bi-Monthly
94.	Shower Room Portable Bldg	8030 Braniff	785	Bi-Monthly
95.	Logistical Center (8 Bldgs..)	1205 Dart	197,242	Bi-Monthly
	A.	Bldg - Logistics		
	B.	Bldg – Light Duty Vehicle		
	C.	Bldg - Fleet Management		
	D.	Bldg – Body Shop		
	E.	Bldg – Facility Management & Communications		
	F.	Bldg – Fuel Station		
	G.	Bldg – Guard Shack		
	H.	Storage Building "J"		
96.	Facility Management	1100 Elder	35,000	Bi-Monthly

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IRE) DEPARTMENT:

NOTE: *AND # beside each address equals number of stories of the Fire Stations.

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
	Whse.			
97.	Fire Alarm	333 Preston	14,572	Bi-Monthly
98.	Fire Museum	2403 Milam	6,500	Bi-Monthly
99.	Arson - Old	901 Henderson	3,000	Bi-Monthly
100.	Fire Prevention - Old 31	522 Crosstimbers	4,608	Bi-Monthly
101.	Public Education	522 Crosstimbers	(included in 94)	Bi-Monthly
102.	Arson Division	60 North Braeswood @ Chimney Rock	20,124	Bi-Monthly
103.	HFD Support Facility	2931 West 12th	29,124	Bi-Monthly
	COMMUNICATIONS SITES:			
104.	Reed Road@ Culver St.	3718 Reed Road	528	Bi-Monthly
105.	Teague Road	5820 Teague Road	528	Bi-Monthly
106.	Lake Houston	13505 Aqueduct Road	432	Bi-Monthly
107.	Coleto	8203 Coleto	240	Bi-Monthly
108.	One Shell	901 Smith	714	Bi-Monthly
109.	FS#56/Comm Site	5820 E. Little York	288	Bi-Monthly

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BUILDING SERVICES (POLICE) DEPARTMENT:

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
1.	Administration Building	61 Riesner	102,000	Monthly
	Includes: Jail Live Scan (3,000)			
	Jail Booking (6,000)			
	Jail Control (2,000)			
	5th Floor Men's Jail (8,000)			
	6th Floor Women's Jail (3,500)			
2.	Communications Building	62 Riesner	32,400	Monthly
3.	UPS Building	62A Riesner	1,000	Bi-Monthly
4.	Central Patrol/Gym	51 Riesner	35,168	Monthly
5.	Computer Tech. Services	49-A Riesner	300	Bi-Monthly
6.	Computer Work Room	49-B Riesner	300	Bi-Monthly
7.	Emergency Comm. Storage	49-C Riesner	300	Bi-Monthly
8.	Jail Mechanic Shop	49-D Riesner	300	Bi-Monthly
9.	Fleet Eng/Trans Shop	50 Riesner	6,500	Monthly
10.	Fleet Road Service	29-A Riesner	3,600	Monthly
11.	Fleet Storage	29-B Riesner	1,500	Monthly
12.	Fleet Administration	52 Riesner	3,870	Monthly
13.	Parking Garage	53 Riesner	230,580	Monthly
14.	Transportation Office	54 Riesner	1,564	Monthly
15.	Service Station	55 Riesner	1,200	Monthly
16.	Fleet Repair Shop	1202 Washington	47,000	Monthly
17.	Explorers	22 Artesian Place	1,150	Monthly
18.	Gerson Building	33-A Artesian Place	68,500	Monthly
19.	Fondren Police Station	11168 Fondren	5,500	Monthly
20.	Special Ops. Storage	35-A Artesian Place	3,000	Monthly
21.	Carpenter/Painter Shop	35-B Artesian Place	5,600	Monthly
22.	Dive Team Office	35-C Artesian	1,000	Monthly
23.	Plumber Shop	35-D Artesian	500	Bi-Monthly
24.	Joe Frank Building	101 Preston	20,700	Monthly
25.	Auto Theft	1300 Dart St.	600	Bi-Monthly

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(POLICE) DEPARTMENT:

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
	Compound			
26.	Vehicle Examination	1204 Morin St.	900	Bi-Monthly
27.	Volker Building	1103 Morin St.	82,500	Monthly
28.	Uniform Supply	700 Houston Ave.	5,100	Monthly
29.	Facilities Supply	718 Houston Ave.	4,500	Monthly
30.	Administration	17,000-A Aldine Westfield	23,000	Monthly
31.	Video/Museum	17,000-B Aldine Westfield	38,000	Monthly
32.	Gymnasium	17,000-C Aldine Westfield	32,000	Monthly
33.	Academic	17,000-D Aldine Westfield	40,000	Monthly
34.	Shooting Range	17,000-E Aldine Westfield	4,000	Monthly
35.	Driver Training Office	17,000-F Aldine Westfield	1,800	Monthly
36.	Auto Repair	17,000-G Aldine Westfield	1,680	Monthly
37.	Pistol Range Office	19,002 Aldine Westfield	6,000	Monthly
38.	Clear Lake Police Station	28555 Bay Area Blvd.	15,360	Monthly
39.	South Command Admin.	8300-A Mykawa Drive	162,000	Monthly
40.	South Command Auto Repair	8300-B Mykawa Drive	18,000	Monthly
41.	West Command Admin.	3203-A S. Dairy Ashford	132,000	Monthly
42.	West Command Auto Repair	3203-B S. Dairy Ashford	18,000	Monthly
43.	North Command Admin.	9455-A W. Montgomery	162,000	Monthly
44.	North Command Auto Repair	9455-B W. Montgomery	18,000	Monthly
45.	Eastside Station	7525 Sherman	14,000	Monthly
46.	Southwest Station Admin.	4503-A Beechnut	8,000	Monthly
47.	SW Station Auto Repair	4503-B Beechnut	1,500	Monthly
48.	SW Station Training Office	4503-C Beechnut	576	Monthly
49.	Southwest Station Captain	4503-D Beechnut	576	Monthly
50.	Northwest Station	6000-A Teague	9,600	Monthly

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(POLICE) DEPARTMENT:

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
	Admin.			
51.	NW Station Auto Repair	6000-B Teague	1,500	Monthly
52.	NW Station Training Office	6000-C Teague	576	Monthly
53.	Northwest Station Captain	6000-D Teague	576	Monthly
54.	East Station	8301 Ley Road	26,994	Monthly
55.	Kingwood Station	3915 A Rustic Woods	9,000	Monthly
56.	Near North Storefront	1335 West 43rd Street	3,330	Monthly
57.	Helicopter Office/Hanger	8402-A Larson	13,818	Monthly
58.	Helicopter Patrol Back Hanger	8402-B Larson	4,200	Monthly
59.	Northline Storefront	392 West Little York	1,280	Monthly
60.	Mounted Patrol Office	300 N. Post Oak	3,000	Monthly
61.	Airline/Aldine Station	1124 Airline	1,900	Monthly
62.	Asian Community Bellaire	9146 Bellaire Blvd.	2,500	Monthly
63.	Stella Link Storefront	9121 Stella Link	1,800	Monthly
64.	Clarkcrest Station	8940 Clarkcrest St.	2,500	Monthly
65.	Denver Harbor/Lyons Station	6702 Lyons Ave. #3	600	Bi-Monthly
66.	Gulfton Station	5980A Renwick St.	1,800	Monthly
67.	Heights Storefront	910 North Durham #D	1,000	Monthly
68.	Hiram Clarke Station	4363 West Fuqua	900	Bi-Monthly
69.	Irvington Village Station	2901 Fulton St. #701-3	1,500	Monthly
70.	Jensen Drive Station	9211 Jensen Drive	1,200	Monthly
71.	Neartown/Montrose Station	802 Westheimer	1,200	Monthly
72.	Reed Road Storefront	3511 Reed Road	2,860	Monthly
73.	Ripley House Station	4401 Navigation Blvd.	1,700	Monthly
74.	Westbury Square Station	662 Westbury Square	500	Bi-Monthly

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(POLICE) DEPARTMENT:

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
75.	SWAT Office	1500 W. Dallas	7,650	Monthly
76.	Lake Patrol	22619 W. Shorewood	5,000	Monthly
77.	North Police Station	9455 W. Montgomery	112,369	Monthly
78.	McNair, Police Station	2202 St. Emanuel	9,544	Monthly
79.	Independent Heights Storefront	803 Crosstimbers	1,728	Monthly
80.	Willowbrook Storefront	12932 Willowchase	1,629	Monthly
81.	Houston Police Dept. Headquarters	1200 Travis	400,000	Monthly

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BUILDING SERVICES (Central) DEPARTMENT:
(buildings 1,2,4 & 5 to be serviced after 5:00p.m. mon-fri)

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
1.	City Hall	901 Bagby	174,609	Monthly
2.	City Hall Annex	900 Bagby	161,576	Monthly
3.	General Maintenance	2707 Dalton	108,000	Monthly
4.	Houston Emergency Center	5320 N. Shepherd	132,000	Monthly
5.	Municipal Courts	1400 Lubbock	105,066	Monthly
6.	Bob Lanier Building	611 Walker	767,000	Monthly
BUILDING SERVICES (HEALTH) DEPARTMENT:				
1.	H&HS Headquarters	8000 N. Stadium	128,507	Monthly

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N SERVICES DEPARTMENT:

(ALL LOCATION TO BE SERVICED ONCE PER MONTH EXCEPT ITEM 28 WHICH IS ONCE PER QUARTER).

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
1.	Sunnyside Health Center	9314 Cullen	21,774	2nd Wed. of Month after 1:30p.m.
2.	Sunnyside Multi-Service Center	4605 Wilmington	37,785	After 6:00 p.m
3.	Braeswood Laboratories Clinic	1115 S. Braeswood	80,750	After 5:00 p.m.
4.	Riverside Health Center	3315 Delano	23,825	2nd Wed of Month after 1:30 p.m.
5.	Bureau of Animal Regulation & Care (BARC)	2700 Evella	12,410	After 4:00 p.m.
6.	Fifth Ward Multi-Service Center	4014 Market	24,965	After 6: p.m.
7.	Lyons Health Center	5602 Lyons	20,262	2nd Wed. of Month after 1:30p.m.
8.	La Nueva Casa Amigos	1809 North Main	39,100	After 6:00 p.m.
9.	Kashmere Multi-Service Center	4802 Lockwood	25,521	After 6:00 p.m.
10.	Northside Health Center	8504 Schuller	14,898	2nd Wed. of Month after 1:30 p.m.
11.	Magnolia Health Center	7037 Capitol	17,360	2nd Wed. of Month after 1:30 p.m
12.	Magnolia Multi-Service Center	7037 Capitol	33,984	After 6:00 p.m.
13.	Tri-Community Senior Center	9525 Clinton	5,519	After 6: p.m.
14.	Facilities Headquarters	3026 Berry Road	1,800	After 6.00 p.m.
15.	Electric Shop	3026 Berry Road	1,800	After 3:00 p.m. on Friday
16.	Metropolitan Multi-Service Center	1475 West Gray	32,011	After 6:oo p.m.
17.	West End Health Center	190 Heights	30,781	2nd Wed. of Month after 1:30 p.m.
18.	West End Multi-Service Center	170 Heights	21440	After 6:00 p.m.
19.	Environmental Control Center	7411 Park Place	23,350	After 4:00 p.m. on Friday
20.	John Peavy Senior Center	3814 Market	12,055	After 6:00 p.m.
21.	W.I.C. Southwest	6121 Hillcroft	4,790	1st Workday of Month after 6:00 p.m. Mon-Fri.
22.	Acres Homes Multi-Service	6719 W. Montgomery	46,774	After 6:00 p.m.
23.	W.I.C. Alief	6787 Wilcrest Ste D.	4,360	1st Workday of Month Mon-Fri.
24.	W.I.C. Northeast	9421 Mesa Rd. Ste D	4,130	1st Workday of Month Mon-Fri.
25.	W.I.C. Northwest	8532 Hammerly	4,000	1st Workday of Month Mon-Dr.
26.	Materials Management	8272 El Rio Ste. 100	18,000	After 4:00 p.m. on Friday
27.	Water Control	1828 Rankin Road	32,011	Friday 2:00-4:00 p.m.
28.	W.I.C. Channelview	15055 East Frwy A20	1,400	1st Workday of Month Mon-Fri.
29.	Third Ward Multi-Service	3611 Ennis	32,000	After 6:p.m
30.	Denver Harbor Multi-Service	6402 Market	45,000	After 6:p.m

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RARY:

ITEM NO.	FACILITY	ADDRESS	ESTIMATED SQUARE FOOTAGE	ESTIMATED FREQUENCY
1.	Acres Homes	8501 West Montgomery	8,000	Monthly
2.	Alief	7979 South Kirkwood	18,000	Monthly
3.	Blue Ridge	7,200 West Fuqua	14,660	Monthly
4.	Bracewell	10115 Kleckley	8,126	Monthly
5.	Carnegie	1050 Quitman	18,000	Monthly
6.	Clayton	5300 Clayton	34,936	Monthly
7.	Collier	6200 Pinemont	16,000	Monthly
8.	Dixon	8002 Hirsch	3,000	Monthly
9.	Flores	110 North Milby	8,500	Monthly
10.	Frank	6440 West Bellfort	16,000	Monthly
11.	Heights	1302 Heights	14,000	Monthly
12.	Hillendahl	2436 Gessner	10,000	Monthly
13.	Jesse Jones	500 McKinney	333,620	Monthly
14.	Johnson	3511 Reed Road	10,500	Monthly
15.	Julia Ideson	500 McKinney	200,000	Monthly
16.	Jungman	5830 Westheimer	17,000	Monthly
17.	Kashmere Gardens	5411 Pardee	10,576	Monthly
18.	Kendall	14330 Memorial Drive	9,642	Monthly
19.	Lakewood	8815 Feland	4,015	Monthly
20.	Library Resource Center	3102 Center	10,000	Monthly
21.	Looscan	2510 Willowick	7,387	Monthly
22.	Mancuso	6767 Bellfort	11,000	Monthly
23.	Melcher	7200 Keller	4,200	Monthly
24.	Meyer	5005 West Bellfort	7,650	Monthly
25.	Montrose	4100 Montrose Blvd.	15,100	Monthly
26.	Moody	9525 Irvington	5,700	Monthly
27.	Oak Forest	1349 West 43rd	7,650	Monthly
28.	Park Place	8145 Park Place Blvd.	16,000	Monthly
29.	Pleasantville	1510 Gelhorn	4,000	Monthly
30.	Ring	8835 Long Point	7,645	Monthly
31.	Robinson Westchase	323 Wilcrest	16,600	Monthly
32.	Scenic Woods	10677 Homestead Road	11,000	Monthly
33.	Smith	3624 Scott	10,500	Monthly
34.	Stanaker	611 Macario Garcio	8,500	Monthly
35.	Tuttle	702 Kress	6,500	Monthly
36.	Vinson	3100 West Fuqua	9,000	Monthly
37.	Walter	7660 Clarewood Drive	7,675	Monthly
38.	Young	5300 Griggs	7,000	Monthly

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11.0 PERSONNEL QUALIFICATIONS

11.1 All Contractor personnel shall be reliable persons who are skilled and experienced in the assigned tasks. The Contractor is responsible for ensuring that certified, trained personnel and necessary materials, tools, equipment and supplies will be available to meet the Pest Control Services requirements of this Contract. The Contractor may change personnel only with equally classified personnel and Director or designee approval. Contractor shall furnish documentation that includes assigned personnel's qualifications and certifications. The Director shall have the authority to instruct the Contractor to remove unsatisfactory personnel from performance of work for just cause. The Director's decision shall be final in all cases.
specifications.

12.0 TEXAS DRIVER'S LICENSE

12.1 Contractor's employees performing Work ***at all city facilities*** must possess a valid Texas driver's license for the type of vehicle or equipment operated. Contractor shall ensure its employees meet this requirement.

13.0 TRAINING

13.1 Contractor shall provide training for its assigned personnel. All costs for training shall be provided by Contractor. No additional compensation will be provided by City.

14.0 SCHEDULING

14.1 Contractor shall ensure that certified trained personnel and all necessary materials, tools, equipment and supplies will be available to meet the Pest Control Services requirements of the Agreement. All Work shall be performed in accordance with the specific tasks and performance schedules detailed Section 3.0 in the Agreement. Contractor shall prepare and submit a written schedule to the Director *or designee* detailing the responsibilities of each person, within one (1) week after receiving Notice to Proceed. The schedule shall be a 6-month schedule in advance giving the scheduled dates for all non-daily operations. Contractor shall notify the *Director or designee* immediately in writing of any proposed deviations from the schedule along with the schedule recovery dates. Contractor shall not deviate from the schedule until receiving the *Director's or designee's* written approval,

15.0 RECORDS AND REPORTS

15.1 The Contractor shall make periodic verbal or written reports and recommendations to the Director with respect to conditions, transactions, situations or circumstances affecting the Contractor's performance of Pest Control Services, as requested by the Director. As part of the organization/planning task, the Contractor shall develop procedures for maintaining records for services provided under this Contract as follows. As a minimum and in compliance with this Specification, the records shall cover:

A. Contract Documents
- Contract Terms and Specifications
- Insurance Policies
- Approvals called for in the Contract Documents
- Service Subcontracts

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Plans and Reports
- Monthly Summary Reports
- Annual Summary Reports
- Monthly MWDBE Utilization Report

C. Service Documentation
- Inspection Reports
- Incident Reports
- Logs

15.2 All required records may be inspected by the Director at any time during normal business hours.

15.3 Upon expiration or termination of the Contract, all records produced and maintained on file shall become the property of the City. The Contractor may retain all employee and accounting files, but shall furnish a copy of all such files to the City.

16.0 CHEMICAL RECORDS

16.1 The Contractor shall keep Material Safety Data Sheets (MSDS), provided by the manufacturer, for each chemical product to be used in performance of the work on City property. The MSDS shall be available for review by the Director at any time during normal business hours.

17.0 TOOLS, MATERIALS, SUPPLIES, AND EQUIPMENT

17.1 The Contractor shall furnish all pest control materials, supplies, and equipment necessary to perform Pest Control Services at no additional cost to the City. All supplies shall be of the quality necessary to fulfill the intended purpose of the product.

17.2 The Contractor shall provide and maintain tools, machines, and equipment to perform the work as specified. All equipment must be maintained in a first-class working condition satisfactory to the Director. The Contractor shall use all tools, materials, supplies and equipment in accordance with the manufacturer's instructions.

17.3 The City shall not be held liable for any loss, breakage, or damage which may result to tools, equipment, materials, or supplies which the Contractor may be using in the areas serviced.

18.0 MIXING OF CHEMICALS ON CITY OF HOUSTON PROPERTY

18.1 To avoid chemical spills inside any facility, the Contractor shall ensure that the mixing of any chemicals and/or chemical concentrates and water shall be performed OUTSIDE any facility and away from public areas. Most of the major facilities requiring pest control services have an outside source for water.

♦ **Service Expectations:**

A. Compliance with local, state and national code and regulations: 100%

B. Compliance with Safety and Security procedures: 100%

C. Service Levels – Consistent with service level response goals: 98% overall

D. Customer Satisfaction rating average: Greater than 4.0 out of a 5 scale

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EXHIBIT D-27

Grounds Maintenance Services

1.0 CONTRACTOR RESPONSIBILITY

1.1 Grounds Maintenance Services for these Facilities shall commence upon the date specified in the City Purchasing Agent's written notice to the Contractor requesting the performance of such maintenance services.

1.2 The Contractor's employees shall be trained in the various disciplines of grounds maintenance services to perform such maintenance services in a good and workmanlike manner meeting the highest standards for services of like-kind.

1.3 The Contractor shall employ a trained manager or managers (supervisors) with expertise in grounds maintenance services. The manager shall be present at the Facility during the Contractor's performance of such services at the Facility.

1.4 The Contractor shall comply with health, safety and security regulations which may, from time to time, be issued by the City, Department Director, or his designee. The Director shall be charged with giving written or verbal, immediately confirmed in writing, notification to the Contractor of such regulations.

2.0 MOW, EDGE, TRIM AND RAKE

2.1 Mow, edge, trim and rake, as applicable, all lawns, berns, assessments and ditches, in accordance with each Facility's Work Schedule. Such maintenance services may be considered as performed weekly during the "growing season" and bi-weekly during the non-growing season to maintain a well-manicured appearance. The "growing season" shall be considered from March 15th thorough October 15th. The remaining annual period represents the "non" growth season."

2.2 Edging, trimming and raking shall include those areas not accessible to mowers, for the well-manicured look, i.e., abutting building, curbs, drives, fences flower beds, parking area, sprinkler heads, trees, walk ways and any other area at any Facility which requires maintenance services in accordance with this Contract.

3.0 PRUNING

3.1 Bushes, hedges, shrubs and TREES, of any height pruned, shaped trimmed and cleared at least seven (7) feet from the ground and three (3) feet above the roof line, as necessary, to maintain a well-groomed appearance. Such pruning, etc, also serves to prevent the obstruction of parking, walking areas, irrigation and plumbing systems.

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STICIDE APPLICATION

4.1 In instances in which pesticides are used, the contractor or its subcontractor(s) shall not exceed the rate of application recommended by the manufacturers. MSDSs may be required for all chemical products used to fulfill the scope of work: the Contractor will be required to submit copies of the MSDS forms within five (5) business days if requested by the City. After award of the contract, if the contractor wants or needed to switch products from those for which they have submitted MSDSs, contractor must submit the MSDSs for the new product for review and approval prior to making the change.

NOTE: Chemicals used to perform the basic scope of work detailed in the Exhibit "D-26A" Section I shall be included in the unit prices quoted.

4.1.1 SPOT TREATING FOR INSECTS

4.1.1.1 Insecticides shall be applied, on each visit to prevent ants, chinch bugs, grub worms, sod grass and etc.

5.0 REMOVAL OF WEEDS

5.1 Weed Control shall be exercised on an each visit basis to all lawns, beds, berns, assessments, ditches and paved areas such as parking lot and sidewalks.

6.0 CLEAN UP

6.1 The Contractor, during its performance of Ground Maintenance Services, shall collect and bag all excess grass cuttings, general trash, leaves and any/or all other cuttings and debris from the entire outside area of each Facility. The outside area shall include the parking and walking areas.

6.2 Bagged trash shall be disposed of by the Contractor in trash containers located in the trash collection area of the applicable facility.

7.0 FERTILIZING, SPRAYING, WATERING AND WEEDING

7.1 Lawns shall be fertilized, treated for weeds and watered "as often as necessary", but not less than twice a year, to maintain a healthy appearance and promote good growth. "As often as necessary" shall be interpreted to meet the standards of the horticulture industry in this area. Fertilizers and sprays shall meet acceptable OSHA standards. Contractor is NOT required to install and maintain an irrigation system. Watering of entire facilities will be required in cases of lack of normal rainfall for extended periods at time (6-8 weeks). Should watering of this type be required, a simple hook-up of garden hoses to exterior or facility faucets will suffice.

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l application of fertilizers and sprays shall contain fungicides to combat iseases in the turf, i.e, Saint Augustine decline, etc.

7.3 Ground covers, hedges, shrubs and trees shall be fertilized, sprayed and watered at each Facility, in accordance with the applicable Facility's Work Schedule defined in 7.0 herein below.

7.4 Such services herein are required to prevent fungus and insect infestation, thereby maintaining healthy plants and promoting food growth.

8.0 FEEDING AND MULCHING:

8.1 All flower and shrub beds shall be mulched annually with at least two (2) inches of composted materials. Depending upon loss of mulch and climatic conditions the amount of mulch added and frequency of service may vary.

8.2 All beds and planters, whether flower of shrubs, shall be kept in a neat condition, edged, and virtually free of weeds and undesirable growth at all times. Such beds and planters shall be watered "as often as necessary " to maintain healthy plants.

8.3 Flowering plants and shrubs shall receive at least one phosphorus feeding while setting blossoms. That is, azaleas, camellias and roses shall be treated "as often as necessary" for three (3) consecutive months after blooming to maintain a healthy appearance and promote good growth.

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EXHIBIT D-27A

SECTION I

9.0 WORK SCHEDULES

9.1 Work Schedules for each facility in Section I

9.2

MONTH	**SECTION A** WEEDING AND WEEDING BEDS, MOWING, TRIMMING, SPOT TREATMENT FOR INSECTS AND CLEANUP	**SECTION B** FERTILIZING LAWNS, BEDS SHRUBS AND TREES	**SECTION C** MULCHING BEDS AND FEEDING FLOWERING PLANTS
January	x 2		
February	x 2		
March	x 3	x 1	x 1
April	x 4		
May	x 4		
June	x 4		
July	x 4		
August	x 4		
September	x 4		
October	x 3	x 1	
November	x 2		
December	x 2		

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9.0 WORK SCHEDULES (CONTINUED)

9.3 When services for a facility are required four (4) times a month the services will be performed approximately seven (7) days apart on a business day during business hours.

9.3.1 When services for a facility are required three (3) times a month the services will be performed approximately nine (9) day apart.

9.3.2 When services for a facility are required two (2) times a month service will be performed approximately fourteen (14) days apart.

9.3.4 When service for a facility is required once a month the service will be provided at a time mutually acceptable to the Contractor and the Department.

- **Service Expectations:**

A. Compliance with local, state and national code and regulations: 100%

B. Compliance with Safety and Security procedures: 100%

C. Service Levels – Consistent with service level response goals: 98% overall
Customer Satisfaction rating average: Greater than 4.0 out of a 5 scale

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EXHIBIT "D-27B"

SECTION II AND III

1.0 Mow, Trim and Light Trash Pick-up for Vacant Lots

1.1 Mow lots and trim grass around those areas not accessible to mowers. Service shall be performed in accordance with each Facility work schedule 2.0 and 3.0 herein below.

1.2 Light trash pick-up shall be provided by Contractor such as picking of paper prior to and/or after mowing. Contractor shall place light trash in trash container at adjacent occupied Health facility. Contractor is also required to advise Health Department representative of any heavy trash found on the vacant lots.

2.0 WORK SCHEDULES

2.1 Work Schedules for each facility Section II

MONTH	MOWING, TRIMMING LIGHT TRASH PICK-UP
January	x 1
March	x 1
April	x 1
May	x 1
June	x 1
July	x 1
August	x 1
September	x 1
November	x 1

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1.0 SPRINKLER SYSTEM MAINTENANCE

1.1 Monthly inspection of irrigation systems are required at facilities that have sprinkler systems.

1.2 Included are repairs and replacement of sprinkler heads, control devices, valves and time clock repairs, replacement and adjustments.

1.3 All repairs to be completed within three (3) working days after callout. All water leaks to be stopped within two (2) hours after callout.

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EXHIBIT D-27C

Grounds Maintenance Services
Property Listing

Section I – Full Service Grounds Maintenance

SECTION I – FULL SERVICE GROUNDS MAINTENANCE –BUILDING SITES

ITEM NO.	FACILITY AND SQ. FOOTAGE		
1.	Acres Home M.S. Center	6719 W. Montgomery	27,000 Sq. Ft.
2.	Environmental Pollution Control	7411 Park Place	36,710 Sq. Ft.
3.	B.A.R.C. Animal Control & Warehouse	2700 Evella	145,100 Sq. Ft.
4.	La Nueva Casa De Amigos H.C.	1809 North Main	39,100 Sq. Ft.
5.	Central Laboratories	1115 South Braeswood	29,237 Sq. Ft.
6.	Facilities H.Q.	3026 Berry Road	1,700 Sq. Ft.
7.	Fifth Ward M.S. Center	4014 Market	71,750 Sq. Ft.
8.	John Peavy Senior Center	3814 Market	4,000 Sq. Ft.
9.	Kashmere M.S. Center	4802 Lockwood	34,475 Sq. Ft.
10.	Lyons Health Center	5602 Lyons Ave.	36,346 Sq. Ft.
11.	Magnolia Health & M.S. Center	7037 Capitol	22,641 Sq. Ft.
12.	Metropolitan M.S. Center	1475 West Gray	208,693 Sq. Ft.
13.	Northside Health Center	8423 Arkansas	54,000 Sq. Ft.
14.	Health Department	8000 North Stadium Drive	54,107 Sq. Ft.
15.	Riverside Health Center	3315 Delano	27,153 Sq. Ft.
16.	Third Ward MSC	3611 North Main	28,500 Sq. Ft.
17.	Sunnyside Health Center	9314 Cullen Blvd.	26,666 Sq. Ft.
18.	Sunnyside MS Center	4605 Wilmington	10,819 Sq. Ft.
19.	Tri-Community Health Center	9525 Clinton Drive	30,768 Sq. Ft.
20.	Facilities Shop	3018 Berry Road	6,600 Sq. Ft .
21.	Warehouse	7131 Cullen	13,9000 Sq. Ft.
22.	Water Control	1828 Rankin Road	12,414 Sq. Ft.
23.	West End Health Center	190 Heights Blvd.	36,400 Sq. Ft.
24.	West End M.S. Center	170 Heights Blvd.	34,461 Sq. Ft.
25.	Property Management	2707 Dalton	
26.	**Houston Police Department**		
	61 Riesner Complex		
	Municipal Courts		
	1400 Lubbock		
	Auto Theft Storage Complex		
	Morin		
	Bicycle Patrol		
	Clay		
	Fleet Repair Shop		
	1202 Washington		
	Gerson Building		
	33 Artesian		
	Homicide Print Stall		
	1305 Dart		
	Joe Frank Bldg.		
	Preston/Washington		
	Uniform Supply		
	Houston Ave.		
	Volker Bldg.		

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27.	Police Academy Complex	17000 Aldine Westfield	834,772 sq. ft.
28.	North Police Station Complex	9455 W. Montgomery Road	277,880 Sq. Ft.
29.	Clear Lake Substation	2855 Bay Area Boulevard	177,473 Sq. Ft.
30.	HPD S.W.A.T.	1500 W. Dallas	6,308 Sq. Ft.
31.	Independence Heights Storefront	803 Crosstimbers	10,400 sq. ft.
32.	Kingwood Police Station	3915 Rustic Woods Drive	60,767 sq. ft.
33.	Lake Patrol Office Complex	22619 W. Shorewood Drive	171,600 sq. ft.
34.	Magnolia Substation/ Eastside Patrol	7525 Sherman	
35.	Mounted Patrol – Administration	300 N. Post Oak	26,734 Sq. Ft.
36.	North East Complex	8333 Ley Road	329,300 Sq. Ft.
37.	Northwest Station	7900 Teague	48,100 sq. ft.
38.	Reed Road Storefront	3511 Reed Road	
39.	Southeast Command Station Complex	8300 Mykawa	559,400 Sq. Ft.
40.	Southwest Substation Complex	4503 Beechnut	150,955 Sq. Ft.
41.	West Police Station Complex	3203 S. Dairy Ashford	48,295 Sq. Ft.
42.	Ripley House Storefront	4401 Navigation	
43.	Wesley House Storefront	1410 Lee	
44.	Westbury Storefront	5550 Gasmer	6,155 Sq. Ft.
45.	South Central Police Station (McNair)	2202 St. Emanuel	25,211 Sq. Ft.
	Police Headquarters	1200 Travis	Planters

SECTION II VACANT LOT MOWING

ITEM NO.	FACILITY AND SQ. FOOTAGE

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1.	7413 Park Place	200,000 Sq. Ft.
2.	2411 Texas Ave.	8000 Sq. Ft.
3.	Southwest Memorial 6440 High Star	200,000 Sq. Ft.
4.	4201 Lang	10,000 Sq. Ft.
5.	1827Rankin Road	200,000 Sq. Ft.
6.	22,627 Shorewood Loop	10,000 Sq. Ft.
7.	3719 Dowling	10,000 Sq. Ft.
8.	901 Henderson	3,088 Sq. Ft.
9.	6515 Lyons	10,155 Sq. Ft.
10.	522 Crosstimbers	5,000 Sq. Ft.
11.	4520 Washington	2,060 Sq. Ft.
12.	2812 Berry Road	11,000 Sq. Ft.
13.	13900 Hillsboro	32,280 Sq. Ft.
14.	16300 Park Row	3,056 Sq. Ft.
15.	2900 Reed Road	12,270 Sq. Ft.
16.	821 San Antonio	1,200 Sq. Ft.
17.	6000 Wayside at Griggs	35,500 Sq. Ft.
18.	5850 Teague	100 Sq. Ft.
19.	13505 Aqueduct	100 Sq. Ft.
20.	5820 E. Little York	100 Sq. Ft.
21.	120001A East Freeway	2,072 Sq. Ft.
22.	3600 El Dorado	36,200.
23.	7700 Wynlea	7,640 Sq. Ft.
24.	2000 Dairy Ashford	269,325 Sq. Ft.
25.	14300 Briar Forest	6,702 Sq. Ft.
26.	1300 Dart	
27.	1202 Washington	4,520 Sq. Ft.
28.	7223 Ave. F	4,005 Sq. Ft.
29.	1500 Bellaire & Winkleman	89,003 Sq. Ft.

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EXHIBIT D-28

Elevator Maintenance Services

1.0 MAINTENANCE SPECIFICATIONS

1.1 SCOPE OF WORK

1.1.1 The Contractor shall provide all supervision, labor, replacement parts, equipment materials, tools, expendable items, supplies and training required for the preventative and remedial maintenance of the Elevators, Escalators, booklifts, manlifts and related equipment at the locations listed

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herein or added under the terms of this contract. All work performed shall be in compliance with current or future ANSI A17.1 Elevator Code, current and future City Building and Elevator Codes, and OEM Recommendations.

1.1.2 Scope of Work includes the complete maintenance of the Elevators, Escalators, Booklifts, Manlifts and related equipment at the locations listed herein, including but not necessarily limited to the following:

A. The complete Elevator and Escalator at the various locations as described herein and in related manuals, drawings and documents.

B. All related mechanical, electrical and electronic systems associated with the equipment defined, including cables, motors, fans, alarms, buzzers, belts, indicator lights, hallway lanterns, gongs, emergency lights and batteries, computers and accessories, etc. Contractor will relamp all elevator machine rooms and call buttons inside and out to equipment defined as necessary.

C. INTENTIONALLY LEFT BLANK

D. Major Equipment Failure Replacement due to normal or catastrophic causes. All related costs including removal of failed equipment, the new item of equipment and installation thereof, with the exceptions of Force Majeure conditions which are specifically beyond the Contractor's control.

E. Replacement, repair, etc., of all equipment and systems components, parts, and appurtenances as required to keep any existing equipment and systems maintained and in full operation.

1.1 SCOPE OF WORK (CONTINUED)

F. Any work required to eliminate problems to improve passenger convenience or reduce energy consumption. This work includes troubleshooting and adjustments but excludes engineering analysis.

G. Normal and routine coordination of operations as expected with any work required and approved by the Director, including special maintenance work, special projects, or work related to conditions beyond the Contractor's control, whether such work is accomplished by Contractor or some other Contractor. Such work shall include limited inspection of drawings and construction for compatibility with existing systems, coordination of operations during construction, test and adjustment of systems identified to

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meet requirements of the modifications, and final inspection for acceptance into and as part of the maintenance services Contract.

H. Repair or replacement of miscellaneous equipment, components or parts resulting from vandalism.

I. Any emergency work which may be required to resolve problems associated with any task described in these specifications.

J. Provide maintenance performance analysis as may be required to assure continuity of economical and efficient operation in accordance with the equipment's designed performance standards and code requirements.

K. All Equipment shall be visually checked at each visit, routine or emergency and the results recorded.

L. Follow procedures in the Original Equipment Manufacturer's manuals and update as required.

M. Repair and replacement of all components, parts and appurtenances which have been worn or damaged due to normal wear and tear including but not limited to, escalator step treads, escalator comb teeth, dislodged handrails on escalators, elevator door gibs, dislodged elevator doors, damaged elevator safety edges, damaged elevator door sensors, door astrigals, missing hall lantern covers, damaged stop and push buttons,etc.

N. **DELETED**

O. Replacement, repair, and cleaning, of entire escalator and components including comb teeth, step treads, balustrades, and handrails. Comb segments shall be replaced if any teeth are broken.

P. Contractor will be responsible for inspecting and testing, on each maintenance visit, all existing elevator alarms and telephones provided for passengers in the event of an emergency. Contractor shall record these inspections and tests in a log and report the results in the monthly maintenance report.

A. Telephones installed in elevators requiring service will be reported to the City's Contract Representative immediately. Contract representative will notify the appropriate vendor for repair and

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provide further instructions to the Contractor. The Contractor will **not** attempt to repair telephones.

Q. Replacement of any pitted or burned contacts within any elevator system.

R. Cleaning and/or painting of all elevator equipment including the machine room floors and elevator car tops as needed.

S. Replacement and/or repair of elevator door motion sensors to keep them from false firing. Contractor shall complete any repairs due to vandalism under Additional Works and Materials section.

T. Replacement and/or repair of elevator components which cause more than one elevator to answer the same hall call.

U. Cleaning of all Escalator drip pans in their entirety once a year during it's annual shutdown.

V. Fire service will be checked monthly as per city codes. Results shall be recorded in a log and reported in the monthly maintenance report.

W. Elevator emergency light power packs shall be inspected and tested once a month. Results shall be recorded in a log and reported in the monthly maintenance report.

X. The emergency battery back-up system in the Elevators shall be tested once per month through a simulated power outage. The results shall be recorded in a log and reported in the monthly maintenance report.

Y. Emergency batteries in the Elevators shall be checked once a month for proper charging and water level. Contractor shall replace batteries if needed.

Z. Contractor will add deodorant in all hydraulic elevators as necessary, to prevent smell of hydraulic oil. Deodorant used shall be supreme nutra-gamma oil redeodorant or equivalent.

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CC. Contractor shall reinstall at his expense, any dislodged escalator handrail.

DD. All covers or guards on all elevators, escalators and related equipment will be put back in place once work has been completed.

EE. The Contractor shall maintain parts of all panel boards which have any device serving the Elevators and Escalators, insofar as those parts affect service to the system.

FF. Contractor is responsible for all elevator wiring and electrical components attached to the 110 power line from the circuit breaker.

GG. All motor and generator brushes shall be monitoried and replaced when length is less than the manufacturer's recommended minimum for efficient operation or code requirements, whichever length is greater..

a. The Contractor's performance shall be in accordance with the highest standards prevailing in the industry, as well as all present and future rules, regulations, and laws of any regulatory or legislative body having jurisdiction over City Elevators, Escalators, Manlifts and Booklifts.

b. Where it is evident that safety, reliability, or efficiency can be improved through capital investment in equipment, the Contractor shall call such matters to the attention of the Director, in writing, for his consideration and action. The Director's decision in the matter shall be final.

c. The Contractor shall provide maintenance of all equipment directly related to the Elevators and Escalators, whether or not specifically included herein.

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nts will be responsible for maintaining fire extinguishers in the machine rooms.

d. Maintenance shall mean the Contractor will be responsible for ensuring the systems are maintained in a first-class operating condition in accordance with these specifications and that the systems performs to the specified requirements for which it was designed.

e. Contractor shall not modify any equipment or related component without the prior approval of the Director.

1.2 SERVICES IN GENERAL

(a) It is specifically understood and agreed that the Contractor's obligations to perform under this Contract and all of the City's obligations to pay money under this contract are limited by, and shall be subject to, Article 5, and for certain Charges, as may be required.

(b) The Contractor shall coordinate all of its performance with the Director or such other person. Director's designee, as the Director may specify. The Contractor shall keep said person currently advised of any developments relating to the scope of this Contract, and the Contractor shall at all appropriate times advise and consult with the Director's designee.

(c) The Contractor warrants that all Maintenance Services shall be performed in a good and workmanlike manner meeting the highest standards for services of like kind. The Contractor further warrants that all of its services shall be performed by trained and skilled persons having substantial experience in the maintenance of equipment such as the Units. Due to the Contractor's high visibility while performing its services, the Director has the option of requesting the dismissal of a Contractor's employee from its facility for improper of unsatisfactory performance. Such request shall be verbal or written notice from the Director to the Contractor with explanation or for cause. The Contractor shall comply with the City's request.

(d) The Contractor further warrants with respect to any spare parts furnished by it as follows:

(i) that such parts shall be free of defects in title, material and workmanship;

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that each part meets or exceeds the specifications and requirements of the manufacturer of the Unit in which the part is installed;

(iii) that each replacement part is new, and;

(iv) that no such part or use thereof infringes any patent, copyright or proprietary right.

(e) The Contractor shall perform all Maintenance Services diligently and without unnecessary interruption or delays. Any Maintenance Services required to be performed during the Service Term of this Contract shall be pursued to completion, notwithstanding the expiration of the Business Hours and/or Service Term.

(f) Contractor's employee (s) performing services in accordance with the terms and conditions of this Contact shall have their arrival and departure times recorded by a responsible City employee of authority, assigned to the site where such Contractors services are to be performed. The absence of such a site person to

(g) The Contractor agrees it shall comply with City security provisions in whole and security provisions of the Department or facility in particular. Therefore, prior to the Contractor's performance under this Contract, the Contractor shall be required to perform a five (5) year security background check on each employee, subject to performing services under this Contract. Such security check shall be the Contractor's responsibility. The Contractor shall provide the City, at Contract execution by the Contractor, a copy of its employees security check report. The Director has the option of dismissing an employee's security check report. The Director has the option of dismissing a Contractor's employee for its facility as a result of the employee's security check report. The Contractor may perform such employee background security check. Such check shall include a criminal History check, prior employment history check, inclusive of any dismissal with reason, and level of education. At any and all times during the Service Term of this Contract, the Contractor's employees shall wear, on their person, without it being visually obstructed, proper identification. Such identification, as a minimum, shall be the full name of the employee and Contractor.

1.3 MAINTENANCE PHILOSOPHY

Safety and reliability within the bounds of sound economics are very important in the maintenance of the Elevators, Escalators, Manlifts and Booklifts. This is particularly true inasmuch as the facilities are a vital City installation serving the public. Anything less than close, efficient operation can result in undue maintenance expense, interrupted operations with severe criticism from an inconvenienced public, possible damage to equipment, waste of costly energy and, most importantly, possible injury to operating personnel and the general public utilizing these facilities. Therefore, the Contractor shall establish and maintain detailed, planned, and efficient routine maintenance duties and procedures.

The maintenance procedures which are to be used and continuously developed by the Contractor shall be in strict accordance with information contained in the manufacturers'

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procedures shall further cover overall operation of the Elevators, Escalators, Manlifts and Booklifts taking into account the interrelationships of the various equipment so that the proper sequences are followed in startup, shutdown or in making operating adjustments.

All written instructions and procedures shall be readily available to Contractor's personnel at all times for reference.

1.4 PREVENTATIVE MAINTENANCE

The services shall be performed diligently and without unnecessary interruption or delays during periods scheduled for service. The service interval will be determined by original equipment manfacturer requirements and Contractor's experience and knowledge of similar or like equipment/systems. The preventive maintenance (PM) program shall be instituted within thirty (30) days of contract award. The Contractor shall perform regularly scheduled maintenance on the Elevators, Escalators, Manlifts and Booklifts maintenance will be in strict compliance with the original equipment manufacturer's specifications and recommendations and other provisions as may be provided for in these specifications. Contractor shall be continuously responsive to utility cost avoidance as it relates to equipment fouling and inefficiencies, and shall account for this factor in the PM requirements. The PM Program shall assure high system reliability and energy efficient operation.

All preventative maintenance (except scheduled annual shutdowns) shall be performed during defined normal business hours unless directed by the Building Superintendent. Any additional cost must have written approval before work begins**.**

The minimum preventative maintenance requirements shall include but are not limited to the following tasks for each unit subject to this contract.

1.5 ESCALATORS

1. Inspect, lubricate, and clean the stop and start switches including the contacts, wiring, and springs
2. Remove the floor plate at lower end; inspect, clean, and lubricate the step chains.
3. Inspect, clean, and lubricate the step wheels.
4. Run escalator in reverse direction to check operation.

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t, clean and lubricate the machine, sprockets, worms, gears, motor, brake magnet coils, brake linings, bearings, chains, main drive broken chain device, non-reversing switch, emergency brake switch, governor switch, handrail tension device, and other mechanical parts.

6. Inspect and clean the handrails and splices, checking the handrails for adequate tension.
7. Inspect, clean, and lubricate the contacts, connections, holders, brush rigging, commutations, and undercutting.
8. Check the temperature rise of machine bearings, brake coils, controller coils, and contact.
9. Inspect the main drive brake and pawl brakes.
10. Inspect the step risers, balustrades, skirt and curtain guards, paying particular attention to clearances, projections, shear and tripping hazards, balustrades lighting.
11. Inspect and clean the handrail brush.
12. Check comb plate lighting.
13. Check comb plates and floor plates for wear which might pose a tripping or slipping hazard.

ESCALATORS CONTINUED

14. Inspect, clean and lubricate all machine room equipment, including but not limited to; contacts, connectors, reverse phase relay. Also check operating voltage.
15. Inspect and clean the controller fuses, holders and connections.
16. Inspect the motor and armature and clean with a blower or vacuum.
17. Inspect all motor connections.
18. Check the armature and rotor clearances.
19. Inspect and clean the comb teeth, paying particular attention to broken or bent comb teeth, and clearances between teeth and step treads, loose screws, and lighting.
20. Inspect the machines for leaks.
21. Inspect, clean and lubricate the canvas tread step wheels.
22. Clean the controllers with a blower.
23. Check alignment of the controller switches.
24. Inspect, clean and lubricate the controller hinge pins.
25. Inspect, clean and lubricate all controller equipment, including but not limited to; resistor tubes and grids.
26. Check the oil in the overload relays.
27. Inspect the overloads
28. Inspect and clean the step risers and curtain board.
29. Inspect and clean main line switch fuses.
30. Inspect and clean the motor commutators.
31. Check clearances of the handrail to molding.
32. Ride escalator and check the starting and stopping functions and check for unusual noise.
33. Clean machine room floor.
34. Clean spill pans.
35. Inspect and clean all pits and sumps to ensure debris, including cigarette butts and oil, are removed. This will be performed no less than quarterly and more often as required.
36. Furnish all other routine work in connection with the above items including all repairs and replacement of defective parts if conditions warrant.

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1.5 TRACTION ELEVATORS

1. Inspect and clean the car operation panel contacts and switches.
2. Inspect the gate closer.
3. Inspect and lubricate the door and gate operator's shaft bearings and chains.
4. Inspect and clean the brake plunger.
5. Check the oil level of the dash pot and brakes.
6. Inspect and clean the machines.
7. Check all machine fastenings, including the drive sheave.
8. Inspect and clean the generator armature clearances, brushes and connections.
9. Check the settings and operation of the controller's overloads.
10. Check all ropes, grooves, hitches, and cables.
11. Inspect changes.

TRACTION ELEVATORS CONTINUED

12. Inspect compensating chain or ropes and hitches.
13. Inspect, clean and lubricate the tape, cable or chains.
14. Inspect the selector drive hitches and slack cable switch.
15. Inspect, clean and lubricate the hoistway sheave fastenings, grooves and grease-type bearings.
16. Inspect the hoistway limit switches (contacts, cam alignment).
17. Inspect the hoistway governor and tension weight sheave.
18. Inspect all buffers overtravel.
19. Check oil level of buffers, car and pit.
20. Check adjustment of car shoes and/or roller guides.
21. Inspect and lubricate guide shoe stems.
22. Inspect the stiles.
23. Inspect, clean and lubricate the car fan or blower.
24. Drain, flush and refill the generator (sleeve bearings jobs only).
25. Inspect and clean the controller fuses, holders, and connections.
26. Inspect the controller dampening motor; oil each bearing as needed.
27. nspect the controller dampening motor brushes.
28. Check the controller voltages.
29. Inspect the traveling cable.
30. Inspect and clean the guide rails.
31. Inspect the hoistway sheaves for cracks.
32. Check the operation of the main disconnect switch. If fused, check for heating.
33. Make slow speed, no load, safety test in accordance with the standards set forth in current and future ANSI/ASME A17.1 Rule 1001.4
34. Inspect, clean and lubricate the machine room.
35. Clean the car top, pit, and machine room.
36. Inspect the car leveling units, the alarm bell, the retiring cam and fastenings, the emergency stop switch, and the sensitive edge and photo cells.
37. Check the generator bearing oil level.
38. Inspect and clean the controllers' contacts.
39. Inspect, clean, lubricate and adjust, as necessary, the car and counterweight rail lubricators.
40. Inspect, clean and lubricate the machine worms and gears.
41. Inspect, clean and lubricate the sleeve bearings.

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the oil governor cups.

43. Check the operation of the hoistway hall button operation.
44. Check all indicator lights, lanterns, lens, bells, and gongs.
45. Inspect, clean and lubricate the car door tracks, sheaves and chains.
46. Check door contact.
47. Inspect the emergency lighting system.
48. Inspect, clean and lubricate the hatch doors, the tracks, the sheaves, and the chains.
49. Inspect the motor brushes and connections.
50. Inspect the brake lining and adjustment, key ways and keys.
51. Inspect the resistance tubes and grids in the controllers.
52. Check the alignment of the controller switches.
53. Inspect, clean and lubricate the contactor armature shafts.
54. Inspect and lubricate the selector cable sheaves.

TRACTION ELEVATORS CONTINUED

55. Inspect and lubricate the hoistway sheave bearings.
56. Inspect and clean all pits and sumps to ensure debris, including cigarette butts and oil, are removed. This will be performed no less than quarterly and more often as required.
57. Furnish all other routine work in connection with the above items including all repairs and replacement of defective parts if conditions warrant.

1.6 HYDRAULIC ELEVATORS

1. Inspect the belts for tension and wear.
2. Inspect the valves and pumps.
3. Inspect the car door contact.
4. Inspect the leveling switches.
5. Inspect the alarm system.
6. Inspect, clean and lubricate the retiring cam device, chains, and fastenings.
7. Inspect the emergency switch.
8. Inspect the car shoes.
9. Inspect the selector drives.
10. Inspect, clean and lubricate the tape or cable.
11. Check the main line fuses for heating.
12. Inspect the controllers.
13. Clean the controllers with a blower.
14. Check the alignment of the controller switches.
15. Inspect, clean and lubricate the controller hinge pins.
16. Inspect the door gibs.
17. Inspect the door up-thrust.
18. Inspect and lubricate the guide shoe stems.
19. Inspect, clean and lubricate and adjust the contacts and switches in the car operator panel.
20. Inspect the hitches and broken cable switch in the selector drives.
21. Inspect, clean and lubricate the door chains, tracks, and sheaves.
22. Inspect the door contacts.
23. Inspect the emergency car lighting system.
24. Inspect, clean and lubricate the machine room equipment; clean the machine room floor and the spill pans.
25. Ride each car checking for unusual noises and deficiencies in operation.

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t and clean the car top and pit equipment.

27. Check the oil in the tanks.
28. Contractor to provide and maintain an "Oil Loss" log in each hydraulic elevator room
29. Inspect the jack plunger.
30. Inspect and clean the car photo cell.
31. Inspect the car safety edge and retraction.
32. Test the alarm button.
33. Check the emergency switch.
34. Inspect, clean and lubricate the door tracks.

HYDRAULIC ELEVATORS (CONTINUED)

35. Inspect, clean and lubricate the motor bearings.
36. Inspect and clean the controller fuses and holders.
37. Inspect the door speeds, door relating cable tension, and the car steadying plates.
38. Check the stiles for cracks.
39. Inspect and lubricate the car fan or blower.
40. Inspect, lubricate, and clean the hall button contacts, the guide rails, the limit switches, the traveling cable and the junction box cable.
41. Inspect and clean all pits and sumps to ensure debris, including cigarette butts and oil, are removed. This will be performed no less than quarterly and more often as required.
42. Furnish all other routine work in connection with the above items including all repairs and replacement of defective parts if conditions

1.7 DUMBWAITERS

1. Inspect and lubricate the chains.
2. Inspect the Rope.
3. Check the limit switches
4. Check the hoistway door switches.
5. Check the gate switches.
6. Furnish all other routine work in connection with the above items including all repairs and replacement of defective parts if condition warrant.

1.8 MANLIFTS

1. Inspect the steps and steps fastenings.
2. Inspect the rails, rail supports and rail fastenings.
3. Inspect the rollers and slides.
4. Check the belt and belt tension.
5. Inspect the handholds and fastenings.
6. Inspect the floor landings.
7. Inspect the guardrails.
8. Inspect all parts requiring lubrication and lubricate as needed.
9. Inspect the limit switches.
10. Inspect the warning signs and lights.

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t the drive pulley, the bottom pulley and clearance.

12. Inspect the pulley supports.
13. Inspect the motor.
14. Inspect the driving mechanism.
15. Check the brake.
16. Check the electrical switches.
17. Check the vibration or misalignment.
18. Inspect gears for wear.
19. Furnish all other routine work in connection with the above items including all repairs and replacement of defective parts if conditions warrant.

2.0 ANNUAL SHUTDOWNS

2.1 Contractor shall schedule an annual shutdown on each elevators and escalators, one at a time, for preventative maintenance, repair or replacement of equipment which cannot be serviced while system is in operation. Contractor shall provide all parts, labor, and planning necessary to ensure efficient completion of the annual shutdown process.

2.2 Contractor shall prepare and present to the Director prior to shutdown an Activity Plan identifying the time schedule of the shutdown process. This time schedule shall include (1) a job plan with a related critical path network; and (2) shutdown, work, and startup schedules.

2.3 At least four (4) weeks prior to shutdown, Contractor shall deliver to Director, the shutdown, work, startup schedules. Following this activity, Contractor shall schedule a mock shutdown with the shutdown team to include Job Control, for working out any last minute problems and ensure smooth execution of the entire shutdown program. Work assignments shall be made at this meeting. Any preliminary work which can be done prior to shutdown shall be accomplished in order to expedite the shutdown work.

2.4 Contractor shall prepare a formal "Annual Shutdown Report" and present it to the Director within 30 days after the shutdown work has been completed. This report shall summarize preplanning, execution, startup, debriefing activities, resulting recommendations, and follow-up assignments.

2.5 Contractor, by the end of the second full year of the Contract, shall present to the Director of each department, for first review, a complete operation and maintenance shutdown procedures manual. This manual will serve as a road map for planning,

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tdown, direction in execution of work, time scheduling, startup, debriefing and preparation of "Annual Shutdown Reports". Based upon comments provided by the Departments , Contractor shall revise the manual and submit a final draft within 30 days from the date of written comments by the Various Departments.

3.0 PERFORMANCE AND TECHNICAL SPECIFICATIONS

3.1 Contractor shall be responsible to maintain all elevators and escalators within the performance and technical specifications listed below. Replacement and/or repair necessary to meet these specifications shall be performed at the minimum, during a unit's annual shutdown, or during regular preventative maintenance work, or upon request by the Department.

3.1.1 TRACTION ELEVATORS

1. Lumination of elevator cars shall be five (5) foot candles on passenger elevators and two and a half (2 1/2) foot candles on freight elevators.
2. Light bulbs and tubes shall be externally guarded or coated to contain broken glass if the bulb or tube breaks.
3. Belt driven motors and chain drive sets shall be pre-loaded and matched for length in size, rated bearing strength, and a safety factor of ten.
4. Top of car operating device shall not operate at a speed exceeding 150 ft/min.
5. Elevator car doors and hoistways with 1/8" of play in doors opposite of direction of travel will be adjusted and/or door gibbs will be replaced.
6. Elevator machine and generator commutators with mica showing or bars exceeding 1/32", will be turned and undercut.
7. Elevator door closing pressure will not exceed 30 LBF.
8. Elevator floor levels will maintained plus or minus 3/8" of each landing.
9. Hoistway door rollers that are cut or torn more than 1/8" will be replaced.
10. Roller guides that cut or torn more 1/8" will be replaced.
11. Hoist ropes 3/8" in diameter reduced to 11/32" shall be replaced.
12. Hoist ropes 7/16" in diameter reduced to 13/32" shall be replaced.
13. Hoist ropes 1/2" in diameter reduced to 15/32" shall be replaced.
14. Hoist ropes 9/16" in diameter reduced to 17/32" shall be replaced.
15. Hoist ropes 5/8" in diameter reduced to 37/64" shall be replaced.
16. Hoistway and car junction boxes will be securely fastened with covers in place.
17. Belts that are cut or torn more than 1/8" will be replaced.

3.1.2 HYDRAULIC ELEVATORS

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nation of elevator cars shall be five (5) foot candles on passenger elevators and two and a half (2 1/2) foot candles on freight elevators.

HYDRAULIC ELEVATORS CONTINUED

2. Light bulbs and tubes shall be externally guarded or coated to contain broken glass if the bulb or tube breaks.
3. Belt driven motors and chain drive sets shall be pre-loaded and matched for length in size, rated bearing strength, and a safety factor of ten.
4. Top of car operating device speed shall not exceed 150 ft/minute
5. Elevator car doors and hoistways with 1/8" of play in doors opposite of direction of travel will be adjusted and/or door gibbs will be replaced.
6. Elevator door closing pressure will not exceed 30 LBF.
7. Elevator floor levels will maintained plus or minus 3/8" of each landing.
8. Hoistway door rollers that are cut or torn more than 1/8" will be replaced.
9. Roller guides that cut or torn more 1/8" will be replaced.
10. Any elevator hydraulic line that is leaking oil will be repaired or replaced.
11. Pistons with visible oil running down jack will be replaced.
12. Anti-creep shall maintain elevator within 1" of floor level irrespective of the position of the hoistway door.
13. Side guides with more than 1/8" play in any direction will be replaced.
14. The relief valve shall be preset to open at a pressure not greater than 125% of working pressure.
15. Flexible hydraulic connections shall have a bursting strength sufficient to withstand not less than ten (10) times the working pressure of the elevator.
16. Hoistway and car junction boxes will be securely fastened with covers in place.
17. V-Belts that are cut or torn more than 1/8" will be replaced.

3.3 ESCALATORS

1. Vertical cleats shall mesh with slots on the adjacent step tread wherever the steps are exposed.
2. Clearance on each side of the steps between the step tread and the adjacent skirt panel shall not be more than 3/16" (4.8mm)
3. The tread surface of each step shall be slotted in the direction parallel to the travel of the steps. Each slot shall not be more than 1/4" (6.3mm) wide and not less than 3/8" (9.5mm) deep and the distance from the center to center of adjoining slots shall not be more than 3/8" (9.5mm).
4. Driving machine brakes shall stop down escalators at a rate no greater than 3 ft/sec.^{2} (0.91 m/s^2).
5. All safety switches will stop unit from operation when tripped.

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emarcation lights will be green and working continuously. Contractor will supply replacement parts, fixtures, bulbs, etc

ESCALATORS CONTINUED

7. Handrails with tears that are 1/2" in length or more, will be replaced.
8. Escalator step risers with more than 1/32" oil build-up will be cleaned.
9. Comb teeth segments will be replaced if any teeth are broken.
10. Comb teeth shall be meshed and set into slots in the tread surfaces so that the points of the teeth are always below the upper surface of the treads.

4.0 TITLE

4.1 Title to all spare parts or other goods furnished by the Contractor shall vest in the City as they become affixed to the Unit (s). Title to any parts or goods removed from any unit, in order to make the inoperative Unit operational, shall vest in the Contractor. Any and all parts or goods removed by the Contractor from any Unit shall be itemized in a written statement, as parts or goods removed by Unit.

5.0 REGULATORY INSPECTIONS, TESTS, AND OPERATING PERMITS:

5.1 The Contractor shall keep a log of all inspections and tests and report the results in the Monthly Maintenance Report for the Various Directors (see Section 3.15). The Contractor shall also include in this report the schedule of inspections and tests scheduled for the next two months on a rotating basis. The Director shall have the right to conduct inspections of the equipment, records, and logs without prior notice to the Contractor. An outside Contractor may be utilized for this service. A written report of the results of the inspection and recommendations will be forwarded to the Contractor.

5.2 All deficiencies identified through an inspection or test shall require the Contractor to take action immediately. Contractor shall correct the deficiency and respond in writing stipulating the corrective action(s) taken within 10 days unless otherwise authorized by the Director.

5.3 All deficiencies from a test or inspection that are not identified specifically as the Contractor's responsibility will be corrected, as appropriate, at the expense of the City. All other discrepancies will be corrected at the expense of the Contractor. The Director will be the final authority on the identification of responsibility for a deficiency.

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tive action required under the responsibility of the City shall be completed within the same time period stated above following the issue of an Change Order or other authorized document from the Director.

6.0 REMEDIAL MAINTENANCE

6.1 The Contractor shall respond immediately to malfunctions which impact the public or render the system incapable of performing at an acceptable level. Contractor personnel shall work continuously without regard for usual business hours, until the critical malfunctions are corrected.

6.2 The Director shall be notified immediately of all critical equipment malfunctions, action to be taken and the estimated time frame repairs will require. The Director shall again be notified when repairs are completed and the system returned to operational status.

7.0 EMERGENCY SERVICE (APPLIES TO ALL EQUIPMENT)

7.1 The Contractor shall respond within one (1) hour to a request from the Director for emergency service to perform all steps reasonably necessary to protect persons and property from risk of harm due to a problem with a unit. The Contractor shall respond to take unit or units out of operation, placing warning signs and "out-of-order" signs on the premises, place barricades on the premises, and rescue persons who may be trapped in a unit, etc. Priority shall be given to requests for emergency service. Contractor shall also provide emergency service after hours as may be required within the parameters of these specifications.

8.0 TOOLS, INSTRUMENTS, AND EQUIPMENT

8.1 All tools, equipment, and instruments required for the proper maintenance of the systems specified herein shall be provided by the Contractor at his expense and shall all be removed by the Contractor at the termination of this Contract.

9.0 CONTRACTOR'S COMMUNICATION REQUIREMENTS

9.1 The Contractor shall provide at its expense all radio communication equipment necessary to perform the work call for in this contract.

10.0 CONTROL AND INSTRUMENTATION EQUIPMENT REPLACEMENT

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ntrol and instrumentation devices that are replaced shall be new and of original Manufacturer or of equal or better quality and operating characteristics than the original. Contractor shall not mix control and instrumentation devices from different manufacturers within a specific control system without the prior approval by the Director.

11.0 REPLACEMENT PARTS

11.1 Wherever possible, replacement parts shall be new and of same manufacturer as original parts. Where these parts are not available, the Contractor may provide rebuilt parts of original manufacturer or use new parts of another manufacturer. In either case, parts shall be equal in quality and operation, or better than original parts and free from all defects. Miniature inclosed relays that require replacement shall always be replaced by new ones. Rebuilt miniature inclosed relays shall not be used.

11.2 The Contractor shall be responsible for the disposal of all worn/defective parts. Disposal will be made at an off-site location of the Contractor's choice in accordance with all Federal, State, County and City regulations. Worn or defective parts shall not be stored on City premises. The Contractor shall notify the Director when these parts are to be removed from City property.

12.0 DIVISIONS OF RESPONSIBILITY

12.1 Normally all routine maintenance decisions shall be made by the Contractor within guidelines specified. Long range changes in maintenance philosophy, schedules, and the existing preventive maintenance program shall be mutually agreed to by the Director and the Contractor.

12.2 The Director reserves the right to make final decisions related to systems maintenance. If the Director chooses to override the Contractor's decisions, the Director shall inform the Contractor in writing and assume full responsibility for the consequences of that decision.

13.0 PERSONNEL REQUIREMENTS

13.1 STAFFING

A. The Contractor shall provide the necessary number of personnel required to maintain the Elevators, Escalators, and Manlifts.

13.2 PERSONNEL QUALIFICATIONS AND APPROVAL

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ontractor personnel shall have a minimum of 5 years experience in preventive/repair maintenance of Elevators, Escalators and Manlifts.

14.0 SAFETY

14.1 Contractor shall not require any person employed in the performance of this Contract to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous to their health or safety, or contrary to any provision of the Occupational Health and Safety Act (OSHA) of 1970 (Public Law 91-596), as amended.

14.2 The Contractor shall be completely familiar with, and shall enforce all City, State of Texas and Federal OSHA regulations and requirements as applicable for services performed under this Contract, including but not limited to the following:

A. Contractor personnel shall wear applicable personal protection equipment at all times.

B. Contractor personnel operating equipment and /or handling materials shall be fully trained in the safe operation of the equipment or materials.

C. Contractor personnel shall follow and apply safety practices prevailing in their applicable industry.

D. The Contractor shall develop, implement and maintain an on-going safety program concerned with equipment, maintenance work, and related procedures. Safety warnings shall be posted on equipment as necessary to ensure safe operations. Equipment shall never be installed, tested or operated in an unsafe condition.

E. Contractor shall be responsible for the proper operation and maintenance of all safety and fire protection equipment associated with the System. All personnel shall be thoroughly familiar with the identification and operation of available fire fighting equipment.

F. Contractor's responsibility for safety, in addition to maintenance work, shall include general safety and system observation from an "as installed" viewpoint. Any unsafe condition shall be immediately brought to the Director's attention.

15.0 RECORDS AND REPORTS

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The Contractor shall develop and maintain daily log sheets and monthly reports for maintenance of the Elevator and Escalator Systems. Logs shall provide a record of all pertinent operating data and maintenance performed, including but not limited to date, time service performed, status or results, person who performed service or inspection. All events or conditions not readily discernible from the recorded data shall be described in a "Remarks" section. Monthly reports shall include a summary of daily log information, status of systems and equipment, parts utilization by unit, cycle analysis, an overall summary of maintenance work performed, the results of inspections and tests conducted, general status of systems and equipment, list of equipment breakdowns, repair time, schedule of upcoming inspections and tests, and schedule of major equipment shutdowns required for maintenance. All reports shall be computer generated.

15.2 The Contractor will be responsible for providing maintenance history reports. The reports developed will provide essentially the following information and will be submitted to the Director. Basic information required for each unit or piece of equipment identified in the Elevator and Escalator Systems is as follows:

A. Serial Number
B. Type (Elevator and Escalator Systems Equipment).
C. Date Maintenance Performed on Unit.
D. Time Contractor is notified of a Maintenance Problem.
(not required for scheduled preventive maintenance)
E. Time Maintenance or Repairs are Started.
F. Time Maintenance or Repairs are Completed.
G. Man-hours Expended.
H. Parts Replaced (must be described, Micro-Switch, etc.)
I. Cause of Failure (brief description)
J. Year-to-Date Scheduled Preventive Maintenance Hours Expended.
K. Year-to-Date Unscheduled Maintenance Hours Expended.
L. Description of Service.

15.3 These records and reports, when properly analyzed, shall provide information regarding deteriorating equipment conditions, thus forestalling unscheduled shutdowns and inefficient performance.

15.4 The Contractor's recordkeeping system shall be subject to approval by the Director, and all records required thereunder may be inspected by the Director at any time during normal business hours.

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15.5 At Contract termination, all automated (including software data) and manual records produced and maintained on file shall become the property of the Director of each department City. Contractor shall submit all maintenance records to the Director of each department City on a 3.5" floppy disk or other approved media. The Contractor may retain all original employee and accounting files, but shall furnish a copy of all such files for the Director.

16.0 OPERATION AND MAINTENANCE MANUALS

16.1 Contractor shall update City O & M manuals , drawings, and wiring control diagrams throughout the Contract term to reflect maufacturer's updates and changes or additions to the system. Conractor is responsible to obtain any other information/data required to perform required maintenance.

16.2 Based on Contractors experience, he may recommend in writing, changes in the O & M manuals to the Director. These suggestions will be taken under advisement by the Various Departments involved. As required, the suggestions will be reviewed by the Director with the Contractor. Resulting changes to the Manuals shall be the responsibility of the Contractor. The Contractor shall update the system documents including drawings and manuals.

22.0 UPGRADE/MODIFICATION SPECIFICATIONS

22.1 SCOPE OF WORK, GENERAL

A. The City may, at it's option, direct the Contractor to perform Upgrade/Modifications to equipment which is maintained under this contract. The Contractor shall coordinate the performance of the services hereunder with the Director. The Contractor's performance hereunder shall be in accordance with the highest standards prevailing in the industry.

B. The Contractor shall provide all supervision, labor, goods, material, parts, services, transportation and other items necessary for the following upgrade/modifications. Contractor shall update drawings, wiring control diagrams or manuals as appropriate.

C. **All upgrades / modifications shall be performed in accordance with the Additional Works and Materials section.**

22.2 INSTALL ELEVATOR DOOR SENSORS

A. Remove existing safety edges and upgrade all passenger elevators in to include infra-red detection beam door sensors which automatically open

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elevator doors when an object or a passenger is entering or exiting the elevator. Reference Adams Elevator Equipment Company Gatekeeper System or equivalent.

22.3 AMERICAN DISABILITIES ACT COMPLIANCE UPGRADE

A. Upgrade all applicable units and/or systems at locations listed herein to comply with the American Disabilities Act . See 22.1.3

22.4 SCHEDULE

A. All upgrades/modifications shall be completed within 90 days following authorization by the Director to proceed. Within 15 days of authorization, the Contractor shall submit a work schedule to the Job Control Section for approval. Extensions may be granted by the Director for reasonable cause.

22.5 DISPOSAL OF REPLACED PARTS

A. Contractor is responsible for the disposal of replaced parts and surplus of used materials generated by the Upgrade/Modification projects. Disposal shall be made at an off-site location of the Contractor's choice in accordance with all Federal, State, County and City regulations. The Contractor shall notify the Director when these parts and material are to be moved from City property.

23.0 INTENTIONALLY LEFT BLANK

24.0 MISCELLANEOUS OTHER REQUIREMENTS

24.1 INSPECTION NOTIFICATION

A. The Director shall have the right to conduct inspections of the premises, equipment, inventory, records, logs, and work performance without prior notice to the Contractor. A written report of the results of the inspection and recommendations will be forwarded to the Contractor. The Contractor shall respond in writing within ten (10) days stipulating the corrective action or actions taken to remedy any deficiency noted during inspections. Rejections shall be corrected by the Contractor.

25.0 SPECIFICATIONS AND DRAWINGS

25.1 Any drawings, documents, or plans referred to in the specifications shall be regarded as part thereof and of the Contract. References mentioned in these specifications and not shown shall be done as though shown. The Director will furnish, as available, such detail drawings, plans and information as he may consider necessary for the Contractor's performance.

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25.2 The Contractor will not be allowed to take advantage of any error or omission in these specifications. Suitable instructions will be given when such error or omission is discovered.

26.0 MODIFICATIONS, NEW EQUIPMENT, AND EXPANSIONS

26.1 Contractor understands that new equipment or system components may be installed to meet the changing needs of the City. The system and new equipment or components installed as an integral part of existing systems without increasing overall systems requirements and which meet existing capacities, becomes the property of the City upon installation and acceptance. Therefore, this Contractor shall be responsible for all maintenance services to equipment or system components which become an integral part of existing systems.

26.2 The Contractor shall not make any modifications to existing equipment or components without the authorization of the Director.

- **Service Expectations:**

A. Compliance with local, state and national code and regulations: 100%
B. Compliance with Safety and Security procedures: 100%
C. Service Levels – Consistent with service level response goals: 98% overall
D. Customer Satisfaction rating average: Greater than 4.0 out of a 5 scale

EXHIBIT "D-28 A"

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No.		MANUFACTURER	TYPE	SERIAL No. OR MODEL No.	Notes
<u>PART I</u> -- ELEVATORS, ESCALATORS, MANLIFTS & BOOKLIFTS – FULL SERVICE MAINTENANCE (MONTHLY FEE FOR PREVENTATIVE AND REMEDIAL MAINTENANCE)					
BUILDING SERVICES DEPARTMENT					
	Fire Facilities				
	333 Preston	Esco	Hydraulic Passenger	9165	
	1205 Dart, Bldg "A"	Montgomery	Hydraulic Passenger	CP54995	
	1205 Dart, Bldg "B"	Montgomery	Hydraulic Freight	CP54996	
	HEALTH & HUMAN SERVICES				
	8000 N. Stadium Drive	Dover	Hydraulic Passenger	S-24141/E-77739	
	8000 N. Stadium Drive	Dover	Traction Passenger	12917/C38246	
	8000 N. Stadium Drive	Dover	Traction Passenger	12915/C38247	
	8000 N. Stadium Drive	Dover	Traction Passenger	12915/C38248	
	Municipal Courts Facility				
	1400 Lubbock	Dover	Hydraulic Passenger	E-44642	
	1400 Lubbock	Dover	Hydraulic Passenger	E-44643	
	1400 Lubbock	Dover	Hydraulic Passenger	E-44644	

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	Police Facilities				
	61 Riesner	Dover	Traction Passenger	BG0095	
	61 Riesner	Dover	Traction Passenger	BG0096	
	61 Riesner	Dover	Traction Passenger	BG0097	
	62 Riesner-Garage	Montgomery	Traction Passenger	CT35991	
	62 Reisner, PCB	Otis	Traction Passenger	2458258P	
	33 Artesian	Houston	Hydraulic Passenger	M34CR5OR	
	1700 Aldine Westfield	Houston	Hydraulic Passenger	M26JG295	
	1103 Goliad	Otis	Traction Freight	149100	
	1103 Goliad	Otis	Traction Freight	G9623	
	61 Reisner	Dumbwaiter	Traction Freight	81227	
	3203 S. Dairy Ashford Rd	Houston	Hydraulic Passenger	HE1699-1P	
	3203 S. Dairy Ashford Rd	Houston	Hydraulic Passenger	HE1699-3P	
	3203 S. Dairy Ashford Rd	Houston	Hydraulic Passenger	HE1699-4P	
	3203 S. Dairy Ashford Rd	Houston	Hydraulic Passenger	HE1699-5P	
	3203 S. Dairy Ashford Rd	Houston	Hydraulic Passenger	HE1699-6P	
	8300 MyKawa Rd.	Schindler	Hydraulic Passenger	EZ-182;8131-01EZ-18	
	8300 MyKawa Rd.	Schindler	Hydraulic Passenger	EZ-182;8131-02EZ-18	

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		Schindler	Hydraulic Passenger	EZ-182;8131-03EZ-18	
	8300 MyKawa Rd.	Schindler	Hydraulic Passenger	EZ-182;8131-04EZ-18	
	9455 W. Montgomery Rd	Schindler	Hydraulic Passenger	206-9357	
	9455 W. Montgomery Rd	Schindler	Hydraulic Passenger	206-9520	
	9455 W. Montgomery Rd	Schindler	Hydraulic Passenger	206-9564	
	1200 Travis	Otis	Gearless (Hi-Rise) Passenger	CP9092/318323	
	1200 Travis	Otis	Gearless (Hi-Rise) Passenger	CP9083/318329	
	1200 Travis	Otis	Gearless (Hi-Rise) Passenger	CP9093/318330	
	1200 Travis	Otis	Gearless (Hi-Rise) Passenger	CP9094/318331	
	1200 Travis	Otis	Gearless (Hi-Rise) Passenger	CP9095/318346	
	1200 Travis	Otis	Gearless (Lo-Rise) Passenger	Inaccessible/318317	
	1200 Travis	Otis	Gearless (Lo-Rise) Passenger	CP9181/318318	
	1200 Travis	Otis	Gearless (Lo-Rise) Passenger	CP9177/318319	
	1200 Travis	Otis	Gearless (Lo-Rise) Passenger	CP9178/318320	
	1200 Travis	Otis	Gearless (Lo-Rise) Passenger	CP9179/318321	
	1200 Travis	Otis	Gearless (Lo-Rise) Passenger	CP9180/318322	
	1200 Travis	Otis	Gearless (Hi-Rise) Freight	CP9402/318720	
	1200 Travis	Otis	Gearless Passenger	CP9300/700363	
	1200 Travis	Otis	Gearless Passenger	CP9301/700364	

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		Otis	Gearless Passenger	CP9302/700322	
	1200 Travis	Otis	Gearless Passenger	CP9303/700288	
	5320 N. Shepherd	Schindler	Hydraulic Passenger	T2163-48	
	5320 N. Shepherd	Schindler	Hydraulic Passenger	T2163-47	
	General Government Facilities				
	901 Bagby	Swift	Traction Passenger	22540-1	
	901 Bagby	Swift	Traction Passenger	22540-1A	
	901 Bagby	Swift	Traction Passenger	61778-3	
	901 Bagby	Otis	Traction Passenger	225453	
	900 Bagby	Schindler	Micronic Passenger	S085123-1	
	900 Bagby	Schindler	Micronic Passenger	S085123-2	
	900 Bagby	Schindler	Micronic Passenger	S085123-3	
	900 Bagby	Schindler	Micronic Passenger	S085123-4	
	900 Bagby	Westinghouse	Escalator	71255-1	
	900 Bagby	Westinghouse	Escalator	71255-2	
	2707 Dalton	Westinghouse	Hydraulic Passenger	D1-156	
	PUBLIC WORKS & ENGINEERING DEPARTMENT				
	2700 Dalton	Allen Bradley	Hydraulic Freight	802TA	
	7101 Renwick	US Elevator	Hydraulic	TC2000 / SN# 1499	

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	LIBRARY DEPARTMENT				
	500 McKinney	Montgomery	Traction Passenger	CT32213	
	500 McKinney	Montgomery	Traction Passenger	CT32214	
	500 McKinney	Montgomery	Traction Passenger	CT32215	
	500 McKinney – Handicapped	Montgomery	**Hydraulic Passenger**	CT32216	
	500 McKinney	Lampson	Booklift		
	500 McKinney	Lampson	Booklift		
	500 Mckinney	Montgomery	Escalator	CE32207	
	500 Mckinney	Montgomery	Escalator	CE32208	
	500 Mckinney	Montgomery	Escalator	CE32209	
	500 Mckinney	Montgomery	Escalator	CE32210	
	500 Mckinney	Montgomery	Escalator	CE32211	
	500 Mckinney	Montgomery	Escalator	CE32212	
	Julia Ideson Building	Westinghouse	Traction Passenger	G017091-01	
	Julia Ideson Building	Westinghouse	Traction Passenger	G017091-02	
	3102 Center	Esco	**Hydraulic Passenger**	FC4591	
	5300 Caroline	Dover	**Hydraulic Passenger**	FC5120	
	5300 Caroline	Dover	**Hydraulic Passenger**	E95239	

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		Esco	**Hydraulic Passenger**	FX8788262X	
	HEALTH DEPARTMENT				
	1115 S. Braeswood	Dover	Traction Passenger	C20920	
	1115 S. Braeswood	Dover	Traction Passenger	C20920	
	7037 Capitol	GAL	Hydraulic Passenger	No. 1727	
	6715 West Montgomery	U.S. Elevator	No. 201	Series H-25 System	
	1809 N. Main	Schindler	Hydraulic Passenger	97846-01	
	1809 N. Main	Schindler	Hydraulic Passenger	97846-02	
	1809 N. Main	Schindler	Hydraulic Freight	97846-03	
	6402 Marker	Montgomery Kone MX	Hydro 97 Passenger	Series HL	

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EXHIBIT D-29

Window Cleaning Services

1.0 Scope of Services

1.1 The work to be performed shall include cleaning all designated windows, squeegeeing glass surfaces as necessary, wiping adjacent frames and window sills free of excess water, and mopping any excess water which may spill or collect on interior floors and carpeting.

1.2 Care will be exercised to prevent streaking or staining window frames, ledges, walls, and painted panels, either by drying the surfaces or thoroughly rinsing them with clean water.

1.3 Any paint drops or smears shall be removed from surfaces being washed. Steel wool shall not be used, but razor blades or broad knives are permissible.

1.4 Surface of glass shall be washed to remove all traces of film, smudge, dirt and other foreign matter.

1.5 In the event it is found to be physically impossible to remove stains from any particular glass pane, the matter shall be called to the attention of the appropriate Department Director so arrangements can be made for the replacement of the glass, if deemed necessary.

1.6 The Contractor shall promptly remove all equipment and supplies from premises as each job is completed. The City will not be responsible for storing Contractor's supplies and equipment. Each job must be inspected and approved by the Director of the appropriate Department or his designated representatives. Approval shall be in the form of a signed receipt, one copy to be left with Department and one copy to accompany Contractor's monthly invoice.

2.0 Supplies

2.1 Cleaning supplies used shall be neutral and free-flowing, and shall not be harmful to surfaces with which they come in contact. All supplies shall be free of petroleum distillates that tend to attract dust particles or leave a residue or film.

3.0 Equipment

3.1 All equipment, i.e., ladders, safety equipment, powered suspended baskets and scaffolds, shall be in good working condition and shall be subject to inspection on request of the appropriate Department.

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4.1 Police Administration Building, 61 Riesner
All exterior windows shall be cleaned on both surfaces four (4) times per year. The work shall be performed on or about March 1,June 1, September 1 and December 1.

4.2 Police Communications Building, 61 Riesner
All exterior windows shall be cleaned on both surfaces four (4) times per year. The work shall be performed on or about March 1,June 1, September 1 and December 1.

4.3 Central Patrol Building, 61 Riesner
All exterior windows shall be cleaned on both surfaces twice (2) per year. The work shall be performed on or about March 1, June 1, September 1 and December

4.4 Police Garage Administration Office and Transportation Office, 61 Riesner
All exterior windows shall be cleaned on both surfaces twice (2) per year. The work shall be performed on or about September 1 and March 1.

4.5 Gerson Building, 33 Artesian
All exterior windows shall be cleaned on both surfaces four (4) times per year. The work shall be performed on or about March 1,June 1, September 1 and December 1.

4.6 Morrison Police Academy, 17000 Aldine-Westfield
All exterior windows shall be cleaned on both surfaces four (4) times per year.

4.7 Northeast Substation, 5703 Eastex Freeway
All exterior windows shall be cleaned on both Surfaces two (2) times per year.

4.8 Southwest Substation, 4503 Beechnut Street
All exterior windows shall be cleaned on both surfaces two (2) times per year.

4.9 Northwest Substation, 6000 Teague Street
All exterior windows shall be cleaned on both surfaces two (2) times per year.

4.10 Helicopter Division, 8402 Larson Street
All exterior windows shall be cleaned on both surfaces two (2) times per year.

4.11 Magnolia Park Substation, 7525 Sherman Street
All exterior windows shall be cleaned on both surfaces two (2) times per year.

4.12 Clearlake Substation, 16441 Space Center Blvd.
All exterior windows shall be cleaned on both surfaces two (2) times per year.

4.13 McNair Substation, 2202 St. Emanuel Street
All exterior windows shall be cleaned on both surfaces two (2) times per year.

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de Command Station, 3203 S. Dairy Ashford Street
All exterior windows shall be cleaned on both surfaces four (4) times per year.

4.15 Mounted Patrol Building, 300 N. Post Oak Road
All exterior windows shall be cleaned on both surfaces two (2) times per year.

4.16 Lake Patrol, 22619 West Shorewood Drive
All exterior windows shall be cleaned on both surfaces two (2) times per year.

4.17 Southeast Service Center, 8300 Mykawa Drive
All exterior windows shall be cleaned on both surfaces four (4) times per year.

4.18 North Police Station, 9455 West Montgomery
All exterior windows shall be cleaned on both surfaces four (4) times per year.

5.0 Public Works & Engineering – Group 4

5.1 City Hall Building, 901 Bagby Street
All exterior windows shall be cleaned on both surfaces four (4) times per year. Work to be performed during the months of March, June, September & December.

5.2 General Maintenance & Services, 2707 Dalton
All exterior window glass shall be cleaned on both sides four (4) times per year. Work shall be performed in the months of February, May, August, and November.

5.3 City Hall Annex Office Building, 900 Bagby Street

a. All exterior and interior windows above the First Floor shall be cleaned on both sides of the glass four (4) times per year during the months of March, June, September & December.

b. All exterior and interior glass located on the First and Public Levels shall be cleaned on both sides of glass four (4) times yearly, during the months of March, June, September, and December.

c. Ledges must be wiped off after cleaning to prevent limestone staining on floors 2 - 4.

5.4 Bob Lanier Public Works and Engineering Building, 611 Walker
All exterior and interior windows above the First Floor shall be cleaned on both sides of the glass four (4) times per year during the months of March, June, September & December.

5.5 Houston Emergency Center, 5320 N. Shepherd. All exterior and interior windows above the First Floor shall be cleaned on both sides of the glass four (4) times per year during the months of March, June, September & December.

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6.1 Logistical Center & Maintenance Depot, 1205 Dart Street
All exterior windows shall be cleaned on both surfaces (3) times per year, February, July & November
Building A, Administration Bldg (2 stories)
Building B, Parts & Light Duty Vehicles
Building C, Offices & Fabrication Shop
Building D, Body Shop
Building E, Facility Management & Radio Shop
Building F, Fuel Station
Building G, Guard Shack

6.2 Fire Alarm Building, 333 Preston (2 stories)
All exterior windows shall be cleaned on both surfaces (2) times per year, January & July

6.3 Fire Training Academy, 8030 Braniff
Administration Building, Multi-Purpose Building, Classroom Building, Portable Building (Classroom), Portable Building (Shower Facility), All exterior windows shall be cleaned on both surfaces (2) times per year, January & July

7.0 Municipal Courts Building
All exterior windows shall be cleaned on both surfaces four (4) times per year. The work shall be performed on or about March 1, June 1, September 1 and December 1.

7.1 The Contractor's cleaning hours shall be established by the City, but it is anticipated that no cleaning on a nightly basis will be required. Cleaning will be accomplished Monday through Friday each week, fifty-two (52) weeks per year. The Contractor shall not have to perform services on the days designated as City holidays by City Council.

7.2 All window cleaning scheduled for two (2) times per year shall have approximately six (6) months between scheduled cleaning. All window cleaning scheduled for four (4) times per year shall have approximately three (3) months between scheduled cleanings. Scheduling of all cleaning times shall be approved by and may be changed by the appropriate user department.

8.0 Health and Human Services Department

8.1 Central Headquarters and Laboratory, 1115 South Braeswood
All exterior windows and doors shall be cleaned on outside surface two (2) times per year. Preferable months for cleaning are September 1 and March 1. Windows on second and third floors should be reached by means of power suspended baskets or scaffolds. No ladders are to be used on any roof or canopy surface. Contractor shall furnish all equipment and supplies and remove same from the premises promptly upon completion of the job. All work shall be performed In a workmanlike manner acceptable to the Director of the Health and Human Services Department or to the Director's designated representative who will inspect the job and indicate approval by signing the work receipt.

8.2 West End Health Center, 170 Heights Boulevard
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.3 Park Place Pollution Control, 7411 Park Place

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r windows and doors shall be cleaned on outside surface two (2) times per year.

8.4 Sunnyside Multi-Service Center, 4605 Wilmington Street
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.5 Casa de Amigos Health Center, 1906 Cochran –
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.6 Kashmere Multi-Service Center, 4802 Lockwood
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.7 Water Control, 1828 Rankin Road
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.8 Riverside Health Center, 3315 Delano Street
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.9 Sunnyside Health Center, 9314 Cullen Street
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.10 Magnolia Multi-Service Center, 7037 Capitol Street
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.11 Fifth Ward Multi-Service Center, 4014 Market Street
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.12 Metropolitan Multi-Service Center, 1475 West Gray Street
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.13 Northside Health Center and Annex, 8523 Arkansas
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.14 Tri-Community (Fidelity) Senior Center, 9525 Clinton Drive
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.15 Lyons Health Center, 5602 Lyons Street
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.16 Acres Home Multi-Service Center, 6719 Montgomery
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.17 Bureau of Animal Regulation and Care, Administration Building, 2700 Evella
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.18 Bureau of Animal Regulation and Care Kennel, 2700 Evella
Exterior windows and doors shall be cleaned on outside surface plus both surfaces of lobby windows and doors shall be cleaned two (2) times per year.

8.19 Administration Building, 8000 Stadium Drive
Exterior windows and doors shall be cleaned on outside surfaces, plus both surfaces of windows in main lobby shall be cleaned two (2) times per year.
Clean interior windows in Auditorium, first floor classroom, and public areas two (2) times per year.

8.20 West End Multi Service Center - 170 Heights Blvd.
Exterior windows and doors shall be cleaned on outside surface two (2) times per year.

8.21 La Neuva Casa De Amigo Health Center, 1809 North Main

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r windows and doors shall be cleaned on outside surface two (2) times per year. Clean interior windows higher than 1st story two (2) times per year

9.0 Library Department

9.1 Jesse H. Jones Building, 500 McKinney

a. All exterior windows including metal framing shall be cleaned three (3) times yearly.

b. Contractor shall clean interior windows only In front lobby area, 48-foot window wall including metal framing three (3) times yearly. Interior cleaning must be performed between the hours of 6:00 p.m., Saturday and Noon on the following Sunday, excluding glass doors.

9.2 Julia Ideson Building, 500 McKinney

a. Ali exterior windows including frames on both surfaces shall be cleaned three (3) times yearly, excluding glass double doors on the Plaza (West) side of the building.

b. Three (3) times a year, the Contractor shall clean interior glass enclosure from the floor to the ceiling at the entrance of the Texas Room and the glass enclosure at the entrance of the stacks area. Both of these areas are on the Second Floor. Interior cleaning must be performed between the hours of 6:00 p.m., Saturday and Noon on the following Sunday, excluding glass doors.

10.0 Workmanship and Inspection

All cleaning work is to be performed in a first class workmanship manner and to the satisfaction of the City's representative. The Contractor will develop a Quality Control Form and Cleaning Frequency Schedule Form acceptable to the City and will perform an inspection utilizing these Forms. It is required that all deficiencies, revealed by the above inspection or by other sources, be corrected the same day reported or noted. The Contractor will furnish the City copies of the daily inspection reports. The Contractor will employ necessary supervisors who shall be in attendance during the conduct of the work. The company representative will be required to contact the City's designated representative for special instructions. The supervisor must be able to speak, understand, read and write the English Language.

11.0 Warranty

The Contractor warrants that all work performed under this Contract shall be performed in a good and workmanlike manner meeting the standards of quality prevailing in the United States for services of like kind. The Contractor further warrants that all work performed under this Contract shall be performed by trained and skilled persons having substantial experience in the window cleaning business.

- **Service Expectations:**

A. Compliance with local, state and national code and regulations: 100%

B. Compliance with Safety and Security procedures: 100%

C. Service Levels – Consistent with service level response goals: 98% overall

D. Customer Satisfaction rating average: Greater than 4.0 out of a 5 scale

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EXHIBIT "E"

EQUIPMENT LIST--DETAILED BY FACILITY

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ATTACHMENT F

The "Certificate of Vote" should be a notarized acknowledgement such as the one below, signed by the Bidder's Chief Executive officers or managing partners. It should list the specific officers who are authorized to execute agreements on behalf of the company.

STATE OF TEXAS § **CERTIFICATE OF VOTE**
§
***COUNTY OF HARRIS** § (* This should be the county where the notary is at the time of the notary signing and sealing)

I, _____(name), as _____(title), of _____(company name) do hereby certify that _____
_____
_____
(List Chief Executive officers or managing partners' names and titles) are authorized to execute agreements on behalf of _____(company name).

IN WITNESS WHEREOF, I hereunder subscribe my name and affix the seal of the Corporation on this _____ day of _____, 20_____.

(SEAL**)
(**Affix corporate seal, if applicable)

_____
Name:_____
Title:_____

Sworn to and Subscribed before me by _____(name of person signing above) on this _____ day of _____, 20_____.

_____
Notary Public Signature

(SEAL)
(Seal of Notary)

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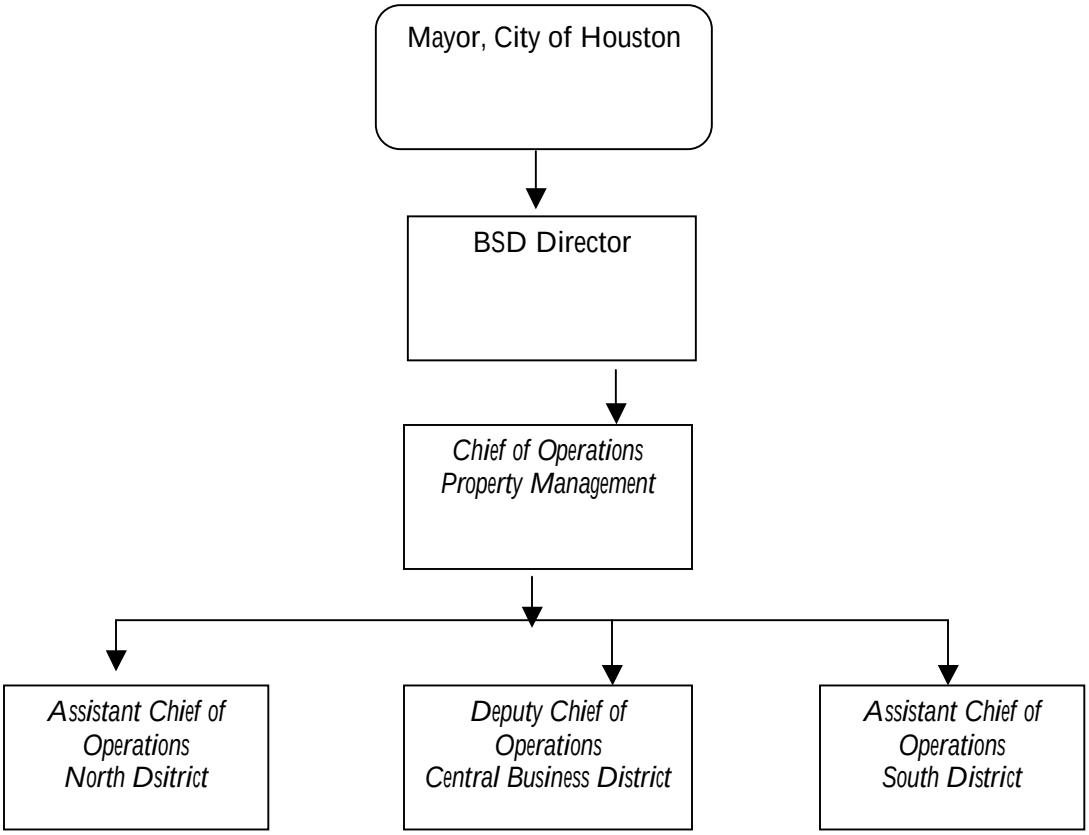
EXHIBIT G

Building Services Department
ORGANIZATION CHART



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ATTACHMENT H
PRICING MODEL INSTRUCTIONS

Bidders are required to provide detailed budget information for projected staffing (Paragraph 3.6), Districts shown on Attachment B (i.e., Central Business District, North District and South District). For ease of bidding, one workbook has been pre-populated with individual worksheets pre-linked with a consistent budget format for each Facility, titled "VVV.Att.H Pricing Model". (Note: Please replace "VVV" with your company's initials, example Acme Building Company = "ABC.Att.H Pricing Model").

Attachment H – Roll-Up Summary

This first worksheet within the Attachment H workbook is designed to summarize all of the key components of the financial bid (excluding Ad Hoc and the One Time Capital Project pricing) at a high-level on one sheet. DO NOT INPUT – THIS WILL FEED DIRECTLY FROM THE APPROPRIATE UNDERLYING WORKSHEETS.

Underlying Worksheets

- H-1A - Staffing plans (detailed and summary templates)
- H-1B - Projected Operating Budgets (detailed and summary templates)
- H-1C - Management Fee
- H-1D - Unit pricing
- H-2 - Ad Hoc Hourly rates

Response Submission

Upon completion forward the file as directed in Section 1.7.

It is imperative that:

- You do not modify any formulas,
- You input data only in the cells indicated (highlighted in yellow),
- You do not insert any rows or columns,
- You do not rename any underlying worksheets,
- You save the workbooks exactly as instructed.

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ATTACHMENT H-1A

STAFFING PLAN WORKSHEET DEFINITIONS

Please refer to the following definitions while populating the staffing plan worksheets. The H-1A Roll-up worksheet requires no input by Bidders as this worksheet will automatically populate from the underlying Staffing Plan Templates. A comprehensive Staffing Plan template (H-1A) has been included for each of the Facility groups and requires that the Bidders input the proposed staffing plan, by Facility group, to address all of the operations and maintenance services and general services. Bidders are required to input all compensation-related expenses into these spreadsheets. Only input information into these spreadsheets if you propose to support the activities with on-site staff. If you propose to support a particular service by utilizing a sub-contractor, input the proposed annual cost for their services into the appropriate line item within the Operating Budget templates (H-1B).

The City of Houston is requiring on-site staffing on a 24/7/365 basis at the facilities indicated "Y-24" on Attachment "B". The following on-site staffing and qualifications are to be reflected in your staffing along with other positions and staffing levels bidders feel are necessary to meet all of the responsibilities as defined in the SLAs:

- Project Manager, Class A HVAC License, to be assigned and dedicated as follows Monday through Friday and available to respond to off-hour issues and problems:
  - 8:00 AM to 5:00 PM

  Chief Engineers First Grade, with Stationary Engineers License, to be assigned and dedicated as follows Monday through Friday and available to respond to off-hour issues and problems:

- Operating Engineers First Grade, with Stationary Engineer's License and Maintenance Electrician's License, to be assigned and dedicated as per the operating requirements and be available to respond to off-hour issues and problems:
- Maintenance Mechanics, with Third Grade Stationary Engineer's License and Maintenance Electrician's License, to be assigned and dedicated as follows Monday through Friday and dedicated as per the operating requirements and be available to respond to off-hour issues and problems:
- Certified Plumber(s), to be perform maintenance and respond to calls Monday through Friday and be available to respond to off-hour issues and problems:

Bidders are to enter their proposed staffing and cost information in the appropriate yellow shaded cells for all positions they propose in their staffing plan.

Definitions have been provided only for those fields that require input:

- Position Title – Identify on each line, the separate job classifications/position types that are related to each major function as indicated within the spreadsheet. For a position that may be staffed on second or third shifts, where a shift differential is proposed, list each position separately. (e.g. HVAC Technician, HVAC Technician – 2nd Shift/3rd Shift).

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ATTACHMENT H-1A (Continued)
STAFFING PLAN WORKSHEET DEFINITIONS

- Proposed Headcount – The number of employees per position type (for staff that will be performing multiple functions please use the fraction of time allotted to the relevant function). Please note the sum of all headcount on all Facilities must true to the total number of headcount proposed as direct pass through on the account.
- Salary Range:

Low – The low end of the salary range for an employee in the listed position.

High – The high end of the salary range for an employee in this position.

- Expected Salary – The expected base salary amount an employee in the listed position would earn.
- Load Factor % – The actual costs incurred, and passed through for benefits and taxes, reported as a percentage of base salary. Note: Providers will be required to document the actual costs.
- Overtime Factor – The percentage of anticipated overtime that a given position will incur on an annual basis.
- Bonus Factor – The average annual bonus projected per position as a percentage of expected salary.

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ATTACHMENT H-1B

OPERATING BUDGET WORKSHEET DEFINITIONS

Please refer to the following definitions while populating the Attachment H-1B pricing worksheets. The H-1B Roll-up worksheet requires no input by Bidders as this worksheet will automatically populate from the specific asset group templates.

The overall intent of collecting this level of information at this point in time is to help the City of Houston understand how each Bidder would propose to staff and/or support each of the services included within the RFP, and to understand the probable total cost associated with each service. Consistent with the overall compensation structure for this agreement, all direct costs associated with labor, contracted services and/or materials would be passed through to the City of Houston at cost. Any fees associated with providing or managing these services should be incorporated into the Bidder's overall Management Fee proposal.

Bidders are to enter their projected cost information in the appropriate yellow shaded cells for the applicable chart of account categories listed for each asset group. Projected costs associated with staff allocations of salary and benefits, management fees and transition costs will automatically feed from the appropriate worksheets.

Definitions have been provided only for those fields that require input:

40 – Cleaning

- Routine Contract – Expenses associated with janitorial services.
- Specialty Contract – Window Cleaning and other contracted cleaning expenses.
- Supplies/Materials/Misc. - Cleaning supplies/materials and other associated costs.
- Trash Removal – All expenses associated for providing trash containers/compactors and disposal.
- Allocation of Salary & Benefits – All payroll costs for any in-house R&M staff; including costs for time allocated to manage infrastructure projects. – DO NOT INPUT – THIS WILL FEED DIRECTLY FROM STAFFING PLAN WORKSHEET.

41 - Repairs and Maintenance

- Elevator – R&M expenses for maintaining, inspecting and permitting elevators, including Elevator contracted services and material expenses.
- HVAC – R&M expenses associated with maintaining the HVAC system, including HVAC contracted services and materials expenses.
- Electrical – R&M expenses for electrical upkeep, including any electrical contracted services and materials expense.
- Structural/Roofing – R&M expenses for the building structure and roof, including all contracted services and materials expenses.

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- Plumbing – R&M expenses for building plumbing, including plumbing contracted services and materials expense.
- Fire & Life Safety – R&M expenses for building fire and life safety, including fire and life safety contracted service and materials expense.
- General Building R&M (Interior) – Includes directly expensed outlays for repairs and maintenance inside the building such as common area (building) signage, painting, carpet repairs, and other common area surface repairs.
- General Building R&M (Exterior) – Includes directly expensed outlays for repairs and maintenance to the building exterior such as exterior window replacement, concrete repairs, power-washing, etc.
- Other – Any miscellaneous building R&M expense for sub-contracted services and materials that cannot be placed in any of the above categories.(Pest Control Services, etc.)
- Allocation of Salary & Benefits – All payroll costs for any in-house R&M staff; including costs for time allocated to manage infrastructure projects. – DO NOT INPUT – THIS WILL FEED DIRECTLY FROM STAFFING PLAN WORKSHEET.

43 – Grounds

- w Landscape – All expenses associated with grounds maintenance services.
- Other – Any miscellaneous building Grounds Maintenance expense for sub-contracted services and materials that cannot be placed in the above category.

Allocation of Salary & Benefits – All payroll costs for any in-house R&M staff; including costs for time allocated to manage infrastructure projects. – DO NOT INPUT – THIS WILL FEED DIRECTLY FROM STAFFING PLAN WORKSHEET.

45 – Administrative

- Allocated Administrative Fees – Pro rata share of any or all Administrative overhead charges/fees assigned to the building.
- Management Contract Fees - Annual fees paid to the operations and maintenance service provider - DO NOT INPUT – THIS WILL SUM THE BASE MANAGEMENT FEE AND AT RISK MANAGEMENT FEE VALUES.
- Base Management Fee – Refer to Pricing Instructions H-1C for definition. DO NOT INPUT – THIS WILL FEED DIRECTLY FROM THE MANAGEMENT FEE WORKSHEET.
- At Risk Fee – Refer to Pricing Instructions H-1C for definition. DO NOT INPUT – THIS WILL FEED DIRECTLY FROM THE MANAGEMENT FEE WORKSHEET.
- Professional Fees - All fees such as legal fees, accounting, data processing, engineering consulting and auditing.

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- General Office Expense - Administrative expenses for running the building such as supplies, furniture, telephone, temporary help and postage.
- Other Administrative Expenses - Other building administrative expenses such as software.
- Allocation of Salary & Benefits – All payroll and benefits expenses for directly employed administrative personnel, including account management – DO NOT INPUT – THIS WILL FEED DIRECTLY FROM THE STAFFING PLAN WORKSHEET.

80 – General Services

400 – General Services (Exhibit D-24)

- Sub-Contracted Services - All projected costs associated with sub-contracting firms to deliver general services
- Materials – All supplies and materials related to General Services

Allocation of Salary & Benefits – All payroll and benefits expenses for personnel directly employed to deliver general services – DO NOT INPUT – THIS WILL FEED DIRECTLY FROM THE STAFFING PLAN WORKSHEET.

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ATTACHMENT H-1C
MANAGEMENT FEE DEFINITIONS

Please refer to the following definitions while populating the management fee worksheets. The management fee pricing is quoted on the basis of a total fee to be charged annually for each of the 3 asset groups and the portfolio in total.

Bidders are to enter their proposed fee information in the appropriate yellow shaded cells for each asset group. Portfolio totals will automatically sum.

Definitions have been provided only for those fields that require input:

- Administrative Overhead – Costs to be allocated to each Facility that are attributable to administrative support functions provided by your firm whether incurred by dedicated, shared, on-site or off-site resources to provide:
  - I/T Services
  - Human Resource Services
  - Marketing Services
  - Legal Services
  - Accounting Services
  - Call Center Services
  - Procurement Services
  - Training Services
- Corporate Overhead – Costs to be allocated to each asset group that are attributable to your firm's corporate overhead costs such as:
  - Your firm's infrastructure related costs (i.e., web page, I/T infrastructure etc.)
  - Management and administrative costs that are not assigned to a specific account but support the firm in total (i.e., regional and national management and expert resources).
- Profit – The proposed base profit your firm expects to receive on an annual basis for each asset group.
- At Risk Component – The percentage of the Total Management Fee that you are willing to place at risk based upon your ability to deliver to the specifications and service levels outlined within the RFP as applied to each asset group.
- Base Management Fee – The fee that will be paid annually regardless of performance – DO NOT POPULATE. THIS WILL FEED AUTOMATICALLY BASED UPON THE PERCENTAGE BIDDER IS WILLING TO PLACE AT RISK.
- At Risk Management Fee – The fee that will be paid annually based on performance – DO NOT POPULATE. THIS WILL FEED AUTOMATICALLY BASED UPON THE PERCENTAGE BIDDER IS WILLING TO PLACE AT RISK.

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ATTACHMENT H-1D
UNIT PRICING DEFINITIONS

Please refer to the following definitions while populating the unit pricing worksheets. The unit pricing is quoted on the basis of the unit of measure noted for each function and projected annual workload volumes. Unit prices apply for all Facilities within the portfolio.

- Unit Measure – unit price structure required for the associated service:
  - Cost/Work Order – price per remedial work request and preventive maintenance work order received, processed and reported inclusive of all labor, materials, overhead and profit (does not include personnel to complete the requested work order service).
  - Cost per EH&S Investigation, Survey and Sample – price per occurrence for all labor, materials, overhead and profit to complete a thorough analysis for all of the line items listed.

The following work order categories will apply to the dollar cost per work order pricing structure:

- Remedial Work Request work orders – Direct telephone, e-mail or web-site work order submissions to the service/call center to initiate a service action that results in a service provider staff member or sub-contractor response. (Note: customer inquiries for follow-up information or to report a work activity that has not been sufficiently completed does not result in a work order). Service work orders are generated on an as needed basis and are to be addressed consistent with the service level response goals for the various services to be provided. The following guidelines are to be followed for chargeable remedial request work orders (both criteria must be satisfied):
  - Remedial request is for a single/specific location
  - Remedial request is for a single/specific discipline

    Example: Single request to fix locks in three locations within one building is one (1) work order (not three).

- Preventive/Predictive Maintenance Work orders – Work tasks to ensure the building equipment and systems function as designed and intended. PM work orders will be generated from a PM database on a pre-determined frequency. PM work orders may be added to the database as new equipment is installed or removed from the database as obsolete equipment is retired. The following guidelines are to be followed for chargeable PM work orders:
  - PM work orders are to be at the building level with grouped maintenance tasks defined within a work order for common routines (i.e., inspect all exit signs).
  - As much as practical, repetitive work tasks are to be batched within one chargeable work order for common PM routines (i.e., similar filter changes within a given asset, belt replacements within a given asset etc.) Actual work completed is still to be tracked at the equipment unit level.

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ATTACHMENT H-1D (Continued)
UNIT PRICING DEFINITIONS

Bidders are to enter their proposed unit pricing in the appropriate yellow shaded cells.

Worksheet Definitions:

- Unit Measure – the specific unit measure for the specified service or function - DO NOT INPUT – THE UNIT MEASURE HAS BEEN SPECIFIED BY THE CITY OF HOUSTON.
- Volume – the projected annual volume for the unit measure specified which is to be utilized as the basis for you unit pricing and to determine the annual cost for a particular service or function. For work orders the base value represents the current projected annual work order volumes that are to be priced on a unit cost basis. Bidders are then to enter their unit costs should the annual volume increase by 10%, and then exceed the 10% threshold - DO NOT INPUT – THE PROJECTED VOLUMES HAVE BEEN SPECIFIED BY THE CITY OF HOUSTON.
- Extended Volume – the workload volume to be used to calculate the extended cost or projected annual cost - DO NOT INPUT – THE EXTENDED VOLUMES HAVE BEEN SPECIFIED BY THE CITY OF HOUSTON.
- Unit Cost – Input your unit price for the specified services using the defined unit measure metric. Unit costs are to be inclusive of all labor, materials, administrative overhead and profit required to deliver the required services at the unit price entered.
- Extended Cost – Calculated volumes or extended volumes times unit prices entered – DO NOT INPUT – THIS FIELD WILL AUTOMATICALLY CALCULATE

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ATTACHMENT H-2
AD-HOC SERVICE PRICING DEFINITIONS

Please refer to the following definitions while populating the Ad-hoc Services pricing worksheet. The Ad-hoc Services pricing is quoted on the basis of the total hourly fee to be charged to the City of Houston for any approved work requests that cannot be performed by the (Bidder's) on-site staff. The Bidder will be expected to fully optimize the use of all on-site staff to address work requests on an ongoing basis, but in the event the Bidder justifies the need to utilize additional/external labor, once approved by the City of Houston, these standard hourly rates will be used as the maximum allowable billable rate, per trade discipline. The hourly rate value submitted on this pricing template is to reflect the necessary skills, experience and qualifications to accomplish the responsibilities as defined within the noted Service Level Agreements. Enter your cost/hour values in the yellow shaded cells for the following positions:

- Infrastructure Project Manager – Total hourly cost associated with hiring an Infrastructure Project Manager for ad-hoc work (per Exhibit D-14).
- Carpenter – Total hourly cost associated with hiring a Carpenter for ad-hoc work (per Exhibit D-13 and/or D-24).
- Electrician – Total hourly cost associated with hiring an Electrician for ad-hoc work (per Exhibit D-10, D-16 and/or D-24).
- HVAC Technician – Total hourly cost associated with hiring an HVAC Technician for ad-hoc work (per Exhibit D-15 and/or D-24).
- Painter – Total hourly cost associated with hiring a Painter for ad-hoc work (per Exhibit D-13 and/or D-24).
- Plumber – Total hourly cost associated with hiring a Plumber for ad-hoc work (per Exhibit D-17 and/or D-24).
- Locksmith – Total hourly cost associated with hiring a Locksmith for ad-hoc work (per Exhibit D-13).

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Attachment H
Rollup Summary

Central Business District Properties	3,883,428
North District Properties	1,477,612
South District Properties	2,023,718

COA Category	Central Business District		North District		South District	
	Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF
Cleaning	$0	$0.00	$0	$0.00	$0	0.00
Repairs & Maintenance	$0	$0.00	$0	$0.00	$0	0.00
Grounds	$0	$0.00	$0	$0.00	$0	0.00
Administrative	$0	$0.00	$0	$0.00	$0	0.00
Work Orders						
Sub-Total	$0	$0.00	$0	$0.00	$0	0.00
General Services	$0	$0.00	$0	$0.00	$0	0.00
EH&S						
Facility Totals	$0	$0.00	$0		$0	

	Portfolio Total
	Cost
Cleaning	$0
Repairs & Maintenance	$0
Grounds	$0
Administrative	$0
Work Orders	$0
Sub-Total	$0
General Services	$0
EH&S	$0
Facility Totals	

Total All Services	$0

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Attachment H-1A
Staffing Plan
Central Business District Properties

Position Title	Proposed Headcount	Salary Range Low	Salary Range High	Expected Salary	Load Factor (%)	Overtime Factor	Bonus Factor	Total Compensation / Person	Total Compensation All Positions
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Cleaning	0.0							$0	$0
Chief Engineer				$0		0.00%	0.00%	$0	$0
Operating Engineer				$0		0.00%	0.00%	$0	$0
Maintenance Mechanics				$0		0.00%	0.00%	$0	$0
Painters				$0		0.00%	0.00%	$0	$0
Office Assistant(s)				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Repairs & Maintenance	0.0							$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Grounds	0.0							$0	$0
Project Manager				$0		0.00%	0.00%	$0	$0
(to be shared with other Facilities)				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Administrative	0.0							$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total General Services	0.0							$0	$0
Totals	0.0								$0

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Staffing Plan
North District Properties

Position Title	Proposed Headcount	Salary Range Low	Salary Range High	Expected Salary	Load Factor (%)	Overtime Factor	Bonus Factor	Total Compensation / Person	Total Compensation All Positions
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Cleaning	0.0							$0	$0
Chief Engineer				$0		0.00%	0.00%	$0	$0
Operating Engineer				$0		0.00%	0.00%	$0	$0
Maintenance Mechanics				$0		0.00%	0.00%	$0	$0
Painters				$0		0.00%	0.00%	$0	$0
Office Assistant(s)				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Repairs & Maintenance	0.0							$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Grounds	0.0							$0	$0
Project Manager				$0		0.00%	0.00%	$0	$0
(to be shared with other Facilities)				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Administrative	0.0							$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total General Services	0.0							$0	$0
Totals	0.0								$0

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Attachment H-1A
Staffing Plan
South District Properties

Position Title	Proposed Headcount	Salary Range Low	Salary Range High	Expected Salary	Load Factor (%)	Overtime Factor	Bonus Factor	Total Compensation / Person	Total Compensation All Positions
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Cleaning	0.0							$0	$0
Chief Engineer				$0		0.00%	0.00%	$0	$0
Operating Engineer				$0		0.00%	0.00%	$0	$0
Maintenance Mechanics				$0		0.00%	0.00%	$0	$0
Painters				$0		0.00%	0.00%	$0	$0
Office Assistant(s)				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Repairs & Maintenance	0.0							$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Grounds	0.0							$0	$0
Project Manager				$0		0.00%	0.00%	$0	$0
(to be shared with other Facilities)				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total Administrative	0.0							$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
				$0		0.00%	0.00%	$0	$0
Sub-Total General Services	0.0							$0	$0
Totals	0.0								$0

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Attachment H-1A
Staffing Plan Rollup

Position Title	Central District		North District		South District	
	Proposed Headcount	Total Compensation	Proposed Headcount	Total Compensation	Proposed Headcount	Total Compensation
Cleaning	0.0	$0	0.0	$0	0.0	$0
Repairs & Maintenance	0.0	$0	0.0	$0	0.0	$0
Grounds	0.0	$0	0.0	$0	0.0	$0
Administrative	0.0	$0	0.0	$0	0.0	$0
Sub-Total Base Services	0.0	$0	0.0	$0	0.0	$0
General Services	0.0	$0	0.0	$0	0.0	$0
PORTFOLIO TOTAL	0.0	$0	0.0	$0	0.0	$0

Position Title					Portfolio Total	
					Proposed Headcount	Total Compensation
Cleaning					0.0	$0
Repairs & Maintenance					0.0	$0
Grounds					0.0	$0
Administrative					0.0	$0
Sub-Total Base Services					0.0	$0
General Services					0.0	$0
PORTFOLIO TOTAL					0.0	$0

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ıt H-1B Operating Budget Central Business District

	Central Business District	Asset SF	3,883,428
Chart of Accounts	Reporting Category	Projected Annual Cost	Cost Per SF
40000	Cleaning		
40200	Routine Contract	$0	$0.00
40300	Specialty Contract	$0	$0.00
40400	Supplies/Materials /Misc.	$0	$0.00
40500	Trash Removal	$0	$0.00
	Sub-total	$0	$0.00
40100	Allocation of Salary and Benefits	$0	$0.00
	Total Cleaning	$0	$0.00
41000	Repairs and Maintenance		
41200	Elevator	$0	$0.00
41300	HVAC	$0	$0.00
41400	Electrical	$0	$0.00
41500	Structural/Roofing	$0	$0.00
41600	Plumbing	$0	$0.00
41700	Fire & Life Safety	$0	$0.00
41800	General Building R&M (Interior)	$0	$0.00
41850	General Building R&M (Exterior)	$0	$0.00
41900	Other	$0	$0.00
	Sub-total	$0	$0.00
41100	Allocation of Salary and Benefits	$0	$0.00
	Total Repairs & Maintenance	$0	$0.00
43000	Grounds		
43200	Landscape	$0	$0.00
43300	Other	$0	$0.00
	Sub-total	$0	$0.00
43100	Allocation of Salary and Benefits	$0	$0.00
	Total Grounds	$0	$0.00
45000	Administrative		
45200	Allocated Administrative Fees	$0	$0.00
45300	Management Contract Fees	$0	$0.00
45310	Base Management Fee	$0	$0.00
45320	At Risk Fee	$0	$0.00
45400	Professional Fees	$0	$0.00
45500	General Office Expense	$0	$0.00
45600	Employee Expenses	$0	$0.00
45700	Other Administrative Expenses	$0	
	Sub-total	$0	$0.00
45100	Allocation of Salary and Benefits	$0	$0.00
	Total Administrative	$0	$0.00
	Total Building Costs	$0	$0.00
80000	General Services		
80400	General Services		
80485	Sub-Contracted Services	$0	
80490	Materials	$0	
80495	Allocation of Salary and Benefits	$0	
	Sub-total General Services	$0	
	Total General Services	$0	
	Total All Services	$0	

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nt H-1B Operating Budget Central Business District

North District

Chart of Accounts	Reporting Category	Asset SF 1,477,612 Projected Annual Cost	Cost Per SF
40000	Cleaning		
40200	Routine Contract	$0	$0.00
40300	Specialty Contract	$0	$0.00
40400	Supplies/Materials /Misc.	$0	$0.00
40500	Trash Removal	$0	$0.00
	Sub-total	$0	$0.00
40100	Allocation of Salary and Benefits	$0	$0.00
	Total Cleaning	$0	$0.00
41000	Repairs and Maintenance		
41200	Elevator	$0	$0.00
41300	HVAC	$0	$0.00
41400	Electrical	$0	$0.00
41500	Structural/Roofing	$0	$0.00
41600	Plumbing	$0	$0.00
41700	Fire & Life Safety	$0	$0.00
41800	General Building R&M (Interior)	$0	$0.00
41850	General Building R&M (Exterior)	$0	$0.00
41900	Other	$0	$0.00
	Sub-total	$0	$0.00
41100	Allocation of Salary and Benefits	$0	$0.00
	Total Repairs & Maintenance	$0	$0.00
43000	Grounds		
43200	Landscape	$0	$0.00
43300	Other	$0	$0.00
	Sub-total	$0	$0.00
43100	Allocation of Salary and Benefits	$0	$0.00
	Total Grounds	$0	$0.00
45000	Administrative		
45200	Allocated Administrative Fees	$0	$0.00
45300	Management Contract Fees	$0	$0.00
45310	Base Management Fee	$0	$0.00
45320	At Risk Fee	$0	$0.00
45400	Professional Fees	$0	$0.00
45500	General Office Expense	$0	$0.00
45600	Employee Expenses	$0	$0.00
45700	Other Administrative Expenses	$0	
	Sub-total	$0	$0.00
45100	Allocation of Salary and Benefits	$0	$0.00
	Total Administrative	$0	$0.00
	Total Building Costs	$0	$0.00
80000	General Services		
80400	General Services		
80485	Sub-Contracted Services	$0	
80490	Materials	$0	
80495	Allocation of Salary and Benefits	$0	
	Sub-total General Services	$0	
	Total General Services	$0	
	Total All Services	$0	

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nt H-1B Operating Budget Central Business District

South District

Chart of Accounts	Reporting Category	Asset SF 2,023,718 Projected Annual Cost	Cost Per SF
40000	Cleaning		
40200	Routine Contract	$0	$0.00
40300	Specialty Contract	$0	$0.00
40400	Supplies/Materials /Misc.	$0	$0.00
40500	Trash Removal	$0	$0.00
	Sub-total	$0	$0.00
40100	Allocation of Salary and Benefits	$0	$0.00
	Total Cleaning	$0	$0.00
41000	Repairs and Maintenance		
41200	Elevator	$0	$0.00
41300	HVAC	$0	$0.00
41400	Electrical	$0	$0.00
41500	Structural/Roofing	$0	$0.00
41600	Plumbing	$0	$0.00
41700	Fire & Life Safety	$0	$0.00
41800	General Building R&M (Interior)	$0	$0.00
41850	General Building R&M (Exterior)	$0	$0.00
41900	Other	$0	$0.00
	Sub-total	$0	$0.00
41100	Allocation of Salary and Benefits	$0	$0.00
	Total Repairs & Maintenance	$0	$0.00
43000	Grounds		
43200	Landscape	$0	$0.00
43300	Other	$0	$0.00
	Sub-total	$0	$0.00
43100	Allocation of Salary and Benefits	$0	$0.00
	Total Grounds	$0	$0.00
45000	Administrative		
45200	Allocated Administrative Fees	$0	$0.00
45300	Management Contract Fees	$0	$0.00
45310	Base Management Fee	$0	$0.00
45320	At Risk Fee	$0	$0.00
45400	Professional Fees	$0	$0.00
45500	General Office Expense	$0	$0.00
45600	Employee Expenses	$0	$0.00
45700	Other Administrative Expenses	$0	
	Sub-total	$0	$0.00
45100	Allocation of Salary and Benefits	$0	$0.00
	Total Administrative	$0	$0.00
	Total Building Costs	$0	$0.00
80000	General Services		
80400	General Services		
80485	Sub-Contracted Services	$0	
80490	Materials	$0	
80495	Allocation of Salary and Benefits	$0	
	Sub-total General Services	$0	
	Total General Services	$0	
	Total All Services	$0	

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Attachment H-1B Operatiing Budget
Roll-Up

Chart of Accounts	Reporting Category	Projected Annual Cost
40000	Cleaning	
40200	Routine Contract	$0
40300	Specialty Contract	$0
40400	Supplies/Materials/Misc.	$0
40500	Trash Removal	$0
	Sub-total	$0
40100	Allocation of Salary and Benefits	$0
	Total Cleaning	$0
41000	Repairs and Maintenance	
41200	Elevator	$0
41300	HVAC	$0
41400	Electrical	$0
41500	Structural/Roofing	$0
41600	Plumbing	$0
41700	Fire & Life Safety	$0
41800	General Building R&M (Interior)	$0
41850	General Building R&M (Exterior)	$0
41900	Other	$0
	Sub-total	$0
41100	Allocation of Salary and Benefits	$0
	Total Repairs & Maintenance	$0
43000	Grounds	
43200	Landscape	$0
43300	Other	$0
	Sub-total	$0
43100	Allocation of Salary and Benefits	$0
	Total Grounds	$0
45000	Administrative	
45200	Allocated Administrative Fees	$0
45300	Management Contract Fees	$0
45310	Base Management Fee	$0
45320	At Risk Fee	$0
45400	Professional Fees	$0
45500	General Office Expense	$0
45600	Employee Expenses	$0
45700	Other Administrative Expenses	$0
	Sub-total	$0
45100	Allocation of Salary and Benefits	$0
	Total Administrative	$0
	Total Building Costs	$0
80000	General Services	
80400	General Services	
80485	Sub-Contracted Services	$0
80490	Materials	$0
80495	Allocation of Salary and Benefits	$0
	Sub-Total General Services	$0
	Total General Services	$0
	Total All Services	$0

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Attachment H-1C
Management Fees By Asset
Year 1

	Square Footage	Central District	3,883,428	North District:	1,477,612	South District	2,023,718	
		Central Business District		North District		South District		Portfolio Total
		Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF	Cost
MANAGEMENT FEE BREAKDOWN								
I/T Services			$0.00		$0.00		$0.00	$0
Human Resource Services			$0.00		$0.00		$0.00	$0
Marketing Services			$0.00		$0.00		$0.00	$0
Legal Services			$0.00		$0.00		$0.00	$0
Accounting Services			$0.00		$0.00		$0.00	$0
Call Center Services*			$0.00		$0.00		$0.00	$0
Procurement Services			$0.00		$0.00		$0.00	$0
Training Services			$0.00		$0.00		$0.00	$0
Total Administrative Overhead		$0	$0.00	$0	$0.00	$0	$0.00	$0
National/Regional Management Allocation			$0.00		$0.00		$0.00	$0
Infrastructure Allocation			$0.00		$0.00		$0.00	$0
Total Corporate Overhead		$0	$0.00	$0	$0.00	$0	$0.00	$0
Profit			$0.00		$0.00		$0.00	$0
TOTAL MANAGEMENT FEE		$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Component								
Base Management Fee		$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Management Fee		$0	$0.00	$0	$0.00	$0	$0.00	$0

* Call Center costs excluding personnel and other resources included in the work order unit pricing

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Attachment H-1C
Management Fees By Asset
Year 2

	Square Footage	Central District	3,883,428	North District:	1,477,612	South District	2,023,718	
		Central Business District		North District		South District		Portfolio Total
		Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF	Cost
MANAGEMENT FEE BREAKDOWN								
I/T Services			$0.00		$0.00		$0.00	$0
Human Resource Services			$0.00		$0.00		$0.00	$0
Marketing Services			$0.00		$0.00		$0.00	$0
Legal Services			$0.00		$0.00		$0.00	$0
Accounting Services			$0.00		$0.00		$0.00	$0
Call Center Services*			$0.00		$0.00		$0.00	$0
Procurement Services			$0.00		$0.00		$0.00	$0
Training Services			$0.00		$0.00		$0.00	$0
Total Administrative Overhead		$0	$0.00	$0	$0.00	$0	$0.00	$0
National/Regional Management Allocation			$0.00		$0.00		$0.00	$0
Infrastructure Allocation			$0.00		$0.00		$0.00	$0
Total Corporate Overhead		$0	$0.00	$0	$0.00	$0	$0.00	$0
Profit			$0.00		$0.00		$0.00	$0
TOTAL MANAGEMENT FEE		$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Component								
Base Management Fee		$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Management Fee		$0	$0.00	$0	$0.00	$0	$0.00	$0

* Call Center costs excluding personnel and other resources included in the work order unit pricing

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Attachment H-1C
Management Fees By Asset
Year 3

Square Footage	Central District 3,883,428		North District: 1,477,612		South District 2,023,718		
	Central Business District		North District		South District		Portfolio Total
	Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF	Cost
MANAGEMENT FEE BREAKDOWN							
I/T Services		$0.00		$0.00		$0.00	$0
Human Resource Services		$0.00		$0.00		$0.00	$0
Marketing Services		$0.00		$0.00		$0.00	$0
Legal Services		$0.00		$0.00		$0.00	$0
Accounting Services		$0.00		$0.00		$0.00	$0
Call Center Services*		$0.00		$0.00		$0.00	$0
Procurement Services		$0.00		$0.00		$0.00	$0
Training Services		$0.00		$0.00		$0.00	$0
Total Administrative Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
National/Regional Management Allocation		$0.00		$0.00		$0.00	$0
Infrastructure Allocation		$0.00		$0.00		$0.00	$0
Total Corporate Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
Profit		$0.00		$0.00		$0.00	$0
TOTAL MANAGEMENT FEE	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Component							
Base Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0

* Call Center costs excluding personnel and other resources included in the work order unit pricing

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Attachment H-1C
Management Fees By Asset
Year 4

Square Footage	Central District 3,883,428		North District: 1,477,612		South District 2,023,718		
	Central Business District		North District		South District		Portfolio Total
	Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF	Cost
MANAGEMENT FEE BREAKDOWN							
I/T Services		$0.00		$0.00		$0.00	$0
Human Resource Services		$0.00		$0.00		$0.00	$0
Marketing Services		$0.00		$0.00		$0.00	$0
Legal Services		$0.00		$0.00		$0.00	$0
Accounting Services		$0.00		$0.00		$0.00	$0
Call Center Services*		$0.00		$0.00		$0.00	$0
Procurement Services		$0.00		$0.00		$0.00	$0
Training Services		$0.00		$0.00		$0.00	$0
Total Administrative Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
National/Regional Management Allocation		$0.00		$0.00		$0.00	$0
Infrastructure Allocation		$0.00		$0.00		$0.00	$0
Total Corporate Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
Profit		$0.00		$0.00		$0.00	$0
TOTAL MANAGEMENT FEE	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Component							
Base Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0

* Call Center costs excluding personnel and other resources included in the work order unit pricing

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Attachment H-1C
Management Fees By Asset
Year 5

Square Footage	Central District 3,883,428		North District: 1,477,612		South District 2,023,718		
	Central Business District		North District		South District		Portfolio Total
	Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF	Cost
MANAGEMENT FEE BREAKDOWN							
I/T Services		$0.00		$0.00		$0.00	$0
Human Resource Services		$0.00		$0.00		$0.00	$0
Marketing Services		$0.00		$0.00		$0.00	$0
Legal Services		$0.00		$0.00		$0.00	$0
Accounting Services		$0.00		$0.00		$0.00	$0
Call Center Services*		$0.00		$0.00		$0.00	$0
Procurement Services		$0.00		$0.00		$0.00	$0
Training Services		$0.00		$0.00		$0.00	$0
Total Administrative Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
National/Regional Management Allocation		$0.00		$0.00		$0.00	$0
Infrastructure Allocation		$0.00		$0.00		$0.00	$0
Total Corporate Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
Profit		$0.00		$0.00		$0.00	$0
TOTAL MANAGEMENT FEE	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Component							
Base Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0

* Call Center costs excluding personnel and other resources included in the work order unit pricing

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Attachment H-1C
Management Fees By Asset
Option Year 1

Square Footage	Central District 3,883,428		North District: 1,477,612		South District 2,023,718		
	Central Business District		North District		South District		Portfolio Total
	Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF	Cost
MANAGEMENT FEE BREAKDOWN							
I/T Services		$0.00		$0.00		$0.00	$0
Human Resource Services		$0.00		$0.00		$0.00	$0
Marketing Services		$0.00		$0.00		$0.00	$0
Legal Services		$0.00		$0.00		$0.00	$0
Accounting Services		$0.00		$0.00		$0.00	$0
Call Center Services*		$0.00		$0.00		$0.00	$0
Procurement Services		$0.00		$0.00		$0.00	$0
Training Services		$0.00		$0.00		$0.00	$0
Total Administrative Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
National/Regional Management Allocation		$0.00		$0.00		$0.00	$0
Infrastructure Allocation		$0.00		$0.00		$0.00	$0
Total Corporate Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
Profit		$0.00		$0.00		$0.00	$0
TOTAL MANAGEMENT FEE	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Component							
Base Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0

* Call Center costs excluding personnel and other resources included in the work order unit pricing

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Attachment H-1C
Management Fees By Asset
Option Year 2

Square Footage	Central District 3,883,428		North District: 1,477,612		South District 2,023,718		
	Central Business District		North District		South District		Portfolio Total
	Cost	Cost/SF	Cost	Cost/SF	Cost	Cost/SF	Cost
MANAGEMENT FEE BREAKDOWN							
I/T Services		$0.00		$0.00		$0.00	$0
Human Resource Services		$0.00		$0.00		$0.00	$0
Marketing Services		$0.00		$0.00		$0.00	$0
Legal Services		$0.00		$0.00		$0.00	$0
Accounting Services		$0.00		$0.00		$0.00	$0
Call Center Services*		$0.00		$0.00		$0.00	$0
Procurement Services		$0.00		$0.00		$0.00	$0
Training Services		$0.00		$0.00		$0.00	$0
Total Administrative Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
National/Regional Management Allocation		$0.00		$0.00		$0.00	$0
Infrastructure Allocation		$0.00		$0.00		$0.00	$0
Total Corporate Overhead	$0	$0.00	$0	$0.00	$0	$0.00	$0
Profit		$0.00		$0.00		$0.00	$0
TOTAL MANAGEMENT FEE	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Component							
Base Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0
At Risk Management Fee	$0	$0.00	$0	$0.00	$0	$0.00	$0

* Call Center costs excluding personnel and other resources included in the work order unit pricing

Building Totals will automatically feed each Operating Budget pricing sheet

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Attachment H-1D
Unit Pricing

	Unit Measure	Volume	Extended Volume	Unit Cost	Extended Cost
Call Center					
Remedial Work Request Work orders	Cost/Work order				
Base		Up to and include 30000	30000	$0.00	$0
Base + ___%		30001 to 35000			
Base + Over ___%		Over 35000			
Preventative Maintenance Work orders	Cost/Work order				
Base		Up to and include 10000	10000	$0.00	$0
Base + ___%		10001 to 15000			
Base + Over ___%		Over 15000			
Sub-Total Call Center					$0
Environmental Health & Safety (EH&S)					
IAQ Investigation	Cost/Investigation	250		$0.00	$0
EMF Investigation	Cost/Investigation	25		$0.00	$0
Noise Survey	Cost/Survey	12		$0.00	$0
Lighting Survey	Cost/Survey	12		$0.00	$0
Roof Survey	Cost/Survey	50		$0.00	$0
Water Sampling	Cost/Sample	24		$0.00	$0
Air Handler Legionella Testing	Cost/Test	25		$0.00	$0
Cooling Tower Legionella Testing	Cost/Test	10		$0.00	$0
Sub-Total EH&S					$0
Unit Pricing Total					$0

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Attachment H-3
Ad-Hoc Services Pricing

Ad-Hoc Services*	Estimated Hours	Cost / Hour	Total Cost
Infrastructure Project Management	2080		0.00
Carpenter	12480		0.00
Electrician	16640		0.00
HVAC Technician	1040		0.00
Painter	12480		0.00
Plumber	1040		0.00
Locksmith	2080		0.00
Total			0.00

**These hourly rates would be applied to any Ad-Hoc work requests that cannot be performed by vendor's on-site staffing.*

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ATTACHMENT I
BENEFITS MATRIX

RFP Ref. #	Compensation Category	"Vendor's Name" – Response
		This information represents examples only
3.8.1	Medical Benefits	Medical Deductible: • $xxx/person or $xxx per family - plan A • Employee monthly contribution - $xxx • Employee + 1 member monthly contribution - $xxx • Employee + family monthly contribution - $xxx Dental Deductible: • Dental Deductible - $xxx • Employee monthly contribution - $xxx • Employee + 1 member monthly contribution - $xxx • Employee + family monthly contribution - $xxx
3.8.2	Short Term Disability	• xx% of base pay for xx weeks • Employee contribution
3.8.3	Long Term Disability	• xx% of base pay up to $xxxx of monthly pay, plus xx% above $xxxx of monthly pay • Employee contribution
3.8.4	Life Insurance	• Death benefit coverage up to xx times annual pay with maximum of $xxxx • Employee contribution
3.8.5	Dependent Life Insurance	• Spouse and children coverage up to $xxxx/$xxxx respectively • Employee contribution
3.8.6	Accidental Death and Dismemberment	• Up to $xxxx against unexpected accident resulting in death or severe injury • Employee contribution
3.8.7	Defined Benefit Plans	• Define program • Employee contribution

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ATTACHMENT I

BENEFITS MATRIX

RFP Ref. #	Compensation Category	"Vendor's Name" – Response
3.8.8	Incentive Savings Plans or Variable Benefit Plans	• Company matches dollar for dollar up to x%, then $.xx of next %, with employee able to contribute xx% of base pay • Participation available after xx months from start of employment
3.8.9	Holidays	• xx paid holidays per year
3.8.10	Severance	• xx weeks pay for every xx years of service
3.8.11	Vacation	• xx paid vacation days for every xx years of service up to a maximum of xx, xx vacations can be carried over from one year to the next
3.8.12	Sick/Personal Time	• xx accrued sick days per year up to a maximum of xx
3.8.13	Educational Assistance	• Define program
3.8.14	Variable Compensation	• Define program
3.8.15	Medical Retiree	• Define program

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ATTACHMENT J
CONTRACTOR EVALUATION FORM

1. List your firm's Experience Modification Rate for the 3 most recent years:
   2001 _____
   2002 _____
   2003 _____

2. Use your last year's OSHA NO 200 Log to fill in: Number of injuries and illnesses.
   A) Number of Lost Time accidents _____
   B) Number of lost workday cases _____
   C) Number of restricted workday cases _____
   D) Number of cases with medical attention only _____
   E) Number of fatalities _____

3. Employee hours worked last year (do not include any non-work time, even though paid). _____

4. Do you hold Site Safety Meetings for field Supervisors? Yes___ No___
   How often?
   Weekly ___ Bi-Weekly ___
   Monthly ___ Less often, as needed ___

5. Do you conduct Project Safety Inspections? Yes___ No___
   If yes, who conducts these inspections (title)? _____
   How often? _____

6. How are Accident Records and Accident Summaries kept? How often are they reported?

	Yes	No	Monthly	Annually
ø Accidents totaled for the entire Company	___	___	_____	_____
ø Accidents totaled by Project	___	___	_____	_____
ø Subtotaled by Superintendent	___	___	_____	_____
ø Subtotaled by Foreman	___	___	_____	_____

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ATTACHMENT J (Continued)
CONTRACTOR EVALUATION FORM

7. List key personnel. Please list names, qualifications, and positions.

_____

_____

_____

_____

	Yes	No
8. Do you have a written Safety Program?	___	___
If yes, does it address the following OSHA Standards?		
A. Hazard Communication	___	___
B. Blood borne Pathogens	___	___
C. Lockout/Tag-out	___	___
D. Elevated Work and Fall Protection	___	___
E. Electrical Safe Work Practices	___	___
F. PPE – Job hazard analysis	___	___
G. Confined Space Entry	___	___
H. Fire Protection and Prevention	___	___
I. Emergency Reporting and Response	___	___
9. Do you have an orientation program for New Hires?	___	___
If yes, does it include the following:		
A. Head Protection	___	___
B. Eye Protection	___	___
C. Respiratory Protection	___	___
D. Safety Belts and Lifeline	___	___
E. Scaffolding	___	___
F. Perimeter Guarding	___	___
G. Housekeeping	___	___
H. Fire Protection	___	___
I. First Aid Facilities	___	___
J. Emergency Procedures	___	___
K. Toxic Substances	___	___
L. Trenching and Excavation	___	___
M. Signs, Barricades, and Flagging	___	___
N. Electrical Safety	___	___
O. Rigging and Crane Safety	___	___
P. Safe use of hand tools	___	___
Q. Safe lifting – back safety	___	___
R. Work place ergonomics	___	___
S. Machine Guarding	___	___

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ATTACHMENT "K"
CITY OF HOUSTON FAIR CAMPAIGN ORDINANCE

The City of Houston Fair Campaign Ordinance makes it unlawful for a Contractor to offer any contribution to a candidate for City elective office (including elected officers and officers-elect). All respondents to this invitation to bid must comply with Houston Code of Ordinances Chapter 18 as amended relating to the contribution and solicitation of funds for election campaigns. Provisions of this ordinance are provided in part in the paragraphs that follow. Complete copies may be obtained from the office of the City Secretary.

Candidates for city office may neither solicit nor receive contributions except during a period commencing 270 calendar days prior to an election date for which a person is a candidate for such office and ending 90 calendar days after the election date, including run off elections if such candidate is on the ballot.

Further, it shall be unlawful either for any person who submits a bid or proposal to contribute or offer any contribution to a candidate or for any candidate to solicit or accept any contribution from such person for a period commencing at the time of posting of the City Council Meeting Agenda including an item for the award of the Contract and ending upon the 30th day after the award of the Contract by City Council.

For the purposes of this Ordinance, a **Contract** is defined as each Contract having a value in excess of $30,000 that is let by the City for professional services, personal services, or other goods or services of any other nature whether the Contract is awarded on a negotiated basis, request for proposal basis, competitive proposal basis or formal sealed competitive bids. The term **Contractor** includes proprietors of proprietorships, partners having an equity interest of 10% of more of partnerships, (including limited liability partnerships and companies), all officers and directors of corporations (including limited liability corporations), and all holders of 10% or more of the outstanding shares of corporations.

A STATEMENT DISCLOSING THE NAMES AND BUSINESS ADDRESSES EACH OF THOSE PERSONS WILL BE REQUIRED TO BE SUBMITTED WITH EACH BID OR PROPOSAL FOR A CITY CONTRACT. Completion of the attached form entitled **"Contractor Submission List"** will satisfy this requirement. Failure to provide this information may be just cause for rejection of your bid or proposal.

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ATTACHMENT K

FORM A
CONTRACTOR SUBMISSION LIST
CITY OF HOUSTON FAIR CAMPAIGN ORDINANCE

The City of Houston Fair Campaign Ordinance makes it unlawful for a Contractor to offer any contribution to a candidate-for City elective office (including elected officers-elect) during a certain period of time prior to and following the award of the Contract by the City Council. The term "Contractor" Includes proprietors of proprietorships, partners or joint venturers having an equity interest of 10 percent or more for the partnership or Joint venture, and officers, directors and holders of 10 percent or more of the outstanding shares of corporations. A statement disclosing the. names and business addresses of each of those persons will be required to be submitted with each bid or proposal for a City Contract. See Chapter 18 of the Code of Ordinances, Houston, Texas, for further information.

This list is submitted under the provisions of Section 18-36(b) of the Code of Ordinances, Houston, Texas, in connection with the attached proposal, submission or bid of:

Firm or Company Name: _____

Firm or Company Address: _____

The firm/company is organized as a (Check one as applicable) and attach additional pages if needed to supply the required names and addresses:

[ ] **SOLE PROPRIETORSHIP**

Name_____ _____
Proprietor Address

[ ] **A PARTNERSHIP**

List each partner having equity interest of 10% or more of partnership (if none state "none")

Name_____ _____
Partner Address

Name _____ _____
Partner Address

[ ] **A CORPORATION**

LIST ALL DIRECTORS OF THE CORPORATION (IF NONE STATE "NONE")

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Name_____ _____
Director Address

Name_____ _____
Director Address

Name _____ _____
Director Address

LIST ALL OFFICERS OF THE CORPORATION (IF NONE STATE NONE")

Name_____ _____
Officer Address

Name_____ _____
Officer Address

Name_____ _____
Officer Address

LIST ALL INDIVIDUALS OWNING 10% OR MORE OF OUTSTANDING SHARES OF STOCK OF THE CORPORATION (IF NONE STATE "NONE")

Name_____ _____
Address

Name_____ _____
Address

Name_____ _____
Address

I certify that I am duly authorized to submit this list on behalf of the firm, that I am associated with the firm in the capacity noted below and that I have personal knowledge of the accuracy of the information provided herein.

_____
Preparer

_____
Printed Name

_____
Title

Note: This list constitutes a **government record** as defined by § 37.01 of the Texas Penal Code.

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ATTACHMENT L

DRUG DETECTION AND DETERRENCE PROCEDURES FOR CONTRACTORS

IMPORTANT - READ CAREFULLY BEFORE PROPOSING

CITY OF HOUSTON GENERAL CONDITION

EXECUTIVE ORDER 1-31, MAYOR'S DRUG DETECTION AND DETERRENCE PROCEDURES FOR CONTRACTORS, WITH CHANGES:

Effective September 1, 1994, with revised procedures dated March 1, 1995, and pursuant to the Mayor's Executive Order 1-31, **as a condition of the award of any contract/purchase order for labor or services,** a successful proposer must file the following documents with the designated Contract Compliance Office for Drug Testing (CCODT) prior to award of the contract/purchase order:

1. A copy of the proposer's drug free workplace policy.

2. Drug Policy Compliance Agreement. (**Section A**).

3. Drug Policy Compliance Declaration with a designation of safety impact positions*. (**Section B**).

4. Contractor's Certification of **No Safety Impact Positions*** in Performance of a City Contract.

- or -

5. If Applicable, Contractor's Certification of Non-Application of Mayor's Drug and Deterrence Procedures for Companies that have **fewer than fifteen (15) employees during any 20-week period during the calendar year**, and **have no safety impact positions***. (**Section D**).

- **A Safety Impact Position** means a contractor's employment position involving job duties that if performed with inattentiveness, errors in judgement, or diminished coordination, dexterity, or composure may result in mistakes that could present a real and/or imminent threat to the personal health of safety of the employee, co-workers, and/or the public. The Vendor, not the City, must determine if the company has Safety Impact Positions.

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DRUG DETECTION AND DETERRENCE

(a) It is the policy of the City to achieve a drug-free workforce and to provide a workplace that is free from the use of illegal drugs and alcohol. It is also the policy of the City that the manufacture, distribution, dispensation, possession, sale or use of illegal drugs or alcohol by contractors while on City premises is prohibited. By executing this Contract, Contractor represents and certifies that it meets and shall comply with all the requirements and procedures set forth in the Mayor's Policy on Drug Detection and Deterrence, City Council Motion No. 92-1971 ("Mayor's Policy") and the Mayor's Drug Detection and Deterrence Procedures for Contractors, Executive Order No. 1-31 ("Executive Order"), both of which are on file in the Office of the City Secretary.

(b) Confirming its compliance with the Mayor's Policy and Executive Order, Contractor, as a condition precedent to City's obligations under this Contract, will have filed with the Contract Compliance Officer for Drug Testing ("CCODT"), prior to execution of this Contract by the City, (i) a copy of its drug-free workplace policy, (ii) the Drug Policy Compliance Agreement substantially in the format set forth in Attachment "A" to the Executive Order, together with a written designation of all safety impact positions, and (iii)if applicable (e.g. no safety impact positions), the Certification of No Safety Impact Positions, substantially in the format set forth in Attachment "C" to the Executive Order. If Contractor files written designation of safety impact positions with its Drug Policy Compliance Agreement, it also shall file every six (6) months during the performance of this Contract or upon the completion of this Contract if performance is less than six (6) months, a Drug Policy Compliance Declaration in a form substantially similar to Attachment "B" to the Executive Order. The Drug Policy Compliance Declaration shall be submitted to the CCODT within thirty days of completion of this Contract. The first six (6) month period shall begin to run on the date City issues its notice to proceed hereunder or if no notice to proceed is issued. on the first day Contractor begins work under this Contract.

(c) Contractor shall have the continuing obligation to file with the CCODT written designations of safety impact positions and Drug Policy Compliance Declarations at anytime during the performance of this Contract that safety impact positions are added if initially no safety impact positions were designated. Contractor also shall have the continuing obligation to file updated designations of safety impact positions with the CCODT when additional safety impact positions are added to Contractor's employee work force.

(d) The failure of Contractor to comply with the above Sections shall be a breach of this Contract entitling City to terminate in accordance with Article IV.

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DRUG POLICY COMPLIANCE AGREEMENT

SECTION A

I,

_____

_____ as an owner or officer of **(Name) (Print/Type)**
(Title)

_____

_____ **(Contractor) (Name of Company)**

have authority to bind Contractor with respect to its bid, offer or performance of any and all contracts it may enter into with the City of Houston; and that by making this Agreement, I affirm that the Contractor is aware of and by the time the contract is awarded will be bound by and agree to designate appropriate safety impact positions for company employee positions, and to comply with the following requirements before the City issues a notice to proceed.

1. Develop and implement a written Drug Free Workplace Policy and related drug testing procedures for the Contractor that meet the criteria and requirements established by the Mayor's Amended Policy on Drug Detection and Deterrence (Mayor's Drug Policy) and the Mayor's Drug Detection and Deterrence Procedures
for Contractors (Executive Order No. 1-31).

2. Obtain a facility to collect urine samples consistent with Health and Human Services (HHS) guidelines and a HHS certified drug testing laboratory to perform the drug tests.

3. Monitor and keep records of drug tests given and the results; and upon request from the City of Houston, provide confirmation of such testing and results.

4. Submit semi-annual Drug Policy Compliance Declarations.

I affirm on behalf of the Contractor that full compliance with the Mayor's Drug Policy and Executive Order No. 1-31 is a material condition of the contract with the City of Houston.

I further acknowledge that falsification, failure to comply with or failure to timely submit declarations and/or documentation in compliance with the Mayor's Drug Policy and/or Executive Order No. 1-31 will be considered a breach of the contract with the City and may result in non-award or termination of the contract by the City of Houston.

_____
Date

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Contractor Name

Signature

Title

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DRUG POLICY COMPLIANCE DECLARATION
SECTION B

I,_____
as an owner or officer of **(Name) (Print/Type)** **(Title)**

_____(Contractor)
(Name of Company)

have personal knowledge and full authority to make the following declarations:

This reporting period covers the preceding six months from _____ to _____, 20_____.

_____ A written Drug Free Workplace Policy has been implemented and employees notified. The policy meets the Initials the criteria established by the Mayor's Amended Policy on Drug Detection and Deterrence (Mayor's Policy).

_____ Written drug testing procedures have been implemented in conformity with the Mayor's Drug Detection and Initials Deterrence Procedures for Contractors, Executive Order 1-31. Employees have been notified of such procedures.

_____ Collection/testing has been conducted in compliance with federal Health and Human Services (HHS) Initials guidelines.

_____ Appropriate safety impact positions have been designated for employee positions performing on the City of Initials of Houston contract. The number of employees on safety impact positions during this reporting period is_____.

_____ From_____to_____
the following testing has occurred:
Initials (start date) (end date)

	Random	**Reasonable Suspicion**	**Post Accident**	**Total**
Number of Employees Tested	_____	_____	_____	_____
Number of Employees Positive	_____	_____	_____	_____
Percent Employees Positive	_____	_____	_____	_____

_____ Any employee who tested positive was immediately removed from the City worksite consistent with the Initials Mayor's Policy and Executive Order No. 1-31.

_____ I affirm that falsification or failure to submit this declaration timely in accordance with established guidelines Initials will be considered a breach of contract.

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alty of perjury that the affirmations made herein and all information contained in this declaration are within my personal knowledge and are true and correct.

Date_____ **Contractor Name** _____

Signature_____**Title** _____

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TOR'S CERTIFICATION OF NON-APPLICATION OF CITY OF HOUSTON DRUG DETECTION AND DETERRENCE PROCEDURES FOR CONTRACTORS
SECTION D

I,

_____

as an owner or officer of **(NAME)** **(PRINT/TYPE)** **(TITLE)**

_____

(Contractor) have authority to bind the Contractor with respect to its bid, and I hereby certify that Contractor has fewer than fifteen (15) employees during any 20-week period during a calendar year and also certify that Contractor has no employee safety impact positions as defined in 5.18 of Executive Order No. 1-31 that will be involved in performing this City Contract. Safety impact position means a Contractor's employment position involving job duties that if performed with inattentiveness, errors in judgment, or diminished coordination, dexterity, or composure may result in mistakes that could present a real and/or imminent threat to the personal health or safety of the employee, co-workers, and/or the public.

_____ _____

DATE **CONTRACTOR NAME**

_____

SIGNATURE

_____

TITLE

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ATTACHMENT M

CITY OF HOUSTON CONTRACTOR OWNERSHIP DISCLOSURE ORDINANCE:

City Council requires knowledge of the identities of the owners of entities seeking to contract with the City in order to review their indebtedness to the City prior to entering contracts. Therefore, all respondents to this invitation to bid must comply with Houston Code of Ordinances Chapter 15, as amended (Sections 15-122 through 15-126) relating to the disclosure of owners of entities bidding on, proposing for or receiving City contracts. Provisions of this ordinance are provided in part in the paragraphs that follow. Complete copies may be obtained from the office of the City Secretary.

Contracting entity means a sole proprietorship, corporation, non-profit corporation, partnership, joint venture, limited liability company, or other entity that seeks to enter into a contract requiring approval by the Council but excluding governmental entities.

A contracting entity must submit at the time of its bid or proposal, an affidavit listing the full names and the business and residence addresses of all persons owning five percent or more of a contracting entity or, where a contracting entity is a non-profit corporation, the full names and the business and residence addresses of all officers of the non-profit corporation.

Completion of the **"Affidavit of Ownership or Control"**, included herein, and submitted with the Official Bid or Proposal Form will satisfy this requirement**. Failure to provide this information may be just cause for rejection of your bid or proposal.**

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INSTRUCTION: ENTITIES USING AN ASSUMED NAME SHOULD DISCLOSE SUCH FACT TO AVOID REJECTION OF THE AFFIDAVIT. THE FOLLOWING FORMAT IS RECOMMENDED: CORPORATE/LEGAL NAME DBA ASSUMED NAME.

STATE OF _____ §
§ AFFIDAVIT OF OWNERSHIP OR CONTROL
COUNTY OF _____ §

BEFORE ME, the undersigned authority, on this day personally appeared _____ **[*FULL NAME*]** (hereafter "Affiant"), _____ **[*STATE TITLE/CAPACITY WITH CONTRACTING ENTITY*]** of _____ **[CONTRACTING ENTITY'S CORPORATE/LEGAL NAME]** ("Contracting Entity"), who being by me duly sworn on oath stated as follows:

1. Affiant is authorized to give this affidavit and has personal knowledge of the facts and matters herein stated.

2. Contracting Entity seeks to do business with the City in connection with _____ **[*DESCRIBE PROJECT OR MATTER*],** which is expected to be in an amount that exceeds $25,000.

3. The following information is submitted in connection with the proposal, submission or bid of Contracting Entity in connection with the above described project or matter.

4. Contracting Entity is organized as a business entity as noted below (check box as applicable).

FOR PROFIT ENTITY:

[ ] SOLE PROPRIETORSHIP
[ ] CORPORATION
[ ] PARTNERSHIP
[ ] LIMITED PARTNERSHIP
[ ] JOINT VENTURE
[ ] LIMITED LIABILITY COMPANY
[ ] OTHER (Specify type in space below)

NON-PROFIT ENTITY:

[ ] NON-PROFIT CORPORATION
[ ] UNINCORPORATED ASSOCIATION

_____

_____

_____

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5. The information shown below is true and correct for the Contracting Entity and all owners of 5% or more of the Contracting Entity and, where the Contracting Entity is a non-profit entity, the required information has been shown for each officer. ***[NOTE: IN ALL CASES, USE FULL NAMES, LOCAL BUSINESS AND RESIDENCE ADDRESSES AND TELEPHONE NUMBERS. DO NOT USE POST OFFICE BOXES FOR ANY ADDRESS. INCLUSION OF E-MAIL ADDRESSES IS OPTIONAL, BUT RECOMMENDED. ATTACH ADDITIONAL SHEETS AS NEEDED.]***

Contracting Entity

Name: _____

Business Address ***[NO./STREET]*** _____

[CITY/STATE/ZIP CODE] _____

Telephone Number

(_____)_____

Email Address ***[OPTIONAL]*** _____

Residence Address ***[NO./STREET]*** _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (_____)_____

Email Address ***[OPTIONAL]*** _____

5% Owner(s) (IF NONE, STATE "NONE.")

Name: _____

Business Address ***[NO./STREET]*** _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (_____)_____

Email Address ***[OPTIONAL]*** _____

Residence Address ***[NO./STREET]*** _____

[CITY/STATE/ZIP CODE] _____

Telephone Number (_____)_____

Email Address ***[OPTIONAL]*** _____

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6. Optional Information

Contracting Entity and/or _____ ***[NAME OF OWNER OR NON-PROFIT OFFICER]*** is actively protesting, challenging or appealing the accuracy and/or amount of taxes levied against _____ ***[CONTRACTING ENTITY, OWNER OR NON-PROFIT OFFICER]*** as follows:

Name of Debtor: _____

Tax Account Nos. _____

Case or File Nos. _____

Attorney/Agent Name _____

Attorney/Agent Phone No. (_____)_____

Tax Years _____

Status of Appeal ***[DESCRIBE]*** _____

_____

_____

_____

Affiant certifies that he or she is duly authorized to submit the above information on behalf of the Contracting Entity, that Affiant is associated with the Contracting Entity in the capacity noted above and has personal knowledge of the accuracy of the information provided herein, and that the information provided herein is true and correct to the best of Affiant's knowledge and belief.

_____
Affiant

SWORN TO AND SUBSCRIBED before me this _____ day of _____, 20_____.

(Seal)

_____
Notary Public

NOTE:
This affidavit constitutes a government record as defined by Section 37.01 of the Texas Penal Code. Submission of a false government record is punishable as provided in Section 37.10 of the Texas Penal Code. Attach additional pages if needed to supply the required names and addresses.

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ATTACHMENT N

CITY OF HOUSTON
Affirmative Action and Contract Compliance
Minority, Women, Disadvantaged Business Enterprise Program Requirements

I. **Documents that must be signed and returned to administering department with the proposal or within a period designated by the Contract Administrator upon notification of finalist or successful proposer status.**

A. **MWBE Participation Plan** (Form MWBE-2) - List of proposed Subcontractors and Suppliers.

B. Executed Subcontract(s), or Letter(s) of intent for each MWBE Subcontractor or Supplier, including:

Name of MWBE Subcontractor/Supplier
Description of the Scope of Work to be Performed
Dollar value or each proposed MWBE subcontract

or

Documentation of Good Faith Efforts to meet the MWBE Goal.

These documents should be submitted to the Project Administrator identified in the proposal. Good Faith Efforts will be forwarded to the Affirmative Action Division for review.

II. **Report that must be submitted during the course of the Contract:**

A. **MWBE Quarterly Utilization Report** (Form MWBE-3) - Mail original of completed report to:

City of Houston
Affirmative Action and Contract Compliance
ATTN: Gordon Goss
611 Walker, 20th Floor
Houston, Texas 77002

III. **MWBE Requirements:**

A. **Purpose**
To facilitate implementation of Chapter 15 Article V of the City of Houston Code of Ordinances relating to Minority and Women Business Enterprises Contract Participation.

B. **Policy**
It is the policy of the City to encourage the full participation of Minority and Women Business Enterprises in all phases of its procurement activities and to afford them a full and fair opportunity to compete for City contracts at all levels.

C. **Policy Elements**

1. The Contractor agrees to ensure that Minority and Women Business Enterprises, as defined in **Chapter 15 Article V of the City of Houston Code of Ordinances,** have a full and fair opportunity to participate in the performance of City contracts. In this regard, the Contractor shall take all reasonable Good Faith Efforts as defined herein, to meet the MWBE goal for this contract.

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2. The Contractor and any Subcontractor/Supplier shall not discriminate on the basis of race, color, religion, national origin or sex in the performance of City contracts.

3. The **MWBE Participation Plan (Form MWBE-2)** must be submitted with the Proposal **or** within a period designated by the Project Administrator upon notification of finalist or successful proposer status. This decision is the responsibility of the Project Administrator.

4. Contractor's performance in meeting the MWBE Participation Goal will be monitored by the Affirmative Action and Contract Compliance Division (Affirmative Action Division).

D. **Percentage Goal**

The percentage goal for Minority and Women Business Enterprise Participation in the work to be performed under this Contract is **15%.**

E. **Proposer Responsibilities**

1. **Prior to Award:** Proposer must submit a plan **("Plan")** setting out how the goal is to be met with the Proposal or within a period designated by the Contract Administrator upon notification of finalist or successful proposer status, which must minimally include:

   a. **MWBE Participation Plan** (Form MWBE-2) - List of proposed Subcontractors and Suppliers. All MWBEs listed on this form must be certified by the Affirmative Action Division prior to the Request for Proposal due date with the following exception: The Affirmative Action Division will consider priority certification of non-certified firms in those cases where the successful proposer proposes the utilization of a firm for a specific capability not found among at least three (3) certified firms.

   b. Executed Subcontract(s), or Letter(s) of Intent for each MWBE Subcontractor or supplier, including:

      Name of MWBE Subcontractor/Supplier
      Description of the Scope of Work to be Performed
      Dollar value or each proposed MWBE subcontract

or

   c. Documentation of Good Faith Efforts to meet the MWBE Goal, if the goal is not met. See **Attachment N-A** for minimum standards for Good Faith Efforts. Such documentation shall be presented to the Project Administrator for review by the Affirmative Action Division.

Note 1: Failure to respond within the designated period could result in a finalist being considered non-responsive and the next proposer being considered for award.

Note 2: The proposer shall be bound by the Plan submitted unless a waiver is received from the Director of the Affirmative Action Division.

Note 3: The Director of Affirmative Action is authorized to suspend any Contractor who has failed to make Good Faith Efforts to meet an established MWBE Goal; and to suspend any MWBE who has failed to make Good Faith Efforts to meet all requirements necessary for participation as an MWBE.

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2. Prior to award, the successful proposer shall execute written contracts with all of its MWBE Subcontractors/Suppliers and shall assure that all such contracts contain the terms set out in **Attachment N-D.**

3. Contractor shall require written subcontracts with all MWBE subcontractors and suppliers which shall contain the terms set out in **Attachment N-D**. If Contractor is an individual person (as distinguished from a corporation, partnership, or other legal entity), and the amount of the subcontract is $50,000.00 or less, then the subcontract must also be signed by the attorneys of the respective parties.

4. Prior to award, Contractor shall designate an MWBE liaison officer who will administer the Contractor's MWBE programs and who **shall** be responsible for maintenance of records of Good Faith Efforts to subcontract with MWBE Subcontractors/Suppliers.

5. After award, Contractor shall:

   1. Submit MWBE Quarterly Utilization Reports, attached herein, to the Affirmative Action Division.

   2. Comply with Form MWBE-2 - MWBE Participation Plan, unless it has received approval from the Director of Affirmative Action to deviate therefrom. Approval will not be reasonably withheld.

   3. Upon approval of the Director of Affirmative Action, make Good Faith Efforts to replace a certified MWBE subcontractor/Supplier that is displaced, for any reason, with another certified MWBE.

   4. Submit all disputes with MWBE Subcontractors/Suppliers that are unable to be resolved by the Affirmative Action Division to binding arbitration as set out in the city's Affirmative Action and Contract Compliance Division, Minority/Women Business Enterprise (MWBE) Procedures.

   5. Make timely payments to all persons and entities supplying labor, materials, or equipment for the performance of the contract; and agree to protect, defend, and indemnify the City from any claims or liability arising out of Contractor's failure to make such payments. (Disputes relating to payment of MWBE subcontractors shall be submitted to arbitration in the same manner as any other disputes under the MWBE subcontract. Failure of the Contractor to comply with the decisions of the arbitrator may, at the sole discretion of the City, to be deemed a material breach leading to termination of this Contract).

F. **Eligibility of MWBEs**

1. To ensure that the MWBE program benefits only those firms that are owned and controlled by a minority person(s) or a woman (women), the Affirmative Action Division will certify the eligibility of MWBE Subcontractors/Suppliers. Contact the Affirmative Action Division at **(713) 837-9009** for information regarding certification.

2. The Affirmative Action Division publishes and maintains a Minority and Women Business enterprise Directory. This Directory is available from the Affirmative Action Division for Contractor use.

   Note: All MWBE firms, even if certified by another agency, must be certified by the Affirmative Action Division in order to qualify for attainment of the MWBE Goal.

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G. **Determination of MWBE Participation**

MWBE participation shall be counted toward meeting the MWBE Goal in accordance with the following:

1. Once a firm is certified as an MWBE, the total dollar value of the subcontract awarded to the MWBE is counted toward the MWBE participation goal.

2. When a Contractor or subcontractor organizes a joint venture with one or more MWBEs to satisfy its MWBE Goal, the Director of Affirmative Action shall determine the percent of participation resulting from such joint venture to be counted toward the MWBE goal.

3. Contractor may count toward its MWBE goal those MWBE subcontractors/suppliers performing a Commercially Acceptable Function.

   a. **COMMERCIALLY ACCEPTABLE FUNCTION** means a discrete task or group of tasks, the responsibility for performance of which shall be discharge by the MWBE by using its own forces or by actively supervising on-site the execution of the tasks by another entity for whose work the MWBE is responsible. Without limiting the generality of the foregoing, an MWBE will not be considered to be performing a commercially acceptable function if it subcontracts, to non-MWBE firms or to other MWBE firms, more than 50% of a contract being counted toward the applicable participation goal, unless such subcontracting in excess of 50% has been expressly permitted by the Director of Affirmative Action in a written waiver of this requirement. A waiver shall be granted upon demonstration that the industry standard for the type of work involved is to subcontract over 50% of the work.

H. **Compliance of the Contractor**

To ensure compliance with MWBE requirements, the Affirmative Action Division will monitor Contractor's efforts regarding MWBE Subcontractors/Suppliers during the performance of this Contract. This may be accomplished through the following: job site visits, reviewing of records and reports, interviews of randomly selected personnel.

I. **Records and Reports**

1. Contractor shall submit an initial report 40 days after the contract begins, and each quarter thereafter, outlining MWBE participation until all MWBE subcontracting or material supply activity is completed. The reports will be due on the 15th day following each quarter. The MWBE Utilization Report, attached hereto, is to be used for this reporting. The Contractor may reproduce this form.

2. Contractor shall maintain the following records for review upon request by the Affirmative Action Division:

   a. Copies of Subcontractor agreements and purchase orders as executed,

   b. Documentation of payments and other transactions with MWBE Subcontractors/Suppliers.

   c. Appropriate explanations of any changes of replacements of MWBE Subcontractors/Suppliers.

   Note: the Affirmative Action Division must certify all replacement MWBEs.

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3. If the MWBE goal is not being met, the monthly report shall include a narrative description of the progress being made in MWBE participation. Reports are required when no activity has occurred in a reporting period.

4. All such records must be retained for a period of four (4) years following completion of the work and shall be available at reasonable times and places for inspection by authorized representatives of the City.

IV. Sanctions

A. General

Pursuant to Section 15-86 of the Code of Ordinances, the Director is authorized suspend for a period of up to, but not to exceed, five (5) years, any Contractor who has failed to make Good Faith Efforts or who has failed to comply with its submitted Plan pursuant to Section 15-85 unless a waiver has been granted from engaging in any Contract with the City. The Director is also authorized to suspend any MWBE who has failed to make Good Faith Efforts from engaging in any Contract affected by Article V of Chapter 15 of the Code of Ordinances for a period of up to, but not to exceed, five (5) years.

B. <u>Guidelines for Imposition of Sanctions</u>

1. General

a. No suspension shall be imposed by the Director except upon evidence of specific conduct on the part of an MWBE or a Contractor that is inconsistent with or in direct contravention of specific applicable requirements for Good Faith Efforts.

b. Imposition and enforcement of suspensions shall be consistent with applicable state law.

2. Severity of Sanctions

a. In determining the length of any suspension, the director shall consider the following factors:

1) Whether the failure to comply with applicable requirements involved intentional conduct, or, alternatively, may be reasonably concluded to have resulted from a misunderstanding on the part of the Contractor or MWBE of the duties imposed on them by Article V of Chapter 15 of the Code of Ordinances and these Procedures;

2) The number of specific incidences of failure by the Contractor or MWBE to comply;

3) Whether the Contractor or MWBE has been previously suspended;

4) Whether the Contractor or MWBE has failed or refused to provide the Director with any information requested by the Director or required to be submitted to the Director pursuant to law or these Procedures;

5) Whether the Contractor or MWBE has martially misrepresented any applicable facts in any filing or communication to the Director; and

6) Whether any subsequent restructuring of the subject business or other action has been undertaken to cure the deficiencies in meeting applicable requirements.

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b. Suspensions may be for any length of time not to exceed five (5) years. Suspensions in excess of one (1) year shall be reversed for cases involving intentional or fraudulent misrepresentation or concealment of material facts, multiple acts in contravention of applicable requirements, cases where the Contractor or MWBE has been previously suspended, or other similarly egregious conduct.

C. **Delegation**

A decision to implement a suspension may be taken after notice and an opportunity for a hearing by the Director or by another impartial person designated by the Director for that purpose. The Director or other person conducting the hearing shall not have participated in the actions or investigations giving rise to the suspension hearing.

D. **Notice**

1. Prior to the imposition of any suspension, the Director shall deliver written notice to the Contractor or MWBE setting forth the grounds for the proposed suspension and setting a date, time and place to appear before the Hearing Officer for a hearing on the matter.

2. Any notice required or permitted to be given hereunder to any Contractor or MWBE may be given either by personal delivery or by certified United States mail, postage prepaid, return receipt requested, addressed to their most recent address as specified in the records of the Affirmative Action and Contract Compliance Division or in the Contract if no address is on file with the Affirmative Action and Contract Compliance Division.

E. **Hearing Procedures**

Proceedings before the Director or other hearing officer shall be conducted informally, provided that each party may be represented by counsel and may present evidence and cross-examine witnesses. The burden shall be upon the City by a preponderance of evidence. The decision shall be reduced to writing and notice provided to the Contractor or MWBE.

F. **Appeals**

An arbitrator, who shall act as the hearing officer, shall conduct appeals authorized pursuant to Section 15-86(b) of the Code of Ordinances. Alternatively, an appeal may be taken to City Council, subject to the appellant's compliance with Rule 12 of the City Council Rules of Procedure. Appeals shall be initiated by filing a written notice to appear with the Director no later than fifteen (15) days following the mailing of notice of the decision of the Director, and the appeal notice shall state whether the appeal is requested to City Council or to an arbitrator. If an arbitration appeal is requested, then the arbitrator shall be selected as provided in Section 9 of these Procedures. The Arbitrator's or City Council's decision, as applicable shall be final. The Director shall determine whether to suspend his or her order pending an appeal, taking into account the criteria set forth in Section 6(B)(2) of these Procedures.

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ATTACHMENT N-A

CITY OF HOUSTON AFFIRMATIVE ACTION AND CONTRACT COMPLIANCE GOOD FAITH EFFORTS

"Good Faith Efforts" means those efforts required to be made and demonstrated by an apparently successful bidder or proposer prior to award of a Contract (whether a Goal Oriented Contract or a Regulated Contract) and at the conclusion of performance of the Contract in the event it has been unsuccessful in meeting the Contract's MWBE goal.

A. **Good Faith Efforts for non-MWBEs** in construction, procurement and professional services shall mean at a minimum the following:

1. **Delivery of written notice to the following:**

   a. All local certified MWBEs in the directory for the month prior to the month of the bid or proposal submission date and identified as performing work or services or providing commodities for all potential subcontracting or supply categories in the Contract; and

   b. All minority and women focused associations identified in the directory for the month prior to the month of the bid or proposal submission date; and

   c. All news media focused toward minority persons and women identified in the directory for the month prior to the month of the bid or proposal submission date; and

   d. All MWBEs that requested information on the Contract.

2. **The written notices will contain:**

   a. Adequate information about plans, specifications, and relevant terms and conditions of the Contract and about the work to be subcontract or the goods to be obtained from Subcontractors and Suppliers;

   b. A contact person within the apparent low bidder's or proposer's office to answer questions;

   c. Information as to the apparent low bidder's or proposer's bonding requirements, the procedure for obtaining any needed bond, and the name and telephone number of one or more acceptable surety companies to contact;

   d. The last date for receipt by the bidder or proposer of MWBE bids or price quotations;

3. Attendance at any special pre-bid meeting called to inform MWBEs of subcontracting or supply opportunities, if set forth in the bidding or proposal documents.

4. Division of the Contract, as recommended by the department head of the initiating City department and in accordance with normal industry practice, into small, economically feasible segments that could be performed by MWBE.

5. Providing an explanation for rejection to any MWBE whose bid or price quotation is rejected, unless another M/WBE is accepted for the same work, as follows:

   a. Where price competitiveness is not the reason for rejection, a written rejection notice including the reason for rejection will be sent to the rejected MWBE;

   b. Where price competitiveness is the reason for rejection, a meeting must be held, if requested, with the price-rejected MWBE to discuss the rejection; and

6. Providing an explanation for rejection of any MWBE to the Affirmative Action and Contract Compliance Division, unless another MWBE firm is accepted for the same work, including the name of the non-MWBE firm proposed to be awarded the subcontract or supply agreement, and if price competitiveness is the reason for rejection, the MWBE's price quotation and the successful non-MWBE's price quotation.

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B. **Good Faith Efforts for MWBEs** in construction, procurement and professional services shall mean at a minimum the following:

1. Furnishing prompt written responses to any written inquiry from the Director or any employee of the Affirmative Action and Contract compliance division regarding the MWBE's performance or information germane to the MWBE's certification;

2. Ensuring that at all times during the performance of any Contract or subcontract subject to the requirements of Chapter 1 of the Code of Ordinances the MWBE is engaging in a commercially acceptable function as that term is defined herein;

3. Ensuring that no application, response to a request to a request for information, or other factual material submitted to the Director or any employee of the Affirmative Action and Contract Compliance Division contains any material misrepresentation; and

4. Furnishing prompt responses to requests from the department administering the Contract, the City Attorney and the City Controller for information, books and records needed to verify compliance.

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ATTACHMENT N-B
CITY OF HOUSTON
AFFIRMATIVE ACTION AND CONTRACT COMPLIANCE
MWBE PARTICIPATION PLAN

Contractor:_____
Project Name and Number:_____
Date of Proposal:_____

For City Department Use Only:
*Department:*_____
Date of Award:_____

Name of Minority/Women/ Disadvantaged Firm	Contact Person/ Phone Number	Type of Work To be Performed	Agreed Price

$ _____ Total Contract Amount

_____% M/W/DBE Goal

$_____ M/W/DBE Sub-Contract Amount

_____% M/W/DBE Percentage of Total Contract Amount

The undersigned will enter into a formal contract with minority, women, and disadvantaged business enterprise service providers for work listed in this schedule contingent upon being awarded the contract for the above referenced project. The Contractor shall be bound by this plan unless a waiver is received from the Director of Affirmative Action.

Note 1: All firms listed above must be currently certified by the City of Houston Affirmative Action and Contract Compliance Office to be counted toward The M/W/DBE participation goal.

Note 2: This schedule of M/W/DBE participation must accompany the proposal for services, unless otherwise designated by the Project Administrator.

Signature_____ Name_____Title_____

MWBE Liaison Officer_____ Title_____ PhoneNo._____

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ATTACHMENT N-C
LETTER OF INTENT

To: City of Houston
Administering Department

Date:_____

Project Name & Number_____

Bid Amount: $_____ M/W/DB Goal: _____

M/W/DB Participation Amount: $_____

1. _____ agrees to provide the following goods/services to
M/W/DB Subcontractor

_____ in connection with the above referenced contract:
Prime Contractor

_____

_____

_____

2. _____ will be functioning as:
M/W/DB Subcontractor

a) _____ An Individual c) _____ A Corporation

b) _____ A Partnership d) _____ A Joint Venture

3. _____ is currently certified by the City of Houston's
M/W/DB Subcontractor

Affirmative Action and Contract Compliance Office to function in the aforementioned capacity.

4. _____ and _____
M/W/DB Subcontractor Prime Contractor

intend to work on the above-named contract in accordance with the M/W/DB Participation Section of the City of Houston Contract Bid Provisions, contingent upon award of the contract to the aforementioned Prime Contractor.

_____ _____
Signed (Prime Contractor) Signed (M/W/DB Subcontractor)

_____ _____
Title Title

_____ _____
Date Date

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ATTACHMENT N-D - MWBE SUBCONTRACT TERMS

Contractor shall insure that all subcontracts with MWBE subcontractors and suppliers are clearly labelled **"THIS CONTRACT IS SUBJECT TO BINDING ARBITRATION ACCORDING TO THE TEXAS GENERAL ARBITRATION ACT"** and contain the following terms:

1. (MWBE subcontractor) shall not delegate or subcontract more than 50% of the work under this subcontract to any other subcontractor or supplier without the express written consent of the City of Houston's Affirmative Action Director ("the Director").

2. (MWBE subcontractor) shall permit representatives of the City of Houston, at all reasonable times, to perform (1) audits of the books and records of the subcontractor, and (2) inspections of all places where work is to be undertaken in connection with this subcontract. Subcontractor shall keep such books and records available for such purpose for at least four (4) years after the end of its performance under this subcontract. Nothing in this provision shall affect the time for bringing a cause of action nor the applicable statute of limitations.

3. Within five (5) business days of execution of this subcontract, Contractor (prime Contractor) and Subcontractor shall designate in writing to the Director an agent for receiving any notice required or permitted to be given pursuant to Chapter 15 of the Houston City Code of Ordinances, along with the street and mailing address and phone number of such agent.

4. As concluded by the parties to this subcontract, and as evidenced by their signatures hereto, any controversy between the parties involving the construction or application of any of the terms, covenants or conditions of this subcontract shall, on the written request of one party served upon the other or upon notice by Director served on both parties, be submitted to binding arbitration, and such arbitration shall comply with and be governed by the provisions of the Texas General Arbitration Act (Tex. Civ. Prac. & Rem. Code Ann., Ch. 171 – "the Act"). Arbitration shall be conducted according to the following procedures:

   a. Upon the decision of the Director or upon written notice to the Director from either party that a dispute has arisen, the Director shall notify all parties that they must resolve the dispute within thirty (30) days or the matter may be referred to arbitration.

   b. If the dispute is not resolved within the time specified, any party or the Director may submit the matter to arbitration as set out above.

   c. The parties shall select an arbitrator from a revolving list of certified arbitrators provided by the Director. If the parties are unable to agree on an arbitrator, each party may strike one name from the list and the first name immediately following the last strike shall be the one designated to hear the dispute. Each party shall deposit with the Director one half of the fee estimated by the arbitrator for all proceedings required.

   d. The arbitrator shall have all powers set out under the Act, and shall hear testimony, consider evidence and render a written decision within three (3) business days of submission of the dispute. As part of the decision, the arbitrator shall determine which party or parties shall pay all or part of the arbitrator's fee.

   e. The decision of the arbitrator shall be final as provided in the Act, and upon payment of the arbitrator's fees, the Director shall return that part of the deposit of any party in excess of the amount the party was ordered to pay.

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ATTACHMENT N-E

CITY OF HOUSTON
AFFIRMATIVE ACTION AND CONTRACT COMPLIANCE
MWDBE UTILIZATION REPORT

Report Period:_____

Project Name and Number:_____ Contract No.:_____

Prime Contractor:_____ Contract Amount:_____

Address:_____ MWDBE Goal:_____

Liaison/Phone No.:_____ Amount Paid by City to Date:_____

MWDBE SUB/VENDOR NAME	DATE OF AA CERTIFICATION	DATE OF SUBCONTRACT	SUBCONTRACT AMOUNT	% OF TOTAL CONTRACT	AMOUNT PAID THIS PERIOD	AMOUNT PAID TO DATE	% OF CONTRACT TO DATE
TOTALS							

Use additional pages if needed Submit by the 15th day following the end of the report period to: Affirmative Action Division

Provide support documentation on all revenues paid to MWDBEs to reflect up/down variances on contract amount.

Send copy to Lisa Kingsbury
Fax: (713) 853-8091

ATTN: Gordon Goss
611 Walker, 20th Floor
Houston, Texas 77002
Fax: (713) 837-9050
Phone: (713) 837-9009

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ATTACHMENT O
BID BOND

THE STATE OF TEXAS §
§ KNOW ALL MEN BY THESE PRESENTS
COUNTY OF HARRIS §

THAT _____, a corporation organized under the laws of _____ (hereinafter called the "Principal"), and _____, a corporation of the State of Texas which is licensed to do business in the State of Texas (hereinafter referred to as the "Surety"), are held and firmly bound unto the City of Houston, Texas (hereinafter called the "City") in the full and just sum of **FIFTY THOUSAND DOLLARS ($50,000.00)** to the payment of which sum and truly to be made, the said Principal and Surety bind themselves, their heirs, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has prepared for submission to the City a proposal TC-4-0769-027-20136 to provide operation and maintenance services to the City's Building Services Department; and

WHEREAS, the City requires this Bond as further assurance that the Principal will execute the required Agreement and provide the required Performance Bond if it is awarded the contract;

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH that if the Principal shall not withdraw said bid until the Agreement has been awarded or until all bids therefore have been rejected, and the Principal shall, if it is awarded the Agreement, enter into a written Agreement with the City and provide an executed Performance Bond or Letter of Credit to City, each in the form provided as a part of the bid documents within fourteen (14) days after said Agreement has been awarded by the City or in the event of the failure to do so, if the Principal shall pay to the City the sum of **FIFTY THOUSAND DOLLARS ($50,000.00)** within said fourteen (14) day period, then this obligation shall be void; otherwise, it shall remain in full force and effect.

IN WITNESS WHEREOF, the Principal and the Surety have caused these presents to be executed and their seals affixed this _____ day of _____, 20__.

ATTEST:

_____
Secretary

[AFFIX CORPORATE SEAL]

PRINCIPAL:

_____
By: _____
Title: _____

WITNESSES:

_____
_____

SURETY:

By: _____
Title: _____

OR

ATTEST:

_____
Secretary
[AFFIX CORPORATE SEAL]

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ATTACHMENT P

PERFORMANCE BOND

THE STATE OF TEXAS §
§ **KNOW ALL MEN BY THESE PRESENTS**
COUNTY OF HARRIS §

THAT WE, _____ as principal, hereinafter called "Contractor" and the other subscriber hereto as Surety, do hereby acknowledge ourselves to be held and firmly bound to the City of Houston, a municipal corporation in the sum of _____DOLLARS. ($_____) for the payment of which sum, well and truly to be made to the City of Houston, and its successors, the said Contractor and surety do bind themselves, their heirs, executors, administrators, successors, and assigns, jointly and severally.

THE CONDITIONS OF THIS OBLIGATION ARE SUCH THAT:

WHEREAS, the said Contractor has on or about this day entered into a contract in writing with the City of Houston, Texas, entitled_____ which is made a part of this instrument as fully and completely as if set in full herein.

NOW, THEREFORE, if the said Contractor shall faithfully and strictly perform as set out in said contract in all its terms, provisions, and stipulations in accordance with its true meaning and effect, and shall comply strictly with each and every provision of said contract and with this bond, then this obligation shall become null and void and shall have no further force and effect; otherwise the same is to remain in full force and effect.

It is further understood and agreed that the Surety does hereby relieve the said City of Houston or its representatives from the exercise of any diligence whatever in securing compliance on the part of the said Contractor with the terms of the said contract, and the Surety hereby waives any notice to it of any default, or delay by the Contractor in the performance of his contract and agrees that it, the said Surety, shall be bound to take notice of and shall be held to have knowledge of all acts or omissions of the said Contractor in all matters pertaining to said contract.

It is further expressly agreed by said Surety that the City of Houston or its representatives are at liberty at any time, without notice to the Surety, to make any changes in said contract and in the work to be done thereunder, as provided in said contract, and in the terms and conditions thereof, or to make any changes in, addition to, or deduction from the work to be done thereunder; and that such changes, if made, shall not in any way vitiate the obligation in this bond and undertaking, or release said Surety therefrom.

It is expressly agreed and understood that the Contractor and surety will fully indemnify and save harmless the City of Houston from any liability, loss, cost, expense or damage arising out of or in connection with the work done by the Contractor under said Contract.

In the event that the City of Houston shall bring any suit or other proceeding at law on this bond, the Contractor and Surety agree to pay to the said City the sum of ten percent (10%) of whatever amount may be recovered by the City in said suit or legal proceeding, which sum of ten percent (10%) is agreed by all parties to be payment to the City of Houston for the expense of or time consumed by its City Attorney, his assistants and office force and other cost and damage occasioned to the City. This said amount of ten percent (10%) is fixed and liquidated by the parties, it being agreed by them that the exact damage to the City would be difficult to ascertain.

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This bond and all obligations created hereunder shall be performable in Harris County, Texas.

IN TESTIMONY WHEREOF, witness our hands this _____ day of _____, A.D. 20_____.

ATTEST: (Corporate Seal)

_____
(Principal)

By:_____
Name: (Typed)
Title:

By:_____
Name: (Typed)
Title:

ATTEST/WITNESS: (Corporate Seal)

_____
(Full Name of Surety)

By:_____
Name: (Typed)
Title:

By:_____
Name: (Typed)
Title:

The foregoing bond is approved and accepted this _____ day of _____, A.D. 20_____.

REVIEWED:

_____
Assistant City Attorney

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ATTACHMENT Q
INSURANCE REQUIREMENTS FOR SERVICE CONTRACTS

To comply with the terms and conditions for insurance in a City of Houston Service Contract, the Contractor's Insurance Certificate must be prepared as follows and shall meet the requirements set forth on page 12 hereof and in Section C hereof:

A. The City of Houston must be listed as an **additional insured** on the face of the Certificate, except those for Worker's Compensation and Employer's Liability.

B. Each Policy must contain an endorsement to the effect that the **issuer waives any claim or right in the nature of subrogation** to recover against the City, its officers, agents or employees.

C. The City of Houston must be included in the Insurer's Notification Requirement, which may be accomplished in one of the following ways:

1. By the Contractor's Insurance Agent revising the standard cancellation clause to read substantially as follows (all handwritten strike-outs, additions, and changes to the original text, must all be initialed by the Insurance Agent authorized to make such changes): -

==========C A N C E L L A T I O N==========

J. D.

OR MATERIALLY ALTERED OR NON-RENEWED

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED ^ BEFORE THE EXPIRATION

J. D.

DATE THEREOF, THE ISSUING COMPANY WILL ~~ENDEAVOR TO~~ MAIL 30 DAYS WRITTEN NOTICE OF SUCH CHANGE TO THE CERTIFICATE HOLDER NAMED (TO THE LEFT), ~~BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND~~J. D. ~~UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.~~

==========

AUTHORIZED REPRESENTATIVE OF INSURER John Doe

==========

- O R -

2. By Attaching Endorsements in the form attached.

D. Contractor shall require all subcontractors to carry insurance naming the City as an additional insured and meeting the all of the above requirements except as to amount. The amount shall be commensurate with the amount of the subcontract, but not in no case shall it be less than $500,000 per occurrence. Revised - 03/09/95

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CERTIFICATE OF INSURANCE EXPLANATIONS

1. Certificate must not be more than 30 days old.

2. Name and Address of Producer writing coverage.

3. Name of each insurance company providing coverage (as listed in Best's Key Rating Guide or on company's Certificate of Authority on file with Texas Department of Insurance). Each company must have a rating of B+ or better and a financial size category of VI or better according to Best's Key Rating Guide, Property & Casualty – United States, of insurance companies or have a Certificate of Authority to conduct insurance business in the State of Texas.

4. Name and address of Insured (as shown on policy)

5. Letter in the column must reference the insurer of the policy being described

6. Must be a policy number; no binders will be accepted

7. Date policy became effective

8. Expiration date must be at least **60** days from date of delivery of certificate

9. Name and file number of project

10. Name of project manager

11. Signature or facsimile signature of authorized representative of Producer (blue ink preferred)

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TE 0202A CANCELLATION PROVISION OR COVERAGE CHANGE ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
GARAGE COVERAGE FORM
TRUCKER COVERAGE FORM

This endorsement is a part of your policy. Except for the changes it makes, all other terms of the policy remain the same and apply to this endorsement. It is effective at the same time as your policy if issued with it. If issued at a later date the name, policy number and effective date must show.

Issued by the **STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY** of Bloomington, Illinois, or the **STATE FARM FIRE AND CASUALTY COMPANY** of Bloomington, Illinois, or the **STATE FARM COUNTY MUTUAL INSURANCE COMPANY OF TEXAS** of Dallas, Texas, as shown by the company's name on the policy of which this endorsement is a part.

Named Insured: _____

Policy Number: _____

Effective Date: _____

Thirty (30) days before this policy is cancelled or materially changed to reduce or restrict coverage we will mail notice of the cancellation or change to:

City of Houston, Building Services Department,
P.O. Box 61189, Houston, Texas 77208
(Enter Name and Address)

TE 02 02A

FORM TE 02 02A – CANCELLATION PROVISION OR COVERAGE CHANGE ENDORSEMENT
Texas Standard Automobile Endorsement
Ed. Effective 11/87

*******SAMPLE*******

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POLICY NUMBER: **COMMERCIAL GENERAL LIABILITY**

ISSUE DATE:

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

TEXAS CHANGES – AMENDMENT OF CANCELLATION PROVISIONS OR COVERAGE CHANGE

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART.
LIQUOR LIABILITY COVERAGE PART
OWNERS AND CONTACTORS PROTECTIVE LIABILITY COVERAGE PART
POLLUTION LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART.
RAILROAD PROTECTIVE LIABILITY COVERAGE PART

SCHEDULE

1.	Name:	CITY OF HOUSTON
2.	Notice will be mailed to:	BUILDING SERVICES DEPARTMENT P.O. BOX 61189 HOUSTON, TEXAS 77208
3.	Number of days advance notice:	30

*****SAMPLE*****
As Specified in Specimen Contract

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TEXAS WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY MANUAL

Original Printing **Effective January 1, 1994**

TEXAS NOTICE OF MATERIAL CHANGE ENDORSEMENT

This endorsement applies only to the insurance provided by the policy because Texas is shown in item 3.A of the information page.

In the event of cancellation or other material change of the policy, we will mail advance notice to the person or organization named in the Schedule. The number of days advance notice is shown in the Schedule.

This endorsement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

SCHEDULE

1.	Number of days advance notice:	30 days
2.	Notice will be mailed to:	**CITY OF HOUSTON** BUILDING SERVICES DEPARTMENT P.O. BOX 61189 HOUSTON, TEXAS 77208

*****SAMPLE*****
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CERTIFICATE OF INSURANCE

Issue Date (MM/DD/YY)

PRODUCER

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY ISSUERS OF POLICIES. THE ISSUER MUST HAVE A RATING OFAND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE AT LEAST B+ AND FINANCIAL SIZE OF CLASS VI OR BETTER COVERAGE AFFORDED BY THE POLICIES BELOW

ACCORDING TO THE CURRENT YEARS'S BEST RATING OR .
A CERTIFICATE OF AUTHORITY TO CONDUCT INSURANCE
BUSINESS IN THE STATE OF TEXAS
IN **COMPANIES AFFORDING COVERAGE**

.....
COMPANY A
.....
COMPANY B
.....
COMPANY C

INSURED: SAMPLE FORM

COVERAGES

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID

CLAIMS.

CO LTR.	TYPE OF INSURANCE	POLICY NUMBER	EFFECTIVE DATE (MM/DD/YY	POLICY EXPIRATION DATE (MM/DD/YY)	POLICY LIMITS	
	General Liability				General Aggregate	$1,000,000
A.	(X) Commercial General Liability				Products-Comp/Op Agg.	$1,000,000
	Claims Made (X) Occur.				Personal & Adv. Injury	$1,000,000
	Owners & Contractors Prot.				Each Occurrence	$ 500,000
					Fire Damage (Any one fire)	$ 50,000
					Med. Expense (Any one person)	$ 5,000
	Automobile Liability	Auto Liability Insurance for autos furnished or used in the course of performance of this Contract. Including Owned, Non-owned, and Hired Auto coverage. (Any Auto coverage may be substituted for Owned, Non-owned and Hired Auto coverage.) If no autos are owned by Contractor, coverage may be limited to Non-owned and Hired Autos. If Owned Auto coverage cannot be purchased by Contractor, Scheduled Auto coverage may be substituted for Owned Auto coverage. EACH AUTO USED IN PERFORMANCE OF THIS CONTRACT MUST BE COVERED IN THE LIMITS SPECIFIED.			Combined Single Limit	$1,000,000
A.	(X) Any Auto					
	All Owned Autos				Bodily Injury (Per person)	$
	Scheduled Autos					
	(X) Hired Autos				Bodily Injury (Per Accident)	$
	(X) Non-Owned Autos					
	Garage Liability				Property Damage	$
	Excess Liability				Each Occurrence	$
	Umbrella Form				Aggregate	$
	Other than Umbrella Form					
	Worker's Compensation and Employers Liability			(X) **Statutory Limits**		
				Statutory Limits	Each Accident	$ 100,000
					Disease - Policy Limit	$ 100,000
					Disease - Each Employee	$ 100,000
	Other					

DESCRIPTION OF OPERATION/LOCATIONS/VEHICLES/SPECIAL ITEMS

City of Houston is named as additional insured on Auto, General Liability and Umbrella policies, and Waiver of Subrogation on Auto, General Liability, Worker's Compensation and Umbrella. Material alteration on cancellation notice as shown below. **For (Project Name).**

CERTIFICATE HOLDER

CITY OF HOUSTON / BUILDING SERVICES DEPARTMENT
P.O. BOX 61189 HOUSTON TX, 77208

ATTACH ENDORSEMENTS

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED, NON-RENEWED OR MATERIALLY ALTERED BEFORE THE EXPIRATION DATE THEREOF. THE ISSUING COMPANY WILL MAIL THIRTY (30) DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT.

AUTHORIZED REPRESENTATIVE