

**CONTRACT MODIFICATION AGREEMENT**

Date: December 18, 2025  
Contract No.: VTS-1693-2022  
Modification No.: Six (6)  
Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)  
Contractor: Camelot Facility Management Solutions  
Commodity: Full Property Management Services for the Virginia Tech Northern Virginia Center.

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

**Description of Modification:**

This modification defines the costs associated with the Virginia Tech Institute for Advanced Computing (previously known as the Innovation Campus) for 2026, as detailed in the attached cost break down.

Except as provided herein, all terms and conditions of Contract Number , as heretofore changed, remain unchanged and in full force and effect.

Contractor

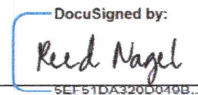
Virginia Tech

By:



(Signature)  
Bernie Van Zyl President  
Name and Title

By:

DocuSigned by:  
  
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Reed Nagel  
Assistant Vice President and  
Director of Procurement

Virginia Tech AB 1  
2026 Budget

Leaseable  
Sq. Ft.  
300,000

Actual  
Sq. Ft.  
300,000

Acc Code	Description	Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	\$ / SF
	Percentage Occupied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Square Footage Occupied	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	
101-53-4250	Utilities - Water	\$60,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$0.20
	<b>OPERATING EXPENSES</b>														
	<b>Maintenance &amp; Repairs</b>														
01-55-6035	Interiors - General	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
02-55-6055	Interior - Painting	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
03-55-6155	Exterior Parking /Walks	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
04-55-6125	Exterior Painting	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
05-55-6270	Structure/Roof/Exterior	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
06-54-5550	Electrical	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
07-54-5586	Lighting - Interior	\$7,500	\$150	\$150	\$150	\$3,000	\$150	\$150	\$150	\$150	\$3,000	\$150	\$150	\$150	\$0.03
08-55-6120	Lighting - Exterior	\$1,800	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
09-54-5860	HVAC	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
10-55-6020	Keys/Locks	\$2,400	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$0.01
11-54-5850	HVAC - Filters	\$26,000	\$0	\$0	\$0	\$0	\$13,000	\$0	\$0	\$0	\$0	\$0	\$0	\$13,000	\$0.09
12-54-5745	Plumbing General	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
13-54-5895	Electrical Supplies	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
14-54-5687	Lighting Supplies	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
15-54-5750	Plumbing Supplies	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
16-54-5865	HVAC Supplies	\$2,400	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$0.01
17-55-6360	Miscellaneous Supplies	\$1,800	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
18-54-5540	Elevator Repairs	\$36,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$0.12
19-54-5960	Fire Alarm Repairs	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
20-54-5665	Generator Repairs	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
21-55-6355	Miscellaneous Repairs	\$1,200	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$0.00
22-54-5755	Domestic Water System	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
24-55-6250	Exterior Doors	\$12,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$0.04
25-55-6135	Windows	\$100,000	\$0	\$0	\$25,000	\$0	\$0	\$25,000	\$0	\$0	\$25,000	\$0	\$0	\$25,000	\$0.33
26-54-5730	Water Filters	\$4,500	\$3,000	\$0	\$0	\$0	\$0	\$0	\$0	\$1,500	\$0	\$0	\$0	\$0	\$0.02
27-55-6151	Loading Dock Lift Repairs	\$8,000	\$500	\$500	\$1,500	\$500	\$500	\$500	\$500	\$1,500	\$500	\$500	\$500	\$500	\$0.03
28-55-6150	Loading Dock Repairs	\$8,000	\$500	\$500	\$1,500	\$500	\$500	\$500	\$500	\$1,500	\$500	\$500	\$500	\$500	\$0.03
	<b>Total Maint &amp; Repairs</b>	<b>\$271,600</b>	<b>\$13,950</b>	<b>\$10,950</b>	<b>\$37,950</b>	<b>\$13,800</b>	<b>\$23,950</b>	<b>\$35,950</b>	<b>\$10,950</b>	<b>\$14,450</b>	<b>\$38,900</b>	<b>\$10,950</b>	<b>\$10,950</b>	<b>\$48,950</b>	<b>\$0.91</b>
	<b>Contract Services</b>														
30-54-5710	Backflow Prevention	\$2,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,500	\$0	\$0.01
31-54-5875	Siemens BMS	\$101,013	\$0	\$0	\$24,663	\$0	\$0	\$25,450	\$0	\$0	\$25,450	\$0	\$0	\$25,450	\$0.34
32-54-5510	Elevator Contract	\$72,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$0.24
33-54-5876	Energy Mgmt/Emergency	\$30,000	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$0.10
34-54-5936	Emergency Phones / Monitoring	\$4,200	\$350	\$350	\$350	\$350	\$350	\$350	\$350	\$350	\$350	\$350	\$350	\$350	\$0.01
35-54-5935	Fire Alarm/Emergency Monitoring	\$2,400	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$0.01
36-54-5910	Fire Alarm/Sprk/Safety Inspections	\$52,000	\$0	\$0	\$13,000	\$0	\$0	\$13,000	\$0	\$0	\$13,000	\$0	\$0	\$13,000	\$0.17
37-54-5930	Fire Extinguisher Service	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
38-54-5945	Fire Pump	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
39-54-5870	Water Treatment	\$3,300	\$275	\$275	\$275	\$275	\$275	\$275	\$275	\$275	\$275	\$275	\$275	\$275	\$0.01
301-54-5872	Water Treatment - Chemicals	\$7,200	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$0.02
302-54-5874	Water Treatment - reclaimed water	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
40-54-5310	Landscaping Exterior Watering	\$30,000	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$0.10
41-54-5805	HVAC- Chiller/heat pumps/CRAC PM	\$120,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$0.40
42-54-5655	Generator PML/cadbank Service	\$15,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$15,000	\$0	\$0	\$0	\$0	\$0.05
420-55-6152	Loading Dock Door	\$3,000	\$0	\$0	\$750	\$0	\$0	\$750	\$0	\$0	\$750	\$0	\$0	\$750	\$0.01
44-55-6010	Plant Service/Interior	\$18,000	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$0.06
45-55-6320	Misc Contract Services	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
421-55-6153	Dock Leveler	\$4,800	\$0	\$0	\$1,100	\$0	\$0	\$1,100	\$0	\$0	\$1,100	\$0	\$0	\$1,100	\$0.02

Virginia Tech AB 1  
2026 Budget

Leaseable  
Sq. Ft.  
300,000

Actual  
Sq. Ft.  
300,000

Acc Code	Description	Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	\$ / SF
	Percentage Occupied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Square Footage Occupied	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	
101-53-4250	Utilities - Water	\$60,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$0.20
422-55-6161	Solar Energy System	\$30,000	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$0.10
423-54-5615	Infrared scanning ATS testing	\$12,000	\$0	\$0	\$0	\$0	\$0	\$12,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0.04
424-54-5688	Lighting Controls	\$24,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$0.08
425-54-5726	Sump pumps	\$5,400			\$1,350			\$1,350			\$1,350			\$1,350	\$0.02
426-54-5756	Domestic Water VFD PM	\$3,000			\$1,500						\$1,500			\$1,500	\$0.01
	<b>Total Contract Services</b>	<b>\$551,813</b>	<b>\$29,425</b>	<b>\$29,425</b>	<b>\$71,788</b>	<b>\$29,425</b>	<b>\$29,425</b>	<b>\$83,475</b>	<b>\$29,425</b>	<b>\$29,425</b>	<b>\$87,575</b>	<b>\$29,425</b>	<b>\$31,925</b>	<b>\$71,075</b>	<b>\$1.84</b>
	<b>Janitorial</b>														
60-54-5025	Janitorial Contract	\$312,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$26,000	\$1.04
61-54-5100	Janitorial Contract Day Porter	\$150,000	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$12,500	\$0.50
62-55-6015	Janitorial Carpets / floors	\$15,000	\$0	\$0	\$0	\$0	\$0	\$7,500	\$0	\$0	\$0	\$0	\$0	\$7,500	\$0.05
63-54-5050	Janitorial Contract - Supplies	\$40,000	\$3,300	\$3,400	\$3,300	\$3,300	\$3,600	\$3,300	\$3,300	\$3,300	\$3,300	\$3,300	\$3,300	\$3,300	\$0.13
64-54-5125	Window Washing	\$106,000	\$2,500	\$24,000	\$0	\$2,500	\$24,000	\$0	\$2,500	\$24,000	\$0	\$2,500	\$24,000	\$0	\$0.35
65-55-6005	Pest Control	\$15,000	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$0.05
66-54-5210	Trash Removal	\$63,000	\$4,000	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500	\$5,500	\$4,000	\$0.21
	<b>Total Janitorial</b>	<b>\$701,000</b>	<b>\$49,650</b>	<b>\$72,650</b>	<b>\$48,550</b>	<b>\$51,050</b>	<b>\$72,850</b>	<b>\$56,050</b>	<b>\$51,050</b>	<b>\$72,650</b>	<b>\$48,550</b>	<b>\$51,050</b>	<b>\$72,650</b>	<b>\$54,550</b>	<b>\$2.34</b>
	<b>Parking</b>														
69-57-5648	Management Fee	\$9,000	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$750	\$0.03
61-55-6142	Powerwashing	\$3,000	\$0	\$0	\$3,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.01
62-54-5330	Snow Removal	\$32,500	\$10,000	\$10,000	\$7,500	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,000	\$0.11
63-54-5605	Repairs & Maintenance Parking Lights	\$7,000	\$0	\$0	\$0	\$0	\$3,500	\$0	\$0	\$0	\$0	\$3,500	\$0	\$0	\$0.02
	<b>Total Parking</b>	<b>\$51,500</b>	<b>\$10,750</b>	<b>\$10,750</b>	<b>\$11,250</b>	<b>\$750</b>	<b>\$4,250</b>	<b>\$750</b>	<b>\$750</b>	<b>\$750</b>	<b>\$750</b>	<b>\$4,250</b>	<b>\$750</b>	<b>\$5,750</b>	<b>\$0.17</b>
	<b>Property Management</b>														
70-57-5645	Management Fee	\$102,000	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$8,500	\$0.34
71-51-2100	Payroll - Maintenance Staffing	\$596,232	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$48,750	\$1.99
72-53-4300	Communications/ Telephones	\$6,000	\$600	\$600	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
73-55-1025	Employee Expense Reimb	\$600	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$0.00
74-56-2085	Parking Permits	\$10,800	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$900	\$0.04
	<b>Total Property Management</b>	<b>\$715,632</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$58,700</b>	<b>\$69,932</b>	<b>\$2.39</b>
	<b>General &amp; Administration</b>														
80-56-1045	Dues & Subscriptions	\$3,300	\$1,650	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
81-56-4060	Technology	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
82-56-5060	Fees & Permits	\$1,800	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
83-56-3020	Office Equipment	\$300	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$0.00
84-56-3015	Office Supplies	\$2,400	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$0.01
85-56-1049	Annual Leed Reporting	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
86-56-1085	Training	\$18,000	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$0.06
87-56-2040	Travel - Blacksburg	\$5,250	\$0	\$0	\$1,750	\$0	\$0	\$0	\$0	\$0	\$1,750	\$0	\$0	\$1,750	\$0.02
	<b>Total General &amp; Admin</b>	<b>\$34,050</b>	<b>\$3,775</b>	<b>\$2,275</b>	<b>\$4,025</b>	<b>\$2,275</b>	<b>\$2,275</b>	<b>\$2,275</b>	<b>\$2,275</b>	<b>\$2,275</b>	<b>\$4,025</b>	<b>\$2,275</b>	<b>\$2,275</b>	<b>\$4,025</b>	<b>\$0.11</b>
	<b>Total Operating Expenses</b>	<b>\$2,385,595</b>	<b>\$226,150</b>	<b>\$189,750</b>	<b>\$237,263</b>	<b>\$161,000</b>	<b>\$196,450</b>	<b>\$242,200</b>	<b>\$158,150</b>	<b>\$183,150</b>	<b>\$243,400</b>	<b>\$161,650</b>	<b>\$182,150</b>	<b>\$259,282</b>	<b>\$7.95</b>

DFA STAFFING 2026					
Location	Position	Hours	Pay Rate	Monthly Cost	Annual Cost
Austin	Chief Engineer	2080	\$ 49.00	\$ 8,493.33	\$ 101,920.00
Austin	Lead Engineer	2080	\$ 41.00	\$ 7,106.67	\$ 85,280.00
Austin	Maintenance Tech II A	2080	\$ 37.00	\$ 6,413.33	\$ 76,960.00
Austin	Maintenance Tech II B	2080	\$ 36.50	\$ 6,326.67	\$ 75,920.00
Austin	Property Assistant	2080	\$ 31.50	\$ 5,460.00	\$ 65,520.00
Austin	Tenant Services Coordinator	2080	\$ 28.00	\$ 4,853.33	\$ 58,240.00
Austin	Facilities Operations Manager (53%)	1102	\$ 49.00	\$ 4,499.83	\$ 53,998.00
				<b>\$ 43,153.17</b>	<b>\$ 517,838.00</b>
Austin	Mailroom Associate	2080	\$ 28.00	\$ 4,853.33	\$ 58,240.00
Austin	Mailroom Associate	2080	\$ 28.00	\$ 4,853.33	\$ 58,240.00
				<b>\$ 9,706.67</b>	<b>\$ 116,480.00</b>
	<b>Total Austin</b>			<b>\$ 52,859.83</b>	<b>\$ 634,318.00</b>
Charlotte	Chief Engineer	2080	\$ 58.00	\$ 10,053.33	\$ 120,640.00
Charlotte	Maintenance Tech II A	2080	\$ 38.00	\$ 6,586.67	\$ 79,040.00
Charlotte	Maintenance Tech II B	2080	\$ 32.50	\$ 5,633.33	\$ 67,600.00
Charlotte	Maintenance Tech II B	2080	\$ 35.00	\$ 6,066.67	\$ 72,800.00
Charlotte	Facilities Operations Manager (37%)	770	\$ 49.00	\$ 3,144.17	\$ 37,730.00
				<b>\$ 31,484.17</b>	<b>\$ 377,810.00</b>
Charlotte	Mailroom Associate	2080	\$ 25.00	\$ 4,333.33	\$ 52,000.00
	<b>Total Charlotte</b>			<b>\$ 35,817.50</b>	<b>\$ 429,810.00</b>
Santa Monica	Maintenance Tech I/Day Porter	2080	\$ 26.00	\$ 4,506.67	\$ 54,080.00
Santa Monica	Facilities Operations Manager (10%)	208	\$ 49.00	\$ 849.33	\$ 10,192.00
				<b>\$ 5,356.00</b>	<b>\$ 64,272.00</b>
Santa Monica	Business Services Associate	1248	\$ 33.00	\$ 3,432.00	\$ 41,184.00
	<b>Total SM</b>			<b>\$ 3,432.00</b>	<b>\$ 105,456.00</b>



**Procurement**  
300 Turner Street NW  
North End Center, Ste 2100  
Blacksburg, Virginia 24061  
P: (540) 231-6221 F: (540) 231-9628  
procurement@vt.edu

July 29, 2025

Camelot Facility Management Solutions  
Bernie Van Zyl  
5600 Tennyson Parkway Ste 370  
Plano, TX 75024

Dear Bernie,

Subject: Contract Renewal Letter

Virginia Tech Contract #: VTS-1693-2022.  
Commodity/Service: Full Property Management Services for the Virginia Tech Northern Virginia Center.  
Renewal Period: 1/1/26 - 12/31/29.  
Renewal #: (1 of 2) three-year renewal.

In accordance with the renewal provision of the original contract, the university would like to renew the contract for an additional term. Please advise concerning your intention by signing in the appropriate space below. A signed copy of this letter should be received in Procurement as soon as possible.

If allowed by the contract, price adjustments must be requested at the time of renewal in accordance with the contract documents. Price adjustments are not automatic or retroactive and are only implemented upon request by the vendor at the time of renewal.

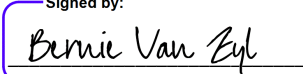
In addition, if any of your company's information has changed and our records need to be updated, we can provide a Contractor Information Form for you to complete. Please let us know if updates are necessary, and we will send the form accordingly. It's important that we have accurate information on file to ensure timely processing of payments.

Virginia Tech recommends that our vendors utilize the Wells One AP Control Payment System for payment of all invoices and strongly encourages all vendors under contract with the university to participate in this program. If your firm is not enrolled in the program, refer to our website: <http://www.procurement.vt.edu/Vendor/WellsOne.html> for more information.

Sincerely,

Chad Dalton  
Systems and Contracts Lead  
(540) 231-9129

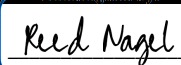
Camelot Facility Management Solutions **agrees** to renew the contract under the terms and conditions of the subject contract.

	Signed by:	
Authorized Signature:		Date: <u>7/29/2025</u>
Print Name:	176BB34726F7471... Bernie Van Zyl	Title: <u>President</u>

**We currently participate in the Wells One Program:** \_\_\_\_\_

**We would like to participate in the Wells One Program:** \_\_\_\_\_

---

	DocuSigned by:
Approved:	
	8E4512A320D049B... Reed Nagel
	Director of Procurement

Date: 7/29/2025

**CONTRACT MODIFICATION AGREEMENT**

Date: November 26, 2024  
Contract No.: VTS-1693-2022  
Modification No.: Five (5)  
Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)  
Contractor: Camelot Facility Management Solutions  
Commodity: Full Property Management Services for the Virginia Tech Northern Virginia Center

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

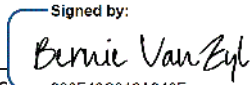
**Description of Modification:**

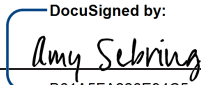
This modification defines the costs associated with the Virginia Tech Innovation Campus for 2025, as detailed in the attached cost breakdown.

Except as provided herein, all terms and conditions of Contract Number VTS-1693-2022, as heretofore changed, remain unchanged and in full force and effect.

Contractor

Virginia Tech

By:  \_\_\_\_\_  
(Sig 998F40C012A946E...  
Bernie VanZyl President  
Name and Title

By:  \_\_\_\_\_  
DocuSigned by:  
B61A5FA226E94C5...  
Amy Sebring  
Executive Vice President and  
Chief Operating Officer



# Property Management Innovation Campus, Alexandria VA



November 25, 2024

Camelot Services, Inc.  
5600 Tennyson Pkwy., Ste. 370  
Plano, TX 75024



November 25, 2024

Ms. Lynn Eichhorn  
Director of Contracts and Strategic Partnerships  
Virginia Tech University  
Division of Campus Planning, Infrastructure and Facilities  
230 Sterrett Drive Room 65F  
Blacksburg, VA 24061

**Re: Property Management – Innovative Campus – 3625 Potomac Ave Alexandria VA 22305**

Dear Ms. Eichhorn,

Per our ongoing discussions attached is the budget for Property Management at ICAB for 2025. The anticipated cost for the year is **\$2,229,630.00**. The work will be performed in accordance with Contract Number VTS-1693-2022 and subsequent modifications.

Should you need any additional information, please let me know.

Sincerely,  
Camelot Facility Solutions (Camelot Services, Inc.)

A handwritten signature in black ink, appearing to read "Bernie VanZyl".

Bernie VanZyl  
President

**Virginia Tech Innovation Campus  
2025 Budget**

Leaseable  
Sq. Ft.  
300,000

Actual  
Sq. Ft.  
300,000

Description	Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	\$ / SF
Percentage Occupied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Square Footage Occupied	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	
<b>OPERATING EXPENSES</b>														
<b>Maintenance &amp; Repairs</b>														
Interiors - General	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
Interior - Painting	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Exterior Parking /Walks	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Exterior Painting	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Structure/Roof/Exterior	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Electrical	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Lighting - Interior	\$7,500	\$150	\$150	\$150	\$3,000	\$150	\$150	\$150	\$150	\$3,000	\$150	\$150	\$150	\$0.03
Lighting - Exterior	\$1,800	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
HVAC	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Keys/Locks	\$2,400	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$0.01
HVAC - Filters	\$24,000	\$0	\$0	\$0	\$0	\$12,000	\$0	\$0	\$0	\$0	\$0	\$0	\$12,000	\$0.08
Plumbing General	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Electrical Supplies	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Lighting Supplies	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
Plumbing Supplies	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
HVAC Supplies	\$2,400	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$200	\$0.01
Miscellaneous Supplies	\$1,800	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
Elevator Repairs	\$18,000	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$0.06
Fire Alarm Repairs	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
Generator Repairs	\$3,500	\$150	\$150	\$1,000	\$150	\$150	\$150	\$150	\$150	\$1,000	\$150	\$150	\$150	\$0.01
Miscellaneous Repairs	\$1,200	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$0.00
Domestic Water System	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
Startup Supplie & Tools	\$25,000	\$25,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.08
<b>Total Maint &amp; Repairs</b>	<b>\$141,600</b>	<b>\$32,100</b>	<b>\$7,100</b>	<b>\$7,950</b>	<b>\$9,950</b>	<b>\$19,100</b>	<b>\$7,100</b>	<b>\$7,100</b>	<b>\$7,100</b>	<b>\$10,800</b>	<b>\$7,100</b>	<b>\$7,100</b>	<b>\$19,100</b>	<b>\$0.47</b>
<b>Contract Services</b>														
Backflow Prevention	\$9,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$9,000	\$0	\$0.03
Siemens BMS	\$24,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	\$0.08
Elevator Contract	\$36,000	\$0	\$9,000	\$0	\$0	\$9,000	\$0	\$0	\$9,000	\$0	\$0	\$9,000	\$0	\$0.12
Energy Mgmt/Emergency	\$9,000	\$0	\$0	\$0	\$4,500	\$0	\$0	\$0	\$4,500	\$0	\$0	\$0	\$0	\$0.03
Emergency Phones / Monitoring	\$30,000	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$0.10
Fire Alarm/Emergency Monitoring	\$12,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000	\$0.04
Fire Alarm/Spkr/Safety Inspections	\$18,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18,000	\$0.06
Fire Extinguisher Service	\$3,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,000	\$0	
Fire Pump	\$9,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$9,000	\$0	
Water Treatment	\$36,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$0.12
Landscaping Exterior	\$30,000	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$0.10
HVAC- Chiller/heat pumps/CRAC PM	\$120,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$0.40
Generator PM/Loadbank Service	\$18,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18,000	\$0	\$0	\$0	\$0.06
Generator Fuel Contract	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
Plant Service/Interior	\$18,000	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$0.06
Misc Contract Services	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
<b>Total Contract Services</b>	<b>\$384,000</b>	<b>\$23,500</b>	<b>\$32,500</b>	<b>\$23,500</b>	<b>\$28,000</b>	<b>\$32,500</b>	<b>\$23,500</b>	<b>\$23,500</b>	<b>\$37,000</b>	<b>\$41,500</b>	<b>\$23,500</b>	<b>\$53,500</b>	<b>\$41,500</b>	<b>\$1.28</b>
<b>Janitorial</b>														
Janitorial Contract	\$456,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$38,000	\$1.52
Janitorial Contract Day Porter	\$139,776	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$11,648	\$0.47
Janitorial Carpets / floors	\$15,000	\$0	\$0	\$0	\$0	\$0	\$7,500	\$0	\$0	\$0	\$0	\$0	\$7,500	\$0.05
Janitorial Contract - Supplies	\$42,000	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$3,500	\$0.14
Window Washing	\$96,000	\$0	\$0	\$0	\$0	\$48,000	\$0	\$0	\$0	\$0	\$48,000	\$0	\$0	\$0.32
Pest Control	\$15,000	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	\$0.05
Trash Removal	\$60,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$0.20
Repairs & Maintenance	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
<b>Total Janitorial</b>	<b>\$823,776</b>	<b>\$59,398</b>	<b>\$59,398</b>	<b>\$59,398</b>	<b>\$59,398</b>	<b>\$107,398</b>	<b>\$66,898</b>	<b>\$59,398</b>	<b>\$59,398</b>	<b>\$59,398</b>	<b>\$107,398</b>	<b>\$59,398</b>	<b>\$66,898</b>	<b>\$2.75</b>

**Virginia Tech Innovation Campus  
2025 Budget**

Leaseable  
Sq. Ft.  
300,000

Actual  
Sq. Ft.  
300,000

Description	Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	\$ / SF
Percentage Occupied	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Square Footage Occupied	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	300,000	
<b>Parking</b>														
Management Fee	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Staffing - 50% FTE	\$43,500	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$3,625	\$0.15
Powerwashing	\$3,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,000	\$0	\$0.01
Snow Removal	\$30,000	\$10,000	\$10,000	\$10,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Repairs & Maintenance Parking Lights	\$7,000	\$0	\$0	\$0	\$0	\$3,500	\$0	\$0	\$0	\$0	\$3,500	\$0	\$0	\$0.02
<b>Total Parking</b>	<b>\$83,500</b>	<b>\$13,625</b>	<b>\$13,625</b>	<b>\$13,625</b>	<b>\$3,625</b>	<b>\$7,125</b>	<b>\$3,625</b>	<b>\$3,625</b>	<b>\$3,625</b>	<b>\$3,625</b>	<b>\$7,125</b>	<b>\$6,625</b>	<b>\$3,625</b>	<b>\$0.28</b>
<b>Property Management</b>														
Management Fee	\$96,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$0.32
Payroll - Maintenance Staffing	\$684,554	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$57,046	\$2.28
Communications/ Telephones	\$6,000	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$0.02
Employee Expense Reimb	\$600	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$0.00
<b>Total Property Management</b>	<b>\$787,154</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$65,596</b>	<b>\$2.62</b>
<b>General &amp; Administration</b>														
Dues & Subscriptions	\$3,300	\$1,650	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
Technology	\$3,000	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$250	\$0.01
Fees & Permits	\$1,800	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$150	\$0.01
Office Equipment	\$300	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$25	\$0.00
Office Supplies	\$1,200	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$0.00
Misc	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
<b>Total General &amp; Admin</b>	<b>\$9,600</b>	<b>\$2,175</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$675</b>	<b>\$0.03</b>
<b>Total Operating Expenses</b>	<b>\$2,229,630</b>	<b>\$196,394</b>	<b>\$178,894</b>	<b>\$170,744</b>	<b>\$167,244</b>	<b>\$232,394</b>	<b>\$167,394</b>	<b>\$159,894</b>	<b>\$173,394</b>	<b>\$181,594</b>	<b>\$211,394</b>	<b>\$192,894</b>	<b>\$197,394</b>	<b>\$7.43</b>

**CONTRACT MODIFICATION AGREEMENT**

Date: July 22, 2024  
Contract No.: VTS-1693-2022  
Modification No.: Four (4)  
Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)  
Contractor: Camelot Facility Management Solutions  
Commodity: Full Property Management Services for the Virginia Tech Northern Virginia Center

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

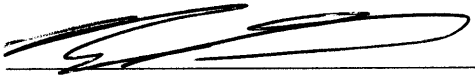
**Description of Modification:**

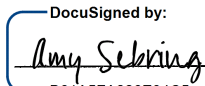
This modification incorporates the Virginia Tech Innovation Campus into the existing contract scope, terms, and conditions detailed in the attachment titled "Substantial Completion Staffing – Innovation Campus, Alexandria VA." The costs for the year 2025 will be determined and specified in a subsequent modification by October 2024.

Except as provided herein, all terms and conditions of Contract Number VTS-1693-2022, as heretofore changed, remain unchanged and in full force and effect.

Contractor: Camelot Services, Inc

Virginia Tech

By:   
\_\_\_\_\_  
Bernie Van Zyl  
President

By:   
\_\_\_\_\_  
B61A5FA226E94C5...  
Amy Sebring  
Executive Vice President and  
Chief Operating Officer



# Substantial Completion Staffing - Innovation Campus, Alexandria VA



July 18th, 2024

Camelot Services, Inc.  
5600 Tennyson Pkwy., Ste. 370  
Plano, TX 75024



July 18<sup>th</sup>, 2024

Ms. Lynn Eichhorn  
Director of Contracts and Strategic Partnerships  
Virginia Tech University  
Division of Campus Planning, Infrastructure and Facilities  
230 Sterrett Drive Room 65F  
Blacksburg, VA 24061

**Re: Substantial Completion Staffing – Innovative Campus**

Dear Ms. Eichhorn,

Camelot Facility Solutions (Camelot) would like to thank you for the opportunity to provide Facility Maintenance Services for the Innovation Campus in Alexandria, VA

As ICAB begins to reach the substantial completion phase of the development, we feel it is imperative that we begin onboarding maintenance staff to be a part of the commissioning phase. This will enhance operational readiness, by allowing the staff to sit in on meetings and obtain vital knowledge from the engineers, equipment manufacturers and installers, while familiarizing themselves with the building. Overall, this will improve maintenance effectiveness, and contribute to the long-term efficiency and sustainability of ICAB.

**Staffing Request**

- Hire Chief Engineer with an effective date of 08/12/2024.
- Hire Maintenance Manager with an effective date of 10/07/2024.
- Hire additional Maintenance staff with an effective date of 01/06/2025

Based on the above staffing request, the budgeted funding required is as follows: -

August 2024	- \$ 10,000
September 2024	- \$ 15,000
October 2024	- \$ 30,000
November 2024	- \$ 35,000
<u>December 2024</u>	<u>- \$ 35,000</u>
<b>Total</b>	<b>- \$125,000 (cost breakdown in attached schedule.)</b>

Effective January 2025, the staffing budget will be in accordance with the proposed operating budget for 2025.

Sincerely,  
Camelot Facility Solutions (Camelot Services, Inc.)

Bernie VanZyl  
President



**Attachment A**

<b>ICAB Maintenance Staffing prior to Occupancy</b>						
<b>Month</b>	<b>Staff #</b>	<b>Payroll</b>	<b>Misc</b>	<b>Fee</b>	<b>Total</b>	
Aug-24	1	\$ 9,250.00	\$ 250.00	\$ 500.00	\$ 10,000.00	
Sep-24	1	\$ 14,250.00	\$ 250.00	\$ 500.00	\$ 15,000.00	
Oct-24	2	\$ 28,500.00	\$ 500.00	\$ 1,000.00	\$ 30,000.00	
Nov-24	2	\$ 33,500.00	\$ 500.00	\$ 1,000.00	\$ 35,000.00	
Dec-24	2	\$ 33,500.00	\$ 500.00	\$ 1,000.00	\$ 35,000.00	

**Notes**

Staffing Hire Chief Engineer in August and Maintenance Manager in October

Payroll includes health ins / benefits / 401k / taxes / Workers Comp

Misc Uniforms / Cell phone / Training / Misc supplies

Fee includes payroll / HR / oversight

\*\* Payroll numbers are based on conservative estimated hiring salary.

**CONTRACT MODIFICATION AGREEMENT**

Date: May 13, 2024  
Contract No.: VTS-1693-2022  
Modification No.: Three (3)  
Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)  
Contractor: Camelot Facility Management Solutions  
Commodity: Full Property Management Services for the Virginia Tech Northern Virginia Center

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

**Description of Modification:**

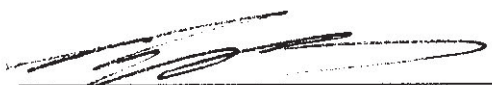
**Closure Period:** The Virginia Tech Northern Virginia Center building shall be closed on Saturdays from May 11, 2024, through the end of August 2024, due to the absence of Saturday classes during this period.

**Cancellation of Security Services:** During the aforementioned closure period, security services for Saturdays shall be canceled in order to achieve cost savings.

Except as provided herein, all terms and conditions of Contract Number VTS-1693-2022, as heretofore changed, remain unchanged and in full force and effect.

Contractor: Camelot Services, Inc

Virginia Tech

By:   
(Signature)  
Bernie Van Zyl, President  
Name and Title

By:   
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Mary W. Helmick  
Director of Procurement

**CONTRACT MODIFICATION AGREEMENT**

Date: June 14, 2023

Contract No.: VTS-1693-2022

Modification No.: Two (2)

Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)

Contractor: Camelot Facility Management Solutions

Commodity: Full Property Management Services for the Virginia Tech Northern Virginia Center

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

**Description of Modification:**

The Criminal Conviction Check Term and Condition within this contract is hereby replaced in its entirety and replaced with the following:

**CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded before the Contractor's employees gaining access to the Virginia Tech Campus. Employees who have separated employment from Contractor shall undergo another background check before re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks. All criminal conviction checks will normally include a review of the individual's records to include Social Security Number Search, Credit Report (if related to potential job duties), Criminal Records Search (any misdemeanor convictions and/or felony convictions are reported) in all states in which the employee has lived or worked over the past seven years, and the National Sex Offender Registry. In addition, the Global Watch list (maintained by the Office of Foreign Assets Control of The US Department of Treasury) should be reviewed. Virginia Tech reserves the right to audit a contractor's background check process at any time. All employees must self-disclose any criminal conviction(s) occurring while assigned to the Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 5 days. If, any time during the term of the contract, Virginia Tech discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the contractor shall remove that employee's access to the Virginia Tech campus, unless Virginia Tech consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the contract.

- a. The University has an awarded contract with a service provider for criminal conviction screening and background checks. The University prefers this vendor be utilized by the Contractor to comply with the contractual obligations and University Policy 4060.
- b. If Contractor chooses to utilize a different firm than the university's preferred provider, the Contractor's selected service provider shall be pre-approved by the Virginia Tech Police department as an acceptable service provider for criminal

conviction and background checks to ensure that firm's service levels meet the requirements of University Policy 4060.

- c. If a Contractor chooses to utilize a different firm than the university's preferred provider, a five-day hold will be required before placement of employees deemed by the Contractor to meet all of the requirements of the University including a clean background check. Contractor shall provide the University with the name, date of birth and the last four digits of the social security number of all individual(s) to be placed in a temporary position under this contract. The University reserves the right to conduct its own background check process during this hold period.

Except as provided herein, all terms and conditions of Contract Number VTS-1693-2022, as heretofore changed, remain unchanged and in full force and effect.

Contractor

Virginia Tech

By: \_\_\_\_\_



(Signature)

Bernie Van Zyl President  
Name and Title

By: \_\_\_\_\_

DocuSigned by:

Mary Helmick

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Mary W. Helmick  
Director of Procurement

**CONTRACT MODIFICATION AGREEMENT**

Date: May 17, 2023  
Contract No.: VTS-1693-2022  
Modification No.: One (1)  
Issued By: Virginia Polytechnic Institute and State University (Virginia Tech)  
Contractor: Camelot Facility Management Solutions  
Commodity: Full Property Management Services for the Virginia Tech Northern Virginia Center

This Supplemental Agreement is entered into pursuant to the provisions of the basic contract.

**Description of Modification:**


Effective July 1, 2023, the Contract terms for pricing and level of service shall change per attachment dated April 24, 2023.

Except as provided herein, all terms and conditions of Contract Number VTS-1693-2022, as heretofore changed, remain unchanged and in full force and effect.

Contractor

Virginia Tech

By:

  
(Signature)  
Bernie Van Zyl President  
Name and Title

By:

DocuSigned by:  
  
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Mary W. Helmick  
Director of Procurement



April 24, 2023

Ms. Kim Widrig  
Senior Buyer  
Virginia Tech Procurement  
North End Center  
300 Turner St. Suite 2100  
Blacksburg, VA 24061

Re: Contract – VTS-1693-2022

Ms. Widrig,

Pursuant to the current contract, and discussion with Lynn Eichhorn, Phil Skomra and Kenneth Wong regarding cost savings initiatives, Camelot would like to propose the following contract amendments: -

**Reduction in operating expenses** for the Northern Virginia Center in preparation for building closure by December 2024. Recommended changes would reduce operating expenditure by approximately \$4,000 per month.

**Attachment D**

**Section 7 - Window Cleaning**

- Deleted except for annual inspection and certification of fall arrest system on roof. \$2,000 annual reduction.

**Section 13 - Custodial Cleaning Specifications to be amended as follows.**

- APA Custodial Standards amended to Level 2
- Area to be cleaned edited to include the following 49 rooms no cleaning, 38 rooms cleaned once a week, 106 rooms to be cleaned four times per week.
- Carpet cleaning to be amended to spot cleaning only.
- Hard services amended to strip and wax one time per year.
- Custodial Services shall be performed four (4) days per week, Monday through Thursday, between 7pm and 11pm.

In addition to the above Camelot would like to request the following: -

**Contract price increase.** As part of the negotiations Virginia Tech requested that the price quoted be held firm for the initial term of the agreement, Camelot agreed to this “except under unforeseen, extraordinary circumstances. In addition, the increase be limited to the CPI-W or 3% whichever was less, unless the CPI-W exceeds 5%.

We believe both these conditions have been met under the current unforeseen economic climate, with the CPI-W currently at 6.79% for the preceding 12 months, and 15.57% since contract commencement in January 2021.

Camelot’s subcontractors, in particular the security company, are unable to absorb the significant jump in wage rates and have requested an increase. Other contractors are also pushing for increases, based on the significant jump in inflation.



We have attached a revised pricing schedule reflecting the savings in the janitorial change of scope and the requested increase in fees. Overall, there is still a \$2,232.00 reduction to the monthly bill rate with the adjusted pricing.

We hope the attached will receive your favorable consideration, and should you like to discuss further or require additional information, please do not hesitate to reach out to me.

Sincerely,  
Camelot Facility Solutions (Camelot Services, Inc.)

*Bernie Van Zyl*

Bernie Van Zyl  
President



**Camelot Facility Solutions - RFP Response  
Virginia Tech - Northern Virginia Center**

Building SF	101,000		
Basic Fee	Monthly	Annual	\$ Per SF
<b>Administration</b>			
Management Fee	\$ 2,000	\$ 24,000	\$ 0.24
Staffing	\$ 9,450	\$ 113,400	\$ 1.12
Vacation Coverage	\$ 500	\$ 6,000	\$ 0.06
CMMS / Misc fees	\$ 1,000	\$ 12,000	\$ 0.12
<b>Total Administration</b>	<b>\$ 12,950</b>	<b>\$ 155,400</b>	<b>\$ 1.54</b>
<b>Contracted Services</b>			
Janitorial - Night Cleaning	\$ 7,930	\$ 95,160	\$ 0.94
Janitorial - Day Porter	\$ 4,500	\$ 54,000	\$ 0.53
Janitorial - Supplies	\$ 1,000	\$ 12,000	\$ 0.12
Security	\$ 12,600	\$ 151,200	\$ 1.50
Landscaping	\$ 2,300	\$ 27,600	\$ 0.27
Interior Plants	\$ 137	\$ 1,644	\$ 0.02
Pest Control	\$ 150	\$ 1,800	\$ 0.02
Trash Removal/Recycling	\$ 725	\$ 8,700	\$ 0.09
Elevator Maintenance	\$ 550	\$ 6,600	\$ 0.07
Qtrly. HVAC Preventive Maintenance	\$ 850	\$ 10,200	\$ 0.10
Qtrly. Fire System Sprinkler test	\$ 125	\$ 1,500	\$ 0.01
Access Controls Preventive Maintenance	\$ 325	\$ 3,900	\$ 0.04
Qtrly. Building Automation System - PM	\$ 450	\$ 5,400	\$ 0.05
<b>Total Contracted Services</b>	<b>\$ 31,642</b>	<b>\$ 379,704</b>	<b>\$ 3.76</b>
<b>Maintenance and Repair</b>			
Plumbing Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09
HVAC Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09
Electric Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09
General Maintenance and Repair	\$ 500	\$ 6,000	\$ 0.06
<b>Total Maintenance and Repair</b>	<b>\$ 2,750</b>	<b>\$ 33,000</b>	<b>\$ 0.33</b>
<b>Total Monthly Proposed Cost</b>	<b>\$ 47,342</b>	<b>\$ 568,104</b>	<b>\$ 5.62</b>
<b>Annual Contracted Services</b>			
Snow Removal		\$ 17,800	
Alarm & Fire system		\$ 2,400	
Fire Extinguishers		\$ 190	
Window washing		\$ -	
Fall Arrest system inspection		\$ 650	
Access control & fire alarm monitoring	\$ 875	\$ 10,500	\$ 0.10
Telephones - Life	\$ 600	\$ 7,200	\$ 0.07
Vole Control	\$ 200	\$ 2,400	\$ 0.02
Backflow Prevention		\$ 600	
<b>Total Annual Contracted Services</b>		<b>\$ 41,740</b>	<b>\$ 0.41</b>
<b>Parking</b>			
Management Fee	\$ 500	\$ 6,000	
Parking Access Control Repairs	\$ -	\$ -	
Credit Card usage fee (estimated)		3.0% to 4.0%	
<b>Other Services</b>			
Network Infrastructure and Services	\$ 175.00	per hour	
Building Engineer Overtime Rate	\$ 78.00	per hour	
Building Engineer Holiday Rate	\$ 90.00	per hour	
<b>Additional Fee</b>			
Project Management Fee	10% markup		

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-1693-2022

This contract entered into this 2<sup>nd</sup> day of December 2021 by Camelot Services, Inc. dba Camelot Facility Management hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide Full Property Management Services for the Virginia Tech Northern Virginia Center to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From January 1, 2022 through December 31, 2025. There will be an option for two (2) three-year renewals.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, Request for Proposal (RFP) number 0062228 dated April 1, 2021, together with Addendum Number 1 To RFP dated April 15, 2021, Addendum Number 2 To RFP dated April 23, 2021, the proposal submitted by the Contractor dated May 3, 2021, the Negotiation Summary, Revised Pricing and the NVC Work Assignment, all of which Contract Documents are incorporated herein.

ELECTRONIC TRANSACTIONS: If this paragraph is initialed by both parties, to the fullest extent permitted by Code of Virginia, Title 59.1, Chapter 42.1, the parties do hereby expressly authorize and consent to the use of electronic signatures as an additional method of signing and/or initialing this contract and agree electronic signatures (for example, the delivery of a PDF copy of the signature of either party via facsimile or electronic mail or signing electronically by utilizing an electronic signature service) are the same as manual executed handwritten signatures for the purposes of validity, enforceability and admissibility.

BVZ DP  
(Initials)

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor - Camelot Services, Inc.

By: BVZ DP  
(Signature)  
Bernie Van Zyl - President  
Name and Title

Virginia Tech

By: DocuSigned by: Dwayne Pinkney 12/8/2021  
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Dwayne Pinkney  
Senior Vice President and Chief Business Officer

**RFP**



Request for Proposal # 0062228

For

Full Property Management Services  
for the Virginia Tech Northern Virginia Center

April 1, 2021

**Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.**

RFP 0062228  
GENERAL INFORMATION FORM

**QUESTIONS:** All inquiries for information regarding this solicitation should be directed to: Kim Widrig, Senior Buyer Phone: (540) 231-8543 e-mail: [kdcromer@vt.edu](mailto:kdcromer@vt.edu).

**DUE DATE:** Proposals will be received until May 3, 2021 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

**PROPOSAL SUBMISSION:**

**Proposals may NOT be hand delivered to the Procurement Office.**

Due to the COVID-19 Emergency Declaration, Virginia Tech will **ONLY** be accepting electronic submission of proposals. All submissions must be submitted to [procurement@vt.edu](mailto:procurement@vt.edu) with the **RFP number, due date, and time in the subject line of the email.**

Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time. Delivery Confirmation receipts from the offeror's own email system are recommended.

**Attachments must be smaller than 25MB in order to be received by the University.**

**MANDATORY PRE-PROPOSAL CONFERENCE:** A pre-proposal conference will be held on April 12, 2021 at 2:00 PM. See section X, Pre-proposal Conference for additional information.

**TYPE OF BUSINESS:** (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: \_\_\_\_\_. For assistance with SWaM certification, visit the SBSD website at <http://sbsd.virginia.gov/>.

\_\_\_\_\_ **Large**

\_\_\_\_\_ **Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of \$10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

\_\_\_\_\_ **Women-owned business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

\_\_\_\_\_ **Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number)		FEDERAL TAXPAYER NUMBER (ID#)	
BUSINESS NAME/DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice)	
PURCHASE ORDER ADDRESS		PAYMENT ADDRESS	
CONTACT NAME/TITLE (PRINT)			E-MAIL ADDRESS
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	

I acknowledge that I have received the following addendums posted for this solicitation.

1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ (Please check all that apply)

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES \_\_\_\_\_ NO \_\_\_\_\_

SIGNATURE \_\_\_\_\_ Date: \_\_\_\_\_

12/01/2020

I. PURPOSE:

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish a contract through competitive negotiations for Full Property Management Services of The Virginia Tech Northern Virginia Center (NVC) in Falls Church, VA by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

III. CONTRACT PERIOD:

The term of this contract is for three (3) year(s), or as negotiated. There will be an option for two (2) three-year renewals, or as negotiated.

IV. BACKGROUND:

Virginia Polytechnic Institute and State University (Virginia Tech) is located in Blacksburg, Virginia, approximately 40 miles southwest of Roanoke, Virginia, the major commercial hub of the area. In addition to the university's main campus in Blacksburg, major off campus locations include twelve agriculture experiment research stations, the Marion duPont Scott Equine Medical Center and graduate centers in Roanoke and Fairfax, Virginia. Regularly scheduled air service is provided at the Roanoke Regional Airport.

Dedicated to its motto, Ut Prosim (That I May Serve), Virginia Tech takes a hands-on, engaging approach to education, preparing scholars to be leaders in their fields and communities. As the Commonwealth's most comprehensive university and its leading research institution, Virginia Tech offers 240 undergraduate degree programs to more than 31,000 students and manages a research portfolio of nearly \$513 million. The university fulfills its land-grant mission of transforming knowledge to practice through technological leadership and by fueling economic growth and job creation locally, regionally, and across Virginia.

The Virginia Tech Northern Virginia Center (NVC) at 7054 Haycock Road in Falls Church, VA, opened in 1997. The NVC is conveniently located adjacent to the West Falls Church Metro station on the Orange line, and exit 66, just off I-66.

A list of properties is included in Attachment E along with other key facilities in the region. These properties may be added to the contract as requested.

The facility is a four-story brick building. It is approximately 101,000 gross square feet located on seven (7) acres. There are approximately 461 parking spaces on site but this is subject to change.

The building houses administrative offices for the associate dean of the Graduate School and the Graduate Student Services Office (GSSO) for Virginia Tech in the Greater Washington D.C. area. The NVC is also a teaching facility for a number of academic programs offered by Virginia Tech in the region. Additionally, faculty and students at the NVC are actively engaged in innovative and collaborative projects to further the university's research mission in the D.C. area.

V. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: <http://www.eva.virginia.gov>, or call 866-289-7367 or 804-371-2525.

VI. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the

contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Please refer to Attachment B, Zone Map, if the offeror wishes to submit separate pricing structure based on approved zones for cooperative institutions. Refer to Attachment B for the approved Zone Map. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

## VII. STATEMENT OF NEEDS:

The Contractor shall be responsible for Full Service Property Management, which includes but is not limited to: the management of all facility and parking lot functions; daily maintenance and cleaning, security operations, coordination of all subcontractor's, suppliers, and providing all services to the facility; providing supervision of most on-site personnel needed for the operation and maintenance of the facility; parking services, snow and ice removal, coordination of space planning, demolition, and construction of new space requirements; budgeting and monitoring overall facility performance. The Owners will have electricity and water/sewer bills sent directly to their representative and will process these invoices. The Contractor will be responsible for management of various phone lines needed for emergency elevator calls, fire alarm, and security monitoring. The Contractor will see that the invoices associated with these lines is paid to the provider and then file for reimbursement by the Owner.

### A. General

1. The Contractor shall be fully responsible for management, operation, maintenance and support operations of the facility and systems in an efficient, economical and reliable manner. There are some access control and IT related operations that the Contractor will not be responsible for.
2. The Contractor shall provide all management of the Virginia Tech Northern Virginia Center, and technical functions, necessary for the effective and timely accomplishment of contract requirements. The Contractor shall develop Management/Operational plans to cover all contract functions for submission to the Owner within ten days upon award of contract. The plans shall include implementation of a standard, network-based work order system that allows for entering and tracking of work requests by the Owner's representatives. The Contractor shall provide the necessary staff and training required to perform comprehensive facility and property management for all operational functions, including the planning, scheduling and allocation of resources.
3. Contractor shall prepare Scope of Service specifications and secure competitive bid proposals for contracted services; negotiate and enter into all necessary performance

contracts; provide direct supervision and administer payment under the terms of the contract. Routine contracted services will include but not be limited to the following:

- Security
  - Access Control Services
  - Exterior Landscape Maintenance (Must meet APPA Grounds Standards Level 2) – Attachment H
  - Snow Removal
  - Trash/Recycling Removal
  - Custodial Services - Porters shall be available at all times as noted in the Scope of Services (Must meet APPA Custodial Standards Level 1)
  - Pest Control
  - Elevator Maintenance
  - HVAC Maintenance including maintenance of VAV boxes, operation of the Andover Building Management System, and ancillary HVAC systems in machine rooms and classrooms
  - Operation of the Building Management System for HVAC Control Security Life Safety Monitoring. (Security personnel shall be on duty at all times while the building is open for business, including evenings and weekends.)
  - Window Washing
  - Plumbing Maintenance
  - Electrical Maintenance, including maintenance of exterior lighting
  - Cleaning of Building Signage, interior and exterior
  - Maintenance and Repair
  - Parking Lot Maintenance
  - Parking Lot Management Services, including development and implementation of management practices, snow removal, and maintenance of parking structure and meters. Contractor shall enforce vehicles on property not following established rules and/or for lack of payment at parking meters or controlled parking lot. The parking lot is currently controlled by an automated entry/payment exit system that will need to be maintained.
  - Transportation Demand Management Coordinator
  - Interior Plant Maintenance
  - Grounds Care for grounds surrounding the NVC
  - Preventative Maintenance Program, including documentation of all activities completed
  - Routine Roof Maintenance
  - Maintenance of Storm water Management Components such as drains and drainage ditches
  - Routine Maintenance of the Building Envelope
  - Maintenance and Operation of Vending Machines (note: The Owner is to receive a commission based on the operation of these machines.)
4. The Contractor shall be responsible for estimating, planning, scheduling, budgeting, authorizing, controlling and accumulating all costs and manpower associated with Full Property Management Services activities, including Contractor procurement functions.
5. The Contractor shall be responsible for providing projected and actual resource data (i.e. cost of operations, materials, etc.) to the Owner, upon request, in support of the Owner's budget process.
6. The Contractor shall develop and maintain a level of record keeping sufficient to accomplish the above functions and provide comprehensive, timely, and accurate reports to the Owner's Contract Administrator on a monthly basis concurrent with invoice schedule. The

Contractor is notified that activities, functions, and reports either directly or indirectly in support of this contract are subject to both scheduled audits by the Owner or the Owner's representative.

7. The Contractor shall furnish all necessary labor, supplies, materials, equipment, tools, repair or replacement parts, and supervision to satisfactorily perform the work required under this contract.
8. The Contractor shall recognize that services covered by this contract are vital to the Owner's mission and continuity of services must be maintained at the utmost proficiency, without interruption, by the Contractor throughout the entire contract term.
9. The Contractor represents and warrants that it has sufficient physical resources, is financially capable, and will remain able to provide the Full Property Management Services necessary to meet the Owner's requirements and response times specified herein.
10. The Contractor acknowledges that they have inspected the Virginia Tech Northern Virginia Center (NVC) and any other properties. They also understand the Full Property Management Services requirements and conditions under which the services shall be provided. **No allowances shall be made for the Contractor's error, negligence, or failure to have adequately inspected the NVC.**
11. As part of the basic Full Property Management Services, the Contractor shall provide project management services for renovations and replacement of existing facility components and equipment necessitated by normal wear and tear, premature failure, or obsolescence. These projects will include but are not limited to: painting; wall covering; HVAC systems; lighting and electrical systems; disassembly and/or assembly of systems furniture; and, repair or replacement of other items in the NVC. Projects must be coordinated with Virginia Tech Blacksburg Renovations Office and follow defined project procedures. Contractor must follow the Design and Construction Standards Manual commonly called the "Orange Manual".  
  
[https://www.facilities.vt.edu/content/dam/facilities\\_vt\\_edu/design-and-construction-standards/vt-design-and-construction-standards-manual-2020.pdf](https://www.facilities.vt.edu/content/dam/facilities_vt_edu/design-and-construction-standards/vt-design-and-construction-standards-manual-2020.pdf)
12. The Contractor shall provide, for an additional fee, management and administrative, technical functions, including pre-qualified contracting services for facility alternations.
13. The Property Manager shall meet with the Owner's representative as necessary to review and discuss the operations of the facility. Nominally, at least quarterly meetings shall be held. The Contractor shall prepare the meeting agenda and circulate it to the Owner's representatives in advance of the meeting. A representative of the Owner will chair the meetings.
14. The Contractor shall provide an Annual Parking Survey, required as part of Fairfax County's approval of the shared parking agreement with WMATA. The parking count is to be taken in the fall semester, with the first count occurring in the fall of each year, for one week (Monday-Friday). One day during said week, a parking survey will be conducted with all facility users to determine their method of arrival at the Center.
15. Network Infrastructure and Services (NI&S), a department within Virginia Tech's Division of Information Technology, is seeking property management services related providing on-site

physical support for network equipment and associated material, to include performing the following services at remote Virginia Tech locations:

- Remote Management
  - Power cycling of equipment
  - Provide visual inspection of equipment
- Cabling Services
  - Verify cable integrity through visual inspection
  - Connect copper and fiber jumpers as directed
- Logistics Support
  - Handle equipment receiving and temporary storage in preparation for installation
  - Assist with unboxing/uncrating equipment
  - Shipping replaced equipment
  - Assist in moving/placing equipment within space
  - Installation/replacement of failed equipment as needed
- Asset Management
  - Recording serial numbers
  - Recording digital photographs of both new and to-be-replaced equipment

All the above services, and any others that the service provider and NI&S may agree on, would be performed through instructions provided either verbally or through video conferencing (Zoom, Skype, etc.) by NI&S staff. Support requests will be on demand and may occur in response to equipment or other failures. Timely response and coordination is critical. NI&S will attempt to schedule work during business hours. However, 24x7 support coverage will be required in the event of a service impacting incident.

NI&S would also provide necessary documentation in writing (may include email) of services needed. No application support is expected. Visual and physical assistance is, at least initially, all that is in scope.

16. There are currently no third-party tenants at the NVC but that could be subject to change and will be added to scope if those changes occur.

B. Administrative Services:

The Contractor shall:

1. Implement for the facility and provide on a monthly basis within the scope of the Owner's Monthly Reporting Package, a computerized operating statement reflecting actual and budgeted monthly and year-to-date income and expenditure, together with variances from a budget; along with a summary of work tickets received, work tickets completed, and a compilation of expenditures on the completed work tickets., and on a regularly scheduled basis submit recommendations and update projects as appropriate.
2. Account for and bank, as required (in separate accounts, if needed), all funds received from the property and make payment of operating expenses in accordance with the approved

budget. This will include an accounting of parking revenues received and vending machine income received including disbursements to be returned to the Owner.

3. As an independent agent, employ, supervise and administer payrolls for all on-site personnel charged with direct property operations.
4. Obtain approval for funding as required for all special and non-routine expenditures prior to commitment of that expenditure.
5. Maintain accurate local records of all financial and operational transactions.
6. Prepare special notices and general publications for distribution on the property.
7. Perform financial analysis pertaining to the annual Operating Plan
8. Provide quotes from qualified subcontractors and providers for services to individual departments such as office moves, office renovations, addition of electrical outlets, and office carpet cleaning. Quotes should include actual quotes from the vendor. All Renovations/modification work shall be referred to the VT Facilities coordinator, who will work with the Facilities Renovations Supervisory Project Manager to determine how the request work will be accomplished. Associated invoices should include actual invoices from vendors.
9. The NVC is under the jurisdiction of the Virginia Tech University Building Official. The Contractor shall determine if permits are needed for a given project and cooperate in the permit and inspection process to include providing progress photos. The Owner will pay for the cost of permit and inspection services required.
10. The Contractor shall bring to the attention of the Owner potential needs for repair or renewal of major building systems such as roofs or systems.

C. Hours of Operation:

1. The schedule of work hours for accomplishment of property management shall conform to the requirements of the facility and the Contractor shall in no way interfere with the normal routine of the tenants.
2. Custodial services are to be accomplished between the hours of 7:00 pm to 11:00pm Monday thru Friday. Saturday cleaning services between the hours of 2:00 pm and 6:00 pm. Security services shall be provided by a guard working from 7:00 am to 3:00 pm, a second guard working 3:00 pm and 10:00 pm, and a third guard working from 5:00 pm to 12:00 midnight Monday through Friday. Security services on Saturday shall be provided between 7:00 am and 7:00 pm. Times and days are subject to change. There may be a need for an on-site engineer in the future.
3. Recognized holidays for the Owner are:
  - New Year's Day
  - Martin Luther King, Jr. Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Day after Thanksgiving

## Christmas Day

Should a holiday fall on a weekend, the day designated by the Owner shall be recognized as the holiday. The Contractor shall arrange their work and holiday schedule to coincide with that of the Owner's scheduled holidays.

4. The Contractor shall be responsible for any necessary operation of equipment during Work Hours to prevent damage to facility or equipment to freeze-up. Personnel responsible for the operation of the heating, ventilation and air conditioning systems may be required to be available at earlier or later times other than specified for start-up and shutdown of HVAC equipment.

### D. Personnel

1. The Contractor shall have in its employ at all times a sufficient number of capable and qualified employees to enable it to properly, adequately, safely, and economically manage, operate, maintain, clean the facility, and effectively provide Full Property Management Services under this contract. The Contractor's personnel policies shall be consistent with State and Federal laws.
2. All matters pertaining to the employment, supervision, compensation, promotion and discharge of such employees are the responsibility of the Contractor, which is in all respects the employer of such employees.
3. The Owner may require dismissal from work at the NVC, any employee contractor who is identified as a potential threat to the health, safety, security, general well-being or operational mission of the facility and its population.
4. During non-business hours, the Contractor shall not permit access to the facility to any person other than those authorized personnel of the Owner, or the Contractor's employees.
5. Contractor's personnel shall adhere to the facilities non-smoking environment. Smoking will not be permitted inside or within 25 feet of the facility at any time.
6. The primary employee of the Contractor at the NVC shall be the Building Engineer. This person shall normally be present from 7:00 am to 4:00 pm Monday through Friday. The Building Engineer shall be available via cell phone during off hours. The Building Engineer shall be well versed and experienced in the operation and maintenance of commercial educational buildings such as the NVC, particularly regarding the operation and maintenance of HVAC and other systems. The Building Engineer shall have and maintain a journeyman license in either the HVAC or Electrical Trades as defined by the Commonwealth of Virginia Department of Professional and Occupational Regulation. The Building Engineer shall have sufficient experience to diagnose and repair routine, daily issues that may arise with the NVC's HVAC, VAV Boxes, Energy Management, or other systems.
7. The Contractor shall arrange for proper support of the Building Engineer as part of the Basic Fee when activities requiring increased staffing such as routine preventative and periodic maintenance need to be performed.
8. The Contractor shall arrange for a substitute, equally qualified building engineer to be on site at the NVC when the Building Engineer is on leave, sick, or otherwise absent from the facility.

9. Designation of the incumbent for the Building Engineer position shall be subject to the approval of the Owner. The Owner, at their option, may choose to interview candidates for the Building Engineer position.

E. Supervision

1. The Contractor shall ensure that all work required by this contract is satisfactorily supervised. The Contractor shall provide sufficient and qualified supervision to carry out all the terms and conditions of this contract.

F. Identification

1. All Contractors' personnel must be readily identifiable by uniform or by other easily identifiable insignia, and carry identification cards with them while visiting the facility.

G. Emergency Calls

1. An emergency call is a report of a condition/failure constituting immediate danger to personnel or property or failure of a critical facility operating system. This includes but is not limited to: fire, flooding, release of hazardous materials, any breach of security, broken water pipes, stalled elevators with or without trapped passengers, electrical power outages, electrical problems which may cause fire or shock, gas or oil leaks, and major air conditioning or heating problems. The Contractor shall respond immediately to all emergency calls.
2. For circumstances that interrupt or otherwise adversely impact either facility operations or facility occupant operations, the Contractor shall respond within 30 minutes from notification and remain on the job until the problem has been resolved. Examples of these types of service calls include but are not limited to: inoperative electrical circuits, extreme temperature complaints, inoperative lighting above a workstation, flush valve stuck open, etc. In instances where a service call cannot be resolved within 24-hours due to circumstances beyond the Contractor's control, the Contractor shall immediately notify the Owner's representative of a mutually acceptable time and date for which corrective action shall be completed.
3. The Building Automation System should be used to respond to after hour HVAC calls as the system permits such as hot/cold calls.

H. Safety, Accident and Fire Protection

1. The Contractor shall ensure that all activities on the property that are conducted, supervised, managed or caused to occur by the Contractor comply fully and completely with all applicable code and regulatory requirements for personnel and workplace safety, accident prevention and fire safety.
2. Contractor shall provide at the property all protective devices and equipment required by the nature of the work including but not limited to eye and hearing protection, hazardous materials handling and protective equipment.
3. The Contractor shall implement programs to ensure that the Owner complies with local, State and Federal regulations and other regulatory agencies, as they apply to the operation of maintenance and engineering for the facility. This includes but is not limited to maintenance and inspection of fire alarms and fire control systems.

4. The Contractor shall be responsible for instructing their personnel in safe work habits and requirements. The Contractor shall also post copies of Material Safety Data Sheets (MSDS) for all chemicals used in the facility at each location.
5. The Contractor shall ensure that work areas inside and outside of the building are properly secured at all times to ensure the safety of building users and guests.
1. The Contractor shall discuss with the Owner's representatives relative to the scheduling of work that involves interruption of building systems, electric power, or use of materials with strong odors as to avoid causing disruptions to normal activities in the building. At the Owner's discretion, such activities may be scheduled outside of normal operating hours.

I. Scheduled Work

- a. The Contractor shall notify the Owner a minimum of 72 Hours in advance of any work that will require the interruption of services to the facility. Interruptions to facility services should be kept to a minimum and those that affect the environmental conditions in occupied portions of a facility shall be performed outside working hours of the facility occupants.

J. Keys

1. Only the Owner will designate the Contractor's personnel that shall have access to facility keys. Fabrication, distribution, and storage of access keys shall be the sole responsibility of the Contractor. Updated key control log of persons who possess facility keys is the responsibility of the Contractor. A key box shall be maintained by the Contractor that is organized and labels every key's use in the facility. All of this information shall be kept in an electronic database that can be easily transferred if needed. Virginia Tech's Access Control: Key Control Policy is provided in Attachment J.
2. The Contractor shall be responsible for all keys assigned and for the security of the facility. If keys are lost by the Contractor's personnel, then the cost of replacement of all keys and/or necessary locks to make the facility secure again shall be paid by the Contractor. Lost or stolen keys must be reported immediately to the Owner's representative.

K. Subcontractors

1. The Contractor's contracts or agreements with any Subcontractor shall not create any conflict with the contract between the Owner and such Subcontractors. However, any Subcontractors or agreements entered into by Contractor in connection with their performance hereunder shall provide that the Subcontractor shall be bound by and subject to all of the terms and conditions of this RFP and the resulting contract. No assignment or subcontract shall relieve the Contractor from its obligations to the Owner hereunder or shall purport to bind the Owner to any terms or conditions other than those contained in this RFP and/or resulting contract with the Contractor.
2. The Contractor shall be responsible for assuring the Contractor's and any subcontractor's insurance is in force throughout the term of the agreement and shall establish a tracking system to insure compliance of insurance requirements.
3. Subcontractors used for routine and special tasks are subject to the approval of the Owner.
4. The Owner reserves the right to direct the Contractor to remove any subcontractor for lack of satisfactory performance or other just cause.

5. Subcontractors who have provided past satisfactory service at the NVC shall be considered for future subcontracted work.

L. Transition Plan

If a transition plan is necessary either at the commencement or termination of this agreement, the incumbent contractor under this agreement shall assume a lead role in either establishing or transitioning needed services for the NVC in order that continuous service and uninterrupted operation of the facility is maintained. A meeting with the Owner shall be scheduled and a detailed transition plan that describes the Contractor's plan to accomplish a smooth transition and to comply with the provisions of this agreement shall be presented. This plan will address items to include, but not be limited to: proposed list of Contractor employees to be stationed at the facility, proposed list of contractor's management team, proposed list of subcontractors, SOPs for building operation, preventative maintenance schedule, plan for work order system, plan for any needed training, and quality control plan. Any one-time fees associated with transition of services shall be identified to and approved by the Owner. A final date for the transition of services shall be agreed to with the Owner. All coordination concerning subcontractors dismissal or retention, including billing details, will be handled by the Contractor.

VI. COST PROPOSAL:

- A. Pursuant to this RFP, contract will be awarded for fee based Full Property Management Services. All Offerors submitting proposals shall propose how such fee should be structured, including its amount, what services should be included under it, what will constitute extra-cost work, etc. In general, the Owner envisions that the arrangement will be for the structure and components described in this RFP, although this discussion is for illustrative purposes only, and is not intended to be an all-inclusive or exclusive list of services to be provided.
- B. The Offeror's total fee shall be composed of two elements:
  1. The Basic Fee shall be a fixed amount payable monthly to the Offeror Manager for the provision of a wide range of property management services, such as, but not limited, to, the following:
    - a. Hiring and all supervision of all personnel, including subcontractors, needed for the operations and maintenance of the facility and grounds. The cost of providing contractor staffing and needed subcontractors to meet the specifications of the agreement shall be a component of the basic fee.
    - b. Monitoring overall facility performance.
    - c. Negotiating and entering into any contracts for goods and services to be provided for/and to the facility.
    - d. Coordination and responsibility of all Offeror's suppliers and services to the facility.
    - e. Budgeting for facility maintenance and operation.
    - f. Operation of the centralized maintenance service request office to process requests for service, trouble calls, etc.
    - g. Provision of all trouble-calls, maintenance services needed for the HVAC, electrical, lighting, plumbing or other systems.

- h. Development and implementation of all comprehensive inspection and preventative maintenance programs for the facility and all its systems, to include documentation of preventative maintenance activities using the work order system to be implemented by the Contractor and described in 'j' below.
  - i. Developing and implementing programs for environmental assessment and testing, and fire and life safety programs.
  - j. Developing, implementing, and maintaining a standard work order system that enables the Owner's representatives to enter work order requests and track their progress as well as displaying cost data associated with work requests. The work order system should also enable the Contractor to report work order backlog at progress meetings. Finally, the system should document Contractor generated work orders that track routine maintenance necessary to discharge the responsibilities of the Contractor to fully maintain the NVC, its grounds, and its systems.
  - k. Needed office equipment (copier, fax, computer, etc.) for the Building Engineer Office and cell phone.
  - l. The Owner will provided one land line phone line in the Building Engineer Office on a reimbursable basis.
  - m. A separate line item will need to be shown for parking lot management services. This service may or may not be added to the scope in negotiations.
2. The Additional Fee shall be such fee, if any, negotiated and agreed to in advance between the Owner and the Offeror from time to time for the provision of services by Offeror that are in addition to those required or reasonably implied under the Basic Fee, or the Cost Reimbursement Fee. An example of such Additional Fee might be that required for design services and renovation and replacement of facility components and equipment, e.g. re-design and moving furniture, equipment and employees to another floor, installation of walls, doors and retro fit mechanical/ electrical systems in renovated spaces.

## VIII. PROPOSAL PREPARATION AND SUBMISSION:

### A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. The return of the General Information Form and addenda, if any, signed and filled out as required.
2. References from (at least) five (5) similar clients, either educational or governmental, for whom you have provided the type of services described herein. Two of these clients shall be current contracts. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual Virginia Tech has your permission to contact.

3. Expertise and experience of the offeror relative to the Statement of Needs contained in this RFP. This section should include recent project information of similar type completed by the offeror along with the name and telephone number of the point of contact for each project.
4. A statement of the Offeror's understanding of the work to be performed.
5. Specific plans for providing the proposed services including, but not limited to:
  - a. Describe your quality assurance program and how performance is quantified and measured for each operation. Examples of how you measure and report service quality for other property owners is required in your response. Show your typical response times for common maintenance/service requests, including but not limited, to: hot-cold calls, light bulb replacement, plumbing and electrical problems, etc.
  - b. Describe your ability to expand this contract to manage other sites in Attachment E.
6. Past projects, cost, scheduling and general performance, performance on past projects, to include all Commonwealth of Virginia projects in the past three (3) years. This information should include the names of the point of contact for each project.
7. Identification and statement of qualifications of the project team members who will be assigned to the project for actual "hands on" work, as well as the principal assigned the project for oversight responsibilities. If this individual has not been identified, please provide the qualifications to be used in selecting this individual and provide a resume of an associate within your organization, assigned to another account who you view as comparably qualified, and;
8. Identification and statement of qualifications of the project team members who will be assigned to the project for actual "hands on" work, as well as the principal assigned the project for oversight responsibilities. If this individual has not been identified, please provide the qualifications to be used in selecting this individual and provide a resume of an associate within your organization, assigned to another account who you view as comparably qualified, and;
9. Identification and statement of all additional associated team members, if any, to be used on the project along with a description of their role(s) on the project team.
10. Size of the firm relative to the size of the project.
11. Provide a complete Cost Proposal summary showing Offeror's proposed cost as referenced in Section VI. The Cost Proposal shall be thorough, comprehensive and identify any additional anticipated charges.
12. Geographic location of the offeror relative to the NVC. The offeror should include a street address of the office(s) proposed to handle the work.
13. If you plan to use subcontractors or subsidiary/affiliate companies for part of the Full Property Management Services, describe where and what type you intend to use.
14. Provide a detailed description of your dispatch system to include how you will handle the workload for routine and emergency services. If you use an independent company to handle service request calls, identify the company and provide details of the program.

15. Provide a proposed summary and schedule for key activities required to implement a smooth transition should you be awarded the contract. Include and identify all action or information required from the Owner.

16. Current workload and ability to provide full property management of the NVC.

17. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSBD website at <http://www.sbsd.virginia.gov/>

6. The return of the General Information Form and addenda, if any, signed and filled out as required.

## B. General Requirements

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;

a. **One (1) electronic document** in WORD format or searchable PDF (*flash drive*) of the entire proposal as one document, INCLUDING ALL ATTACHMENTS emailed to [procurement@vt.edu](mailto:procurement@vt.edu). Size not to exceed 25Mb.

**Reference the Due Date and Hour, and RFP Number in the subject line of the email. No confirmation receipt will be provided by Virginia Tech.**

Any proprietary information should be clearly marked in accordance with 2.d. below.

b. Should the proposal contain **proprietary information**, provide **one (1) redacted electronic copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This copy should be clearly marked "*Redacted Copy*" within the name of the document. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

- b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
  - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
  - d. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

IX. SELECTION CRITERIA AND AWARD:

A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purposes	15
2. Qualifications and experiences of Offeror in providing the goods/services	25

3. Specific plans or methodology to be used to provide the Services	25
4. Cost (or Price)	25
5. Participation of Small, Women-Owned and Minority (SWAM) Business	10
	Total 100

B. Award

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposal. Negotiations shall then be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Virginia Tech shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award. Should Virginia Tech determine in writing and in its sole discretion that only one offeror has made the best proposal, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of this solicitation and the Contractor's proposal as negotiated. See Attachment C for sample contract form.

Virginia Tech reserves the right to award multiple contracts as a result of this solicitation.

X. MANDATORY PRE-PROPOSAL CONFERENCE:

A mandatory virtual pre-proposal conference will be held on April 12, 2021 at 2:00 PM. The purpose of this conference is to allow potential Offers an opportunity to present questions and obtain clarification relative to any facet of this Request for Proposal.

Due to the importance of all Offerors having a clear understanding of the scope of the work and requirements for this solicitation, attendance at this conference will be a prerequisite for submitting a proposal. Proposals will only be accepted from those Offerors who are represented at this pre-proposal conference. Attendance at the conference will be taken.

Any changes resulting from this conference will be issued in a written addendum to this solicitation. No one will be admitted into the pre-proposal conference after 2:05 P.M. sharp.

Email the procurement officer listed on this solicitation for the Zoom information.

XI. INQUIRIES:

All inquiries concerning this solicitation should be submitted in writing via email, citing the particular RFP section and paragraph number. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 12:00 PM on April 13, 2021. Inquiries must be submitted to the procurement officer identified in this solicitation.

## XII. INVOICES:

Invoices from the Offeror for services provided as a result of this RFP shall be billed monthly. Each invoice shall include a copy of actual invoice from subcontractor for services rendered. Invoices shall provide enough detail as to identify the work performed; staff assignments contract number, and the total amount of the invoice.

### 1. Invoices shall be billed as follows:

Basic Fee (period of time)  
Cost Reimbursement Fee (period of time)  
Additional Fees (period of time)

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu) or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)  
Accounts Payable  
North End Center, Suite 3300  
300 Turner Street NW  
Blacksburg, Virginia 24061

## XIII. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

## XIV. ADDENDUM:

Any **ADDENDUM** issued for this solicitation may be accessed at <http://www.apps.vpfin.vt.edu/html.docs/bids.php>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

## XV. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

## XVI. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XVII. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XVIII. CONTRACT ADMINISTRATION:

- A. Lynn Eichhorn, Director for Facilities Contacts at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XIX. ATTACHMENTS:

- Attachment A - Terms and Conditions
- Attachment B - Zone Map for Cooperative Contracts
- Attachment C - Sample of Standard Contract Form
- Attachment D-Scope of Services
- Attachment E – NVC Properties
- Attachment F – NVC Floor Plans and Map
- Attachment G – Virginia Tech’s Access Control: Key Control Policy
- Attachment H – APPA Guidelines

**ATTACHMENT A**  
**TERMS AND CONDITIONS**

**RFP GENERAL TERMS AND CONDITIONS**

See:

[http://procurement.vt.edu/content/dam/procurement\\_vt\\_edu/docs/terms/GTC\\_RFP\\_08012020.pdf](http://procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_08012020.pdf)

**ADDITIONAL TERMS AND CONDITIONS**

- A. ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.
- B. AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.
- C. AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- D. CANCELLATION OF CONTRACT:** Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- E. CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
- F. IDENTIFICATION OF PROPOSAL EMAIL:** Due to the COVID-19 emergency declaration, Virginia Tech will only be accepting electronic submission of proposals. All submissions must be submitted to [procurement@vt.edu](mailto:procurement@vt.edu) with the **RFP number, due date, and time in the subject line of the email**. No confirmation receipt will be provided. It is the responsibility of the offeror to make sure their proposal is delivered on time. Delivery Confirmation receipts from the offeror's own email system are highly recommended. **Attachments must be smaller than 25MB in order to be received by the University.**
- The offeror takes the risk that if the email is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may **NOT** be hand delivered to the Procurement Office.
- G. NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing via email.

- H. SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.
- I. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions: [http://www.ita.vt.edu/purchasing/VT\\_Cloud\\_Data\\_Protection\\_Addendum\\_final03102017.pdf](http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf)

## **SPECIAL TERMS AND CONDITIONS**

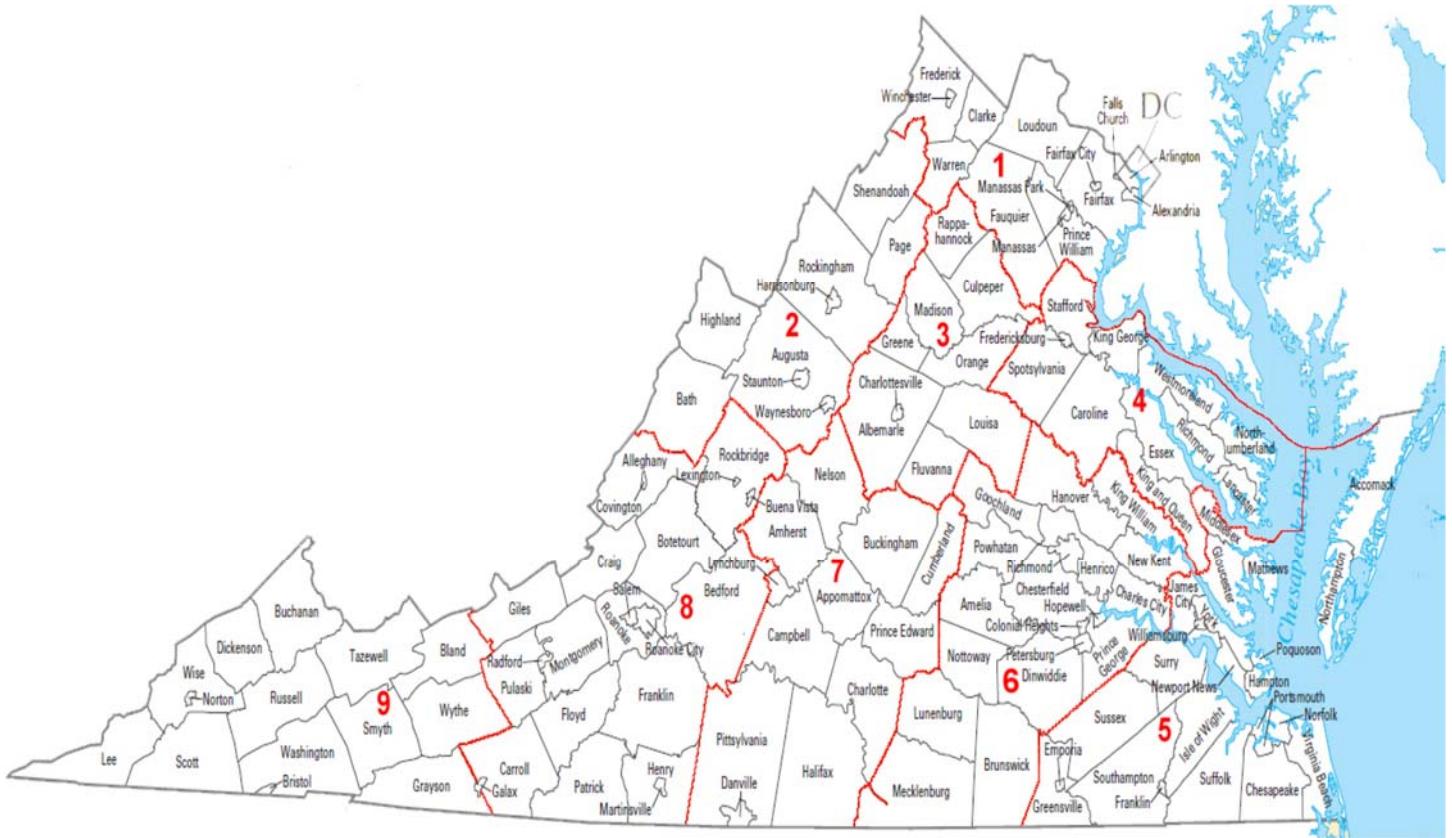
1. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Virginia Tech will be used in product literature or advertising. The contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
2. **CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded prior to the Contractor's employees gaining access to the Virginia Tech Campus. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks. Virginia Tech reserves the right to audit a contractor's background check process at any time. All employees have a duty to self-disclose any criminal conviction(s) occurring while assigned to the Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 5 days. If at any time during the term of the contract Virginia Tech discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the contractor shall remove that employee's access to the Virginia Tech campus, unless Virginia Tech consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the contract.
3. **INSURANCE:**
  - a. By signing and submitting a Proposal/Bid under this solicitation, the offeror/bidder certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.
  - b. During the period of the contract, Virginia Tech reserves the right to require the contractor to furnish certificates of insurance for the coverage required.
  - c. **INSURANCE COVERAGES AND LIMITS REQUIRED:**
  - d. A. Worker's Compensation - Statutory requirements and benefits.
  - e. B. Employers Liability - \$100,000.00
  - f. C. General Liability - \$2,000,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
  - g. D. Automobile Liability - \$500,000.00
  - h. E. Builders Risk – For all renovation and new construction projects under \$100,000 Virginia Tech will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the contract and name Virginia Tech as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.
  - i.
  - j. F. The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers,

agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.

- 4. SAFETY:** The contractor bears sole responsibility for the safety of its employees. The contractor shall take all steps necessary to establish, administer, and enforce safety rules that meet the regulatory requirements of the Virginia Department of Labor and Industry (VDLI) and the Occupational Safety and Health Administration (OSHA). The contractor shall take steps as necessary to protect the safety and health of university employees, students, and visitors during the performance of their work. In addition, the contractor must also provide the university with a written safety program that it intends to follow in pursuing work under this contract. By entering into a contract with Virginia Tech, the contractor and its subcontractors agree to abide by the requirements described in Safety Requirements for Contractors and Subcontractors located on Virginia Tech's Environmental, Health and Safety Services (EHSS) web site at this URL [http://www.ehss.vt.edu/programs/contractor\\_safety.php](http://www.ehss.vt.edu/programs/contractor_safety.php). A copy of the publication may also be obtained by contacting EHSS at 540/231- 5985. No work under this contract will be permitted until the university is assured that the contractor has an adequate safety program in effect.
- 5. SIDEWALK POLICY:** Driving on sidewalks is allowed when there is no other way to get a needed vehicle to a designated place or building on campus. The vehicle operator shall be made aware that extreme caution shall be used to operate the vehicle in a way that will not be a hazard or hindrance to pedestrians using the walk. The contractor shall be responsible for any damage to turf and anything that is located adjacent to the walk. Parking an unattended vehicle on a sidewalk is strictly prohibited by State Law. The contractor is allowed to park a vehicle on a sidewalk if there is no other way to perform necessary work. The procedure to obtain a permit to operate a vehicle on sidewalks is the same as for the turf as outlined in Turf Policy. Any vehicle parked illegally on sidewalks shall be subject to ticketing, fines and towing if necessary.
- 6. WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this contract shall be repaired to the Owner's satisfaction at the contractor's expense.

# ATTACHMENT B

## Zone Map



### Virginia Association of State College & University Purchasing Professionals (VASCUPP)

#### List of member institutions by zones

**Zone 1**  
George Mason University  
(Fairfax)

**Zone 2**  
James Madison University  
(Harrisonburg)

**Zone 3**  
University of Virginia  
(Charlottesville)

**Zone 4**  
University of Mary Washington  
(Fredericksburg)

**Zone 5**  
College of William and Mary  
(Williamsburg)  
Old Dominion University (Norfolk)

**Zone 6**  
Virginia Commonwealth University (Richmond)

**Zone 7**  
Longwood University  
(Farmville)

**Zone 8**  
Virginia Military Institute  
(Lexington)  
**Virginia Tech (Blacksburg)**  
Radford University (Radford)

**Zone 9**  
University of Virginia - Wise  
(Wise)

The zone map is provided for the offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone

ATTACHMENT C

# SAMPLE CONTRACT FORM

**Standard Contract form for reference only  
Offerors do not need to fill in this form**

COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT

Contract Number: \_\_\_\_\_

This contract entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by \_\_\_\_\_, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech".

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agrees as follows:

SCOPE OF CONTRACT: The Contractor shall provide the \_\_\_\_\_ to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From \_\_\_\_\_ through \_\_\_\_\_.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the contract documents.

CONTRACT DOCUMENT: The Contract Documents shall consist of this signed contract, Request For Proposal Number \_\_\_\_\_ dated \_\_\_\_\_, together with all written modifications thereof and the proposal submitted by the Contractor dated \_\_\_\_\_ and the Contractor's letter dated \_\_\_\_\_, all of which Contract Documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor:	Virginia Tech
By: _____	By: _____
Title: _____	Title: _____

**ATTACHMENT D**  
**Scope of Services**

1. Exterior Landscaping
2. Snow Removal
3. Trash Removal and Recycling Services
4. Day Porter
5. Pest Control
6. Elevator Maintenance
7. Window Cleaning
8. Parking Facility Management
9. Access Control Service
10. HVAC
11. Plumbing Maintenance
12. Electrical Maintenance
13. Custodial Cleaning Specifications
14. Tenant Spaces
15. Kitchen Areas
16. Computer Areas
17. Custodial Closet and Storerooms
18. Dock Area
19. Stairways and Landings
20. Carpet Cleaning and Hard Surface
21. Floor Care Specifications
22. Facility Cleaning Specifications
23. Security Guard Services
24. Traffic Demand Management Coordinator
25. Interior Plant Maintenance
26. Fire and Life Safety
27. Fire/Annunciator panel
28. Emergency Generator
29. Water Treatment
30. IT Support

## EXTERIOR LANDSCAPING

### General

- A. All work shall be performed by trained, properly supervised personnel in accordance with generally accepted horticultural practices (must meet APA Grounds Standard Level 2). All Chemicals shall be applied by licensed personnel only.
- B. Adequate personnel and equipment shall be provided to permit the timely completion of all operations. Landscape debris (grass clippings, etc.) shall be removed from the site by the Contractor's landscape vehicles at the end of each day at the Contractor's expense. Contractor shall comply with all state and local rules and regulations for the disposal of such debris at the Contractor's expense.
- C. The Contractor shall be responsible for the repair of any and all damages resulting from his activities while working on-site. If the Contractor is not able to make all required repairs, the "Owner" will contract for the repairs necessary and deduct the costs from the Contractor's monthly invoices.

### Turf Maintenance

Contractor shall begin mowing in March, and mowing shall be done frequently enough that grass does not exceed 3" in height. Litter and debris shall be removed from turf areas prior to mowing, and clippings shall be raked up and removed from turf areas, shrub beds and tree rings. Areas around posts, signs, Facilities and trees shall be trimmed to the same height as the lawn. Edging shall be performed as needed to maintain a desired edge between turf and mulch or pathways. Grass and weeds shall be continuously removed from racks and joints in all works and curbs, and all clippings shall be cleaned off paved areas after mowing and edging.

The Contractor shall regularly monitor all turf areas for all insect, disease and weed infestations and treat as needed. The Contractor shall be responsible to replace and maintain all turf areas damaged as a result of pest and disease problems at his expense with sod to match the surrounding healthy turf.

Turf shall be fertilized in March, June and November. Core aerating, dethatching and over seeding shall be done in September. Mulching of all beds shall be done in early spring, and rejuvenated in mid-summer by raking. All beds and planting areas shall be kept weed-free at all times.

### Pruning

All woody plants, vines, ivy and hedges shall be pruned as necessary to maintain a neat and trim appearance. Rejuvenation pruning of hedges, ornamentals and shrubs shall be performed in winter to maintain the shape and ensure the health of the plants. Spring-flowering shrubs shall be pruned immediately after blooming. Shrubs that flower in summer shall be pruned in late fall, early winter or early spring. Trees shall be pruned or remove all dead and diseased wood, broken branches and crossovers.

### Rotations

Seasonal plants shall be installed in early summer and early fall. Fall rotations shall include spring bulbs. Quantities, plant types and planting areas will be determined by "Owner".

## **SNOW REMOVAL**

### Service

Contractor shall provide the necessary manpower and equipment to clean the parking lots and surrounding areas of the building during snow and ice events. The goal of all snow and ice removal operations shall be to maintain the NVC, its parking facilities, and its sidewalks in a safe and accessible condition during snow and ice events. The Contractor shall use a "snow insurance" or acceptable equivalent plan for responses to events of less than 4 inches of snow. This plan will be structured on a fixed fee basis per season. The Owner shall pay the cost of this plan as a reimbursable expense with no mark-up added. The Contractor will prepare a plan for responses to events where more than 4 inches of snow falls. The Owner shall approve this plan in advance. Payment for responses to 4 or more inches of snow will be on a reimbursable basis per event with no mark-up added. . Material used for deicing shall be non-destructive and non-injurious to parking lot pavements, sidewalks, ramps, stairways, lawn, shrubbery, ivy beds, and ground cover. Materials shall comply with all federal, state, and local regulations.

Contractor shall arrive on site at the commencement of each storm when frozen precipitation is no more than one inch (1/2") accumulation unless otherwise instructed by "Owner" or "Owner's" Representative. Contractor shall clean snow from all parking lots, driveways, and walks in a manner not to obstruct fire hydrants, fire exits/lanes and facility entrances. Contractor shall not pile snow that would impede driving visions, or store snow in more than fifteen percent (15%) of the parking spaces. If requested, the Contractor shall make subsequent visits to the site to treat ice patches that may refreeze due to wet pavements or standing water. In the event of "blizzard condition" or heavy snowfall, the Contractor shall keep all entrances, driveways, parking lots, fire lanes and Facilities open and passable.

Contractor shall be bonded and be responsible for all on-site employees to be in compliance with all state and local licensing requirements as well as wearing safety/protection clothing while performing said services.

## **TRASH REMOVAL AND RECYCLING SERVICES**

Trash Service: Contractor shall provide all labor, tools, equipment, containers (number of containers provided by managing agent), and pick-up and hauling services necessary for the complete and satisfactory performance of the refuse collection services. In addition, Contractor shall maintain the containers in good working order and appearance repair or replace damaged containers to the satisfaction of the managing agent without interruption of scheduled pick-ups. Contractor shall be responsible for all costs associated with the rules and regulations to adhere to all Federal, State, and local laws for refuse disposal.

Scheduled Pick-Ups: Regular trash to be picked-up two (2) days per week). Recycling shall be picked-up two (2) days per week on either Monday, Wednesday or Friday. Additional pick-ups shall be available for special circumstances on twenty-four (24) hour advanced notice.

Recycling Service: The service standards listed above also apply to recycling. The NVC recycles plastic bottles, aluminum cans, bi-metal cans, paper, and cardboard. Separate containers are maintained for collection of recyclables.

## **DAY PORTER**

Service: Contractor shall furnish one (1) part-time uniformed day person. Day Porter's hours shall be from 9:00am to 5:30 pm Monday through Friday and Saturday 7:00 am to 7:00 pm.

Day Porter duties shall be established by the Contractor agent. In the event of absence, Contractor shall provide an equally qualified, temporary replacement within one (1) hour of notification. Contractor shall provide day person with a pager to be used for daily issues by the managing agent.

In said schedule, porter's responsibilities shall include, but not be limited to, trash monitoring, restocking of rest room supplies, exterior perimeter trash pick-up, floor mopping, vacuuming, window cleaning, and small light bulb replacement.

As with custodial services, Contractor shall be required to thoroughly screen (including police clearance), as permissible by law, the employee as well as furnish porter with uniforms and an identification badge with picture to be worn at all times.

The Day Porter will assist in snow removal by clearing snow away from building entrances and walks as needed.

## **PEST CONTROL**

Service: Monthly technical treatment applications shall include control of rats, mice, roaches, silverfish, certain types of ants (excluded are pharaoh ants, carpenter ants, flying and stinging insects, termites and other wood destroying organisms). Contractor shall provide all required labor and materials to perform the services described above. These services shall be rendered by thoroughly trained, uniformed technicians under the supervision of certified personnel with five (5) years of experience and formal training in related sciences. Methods and materials are confined to those recommended and approved by the Environmental Protection Agency and the National Pest Control Association for maximum safety and effectiveness. In the event of persistent infestations, Contractor shall provide special services at no additional cost until the condition is under control. Otherwise pest control services shall be expected every other month for one year (6 visits). **Please note that all service calls shall be rendered within 24 hours after notification.**

Reporting: At each service unit, technician shall provide a work ticket verifying the said treatment, to the manager for signature.

Emergency Calls or After-Hour: All after-hour calls (5:00 p.m. to 8:00 a.m.) shall be charged as a fixed price per hour set forth by Contractor in contract.

## **ELEVATOR MAINTENANCE**

Service: Contractor shall provide monthly preventative maintenance to two (2) elevators located in the lobby of the Academic Center. Monthly maintenance shall be in addition to all manufacturer's parts and services under warranty with a minimum of seven (7) hours per month. In addition, but also included in the monthly price, Contractor shall be responsible for the annual cleaning of shafts, pits and mechanical rooms as well as replacement of all directional indicator bulbs.

After-hour service (between the hours of 5:00 p.m. and 8:00 a.m.) shall be charged at a standard rate for all mechanics, foremen, and team leaders specified in the contract.

Response time during regular working hours shall be a minimum of one (1) hour and two (2) hours after regular working hours.

Maintenance of elevator cab, lights, panels, carpet cleaning, cab cleaning shall be performed by the contractor.

Required jurisdictional inspection of the elevators and associated systems shall be coordinated by the Contractor and a record of this inspection furnished to the Owner.

## **WINDOW CLEANING**

Service: Contractor shall provide upon request annual window cleaning for all interior and exterior windows. Services shall be performed during the hours of 8:00 a.m. and 3:00 p.m., Monday through Friday.

Procedure: Window washing shall be performed by applying a mild soapy water solution consisting of anionic and nonionic surfactants, ethyl alcohol, water, stabilizing agents, and perfume to the glass while using a non-scratching strip washer made of soft fabric over plastic. In addition, a window squeegee shall be use in a vertical motion to remove the solution from the glass leaving a clear surface, streak free. The surrounding frames shall immediately be wiped off using a soft non-abrasive cloth. Contractor shall provide upon request Materials Safety Data Sheets for all chemicals.

Contractor shall adhere to all landlord insurance requirements as set forth in contract as well as all facility management rules and regulations regarding safety and cleaning. Contractor shall be required to thoroughly screen (including police clearance), the employee as permissible by law, as well as furnish employees with an identification badge with picture to be worn at all times.

The Contractor will be responsible for annual inspection and certification of the fall arrest system on the roof in connection with window washing service.

## **PARKING FACILITY MANAGEMENT**

### Service

The Owner seeks recommendations providing the following services:

1. Provide all employees and persons necessary to operate the Parking facility efficiently, properly and satisfactorily during such hours and days of the week determined to be necessary by the "Owner". Normal operating hours are from 7:00 am to 7:30 pm Monday through Friday, excluding holidays listed elsewhere in this RFP. The premises are not to be used for purposes other than parking of authorized vehicles during operating or non-operating hours without prior express written permission of the Owner.
2. Direct courteously and efficiently all traffic into and out of the Parking Facility, and provide general "housekeeping" maintenance to the facility to include keeping all parking areas, ingresses and egresses thereto, clean and free of trash, rubbish, and other debris.
3. Collect all parking fees from users of the Parking Facility, and keep complete and accurate records of all receipts and disbursements and deliver statements to the "Owner" each month showing volume of business, income, expenses and fees related to the management of the facility. Patrons holding valid parking passes issued by the Owner will be admitted at no charge to the parking lot.
4. Maintain and service all professional parking equipment which may be used in the operation of the Parking Facility, and maintain all governmental licenses, permits and authorizations required to be obtained and work performed by manager in accordance with said requirements and regulations.

5. Maintain a file of all tenant/customer/patron complaints as well as a complete file of all accident, damage and theft reports. Manager shall provide written reports of said complaints, accidents and damage and status reports indicating action being taken with respect to those complaints when requested by "Owner".
6. Secure and maintain all insurance required at predetermined levels agreed upon with Manager and "Owner" to cover liability, injury, death, property damage, worker's compensation, automobile theft and collision, and Garage keepers legal Liability (fire, explosion, riot, vandalism, malicious mischief, theft and collision). Copies of all policies shall be provided to the "Owner".
7. The Contractor will manage the entire surface parking lot located at the NVC Facility to include the entrance and islands. The parking lot is solely for passenger car and light truck parking.
8. The annual use fee will be approximately 60% of the gross monthly parking receipts to be paid to the Owner on the 15<sup>th</sup> business day of each month. If annual usage fees exceed \$320,000, then the usage fee will increase to 80% of the revenue in excess of \$320,000. This information is subject to change.
9. Any installment of the usage fee not paid on the due date will incur a penalty charge of five per cent. Additionally, any unpaid installment will bear interest until paid at a rate of 12% annually.
10. Per agreement with WMATA, a total of 240 spaces daily are to be maintained for use of their customers. This information is subject to change.
11. No alterations of the premises are to be made without express prior consent of the Owner.
12. Prior written consent of the Owner is required before erecting any additional signage.
13. Maintenance Schedule:
 

Cleaning:	
Absorb any oil accumulation	D
Check fire extinguisher	D
Empty trash	W
Spot Sweep	W
Clean booth	D
Check for tripping and other safety hazards	D
Check expansion joints	W
Check Lighting	W
Check signage	D
Check condition of striping and lines	M

## **ACCESS CONTROL SERVICE**

### After-Hours Office/Lobby area Access

The general access system shall control general entry into designated areas after normal operation hours, and shall include the following features:

- Surface-mounted card/key readers at designated entrances with interior push-button release.
- Security cards/keys for each "Owner"-requested individual user, identifying each individual by use of a unique code.
- Computer records shall be maintained of each entry. This data shall be retrievable up to 30 days later, indicate which card/key will utilized and the date and time of utilization.

- Each card/key shall be capable of being canceled immediately upon notification by the “Owner” so that the card/key is no longer valid. If a canceled card is used, the computer shall report a “lock-out” and record which card/key was utilized during the attempted entry.
- Special security cards/keys shall be available, for example, for cleaning staff, which are valid during certain designated hours.
- Designated security doors shall be outfitted with (1) a loud local alarm when activated during security operation and (2) door prop sensors which would alarm when left open longer than a predetermined time.

### Fire Panel Monitoring

Fire Panel alarm and trouble conditions shall be reported from an “Owner”-provided dry contact output to the security Contractor’s UL-approved central 24-hour fire monitoring station. All facility electric locks shall be wired so that, in the event of a fire alarm, they shall automatically be unlocked.

### Emergency Elevator Telephones

An emergency telephone is installed in each elevator cab, and shall be connected to the security Contractor’s 24-hour monitoring center.

### Maintenance

In addition to parts and services under warranty, security Contractor shall repair security equipment to include parts and labor for a predetermined monthly fee.

The Contractor will monitor and maintain the closed circuit TV system at the building main entrance and the rear loading dock. The monitoring of this system is typically accomplished through the guard station at the main building entrance.

## **HVAC**

### Annually: (where applicable)

- Follow Manufacturer's recommendations for equipment
- Check amp draw on evaporator motor, record readings
- Check amp draw on condenser fan motors, recording readings
- Check contact Condition, repair as indicated
- Check amp draw on compressor, record readings
- Meg condenser fan motors, record readings
- Measure incoming voltage, record readings
- Check and tighten electrical connections
- Meg evaporator motors, record readings
- Meg crankcase heaters
- Lubricate motor bearings
- Perform amp heck on motor
- Check and repair electrical connections in pump motor starter
- Check and repair as needed head gaskets and unloader gaskets
- Replace LPAC intake air filters
- Change compressor oil
- Replace breather filters
- Check belt condition, tighten as needed
- Check oil level
- Record head and suction pressures

- Test high and low pressure cut-outs
- Check and record delta temperature across evaporator
- Check and record sub cooling
- Check and repair as indicated motor mount bolts
- Check and record superheat
- Change refrigeration compressor oil
- Inspect fan hub bearings
- Check and record delta temperature across condenser
- Leak test refrigerant circuits
- Clean condenser and evaporator coils
- Clean, preserve external pump and motor
- Check coupling alignment and condition, repair as indicated
- Replace cooling water lines
- Check and clear water leak off drain lines

Monthly: (where applicable)

- Check air filters
- Check belt condition, tighten as needed
- Check set screws, tighten as needed
- Clean exterior of unit
- Check pulley condition and alignment, service as needed
- Check packing, repair as indicated
- Check operation of approximately 6 sealed AC units for cooling of server rooms. These are located near the building loading dock.

Weekly: (where applicable)

- Check oil level

Semi-Annually: (where applicable)

- Replace air filters
- Check condensate pan and drains, correct issues as needed

## **PLUMBING MAINTENANCE**

Monthly: (where applicable)

- Check sinks for leaky faucets, repair as indicated
- Check sink aerators, repair as indicated
- Check sink water stop operation, repair as indicated
- Check for missing hardware, repair as indicated
- Check for leaky shut-off valves, repair as indicated
- Check for leaky traps, repair as indicated
- Check caulking around counter areas, repair as indicated
- Check urinal flush valve operation, repair as indicated
- Check urinal for leaks, repair as indicated
- Check urinal for missing hardware, repair as indicated
- Check flush valve operation, repair as indicated
- Check urinal hardware, tighten as needed, repair as indicated
- Check caulk around toilets, repair as indicated

- Check all dispensers (i.e., soap, tissue, etc.); repair/replace as needed
- Check stall door alignment, repair as indicated
- Check stall brackets, hooks, latches; tighten as needed, repair as indicated
- Check wall and floor tile, grout and caulk as needed, repair as indicated
- Check feminine hygiene dispenser; repair as needed
- Check all hardware on entry doors, repair as indicated
- Check toilet seats and associated hardware, repair as needed
- Check roof drains for proper operation, clean inlets as indicated
- Check paper towel dispensers in restrooms and repair as indicated

## **ELECTRICAL MAINTENANCE**

Daily: (where applicable)

- Check for light bulb/ballast outages throughout facility; replace as needed.
- Check for loose lighting fixtures; repair/replace as needed.

Weekly: (where applicable)

- Check operation of light switches, outlets, and breakers
- Test-run emergency generator w/out load; record temperature, oil pressure, coolant level, voltage, amperage, and hertz readings
- Check perimeter parking lot lighting (poles)

Annually: (where applicable)

- Perform electrical tighten-up of switchgear, breakers, transformers, and disconnect switches
- Clean and vacuum electrical panels

## **CUSTODIAL**

Services: Contractor shall be responsible for cleaning (must meet APA Custodial Standards Level 1) approximately 101,000square feet (VT/UVa Academic Center) located at 7054 Haycock Road, Falls Church, Virginia 22043.

Custodial Services shall be performed six (6) days per week, Monday through Friday, between 7:00pm to 11:00pm Saturday Services between 2pm and 6pm Services will not be provided on the following legally designated national Holidays; New Year's Day, Martin Luther King, Jr. Day, Memorial Day, July 4th, Thanksgiving Day (including the day after), and Christmas Day.

All personnel hired by the Contractor shall be thoroughly screened, including police clearance, criminal check, as permissible by law, and the Contractor shall furnish uniforms and identification badges with pictures for their employed to conspicuously wear at all times while performing said services.

Contractor shall be responsible for employees who must work behind secured tenant entrance doors at all times. Under no circumstances shall an employee of the Contractor admit any person to any space of the facility. No doors shall be propped open at any time. The Contractor assures liability and shall be charged for any negligence with regard to breach of security when not secured; this includes any charge from the electric monitoring company for performing a service call.

Contractor shall furnish all rest room supplies including sanitary napkins, toilet tissue, paper towel, toilet seat covers, soap, and will fill, service, supply parts and maintain all dispensers using Scott

paper products or approved equal. In addition, Contractor shall provide/own all necessary cleaning equipment and store said equipment in area designated by manager.

In addition to the above requirements, attached is the standard cleaning specifications (Daily, weekly, monthly, quarterly and semi-annually).

Security of offices is to be maintained during cleaning and trash pulling operations.

## **CARPET CLEANING AND HARD SURFACE**

### **FLOOR CARE SPECIFICATIONS**

1. Carpeted areas in high traffic and customer access areas shall be cleaned on a quarterly basis, (every three (3) months).
2. Contractor shall clean carpet areas using a rotary brush machine for shampooing the carpet. The carpet shall be "rinsed" using clear water and an extractor.
3. Contractor shall strip and remove the old wax finish every six (6) months. This shall be a complete strip procedure with all coats of old wax removed.
4. Contractor shall reseal the floor surface and recoat with at least three (3) base coats of appropriate high quality wax.
5. Contractor shall supply all equipment and supplies required to accomplish satisfactory results according to industry standards.
6. All work shall be accomplished at a time convenient for the facility occupants.
7. Clean and mop lobby areas to remove water, dirt and salt residue (seasonal).
8. Spot clean carpets as needed and as requested.

### **Specifications for Metal-Link Floor Finish**

Scope: This specification covers a self-polishing, slip resistant, all synthetic water emulsion floor finish intended for use on, and not detrimental to, sealed or finished wood surfaces, asphalt tile, linoleum, rubber, vinyl composition, painted concrete, terrazzo and cement surfaces. The product shall be used without dilution. Acid sensitive emulsions shall be excluded. This product shall be used without dilution.

### **Requirements:**

1. The finish shall consist of all synthetic components. It shall contain no natural waxes.
2. The finish shall contain a minimum of 15% non-volatile material when determined in accordance with ASTM method D-1289-64.
3. The finish shall consist of polyacrylic and polyethylene components. Polymers shall be metal-linked to provide excellent detergent resistance.
4. The product shall be safe for use on all kinds of floors including asphalt, vinyl, linoleum, terrazzo, marble, sealed wood, cork, rubber, and other composition tile surfaces.

## **FACILITY CLEANING SPECIFICATIONS**

### **1. General Specification**

A. Scope: Custodial services requested shall be performed according to schedules:

- 1.) Common areas & trash removal
- 2) Occupied work spaces
- 3) Tenant occupied spaces
- 4) Premium services

The work covered in this agreement shall include furnishing all labor, equipment and materials necessary to perform the services as outlined in the attached specifications.

Virginia Tech expects the cleaning company to be forward thinking and proactive with respect to cleaning especially during the current COVID-19 pandemic.

- B. Personnel Qualifications: Contractor shall employ only qualified operators and workmen who are skilled in the performance of custodial work. The project manager shall be a permanent full-time employee.
- C. Security: Contractor shall screen all employees and require satisfactory personal references in order to determine character of perspective employees before hiring.
- D. Identification of Employees: Each employee shall be furnished proper identification with both the name of contractor and employee. Each employee, upon arrival, shall sign in with security personnel at the designated location and receive a visitor's badge and return the badge to the Security Department. Contractor's employees shall not be permitted to remaining the facility after signing out.
- E. Appearance of Employees: All employees of contractor shall be neatly attired at all times. Contractor's employees shall not come on "Owner's" property under the influence of alcohol or drugs. Contractor's employees who are found on "Owner's" property with either alcohol or drugs in their possession or under the influence shall be removed on the spot and shall not be allowed to return.
- F. Damage and/or Theft: Contractor shall be responsible for any loss or damage to property including money, securities, merchandise fixtures, and equipment belonging to the "Owner" or to any other person or organization to such extent as the "Owner" is legally liable for such loss or damage if any such loss or damage was caused by an employee while such employee is on the premises of the "Owner" as an employee or the contractor. Contractor's employees shall not be permitted to use telephones in the "Owner's" facility.

## **SECURITY GUARD SERVICES**

1. Contractor shall supply uniformed security /guard between the hours of 7:00 am to 3:00 pm for the first guard shift, 3:00 pm to 10:00 pm for the second guard shift, and 5p to midnight for the third guard shift. , Monday through Friday, Saturday 7:00 am through 7:00 pm. Hours worked by the security personnel may be expanded/contracted upon reasonable notice by "Owner". Additional staff shall be provided at the prevailing rate. Holidays recognized by the "Owner" are: New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Thanksgiving Day and the day after, and Christmas Day.
2. General duties can include greeting and direction of visitors, direction to messengers/delivery service, foot patrol and firm discouragement of those without business in the facility. Report maintenance

issues to building engineer. Completing accurate nightly reports and logs. During evening hours security shall patrol parking lots on a routine basis, having designated cell phone available at all times. The front desk shall be staffed at all times during operation of the building, including guard breaks. Guards shall be available to escort visitors and employees to their vehicles. The duties also include appropriate action during elevator problems, fire alarms or other facility emergencies. Personnel shall conduct themselves in a courteous, alert and professional manner at all times. Guards are not to use earphones, surf the Internet, use electronic devices for leisure activities, or otherwise be distracted while on duty.

3. Contract employees shall not contact police for arrests or detentions without the express consent or written instruction of "Owner". Contract employees shall not sign a complaint on behalf of the "Owner" and any request by government (local, state and federal) authorities to sign a complaint shall be referred to "Owner".
4. Security personnel shall be thoroughly screened to include reference checks, check for criminal records and demonstrated literacy. No one with a criminal conviction shall be permitted to work on the property as part of the contract. "Owner" may request removal of any security personnel for any reason.
5. Security personnel shall receive training in accordance with general accepted standards for security companies including, but not limited to, classroom training, which shall include sections on law and liability, and including on-site training to thoroughly familiarize personnel with the post and specific duties. Security personnel shall not carry any weapons of any kind unless written permission is given by the "Owner".
6. Security contractor shall work with "Owner" to produce, in advance, post orders with all personnel thoroughly familiar prior to arrival on post. Security personnel shall receive regular, unannounced supervisory visit - no fewer than 4 per week (including weekend shifts).
7. Security personnel shall wear blazer-type uniform including such patches or designations required by law. Contractor shall supply copies of time sheets indicating hours worked and names of workers when requested.
8. All problems, incidents and occurrences shall be reported by security personnel in writing, on a form acceptable to "Owner" within 24 hours of the incident.

## **TRAFFIC DEMAND MANAGEMENT COORDINATOR**

Per the Proffers dated July 31, 1995, the Academic Center (the "Center") is required to designate a transportation demand management coordinator (the "TDM Coordinator") to work with both Fairfax County and the Virginia Department of Transportation ("VDOT") to develop a Transportation Demand Management Program.

This program would include the following measures and any additional measures as determined by the Universities:

1. Designate preferred parking for car and van pools;
2. Provide transit information in course registration packets; and
3. Maintain a transit information bulletin board within the Center.

In addition to the measures required by the Proffers, the TDM Coordinator would also be responsible for the following:

1. Act as liaison between the parking contractor and the Center's directors, program directors and faculty;
2. Act as point of contact for resolving concerns and complaints involving parking and traffic issues.
3. Field all requests for daily parking passes between the Center's individual departments and the parking contractor;
4. Coordinate a routine TDM meeting (month 6) with designated representatives from VT and UVA;
5. At the direction of the Directors of the Academic Center, coordinate with officials from the adjoining localities on issues involving parking and traffic;
6. Conduct routine audits of the parking contractor to ensure compliance with the contract, parking related proffers (i.e. reserving only 240 spaces), and financial accountability;
7. Upon request by the Universities, provide reports on information related to parking and traffic.  
These reports could involve (but are not limited to):

- Results from audits of the parking vendor
- Parking trend analysis
- Complaint analysis
- List of parking violators
- Parking lot fill rate for specified dates and times.

Contractor's role as the TDM Coordinator will allow the rules and regulations governed by the Proffers, the WMATA Agreement and both Universities" to be fully implemented on an equal and fair basis.

## **INTERIOR PLANT MAINTENANCE**

The Contractor will care for indoor plants to include proper fertilization, watering, prevention of insect infestation, and prevention of conditions such as blight. Application of pesticides and fungicides shall be by properly trained personnel only and will be done as to prevent health and safety concerns for occupants of the building, including attention to not adversely affecting the indoor air quality of the building.

### **Fire Extinguishers:**

- To be tested/inspected in accordance with the National Fire Protection Associations Code **NFPA 10**.
- To be tested/inspected in accordance to equipment's manufacturer recommendations.

### **Fire/Annunciator panel:**

- To be tested/inspected in accordance with the National Fire Protection Associations Code **NFPA 72**.
- To be tested/inspected in accordance to equipment's manufacturer recommendations.

### **Emergency Generator:**

- To be tested/inspected in accordance with the National Fire Protection Associations **NFPA 110**
- To be tested/inspected in accordance to equipment's manufacturer recommendations.

### **Water Treatment.**

- Follow State regulations and local ordinance for inspection and maintenance of all storm water management facilities.

**ATTACHMENT E**  
**Virginia Tech Northern Virginia Center (NVC) Properties**

Alexandria Architecture Center

---

1001 Prince Street Alexandria Virginia  
Sq. Footage: 14,276  
Built 1910  
24 spaces, on site surface parking  
Exterior grounds to be maintained  
No security personnel, but building security system  
Occupants: College of Architecture and Urban Planning (CAUS)

Alexandria Research Center II

---

1021 Prince Street Alexandria Virginia  
Sq. footage 21,789  
24 spaces, parking garage in the building  
No security personnel but building security system  
Occupants: CAUS

Virginia Tech Research Center

---

900 Glebe Road Floors 2-6  
Arlington Virginia  
Square Footage: 104,781  
Sub grade parking garage  
Minimal exterior grounds  
Security personnel present on site  
Occupants: Executive Briefing Center, various research centers and institutes

Innovation Campus and Academic Building (ICAB)

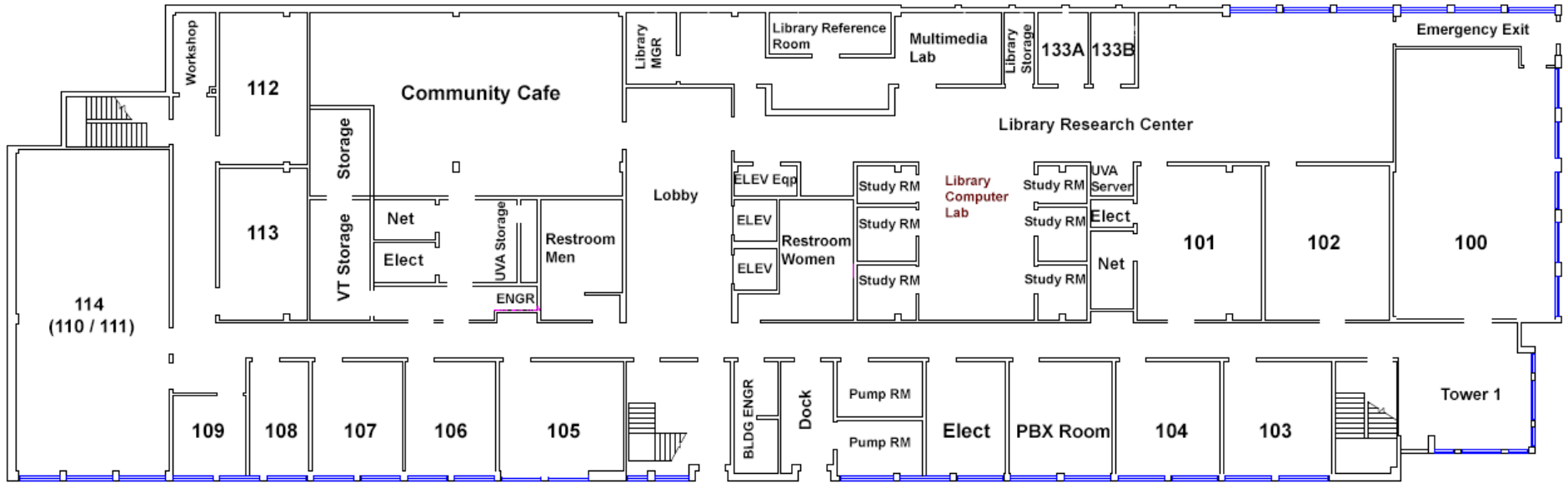
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3601 Potomac Avenue Alexandria Virginia  
299,733 sq. Ft.  
Surface parking (103 spaces) and sub grade parking (175 spaces) 88,000GSF  
Security personnel on-site  
Grounds site maintenance and vegetated roof garden  
Occupants: College of Engineers, Elec. & Computer Engineering, and Computer Science

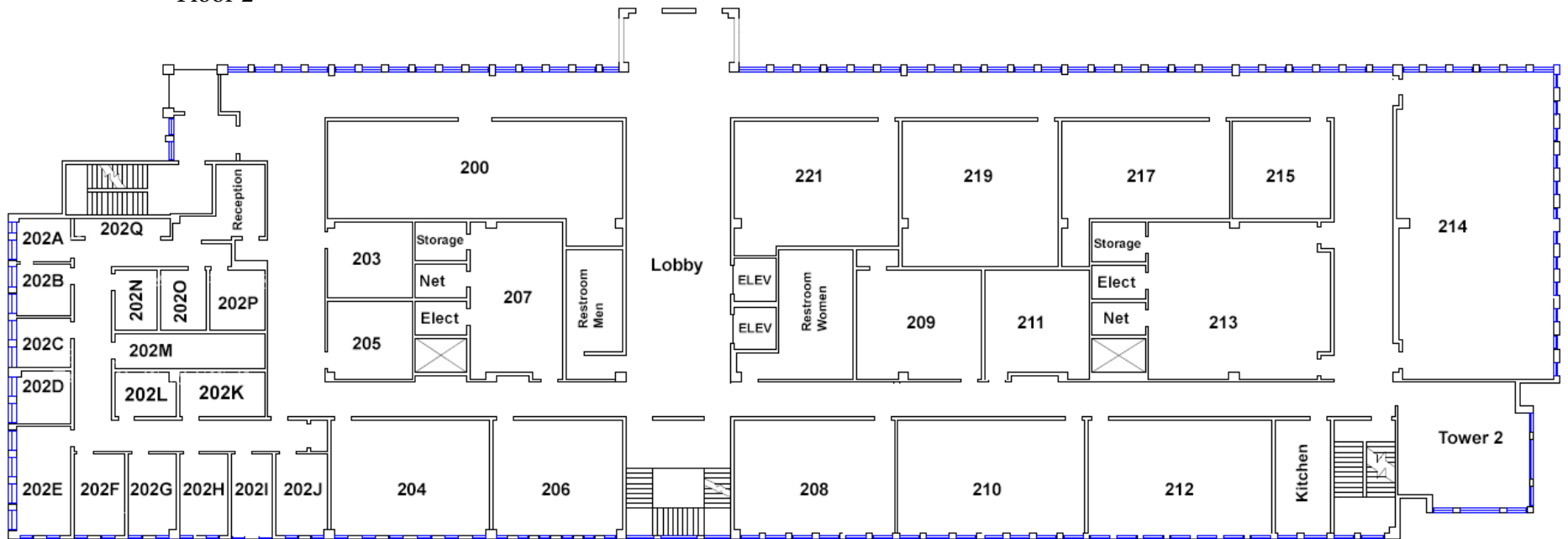
**Also, any additional property in the Virginia Tech Northern Virginia region as requested.**

# ATTACHMENT F - NVC Floor Plans and Map

## Floor 1



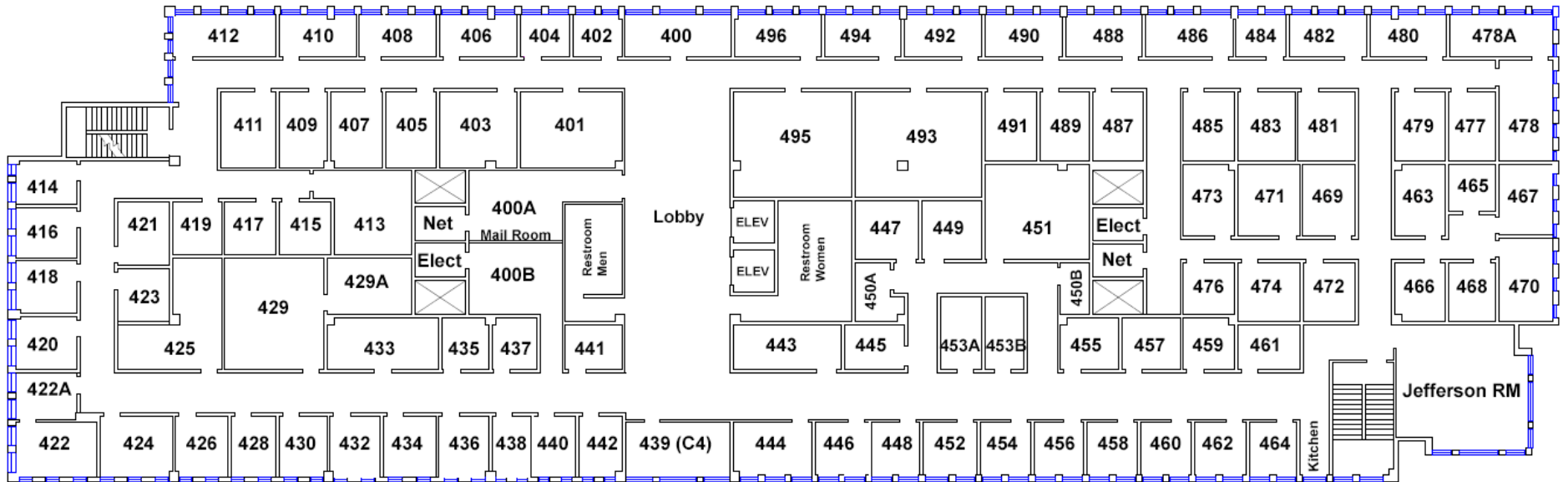
## Floor 2



### Floor 3



### Floor 4



More building floor plans can be found at the link below:

Shortcut link: <https://records.facilities.vt.edu/weblink>

Shortcut: **0062228**

Password: **@Mr42\$79**



3D



7

66

Falls Church Dr

Berkeley St

Turner

Highland Estates Pl

Haycock Rd

Gordons Rd

Hill Pl

Hickory St

FALLS HILL

Dale Dr

Haycock Rd

Mt Daniel Dr

Birch St

Chestnut St

Spruce St

Willow St

Lancaster Ct

Sycamore St

46°

AQI 61

Falls Church Dr



Lower Parking Lot



Upper Parking Lot

Northern MVC  
Virginia Center

Haycock Rd





## Attachment G

Virginia Polytechnic Institute and State University

### Access Control: Key Control Policy

#### No. 5620

**Policy Effective Date:**  
6/16/1993

**Last Revision Date:**  
1/3/2017

**Policy Owner:**  
Sherwood Wilson

**Policy Author:** *(Contact Person)*  
Kayla Smith

**Affected Parties:**  
Faculty  
Staff

- 1.0 Purpose
- 2.0 Policy
- 3.0 Procedures
- 4.0 Definitions
- 5.0 References
- 6.0 Approval and Revisions

#### 1.0 Purpose

This is a statement of policy regarding access control of buildings and property owned or occupied by Virginia Tech. This policy will serve as the framework by which keys to university buildings will be issued, monitored, and maintained. The Key Control Office within the Facilities Department and the Virginia Tech Police Department shall implement and oversee the procedures set forth herein.

The Key Control Office and Virginia Tech Police Department shall work closely with the campus community to ensure that all university access needs are met. The dual responsibility of the two organizations will ensure checks and balances to a critical, high-risk university program. Key issuance and control for Housing and Residence Life is governed by the Hokie Handbook ([www.hokiehandbook.vt.edu](http://www.hokiehandbook.vt.edu)).

The issuing of keys, maintenance of physical security devices, and other arrangements concerning security for leased properties other than those at the Virginia Tech Corporate Research Center are covered by the specific lease agreement for the property in question.

#### 1.1 Objectives

1. To achieve maximum physical security with minimum logistics.
2. To establish control of the campus keying system including key duplication and distribution.
3. To establish a recorded chain of accountability for all keys issued.
4. To restore physical security in a timely manner whenever key control has been compromised.

#### 2.0 Policy

This policy applies to any individual who is granted authorized access to any Virginia Tech property and to all keys and devices that control access to Virginia Tech property.

#### 2.1 University Guidelines

1. No person shall knowingly possess an unauthorized key to property owned by the Commonwealth of Virginia through Virginia Tech. The Hokie Passport Office, Key Control Office and Virginia Tech Police Department are the only authorized vendors for university keys.
2. All keys remain the property of Virginia Tech. Keys that are no longer needed shall be promptly returned to the departmental Key Control Designate or the Key Control Office.



## Virginia Polytechnic Institute and State University

3. All members of the university community are responsible for keys assigned to them.
4. Lost keys must be reported immediately to the appropriate Department Head and to the Key Control Office.
5. Stolen keys must be reported immediately to the appropriate Department Head, the Key Control Office, and to the Virginia Tech Police Department.
6. The installation, changing, or removal of locks shall be performed only by an authorized Key Control Office designate.
7. Installation of electronic keypads, proximity readers, biometric locks, or card readers require the approval of the Virginia Tech Police Department and the Key Control Office prior to purchase. All new or replacement card reader installations must use the Hokie Passport Office integrated system or receive a written exemption from the Chief of the Virginia Tech Police Department. Magnetic (mag) locks are not to be used unless fail safe devices are required by code and only then when no other practical solution exists. The following clause is to be incorporated into all solicitations for the above-mentioned goods or services:

**SECURITY LICENSE:** In accordance with Section 9.1-138 et seq. of the Code of Virginia (1950), the Bidder/Offeror shall be licensed by the Department of Criminal Justice Services for solicitations that include the following work: installation, service, maintenance, or design of security equipment; security officer service; central station alarm condition monitoring service; and/or private investigator service. Licenses must be obtained prior to submitting a bid/offer. The Bidder/Offeror shall place their license number in the space provided below:

Private Security Services Business License Number: \_\_\_\_\_

Unauthorized locks are prohibited on doors and if found will be removed and discarded. Any damage or repair necessitated by the removal of unauthorized locks will be the responsibility of the department found in violation of this policy. Purchases must be approved by the Virginia Tech Police Department and a Key Control Office representative.

8. Keys should at no time be left unattended (i.e., hanging in a door lock, lying on a desk, etc.).
9. Only the manager of the Key Control Office shall have access to the university master key or the storage box containing master keys at any time.
10. The on-duty police supervisor will have access to the Key Control Office after hours for emergencies only. A master key is maintained in a secure box at the Police Department for emergencies only.

### 2.2 Departmental Responsibility

1. Deans, Directors, or Department Heads or their specific designates shall be the only personnel authorized to request keys or lock changes within their respective departments. Departmental designates shall have their authority delegated in writing by their respective Department Head.
2. Each department shall establish and implement a key control record-keeping system that will ensure accountability for all departmental keys. All records will be considered high security and confidential and shall be kept current at all times. The Key Control Office will assist each department in developing a workable key control system using the latest information available. Whenever a key audit is requested, each department shall be required to allow examination of all key control records and departmental file keys.



## Virginia Polytechnic Institute and State University

3. Each department is responsible for developing and enforcing a key return policy. All students, faculty, and staff members must promptly surrender all university keys assigned to them upon termination or transfer to another department.
4. Keys are not to be transferred from their assigned carrier to another without proper departmental authorization.
5. Each department is responsible for the total cost of lock changes and new keys to secure areas compromised by lost or stolen keys.

### 2.3 Policy Enforcement

The university regards any violation of this policy as a serious threat to security, including security compromises caused by failure to retrieve keys from departing users. Individuals who violate this policy are subject to the terms described in the following sections of the CODE OF VIRGINIA and applicable sections of the STANDARDS OF CONDUCT AND PERFORMANCE for state employees.

\*18.2-503. Possession or duplication of certain keys:

1. No person shall knowingly possess any key to the lock of any building or other property owned by the Commonwealth of Virginia, or a department, division or agency thereof, without receiving permission from a person duly authorized to give such permission to possess such key.
2. No person without receiving permission from a person duly authorized to give such permission shall knowingly duplicate, copy, or make a facsimile of any key to a lock of a building or other property owned by the Commonwealth of Virginia, or a department, division, or agency thereof.

Violation of this section shall constitute a class 3 Misdemeanor (Code 1950, \*18.1-408; 1972, C. 1939; 1975, CC 14, 15).

### 3.0 Procedures

Interdepartmental Service Requests (ISR) or Facilities Service Requests (FSR) for lock changes and/or keys should be completed and forwarded to the Facilities Business Office for processing. For assistance in proper completion, please contact the Facilities Business Office. The department requesting keys will then be notified by the Key Control Office when the keys have been duplicated. Departmental Key Control Designates will sign for and pick up completed key orders at the Virginia Tech Police Department.

1. Keys to areas with special security or potentially hazardous areas such as electrical switch vaults, CNS Rooms, biological labs with the BSL-3 designation, and labs designated by Environmental Health and Safety (EHS) as having other specific hazards, will not normally be issued by the Key Control Office without prior notification to the responsible party occupying the space and EHS or CNS. If an urgent concern that needs to be immediately addressed exists and the responsible party cannot be contacted, the Key Control Manager will utilize resources such as the Virginia Tech Police Department, EHS, CNS, and/or the Director of Facilities Operations in order to evaluate the potential benefits and hazards of providing access. Certain areas (i.e. BSL3, ABSL3, and select agent areas) will require an FBI and EHS security clearance prior to providing access unless other arrangements have been made to secure access to these materials prior to entry.



Parties desiring to limit access to their spaces must contact the Key Control Manager for assistance. The Key Control Manager will evaluate the request and may seek the assistance of the Virginia Tech Police Department, EHS, CNS, and the Director of Facilities Operations in arriving at a decision. During the evaluation process, the potential risks associated with delayed or restricted access in an emergency situation will be considered. Parties requesting limited access to spaces must have a plan in place to ensure that a responsible person is available on a 24-hour basis in case a situation requiring urgent access should arise. Costs associated with approved limited access requests will be the responsibility of the requesting department.

2. The issuing of keys, maintenance of access control devices, and other matters pertaining to physical security for rental properties are covered by the appropriate lease agreement for the property in question. The university's proprietary key system will not normally be used in these locations due to the need to maintain the security of the system. Questions concerning physical security for rental properties should be directed to Real Estate Management for discussion with the appropriate landlord.

## 4.0 Definitions

## 5.0 References

## 6.0 Approval and Revisions

Approved June 16, 1993, by Vice President for Finance and Treasurer, Raymond Smoot.

Approved June 16, 1993, by Associate Vice President for Personnel and Administrative Services, Ann Spencer.

- Revision 1
  - Section 1. Added statement about key issuance for Residential and Dining Programs.
  - Section 2. Expanded statement to include all keys and devices.
  - Section 2.1. Added guideline #6. Added statement about purchase approval to #7.
  - Section 3. Changed completed key order pickup location from Key Control Office to the Virginia Tech Police Department.

Approved June 4, 1999, by Vice President for Finance and Treasurer, Raymond D. Smoot, Jr.

- Revision 2
  - Section 2.1, #6: - Referenced Code of Virginia corrected to section 9.1-138 et seq.

Approved May 8, 2002 by the Vice President for Administration and Treasurer, Raymond D. Smoot, Jr.

- Revision 3
  - Section 1: Changed "or operated" to "or occupied" to clarify leased property agreements. Added statement addressing key issuance & maintenance of physical security devices for leased property.
  - Section 2.2.6: Added statement concerning not sharing keys or codes to potentially hazardous areas.
  - Section 3: Added Facilities Service Request as additional approved document used for formal requests.
  - Section 3.1: Added statement defining procedure for restricted access
  - Section 3.2: Added statement defining procedure for leased properties

Minor technical corrections.



## Virginia Polytechnic Institute and State University

Approved April 23, 2007 by the Executive Vice President and Chief Operating Officer, James A. Hyatt.

- Revision 4
    - Updates to departmental names and university policies throughout.
    - Section 2.1: Clarified process for reporting lost or stolen keys.
    - Section 2.1.7: Added statement standardizing card reader systems to the HPO integrated system. Added guidance concerning the use of fail-safe magnetic (mag) locks.
- Approved December 13, 2010 by Vice President for Administrative Services, Sherwood G. Wilson.

- Revision 5
  - Technical updates to titles.

Approved January 3, 2017 by Vice President for Administration, Sherwood G. Wilson.

# Attachment H

## APPA STANDARDS (Maintenance, Custodial & Grounds)

### APPA MAINTENANCE STANDARDS

Under the Association of Physical Plant Administrators (APPA) there are six levels of maintenance. Please reference below for standards for each level.

#### **Level 1: Showpiece Facility**

Maintenance activities appear highly focused. Typically, equipment and building components are fully functional and in excellent condition. Service and maintenance calls are responded to immediately. Buildings and equipment are regularly upgraded, keeping them current with modern standards and usage.

#### **Level 2: Comprehensive Stewardship**

Maintenance activities appear to be somewhat organized, but they remain people dependent. Equipment and building components are usually functional and in operating condition. Service and maintenance calls are responded to in a timely manner. Buildings and equipment are regularly updated, keeping them current with modern standards and usage.

#### **Level 3: Managed Care**

Maintenance activities appear to be somewhat organized, but they remain people-dependent. Equipment and building components are mostly functional, but they suffer occasional breakdowns. Service and maintenance call response time are variable and sporadic without apparent cause. Buildings and equipment are periodically upgraded to current standards and usage, but not enough to control the effects of normal usage and deterioration.

#### **Level 4: Reactive Management**

Maintenance activities appear to be somewhat chaotic and are people-dependent. Equipment and building components are frequently broken and inoperative. Service and maintenance calls are typically not responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

#### **Level 5: Crisis Response**

Maintenance activities appear chaotic and without direction. Equipment and building components are routinely broken and inoperative. Services and maintenance calls are never responded to in a timely manner. Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

# APPA CUSTODIAL STANDARDS

Under the Association of Physical Plant Administrators (APPA) there are five levels of cleaning. Please reference below for standards for each level.

## Levels of Cleaning

### **Level 1: Orderly**

This level establishes cleaning at the highest level. It was Spotlessness developed for the corporate suite, the donated building or the historical focal point. This is show-quality cleaning for that prime facility.

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

### **Level 2: Ordinary**

This level is the base upon which this study is established. Tidiness is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms and similar type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

### **Level 3: Casual**

This level reflects the first budget cut, or some other staffing- related Inattention problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

#### **Level 4: Moderate**

This level reflects the second budget cut, or some other significant Dinginess staffing-related problem. Areas are becoming unacceptable. People begin to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning.”

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

#### **Level 5: Unkempt Neglect**

This is the final and lowest level. The trucking industry would call this “just-in-time cleaning.” The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour

# APPA GROUNDS STANDARDS

## Standardized Levels of Attention

APPA: The Association of Higher Education Facilities Officers has quantified workload measures into five standardized 'levels of attention'.

### LEVEL 1

***State-of-the-art maintenance applied to a high-quality diverse landscape. Associated with high-traffic urban area, such as public squares, malls, government grounds, or college/university campuses.***

- **Turf Care:** Grass mowed according to species and variety, at least once every 5 days, as often as every 3 days. Aeration required not less than 4 times per year. Reseeding as needed. Weed control to no more than 1% of surface.
- **Fertilizer:** Adequate fertilizer applied to plant species according to their optimum requirements.
- **Irrigation:** Sprinkler irrigated by electronic automatic controls. Frequency follows rain fall, temperature, season length and demands of individual plant species.
- **Litter Control:** Minimum of once per day, seven days per week. No overflowing receptacles.
- **Pruning:** Frequency dictated by species, length of growing season, design concept also a controlling factor i.e., using clipped method vs. natural-style hedges.
- **Disease and Pest:** Controlling objective to anticipate and avoid public awareness of any problem.
- **Surfaces:** Sweeping and cleaning frequency as such that at no time does accumulation of debris distract from look or safety of the area.
- **Repairs:** Done immediately when problems are discovered.
- **Inspections:** A staff member to conduct inspections daily.

### LEVEL 2

***High-level maintenance. Associated with well-developed public areas, malls, government grounds, or college/university campuses. Recommended level for most organizations.***

- **Turf Care:** Grass cut once every 5 days. Aeration required no less than 2 times per year. Reseeding when spots are present. Weed control to no more than 5% of surface.
- **Fertilizer:** Adequate fertilizer level to ensure all plants are healthy and growing vigorously.
- **Irrigation:** Sprinkler irrigated by electronic automatic controls. Frequency follows rain fall, temperature, season length and demands of individual plant species.
- **Litter Control:** Minimum of one per day, 5 days per week. Accumulation depends on size of container available to public.
- **Pruning:** Usually done at least once per season, species planted may dictate more frequent attention.
- **Disease and Pest Control:** Done when disease or pest are inflicting noticeable damage or reducing vigorous plant material growth.
- **Surfaces:** Should be kept clean, repaired or replaced when their condition has noticeable deterioration.
- **Repairs:** Done whenever safety, function or appearance is in question.
- **Inspections:** A staff member to conduct inspections daily when regular staff is scheduled.

### LEVEL 3

***Moderate-level maintenance. Associated with locations that have moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a high level of maintenance.***

- **Turf Care:** Grass cut at least once every 10 days. Normally not aerated unless turf indicates need. Reseeding done only when major bare spots appear. Weed control to no more than 15% of surface.
- **Fertilizer:** Applied only when plant vigor seems to be low. Low-level application done once per year.
- **Irrigation:** Depends on climate. Areas with more than 25 inches per year rely on natural rainfall. Areas with less than 25 inches per year have some form of supplemental irrigation, normally 2 to 3 times per week.
- **Litter Control:** Minimum service of 2 to 3 times per week.
- **Pruning:** When required for health of reasonable appearance.
- **Disease and Pest Control:** Done only to address epidemics or serious complaints.
- **Surfaces:** Cleaned on complaint basis. Repaired or replaced as budget allows.
- **Repairs:** Done whenever safety or function is in question.
- **Inspections:** Inspections are conducted once per week.

### LEVEL 4

***Moderate to low-level maintenance. Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.***

- **Turf Care:** Low-frequency mowing schedule based on species. Low growing grasses may not be mowed, high grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- **Fertilizer:** No fertilization.
- **Irrigation:** no irrigation.
- **Litter Control:** Once per week or less, complaints may increase level above one servicing.
- **Pruning:** No regular trimming. Safety or damage from weather may dictate actual work schedule.
- **Disease and Pest Control:** None, except where the problem is epidemic and epidemic conditions threaten resources or the public.
- **Surfaces:** Replaced or repaired when safety is a concern and budget is available.
- **Repairs:** Done whenever safety or function is in question.
- **Inspections:** Conducted once per month.

### LEVEL 5

***Minimum-level maintenance. Associated with locations that have severe budget restrictions.***

- **Turf Care:** Low-frequency mowing schedule based on species. Low growing grasses may not be mowed, high grasses receive periodic mowing. Weed control limited to legal requirements for noxious weeds.
- **Fertilizer:** No fertilization.
- **Irrigation:** no irrigation.
- **Litter Control:** On demand or complaint basis.
- **Pruning:** No pruning unless safety is involved.
- **Disease and Pest Control:** No control except in epidemic or safety situations.
- **Surfaces:** Serviced only when safety is a consideration.
- **Repairs:** Done whenever safety or function is in question.
- **Inspections:** Inspections are conducted once per month.

## ADDENDUM # 1 TO RFP # 0062228

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)  
Procurement Department (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

DATE	DUE DATE AND HOUR
April 15, 2021	May 3, 2021 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER: (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Full Property Management Services for the Virginia Tech Northern Virginia Center

1. Please see the attached responses to inquiries received about this RFP.
2. Attached is the PowerPoint presented at the pre-proposal meeting along with the attendance roster.
3. All other terms, conditions and descriptions remain the same.
4. Site visit will be done on April 20 between 10-11. Vendor must contact Kim Widrig prior to site visit to get on the list.
5. Questions are due by April 21 at 12:00 PM. No late questions will be answered.
6. The due date and hour remains May 3, 2021 at 3:00 PM.

I acknowledge that I have read and understand this addendum in its entirety.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

REQUEST FOR INFORMATION: FULL PROPERTY MANAGEMENT SERVICES FOR VIRGINIA TECH  
NORTHERN VIRGINIA CENTER RFP

1. Will a current vendor list be provided?

RESPONSE: Not at this time

2. List of all capital projects completed in the last 3-5 years

RESPONSE: 4 RTU replaced 2017/2018

3. We are also requesting the below information for the equipment servicing the premises:
  - a. HVAC & Mechanical equipment list to include size & age
  - b. Fire & Life Safety equipment list
  - c. Roof Information (Age, Type & Size)
  - d. Parking System Information
  - e. Generator Specifications and fuel type **N/A**
  - f. Elevator Specifications to include age and manufacturer

RESPONSE: Information in attached PowerPoint slides

4. Generator Location on site (roof, outside, indoors, etc.)

RESPONSE: N/A

5. Can service be done on regular hours (7am-4pm weekdays)? Or is OT required?

RESPONSE: Please see RFP for hours of operation

6. How many transfer switches are onsite? Model #'s and amperage if available?

RESPONSE: N/A

7. Interior Plant Maintenance – Plant type and count?

RESPONSE: Can be viewed during site visit

8. Janitorial is confirming that this building is non-union?

RESPONSE: Yes

1. # of Irrigation controllers, zones & backflows

RESPONSE: There is no irrigation system at NVC. There are faucets located on the exterior of the building and hoses are connected to them as needed to water grass, plants, etc.

2. Confirming roof anchors are currently on building?

RESPONSE: There are roof arresters on the roof of the building used by the window washers and they are routinely tested to ensure they are in working order.

3. Janitorial Questions:

- a) How many urinals (in men's), sinks and toilets are in each common area restroom?

RESPONSE: Please note during site visit.

b) Confirm that there are no private single stall restrooms at the facility?

RESPONSE: Please notate during site visit.

c) The RFP states (1) part-time day porter, however references full time porter hours (9-5:30 M-F; 7-7 Saturday). Please confirm.

RESPONSE: The hours listed for the day porter are correct. Part time porter should be replaced with full time porter in the RFP.

d) Do you have SF on the Carpet & VCT for the recurring cleanings or should this be priced out on a unit basis?

RESPONSE: This is done on an as-needed basis. Do not have square footage at this time.

e) Do you have more information on the metal-link floor finish & SF that needs special treatment?

RESPONSE: Will provide this information at a later time.



Northern Virginia Center  
Falls Church, VA

# NVC Building 0844

- ▶ Gross square footage (GSF): 101,154 Sq. Ft
- ▶ Original Construction: 1996
- ▶ Address: 7054 Haycock road, Falls Church, VA 22043

# Building Info:

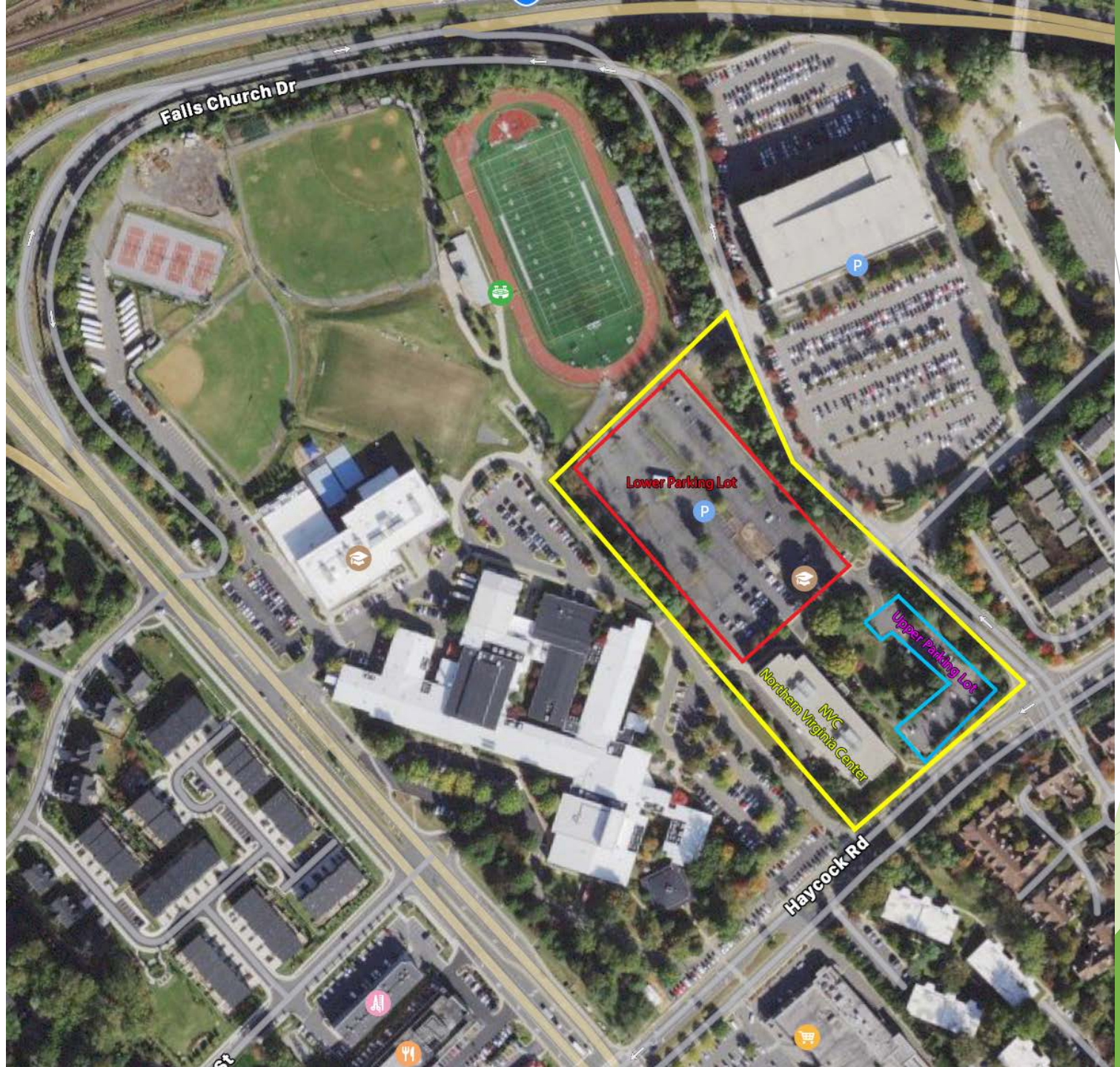
Floor	Total Room Area	Assignable Sq. Ft.	Non-Assignable Sq. Ft.
All	93,535	65,121	28,414
01	23,363	17,365	5,998
02	23,452	15,733	7,719
03	23,461	16,387	7,074
04	23,072	15,636	7,436
05	187	0	187

# HVAC

- ▶ 4 Trane RTU's
  - ▶ RTU #1: 105ton New 2018
  - ▶ RTU #2: 105ton New 2017
  - ▶ RTU #3: 105ton New 2018
  - ▶ RTU #4: 130ton New 2017
- 
- ▶ VAV: (Qty) 168

# Other systems:

- ▶ Parking: Main Lot, Designa
- ▶ Parking: Faculty Lot, Amato
- ▶ Roof: Single ply membrane Ballasted (1996)
- ▶ Fire Panel: Simplex
- ▶ Evacuation: Honeywell (2021)
- ▶ Elevators: Otis (1996)



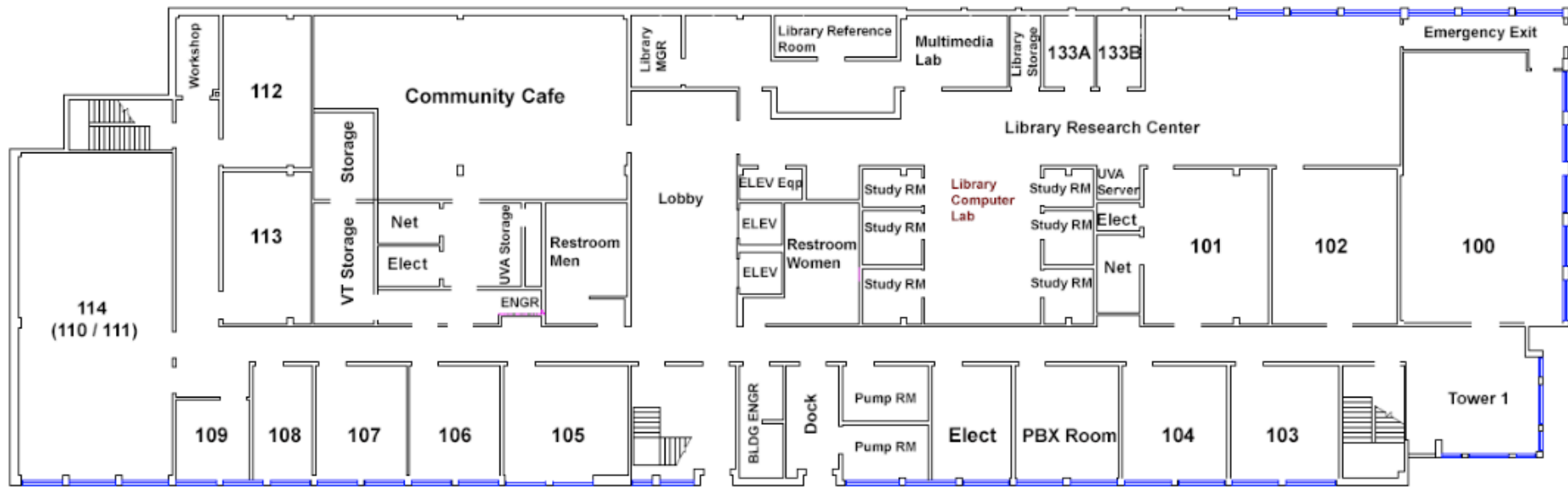
Falls Church Dr

Lower Parking Lot

Upper Parking Lot

Northern Virginia Center  
NYC

Haycock Rd





# Academic Program

- ▶ NVC is home to graduate programs in Business, Engineering, Education, Human Development, Science and Technology Studies, Information Technology
- ▶ Classrooms, Offices, Library, Research Labs
- ▶ Student population ~ 600
  - ▶ This will grow significantly in the next few years
- ▶ Faculty and Staff ~ 90
- ▶ Thinkabit: Career and Technical Education (coding, robotics, engineering design) focused on middle school students
- ▶ Serves as a staging ground or beachhead for many programs/events originating from the main campus in Blacksburg.

# Other VT locations in the DC Area

- ▶ VT Research Center - Arlington
- ▶ Washington-Alexandria Architecture Center - Old Town
- ▶ Occoquan Watershed Monitoring Lab - Manassas
- ▶ Equine Medical Center - Leesburg
- ▶ Middleburg Agriculture and Research Extension Center
- ▶ Innovation Campus - Potomac Yard (future)

RFP 0062228

Full Property Management Services for the Virginia Tech Northern Virginia Center

Mandatory Pre-Proposal Attendee List

April 12, 2021 at 2:00 PM

<b>Name</b>	<b>Company</b>	<b>Email</b>
Bernie VanZyl	Camelot	<a href="mailto:bvanzyl@camelot.com">bvanzyl@camelot.com</a>
Courtney Bruch	Complete Building Services	<a href="mailto:CourtneyB@donohoe.com">CourtneyB@donohoe.com</a>
Brian Keelan	Complete Building Services	<a href="mailto:BrianK@donohoe.com">BrianK@donohoe.com</a>
Jessica Butterworth	Colliers International	<a href="mailto:Jessica.butterworth@colliers.com">Jessica.butterworth@colliers.com</a>
Greg Cichy	Colliers International	<a href="mailto:Greg.cichy@colliers.com">Greg.cichy@colliers.com</a>
Steve Sneed	Colliers International	<a href="mailto:stephen.sneed@colliers.com">stephen.sneed@colliers.com</a>
Kristina Townsend	Divaris	<a href="mailto:Kristina.townsend@divaris.com">Kristina.townsend@divaris.com</a>
Susan Collins	Divaris	<a href="mailto:scollins@divaris.com">scollins@divaris.com</a>
Joseph Farina	Divaris	<a href="mailto:Jfarina@Divaris.com">Jfarina@Divaris.com</a>
Carlos Merizalde	Metropolitan Realty	<a href="mailto:carlos@metropolitanrealty.co">carlos@metropolitanrealty.co</a>
Brandon McElroy	Global Workspace Solutions	<a href="mailto:Brandon.McElroy@cbre.com">Brandon.McElroy@cbre.com</a>
James Leigh	Facilities Plus	<a href="mailto:jc.leigh@facilitiesplus.com">jc.leigh@facilitiesplus.com</a>
Reginald Adams	ABM Building Value	<a href="mailto:Reginald.Adams@abm.com">Reginald.Adams@abm.com</a>
William Gray	HHM Facility Management	<a href="mailto:wgray@hhmmgmt.com">wgray@hhmmgmt.com</a>
Steve Sneed	Colliers International	<a href="mailto:stephen.sneed@colliers.com">stephen.sneed@colliers.com</a>
Lynn Eichhorn	VT Director for Facilities Contracts	<a href="mailto:eichhorn@vt.edu">eichhorn@vt.edu</a>
Philip Skomra	Assistant Director, Northern Virginia Center	<a href="mailto:Pskomra@vt.edu">Pskomra@vt.edu</a>

Heidi Myers	VT Executive Director of Real Estate	<a href="mailto:heidim@vt.edu">heidim@vt.edu</a>
Brian Stanford	VT Facilities Off-site Coordinator	<a href="mailto:bstnfrd@vt.edu">bstnfrd@vt.edu</a>
Kenneth Wong	Associate Dean and Director, Northern Virginia Center	<a href="mailto:khwong@vt.edu">khwong@vt.edu</a>
Kim Widrig	Senior Buyer	<a href="mailto:kdromer@vt.edu">kdromer@vt.edu</a>

## ADDENDUM # 2 TO RFP # 0062228

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)  
Procurement Department (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

DATE	DUE DATE AND HOUR
April 23, 2021	May 3, 2021 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER: (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Full Property Management Services for the Virginia Tech Northern Virginia Center

1. Please see the attached responses to inquiries received about this RFP.
2. All other terms, conditions and descriptions remain the same.
3. The due date and hour remains May 3, 2021 at 3:00 PM.

I acknowledge that I have read and understand this addendum in its entirety.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

REQUEST FOR INFORMATION: FULL PROPERTY MANAGEMENT SERVICES FOR VIRGINIA TECH  
NORTHERN VIRGINIA CENTER RFP

1. (RFP VII. D. 8) In the event of the primary engineer's absence, the RFP states a substitute equally qualified building engineer must be provided.
  - a. Does the owner intend to require any substitute hold a Virginia Journeyman's license?

RESPONSE: Yes, the substitute Building Engineer shall also have and maintain a journeyman license in either the HVAC or Electrical Trades as defined by the Commonwealth of Virginia Department of Professional and Occupational Regulation.

2. (RFP VII. G.) RFP states, "contractor shall respond within 30 minutes from notification.."
  - a. Does the owner intend to require contractor personnel to be onsite within 30 minutes in such cases, or have responded and be in route within 30 minutes?

RESPONSE: The contractor personnel shall respond and be in route within 30 minutes.

3. (RFP Attachment D – Snow Removal) "Contractor shall arrive... one inch (1/2")..."
  - a. Please provide clarification for which standard will be applied.

RESPONSE: At the NVC, we have a "snow insurance policy" that has a flat rate for an annual amount for snow removal for any snow falls of 4" or less. For snowfalls greater than 4" inches the contractor must plan in advance and that plan needs approved by the owner. For any snowfall the contractor needs to be on-site as soon as there is 1/2" of snow.

4. Are the VAV's fan powered and will they require filter changes?

RESPONSE: Yes, the VAV's are fan powered. Yes, they require filter changes.

5. Are there additional security requirements/clearances for subcontractors accessing the building?

6. RESPONSE: No other than what's in the RFP. Pay attention to #2 under Special Terms & Conditions.

7. Location & Number of backflows?

RESPONSE: Two

8. How is access control to the parking lots current handled? Will the contractor be responsible for issues access cards/fob/codes?

RESPONSE: The issuance of proxy and gate codes are typically handled by the VT NVC Admin for all Virginia Tech affiliated customers. The building management company is expected to be able to offer that service if needed. Additionally, the building management company is expected to provide oversight and management of the access and revenue control processes for all visitors to the building. This could include issuing proxy cards to non-VT monthly parking contracts and/or arranging for revenue collection for special events. Designa is the current access and revenue control equipment installed at the NVC."

9. In reference to the Network Infrastructure and Services, is Virginia Tech looking for the onsite Building Engineer to handle these items or the contractor to contract and manage a 3<sup>rd</sup> party vendor?

RESPONSE: This would be up to the vendor.

10. What engineering room equipment specifically is owned by Virginia Tech NVC and will convey to the next contractor?

RESPONSE: All the equipment in the engineer's office conveys

11. Does the sand and salt presently in the engineering storage convey?

RESPONSE: Yes

12. Is R-22 in use in any equipment related to this Scope of Work?

RESPONSE: No

13. Please further define "Transportation Demand Management Coordinator" as a contracted item. Is this presently an off-site position/support provided by the parking provider?

RESPONSE: The current vendor only ensures there are enough bays available in terms of the requirements and agreement with metro and also ensures the parking fees charged match metro. This could be subject to change at a later time.

14. Page 8, Number 14, mentions an Annual Parking Survey. Please elaborate on the requirements of the contractor for this portion of the statement of needs.

RESPONSE: Please disregard this section. This is N/A.

15. Attachment E references adding other Key Facilities, if the contractor is asked to maintain those additional facilities is the contractor eligible for an equitable adjustment?

RESPONSE: Yes, this would be negotiated.

16. Section VII # 15 Network Infrastructure and Services – Are you able to quantify the anticipated-on demand support requests? Should this be priced as a monthly service fee or based on an hourly rate? Are you able to provide more information on logistics support workload?

RESPONSE: Price on an hourly rate. The work, after initial occupation post construction or renovation, is sporadic and unpredictable. Residents in the buildings will make requests that influence work load the most, followed by failures (fortunately, few and far between for the most part), followed by upgrade/replacement of equipment which is schedulable.

Our goal here is to reduce the need for NI&S to "roll a truck," as we put it, i.e., having to send a crew 4-5 hours away to handle power resets or re-seat switch cards, or other, relatively simple tasks that someone without an engineering background could perform (like "is the power in the rack on?") Much of the programming and configuration of the switches can now be done remotely.

17. Page 8, Number 15, mentions Network Infrastructure and Services. Is the contractor expected to handle this responsibility, as there is no elaboration within Attachment D Scope of Services?

RESPONSE: Yes. We've included a specific list of what we'd like the contractor to handle and would like to hear about their capabilities in their response.

18. Attachment D mentions IT Support but is not elaborated on further. Is the contractor expected to handle this responsibility? If so, please add the IT Support-specific Scope of Services to Attachment D.

RESPONSE: Virginia Tech is not looking for IT support, but is more about infrastructure support.

19. Page 36, Electrical Maintenance, does not mention annual infrared testing. Should this be included?

RESPONSE: No, not at this time.

20. Please provide clarification on the proposal submission request made on page 16, number 6.

RESPONSE: This is pretty clear. Just provide any work you have done in the past three years especially in the Commonwealth of Virginia.

21. Please provide interior plant Maintenance provider, so types, count, and maintenance may be properly classified.

RESPONSE: During the site tour, attendees were told to count and inspect the plants.

22. Please provide types and quantities of roof davits to be inspected.

RESPONSE: This has previously been paid outside of the RFP the cost is less than \$1000 annually.

23. Amendment 1 lists Generators and ATS as N/A, while page 36 of the solicitation mentions weekly emergency generator testing w/out load. Please clarify if there are generators onsite and the contractor's responsibility for these systems.

RESPONSE: Page 36 of the RFP is incorrect. There is no generator or ATS.

24. Due to the lack of an irrigation system at NVC, please confirm required hand watering frequency.

RESPONSE: Hand watering is "as needed".

25. Please provide an equipment list of all MEP equipment available, to support the PowerPoint contents – to include make, model, and S/Ns.

RESPONSE: Only quantities of major systems will be provided at this time. The site visit allowed an opportunity to get this information if needed.

# Proposal



# Full Property Management Services for the Virginia Tech Northern Virginia Center



Northern Virginia Center

RFP # 0062228

May 3<sup>rd</sup>, 2021

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**INTRODUCTION LETTER**

May 3, 2021

Ms. Kim Widrig  
Senior Buyer  
Virginia Tech University  
Procurement Department, MC0333  
North End Center  
300 Turner St. NW, Suite 2100  
Blacksburg, VA 24060

Re: RFP Response Full Property Management Services – Northern Virginia Center

Ms. Widrig,

Camelot Facility Solutions (Camelot) would like to thank you for the opportunity to submit our proposal for Full Property Management Services for the Northern Virginia Center (NVC) in Falls Church, VA. Camelot is excited about the opportunity to continue our business relationship with Virginia Tech (VT).

Over the past 5 years Camelot has been providing property management services to NVC and we believe we have met and exceeded VT's expectations with regards to service delivery. Camelot has consistently shown our ability to adapt and respond to satisfy VT's needs. Over and above the normal day to day routine maintenance and property management for which Camelot has scored a 100% satisfaction rating on all surveys since 2016, we would like to highlight the following during our current contract term:

- Seamless transition from the previous contractor in 2016.
- Installation and implementation of automated parking system 2016 - \$60,000.
- Project management and general contractor of RTU # 2 & 4 replacements in 2017 - \$556,000. Project completed on time, within budget and zero disruption to NVC operations.
- Project management and general contractor of RTU # 1 & 3 replacements in 2018 - \$658,000. Project completed on time, within budget and zero disruption to NVC operations.
- Upgraded Andover Building Automation System in 2016 - \$35,000.
- Successfully completing numerous internal projects totaling over \$300,000.
- Seamless transition of UVA out of NVC in 2019.
- Transitioning to Covid-19 protocols and maintaining consistent services in 2020.
- Successfully managing high school construction parking revenue during Covid, generating 60% increase in revenue from same period in previous year.

We feel we are the ideal team to continue our partnership with VT on this project for the following reasons:

**Experience** – Camelot has been the **service provider** to NVC since **2016**. We currently manage over **20 million sf** of facilities across the US and our Senior Management team has over **100 years** of combined **experience** in real estate and facilities management.

**Senior Management Involvement** – As in the past **5 years**, Camelot senior management is committed to continuing to play a significant role for the duration of the contract.

**Past Performance** – Camelot has consistently achieved a **100% score** on all **surveys** and has met or exceeded all **Key Performance Indicators** over the past 5 years at NVC.

**Value Add** – Camelot philosophy is to go above and beyond for our clients, and the successful completion of over \$1.5 million in additional projects at NVC, along with continual process improvement and KPI tracking ensures we are always giving our best.

**Experienced Staff – Jerry Nelson, our on-site Building Engineer**, has been working at the NVC since **2016**. His knowledge and experience with all aspects of the building operations and his business relationship with VT personnel is invaluable.

**Bernie Van Zyl, President** of Camelot, has been involved with NVC since the contract start date in **2016**, and has been the Account Manager since 2018.

**Cherron Seals**, Controller at Camelot has been on the account since **2017**.

**Jim Finn, Project Manager** has been involved with NVC since **2016** and oversaw the Andover upgrade project in 2016 and the RTU projects in 2017 & 2018.

Shannon Ruberry, Project Coordinator has been involved with **NVC** since 2017 and handled all the documentation for the RTU projects in 2017 & 2018.

**Stability - Camelot** has been in business since 2000. Our client retention rate is over 95%. Camelot has an exceptionally low turnover in staff as well and has never lost a client due to service-related issues.

For your convenience we are providing the following as Camelot's contact for this RFP as follows:

Bernie Van Zyl, President  
Camelot Facility Solutions  
5600 Tennyson Parkway, Ste. 370  
Plano, TX 75024  
Office Phone – 214-233-7560  
Cell Phone – [REDACTED]  
Fax – 214-473-8999  
Email – [bvanzyl@camelotservices.com](mailto:bvanzyl@camelotservices.com)  
Website – [www.camelotservices.com](http://www.camelotservices.com)

Please feel free to contact me at [REDACTED] if you have any questions, comments or need any additional information.

Sincerely,  
Camelot Facility Solutions (Camelot Services, Inc.)



Bernie VanZyl  
President

## 1. GENERAL INFORMATION FORM

RFP 0062228  
GENERAL INFORMATION FORM

**QUESTIONS:** All inquiries for information regarding this solicitation should be directed to: Kim Widrig, Senior Buyer Phone: (540) 231-8543 e-mail: [kdcromer@vt.edu](mailto:kdcromer@vt.edu).

**DUE DATE:** Proposals will be received until May 3, 2021 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

**PROPOSAL SUBMISSION:**  
Proposals may **NOT** be hand delivered to the Procurement Office.

Due to the COVID-19 Emergency Declaration, Virginia Tech will **ONLY** be accepting electronic submission of proposals. All submissions must be submitted to [procurement@vt.edu](mailto:procurement@vt.edu) with the **RFP number, due date, and time in the subject line of the email.**

Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time. Delivery Confirmation receipts from the offeror's own email system are recommended.

**Attachments must be smaller than 25MB in order to be received by the University.**

**MANDATORY PRE-PROPOSAL CONFERENCE:** A pre-proposal conference will be held on April 12, 2021 at 2:00 PM. See section X, Pre-proposal Conference for additional information.

**TYPE OF BUSINESS:** (Please check all applicable classifications). If your classification is certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your certification number: \_\_\_\_\_. For assistance with SWaM certification, visit the SBSD website at <http://sbsd.virginia.gov/>.

**Large**

**Small business** – An independently owned and operated business which, together with affiliates, has 250 or fewer employees or average annual gross receipts of \$10 million or less averaged over the previous three years. Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) certified women-owned and minority-owned business shall also be considered small business when they have received SBSD small business certification.

**Women-owned business** – A business concern that is at least 51% owned by one or more women who are U. S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law, and both the management and daily business operations are controlled by one or more women who are U. S. citizens or legal resident aliens.

**Minority-owned business** – A business concern that is at least 51% owned by one or more minority individuals (see Section 2.2-1401, Code of Virginia) or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

**COMPANY INFORMATION/SIGNATURE:** In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) Camelot Services, Inc.		FEDERAL TAXPAYER NUMBER [REDACTED]	
BUSINESS NAME/DBA NAME/TA NAME Camelot Facility Management		BILLING NAME 5600 Tennyson Parkway #370 Plano Texas 75024	
PURCHASE ORDER ADDRESS 5600 Tennyson Parkway #370 Plano Texas 75024		PAYMENT ADDRESS 5600 Tennyson Parkway #370 Plano Texas 75024	
CONTACT NAME/TITLE Bernie Van Zyl / President			E-MAIL ADDRESS bvanzyl@camelotservices.com
TELEPHONE NUMBER (214) 233-7560	TOLL FREE TELEPHONE NUMBER	FAX NUMBER TO RECEIVE E-PROCUREMENT ORDERS	(214) 473-8999

I acknowledge that I have received the following addendums posted for this solicitation.

1  2  3  4  5  6  (Please check all that apply)

Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the Code of Virginia, 2.2 – 3102 - 3112

YES \_\_\_\_\_ NO  \_\_\_\_\_

SIGNATURE  Date: 05/03/2021

12/01/2020

**2. REFERENCES**

As the current service provider to VT at NVC, our greatest reference is obviously the faculty staff and leadership at NVC, to whom Camelot has provide services to over the past five years. We believe that they will all express their satisfaction at the level of service and responsiveness received from Camelot and our on-site personnel.

**2.1. NATIONAL INSTITUTE OF HEALTH, BALTIMORE, MD**



[REDACTED]

**Period of Performance**

**7/01/2003 – Current**

**Brief Description — 120,000 sf research office building**

- Overall management and operation of facility, contract administration, financial reporting and accounting, rent collection, space management and scheduling,
- Security, event support, facility scheduling
- Facility support including minor moves, utility work, and other requests for service
- Comprehensive janitorial services, including routine cleaning, project cleaning, special cleaning, window cleaning, and policing
- Comprehensive maintenance, operation and maintenance of the central utility plant, operation and maintenance of building automation system, predictive and scheduled maintenance for the building, mechanical and other systems; operation, maintenance, repair and upkeep of the facilities, including the building exterior and interior systems, and mechanical, electrical, and plumbing (MEP) system
- Operation and maintenance of ancillary systems and devices such as elevators, security systems, life/safety systems, laboratory and research equipment (as assigned)
- Completion of non-recurring handyman type minor maintenance and renovation projects
- Administration of renovation, repair, and new construction projects
- Emergency and disaster preparation
- Development and implementation of comprehensive safety program

**2.2. TOWN OF HIGHLAND PARK, HIGHLAND PARK, TX**



**Period of Performance**

**10/01/2017 - Current**

**Brief Description — Town Hall totaling 58,000 SF**

- Complete facility maintenance services
- Facility support including minor moves, utility work, and other requests for service
- Comprehensive maintenance, O&M of the building automation system; predictive and scheduled maintenance for the building, mechanical and other systems
- Operation, maintenance, repair, and upkeep of the facilities, including the building exterior and interior systems, and mechanical, electrical, and plumbing system
- Operation and maintenance of ancillary systems and devices such as elevators, life/safety systems, data room equipment (as assigned)
- Completion of nonrecurring handyman type minor maintenance and renovation projects
- Development and implementation of comprehensive capital improvement plan for building

**2.3. UT SOUTHWESTERN - DALLAS, TX**



**Period of Performance** 5/2017 - Current  
**Brief Description - 6 Buildings totaling 374,051 SF**

- Complete facility management services and overall property management
- Facility support including minor moves, utility work, and other requests for service
- Comprehensive maintenance, O&M of the central utility plant, O&M of building automation system; predictive and scheduled preventive maintenance for the building, mechanical and other systems
- Operation, maintenance, repair, and upkeep of the facilities, including the building exterior and interior systems, and mechanical, electrical, and plumbing system
- Operation and maintenance of ancillary systems and devices such as elevators, life/safety systems, data room equipment (as assigned)
- Comprehensive janitorial services, including routine cleaning, project cleaning, special cleaning, window cleaning, and policing
- Completion of nonrecurring handyman type minor maintenance and renovation projects
- Administration of renovations and repairs
- Development and implementation of comprehensive safety program
- 24-hour emergency services
- APPA Level 2 Maintenance, Landscaping and Janitorial
- HUB Subcontracting

**2.4. UNIVERSITY OF OKLAHOMA PHYSICIANS – OKLAHOMA CITY, OK**



**Period of Performance**

**06/01/2016 – Current**

**Brief Description - Medical facilities totaling 50,000 SF**

- Complete facility maintenance services.
- Facility support including minor moves, utility work, and other requests for service utilizing
- our Mobile Team Maintenance.
- Comprehensive maintenance, O&M of the central utility plant, O&M of building automation
- system; predictive and scheduled preventive maintenance for the building, mechanical and
- other systems
- Operation, maintenance, repair, and upkeep of the facilities, including the building exterior
- and interior systems, and mechanical, electrical, and plumbing system
- Operation and maintenance of ancillary systems and devices such as elevators, life/safety
- systems, data room equipment
- Completion of nonrecurring handyman type minor maintenance and renovation Projects
- Development and implementation of comprehensive safety program

**2.5. AMERICAN ELECTRIC POWER – OH, OK, LA, ARK, TX**



[REDACTED]

**Period of Performance**

**04/01/2003 – Current**

**Brief Description — Portfolio of office and service center buildings totaling 2,100,000 SF**

- Complete facility management Services
- Facility support including minor moves, utility work, and other requests for service
- Comprehensive maintenance, O&M of the central utility plant, O&M of building automation system; predictive and scheduled maintenance for the building, mechanical and other systems
- Operation, maintenance, repair, and upkeep of the facilities, including the building exterior and interior systems, and mechanical, electrical, and plumbing system
- Operation and maintenance of ancillary systems and devices such as elevators, life/safety systems, data room equipment (as assigned)
- Completion of nonrecurring handyman type minor maintenance and renovation projects
- Administration of renovation, repair, and new construction projects
- Development and implementation of comprehensive safety program

### 3. EXPERTISE & EXPERIENCE

Camelot is a provider of facility management and maintenance services to corporate, medical, educational and government owners and occupiers of real estate. Camelot has been in business since 2000 and oversees a portfolio size of over 20 million sf with properties across the country and in Canada. Camelot prides itself on providing the highest level of service to its customers. For that reason, Camelot has consistently maintained over a 95% customer retention rate and has never lost a client due to service issues and regularly achieves a 95% and higher customer feedback score. Government entities like the National Institute of Health and Fortune 500 firms like Visa, Inc., American Electric Power, and 7-Eleven, rely on Camelot's expertise and knowledge to effectively manage and operate their facilities, extend the life of their assets, and reduce operating expenses. Camelot provides a variety of services to its clients including:

Facility and Property Management  
Facility Operations and Maintenance  
Project/Construction Management

As the current provider at NVC, Camelot has the knowledge and understanding of VT and the facility to ensure the continued success going forward.

Camelot is not burdened by a large corporate structure, and therefore has the ability to be extremely flexible in accommodating Client's needs. Scope changes and Client requests are easily accommodated through our efficient management structure.

The flat organizational structure of Camelot Services allows for hands-on involvement by executive level management eliminating layers of bureaucracy which can prevent the efficient operation of our business.

Oftentimes property services can be seen as a commodity. Camelot chooses to differentiate itself by providing a superior level of service. We commit to be responsive, innovative, and value driven. As a result of this focus Camelot has never lost a Client due to service issues, a record we are extremely proud of.

#### 3.1. COMPANY OVERVIEW

Camelot Facility Management provides facility management and maintenance solutions to corporate owners and users of real estate across the US and Canada, allowing our clients to focus on their core business while we manage and maintain their facilities.

Camelot is a **woman-owned, small business Texas Corporation** which was founded by Jenny Van Zyl in 2000. In 2003, Camelot acquired Staubach Management Services, a division of The Staubach Company, and since then has experienced consistent growth over the past 20+ years and currently has a portfolio of over 20 million sf encompassing 1,100 properties in 34 states and 5 Canadian provinces.

**Camelot's Corporate office** is located at:  
**5600 Tennyson Parkway, Suite 370**  
**Plano, TX 75024**  
**Main: (214) 233-7560**  
**Email: [info@camelotservices.com](mailto:info@camelotservices.com)**  
**[www.camelotservices.com](http://www.camelotservices.com)**



**Primary Contact**  
**Bernie Van Zyl**  
**President**  
**Cell: ( [REDACTED] )**  
**Email: [bvanzyl@camelotservices.com](mailto:bvanzyl@camelotservices.com)**

Camelot's leadership team has over 100 years of combined facilities experience and we pride ourselves on building long-term relationships with our clients. Camelot has numerous clients that have been utilizing our services for over 18 years. We believe we achieve this by understanding our client's business, listening, being flexible, adapting to change, providing exceptional service, constantly looking to improve processes, and remaining cost effective.

Camelot has a diverse portfolio which encompasses properties varying in size from 2,500sf of retail stores to over 3,000,000 sf of corporate headquarters. From vacant restaurants to complex research laboratories, Camelot provides various levels of facility services from idle property inspections to full-service facility management. We service such industries as Healthcare, Financial, Research, Education, Corporate services, Retail, Insurance, Utilities, etc.

Some key clients include American Electric Power, Experian, Visa, University of Oklahoma, Virginia Tech, National Institute of Health, Pizza Hut, 7-11, Texas Health Resources, UTSW, USMD, Liberty Mutual, Ovintiv Oil & Gas, Mr. Cooper, Sonic Restaurants, Customs & Immigration Services, Town of Highland Park & City of Desoto.

**Camelot's business model is built with the following core competencies.**

**Facility Management**

At Camelot, we provide full facility services to owner and/or occupiers of real estate, which includes enhanced real estate portfolio management, proactive and predictive maintenance, advanced reporting, space planning, administration services (reception, mailroom, etc.), effective project and vendor management and chargeback procedures.

**Property Management**

We also provide full-service property management, which includes lease administration, rent collection, financial reporting, proactive and predictive building maintenance, effective project and vendor management, capital planning, budgeting and forecasting of income and expenses, real estate tax administration, lease audits, emergency preparedness, business continuity, environmental stewardship and sustainability.

**Project Management**

We provide all types of project management services from intricate multi-million-dollar research laboratories & data centers to roof and parking repairs. Design, approval, construction, and completion.

**Multi-Unit Maintenance**

Camelot also performs service requests & vendor management for office, retail, hospitality, and idle properties. In addition, we provide work order management, vendor compliance, code compliance, financial and asset reporting.

**Space Planning**

Camelot's space planning services includes facilities planning, space management, resource scheduling, visitor management, environmental management, move management, tools for "what if?" scenario planning, and utilization and optimization analytics.

**Analytics**

We perform a multitude of valuable analytics: Benchmarking, Key Performance Indicators, Asset Tracking, Life Cycle Costing, Payback Analysis, Lease Analysis, Sustainability Tracking and Audit Analytics.

**Sustainability and Energy Management**

With sustainability and energy management, Camelot performs energy optimization management and reporting, waste management, recycling, carbon credit calculation, renewable groundwater supplies, pollution absorption, and certification and compliance.

### 3.2. CLIENT REACH MAP

The following map shows the locations of some of Camelot’s key Clients:



Camelot’s goal is to ensure we establish and maintain a workplace that is conducive to creating an environment that will allow our clients’ employees to maximize their potential and focus on their core business.

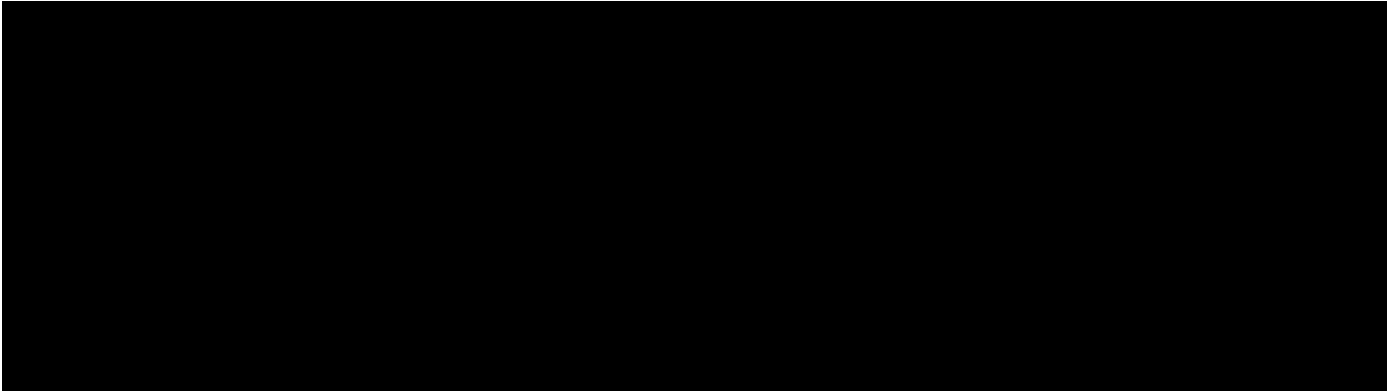
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**“We Exist to Enhance Work Environments  
in which People and Organizations will Thrive.”**

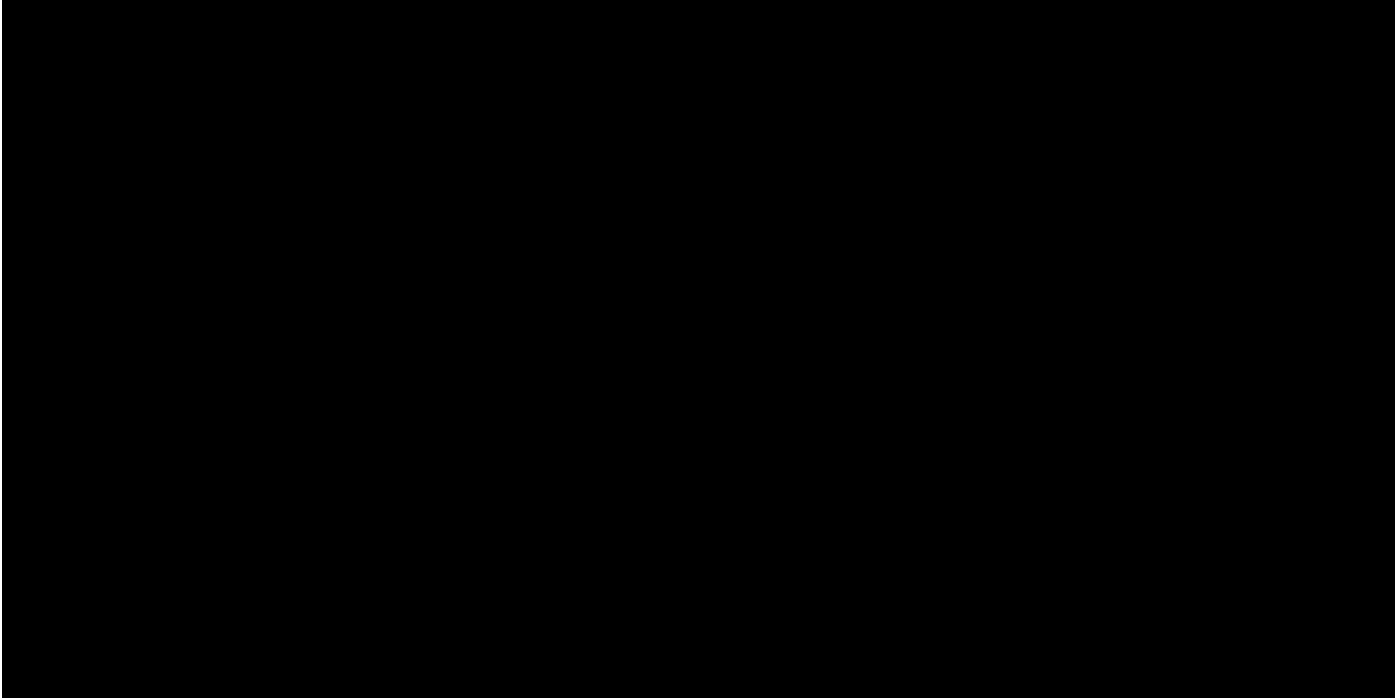
Bernie Van Zyl  
President, Camelot Services, Inc.

**3.3. CAMELOT CORPORATE LEADERSHIP**

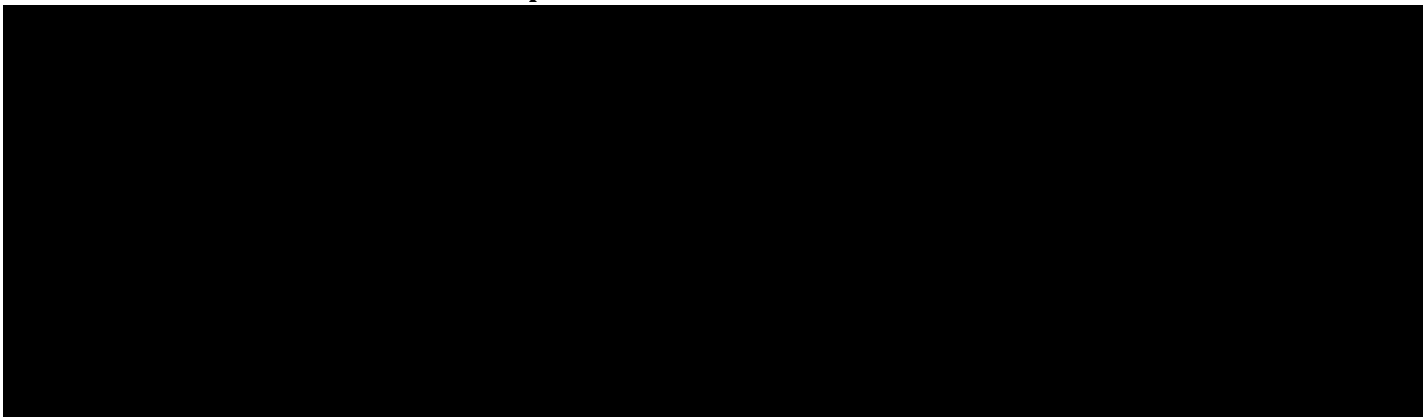
**Jenny Van Zyl – CEO**

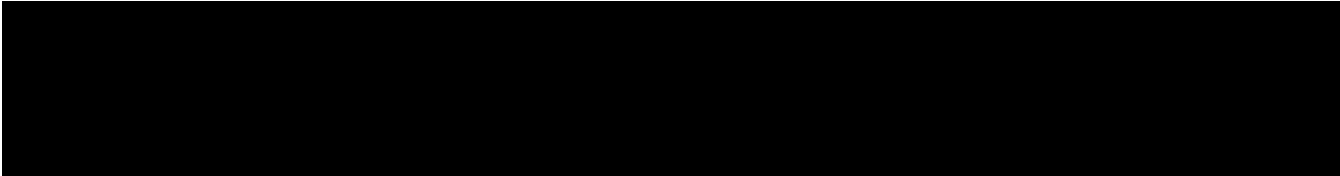


**Bernie Van Zyl – President**

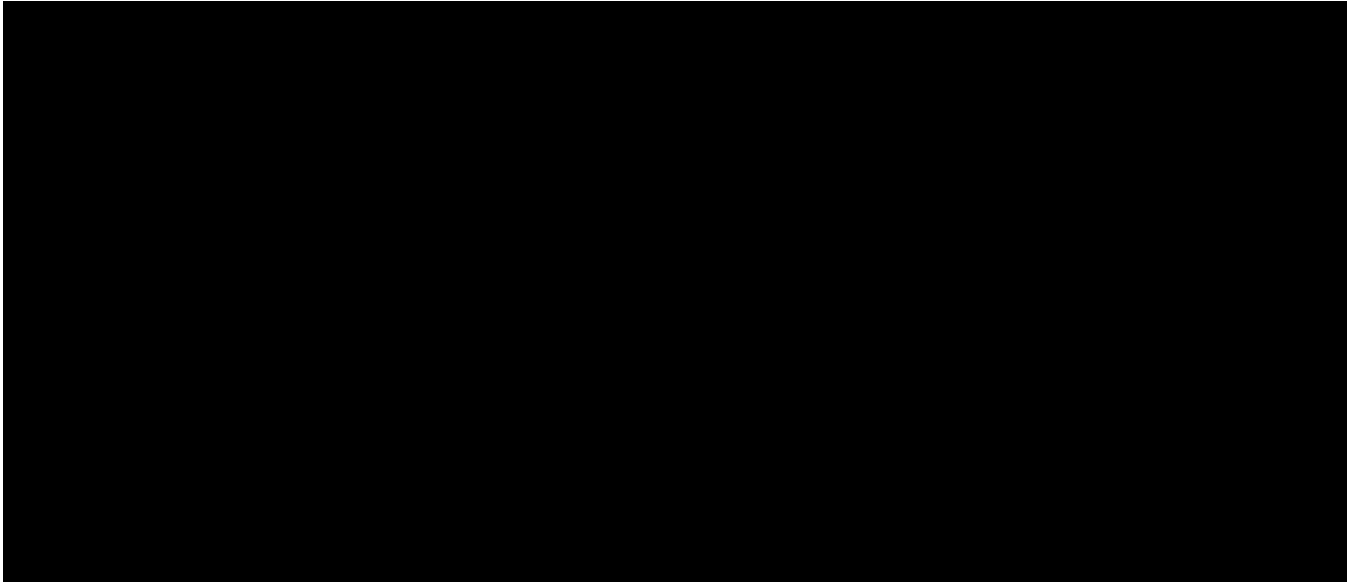


**Deborah Saldivar – Sr. Director of Operations**

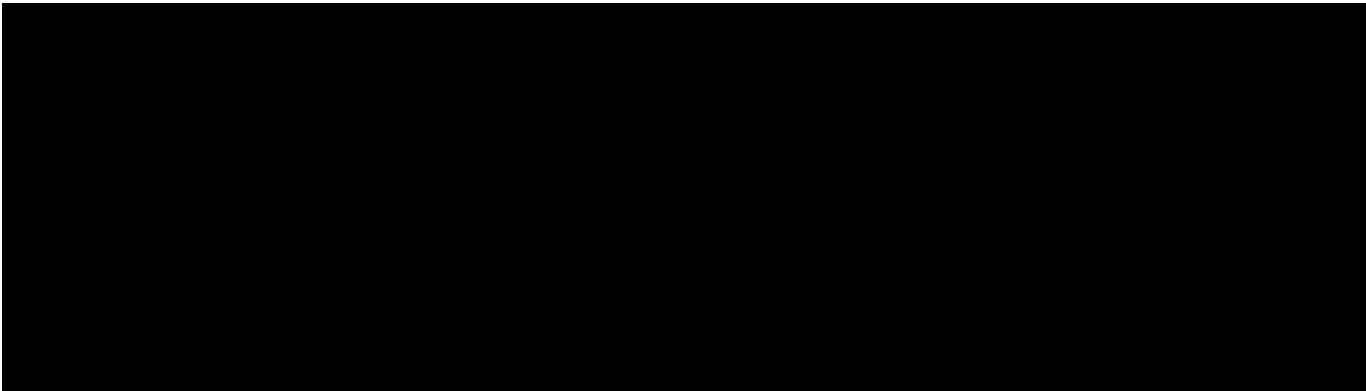




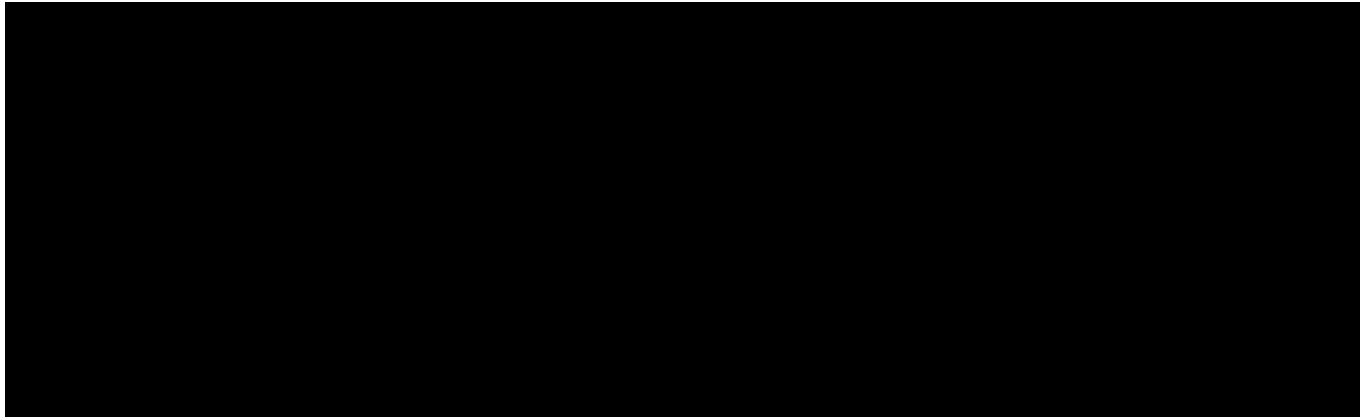
**Beth Garcia – Sr. Facilities Director**



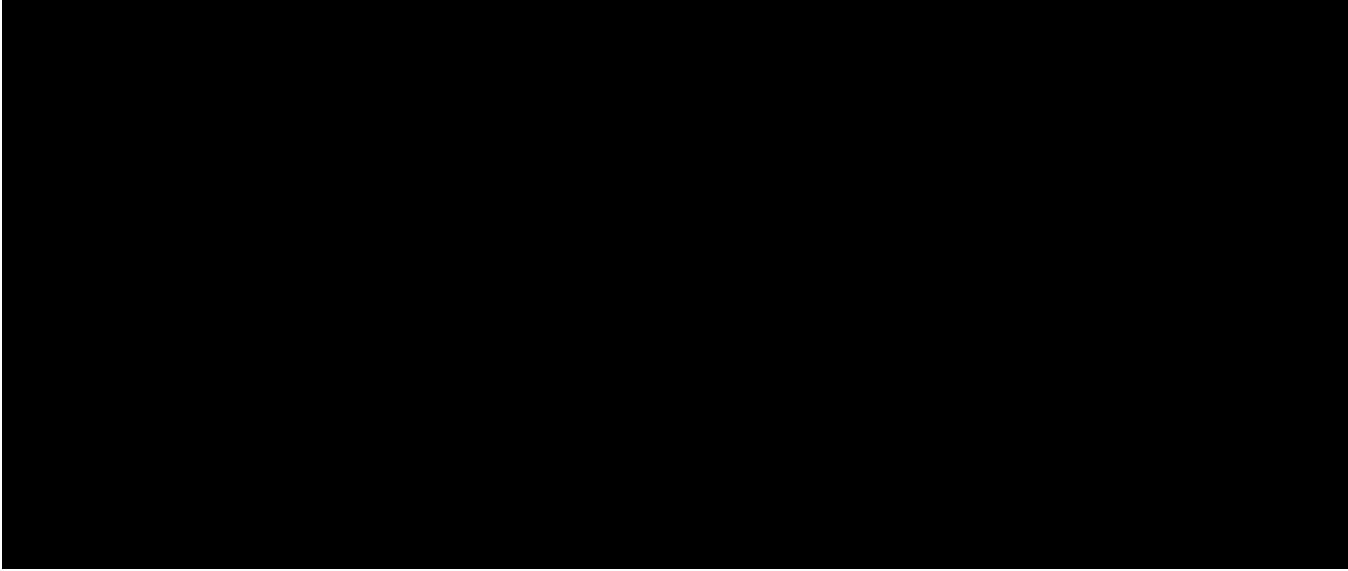
**Cherron Seals CPA – Director of Accounting**



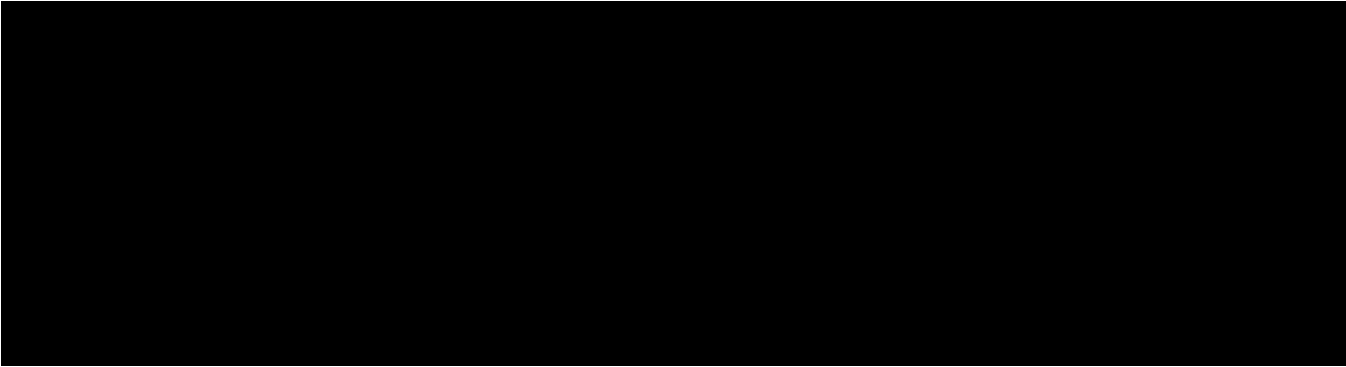
**Brett Whitaker – HR Manager**



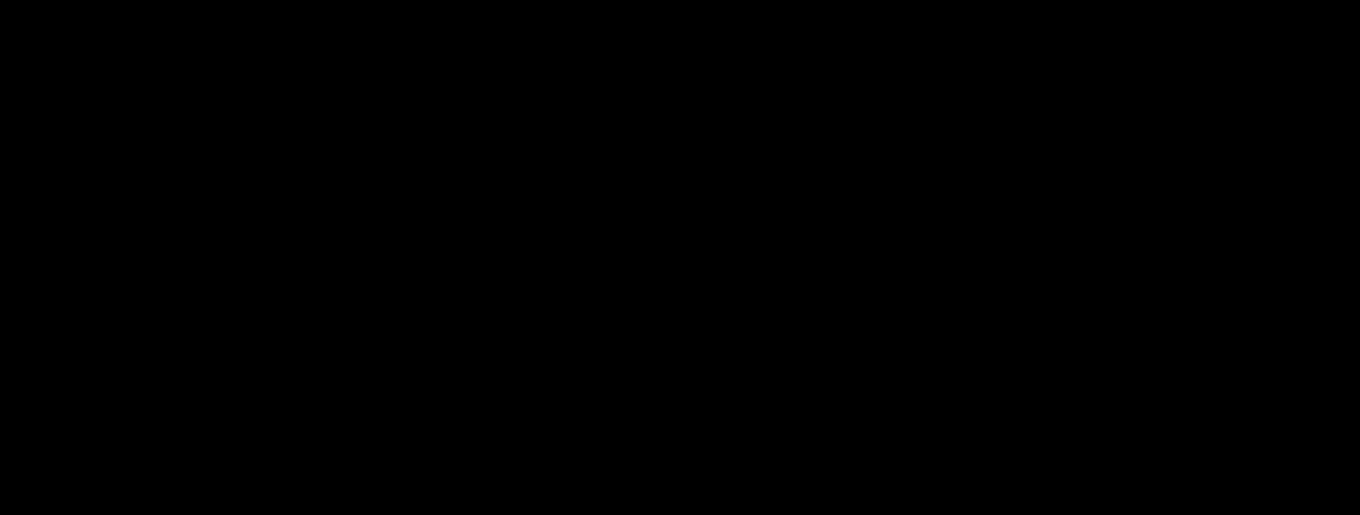
**Jamie Sandoval - Facilities Director**



**Jim Finn - Director of Engineering**



**Greg Magennis - Leadership Development.**



#### **4. UNDERSTANDING OF THE WORK TO BE PERFORMED**

Camelot, as an experienced facilities provider and the current contract holder for Property Management Services to VT at the NVC, fully understands the work to be performed as detailed in the RFP as released and amended. The past 5 years have allowed Camelot to develop an intricate knowledge of the building and VT processes and onsite operations. We believe our understanding of the work to be provided is unmatched by any other bidders.

Camelot intends to continue to provide a comprehensive property management (PM) service for VT that addresses the following needs:

- Continue to provide a qualified and experienced team to manage and maintain the Northern Virginia Center facility in Falls Church, VA
- Continue to manage third party vendors to perform work as needed
- Continue to provide industry best practices to the project and constantly look for improvement
- Continue to look for efficiencies and cost-effective solution to help reduce facility related costs
- Provide the planning and strategy to manage and maintain the facility
- Continue to train, and supervise all personnel required to manage and maintain the facility
- Continue to manage parking lot in accordance with VT requirements, and maximize revenue
- Serve as an advisor to VT executive staff in facilities related matters

**5. PLAN TO PROVIDE SERVICES**

**5.1. QUALITY ASSURANCE PROGRAM**

**Quality Assurance**

Camelot has measures to improve service quality and overall performance. These measures include the use of performance trend analysis to identify potential problem areas and corrective action procedures to make systematic improvements in service quality.

**Performance Indicators**

Camelot has developed a set of performance indicators to assess service performance. Trend analysis is an effective means to identify potential problems before performance shortfalls become apparent. In **Table 1**, Camelot shows the baseline set of performance indicators that is used to identify positive and negative trends for the maintenance and repair function. Negative trends will be corrected through additional training, procedural changes, and personnel/subcontractor reassignments.

*Table 1. Summary of Facility Maintenance Performance Indicators*

<b>Project Area</b>	<b>Activity</b>	<b>Performance Indicator</b>
Maintenance Administration	Recordkeeping	<ul style="list-style-type: none"> <li>• Number of defects observed during inspections</li> </ul>
	Inventory	<ul style="list-style-type: none"> <li>• Number of delays and average time of delay caused by unavailability of parts and materials</li> </ul>
	Reports and Data	<ul style="list-style-type: none"> <li>• Timeliness of submissions</li> <li>• Accuracy of data</li> </ul>
	Personnel	<ul style="list-style-type: none"> <li>• Degree to which personnel qualifications exceed requirements.</li> <li>• Degree to which personnel are available to meet contractual obligations</li> </ul>
	Safety and Health	<ul style="list-style-type: none"> <li>• Number of lost time days per month</li> <li>• Number of injuries per month</li> </ul>
	Project Performance	<ul style="list-style-type: none"> <li>• Determined by individual functional areas</li> </ul>
Maintenance and Repair	Preventive Maintenance	<ul style="list-style-type: none"> <li>• Number of times equipment requires service between scheduled PM</li> <li>• Downtime for repairs or maintenance</li> </ul>
	Service Calls/Work Orders	<ul style="list-style-type: none"> <li>• Average response time for emergency, urgent, and routine service calls</li> <li>• Average time per call</li> <li>• Average material cost per call</li> <li>• Number of callbacks per month</li> <li>• Number of customer complaints</li> </ul>
	Energy and Water Management	<ul style="list-style-type: none"> <li>• Consumption vs. degree-days, past history</li> <li>• Operating efficiency of heating systems</li> <li>• Duration of annual inspections</li> </ul>

General	<ul style="list-style-type: none"> <li>• Number of days per month all areas are within required operating limits</li> <li>• Equipment and system unavailability rates</li> </ul>
Repairs	<ul style="list-style-type: none"> <li>• Average cost, duration of repairs</li> <li>• Difference between estimated and actual costs, duration of repairs</li> </ul>

The Account Executive will analyze the performance indicators each month. Although the indicators are designed to show performance trends over a several month period, significant negative deviations will be immediately addressed. A root-cause analysis will be performed to determine the reasons for the deviation and corrective action will be initiated. On a quarterly basis, the Account Executive will review the performance trend data with the VT representative to address systematic issues indicated by the data. As necessary, corrective actions will be initiated to restore or prevent further deterioration of the indicators.

**5.2. METHODOLOGY FOR PERFORMANCE / SERVICE LEVEL MEASUREMENTS**

Camelot believes **reporting and performance measurement** is critical to maintain efficient and effective operations as well as ensuring customer satisfaction. The Camelot team will continue to use several methods to monitor performance. The primary tool for tracking and reporting maintenance progress is the CMMS system. Using the CMMS will allow for the following reporting opportunities:

- All preventive, corrective, and directive work will be tracked
- Hours worked and all associated costs will be recorded
- Preventive maintenance tasks will be tracked to assure compliance with manufacturers standards
- Reporting will document the proper balance of corrective and preventive work
- Employee productivity can be measured

**Customer satisfaction** is another measure of quality. As part of its performance metrics Camelot will continue to conduct principal and building user satisfaction surveys. Camelot currently has a survey in place that asks about timeliness of work completion, quality of work, communication between service provider and customer, and general customer service. At contract commencement we will reestablish a base line of customer expectations to be followed with quarterly updates.

**5.3. CRITICAL AND KEY PERFORMANCE INDICATORS (CPI & KPI)**

Camelot will, in conjunction with VT, review the current KPI scorecard. Jointly we will indicate which KPI's will be measured, how much weight will be applied to each and what scoring system will be used.

When KPI's standards are not achieved Camelot's **quality control process** will be implemented to explore the root cause of the shortcoming in KPI score. This review will include system and employee performance. Required adjustments may include fine tuning of processes, additional training for employees, and/or reallocation of resources. Specific KPI's can be seen in the KPI scorecard on the sample report provided.

**5.4. SERVICE LEVEL AGREEMENTS (SLA)**

The following are services level agreements Camelot typically agrees to in agreements with our Clients. Each Client and each facility are different. We will in conjunction with VT review our current SLAs to ensure they are still applicable.

**Service Request Response Times** – Completion/response times per parameters.

Priority Level	Response/Repair Time	Examples of Included Categories of Work
Priority One	Two Hours	Life Safety, Fire, Water, Elevator Entrapment, VIP Request
Priority Two	Twenty-Four Hours	Door/Lock Repair, Furniture Repair, Lock Request, Lighting Repair/Replacement
Priority Three	Five Days	Moves, Data Cabling, Ergonomics
Priority Four	Thirty Days	New Project Request, Request for New Lighting, Exterior Repairs

**Preventive Maintenance** – On time completion of preventive maintenance tasks.

**Temperature Management** – Maintaining temperatures within the facility per designated standards.

**Financial** – Fiscal management within budgetary guidelines.

**Accounts Payable** – Processing of invoices within contracted terms.

**Safety** – Days lost to injury.

**Environmental** – adherence to or achievement of LEED and or Energy Star certification/rating.

**Customer Service** – timely response to Client needs and concerns.

**Customer Satisfaction** – achieving 95% plus customer satisfaction scoring.

**5.5. CONTRACT EXPANSION**

Camelot manages over 1,100 properties in 34 states totaling over 20 million square feet. Camelot recently added a new client with over 200 locations and completed the transition in 30 days. We believe our experience and knowledge of over 20 years will ensure Camelot is able to seamlessly take on the other sites in accordance with VT’s requirements.

## 6. PROJECT PERFORMANCE

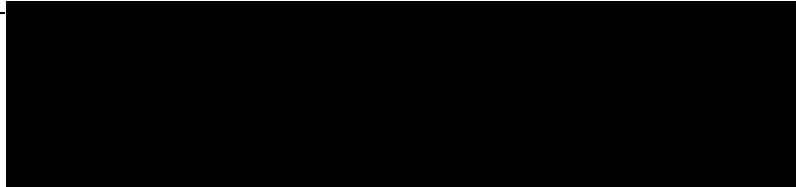
In section 2. we have included contract reference information for five relevant contracts. This information includes names, phone numbers, and email addresses. In addition to these we have included two references that are in the Commonwealth of Virginia. As the current provider to NVC, we believe our current performance speaks for itself.

### 6.1 Virginia Tech – Northern Virginia Center, Falls Church, VA

**Period of Performance****01/01/2016 – Current****Brief Description — Office building totaling 101,000 SF**

- Complete facility maintenance services
- Facility support including minor moves, setups and function support.
- Comprehensive maintenance, O&M of the building automation system; predictive and scheduled maintenance for the building, mechanical and other systems
- Operation, maintenance, repair, and upkeep of the facilities, including the building exterior and interior systems, and mechanical, electrical, and plumbing systems.
- Operation and maintenance of ancillary systems and devices such as elevators, life/safety systems.
- Completion of nonrecurring handyman type minor maintenance and renovation projects
- Providing Landscaping, Snow removal, security, janitorial and parking services
- Project management as needed

## 6.2 VISA, Ashburn, VA



**Period of Performance**

**06/01/2010 – Current**

**Brief Description — Office building totaling 120,000 SF**

- Complete facility maintenance services
- Facility support including minor moves, utility work, and other requests for service
- Comprehensive maintenance, O&M of building automation system; predictive and scheduled maintenance for the building, mechanical and other systems
- Operation, maintenance, repair, and upkeep of the facilities, including the building exterior and interior systems, and mechanical, electrical, and plumbing system
- Operation and maintenance of ancillary systems and devices such as elevators, life/safety systems, data room equipment (as assigned)
- Completion of nonrecurring handyman type minor maintenance and renovation projects

## 7. QUALIFICATIONS OF THE TEAM

Camelot is an experienced facilities and property management firm, and prides itself on its staff skill and retention rate. We support this data with benchmarking data from industry associations such as APPA, IFMA and BOMA to ensure we provide the most cost-efficient staffing model for our client projects. Using the information provided to us in the RFP, along with our experience with NVC over the past 5 years the following represents the team to continue providing services at NVC.

Camelot believes ongoing training is essential to the development and growth of our employees to ensure they all have the necessary tools and knowledge to succeed.

**Effective Training and Support** - All Camelot employees are enrolled in Roundtable University. Roundtable University provides three levels of training designed to support our team members throughout their work on the Project and their overall facility management career.



Roundtable University is Camelot's web based training portal designed to ensure the safety and development of our team members and our clients. Roundtable University focuses on three areas of development:

**Safety** - All Camelot team members complete an annual requirement of industry leading safety courses designed to ensure the safety of our team and clients.

**Licensing and Certification** - Roundtable University provides functional training for team members focused on continuous improvement as well as maintenance of required licenses and certifications.

**Career Development** - Camelot believes the best talent comes from within. Roundtable University provides several options for team members to develop their career and learn new skills. In addition Camelot provides for tuition reimbursement for selected candidates to achieve college or graduate level degrees.

**Safety Training** - Camelot treats safety as an extremely important and intricate part of our work platform. In conjunction with our general Liability and Workers Compensation carriers, we go through a rigorous annual audit to ensure we **exceed** industry standards with regards to safety training. It is a requirement for all Camelot maintenance personnel to become **OSHA 10** certified within the first 6 months of employment and all supervisors are required to be **OSHA 30** certified. Red Cross CPR certification and & AED training is also provided



Camelot partners with **ThinkHR, Click Safety and 360training.com** on employee training. All employees are assigned monthly training to ensure up to date workplace environment and safety training is received. All training is tracked and recorded and plays an intricate part in employees annual Personnel Development Review



**Certification training** - is provided to those team members who hold licenses or certifications (HVAC, Electrical, Plumbing, Certified Facility Manager, Sustainable Facilities Professional) as well as those pursuing licensing or certification.

Camelot pays for employees ongoing accredited training for licenses held and annual dues and fees.

As part of our ongoing commitment to employee development all maintenance technicians are encouraged to enroll in a company sponsored electrical apprentice program.

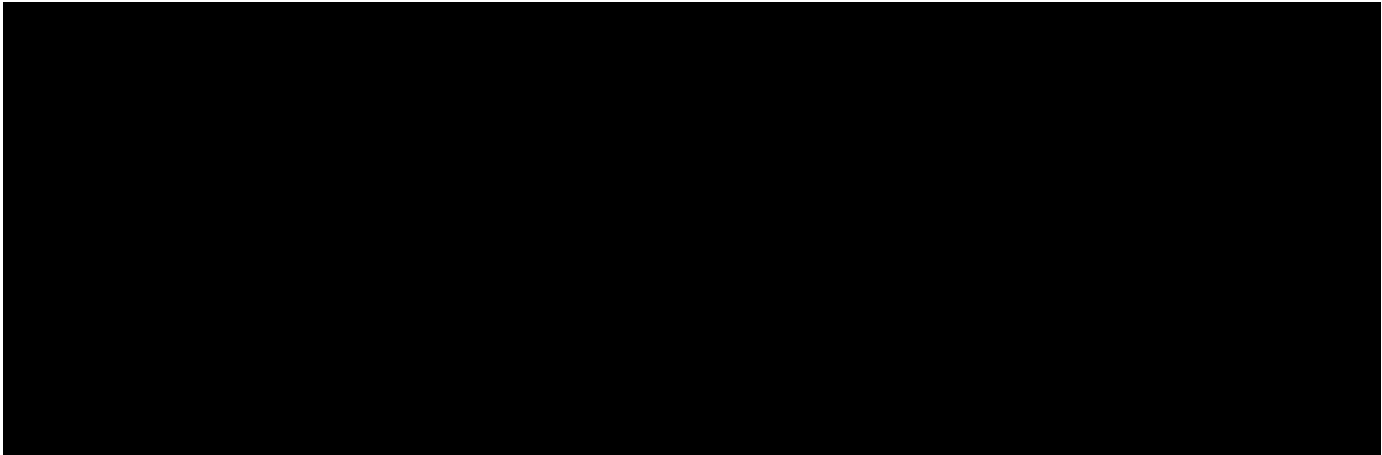
**Career Development training** is provided for those employees wishing to grow within the company or are interested in pursuing management roles or additional educational degrees. Camelot will reimburse tuition fees for team members pursuing additional educational goals if relevant to the career plan agreed upon by the employee and their supervisor.

**Continuing Education** - All Camelot employs participate in monthly training programs outside of the safety training covering facilities related topics and HR "hot buttons".

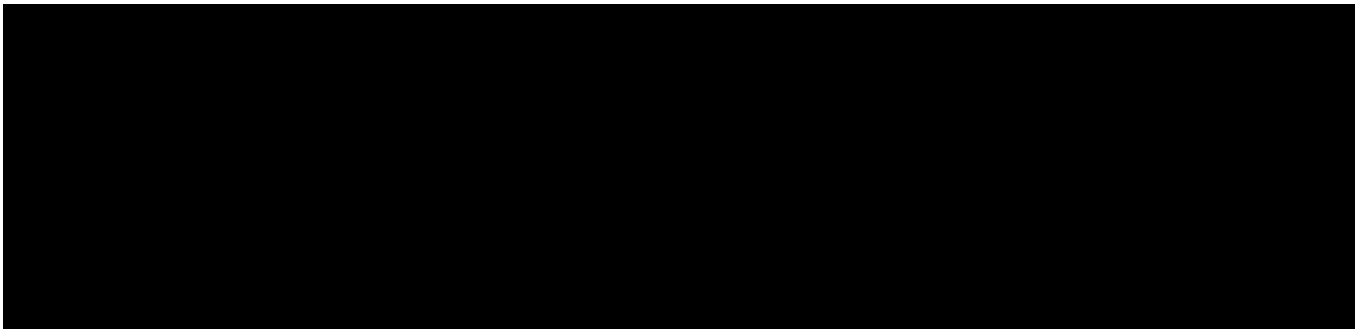
Camelot encourages all employees to further develop their skill sets by achieving industry certifications or licensing. During the annual review process the Camelot Team Member and Supervisor will develop a training goal for the upcoming year. These goals will include the training required to achieve the desired certification or licensing. Costs related to the training toward the Team Members goals will be funded by Camelot.



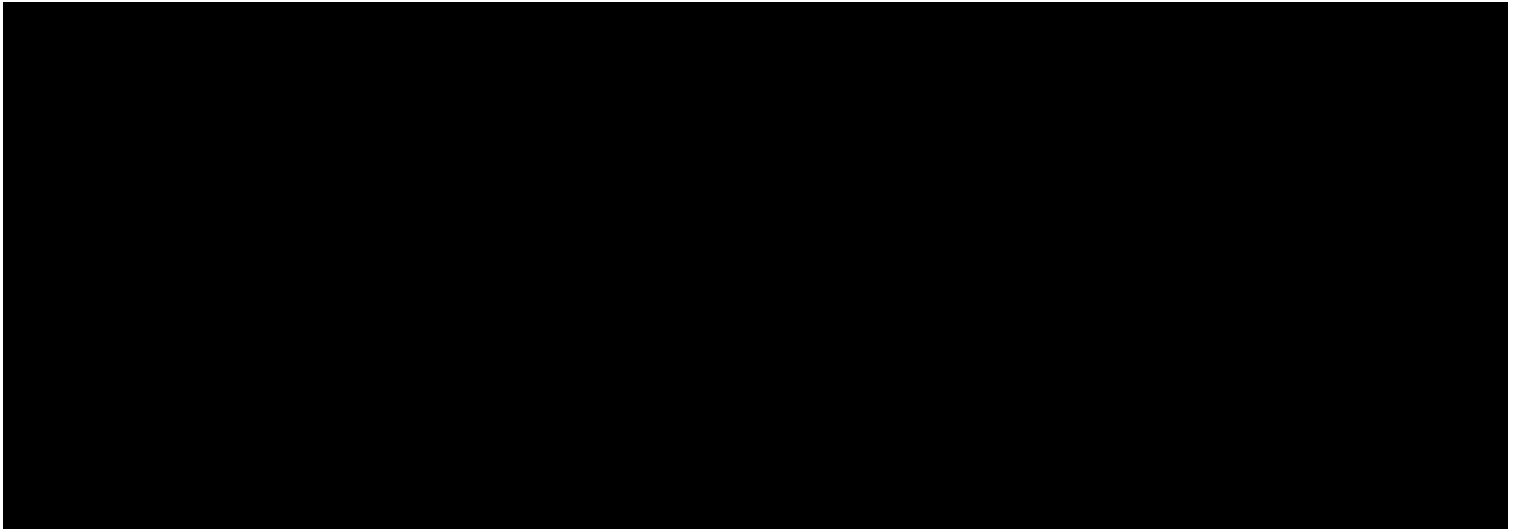
**Account Leadership - Bernie Van Zyl**



**Accounting – Cherron Seals**

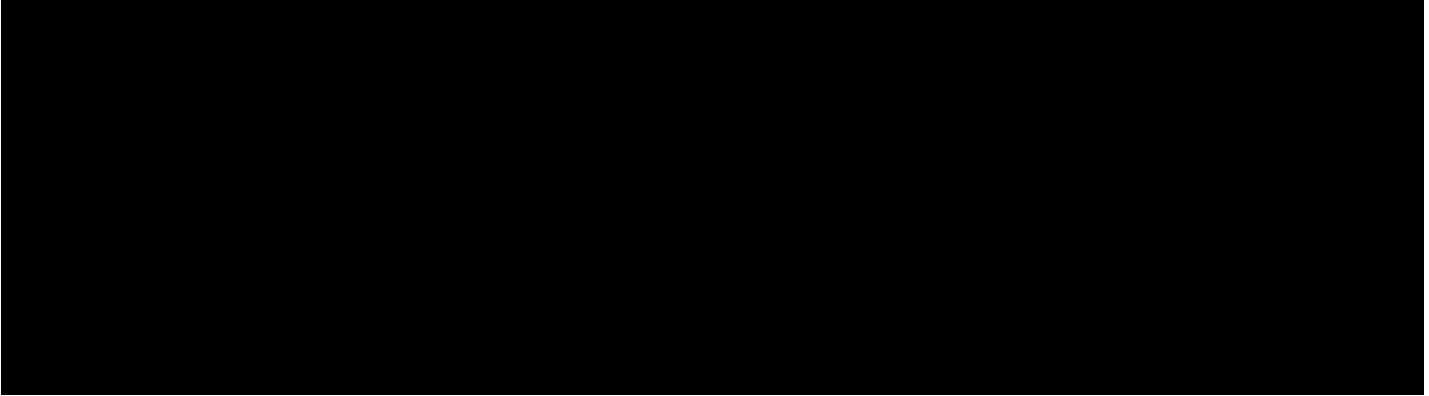


**Onsite Building Engineer – Jerry Nelson**

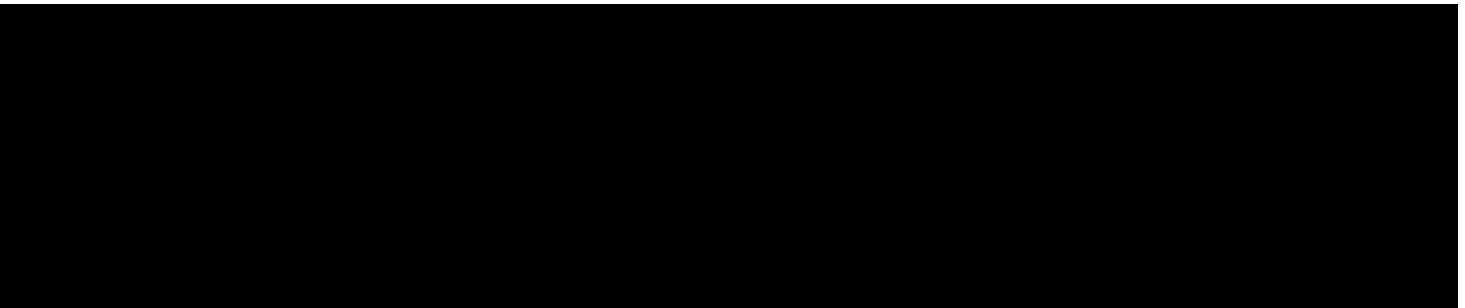


**8. ADDITIONAL ASSOCIATED TEAM MEMBERS**

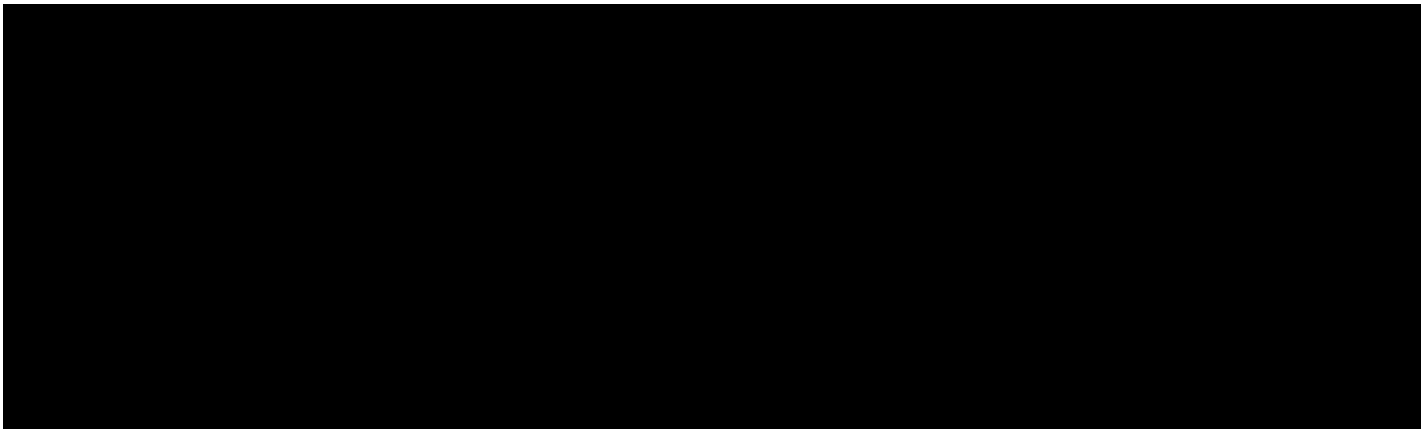
**Director of Engineering – Jim Finn**



**Project Coordinator – Shannon Ruberry**



**Onsite Building Engineer (back up) – Rick Ingram**



## **9. SIZE OF FIRM**

Camelot is a national provider of facility management and maintenance services. Camelot employs a team of over 120 employees who service client properties across the United States and Canada. The Camelot portfolio includes approximately 20 million SF of corporate and government facilities. With a presence in 34 states including Maryland, Virginia and North Carolina. Camelot is able to provide the highest quality service to our customers. Client properties range in size from 2,500sf to our largest client campus of 3 million square feet.

**10. COST PROPOSAL**

Camelot Facility Solutions - RFP Response				
Virginia Tech - Northern Virginia Center				
Building SF	101,000			
Basic Fee	Monthly	Annual	\$ Per SF	Comments
<b>Administration</b>				
Management Fee	\$ 2,500	\$ 30,000	\$ 0.30	Account management, accounting, vendor management, reporting, personnel management
Staffing	\$ 9,000	\$ 108,000	\$ 1.07	Actual cost of employee who has been there since 2016 (includes benefits, vacation coverage)
CMMS / eVa Fee	\$ 1,000	\$ 12,000	\$ 0.12	Work order system and eVa 1% fee
<b>Total Administration</b>	<b>\$ 12,500</b>	<b>\$ 150,000</b>	<b>\$ 1.49</b>	
<b>Contracted Services</b>				
Janitorial - Night Cleaning	\$ 11,000	\$ 132,000	\$ 1.31	Scope as listed in RFP, includes APPA Standard 1
Janitorial - Day Porter	\$ 4,500	\$ 54,000	\$ 0.53	Scope as listed in RFP, includes APPA Standard 1
Janitorial - Supplies	\$ 1,500	\$ 18,000	\$ 0.18	Includes additional covid-19 supplies
Security	\$ 12,000	\$ 144,000	\$ 1.43	Scope as listed in RFP
Landscaping	\$ 2,200	\$ 26,400	\$ 0.26	Includes 2 annual color changes, mowing from March and APPA Standard 2
Interior Plants	\$ 137	\$ 1,644	\$ 0.02	Monthly service includes replacement of dead plants
Pest Control	\$ 114	\$ 1,368	\$ 0.01	Monthly pest control
Vole Control	\$ 200	\$ 2,400	\$ 0.02	Monthly vole services - ongoing problem in the area
Trash Removal/Recycling	\$ 725	\$ 8,700	\$ 0.09	Includes 2 x trash & 2 x recycle per week
Elevator Maintenance	\$ 445	\$ 5,340	\$ 0.05	Contractor is also the manufacturer of the elevators
Telephones - Life	\$ 600	\$ 7,200	\$ 0.07	11 phone lines ( elevators, fire alarm panel, office, security desk, front door & loading dock)
Qtrly. HVAC Preventive Maintenance	\$ 850	\$ 10,200	\$ 0.10	2 operating inspections & 2 preventative maintenance
Qtrly. Fire System Sprinkler test	\$ 78	\$ 936	\$ 0.01	Includes sprinkler test, main drain flows/tamper hose/control valve & FD connection inspection
Access control & fire alarm monitoring	\$ 835	\$ 10,020	\$ 0.10	Programming and monitoring of access control / fire alarm monitoring
Access Controls Preventive Maintenance	\$ 325	\$ 3,900	\$ 0.04	Maintenance of equipment
Qtrly. Building Automation System - PM	\$ 450	\$ 5,400	\$ 0.05	Andover system maintenance
<b>Total Contracted Services</b>	<b>\$ 35,959</b>	<b>\$ 431,508</b>	<b>\$ 4.27</b>	
<b>Maintenance and Repair</b>				
Plumbing Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09	Estimates based on past 5 years of consumables and repairs
HVAC Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09	Estimates based on past 5 years of consumables and repairs
Electric Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09	Estimates based on past 5 years of consumables and repairs
General Maintenance and Repair	\$ 500	\$ 6,000	\$ 0.06	Estimates based on past 5 years of consumables and repairs
<b>Total Maintenance and Repair</b>	<b>\$ 2,750</b>	<b>\$ 33,000</b>	<b>\$ 0.33</b>	
<b>Total Monthly Proposed Cost</b>	<b>\$ 51,209</b>	<b>\$ 614,508</b>	<b>\$ 6.08</b>	
<b>Annual Contracted Services</b>				
Snow Removal		\$ 17,800		Fixed Fee "snow insurance" for all snow events under 4" for period Nov. 1st - March 31st
Alarm & Fire system		\$ 2,050		Includes annual test of fire alarm, fire pump, hose valve, control valve & sprinkler inspection
Fire Extinguishers		\$ 190		Annual fire ext inspection
Window washing		\$ 2,000		Annual window washing, normally done in June
Fall Arrest system inspection		\$ 650		Documentation kept in building engineer office
Backflow Prevention		\$ 400		2 backflow preventors
<b>Total Annual Contracted Services</b>		<b>\$ 23,090</b>	<b>\$ 0.23</b>	
<b>Parking</b>				
Management Fee	\$ 500	\$ 6,000		
Parking Access Control Repairs	\$ 250	\$ 3,000		
Credit Card usage fee (estimated)		3.0% to 4.0%		Amount depends on volume
<b>Other Services</b>				
Network Infrastructure and Services	\$ 175.00	per hour		
Building Engineer Overtime Rate	\$ 78.00	per hour		
Building Engineer Holiday Rate	\$ 90.00	per hour		
<b>Additional Fee</b>				
Project Management Fee	10% markup			All additional projects and work requested

**11. GEOGRAPHICAL LOCATION**

Camelot’s corporate headquarters is located at 5600 Tennyson Parkway in Plano, TX, and we have 8 regional office in the US. The Maryland office is located at 333 Cassell Drive in Baltimore, Maryland supports Maryland clients including facilities of the National Institute of Health, and our Virginia clients including Visa in Ashburn, VA and VT at NVC in Falls Church VA.

**12. USE OF SUBCONTRACTORS**

Camelot intends to continue to subcontract services that: 1) are infrequent, 2) require specialized equipment and training, 3) require specific licenses and certifications, 4) are heavily commoditized 5) are required by the Client.

These services are shown in the Table below.

<i>Equipment/System/Service</i>
Fire Systems/Sprinklers/Life Safety
Pest Control
HVAC PM Maintenance
Elevator PM Maintenance
Building Management System
Housekeeping
Interior Plants
Exterior Landscaping
Snow Removal
Security
Window washing

These services will be procured under standard commercial practices. Camelot will review our current sub-contractors and will obtain input from VT as to current performance and service levels. Selection will be based on a best-value analysis that will consider the bidders’ experience, background, technical approach, and price. Where applicable, the selected subcontractors will be required to provide performance plans, safety plans, and/or other documentation before they are permitted to work on the project. Subcontractors will be required to provide appropriate licenses, certifications, and other documents relating to their tasks.

All subcontracted work will be inspected in process by the Building Engineer or other supervisory team members.

Subcontractors will be integrated into the CMMS system and will receive work orders and assignments in the same fashion as onsite personnel.

Camelot’s typical process for new client subcontractor selection is listed below. If Camelot retains the contract, we will review all our current contractors and look for enhancing service levels and delivery.

Camelot sources third party vendors used in Client facilities in a systematic process designed to ensure the highest quality vendors are selected and their services are implemented in a timely manner. The key points of the process are as follows:

- **Define service levels and scope of work** – Camelot will define service levels and scopes of work using several input points.
  - Camelot’s experience with similar projects and clients
  - Requirements as defined by Client internal policy, the site, building, occupants and components.
- **Survey of and selection of vendor options** – Vendor options will be derived from the following:
  - Camelot’s direct vendor experience
  - Client’s preferred vendor network
  - Subcontractors used during the construction phase
- **Development of and tender of RFP** – RFP’s will be developed in conjunction with the Client team to include the following:
  - Business requirements
  - Vendor profile and methodology
  - Resources applied to project
  - Pricing
- **Review and recommendation of responses** – Camelot in conjunction with the Client team will review all RFP submissions performing due diligence in the following areas:
  - Company profile, strategy, mission, qualifications, references, financial status
  - Process expertise, methodology, effectiveness, quality initiatives and certifications
  - Technology, infrastructure stability, security and audit controls
  - Legal and regulatory compliance, including any outstanding complaints or litigation
  - Use of subcontractors (particularly important with the janitorial function)
  - Disaster recovery, security and business continuity policies
  - Cost analysis
  - Recommend vendor

### **13. WORK ORDER DISPATCH SYSTEM - DESCRIPTION OF CMMS**

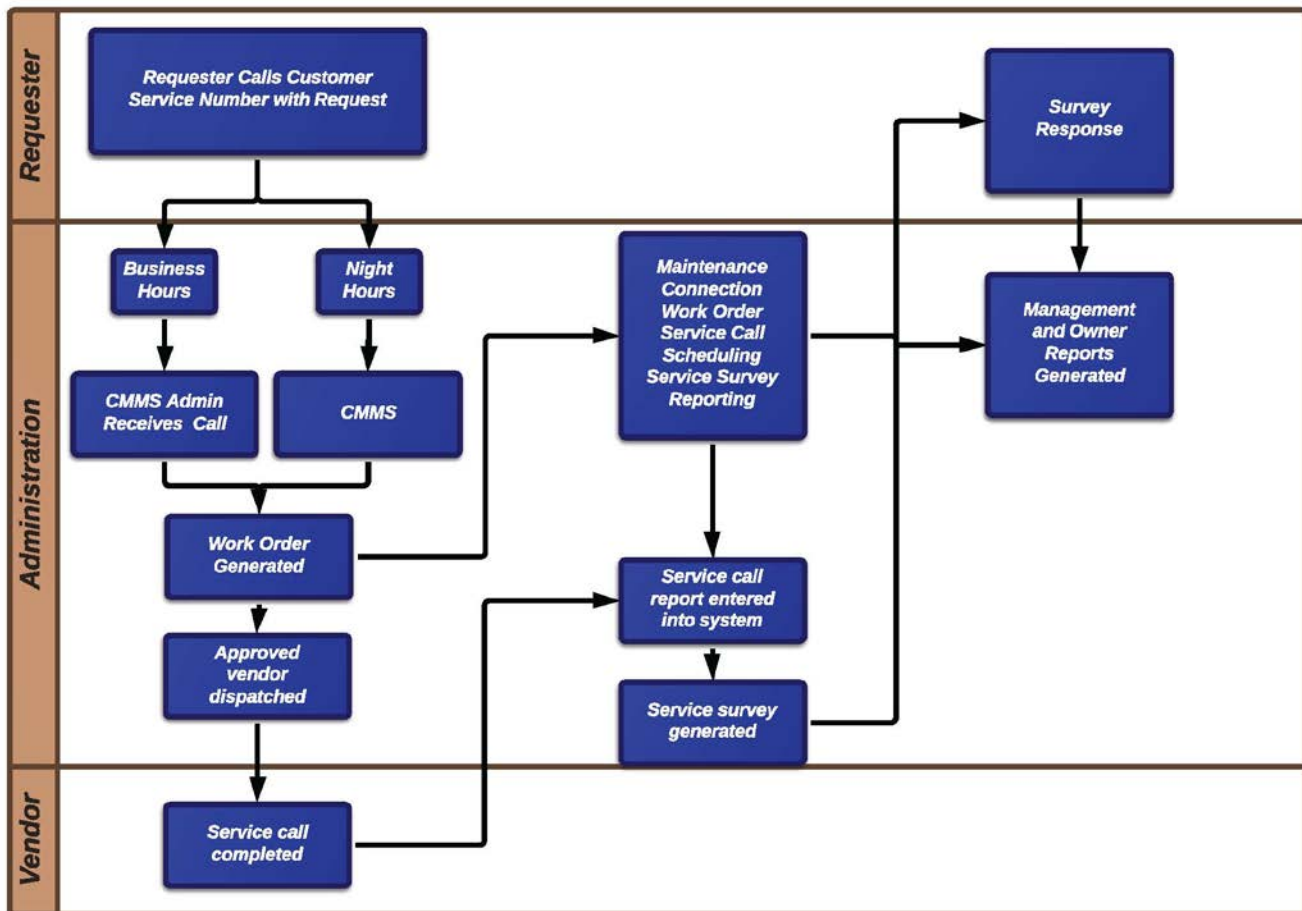
Camelot has been using Maintenance Connection at NVC since the start of the contract in 2016. The system has been tracking all work orders (Inspections, PM's, service requests and assets) A description of the system follows.

Camelot uses the Camelot Maintenance Connection Work Order System (CMC) to handle all work order ticket tracking. The CMC System is web based and can be accessed via desktop, handheld, and tablet. It is operational 24/7 and will be available to the Camelot staff, the VT facilities team, and any other user assigned by VT. The CMC provides for many customizable reports over all data maintained in the system. Reporting can be done over preventive, predictive, and remedial work order data. KPI information is also easily reported on by the CMC System. Reports can include attachments like photos, maps, and procedure lists and can be printed, emailed, or faxed directly from the system. The CMC System also allows reports to be exported in several different formats for use in financial systems and reports.

The CMC System is hosted on secure servers in a data center with redundant power and internet to ensure the highest uptime possible.

The workflow process of work order tickets is best reflected in the following chart:

## Work Order Submission



### Work Order Process - Summary

- Work ticket submitted by VT personnel via phone, email, or web.
- The Building Engineer enters the work into the CMC System for tracking and dispatch.
- Depending on the work type a priority and completion time is assigned to the work order.
- The Building Engineer dispatches the work to the assigned vendor.
- The Building Engineer follows the work through to completion and ensures quality control.
- A satisfaction survey is sent to VT personnel

The CMC System will allow users to submit and track work orders online from any Internet connected phone, tablet, or computer. The CMC System also allow for the automated dispatching of work orders to technicians/vendors

### Features of the CMC System

- Work Order Tracking
- Asset Management
- Preventive Maintenance

- Service Requests
- Mobile Application
- KPI Dashboards
- Custom Report Writer

**Benefits of the CMC System**

- Increased Level of Maintenance Information
- Improved Work and Service Request Control
- Increased Capability to Measure Performance
- Increased Budget Accountability

Work Order Submission

The screenshot shows a web browser window titled "Service Requester -- Webpage Dialog". The page header includes the "Service Requester" logo with the name "Kyle Myers" and the "Regus" logo with the tagline "Work your way".

**Select an option:**

- ▶ [Welcome](#)
- ▶ [Submit Service Request](#)
- ▶ [Service Request Status](#)
- ▶ [Submit Feedback / Surveys](#)
- ▶ [Frequently Asked Questions](#)
- ▶ [Profile](#)
- ▶ [Change Password](#)
- ▶ [Help](#)
- ▶ [Exit](#)

**Submit Service Request**

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

If possible, please specify the closest Location or Asset that relates to your request. [If you know the Location or Asset ID, click here.](#)

[Camelot Facility Solutions](#)  
[Regus](#)  
[KY](#)  
[Lexington](#)

**Location / Asset:** Lexington

**Priority:** High

**Category:** HVAC (Heating / Cooling)

**Problem:** No Air

**Needed By:** Friday 11/15/2013

**Short Description:** Suite does not have any air. Very hot in office. (Required)

**Misc Files:** [Add] [Remove]

[Submit] [Cancel]

Service Request Screen

Service Requester -- Webpage Dialog

**Service Requester**  
Kyle Myers

**Select an option:**

- ▶ [Welcome](#)
- ▶ [Submit Service Request](#)
- ▶ [Service Request Status](#)
- ▶ [Submit Feedback / Surveys](#)
- ▶ [Frequently Asked Questions](#)
- ▶ [Profile](#)
- ▶ [Change Password](#)
- ▶ [Help](#)
- ▶ [Exit](#)

**Service Request Status**

If you would like to get more details on a particular Service Request, simply click the Request # of the Service Request you would like to view. To see if there has been any updates to these Service Requests since this page loaded, click the REFRESH button.

**Refresh**  
**Print**

**Filter by:**

Regus    All Request Statu:    Myers, Kyle

Request /WO #	Reason	Target Date	Location / Asset	Status
<a href="#">REGUS-26434</a>	Lamp in suite 200 not working. Needs new bulb.	11/8/2013	Garland	Closed
<a href="#">REGUS-26433</a>	HVAC has stopped working.	11/8/2013	Los Angeles	Closed
<a href="#">REGUS-26432</a>	Paint office	11/8/2013	Los Angeles	Issued
<a href="#">REGUS-26431</a>	Replace coffee machine in suite 200	11/8/2013	Peoria	Issued
<a href="#">REGUS-26430</a>	Paint suite 221	11/8/2013	Mesa	Issued

◀ Previous    Page 1 of 1    Next ▶

*Service Requester Work Order Activity*

The screenshot displays the 'Work Order Explorer' web application. The browser address bar shows the URL: <http://mc.camelotservices.com/?s=348387468668001384AD875A8A874649A668252F59B319955A6660968456A0>. The application title is 'Work Order Explorer' and the specific work order is '#REGUS-26430'.

**Request Info:**

- Request Info: Paint suite Z21
- Problem: PAINT-INT (Paint - Interior)
- Requester ID: KMYERS
- Name: Myers, Kyle
- Phone: (214) 615-6519
- Email: Kmyers@camelotservic
- Asset / Location: Regus A2, Mesa

**Details:**

- Procedure: Paint
- Target Date: 11/8/2013
- Target Hours: 1
- Type: 7420 (Repairs & Maintenance)
- Category: Painting
- Account: REGUS
- Priority: 2 (Normal)
- Project:
- Repair Center: REGUS
- Shop: M
- Shift:
- Department: MUM
- Contract:
- Customer:
- Taken By: KMYERS

**Status:** Requested 11/8/2013 5:26 PM, Issued / Responded

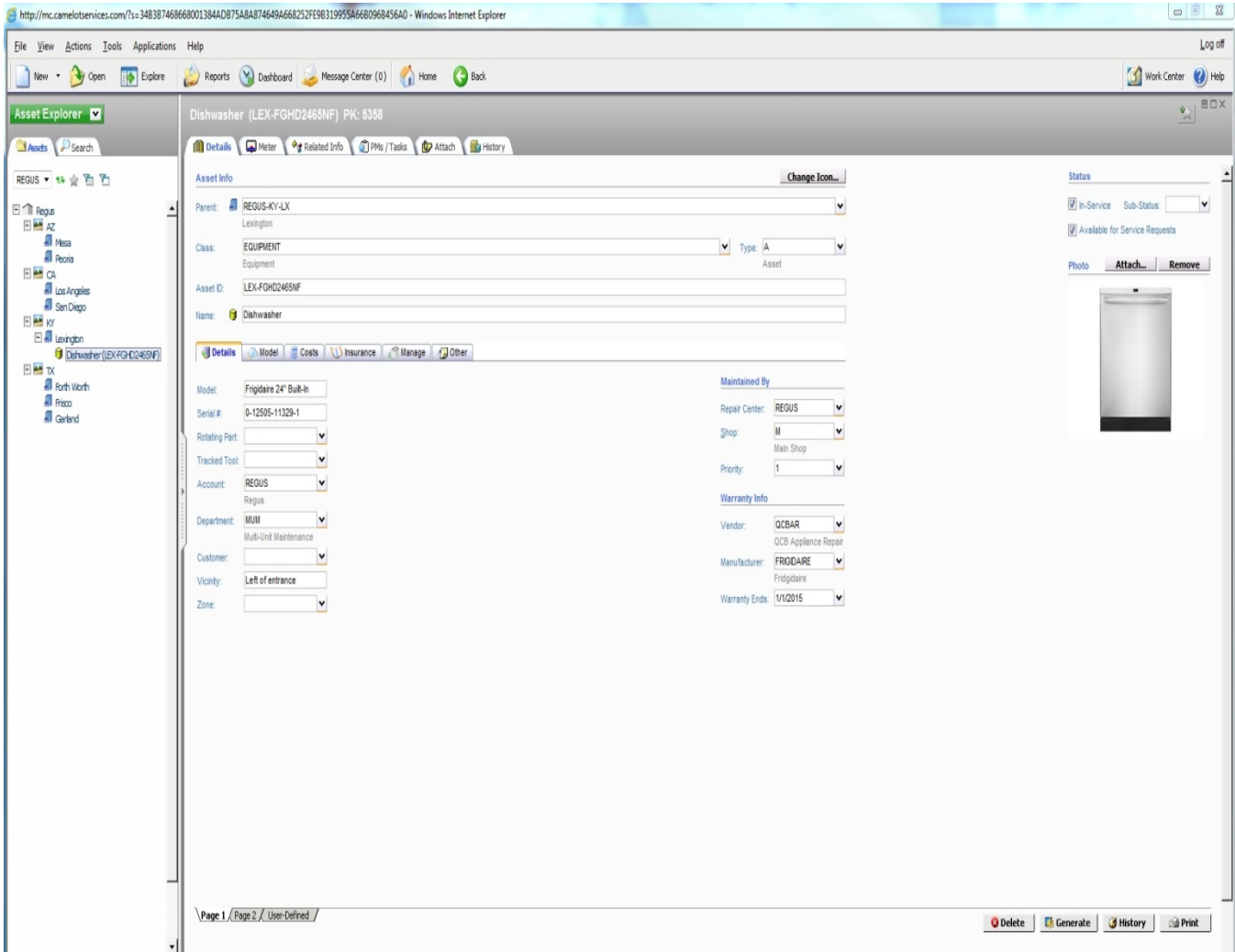
**Approval:** (Not Required)

**Assignments:** Includes assignment for 'STILWELL PAINTING INC.' with a 'Click to Assign...' button.

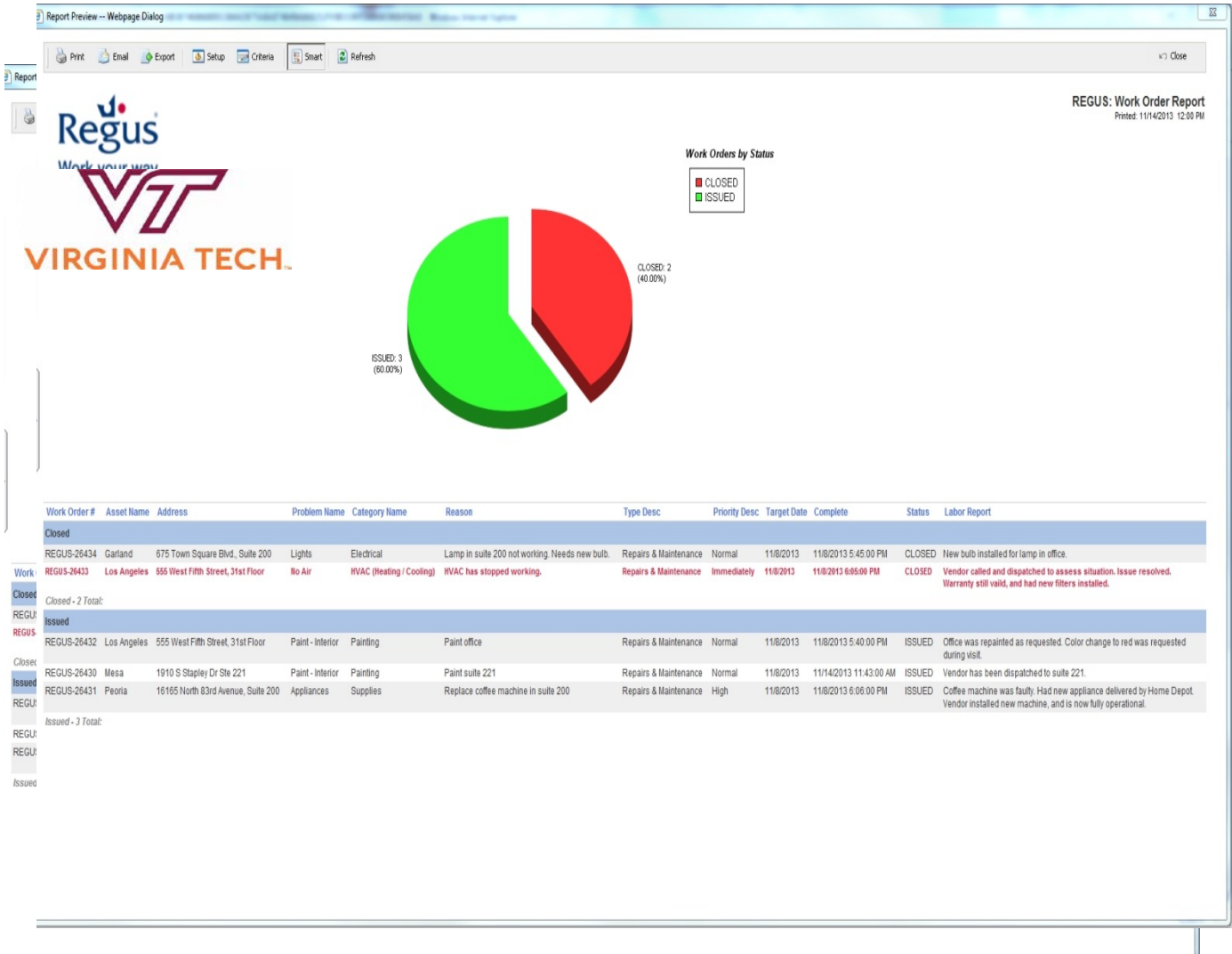
**Indicators:** A list of checkboxes for various indicators such as Warranty, Attachments, Chargeable, Survey, Invoices?, Shutdown Required, Lockout/Tagout, Follow-up Work, Pinned / E-Mailed, and Approved?

At the bottom of the page, there are navigation controls: 'Page 1 / Page 2 / User-Defined /' and buttons for 'Complete / Close', 'Cancel', 'Delete', 'History', and 'Print'.

*Work Order Detail Screen*

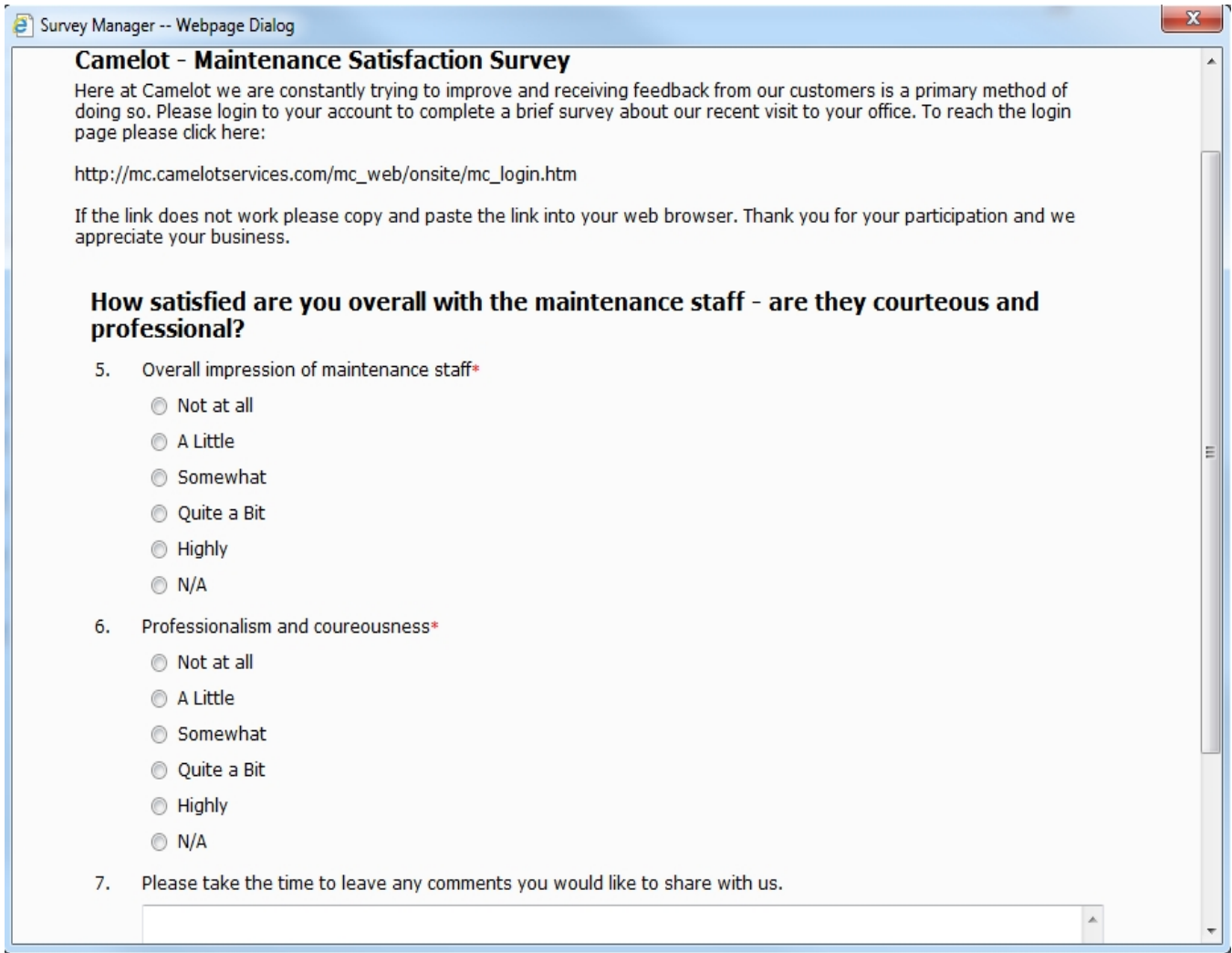


Asset Management – Asset Detail Screen



*Reporting – Detail Work Order Report*

*Reporting – Customer Service Survey*



*Reporting – Customer Service Survey*

#### 14. TRANSITION PLAN

As the current provider if awarded the contract a transition plan will not be required.

#### 15. CURRENT WORKLOAD

As the current provider to NVC the continued provision of services to VT will not impact on our workload. Camelot continues to grow at a steady pace, and we ensure that we have sufficient staff in place to absorb the growth and continue to provide exceptional service to our clients.

#### 16. SWAM BUSINESS

Camelot as a woman owned small business, we share VT's commitment to supporting socio-economic goals. Our success is based on the formation of strategic partnerships that provide value to our clients. Our ability to identify, attract, develop, and support the right partners is key to our growth. The customers we serve represent the full range of a diverse population, and we believe that our suppliers should also represent the diversity of the communities in which we live and work.

Camelot as a Texas corporation is not eligible to register under the Virginia SWaM program.

In choosing suppliers, we look for the widest possible selection of companies offering high quality, reliability, and value. These characteristics are essential to maintain the high levels of performance. We are committed to the utilization of business owned and operated by minorities and woman that share our values. We require all business units to actively pursue partnerships with minority and women owned business.

We remain dedicated to increasing the amount of goods and services we obtain directly from diversified businesses and to enhancing our role to effectively serve as a mentor to these same companies to ensure their continued growth. Actively supporting a wide array of diversified businesses helps alleviate disparities in the business sector, contributes to the advancement of economic opportunities, and has an overall positive effect on both our growth and that of our diversified partners.

**Camelot is committed to involve diversified firms in its program. We will commit to using the Small Business & Suppliers Diversity SWaM & DBE Directory to explore opportunities with janitorial, landscaping, mechanical and electrical firms to find qualified diversified candidates. We will liaise with VT on potential suppliers and report monthly on spend with SWaM companies.**

**17. ADDENDA**

**ADDENDUM # 1 TO RFP # 0062228**

**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)**  
**Procurement Department (MC 0333)**  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061

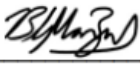
DATE	DUE DATE AND HOUR
April 15, 2021	May 3, 2021 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER: (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Full Property Management Services for the Virginia Tech Northern Virginia Center

1. Please see the attached responses to inquiries received about this RFP.
2. Attached is the PowerPoint presented at the pre-proposal meeting along with the attendance roster.
3. All other terms, conditions and descriptions remain the same.
4. Site visit will be done on April 20 between 10-11. Vendor must contact Kim Widrig prior to site visit to get on the list.
5. Questions are due by April 21 at 12:00 PM. No late questions will be answered.
6. The due date and hour remains May 3, 2021 at 3:00 PM.

I acknowledge that I have read and understand this addendum in its entirety.

  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Revised 03/18/2020

REQUEST FOR INFORMATION: FULL PROPERTY MANAGEMENT SERVICES FOR VIRGINIA TECH  
NORTHERN VIRGINIA CENTER RFP

1. Will a current vendor list be provided?

RESPONSE: Not at this time

2. List of all capital projects completed in the last 3-5 years

RESPONSE: 4 RTU replaced 2017/2018

3. We are also requesting the below information for the equipment servicing the premises:
  - a. HVAC & Mechanical equipment list to include size & age
  - b. Fire & Life Safety equipment list
  - c. Roof Information (Age, Type & Size)
  - d. Parking System Information
  - e. Generator Specifications and fuel type **N/A**
  - f. Elevator Specifications to include age and manufacturer

RESPONSE: Information in attached PowerPoint slides

4. Generator Location on site (roof, outside, indoors, etc.)

RESPONSE: N/A

5. Can service be done on regular hours (7am-4pm weekdays)? Or is OT required?

RESPONSE: Please see RFP for hours of operation

6. How many transfer switches are onsite? Model #'s and amperage if available?

RESPONSE: N/A

7. Interior Plant Maintenance – Plant type and count?

RESPONSE: Can be viewed during site visit

8. Janitorial is confirming that this building is non-union?

RESPONSE: Yes

1. # of Irrigation controllers, zones & backflows

RESPONSE: There is no irrigation system at NVC. There are faucets located on the exterior of the building and hoses are connected to them as needed to water grass, plants, etc.

2. Confirming roof anchors are currently on building?

RESPONSE: There are roof arresters on the roof of the building used by the window washers and they are routinely tested to ensure they are in working order.

3. Janitorial Questions:

- a) How many urinals (in men's), sinks and toilets are in each common area restroom?

RESPONSE: Please note during site visit.

b) Confirm that there are no private single stall restrooms at the facility?

RESPONSE: Please notate during site visit.

c) The RFP states (1) part-time day porter, however references full time porter hours (9-5:30 M-F; 7-7 Saturday). Please confirm.

RESPONSE: The hours listed for the day porter are correct. Part time porter should be replaced with full time porter in the RFP.

d) Do you have SF on the Carpet & VCT for the recurring cleanings or should this be priced out on a unit basis?

RESPONSE: This is done on an as-needed basis. Do not have square footage at this time.

e) Do you have more information on the metal-link floor finish & SF that needs special treatment?

RESPONSE: Will provide this information at a later time.



# Northern Virginia Center Falls Church, VA

# NVC Building 0844

- ▶ Gross square footage (GSF): 101,154 Sq. Ft
- ▶ Original Construction: 1996
- ▶ Address: 7054 Haycock road, Falls Church, VA 22043

# Building Info:

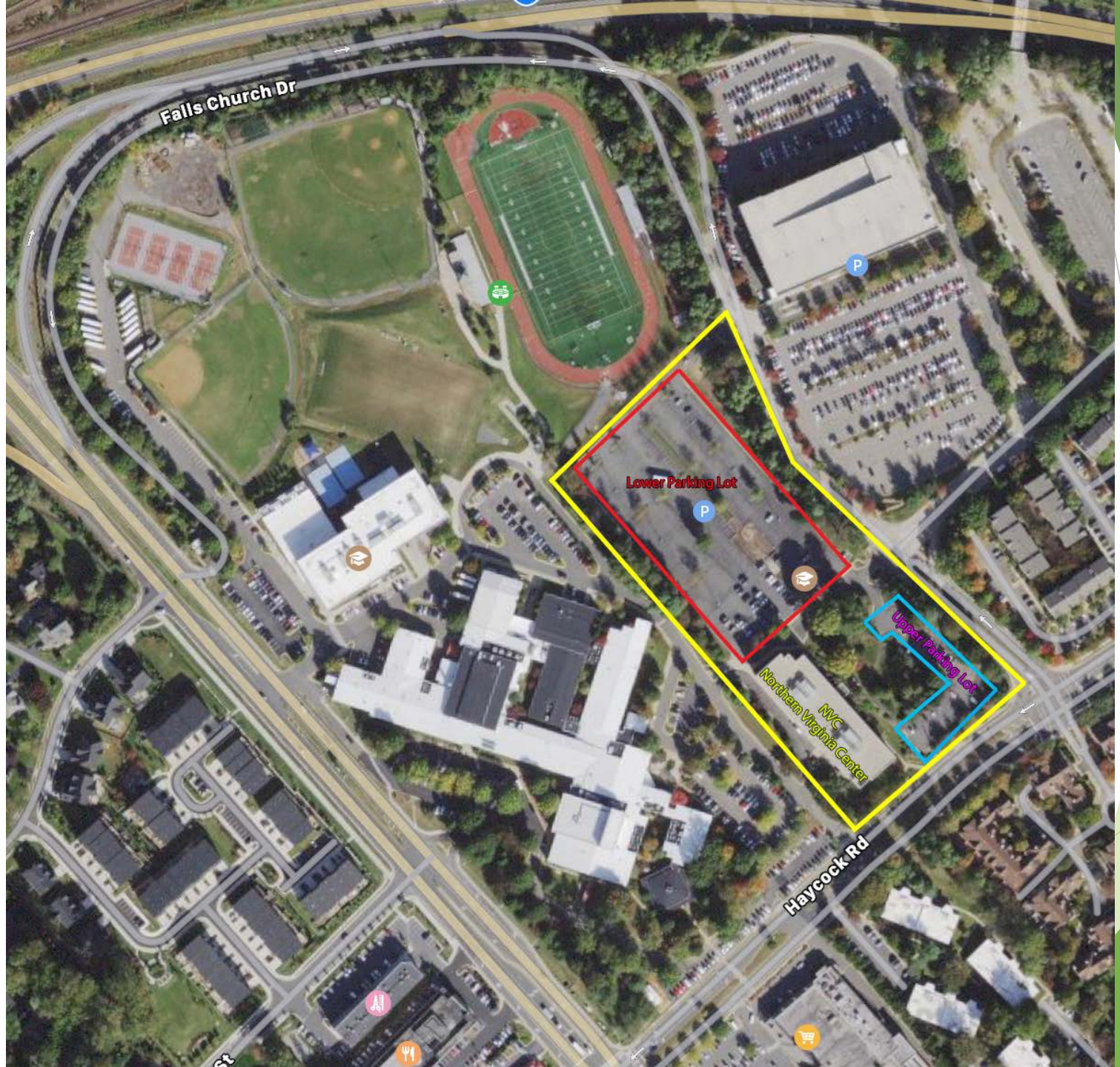
Floor	Total Room Area	Assignable Sq. Ft.	Non-Assignable Sq. Ft.
All	93,535	65,121	28,414
01	23,363	17,365	5,998
02	23,452	15,733	7,719
03	23,461	16,387	7,074
04	23,072	15,636	7,436
05	187	0	187

# HVAC

- ▶ 4 Trane RTU's
  - ▶ RTU #1: 105ton New 2018
  - ▶ RTU #2: 105ton New 2017
  - ▶ RTU #3: 105ton New 2018
  - ▶ RTU #4: 130ton New 2017
- 
- ▶ VAV: (Qty) 168

# Other systems:

- ▶ Parking: Main Lot, Designa
- ▶ Parking: Faculty Lot, Amato
- ▶ Roof: Single ply membrane Ballasted (1996)
- ▶ Fire Panel: Simplex
- ▶ Evacuation: Honeywell (2021)
- ▶ Elevators: Otis (1996)



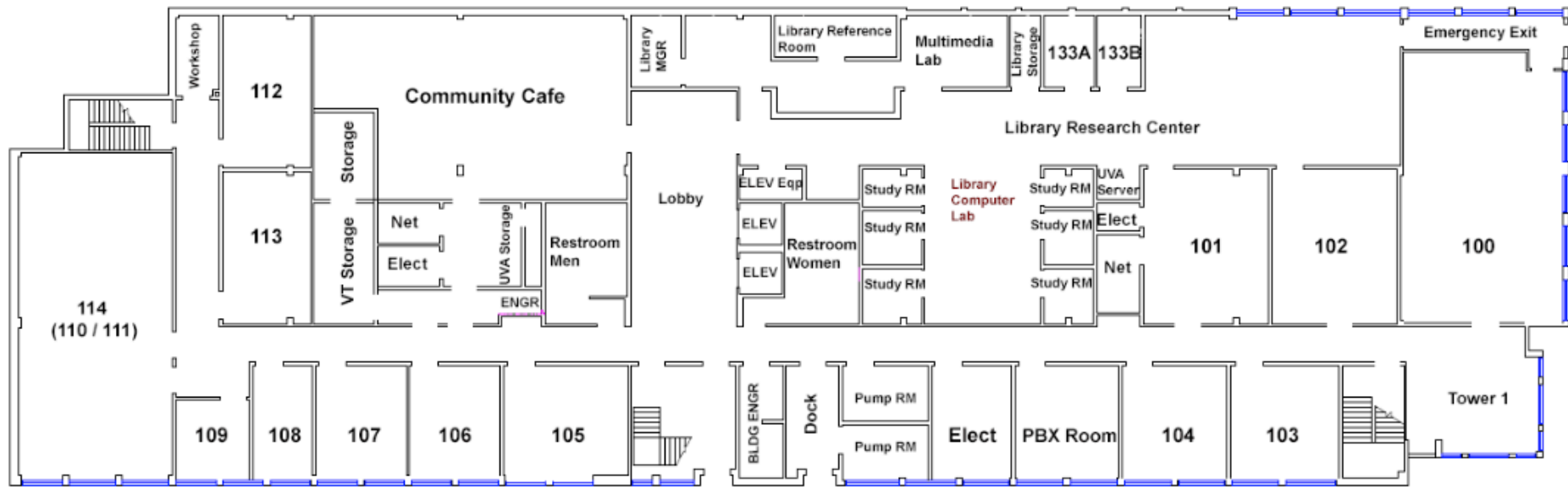
Falls Church Dr

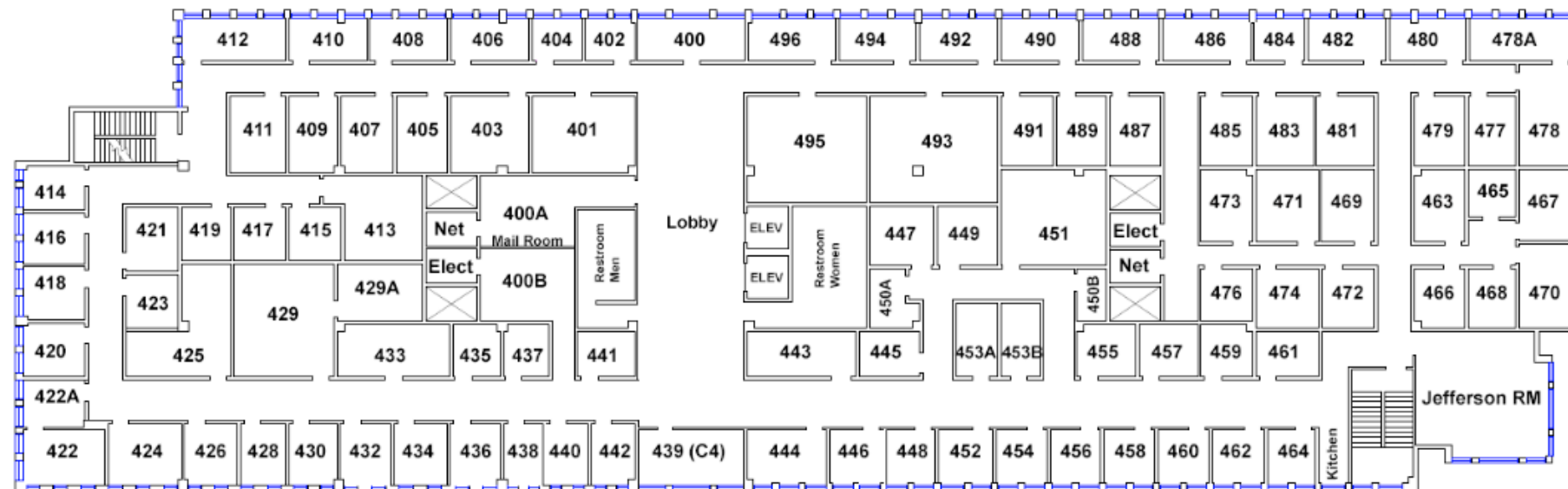
Lower Parking Lot

Upper Parking Lot

Northern Virginia Center  
NYC

Haycock Rd





# Academic Program

- ▶ NVC is home to graduate programs in Business, Engineering, Education, Human Development, Science and Technology Studies, Information Technology
- ▶ Classrooms, Offices, Library, Research Labs
- ▶ Student population ~ 600
  - ▶ This will grow significantly in the next few years
- ▶ Faculty and Staff ~ 90
- ▶ Thinkabit: Career and Technical Education (coding, robotics, engineering design) focused on middle school students
- ▶ Serves as a staging ground or beachhead for many programs/events originating from the main campus in Blacksburg.

# Other VT locations in the DC Area

- ▶ VT Research Center - Arlington
- ▶ Washington-Alexandria Architecture Center - Old Town
- ▶ Occoquan Watershed Monitoring Lab - Manassas
- ▶ Equine Medical Center - Leesburg
- ▶ Middleburg Agriculture and Research Extension Center
- ▶ Innovation Campus - Potomac Yard (future)

RFP 0062228

Full Property Management Services for the Virginia Tech Northern Virginia Center

Mandatory Pre-Proposal Attendee List

April 12, 2021 at 2:00 PM

<b>Name</b>	<b>Company</b>	<b>Email</b>
Bernie VanZyl	Camelot	<a href="mailto:bvanzyl@camelot.com">bvanzyl@camelot.com</a>
Courtney Bruch	Complete Building Services	<a href="mailto:CourtneyB@donohoe.com">CourtneyB@donohoe.com</a>
Brian Keelan	Complete Building Services	<a href="mailto:BrianK@donohoe.com">BrianK@donohoe.com</a>
Jessica Butterworth	Colliers International	<a href="mailto:Jessica.butterworth@colliers.com">Jessica.butterworth@colliers.com</a>
Greg Cichy	Colliers International	<a href="mailto:Greg.cichy@colliers.com">Greg.cichy@colliers.com</a>
Steve Sneed	Colliers International	<a href="mailto:stephen.sneed@colliers.com">stephen.sneed@colliers.com</a>
Kristina Townsend	Divaris	<a href="mailto:Kristina.townsend@divaris.com">Kristina.townsend@divaris.com</a>
Susan Collins	Divaris	<a href="mailto:scollins@divaris.com">scollins@divaris.com</a>
Joseph Farina	Divaris	<a href="mailto:jfarina@Divaris.com">jfarina@Divaris.com</a>
Carlos Merizalde	Metropolitan Realty	<a href="mailto:carlos@metropolitanrealty.co">carlos@metropolitanrealty.co</a>
Brandon McElroy	Global Workspace Solutions	<a href="mailto:Brandon.McElroy@cbre.com">Brandon.McElroy@cbre.com</a>
James Leigh	Facilities Plus	<a href="mailto:jc.leigh@facilitiesplus.com">jc.leigh@facilitiesplus.com</a>
Reginald Adams	ABM Building Value	<a href="mailto:Reginald.Adams@abm.com">Reginald.Adams@abm.com</a>
William Gray	HHM Facility Management	<a href="mailto:wgray@hhmmgmt.com">wgray@hhmmgmt.com</a>
Steve Sneed	Colliers International	<a href="mailto:stephen.sneed@colliers.com">stephen.sneed@colliers.com</a>
Lynn Eichhorn	VT Director for Facilities Contracts	<a href="mailto:eichhorn@vt.edu">eichhorn@vt.edu</a>
Philip Skomra	Assistant Director, Northern Virginia Center	<a href="mailto:Pskomra@vt.edu">Pskomra@vt.edu</a>

Heidi Myers	VT Executive Director of Real Estate	<a href="mailto:heidim@vt.edu">heidim@vt.edu</a>
Brian Stanford	VT Facilities Off-site Coordinator	<a href="mailto:bstnfrd@vt.edu">bstnfrd@vt.edu</a>
Kenneth Wong	Associate Dean and Director, Northern Virginia Center	<a href="mailto:khwong@vt.edu">khwong@vt.edu</a>
Kim Widrig	Senior Buyer	<a href="mailto:kdromer@vt.edu">kdromer@vt.edu</a>

**ADDENDUM # 2 TO RFP # 0062228**

**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY** (Virginia Tech)  
**Procurement Department** (MC 0333)  
North End Center, Suite 2100  
300 Turner Street NW  
Blacksburg, Virginia 24061


DATE	DUE DATE AND HOUR
April 23, 2021	May 3, 2021 at 3:00 PM

ADDRESS ALL INQUIRIES AND CORRESPONDENCE TO: Kim Widrig, Senior Buyer  
E-MAIL ADDRESS: kdcromer@vt.edu TELEPHONE NUMBER: (540) 231-8543  
FAX NUMBER (540) 231-9628 AFTER HOUR MESSAGES (540) 231-6221

Full Property Management Services for the Virginia Tech Northern Virginia Center

1. Please see the attached responses to inquiries received about this RFP.
2. All other terms, conditions and descriptions remain the same.
3. The due date and hour remains May 3, 2021 at 3:00 PM.

I acknowledge that I have read and understand this addendum in its entirety.

  
\_\_\_\_\_  
Signature

05/03/2021  
\_\_\_\_\_  
Date

Revised 03/18/2020

REQUEST FOR INFORMATION: FULL PROPERTY MANAGEMENT SERVICES FOR VIRGINIA TECH  
NORTHERN VIRGINIA CENTER RFP

1. (RFP VII. D. 8) In the event of the primary engineer's absence, the RFP states a substitute equally qualified building engineer must be provided.
  - a. Does the owner intend to require any substitute hold a Virginia Journeyman's license?

RESPONSE: Yes, the substitute Building Engineer shall also have and maintain a journeyman license in either the HVAC or Electrical Trades as defined by the Commonwealth of Virginia Department of Professional and Occupational Regulation.

2. (RFP VII. G.) RFP states, "contractor shall respond within 30 minutes from notification.."
  - a. Does the owner intend to require contractor personnel to be onsite within 30 minutes in such cases, or have responded and be in route within 30 minutes?

RESPONSE: The contractor personnel shall respond and be in route within 30 minutes.

3. (RFP Attachment D – Snow Removal) "Contractor shall arrive... one inch (1/2")..."
  - a. Please provide clarification for which standard will be applied.

RESPONSE: At the NVC, we have a "snow insurance policy" that has a flat rate for an annual amount for snow removal for any snow falls of 4" or less. For snowfalls greater than 4" inches the contractor must plan in advance and that plan needs approved by the owner. For any snowfall the contractor needs to be on-site as soon as there is 1/2" of snow.

4. Are the VAV's fan powered and will they require filter changes?

RESPONSE: Yes, the VAV's are fan powered. Yes, they require filter changes.

5. Are there additional security requirements/clearances for subcontractors accessing the building?

6. RESPONSE: No other than what's in the RFP. Pay attention to #2 under Special Terms & Conditions.

7. Location & Number of backflows?

RESPONSE: Two

8. How is access control to the parking lots current handled? Will the contractor be responsible for issues access cards/fob/codes?

RESPONSE: The issuance of proxy and gate codes are typically handled by the VT NVC Admin for all Virginia Tech affiliated customers. The building management company is expected to be able to offer that service if needed. Additionally, the building management company is expected to provide oversight and management of the access and revenue control processes for all visitors to the building. This could include issuing proxy cards to non-VT monthly parking contracts and/or arranging for revenue collection for special events. Designa is the current access and revenue control equipment installed at the NVC."

9. In reference to the Network Infrastructure and Services, is Virginia Tech looking for the onsite Building Engineer to handle these items or the contractor to contract and manage a 3<sup>rd</sup> party vendor?

RESPONSE: This would be up to the vendor.

10. What engineering room equipment specifically is owned by Virginia Tech NVC and will convey to the next contractor?

RESPONSE: All the equipment in the engineer's office conveys

11. Does the sand and salt presently in the engineering storage convey?

RESPONSE: Yes

12. Is R-22 in use in any equipment related to this Scope of Work?

RESPONSE: No

13. Please further define "Transportation Demand Management Coordinator" as a contracted item. Is this presently an off-site position/support provided by the parking provider?

RESPONSE: The current vendor only ensures there are enough bays available in terms of the requirements and agreement with metro and also ensures the parking fees charged match metro. This could be subject to change at a later time.

14. Page 8, Number 14, mentions an Annual Parking Survey. Please elaborate on the requirements of the contractor for this portion of the statement of needs.

RESPONSE: Please disregard this section. This is N/A.

15. Attachment E references adding other Key Facilities, if the contractor is asked to maintain those additional facilities is the contractor eligible for an equitable adjustment?

RESPONSE: Yes, this would be negotiated.

16. Section VII # 15 Network Infrastructure and Services – Are you able to quantify the anticipated-on demand support requests? Should this be priced as a monthly service fee or based on an hourly rate? Are you able to provide more information on logistics support workload?

RESPONSE: Price on an hourly rate. The work, after initial occupation post construction or renovation, is sporadic and unpredictable. Residents in the buildings will make requests that influence work load the most, followed by failures (fortunately, few and far between for the most part), followed by upgrade/replacement of equipment which is schedulable.

Our goal here is to reduce the need for NI&S to "roll a truck," as we put it, i.e., having to send a crew 4-5 hours away to handle power resets or re-seat switch cards, or other, relatively simple tasks that someone without an engineering background could perform (like "is the power in the rack on?") Much of the programming and configuration of the switches can now be done remotely.

17. Page 8, Number 15, mentions Network Infrastructure and Services. Is the contractor expected to handle this responsibility, as there is no elaboration within Attachment D Scope of Services?

RESPONSE: Yes. We've included a specific list of what we'd like the contractor to handle and would like to hear about their capabilities in their response.

18. Attachment D mentions IT Support but is not elaborated on further. Is the contractor expected to handle this responsibility? If so, please add the IT Support-specific Scope of Services to Attachment D.

RESPONSE: Virginia Tech is not looking for IT support, but is more about infrastructure support.

19. Page 36, Electrical Maintenance, does not mention annual infrared testing. Should this be included?

RESPONSE: No, not at this time.

20. Please provide clarification on the proposal submission request made on page 16, number 6.

RESPONSE: This is pretty clear. Just provide any work you have done in the past three years especially in the Commonwealth of Virginia.

21. Please provide interior plant Maintenance provider, so types, count, and maintenance may be properly classified.

RESPONSE: During the site tour, attendees were told to count and inspect the plants.

22. Please provide types and quantities of roof davits to be inspected.

RESPONSE: This has previously been paid outside of the RFP the cost is less than \$1000 annually.

23. Amendment 1 lists Generators and ATS as N/A, while page 36 of the solicitation mentions weekly emergency generator testing w/out load. Please clarify if there are generators onsite and the contractor's responsibility for these systems.

RESPONSE: Page 36 of the RFP is incorrect. There is no generator or ATS.

24. Due to the lack of an irrigation system at NVC, please confirm required hand watering frequency.

RESPONSE: Hand watering is "as needed".

25. Please provide an equipment list of all MEP equipment available, to support the PowerPoint contents – to include make, model, and S/Ns.

RESPONSE: Only quantities of major systems will be provided at this time. The site visit allowed an opportunity to get this information if needed.

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**18. SAMPLE MONTHLY REPORT**



Northern Virginia Center  
Property Management  
July 2020  
Monthly Report



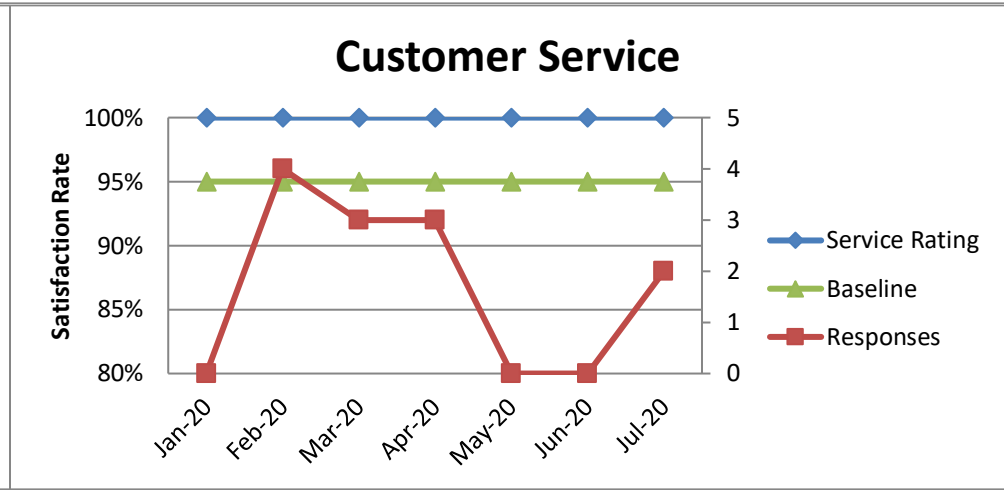
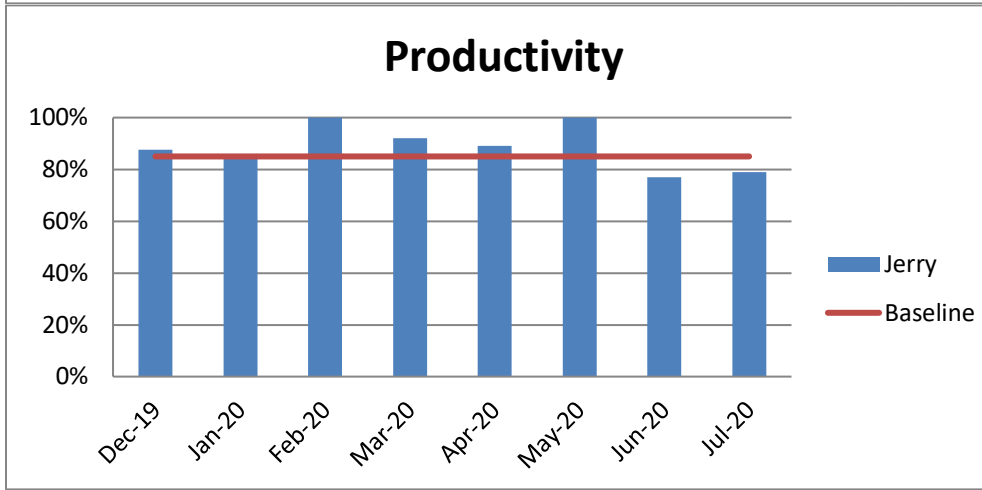
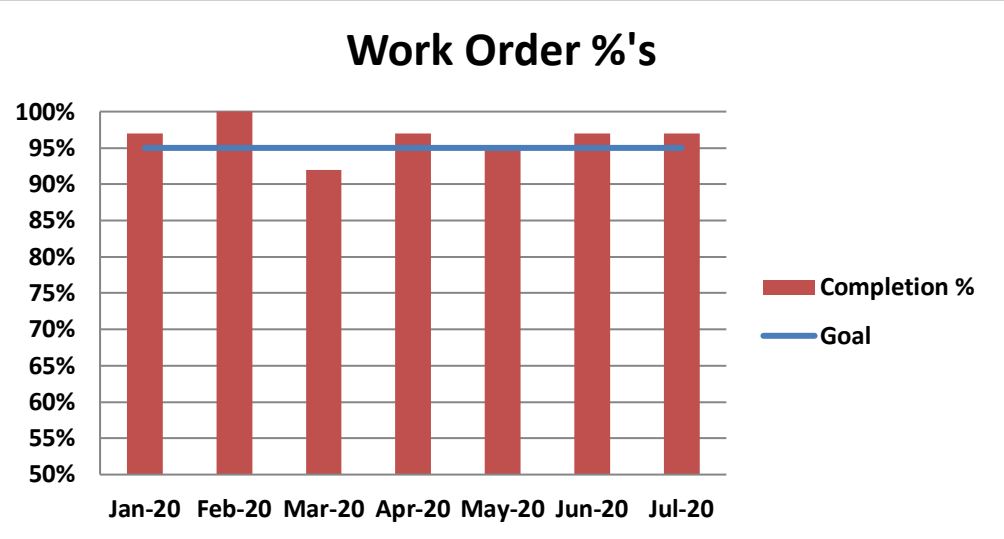
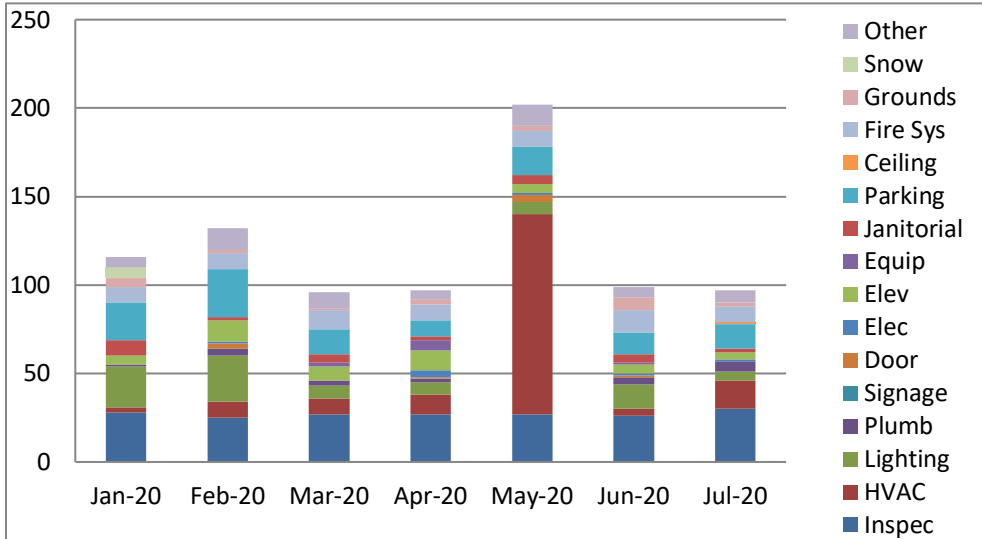
5600 Tennyson, Ste. 370, Plano, TX 75024  
Phone (214) 233-7561 Fax (214) 473-8999  
Website [www.camelotservices.com](http://www.camelotservices.com)

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Section 1.0 - Executive Summary

Executive Dashboard



### Current Building Operation Projects

<b>Project</b>	<b>Status</b>	<b>Completion Date</b>	<b>Notes</b>
RTU 1 Auxiliary contactor	Open	Open	Waiting on parts
Rehab of Summer projects 329, 210, 200, 114 and second floor main lobby	Open	July 2020	Construction is working on. Final inspection remains.
Switchgear Maintenance	Open	July 7th	Infrared testing 8.22.2020
Installing Touchless Devices	Open	Open	Two faucets in each rest rooms have been completed.

## Building Incidents

Building is shut down to student activities.

Cleaned sediment pond (three).

Perform 10-minute fire test and log.

Perform firemen recall on elevator, and log. All is good.

Switch gear maintenance performed July 7<sup>th</sup>. Infrared testing remains. Minor issues mainly with plastic parts being brittle. These parts hold the covers on. Well need to be addressed at some point.

Trane came in on July 8<sup>th</sup>, to replace auxiliary contactors. Auxiliary contactor is not the issue. The circuit breaker is bad and needs to be replaced.

July 12<sup>th</sup>, Jason sent picture of chain in back of building. Someone has cut the lock off the chain to the west parking lot. Replaced the lock.

Week of July 12<sup>th</sup>, replaced pre-filters in all the RTU's and the filter cannisters.

A/V strobe in Room 329 needs to be relocated. Monitor will block the strobe.

UVA is starting to move out.

July 23, M-Tech completed PM's on RTU's. All is good except the circuit breaker in RTU 1.

Faculty gate was found down after storm on July 22<sup>nd</sup>. Call in contractor. Storm did not cause issue. Someone forced the gate open, breaking the shear pin, and the drive belt. Had to drill the pin out.

Started installing touchless devices in the building. Installed two faucets in each rest room. This is completed. Installed three touchless flush valves. This is completed. Will work on hand sanitizers stands, hand towel dispensers and soap dispensers as they come in.



## **Opportunities to Improve Service/Save Money**

**Financial Snapshot**

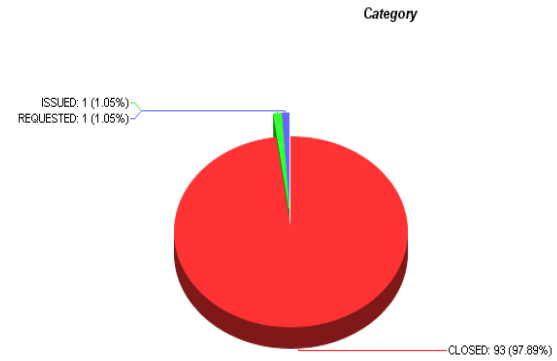
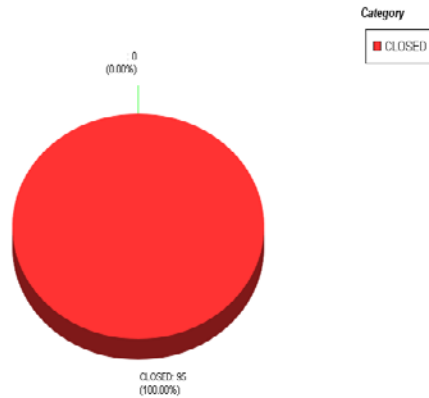
Sample Month	Budget	Actual	Variance
January	\$45,000	\$43,600	\$1,400
February	\$45,000	\$44,700	\$300
March	\$45,000	\$42,100	\$2,900
April	\$45,000	\$47,000	\$(2,000)
May	\$45,000	\$44,445	\$555
June	\$45,000	\$43,700	\$1,300
July	\$45,000	\$46,900	\$(1,900)

Variance Notes

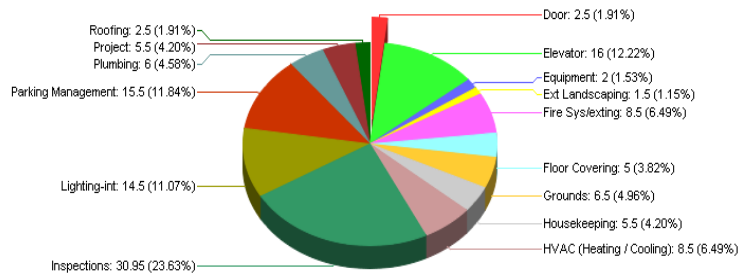
**Operational Snapshot Requested in month**

Work Order Type	Count
<b>Preventive</b>	<b>21</b>
<b>Service Request</b>	<b>74</b>
<b>Total</b>	<b>95</b>
<b>Requested WO's closed</b>	<b>93</b>

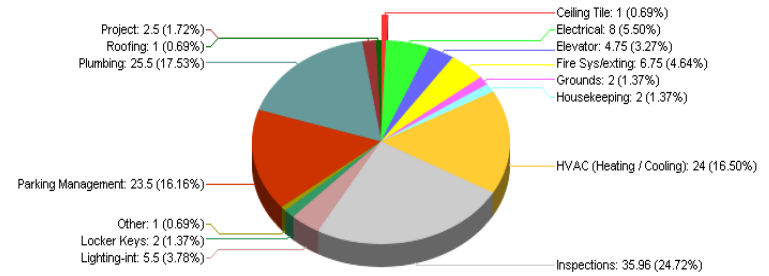
### Comparative Work Order Activity



### June 2020 – Work Orders Received

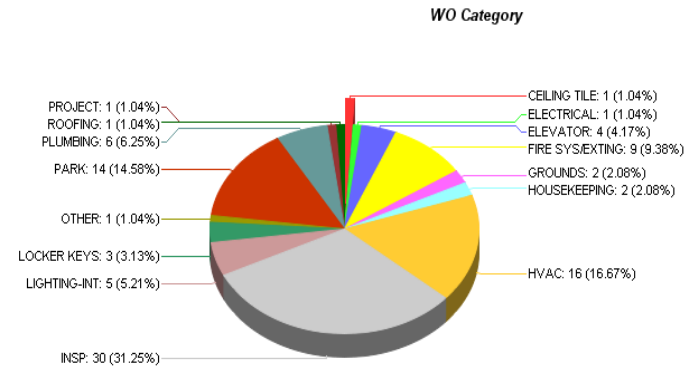
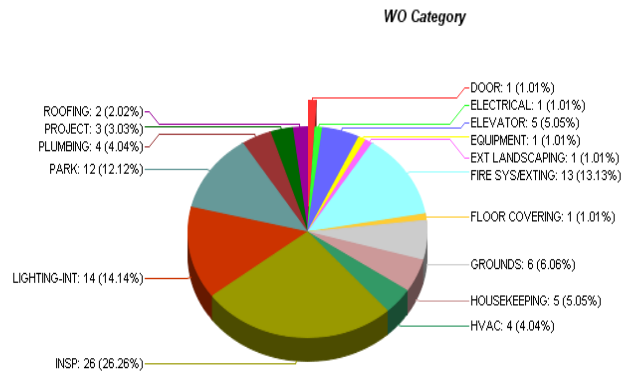


### July 2020 – Work Orders Received



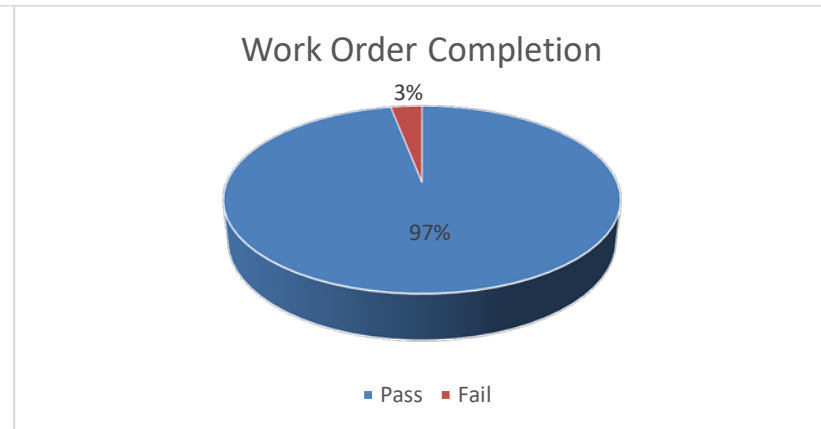
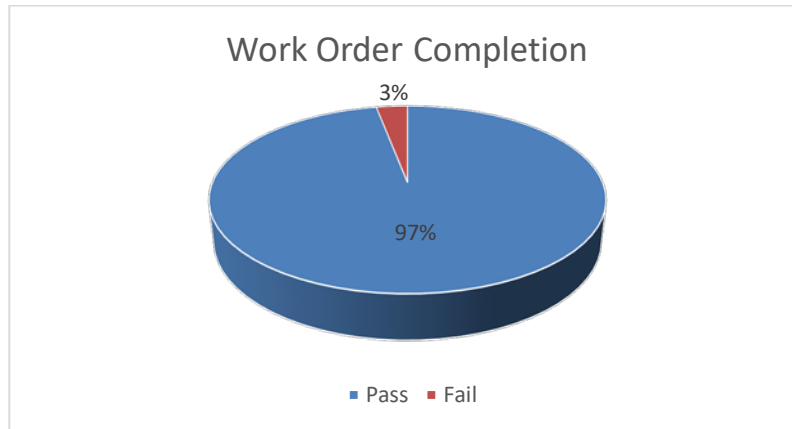
### June 2020 - Labor Hours

### July 2020 – Labor Hours



June 2020 – Work Order Categories

July 2020 – Work Order Categories



June 2020 – Work Order Completion %'s

July 2020 – Work Order Completion %'s

## **Completions Times**

Completion times met protocol 97% of the time which is equal than the baseline setting of 95%.

### Customer Satisfaction Summary

Total Responses Received – 2

	Excellent	Good	Fair	Poor	Unacceptable	No Answer	Total Responses						
Rate your experience requesting maintenance	2	0%	0	0%	0.01	0%	0.01	0%	0.01	0%	0.01	0%	2.0
Rate your response time	2	0%	0	0%	0.01	0%	0.01	0%	0.01	0%	0	0%	2.0
Rate the technicians professionalism	2	0%	0	0%	0.01	0%	0.01	0%	0.01	0%	0	0%	2.0
Rate your overall satisfaction	2	0%	0	0%	0.01	0%	0.01	0%	0.01	0%	0	0%	2.0

100%

### Sample of comments

*None provided*

***Section 2.0 – Reporting – Key Performance Indicators***

Key performance indicators will be summarized on a quarterly basis.

***Section 3.0 – Reporting – Capital Planning***

None Currently


***Section 4.0 – Preventive Maintenance – Critical PM Activities Completed***


# Northern Virginia Center

## Section 4.0 - Critical PM Activities Completed

Printed: 8/11/2020 9:12 AM

### Report Criteria

 Type is equal to **Preventive**

 Status is equal to **Closed**

 Category Name is equal to **Critical Preventive Maintenance**

Site	Asset ID	Work Order #	Status	Category Name	Reason	Work Order Count
------	----------	--------------	--------	---------------	--------	------------------

(No Records)







***Section 5.0 – Preventive Maintenance – Non-Critical PM Activities Completed***

## Northern Virginia Center

## Section 5.0 - Non-Critical PM Activities Completed

Printed: 8/11/2020 9:14 AM

## Report Criteria


-  Type is equal to **Preventive**
-  Status is equal to **Closed**
-  Category Name is not equal to **Critical Preventive Maintenance**
-  Complete is between **'7/1/2020'** AND **'7/31/2020'**


Asset Name	Work Order #	Target Date	Reason	Category Name	Status	Priority	Work Order Count
Elevator 1	19283	7/1/2020	Monthly Elevator PM	Elevator	CLOSED	4	1
Elevator 2	19284	7/1/2020	Monthly Elevator PM	Elevator	CLOSED	4	1
Northern Virginia Center - 7054 Haycock Rd	19282	7/1/2020	Monthly Elevator PM	Elevator	CLOSED	4	1
FIRE EXTINGUISHER	19285	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1
Northern Virginia Center - 7054 Haycock Rd	19286	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1
FIRE EXTINGUISHER	19287	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1
FIRE EXTINGUISHER	19288	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1
FIRE EXTINGUISHER	19289	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1
Roof	19293	7/6/2020	Check parking booths roof drain	Roofing	CLOSED	2	1
Elevator 1	19310	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	CLOSED	4	1
Elevator 2	19312	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	CLOSED	4	1
Northern Virginia Center - 7054 Haycock Rd	19311	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	CLOSED	4	1
FIRE PUMP	19335	7/20/2020	Fire Pump Testing Monthly	Fire Sys/exting	CLOSED	2	1
RTU-1	19299	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-1	19295	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-2	19300	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-2	19296	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-3	19301	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-3	19297	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-4	19298	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1

<b>Asset Name</b>	<b>Work Order #</b>	<b>Target Date</b>	<b>Reason</b>	<b>Category Name</b>	<b>Status</b>	<b>Priority</b>	<b>Work Order Count</b>
RTU-4	19302	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1
<b>Grand Total (21 Records):</b>							<b>21</b>

***Section 6.0 – Preventive Maintenance – PM activities Deferred***

**Report Criteria**

 Type is equal to **Preventive**

 Status is equal to **On-Hold**

Asset ID	Work Order #	Status	Target Date	Category Name	Reason	Priority	Hold Reason
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(No Records)



***Section 7.0 – Preventive Maintenance – Hours expended to complete PM routines***

## Northern Virginia Center

## Section 7.0 - Actual Hours Expended to Complete PM Activities

Printed: 8/11/2020 9:15 AM

## Report Criteria

 Target Date is between '7/1/2020' AND '7/31/2020'

 Type is equal to Preventive

 Complete is between '7/1/2020' AND '7/31/2020'

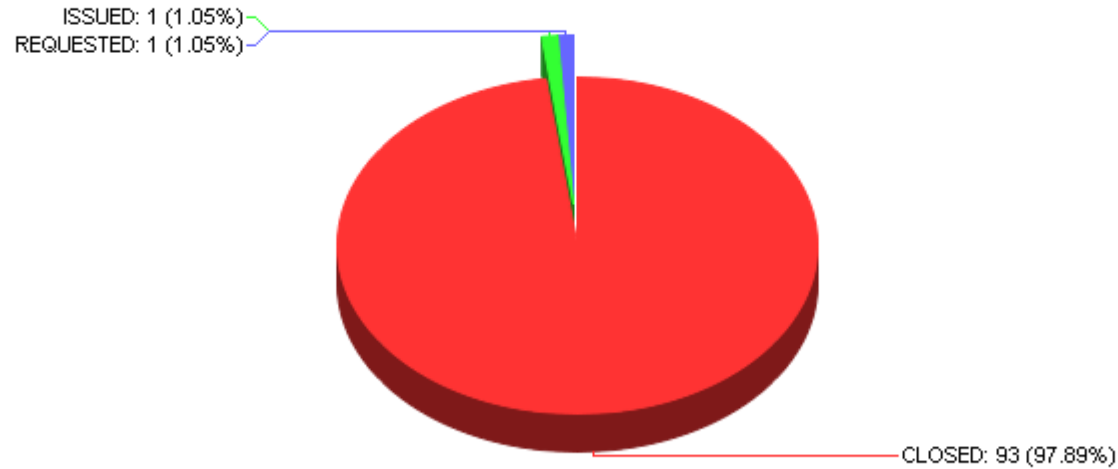
Asset ID	Work Order #	Target Date	Reason	Labor Name	Category Name	Status	Priority	Total Hours
NVC	19282	7/1/2020	Monthly Elevator PM	Nelson, Jerry	Elevator	CLOSED	4	1
01-ELEVATOR 1	19283	7/1/2020	Monthly Elevator PM	Nelson, Jerry	Elevator	CLOSED	4	0.5
01-ELEVATOR 2	19284	7/1/2020	Monthly Elevator PM	Nelson, Jerry	Elevator	CLOSED	4	1.25
EQUIP-FL1- Fire Ext	19285	7/1/2020	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	1
NVC	19286	7/1/2020	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	2
FIREEXT-2	19287	7/1/2020	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.25
FIREEXT-3	19288	7/1/2020	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.25
FIREEXT-4	19289	7/1/2020	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.25
NVC-R	19293	7/6/2020	Check parking booths roof drain	Nelson, Jerry	Roofing	CLOSED	2	1
RTU-1	19295	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-2	19296	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-3	19297	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-4	19298	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-1	19299	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-2	19300	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-3	19301	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
RTU-4	19302	7/31/2020	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1
01-ELEVATOR 1	19310	7/27/2020	Monthly Firemen Recall Test	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.5
NVC	19311	7/27/2020	Monthly Firemen Recall Test	Nelson, Jerry	Fire Sys/exting	CLOSED	4	1
01-ELEVATOR 2	19312	7/27/2020	Monthly Firemen Recall Test	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.5
EQUIP-FL1-Fire pump	19335	7/20/2020	Fire Pump Testing Monthly	Nelson, Jerry	Fire Sys/exting	CLOSED	2	1
<b>Grand Total (21 Records):</b>								<b>18.5</b>

***Section 8.0 – Preventive Maintenance – Progress towards attaining the PM Goals***

Preventive maintenance tasks are being completed according to schedules. Contractors performing PM's have all been scheduled and will be performing their work as scheduled.

***Section 9.0 – Operational Reporting - Number of work orders received***

Category



**Report Criteria**

Requested is between '7/1/2020' AND '7/31/2020'

Asset ID	Work Order #	Target Date	Reason	Category Name	Status	Priority	Work Order Type	Count
NVC-03-312	19315	7/7/2020	Cold C.T. Lu is cold.  Hi, Phil,  The NVC building is so cold that we need to wear long sleeves or coat at work. Could we request to adjust the temperature for the 3rd and 4th floors and to conserve energy consumption? Thanks!  C.T.		CLOSED	2	1 RO	1
02-202F	19316	7/8/2020	Cold HVAC blowing cold (P. Meneely/MFT reports)		CLOSED	2	1 RO	1
02-202F	19321	7/8/2020	Cold Pat Meneely in 202F is in and requests the temperature in 202F be adjusted (too cold).// Thank you.		CLOSED	2	1 RO	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Status	Priority	Work Order Count	Type
NVC-04	19313	7/9/2020	Lock/key Req-Door, Door Lock 479 (2) cut/test/stamp two keys. 479 not on work order room drop down. It is not a coded lock please make two keys for use by CS Personnel and deliver to 406/Fac. // Thank you.		CLOSED	2	1	RO
NVC-01-100	19317	7/11/2020	All Other Requests Three FOBS, 839-00053, -00088, -10090 placed by JHuffman in mailbox4th floor prior 839-00053 is now assigned to Jing Chen, Rm 100 (under Jim Egenrieder). Asking if you can proctor key pick up with notice. They sign the original, attached key form and exchange it with key for you in mutual, open area/way. Received/signed form is for Facilities manager files /inbox 4th floor. Other delivery means are of course possible.		CLOSED	4	1	RO
04-406	19322	7/13/2020	Noted in #19317 WO: This key was activated and awaiting receipt, signed by recipient please have the fob, 839-00088 placed with keys (2-479) in room 406 by 9 AM Monday of next week when NVC staff can proctor the keys with occupant. Thank you for your assistance. I will copy this to new WORK ORDER for tracking purposes.//BJR		CLOSED	4	1	RO
02-202F	19347	7/22/2020	Cold cold air blowing (repeat request from P. Meneely, 202F) "I asked if Jerry could turn the air conditioning down in my office, Room 202F. " //Thank you.		CLOSED	2	1	RO
04-WOMENS ROOM	19354	7/24/2020	Maintenance Aprile is reporting that one of the soap dispensers in the 4th floor ladies room is clogged and squirting soap in the wrong direction Please check Thanks		CLOSED	3	1	RO
04-481	19350	7/26/2020	Lock/key Req-Door: NVC 481: cut 2 keys, stamp and test and delivery marked with Door# to 406 desk. //Thank you. BJR		CLOSED	2	1	RO
04-479	19330	8/1/2020	All Other Requests "thumb turn/lock" please add to inside 479 door.		ISSUED	4	1	RO
03-MENS ROOM	19367	7/28/2020	Replaced stain ceiling tile in 3rd floor M/R.	Ceiling Tile	CLOSED	2	1	RO
NVC	19319	7/7/2020	Mona is here to perform switchgear maintenance.	Electrical	CLOSED	2	1	RO
NVC	19326	7/9/2020	Elevators are down. Called Otis on 7/8.	Elevator	CLOSED	2	1	RO
01-ELEVATOR 1	19372	8/3/2020	Monthly Elevator PM	Elevator	CLOSED	4	1	PM
NVC	19373	8/3/2020	Monthly Elevator PM	Elevator	CLOSED	4	1	PM
01-ELEVATOR 2	19374	8/3/2020	Monthly Elevator PM	Elevator	CLOSED	4	1	PM
EQUIP-FL1-Fire pump	19335	7/20/2020	Fire Pump Testing Monthly	Fire Sys/exting	CLOSED	2	1	PM
01-ELEVATOR 1	19310	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	CLOSED	4	1	PM
NVC	19311	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	CLOSED	4	1	PM
01-ELEVATOR 2	19312	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	CLOSED	4	1	PM
EQUIP-FL1-Fire Ext	19375	8/3/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1	PM

Asset ID	Work Order #	Target Date	Reason	Category Name	Status	Priority	Work Order Count	Type
NVC	19376	8/3/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1	PM
FIREEXT-2	19377	8/3/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1	PM
FIREEXT-3	19378	8/3/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1	PM
FIREEXT-4	19379	8/3/2020	Monthly Fire Ext Inspections	Fire Sys/exting	CLOSED	4	1	PM
NVC	19341	7/16/2020	Clean sediment pond trickle ditch.	Grounds	CLOSED	3	1	RO
NVC	19388	7/31/2020	Storms last night damaged tree in front of building.	Grounds	CLOSED	3	1	RO
02-OBSERVATORY 236	19308	7/8/2020	Observation Room Day Cleaning	Housekeeping	CLOSED	1	1	RO
RTU-1	19331	7/13/2020	Change filters RTU 1.	HVAC (Heating / Cooling)	CLOSED	4	1	RO
RTU-3	19333	7/14/2020	Change pre-filters and cartridge's filters RTU 3.	HVAC (Heating / Cooling)	CLOSED	4	1	RO
RTU-2	19336	7/15/2020	Change filters and cartridges in RTU 2.	HVAC (Heating / Cooling)	CLOSED	4	1	RO
RTU-4	19338	7/16/2020	Change pre-filters and cartridge filters in RTU 4.	HVAC (Heating / Cooling)	CLOSED	4	1	RO
RTU-1	19295	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM
RTU-2	19296	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM
RTU-3	19297	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM
RTU-4	19298	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM
RTU-1	19299	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM

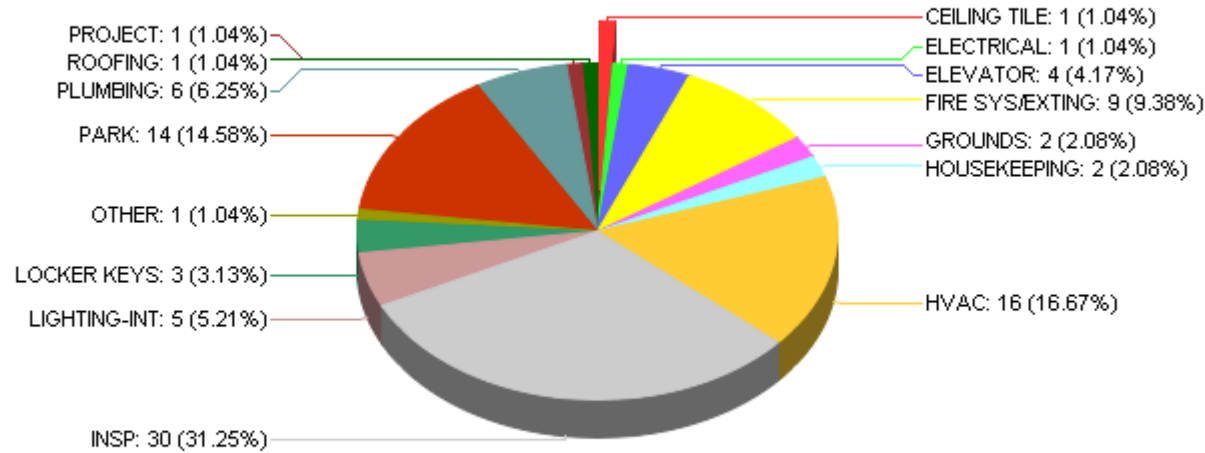
Asset ID	Work Order #	Target Date	Reason	Category Name	Status	Priority	Work Order Count	Type
RTU-2	19300	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM
RTU-3	19301	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM
RTU-4	19302	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	CLOSED	4	1	PM
NVC	19294	7/1/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19305	7/2/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19306	7/3/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19314	7/6/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19318	7/7/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19320	7/8/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19323	7/9/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19327	7/10/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19309	7/10/2020	Weekly Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19329	7/13/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19332	7/14/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19334	7/15/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19337	7/16/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19343	7/17/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19328	7/17/2020	Weekly Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19345	7/20/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19346	7/21/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19349	7/22/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19353	7/23/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19355	7/24/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19344	7/24/2020	Weekly Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19359	7/27/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19362	7/28/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19370	7/29/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19383	7/30/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19384	7/31/2020	Daily Facility Inspection	Inspections	CLOSED	4	1	IN
NVC	19358	7/31/2020	Weekly Facility Inspection	Inspections	CLOSED	4	1	IN

Asset ID	Work Order #	Target Date	Reason	Category Name	Status	Priority	Work Order Count	Type
NVC	19371	8/3/2020	Monthly Facility Inspection	Inspections	REQUESTED	4	1	IN
NVC-04	19307	7/3/2020	Two lights out Stairwell 2, 4th floor landing and landing heading to roof,	Lighting-int	CLOSED	2	1	RO
04-STAIRS #1	19363	7/28/2020	Light out 4th floor by stairwell 1.	Lighting-int	CLOSED	4	1	RO
03-MENS ROOM	19364	7/28/2020	Light out 3rd floor M/R.	Lighting-int	CLOSED	4	1	RO
03-329	19365	7/28/2020	Room 329 four lights are out.	Lighting-int	CLOSED	4	1	RO
02-STAIRS #1	19366	7/28/2020	Light out second floor by stairwell 1.	Lighting-int	CLOSED	4	1	RO
NVC	19304	7/1/2020	Activate four Gilbane parkers	Parking Management	CLOSED	3	1	RO
NVC-PB	19324	7/9/2020	Parking gate, dump catch pan.	Parking Management	CLOSED	3	1	RO
NVC	19325	7/9/2020	Update Gilbane parker proxy card.	Parking Management	CLOSED	3	1	RO
NVC-PB	19339	7/16/2020	Parking gate, parker having trouble getting out.	Parking Management	CLOSED	3	1	RO
NVC	19340	7/16/2020	Gilbane parker is having trouble with proxy card.	Parking Management	CLOSED	3	1	RO
NVC-PB	19342	7/16/2020	Dump catch pan in exit gate.	Parking Management	CLOSED	3	1	RO
NVC	19348	7/21/2020	Someone has dropped the chain in west lot.	Parking Management	CLOSED	3	1	RO
NVC	19356	7/24/2020	Update two Gilbane parkers.	Parking Management	CLOSED	3	1	RO
NVC	19360	7/27/2020	Two meters in metered lot batteries have expired.	Parking Management	CLOSED	3	1	RO
NVC	19361	7/27/2020	Update records on two Gilbane parkers.	Parking Management	CLOSED	3	1	RO
NVC-PB	19369	7/28/2020	Update three Gibane parkers monthly parking.	Parking Management	CLOSED	3	1	RO
NVC-PB	19381	7/29/2020	Update three Gilbane parkers.	Parking Management	CLOSED	3	1	RO
NVC	19382	7/29/2020	Faculty exit gate has been damaged.	Parking Management	CLOSED	3	1	RO
NVC	19387	7/31/2020	Update three Gilbane parkers.	Parking Management	CLOSED	3	1	RO
NVC	19351	7/22/2020	Install touchless (3) flush valves in ladies room and men's room.	Plumbing	CLOSED	2	1	RO
02-MENS ROOM	19352	7/22/2020	Started installing touchless faucets in second floor M/R.	Plumbing	CLOSED	2	1	RO

Asset ID	Work Order #	Target Date	Reason	Category Name	Status	Priority	Work Order Count	Type
02-WOMENS ROOM	19357	7/24/2020	Install two touchless faucets in second floor ladies room.	Plumbing	CLOSED	2	1	RO
04-WOMENS ROOM	19368	7/28/2020	Install touchless faucet in L/R fourth floor.	Plumbing	CLOSED	2	1	RO
03-MENS ROOM	19380	7/29/2020	Install touchless faucets in 3rd floor L/R.	Plumbing	CLOSED	2	1	RO
NVC-01	19386	7/31/2020	Install touchless faucets in first floor L/R and M/R.	Plumbing	CLOSED	2	1	RO
02-207	19303	7/1/2020	Help Jason install projector screen in Room 207.	Project	CLOSED	4	1	RO
NVC-R	19385	8/5/2020	Check parking booths roof drain	Roofing	CLOSED	2	1	PM
<b>Grand Total (95 Records):</b>							<b>95</b>	

***Section 10.0 – Operational Reporting - Number of work orders completed***

WO Category



Report Criteria

Complete is between '7/1/2020' AND '7/31/2020'

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
03-MENS ROOM	19367	7/28/2020	Replaced stain ceiling tile in 3rd floor M/R.	Ceiling Tile	Juan and I replaced one stained tile.	CLOSED	2	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19319	7/7/2020	Mona is here to perform switchgear maintenance.	Electrical	Called Kastle and removed fire system from service. Shut off elevators. Locked bldg., manually. Mona tighten all connections in breaker panels (24), elevators, switch gear. Dominion Power shut off power. Fairfax County inspected through Facetime. Everything came back up with no problems except VT IP address. Phil and Neil repaired. All is good. Hoping to put gates down at 4:00.	CLOSED	2	1
NVC	19282	7/1/2020	Monthly Elevator PM	Elevator	Checked all elevators. All is good.	CLOSED	4	1
01-ELEVATOR 1	19283	7/1/2020	Monthly Elevator PM	Elevator	Checked all floors. All is good. Elevator #1 has two lights out. Appears to be fuse. Need Otis to access the top of the car.	CLOSED	4	1
01-ELEVATOR 2	19284	7/1/2020	Monthly Elevator PM	Elevator	Checked elevator. All is good.	CLOSED	4	1
NVC	19326	7/9/2020	Elevators are down. Called Otis on 7/8.	Elevator	Found elevators on 4th floor. Randy reset and checked. All is good.	CLOSED	2	1
EQUIP-FL1-Fire Ext	19285	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	Checked and logged nine extinguishers. ACE has 4 of our extinguisher. Ace has given us 4 loaners until they return ours.	CLOSED	4	1
NVC	19286	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	Checked and logged twelve extinguishers. ACE has 4 of our extinguisher. Ace has given us 4 loaners until they return ours.	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
FIREEXT-2	19287	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	Checked and logged one extinguisher.	CLOSED	4	1
FIREEXT-3	19288	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	Checked and logged one extinguisher.	CLOSED	4	1
FIREEXT-4	19289	7/1/2020	Monthly Fire Ext Inspections	Fire Sys/exting	Checked and logged one extinguisher.	CLOSED	4	1
01-ELEVATOR 1	19310	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	Tested recall, phones and bells. All is good. Logged report.	CLOSED	4	1
NVC	19311	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	Tested recall, phones and bells. All is good. Logged report.	CLOSED	4	1
01-ELEVATOR 2	19312	7/27/2020	Monthly Firemen Recall Test	Fire Sys/exting	Tested recall, phones and bells. All is good. Logged report.	CLOSED	4	1
EQUIP-FL1-Fire pump	19335	7/20/2020	Fire Pump Testing Monthly	Fire Sys/exting	Called Kastle and Fire Dept., taking fire system out of service. Perform test and log. Called Kastle and Fire Dept., system back in service.	CLOSED	2	1
NVC	19341	7/16/2020	Clean sediment pond trickle ditch.	Grounds	Shelved out trickle ditch.	CLOSED	3	1
NVC	19388	7/31/2020	Storms last night damaged tree in front of building.	Grounds	Juan and I cut out two damaged limbs. Cut up and tossed in dumpster.	CLOSED	3	1
02-OBSERVATORY 236	19308	7/8/2020	Observation Room Day Cleaning	Housekeeping	Juan and I cleaned today.	CLOSED	1	1
04-WOMENS ROOM	19354	7/24/2020	Maintenance Aprile is reporting that one of the soap dispensers in the 4th floor ladies room is clogged and squirting soap in the wrong direction Please check Thanks	Housekeeping	Cleaned all the soap dispensers.	CLOSED	3	1
RTU-1	19295	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	CLOSED	4	1
RTU-2	19296	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
RTU-3	19297	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	CLOSED	4	1
RTU-4	19298	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	CLOSED	4	1
RTU-1	19299	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. M-Tech/Dan perform task on Wednesday, July 21st.	CLOSED	4	1
RTU-2	19300	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	CLOSED	4	1
RTU-3	19301	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	CLOSED	4	1
RTU-4	19302	7/31/2020	Quarterly RTU Preventive Maintenance	HVAC (Heating / Cooling)	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	CLOSED	4	1
NVC-03-312	19315	7/7/2020	<p>Cold C.T. Lu is cold.</p> <p>Hi, Phil,</p> <p>The NVC building is so cold that we need to wear long sleeves or coat at work. Could we request to adjust the temperature for the 3rd and 4th floors and to conserve energy consumption? Thanks!</p> <p>C.T.</p>	HVAC (Heating / Cooling)	There is no issue really. T'Stat is set to 73.5 and temp in room where T'Stat location is 73.9. VAV box is trying to lower the temp. Changed point to 74.5 and temp has risen.	CLOSED	2	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
02-202F	19316	7/8/2020	Cold HVAC blowing cold (P. Meneely/MFT reports)	HVAC (Heating / Cooling)	Power hit over weekend affected the boxes programming. Had to re-start and re-send information. Temp at 11:00 was 68 and Stat on 74. After information was received within 15 minutes temp up to 69. At 3:30 temp is 74.9 Bldg., also was off for 2 plus days for 4th of July holiday.	CLOSED	2	1
02-202F	19321	7/8/2020	Cold Pat Meneely in 202F is in and requests the temperature in 202F be adjusted (too cold).// Thank you.	HVAC (Heating / Cooling)	VAV box was affected by power hit. Re-booted and all is good. Room is already 2.5 degrees warmer.	CLOSED	2	1
RTU-1	19331	7/13/2020	Change filters RTU 1.	HVAC (Heating / Cooling)	Change pre-filters (18) and cannister filters (18). Bring dirty filters down to loading dock.	CLOSED	4	1
RTU-3	19333	7/14/2020	Change pre-filters and cartridge's filters RTU 3.	HVAC (Heating / Cooling)	Juan and I changed the filters, put the dirty filters in loading area and trashed the pre-filters.	CLOSED	4	1
RTU-2	19336	7/15/2020	Change filters and cartridges in RTU 2.	HVAC (Heating / Cooling)	Juan and I carried filters and cartridges, removed old filters and cartridges, boxed up and put in loading area. To be tossed slowly into dumpster.	CLOSED	4	1
RTU-4	19338	7/16/2020	Change pre-filters and cartridge filters in RTU 4.	HVAC (Heating / Cooling)	Took filters to roof. Juan and I changed cartridge filters and pre-filters, boxed up and move to first floor to toss in dumpster little by little until done. Emailed AFF with pictures of the two bent filters. AFF is sending out new one.	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
02-202F	19347	7/22/2020	Cold cold air blowing (repeat request from P. Meneely, 202F) "I asked if Jerry could turn the air conditioning down in my office, Room 202F. " //Thank you.	HVAC (Heating / Cooling)	Temp is room was 67.7, which is just 3 tenths below Blacksburg recommendations. No problem. Problem stemmed from power hits last night and this morning. Due to record temps outside. Reset ( booted ) VAV box and all is good. VAV have same issues as computers when we have power hits. Sometimes they have to be reset. We had several effected by these hits.	CLOSED	2	1
NVC	19280	7/3/2020	Weekly Facility Inspection	Inspections	Walked all areas. Light out stairwell 2, 4th floor landing and landing heading to roof.	CLOSED	4	1
NVC	19281	7/1/2020	Monthly Facility Inspection	Inspections	Checked and all is good.	CLOSED	4	1
NVC	19292	6/30/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft is here to start working in room 200, prepping main lobby, 210 and 329/331. Bearcraft has removed the USPS box and store in VT storage old book store. Moved furniture from 329/331 and stored in 330. Projectors and other equipment will be stored in 333	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19294	7/1/2020	Daily Facility Inspection	Inspections	<p>Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.</p> <p>Bearcraft is here to start working in room 200, prepping main lobby, 210 and 329/331. Working mainly in 329/331 demoing wall that's to come down.</p>	CLOSED	4	1
NVC	19305	7/2/2020	Daily Facility Inspection	Inspections	<p>Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.</p> <p>Bearcraft is here to start working in room 200, prepping main lobby, 210 and 329/331. Working mainly in 329/331. Prepping lobby with plastic.</p> <p>Mona/Mark is here working in 329, and 200. Mainly bring supplies in and disconnecting screens in 329/331 so Bearcraft can remove the screens. Found out that the wiring for all the outlets in the room were run through the walls. Therefore Mona will have to provide an extra to re-feed four circuits, 31,32,33,and 34.</p>	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19306	7/3/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. BLDG. is closed due to 4th of July holiday.	CLOSED	4	1
NVC	19309	7/10/2020	Weekly Facility Inspection	Inspections	Walked all areas.	CLOSED	4	1
NVC	19314	7/6/2020	Daily Facility Inspection	Inspections	Walked all areas.	CLOSED	4	1
NVC	19318	7/7/2020	Daily Facility Inspection	Inspections	Building is shut down due to switch gear maintenance.	CLOSED	4	1
NVC	19320	7/8/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft, and Mona are here working 329, 210, 200, 114 and second floor main lobby. Bearcraft painted wall in 114 and patched couple holes Jason left when he took down speakers in front of the room, plus they touched up painted for them.	CLOSED	4	1
NVC	19323	7/9/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft (4), Mona (1) and FES (3) are working in 329, 210, 200, 114 and second floor main lobby.	CLOSED	4	1
NVC	19327	7/10/2020	Daily Facility Inspection	Inspections	Walked all areas.	CLOSED	4	1
NVC	19328	7/17/2020	Weekly Facility Inspection	Inspections	Walked all areas.	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19329	7/13/2020	Daily Facility Inspection	Inspections	<p>Walked all areas. RTUs in cooling mode. Checked parking gate remotely. Building is shut down for student activities.</p> <p>Bearcraft, and Mona are working in 114, 200, 210, 329 and second floor lobby.</p> <p>Zoom meeting with VT electrical inspectors and building people. Close inspections. All is good. Close up and finish work.</p>	CLOSED	4	1
NVC	19332	7/14/2020	Daily Facility Inspection	Inspections	<p>Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Check parking gate remotely.</p> <p>Bearcraft and Mona are working in 200, 210, second floor main lobby, 114 and 329. RTW (VT) are working in 114.</p>	CLOSED	4	1
NVC	19334	7/15/2020	Daily Facility Inspection	Inspections	<p>Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.</p> <p>Bearcraft working in 329, 200, 210 and second floor main lobby. RTW is working in 200 and 114.</p>	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19337	7/16/2020	Daily Facility Inspection	Inspections	<p>Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.</p> <p>Bearcraft is here working in 200, 210, second floor lobby, and 329. RTW working in 114.</p>	CLOSED	4	1
NVC	19343	7/17/2020	Daily Facility Inspection	Inspections	<p>Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely. Check Library glass door.</p> <p>Bearcraft (2) working in 329, installing chair rail and taking out trash. FES is replacing diffusers they installed last week with correct one and arranging one T'Stat to operate two VAV boxes in room. FES is done. Mona/Mark showed be here Monday to hook up screens in 329.</p> <p>Took a picture and sent to Bernie. AV strobe in room is going to have to be moved or TV will have to be moved. Will have to contact Mona for cost to move.</p>	CLOSED	4	1
NVC	19344	7/24/2020	Weekly Facility Inspection	Inspections	Walked all areas.	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19345	7/20/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely. Check Library glass door.	CLOSED	4	1
NVC	19346	7/21/2020	Daily Facility Inspection	Inspections	Bearcraft working 329 and 200. RTW working in 114. Walked all areas. RTUs in cooling mode. Building is closed to student activities. Checked parking gate remotely.	CLOSED	4	1
NVC	19349	7/22/2020	Daily Facility Inspection	Inspections	A & O Carpet is here to carpet Room 329/331. Patching cove base in hallway too. I had to move Bearcraft stuff to 330. RTW is working in 102 and 323. Walked all areas. RTUs in cooling mode. Checked parking gate remotely. Building is down for student activities.	CLOSED	4	1
NVC	19353	7/23/2020	Daily Facility Inspection	Inspections	RTW working in 106 and 113. M-Tech/Dan is here performing PM's on RTU's. Jerry started working on installing touchless faucets in restrooms.	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19355	7/24/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building closed to student activities. Checked parking gate remotely.  RTW working 114, 113, 106 and 206.  Bearcraft picked up their stuff today.	CLOSED	4	1
NVC	19358	7/31/2020	Weekly Facility Inspection	Inspections	Walked all areas. Lights out 4th floor hall by stairway 1. Second floor hallway by stair 1. Three lights out in 3rd L/R.	CLOSED	4	1
NVC	19359	7/27/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.	CLOSED	4	1
NVC	19362	7/28/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely. Check Library glass door.  RTW is working on first floor and second floors.	CLOSED	4	1
NVC	19370	7/29/2020	Daily Facility Inspection	Inspections	Walked all areas. RTW is working through out building. RTUs in cooling mode. Building is closed to student activities. Checked parking gate remotely. Checked ticket dispenser. Should be OK until tomorrow.	CLOSED	4	1
NVC	19383	7/30/2020	Daily Facility Inspection	Inspections	Walked all areas.	CLOSED	4	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC	19384	7/31/2020	Daily Facility Inspection	Inspections	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  RTW is working around the building.	CLOSED	4	1
NVC-04	19307	7/3/2020	Two lights out Stairwell 2, 4th floor landing and landing heading to roof,	Lighting-int	Replaced two burnt out F32T8 bulbs and had Juan clean the light lens going to roof.	CLOSED	2	1
04-STAIRS #1	19363	7/28/2020	Light out 4th floor by stairwell 1.	Lighting-int	Juan and I replaced one burnt out F32WT8 bulb.	CLOSED	4	1
03-MENS ROOM	19364	7/28/2020	Light out 3rd floor M/R.	Lighting-int	Juan and I replaced three burnt out F32WT8 bulbs.	CLOSED	4	1
03-329	19365	7/28/2020	Room 329 four lights are out.	Lighting-int	Juan and I replaced four burnt out F32WT8 bulbs.	CLOSED	4	1
02-STAIRS #1	19366	7/28/2020	Light out second floor by stairwell 1.	Lighting-int	Juan and I replaced three burnt out F32WT8 bulbs.	CLOSED	4	1
NVC-04	19313	7/9/2020	Lock/key Req-Door, Door Lock 479 (2) cut/test/stamp two keys. 479 not on work order room drop down. It is not a coded lock please make two keys for use by CS Personnel and deliver to 406/Fac. // Thank you.	Locker Keys	7/7, I have the keys but see no sign for papers. Jing signed key form this morning. Form is on table beside Barbara desk.	CLOSED	2	1
04-406	19322	7/13/2020	Noted in #19317 WO: This key was activated and awaiting receipt, signed by recipient please have the fob, 839-00088 placed with keys (2-479) in room 406 by 9 AM Monday of next week when NVC staff can proctor the keys with occupant. Thank you for your assistance. I will copy this to new WORK ORDER for tracking purposes.//BJR	Locker Keys	FOB is taped to paper with keys to 479 on table in Barbara's office.	CLOSED	4	1
04-481	19350	7/26/2020	Lock/key Req-Door: NVC 481: cut 2 keys, stamp and test and delivery marked with Door# to 406 desk. //Thank you. BJR	Locker Keys	Found keys and tested. Used from the stock of keys turned in by UVA. No since cutting more keys to add to already overflow of keys.	CLOSED	2	1


Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC-01-100	19317	7/11/2020	All Other Requests Three FOBS, 839-00053, -00088, -10090 placed by JHuffman in mailbox4th floor prior 839-00053 is now assigned to Jing Chen, Rm 100 (under Jim Egenrieder). Asking if you can proctor key pick up with notice. They sign the original, attached key form and exchange it with key for you in mutual, open area/way. Received/signed form is for Facilities manager files /inbox 4th floor. Other delivery means are of course possible.	Other	Jing and Jim came by office. Gave Jing FOB and she signed form. I will take signed form and lay on Barbara table in her office.	CLOSED	4	1
NVC	19304	7/1/2020	Activate four Gilbane parkers	Parking Management	Changed expiration dates on four parkers who paid their monthly parking fee.	CLOSED	3	1
NVC-PB	19324	7/9/2020	Parking gate, dump catch pan.	Parking Management	Dumped catch pan and tossed tickets in trash.	CLOSED	3	1
NVC	19325	7/9/2020	Update Gilbane parker proxy card.	Parking Management	Reactive proxy card with new expiration date.	CLOSED	3	1
NVC-PB	19339	7/16/2020	Parking gate, parker having trouble getting out.	Parking Management	Parker card is being declined. Each credit card reader is declining. Friend helped her out.	CLOSED	3	1
NVC	19340	7/16/2020	Gilbane parker is having trouble with proxy card.	Parking Management	Parker allowed someone else out who had a flat tire. Now he can't get out. Reset card to neutral. All is good.	CLOSED	3	1
NVC-PB	19342	7/16/2020	Dump catch pan in exit gate.	Parking Management	Dump the catch pan.	CLOSED	3	1
NVC	19348	7/21/2020	Someone has dropped the chain in west lot.	Parking Management	Neal reported chain down at 11:30. Put chain back up and tighten bracket.	CLOSED	3	1
NVC	19356	7/24/2020	Update two Gilbane parkers.	Parking Management	Update two Gilbane monthly parkers proxy cards.	CLOSED	3	1
NVC	19360	7/27/2020	Two meters in metered lot batteries have expired.	Parking Management	Replaced battery in meter #2 and #8 and reset. All is good.	CLOSED	3	1
NVC	19361	7/27/2020	Update records on two Gilbane parkers.	Parking Management	Update proxy card expiration dates on two parkers.	CLOSED	3	1
NVC-PB	19369	7/28/2020	Update three Gibane parkers monthly parking.	Parking Management	Update parkers (3) expiration dates.	CLOSED	3	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
NVC-PB	19381	7/29/2020	Update three Gilbane parkers.	Parking Management	Update all threes records and expiration date.	CLOSED	3	1
NVC	19382	7/29/2020	Faculty exit gate has been damaged.	Parking Management	Found gates arm down and on the entry side on Wednesday, July 22nd when leaving during storm. First thought was storm.  Could not get the arm holder off. Called Whitaker Brothers out of Rockville. Tech said someone forced the arm up. Storm did not break. Replaced shear pin after drilling old one out which had broken in three places. Belt was also broken and replaced.  Tested and all is good.	CLOSED	3	1
NVC	19387	7/31/2020	Update three Gilbane parkers.	Parking Management	Updated proxy card expiration dates.	CLOSED	3	1
NVC	19351	7/22/2020	Install touchless (3) flush valves in ladies room and men's room.	Plumbing	Installed and tested all three. Working great.	CLOSED	3	1
02-MENS ROOM	19352	7/22/2020	Started installing touchless faucets in second floor M/R.	Plumbing	Started installing. First sink when entering M/R and handicapped sink. 5 hours. 7/23, finished installing second touchless faucet in the handicapped sink. 2 hours.	CLOSED	3	1
02-WOMENS ROOM	19357	7/24/2020	Install two touchless faucets in second floor ladies room.	Plumbing	Remove old units (2), and replaced hot water angle stop on first sink. May have to replace angle stop on handicapped sink. Will watch for couple days. Installed new units and tested.	CLOSED	2	1

Asset ID	Work Order #	Target Date	Reason	Category Name	Labor Report	Status	Priority	Work Order Count
04-WOMENS ROOM	19368	7/28/2020	Install touchless faucet in L/R fourth floor.	Plumbing	Replaced cold water angle stop on handicapped sink. Remove old faucets, cut two piece of 2 x 4 and install new faucet plus tested.	CLOSED	2	1
03-MENS ROOM	19380	7/29/2020	Install touchless faucets in 3rd floor L/R.	Plumbing	Remove the old faucets, replace leaking cold water angle stop valve, install new touchless faucets and test.	CLOSED	2	1
NVC-01	19386	7/31/2020	Install touchless faucets in first floor L/R and M/R.	Plumbing	Removed old faucets, installed 4 new touchless faucets, and tested. All is good.	CLOSED	2	1
02-207	19303	7/1/2020	Help Jason install projector screen in Room 207.	Project	Drilled holes in wall and board. Used toggle bolts. Looks good.	CLOSED	4	1
NVC-R	19293	7/6/2020	Check parking booths roof drain	Roofing	Checked drain. All clear.	CLOSED	2	1
<b>Grand Total (96 Records):</b>								<b>96</b>

***Section 11.0 – Operational Reporting - Number of work orders deferred***

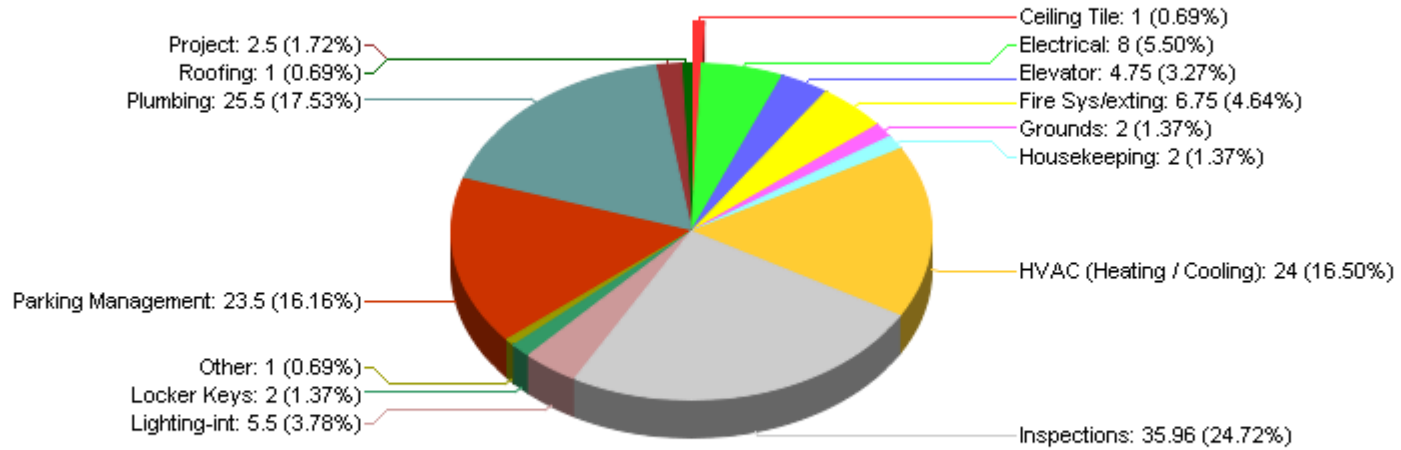
### Report Criteria

 Status is equal to **On-Hold**

Asset ID	Work Order #	Status	Target Date	Category Name	Reason	Priority	UDF Field 1
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(No Records)

***Section 12.0 – Operational Reporting - Number of person hours expended***



**Report Criteria**

Complete is between '7/1/2020' AND '7/31/2020'

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
<b>Ceiling Tile</b>										
03-MENS ROOM	19367	7/28/2020	7/28/2020 2:36:00 PM	Replaced stain ceiling tile in 3rd floor M/R.	Nelson, Jerry	Ceiling Tile	CLOSED	2	1	7/28/2020 2:36:00 PM
<b>Ceiling Tile - 1 Total:</b>									<b>1</b>	
<b>Electrical</b>										
NVC	19319	7/7/2020	7/7/2020 2:11:00 PM	Mona is here to perform switchgear maintenance.	Nelson, Jerry	Electrical	CLOSED	2	8	7/7/2020 2:11:00 PM
<b>Electrical - 1 Total:</b>									<b>8</b>	

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
<b>Elevator</b>										
NVC	19326	7/9/2020	7/9/2020 2:23:00 PM	Elevators are down. Called Otis on 7/8.	Nelson, Jerry	Elevator	CLOSED	2	2	7/9/2020 2:23:00 PM
01-ELEVATOR 1	19283	7/1/2020	7/1/2020 2:23:00 PM	Monthly Elevator PM	Nelson, Jerry	Elevator	CLOSED	4	0.5	7/1/2020 2:23:00 PM
01-ELEVATOR 2	19284	7/1/2020	7/1/2020 2:24:00 PM	Monthly Elevator PM	Nelson, Jerry	Elevator	CLOSED	4	1.25	7/1/2020 2:24:00 PM
NVC	19282	7/1/2020	7/1/2020 2:25:00 PM	Monthly Elevator PM	Nelson, Jerry	Elevator	CLOSED	4	1	7/1/2020 2:25:00 PM
<b>Elevator - 4 Total:</b>									<b>4.75</b>	
<b>Fire Sys/exting</b>										
EQUIP-FL1- Fire Ext	19285	7/1/2020	7/1/2020 2:27:00 PM	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	1	7/1/2020 2:27:00 PM
NVC	19286	7/1/2020	7/1/2020 2:29:00 PM	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	2	7/1/2020 2:29:00 PM
FIREEXT-2	19287	7/1/2020	7/1/2020 2:29:00 PM	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.25	7/1/2020 2:29:00 PM
FIREEXT-3	19288	7/1/2020	7/1/2020 2:31:00 PM	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.25	7/1/2020 2:31:00 PM
FIREEXT-4	19289	7/1/2020	7/1/2020 2:31:00 PM	Monthly Fire Ext Inspections	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.25	7/1/2020 2:31:00 PM
01-ELEVATOR 1	19310	7/27/2020	7/9/2020 2:19:00 PM	Monthly Firemen Recall Test	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.5	7/9/2020 2:19:00 PM
01-ELEVATOR 2	19312	7/27/2020	7/9/2020 2:21:00 PM	Monthly Firemen Recall Test	Nelson, Jerry	Fire Sys/exting	CLOSED	4	0.5	7/9/2020 2:21:00 PM
NVC	19311	7/27/2020	7/9/2020 2:22:00 PM	Monthly Firemen Recall Test	Nelson, Jerry	Fire Sys/exting	CLOSED	4	1	7/9/2020 2:22:00 PM

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
EQUIP-FL1-Fire pump	19335	7/20/2020	7/24/2020 6:03:00 AM	Fire Pump Testing Monthly	Nelson, Jerry	Fire Sys/exting	CLOSED	2	1	7/24/2020 6:03:00 AM
<b>Fire Sys/exting - 9 Total:</b>									<b>6.75</b>	
<b>Grounds</b>										
NVC	19341	7/16/2020	7/16/2020 2:37:00 PM	Clean sediment pond trickle ditch.	Nelson, Jerry	Grounds	CLOSED	3	1	7/16/2020 2:37:00 PM
NVC	19388	7/31/2020	7/31/2020 2:29:00 PM	Storms last night damaged tree in front of building.	Nelson, Jerry	Grounds	CLOSED	3	1	7/31/2020 2:29:00 PM
<b>Grounds - 2 Total:</b>									<b>2</b>	
<b>Housekeeping</b>										
04-WOMENS ROOM	19354	7/24/2020	7/24/2020 6:05:00 AM	Maintenance Aprile is reporting that one of the soap dispensers in the 4th floor ladies room is clogged and squirting soap in the wrong direction Please check Thanks	Nelson, Jerry	Housekeeping	CLOSED	3	1	7/24/2020 6:01:00 AM
02-OBSERVATORY 236	19308	7/8/2020	7/10/2020 2:07:00 PM	Observation Room Day Cleaning	Nelson, Jerry	Housekeeping	CLOSED	1	1	7/10/2020 2:07:00 PM
<b>Housekeeping - 2 Total:</b>									<b>2</b>	
<b>HVAC (Heating / Cooling)</b>										
02-202F	19321	7/8/2020	7/8/2020 12:15:00 PM	Cold Pat Meneely in 202F is in and requests the temperature in 202F be adjusted (too cold).// Thank you.	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	2	1	7/8/2020 12:13:00 PM
02-202F	19316	7/8/2020	7/6/2020 3:00:00 PM	Cold HVAC blowing cold (P. Meneely/MFT reports)	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	2	2	7/6/2020 2:57:00 PM
NVC-03-312	19315	7/7/2020	7/6/2020 3:15:00 PM	Cold C.T. Lu is cold.  Hi, Phil,  The NVC building is so cold that we need to wear long sleeves or coat at work. Could we request to adjust the temperature for the 3rd and 4th floors and to conserve energy consumption? Thanks!  C.T.	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	2	2	7/6/2020 3:00:00 PM

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
RTU-1	19299	7/31/2020	7/24/2020 7:20:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:20:00 AM
RTU-1	19295	7/31/2020	7/24/2020 7:25:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:25:00 AM
RTU-2	19300	7/31/2020	7/24/2020 7:27:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:27:00 AM
RTU-2	19296	7/31/2020	7/24/2020 7:28:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:28:00 AM
RTU-3	19301	7/31/2020	7/24/2020 7:29:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:29:00 AM
RTU-3	19297	7/31/2020	7/24/2020 7:32:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:32:00 AM
RTU-4	19298	7/31/2020	7/24/2020 7:34:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:34:00 AM
RTU-4	19302	7/31/2020	7/24/2020 7:35:00 AM	Quarterly RTU Preventive Maintenance	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	1	7/24/2020 7:35:00 AM
02-202F	19347	7/22/2020	7/21/2020 2:35:00 PM	Cold cold air blowing (repeat request from P. Meneely, 202F) "I asked if Jerry could turn the air conditioning down in my office, Room 202F. " //Thank you.	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	2	1	7/21/2020 2:29:00 PM
RTU-1	19331	7/13/2020	7/13/2020 2:29:00 PM	Change filters RTU 1.	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	2.5	7/13/2020 2:29:00 PM
RTU-3	19333	7/14/2020	7/14/2020 9:08:00 AM	Change pre-filters and cartridge's filters RTU 3.	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	2.5	7/14/2020 9:08:00 AM
RTU-2	19336	7/15/2020	7/15/2020 2:45:00 PM	Change filters and cartridges in RTU 2.	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	2.5	7/15/2020 2:45:00 PM
RTU-4	19338	7/16/2020	7/16/2020 2:32:00 PM	Change pre-filters and cartridge filters in RTU 4.	Nelson, Jerry	HVAC (Heating / Cooling)	CLOSED	4	2.5	7/16/2020 2:32:00 PM

**HVAC (Heating / Cooling) - 16**

**Total:**

**24**

**Inspections**

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
NVC	19337	7/16/2020	7/16/2020 2:28:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/16/2020 2:28:00 PM
NVC	19332	7/14/2020	7/14/2020 2:15:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/14/2020 2:15:00 PM
NVC	19334	7/15/2020	7/15/2020 2:43:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/15/2020 2:43:00 PM
NVC	19329	7/13/2020	7/13/2020 2:40:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/13/2020 2:40:00 PM
NVC	19343	7/17/2020	7/17/2020 1:43:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/17/2020 1:43:00 PM
NVC	19328	7/17/2020	7/17/2020 1:45:00 PM	Weekly Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/17/2020 1:45:00 PM
NVC	19345	7/20/2020	7/20/2020 2:39:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.5	7/20/2020 2:39:00 PM
NVC	19346	7/21/2020	7/21/2020 2:27:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/21/2020 2:27:00 PM
NVC	19355	7/24/2020	7/24/2020 2:31:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.26	7/24/2020 2:31:00 PM
NVC	19344	7/24/2020	7/24/2020 2:33:00 PM	Weekly Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/24/2020 2:33:00 PM
NVC	19359	7/27/2020	7/27/2020 2:44:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/27/2020 2:44:00 PM
NVC	19349	7/22/2020	7/22/2020 2:43:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.5	7/22/2020 2:43:00 PM
NVC	19353	7/23/2020	7/23/2020 6:02:00 AM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/23/2020 6:02:00 AM
NVC	19280	7/3/2020	7/3/2020 7:51:00 AM	Weekly Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/3/2020 7:51:00 AM

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
NVC	19306	7/3/2020	7/3/2020 7:52:00 AM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/3/2020 7:52:00 AM
NVC	19314	7/6/2020	7/6/2020 2:56:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.2	7/6/2020 2:56:00 PM
NVC	19292	6/30/2020	7/1/2020 2:20:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/1/2020 2:20:00 PM
NVC	19294	7/1/2020	7/1/2020 2:21:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/1/2020 2:21:00 PM
NVC	19305	7/2/2020	7/2/2020 1:51:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/2/2020 1:51:00 PM
NVC	19318	7/7/2020	7/7/2020 2:14:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/7/2020 2:14:00 PM
NVC	19320	7/8/2020	7/8/2020 7:23:00 AM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/8/2020 7:23:00 AM
NVC	19281	7/1/2020	7/10/2020 2:08:00 PM	Monthly Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/10/2020 2:08:00 PM
NVC	19327	7/10/2020	7/10/2020 2:09:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/10/2020 2:09:00 PM
NVC	19309	7/10/2020	7/10/2020 2:10:00 PM	Weekly Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/10/2020 2:10:00 PM
NVC	19323	7/9/2020	7/9/2020 2:16:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/9/2020 2:16:00 PM
NVC	19384	7/31/2020	7/31/2020 2:26:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/31/2020 2:26:00 PM
NVC	19358	7/31/2020	7/31/2020 2:27:00 PM	Weekly Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1	7/31/2020 2:27:00 PM
NVC	19370	7/29/2020	7/29/2020 2:25:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/29/2020 2:25:00 PM

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
NVC	19383	7/30/2020	7/31/2020 2:24:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/31/2020 2:24:00 PM
NVC	19362	7/28/2020	7/28/2020 2:31:00 PM	Daily Facility Inspection	Nelson, Jerry	Inspections	CLOSED	4	1.25	7/28/2020 2:31:00 PM
<b>Inspections - 30 Total:</b>									<b>35.96</b>	
<b>Lighting-int</b>										
04-STAIRS #1	19363	7/28/2020	7/28/2020 2:32:00 PM	Light out 4th floor by stairwell 1.	Nelson, Jerry	Lighting-int	CLOSED	4	1	7/28/2020 2:32:00 PM
03-MENS ROOM	19364	7/28/2020	7/28/2020 2:33:00 PM	Light out 3rd floor M/R.	Nelson, Jerry	Lighting-int	CLOSED	4	1	7/28/2020 2:33:00 PM
03-329	19365	7/28/2020	7/28/2020 2:34:00 PM	Room 329 four lights are out.	Nelson, Jerry	Lighting-int	CLOSED	4	1	7/28/2020 2:34:00 PM
02-STAIRS #1	19366	7/28/2020	7/28/2020 2:35:00 PM	Light out second floor by stairwell 1.	Nelson, Jerry	Lighting-int	CLOSED	4	1	7/28/2020 2:35:00 PM
NVC-04	19307	7/3/2020	7/3/2020 7:49:00 AM	Two lights out Stairwell 2, 4th floor landing and landing heading to roof,	Nelson, Jerry	Lighting-int	CLOSED	2	1.5	7/3/2020 7:49:00 AM
<b>Lighting-int - 5 Total:</b>									<b>5.5</b>	
<b>Locker Keys</b>										
04-406	19322	7/13/2020	7/8/2020 7:30:00 AM	Noted in #19317 WO: This key was activated and awaiting receipt, signed by recipient please have the fob, 839-00088 placed with keys (2-479) in room 406 by 9 AM Monday of next week when NVC staff can proctor the keys with occupant. Thank you for your assistance. I will copy this to new WORK ORDER for tracking purposes.//BJR	Nelson, Jerry	Locker Keys	CLOSED	4	1	7/8/2020 7:26:00 AM
NVC-04	19313	7/9/2020	7/8/2020 12:30:00 PM	Lock/key Req-Door, Door Lock 479 (2) cut/test/stamp two keys. 479 not on work order room drop down. It is not a coded lock please make two keys for use by CS Personnel and deliver to 406/Fac. // Thank you.	Nelson, Jerry	Locker Keys	CLOSED	2	1	7/8/2020 12:14:00 PM
<b>Locker Keys - 2 Total:</b>									<b>2</b>	
<b>Other</b>										

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
NVC-01-100	19317	7/11/2020	7/8/2020 10:00:00 PM	All Other Requests Three FOBS, 839-00053, -00088, -10090 placed by JHuffman in mailbox4th floor prior 839-00053 is now assigned to Jing Chen, Rm 100 (under Jim Egenrieder). Asking if you can proctor key pick up with notice. They sign the original, attached key form and exchange it with key for you in mutual, open area/way. Received/signed form is for Facilities manager files /inbox 4th floor. Other delivery means are of course possible.	Nelson, Jerry	Other	CLOSED	4	1	7/8/2020 9:48:00 AM
<b>Other - 1 Total:</b>									<b>1</b>	
<b>Parking Management</b>										
NVC-PB	19324	7/9/2020	7/9/2020 7:29:00 AM	Parking gate, dump catch pan.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/9/2020 7:29:00 AM
NVC	19325	7/9/2020	7/9/2020 7:31:00 AM	Update Gilbane parker proxy card.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/9/2020 7:31:00 AM
NVC	19304	7/1/2020	7/1/2020 2:32:00 PM	Activate four Gilbane parkers	Nelson, Jerry	Parking Management	CLOSED	3	2	7/1/2020 2:32:00 PM
NVC	19361	7/27/2020	7/27/2020 2:45:00 PM	Update records on two Gilbane parkers.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/27/2020 2:45:00 PM
NVC	19360	7/27/2020	7/27/2020 6:46:00 AM	Two meters in metered lot batteries have expired.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/27/2020 6:46:00 AM
NVC	19356	7/24/2020	7/24/2020 2:34:00 PM	Update two Gilbane parkers.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/24/2020 2:34:00 PM
NVC	19348	7/21/2020	7/21/2020 2:32:00 PM	Someone has dropped the chain in west lot.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/21/2020 2:32:00 PM
NVC-PB	19342	7/16/2020	7/16/2020 2:44:00 PM	Dump catch pan in exit gate.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/16/2020 2:44:00 PM
NVC-PB	19339	7/16/2020	7/16/2020 2:34:00 PM	Parking gate, parker having trouble getting out.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/16/2020 2:34:00 PM
NVC	19340	7/16/2020	7/16/2020 2:35:00 PM	Gilbane parker is having trouble with proxy card.	Nelson, Jerry	Parking Management	CLOSED	3	1	7/16/2020 2:35:00 PM
NVC-PB	19369	7/28/2020	7/28/2020 2:39:00 PM	Update three Gibane parkers monthly parking.	Nelson, Jerry	Parking Management	CLOSED	3	1.5	7/28/2020 2:39:00 PM

Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
NVC-PB	19381	7/29/2020	7/29/2020 2:20:00 PM	Update three Gilbane parkers.	Nelson, Jerry	Parking Management	CLOSED	3	1.5	7/29/2020 2:20:00 PM
NVC	19382	7/29/2020	7/29/2020 2:21:00 PM	Faculty exit gate has been damaged.	Nelson, Jerry	Parking Management	CLOSED	3	8	7/29/2020 2:21:00 PM
NVC	19387	7/31/2020	7/31/2020 2:28:00 PM	Update three Gilbane parkers.	Nelson, Jerry	Parking Management	CLOSED	3	1.5	7/31/2020 2:28:00 PM
<b>Parking Management - 14 Total:</b>									<b>23.5</b>	
<b>Plumbing</b>										
NVC-01	19386	7/31/2020	7/31/2020 2:25:00 PM	Install touchless faucets in first floor L/R and M/R.	Nelson, Jerry	Plumbing	CLOSED	2	5	7/31/2020 2:25:00 PM
03-MENS ROOM	19380	7/29/2020	7/29/2020 11:50:00 AM	Install touchless faucets in 3rd floor L/R.	Nelson, Jerry	Plumbing	CLOSED	2	2.5	7/29/2020 11:50:00 AM
04-WOMENS ROOM	19368	7/28/2020	7/28/2020 2:37:00 PM	Install touchless faucet in L/R fourth floor.	Nelson, Jerry	Plumbing	CLOSED	2	4	7/28/2020 2:37:00 PM
02-WOMENS ROOM	19357	7/24/2020	7/24/2020 2:35:00 PM	Install two touchless faucets in second floor ladies room.	Nelson, Jerry	Plumbing	CLOSED	2	4	7/24/2020 2:35:00 PM
02-MENS ROOM	19352	7/22/2020	7/24/2020 6:10:00 AM	Started installing touchless faucets in second floor M/R.	Nelson, Jerry	Plumbing	CLOSED	3	7	7/24/2020 6:05:00 AM
NVC	19351	7/22/2020	7/24/2020 6:10:00 AM	Install touchless (3) flush valves in ladies room and men's room.	Nelson, Jerry	Plumbing	CLOSED	3	3	7/24/2020 6:06:00 AM
<b>Plumbing - 6 Total:</b>									<b>25.5</b>	
<b>Project</b>										
02-207	19303	7/1/2020	7/1/2020 2:26:00 PM	Help Jason install projector screen in Room 207.	Nelson, Jerry	Project	CLOSED	4	2.5	7/1/2020 2:26:00 PM
<b>Project - 1 Total:</b>									<b>2.5</b>	
<b>Roofing</b>										
NVC-R	19293	7/6/2020	7/8/2020 7:27:00 AM	Check parking booths roof drain	Nelson, Jerry	Roofing	CLOSED	2	1	7/8/2020 7:27:00 AM
<b>Roofing - 1 Total:</b>									<b>1</b>	

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Asset ID	Work Order #	Target Date	Closed	Reason	Labor Name	Category Name	Status	Priority	Total Hours	Complete
<b>Grand Total (95 Records):</b>									<b>145.46</b>	

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***Section 13.0 – Operational Reporting – Work Efficiency - % of scheduled time on work orders***

***Section 14.0 – Operational Reporting – Work Orders completed within service level response goals***

## Northern Virginia Center

## Section 14.0 - Work Orders Completed Within Service Level Response Goals

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Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
<b>PASS</b>														
19280		4	IN	Weekly Facility Inspection	6/28/2020 12:02:00 AM	7/3/2020 7:51:00 AM	7/3/2020 7:51:00 AM	Walked all areas. Light out stairwell 2, 4th floor landing and landing heading to roof.	5	Day(s)	PASS	7/3/2020	Nelson, Jerry	Priority 4 (30 Days)
19281		4	IN	Monthly Facility Inspection	6/28/2020 12:02:00 AM	7/10/2020 2:08:00 PM	7/10/2020 2:08:00 PM	Checked and all is good.	12	Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19282		4	PM	Monthly Elevator PM	6/28/2020 12:02:00 AM	7/1/2020 2:25:00 PM	7/1/2020 2:25:00 PM	Checked all elevators. All is good.	3	Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19283		4	PM	Monthly Elevator PM	6/28/2020 12:02:00 AM	7/1/2020 2:23:00 PM	7/1/2020 2:23:00 PM	Checked all floors. All is good. Elevator #1 has two lights out. Appears to be fuse. Need Otis to access the top of the car.	3	Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19284		4	PM	Monthly Elevator PM	6/28/2020 12:02:00 AM	7/1/2020 2:24:00 PM	7/1/2020 2:24:00 PM	Checked elevator. All is good.	3	Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19285		4	PM	Monthly Fire Ext Inspections	6/28/2020 12:02:00 AM	7/1/2020 2:27:00 PM	7/1/2020 2:27:00 PM	Checked and logged nine extinguishers. ACE has 4 of our extinguisher. Ace has given us 4 loaners until they return ours.	3	Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19286		4	PM	Monthly Fire Ext Inspections	6/28/2020 12:02:00 AM	7/1/2020 2:29:00 PM	7/1/2020 2:29:00 PM	Checked and logged twelve extinguishers. ACE has 4 of our extinguisher. Ace has given us 4 loaners until they return ours.	3	Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19287		4	PM	Monthly Fire Ext Inspections	6/28/2020 12:02:00 AM	7/1/2020 2:29:00 PM	7/1/2020 2:29:00 PM	Checked and logged one extinguisher.		3 Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19288		4	PM	Monthly Fire Ext Inspections	6/28/2020 12:02:00 AM	7/1/2020 2:31:00 PM	7/1/2020 2:31:00 PM	Checked and logged one extinguisher.		3 Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19289		4	PM	Monthly Fire Ext Inspections	6/28/2020 12:02:00 AM	7/1/2020 2:31:00 PM	7/1/2020 2:31:00 PM	Checked and logged one extinguisher.		3 Day(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19292		4	IN	Daily Facility Inspection	6/30/2020	7/1/2020 2:20:00 PM	7/1/2020 2:20:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft is here to start working in room 200, prepping main lobby, 210 and 329/331. Bearcraft has removed the USPS box and store in VT storage old book store. Moved furniture from 329/331 and stored in 330. Projectors and other equipment will be stored in 333		1 Day(s)	PASS	6/30/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19294		4	IN	Daily Facility Inspection	7/1/2020	7/1/2020 2:21:00 PM	7/1/2020 2:21:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft is here to start working in room 200, prepping main lobby, 210 and 329/331. Working mainly in 329/331 demoing wall that's to come down.	14	Hour(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19295		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:13:00 PM	7/24/2020 7:25:00 AM	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)
19296		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:12:00 PM	7/24/2020 7:28:00 AM	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)
19297		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:12:00 PM	7/24/2020 7:32:00 AM	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)
19298		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:10:00 PM	7/24/2020 7:34:00 AM	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19299		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:13:00 PM	7/24/2020 7:20:00 AM	Notified M-Tech. Should be here next week. M-Tech/Dan perform task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)
19300		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:13:00 PM	7/24/2020 7:27:00 AM	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)
19301		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:12:00 PM	7/24/2020 7:29:00 AM	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)
19302		4	PM	Quarterly RTU Preventive Maintenance	7/1/2020	7/8/2020 2:11:00 PM	7/24/2020 7:35:00 AM	Notified M-Tech. Should be here next week. Danny/M-Tech performed task on Wednesday, July 21st.	23	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)
19303	Nelson, Jerry	4	RO	Help Jason install projector screen in Room 207.	7/1/2020 2:26:00 PM	7/1/2020 2:26:00 PM	7/1/2020 2:26:00 PM	Drilled holes in wall and board. Used toggle bolts. Looks good.	0	Minute(s)	PASS	7/1/2020	Nelson, Jerry	Priority 4 (30 Days)
19304	Nelson, Jerry	3	RO	Activate four Gilbane parkers	7/1/2020 2:32:00 PM	7/1/2020 2:32:00 PM	7/1/2020 2:32:00 PM	Changed expiration dates on four parkers who paid their monthly parking fee.	0	Minute(s)	PASS	7/1/2020	Nelson, Jerry	Priority 3 (3 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19305		4	IN	Daily Facility Inspection	7/2/2020	7/2/2020 1:51:00 PM	7/2/2020 1:51:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft is here to start working in room 200, prepping main lobby, 210 and 329/331. Working mainly in 329/331. Prepping lobby with plastic.  Mona/Mark is here working in 329, and 200. Mainly bring supplies in and disconnecting screens in 329/331 so Bearcraft can remove the screens. Found out that the wiring for all the outlets in the room were run through the walls. Therefore Mona will have to provide an extra to re-feed four circuits, 31,32,33,and 34.	13	Hour(s)	PASS	7/2/2020	Nelson, Jerry	Priority 4 (30 Days)
19306		4	IN	Daily Facility Inspection	7/3/2020	7/3/2020 7:52:00 AM	7/3/2020 7:52:00 AM	Walked all areas. RTUs in cooling mode. BLDG. is closed due to 4th of July holiday.	7	Hour(s)	PASS	7/3/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19307	Nelson, Jerry	2	RO	Two lights out Stairwell 2, 4th floor landing and landing heading to roof,	7/3/2020 7:49:00 AM	7/3/2020 7:49:00 AM	7/3/2020 7:49:00 AM	Replaced two burnt out F32T8 bulbs and had Juan clean the light lens going to roof.		0 Minute(s)	PASS	7/3/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19309		4	IN	Weekly Facility Inspection	7/5/2020	7/10/2020 2:10:00 PM	7/10/2020 2:10:00 PM	Walked all areas.		5 Day(s)	PASS	7/10/2020	Nelson, Jerry	Priority 4 (30 Days)
19310		4	PM	Monthly Firemen Recall Test	7/5/2020	7/9/2020 2:19:00 PM	7/9/2020 2:19:00 PM	Tested recall, phones and bells. All is good. Logged report.		4 Day(s)	PASS	7/27/2020	Nelson, Jerry	Priority 4 (30 Days)
19311		4	PM	Monthly Firemen Recall Test	7/5/2020	7/9/2020 2:22:00 PM	7/9/2020 2:22:00 PM	Tested recall, phones and bells. All is good. Logged report.		4 Day(s)	PASS	7/27/2020	Nelson, Jerry	Priority 4 (30 Days)
19312		4	PM	Monthly Firemen Recall Test	7/5/2020	7/9/2020 2:21:00 PM	7/9/2020 2:21:00 PM	Tested recall, phones and bells. All is good. Logged report.		4 Day(s)	PASS	7/27/2020	Nelson, Jerry	Priority 4 (30 Days)
19313	Barrell, Barbara	2	RO	Lock/key Req-Door, Door Lock 479 (2) cut/test/stamp two keys. 479 not on work order room drop down. It is not a coded lock please make two keys for use by CS Personnel and deliver to 406/Fac. // Thank you.	7/5/2020 5:38:00 PM	7/7/2020 2:15:00 PM	7/8/2020 12:14:00 PM	7/7, I have the keys but see no sign for papers. Jing signed key form this morning. Form is on table beside Barbara desk.		3 Day(s)	PASS	7/9/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19314		4	IN	Daily Facility Inspection	7/6/2020	7/6/2020 2:56:00 PM	7/6/2020 2:56:00 PM	Walked all areas.		14 Hour(s)	PASS	7/6/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19315	Skomra, Philip	2	RO	Cold C.T. Lu is cold. Hi, Phil,  The NVC building is so cold that we need to wear long sleeves or coat at work. Could we request to adjust the temperature for the 3rd and 4th floors and to conserve energy consumption? Thanks!  C.T.	7/6/2020 10:24:00 AM	7/6/2020 3:00:00 PM	7/6/2020 3:00:00 PM	There is no issue really. T'Stat is set to 73.5 and temp in room where T'Stat location is 73.9. VAV box is trying to lower the temp. Changed point to 74.5 and temp has risen.	5	Hour(s)	PASS	7/7/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19316	Barrell, Barbara	2	RO	Cold HVAC blowing cold (P. Meneely/MFT reports)	7/6/2020 1:05:00 PM	7/6/2020 2:57:00 PM	7/6/2020 2:57:00 PM	Power hit over weekend affected the boxes programming. Had to re-start and re-send information. Temp at 11:00 was 68 and Stat on 74. After information was received within 15 minutes temp up to 69. At 3:30 temp is 74.9 Bldg., also was off for 2 plus days for 4th of July holiday.	1	Hour(s)	PASS	7/8/2020	Nelson, Jerry	Priority 2 (24 Hrs)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19317	Barrell, Barbara	4	RO	All Other Requests Three FOBS, 839-00053, -00088, -10090 placed by JHuffman in mailbox4th floor prior 839-00053 is now assigned to Jing Chen, Rm 100 (under Jim Egenrieder). Asking if you can proctor key pick up with notice. They sign the original, attached key form and exchange it with key for you in mutual, open area/way. Received/signed form is for Facilities manager files /inbox 4th floor. Other delivery means are of course possible.	7/6/2020 6:42:00 PM	7/8/2020 9:48:00 AM	7/8/2020 9:48:00 AM	Jing and Jim came by office. Gave Jing FOB and she signed form. I will take signed form and lay on Barbara table in her office.	2	Day(s)	PASS	7/11/2020	Nelson, Jerry	Priority 4 (30 Days)
19318		4	IN	Daily Facility Inspection	7/7/2020	7/7/2020 2:14:00 PM	7/7/2020 2:14:00 PM	Building is shut down due to switch gear maintenance.	14	Hour(s)	PASS	7/7/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19319	Nelson, Jerry	2	RO	Mona is here to perform switchgear maintenance.	7/7/2020 2:11:00 PM	7/7/2020 2:11:00 PM	7/7/2020 2:11:00 PM	Called Kastle and removed fire system from service. Shut off elevators. Locked bldg., manually. Mona tighten all connections in breaker panels (24), elevators, switch gear. Dominion Power shut off power. Fairfax County inspected through Facetime. Everything came back up with no problems except VT IP address. Phil and Neil repaired. All is good. Hoping to put gates down at 4:00.	0	Minute(s)	PASS	7/7/2020	Nelson, Jerry	Priority 2 (24 Hrs)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19320		4	IN	Daily Facility Inspection	7/8/2020	7/8/2020 7:23:00 AM	7/8/2020 7:23:00 AM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.	7	Hour(s)	PASS	7/8/2020	Nelson, Jerry	Priority 4 (30 Days)
								Bearcraft, and Mona are here working 329, 210, 200, 114 and second floor main lobby. Bearcraft painted wall in 114 and patched couple holes Jason left when he took down speakers in front of the room, plus they touched up painted for them.						
19321	Barrell, Barbara	2	RO	Cold Pat Meneely in 202F is in and requests the temperature in 202F be adjusted (too cold).// Thank you.	7/8/2020 11:21:00 AM	7/8/2020 12:13:00 PM	7/8/2020 12:13:00 PM	VAV box was affected by power hit. Re-booted and all is good. Room is already 2.5 degrees warmer.	52	Minute(s)	PASS	7/8/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19322	Barrell, Barbara	4	RO	Noted in #19317 WO: This key was activated and awaiting receipt, signed by recipient please have the fob, 839-00088 placed with keys (2-479) in room 406 by 9 AM Monday of next week when NVC staff can proctor the keys with occupant. Thank you for your assistance. I will copy this to new WORK ORDER for tracking purposes.//BJR	7/8/2020 1:43:00 PM	7/8/2020 7:26:00 AM	7/8/2020 7:26:00 AM	FOB is taped to paper with keys to 479 on table in Barbara's office.	-377	Minute(s)	PASS	7/13/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19323		4	IN	Daily Facility Inspection	7/9/2020	7/9/2020 2:16:00 PM	7/9/2020 2:16:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.	14	Hour(s)	PASS	7/9/2020	Nelson, Jerry	Priority 4 (30 Days)
								Bearcraft (4), Mona (1) and FES (3) are working in 329, 210, 200, 114 and second floor main lobby.						
19324	Nelson, Jerry	3	RO	Parking gate, dump catch pan.	7/9/2020 7:29:00 AM	7/9/2020 7:29:00 AM	7/9/2020 7:29:00 AM	Dumped catch pan and tossed tickets in trash.	0	Minute(s)	PASS	7/9/2020	Nelson, Jerry	Priority 3 (3 Days)
19325	Nelson, Jerry	3	RO	Update Gilbane parker proxy card.	7/9/2020 7:31:00 AM	7/9/2020 7:31:00 AM	7/9/2020 7:31:00 AM	Reactive proxy card with new expiration date.	0	Minute(s)	PASS	7/9/2020	Nelson, Jerry	Priority 3 (3 Days)
19326	Nelson, Jerry	2	RO	Elevators are down. Called Otis on 7/8.	7/9/2020 2:23:00 PM	7/9/2020 2:23:00 PM	7/9/2020 2:23:00 PM	Found elevators on 4th floor. Randy reset and checked. All is good.	0	Minute(s)	PASS	7/9/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19327		4	IN	Daily Facility Inspection	7/10/2020	7/10/2020 2:09:00 PM	7/10/2020 2:09:00 PM	Walked all areas.	14	Hour(s)	PASS	7/10/2020	Nelson, Jerry	Priority 4 (30 Days)
19328		4	IN	Weekly Facility Inspection	7/12/2020	7/17/2020 1:45:00 PM	7/17/2020 1:45:00 PM	Walked all areas.	5	Day(s)	PASS	7/17/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19329		4	IN	Daily Facility Inspection	7/13/2020	7/13/2020 2:40:00 PM	7/13/2020 2:40:00 PM	Walked all areas. RTUs in cooling mode. Checked parking gate remotely. Building is shut down for student activities.  Bearcraft, and Mona are working in 114, 200, 210, 329 and second floor lobby.  Zoom meeting with VT electrical inspectors and building people. Close inspections. All is good. Close up and finish work.	14	Hour(s)	PASS	7/13/2020	Nelson, Jerry	Priority 4 (30 Days)
19331	Nelson, Jerry	4	RO	Change filters RTU 1.	7/13/2020 2:29:00 PM	7/13/2020 2:29:00 PM	7/13/2020 2:29:00 PM	Change pre-filters (18) and cannister filters (18). Bring dirty filters down to loading dock.	0	Minute(s)	PASS	7/13/2020	Nelson, Jerry	Priority 4 (30 Days)
19332		4	IN	Daily Facility Inspection	7/14/2020	7/14/2020 2:15:00 PM	7/14/2020 2:15:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Check parking gate remotely.  Bearcraft and Mona are working in 200, 210, second floor main lobby, 114 and 329. RTW (VT) are working in 114.	14	Hour(s)	PASS	7/14/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19333	Nelson, Jerry	4	RO	Change pre-filters and cartridge's filters RTU 3.	7/14/2020 9:08:00 AM	7/14/2020 9:08:00 AM	7/14/2020 9:08:00 AM	Juan and I changed the filters, put the dirty filters in loading area and trashed the pre-filters.		0 Minute(s)	PASS	7/14/2020	Nelson, Jerry	Priority 4 (30 Days)
19334		4	IN	Daily Facility Inspection	7/15/2020 12:01:00 AM	7/15/2020 2:43:00 PM	7/15/2020 2:43:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft working in 329, 200, 210 and second floor main lobby. RTW is working in 200 and 114.		14 Hour(s)	PASS	7/15/2020	Nelson, Jerry	Priority 4 (30 Days)
19336	Nelson, Jerry	4	RO	Change filters and cartridges in RTU 2.	7/15/2020 2:45:00 PM	7/15/2020 2:45:00 PM	7/15/2020 2:45:00 PM	Juan and I carried filters and cartridges, removed old filters and cartridges, boxed up and put in loading area. To be tossed slowly into dumpster.		0 Minute(s)	PASS	7/15/2020	Nelson, Jerry	Priority 4 (30 Days)
19337		4	IN	Daily Facility Inspection	7/16/2020	7/16/2020 2:28:00 PM	7/16/2020 2:28:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  Bearcraft is here working in 200, 210, second floor lobby, and 329. RTW working in 114.		14 Hour(s)	PASS	7/16/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19338	Nelson, Jerry	4	RO	Change pre-filters and cartridge filters in RTU 4.	7/16/2020 2:32:00 PM	7/16/2020 2:32:00 PM	7/16/2020 2:32:00 PM	Took filters to roof. Juan and I changed cartridge filters and pre-filters, boxed up and move to first floor to toss in dumpster little by little until done. Emailed AFF with pictures of the two bent filters. AFF is sending out new one.	0	Minute(s)	PASS	7/16/2020	Nelson, Jerry	Priority 4 (30 Days)
19339	Nelson, Jerry	3	RO	Parking gate, parker having trouble getting out.	7/16/2020 2:34:00 PM	7/16/2020 2:34:00 PM	7/16/2020 2:34:00 PM	Parker card is being declined. Each credit card reader is declining. Friend helped her out.	0	Minute(s)	PASS	7/16/2020	Nelson, Jerry	Priority 3 (3 Days)
19340	Nelson, Jerry	3	RO	Gilbane parker is having trouble with proxy card.	7/16/2020 2:35:00 PM	7/16/2020 2:35:00 PM	7/16/2020 2:35:00 PM	Parker allowed someone else out who had a flat tire. Now he can't get out. Reset card to neutral. All is good.	0	Minute(s)	PASS	7/16/2020	Nelson, Jerry	Priority 3 (3 Days)
19341	Nelson, Jerry	3	RO	Clean sediment pond trickle ditch.	7/16/2020 2:36:00 PM	7/16/2020 2:37:00 PM	7/16/2020 2:37:00 PM	Shelved out trickle ditch.	1	Minute(s)	PASS	7/16/2020	Nelson, Jerry	Priority 3 (3 Days)
19342	Nelson, Jerry	3	RO	Dump catch pan in exit gate.	7/16/2020 2:44:00 PM	7/16/2020 2:44:00 PM	7/16/2020 2:44:00 PM	Dump the catch pan.	0	Minute(s)	PASS	7/16/2020	Nelson, Jerry	Priority 3 (3 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19343		4	IN	Daily Facility Inspection	7/17/2020	7/17/2020 1:43:00 PM	7/17/2020 1:43:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely. Check Library glass door.  Bearcraft (2) working in 329, installing chair rail and taking out trash. FES is replacing diffusers they installed last week with correct one and arranging one T'Stat to operate two VAV boxes in room. FES is done. Mona/Mark showed be here Monday to hook up screens in 329.  Took a picture and sent to Bernie. AV strobe in room is going to have to be moved or TV will have to be moved. Will have to contact Mona for cost to move.	13	Hour(s)	PASS	7/17/2020	Nelson, Jerry	Priority 4 (30 Days)
19344		4	IN	Weekly Facility Inspection	7/19/2020	7/24/2020 2:33:00 PM	7/24/2020 2:33:00 PM	Walked all areas.	5	Day(s)	PASS	7/24/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19345		4	IN	Daily Facility Inspection	7/20/2020	7/20/2020 2:39:00 PM	7/20/2020 2:39:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely. Check Library glass door.  Bearcraft working 329 and 200. RTW working in 114.	14	Hour(s)	PASS	7/20/2020	Nelson, Jerry	Priority 4 (30 Days)
19346		4	IN	Daily Facility Inspection	7/21/2020	7/21/2020 2:27:00 PM	7/21/2020 2:27:00 PM	Walked all areas. RTUs in cooling mode. Building is closed to student activities. Checked parking gate remotely.  A & O Carpet is here to carpet Room 329/331. Patching cove base in hallway too. I had to move Bearcraft stuff to 330. RTW is working in 102 and 323.	14	Hour(s)	PASS	7/21/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19347	Barrell, Barbara	2	RO	Cold cold air blowing (repeat request from P. Meneely, 202F) "I asked if Jerry could turn the air conditioning down in my office, Room 202F. " //Thank you.	7/21/2020 11:34:00 AM	7/21/2020 2:29:00 PM	7/21/2020 2:29:00 PM	Temp is room was 67.7, which is just 3 tenths below Blacksburg recommendations. No problem. Problem stemmed from power hits last night and this morning. Due to record temps outside. Reset ( booted ) VAV box and all is good. VAV have same issues as computers when we have power hits. Sometimes they have to be reset. We had several effected by these hits.	3	Hour(s)	PASS	7/22/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19348	Nelson, Jerry	3	RO	Someone has dropped the chain in west lot.	7/21/2020 2:32:00 PM	7/21/2020 2:32:00 PM	7/21/2020 2:32:00 PM	Neal reported chain down at 11:30. Put chain back up and tighten bracket.	0	Minute(s)	PASS	7/21/2020	Nelson, Jerry	Priority 3 (3 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19349		4	IN	Daily Facility Inspection	7/22/2020	7/22/2020 2:43:00 PM	7/22/2020 2:43:00 PM	Walked all areas. RTUs in cooling mode. Checked parking gate remotely. Building is down for student activities.  RTW working in 106 and 113.  M-Tech/Dan is here performing PM's on RTU's.  Jerry started working on installing touchless faucets in restrooms.	14	Hour(s)	PASS	7/22/2020	Nelson, Jerry	Priority 4 (30 Days)
19350	Barrell, Barbara	2	RO	Lock/key Req-Door: NVC 481: cut 2 keys, stamp and test and delivery marked with Door# to 406 desk. //Thank you. BJR	7/22/2020 11:23:00 AM	7/24/2020 7:17:00 AM	7/24/2020 7:17:00 AM	Found keys and tested. Used from the stock of keys turned in by UVA. No since cutting more keys to add to already overflow of keys.	2	Day(s)	PASS	7/26/2020		Priority 2 (24 Hrs)
19351	Nelson, Jerry	3	RO	Install touchless (3) flush valves in ladies room and men's room.	7/22/2020 2:46:00 PM	7/24/2020 6:06:00 AM	7/24/2020 6:06:00 AM	Installed and tested all three. Working great.	2	Day(s)	PASS	7/22/2020	Nelson, Jerry	Priority 3 (3 Days)
19352	Nelson, Jerry	3	RO	Started installing touchless faucets in second floor M/R.	7/22/2020 2:48:00 PM	7/22/2020 2:48:00 PM	7/24/2020 6:05:00 AM	Started installing. First sink when entering M/R and handicapped sink. 5 hours. 7/23, finished installing second touchless faucet in the handicapped sink. 2 hours.	2	Day(s)	PASS	7/22/2020	Nelson, Jerry	Priority 3 (3 Days)
19353		4	IN	Daily Facility Inspection	7/23/2020	7/23/2020 6:02:00 AM	7/23/2020 6:02:00 AM	Walked all areas.	6	Hour(s)	PASS	7/23/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19354	Skomra, Philip	3	RO	Maintenance Aprile is reporting that one of the soap dispensers in the 4th floor ladies room is clogged and squirting soap in the wrong direction Please check Thanks	7/23/2020 1:45:00 PM	7/24/2020 6:01:00 AM	7/24/2020 6:01:00 AM	Cleaned all the soap dispensers.	17	Hour(s)	PASS	7/24/2020	Nelson, Jerry	Priority 3 (3 Days)
19355		4	IN	Daily Facility Inspection	7/24/2020	7/24/2020 2:31:00 PM	7/24/2020 2:31:00 PM	Walked all areas. RTUs in cooling mode. Building closed to student activities. Checked parking gate remotely.  RTW working 114, 113, 106 and 206.  Bearcraft picked up their stuff today.	14	Hour(s)	PASS	7/24/2020	Nelson, Jerry	Priority 4 (30 Days)
19356	Nelson, Jerry	3	RO	Update two Gilbane parkers.	7/24/2020 2:34:00 PM	7/24/2020 2:34:00 PM	7/24/2020 2:34:00 PM	Update two Gilbane monthly parkers proxy cards.	0	Minute(s)	PASS	7/24/2020	Nelson, Jerry	Priority 3 (3 Days)
19357	Nelson, Jerry	2	RO	Install two touchless faucets in second floor ladies room.	7/24/2020 2:35:00 PM	7/24/2020 2:35:00 PM	7/24/2020 2:35:00 PM	Remove old units (2), and replaced hot water angle stop on first sink. May have to replace angle stop on handicapped sink. Will watch for couple days. Installed new units and tested.	0	Minute(s)	PASS	7/24/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19358		4	IN	Weekly Facility Inspection	7/26/2020	7/31/2020 2:27:00 PM	7/31/2020 2:27:00 PM	Walked all areas. Lights out 4th floor hall by stairway 1. Second floor hallway by stair 1. Three lights out in 3rd L/R.	5	Day(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19359		4	IN	Daily Facility Inspection	7/27/2020	7/27/2020 2:44:00 PM	7/27/2020 2:44:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.	14	Hour(s)	PASS	7/27/2020	Nelson, Jerry	Priority 4 (30 Days)
19360	Nelson, Jerry	3	RO	Two meters in metered lot batteries have expired.	7/27/2020 6:46:00 AM	7/27/2020 6:46:00 AM	7/27/2020 6:46:00 AM	Replaced battery in meter #2 and #8 and reset. All is good.	0	Minute(s)	PASS	7/27/2020	Nelson, Jerry	Priority 3 (3 Days)
19361	Nelson, Jerry	3	RO	Update records on two Gilbane parkers.	7/27/2020 2:45:00 PM	7/27/2020 2:45:00 PM	7/27/2020 2:45:00 PM	Update proxy card expiration dates on two parkers.	0	Minute(s)	PASS	7/27/2020	Nelson, Jerry	Priority 3 (3 Days)
19362		4	IN	Daily Facility Inspection	7/28/2020	7/28/2020 2:31:00 PM	7/28/2020 2:31:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely. Check Library glass door.  RTW is working on first floor and second floors.	14	Hour(s)	PASS	7/28/2020	Nelson, Jerry	Priority 4 (30 Days)
19363	Nelson, Jerry	4	RO	Light out 4th floor by stairwell 1.	7/28/2020 2:32:00 PM	7/28/2020 2:32:00 PM	7/28/2020 2:32:00 PM	Juan and I replaced one burnt out F32WT8 bulb.	0	Minute(s)	PASS	7/28/2020	Nelson, Jerry	Priority 4 (30 Days)
19364	Nelson, Jerry	4	RO	Light out 3rd floor M/R.	7/28/2020 2:33:00 PM	7/28/2020 2:33:00 PM	7/28/2020 2:33:00 PM	Juan and I replaced three burnt out F32WT8 bulbs.	0	Minute(s)	PASS	7/28/2020	Nelson, Jerry	Priority 4 (30 Days)
19365	Nelson, Jerry	4	RO	Room 329 four lights are out.	7/28/2020 2:34:00 PM	7/28/2020 2:34:00 PM	7/28/2020 2:34:00 PM	Juan and I replaced four burnt out F32WT8 bulbs.	0	Minute(s)	PASS	7/28/2020	Nelson, Jerry	Priority 4 (30 Days)
19366	Nelson, Jerry	4	RO	Light out second floor by stairwell 1.	7/28/2020 2:35:00 PM	7/28/2020 2:35:00 PM	7/28/2020 2:35:00 PM	Juan and I replaced three burnt out F32WT8 bulbs.	0	Minute(s)	PASS	7/28/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19367	Nelson, Jerry	2	RO	Replaced stain ceiling tile in 3rd floor M/R.	7/28/2020 2:36:00 PM	7/28/2020 2:36:00 PM	7/28/2020 2:36:00 PM	Juan and I replaced one stained tile.		0 Minute(s)	PASS	7/28/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19368	Nelson, Jerry	2	RO	Install touchless faucet in L/R fourth floor.	7/28/2020 2:37:00 PM	7/28/2020 2:37:00 PM	7/28/2020 2:37:00 PM	Replaced cold water angle stop on handicapped sink. Remove old faucets, cut two piece of 2 x 4 and install new faucet plus tested.		0 Minute(s)	PASS	7/28/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19369	Nelson, Jerry	3	RO	Update three Gibane parkers monthly parking.	7/28/2020 2:39:00 PM	7/28/2020 2:39:00 PM	7/28/2020 2:39:00 PM	Update parkers (3) expiration dates.		0 Minute(s)	PASS	7/28/2020	Nelson, Jerry	Priority 3 (3 Days)
19370		4	IN	Daily Facility Inspection	7/29/2020 12:01:00 AM	7/29/2020 2:25:00 PM	7/29/2020 2:25:00 PM	Walked all areas. RTW is working through out building. RTUs in cooling mode. Building is closed to student activities. Checked parking gate remotely. Checked ticket dispenser. Should be OK until tomorrow.		14 Hour(s)	PASS	7/29/2020	Nelson, Jerry	Priority 4 (30 Days)
19380	Nelson, Jerry	2	RO	Install touchless faucets in 3rd floor L/R.	7/29/2020 11:50:00 AM	7/29/2020 11:50:00 AM	7/29/2020 11:50:00 AM	Remove the old faucets, replace leaking cold water angle stop valve, install new touchless faucets and test.		0 Minute(s)	PASS	7/29/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19381	Nelson, Jerry	3	RO	Update three Gilbane parkers.	7/29/2020 2:20:00 PM	7/29/2020 2:20:00 PM	7/29/2020 2:20:00 PM	Update all threes records and expiration date.		0 Minute(s)	PASS	7/29/2020	Nelson, Jerry	Priority 3 (3 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19382	Nelson, Jerry	3	RO	Faculty exit gate has been damaged.	7/29/2020 2:21:00 PM	7/29/2020 2:21:00 PM	7/29/2020 2:21:00 PM	Found gates arm down and on the entry side on Wednesday, July 22nd when leaving during storm. First thought was storm.  Could not get the arm holder off. Called Whitaker Brothers out of Rockville. Tech said someone forced the arm up. Storm did not break. Replaced shear pin after drilling old one out which had broken in three places. Belt was also broken and replaced.  Tested and all is good.	0	Minute(s)	PASS	7/29/2020	Nelson, Jerry	Priority 3 (3 Days)
19383		4	IN	Daily Facility Inspection	7/30/2020	7/31/2020 2:24:00 PM	7/31/2020 2:24:00 PM	Walked all areas.	1	Day(s)	PASS	7/30/2020	Nelson, Jerry	Priority 4 (30 Days)
19384		4	IN	Daily Facility Inspection	7/31/2020	7/31/2020 2:26:00 PM	7/31/2020 2:26:00 PM	Walked all areas. RTUs in cooling mode. Building is shut down to student activities. Checked parking gate remotely.  RTW is working around the building.	14	Hour(s)	PASS	7/31/2020	Nelson, Jerry	Priority 4 (30 Days)

Work Order #	Requester Name	Priority	Type	Reason	Requested	Responded	Complete	Labor Report	Completed	Time	PASS / FAIL	Target Date	Labor Name	Priority Desc
19386	Nelson, Jerry	2	RO	Install touchless faucets in first floor L/R and M/R.	7/31/2020 2:24:00 PM	7/31/2020 2:25:00 PM	7/31/2020 2:25:00 PM	Removed old faucets, installed 4 new touchless faucets, and tested. All is good.		1 Minute(s)	PASS	7/31/2020	Nelson, Jerry	Priority 2 (24 Hrs)
19387	Nelson, Jerry	3	RO	Update three Gilbane parkers.	7/31/2020 2:28:00 PM	7/31/2020 2:28:00 PM	7/31/2020 2:28:00 PM	Updated proxy card expiration dates.		0 Minute(s)	PASS	7/31/2020	Nelson, Jerry	Priority 3 (3 Days)
19388	Nelson, Jerry	3	RO	Storms last night damaged tree in front of building.	7/31/2020 2:29:00 PM	7/31/2020 2:29:00 PM	7/31/2020 2:29:00 PM	Juan and I cut out two damaged limbs. Cut up and tossed in dumpster.		0 Minute(s)	PASS	7/31/2020	Nelson, Jerry	Priority 3 (3 Days)

**Total (93 Records):**

**FAIL**

19293		2	PM	Check parking booths roof drain	6/30/2020	7/8/2020 7:27:00 AM	7/8/2020 7:27:00 AM	Checked drain. All clear.		8 Day(s)	FAIL	7/6/2020	Nelson, Jerry	
19308		1	RO	Observation Room Day Cleaning	7/5/2020	7/10/2020 2:07:00 PM	7/10/2020 2:07:00 PM	Juan and I cleaned today.		5 Day(s)	FAIL	7/8/2020	Nelson, Jerry	Priority 1 (2 Hrs)
19335		2	PM	Fire Pump Testing Monthly	7/15/2020 12:01:00 AM	7/24/2020 6:03:00 AM	7/24/2020 6:03:00 AM	Called Kastle and Fire Dept., taking fire system out of service. Perform test and log. Called Kastle and Fire Dept., system back in service.		9 Day(s)	FAIL	7/20/2020	Nelson, Jerry	Priority 2 (24 Hrs)

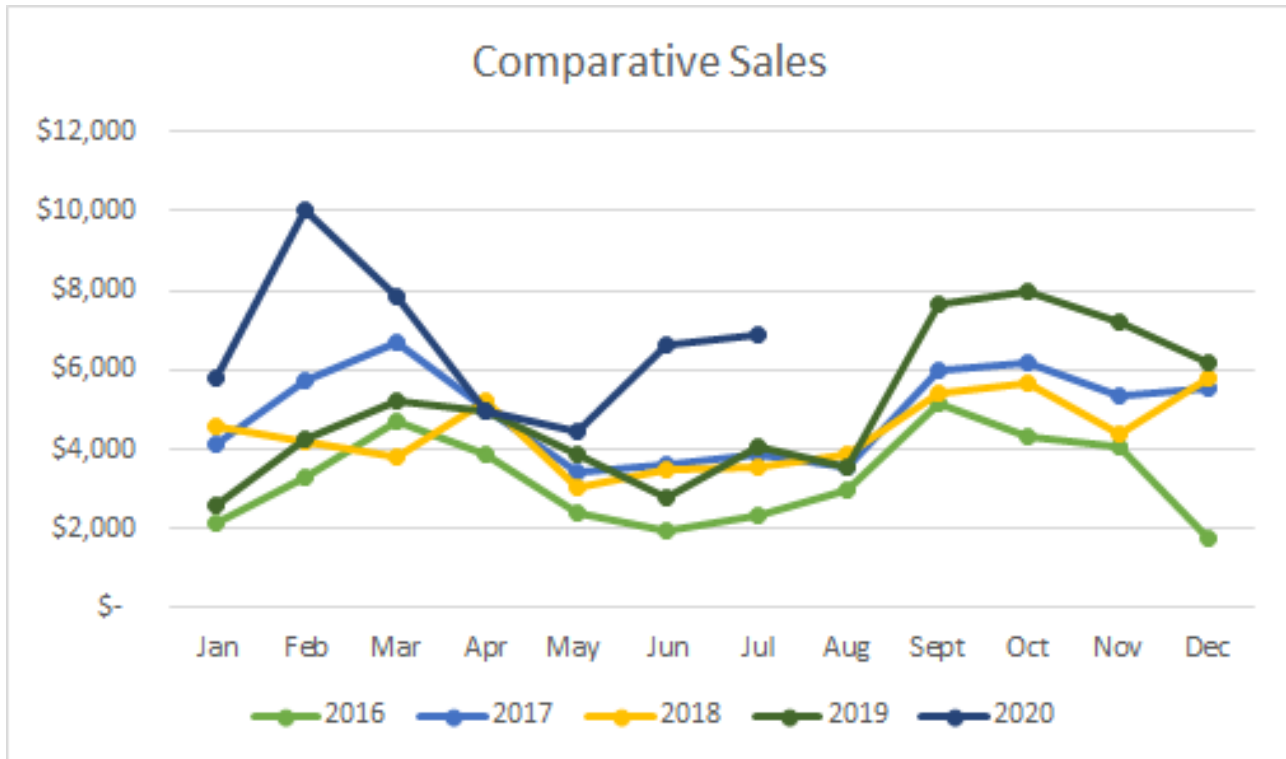
**Total (3 Records):**

***Section 15.0 – Reporting – Customer Service Survey Results***

**Section 16.0 – Reporting – Parking Revenue**

**Northern Virginia Center -  
Parking Revenue  
07/01/2020 - 07/31/2020**

<u>Sales Summary</u>	<u>Sales</u>	<u>Refunds</u>	<u>Net</u>
Gross Sales-Parking System	\$5,673.00	\$0.00	\$5,673.00
Gross Sales-Meters	\$1,229.94	\$0.00	\$1,229.94
Discounts	\$0.00	\$0.00	\$0.00
Net Sales	\$6,902.94	\$0.00	\$6,902.94
Gift Card Sales	\$0.00	\$0.00	\$0.00
Tax	\$0.00	\$0.00	\$0.00
Tip	\$0.00	\$0.00	\$0.00
Charge Backs	\$0.00	\$0.00	\$0.00
Total Collected	\$6,902.94	\$0.00	\$6,902.94
Fees	(\$587.22)	\$0.00	(\$587.22)
Net Total	\$6,315.72	\$0.00	\$6,315.72
Allocated to Va Tech	\$6,315.72	\$0.00	\$6,315.72



# Negotiation Summary

## Camelot Negotiation Summary

1. As part of Virginia Tech standard procedures, all awarded contracts will be publicly posted on an online contracts portal. Is there any information included that would be used to identify or harm a person's identity, finances or personal information? If so, please provide a redacted copy of your proposal.
2. Are there any additional financial or value-added incentives you would like to offer at this time?

**Response - Not at this time.**

3. Are there any additional forms or documents that you will require to be incorporated into the contract documents? If so, please submit.

**Response - No**

4. Does Camelot agree to provide monthly invoices with payment due thirty (30) days after receipt of invoice or goods/services, whichever is later?

**Response - Yes**

5. Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Virginia Tech or any other Commonwealth Entity?

**Response - Yes**

6. Do you further agree that Virginia Tech will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contractor or contractor's employees?

**Response - Yes**

7. End of Contract Service Transition Expectations: If or when a transition of service to another provider is required (end of contract life or otherwise), the university would require the incumbent firm to cooperate fully in a successful transition of services. Explain any requirements your firm might have in preparing for such a transition of services. Additionally, please indicate your willingness to establish a transition plan alongside the new provider of service which may include but not be limited to sharing important data and/or existing service information via a cooperative knowledge transfer process.

**Response – Yes, we will cooperate with the new provider to ensure a smooth transition. Any VT information or data we have regarding the facility will be shared with the new vendor.**

8. Do you agree that the initial contract period shall be three years?

**Response - Yes**

9. Upon completion of the initial contract period, does Camelot agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for two (2) three-year periods, under the terms of the current contract?

**Response - Yes**

10. If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-W, All Items category for the latest twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less?

**Response – Yes, unless the CPI-W exceeds 5 %.**

11. If awarded a contract, are you willing to hold prices firm for the initial contract period?

**Response – Yes, except under unforeseen, extraordinary circumstances**

12. Will Camelot agree to participate in the Wells One AP Control Payment System?

**Response - Yes**

13. Please identify the highest-level executive in your organization that is aware of this solicitation. Describe that person's commitment to assuring the highest quality service to Virginia Tech if your organization is awarded a contract.

**Response – Owner / President Bernie Van Zyl. Bernie will continue to be the Account Executive / Manager for the account, and is therefore directly responsible for ensuring the highest quality of service.**

14. Please describe your quickest turn-around time if emergency services are needed.

**Response – It depends on the nature of the emergency, but maintenance issues are typically two hours, however if a technician is in proximity the time could be significantly less.**

15. Will you be able to handle increased volumes of business and/or provide service to additional departments during the course of the contract?

**Response – Yes, we are a full-service facility and property management company, and can provide all facility services. The majority of our clients have multiple locations and departments that we provide services too.**

16. Please provide your best schedule of prices for all services offered.

**Response – the current proposal provides the best schedule of prices from the current vendors we are using.**

17. How soon after contract award can you begin providing services?

**Response – As the current provider we would continue seamlessly.**

18. Are you registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP?

**Response – Yes, we are currently registered and will continue to participate in the eVA internet procurement solution.**

19. Are the prices for all goods/services listed in your proposal inclusive of all applicable eVA system transaction fees?

**Response – Yes**

20. Does the vendor acknowledge, agree, and understand that the terms and conditions of the RFP # 0062228 shall govern the contract if a contract is awarded to your company?

**Response - Yes**

21. For purposes of interacting with HokieMart, please identify the person (name, phone number, email address, etc.) in your company that will serve as liaison for a) e-commerce, b) accounts receivable, c) emergency orders.

**Response – Bernie Van Zyl President,  
5600 Tennyson Parkway #370 Plano, TX 75024  
[bvanzyl@camelotservices.com](mailto:bvanzyl@camelotservices.com)  
office: (214) 233-7560  
Direct: [REDACTED]**

22. The Owner prefers that the building engineer be an employee of the contractor and not a subcontracted employee. Also, the owner believes that the engineer's workload is more than one full-time position but less than two full-time positions. How does the bidder propose to staff the engineer's position given this information and the owner's preference that the engineer has an experienced substitute available for those times when the engineer is on leave, sick, or otherwise absent?

**Response – The current building engineer is a Camelot employee and has been working at the facility for the past 5 1/2 years. The current pricing is for one fulltime building engineer per requirement above. If the owner believes that additional staffing is required, Camelot can provide a price based on the agreed upon rates. The current building engineer substitute has over 30 years' experience.**

23. The Owner strongly prefers a "snow insurance" plan for responses to ice and snow events of less than 4 inches of snow. This plan will be structured on a fixed fee basis per season. In other words, one fee will be paid at the beginning of the snow

season for ALL ice and snow events of 4" or less occurring on the NVC property. If there is an ice and/or snow event of 4" or more, there will be a plan for such an event beforehand and each such event will be reimbursed on a per-event basis. What is the bidders plan and pricing for this "snow insurance" snow and ice removal scenario?

**Response – Our RFP response pricing is for a "snow insurance" plan based on specifications above.**

24. The lower parking lot at NVC is fully automated and operates twenty-four hours a day three hundred sixty-five days a year. The owner does not currently contract for a full-time parking lot attendant to manage the lower parking lot and isn't inclined to consider that option. The lower parking lot can be accessed by pulling a paper ticket at the entrance gate or by using a "proxy card" that's used by faculty, staff, and students who have purchased a VT parking permit. The proxy cards can be issued by either the building engineer or University staff. The cost to park is \$3.00/day for the general public and lesser rate for faculty, staff, and students who purchase VT parking permits and use the proxy card. Payment to exit the lower lot is by credit card only. The upper parking lot at NVC is also managed by the property management company. It is only accessible to faculty and staff at NVC who have a valid VT parking permit. Access to the upper lot is by using the building fob. Given this information about the parking operation at NVC—no parking attendant, 24/7/365 operation, credit-only payment, and proxy cards, how would the bidder manage parking at NVC and what is the pricing for that management?

**Response – Camelot's RFP response includes its fee for managing the parking lot and the fees associated with the transactions and third party software are a straight pass-through to VT, as well as any repairs to the system. After hour building engineer time is also billed separately.**

25. The Owner is currently exploring different ways to capture work orders entered into the contractor's database into the owner's facilities database. How might the bidder's work order system sync with the owner's system or how might the data be transferred?

**Response – We agree to work toward a data transfer solution. Typically our work order system data is easily transferable, we can have our system experts investigate this, once we know more about the VT system and process.**

26. How many engineer hours will Camelot need to cover the building at NVC?

**Response – Currently based on the scope and pricing we provide 2080 regular hours annually.**

27. Describe Camelot's formula or criteria for coming up with staffing levels.

**Response – Industry standards typically result in 1 staff per 100,000 square feet, however factors such as building age, systems, type of usage, skill level of engineer, occupancy and scope all play a part in determining staffing.**

28. Does Camelot have experience with the following? Please explain.

a. Retail Management

**Response – Camelot currently manages over 340 retail leases, which includes rental collections, CAM reconciliations, billbacks and maintenance.**

b. Government processes

**Response – Camelot has over 20 years of experience working with governmental agencies both from a contract, lease, project and accounting perspective.**

c. Dealing with local construction and right-of-ways

**Response – dependent on the type of construction and extent of right of ways, we have internal and external subject matter resources with extensive experience.**

29. If this contract is expanded to other locations, explain how Camelot would handle that.

**Response – Camelot manages over 1,500 locations nationwide. We have extensive experience in handling multiple locations for numerous clients. Once the number of locations, size of property, current usage, # of occupants and scope of services is determined Camelot will provide a detailed plan, including staff resources, a detailed transition plan, and pricing.**

30. Camelot's proposal shows the Building Engineer Overtime and Holiday Rates. What is the Building Engineer's Hourly Rate during normal business hours?

**Response: Our proposal has the amount listed as \$108,000 annually, which includes all benefits and PTO coverage. Converted to an hourly rate it would be \$51.92.**

**Routine small repairs under \$500 shall be included within the Basic Fee. Repairs over \$500 will be negotiated as needed.**

# Revised Pricing

**Camelot Facility Solutions - RFP Response**  
**Virginia Tech - Northern Virginia Center**

<b>Building SF</b>		<b>101,000</b>			
<b>Basic Fee</b>	<b>Monthly</b>	<b>Annual</b>	<b>\$ Per SF</b>	<b>Comments</b>	
<b>Administration</b>					
Management Fee	\$ 2,000	\$ 24,000	\$ 0.24	Account management, accounting, vendor management, reporting, personnel management	
Staffing	\$ 9,000	\$ 108,000	\$ 1.07	Actual cost of employee who has been there since 2016 (includes benefits, vacation coverage)	
Vacation Coverage	\$ 500	\$ 6,000	\$ 0.06		
CMMS / Misc fees	\$ 1,000	\$ 12,000	\$ 0.12	Work order system and Misc costs	
<b>Total Administration</b>	<b>\$ 12,500</b>	<b>\$ 150,000</b>	<b>\$ 1.49</b>		
<b>Contracted Services</b>					
Janitorial - Night Cleaning	\$ 11,000	\$ 132,000	\$ 1.31	Scope as listed in RFP, includes APPA Standard 1	
Janitorial - Day Porter	\$ 4,500	\$ 54,000	\$ 0.53	Scope as listed in RFP, includes APPA Standard 1	
Janitorial - Supplies	\$ 1,500	\$ 18,000	\$ 0.18	Includes additional covid-19 supplies	
Security	\$ 12,000	\$ 144,000	\$ 1.43	Scope as listed in RFP	
Landscaping	\$ 2,200	\$ 26,400	\$ 0.26	Includes 2 annual color changes, mowing from March and APPA Standard 2	
Interior Plants	\$ 137	\$ 1,644	\$ 0.02	Monthly service includes replacement of dead plants	
Pest Control	\$ 114	\$ 1,368	\$ 0.01	Monthly pest control	
Trash Removal/Recycling	\$ 725	\$ 8,700	\$ 0.09	Includes 2 x trash & 2 x recycle per week	
Elevator Maintenance	\$ 445	\$ 5,340	\$ 0.05	Contractor is also the manufacturer of the elevators	
Qtrly. HVAC Preventive Maintenance	\$ 850	\$ 10,200	\$ 0.10	2 operating inspections & 2 preventative maintenance	
Qtrly. Fire System Sprinkler test	\$ 78	\$ 936	\$ 0.01	Includes sprinkler test, main drain flows/tamper hose/control valve & FD connection inspection	
Access Controls Preventive Maintenance	\$ 325	\$ 3,900	\$ 0.04	Maintenance of equipment	
Qtrly. Building Automation System - PM	\$ 450	\$ 5,400	\$ 0.05	Andover system maintenance	
<b>Total Contracted Services</b>	<b>\$ 34,324</b>	<b>\$ 411,888</b>	<b>\$ 4.08</b>		
<b>Maintenance and Repair</b>					
Plumbing Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09	Estimates based on past 5 years of consumables and repairs	
HVAC Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09	Estimates based on past 5 years of consumables and repairs	
Electric Materials, Supplies, Repairs	\$ 750	\$ 9,000	\$ 0.09	Estimates based on past 5 years of consumables and repairs	
General Maintenance and Repair	\$ 500	\$ 6,000	\$ 0.06	Estimates based on past 5 years of consumables and repairs	
<b>Total Maintenance and Repair</b>	<b>\$ 2,750</b>	<b>\$ 33,000</b>	<b>\$ 0.33</b>		
<b>Total Monthly Proposed Cost</b>	<b>\$ 49,574</b>	<b>\$ 594,888</b>	<b>\$ 5.89</b>		
<b>Annual Contracted Services</b>					
Snow Removal		\$ 17,800		Fixed Fee "snow insurance" for all snow events under 4" for period Nov. 1st - March 31st	
Alarm & Fire system		\$ 2,050		Includes annual test of fire alarm, fire pump, hose valve, control valve & sprinkler inspection	
Fire Extinguishers		\$ 190		Annual fire ext inspection	
Window washing		\$ 2,000		Annual window washing, normally done in June	
Fall Arrest system inspection		\$ 650		Documentation kept in building engineer office	
Access control & fire alarm monitoring	\$ 835	\$ 10,020	\$ 0.10	Programming and monitoring of access control / fire alarm monitoring	
Telephones - Life	\$ 600	\$ 7,200	\$ 0.07	11 phone lines ( elevators, fire alarm panel, office, security desk, front door & loading dock)	
Vole Control	\$ 200	\$ 2,400	\$ 0.02	Monthly vole services - ongoing problem in the area	
Backflow Prevention		\$ 400		2 backflow preventors	
<b>Total Annual Contracted Services</b>		<b>\$ 42,710</b>	<b>\$ 0.42</b>		
<b>Parking</b>					
Management Fee	\$ 500	\$ 6,000			
Parking Access Control Repairs	\$ 250	\$ 3,000			
Credit Card usage fee (estimated)		3.0% to 4.0%		Amount depends on volume	
<b>Other Services</b>					
Network Infrastructure and Services	\$ 175.00	per hour			
Building Engineer Overtime Rate	\$ 78.00	per hour			
Building Engineer Holiday Rate	\$ 90.00	per hour			
<b>Additional Fee</b>					
Project Management Fee	10% markup			All additional projects and work requested	

NVC

Work Assignment

**Virginia Polytechnic Institute and State University  
Facilities Department Procedures**

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**NORTHERN VIRGINIA CENTER – FALLS CHURCH  
WORK ASSIGNMENT**

**Date: November 3, 2021**

**Revision: 0**

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**Purpose:**

To define the process for review, assignment, and management of Northern Virginia Center – Falls Church (NVC) work requests received by the Facilities department from university and NVC stakeholders for construction, renovation, maintenance, and repair of university-owned facilities.

*Note—Departments and units referenced are responsible for identifying individual tasks and responsibilities, and assigning them to the appropriate employee/role to complete.*

**Procedure:**

**Project Work Flow**

All work has two work flow scenarios listed below

Item 1 – work that does not require architectural or engineering (A/E) design services and is not complex in nature.

Item 2 – work that may require architectural or engineering (A/E) design services or is complex in nature.

*Note - For general building maintenance & repairs, the building property management company is the principal vendor, per the property management contract thru 12/31/20 with (1) year remaining on the option of (1) year renewals.*

1. For any work that does not require architectural or engineering (A/E) design services (work flow item #1), the department contact may request a quote from the building property management company.
  - a. The NVC Assistant Director must notify the Facilities Off-site Coordinator of each work request, prior to work beginning to discuss the scope of work/square footage, value, funding source, anticipated construction start/completion dates, permit requirements, AARB/BOV/Fairfax County approvals and third party testing that may be required.
  - b. A proposal from the building property management company will be generated and routed thru the NVC Assistant Director to the Facilities Off-site Coordinator

for evaluation prior to processing the purchase order for the work. No work should proceed without a purchase order in place.

- c. The NVC Assistant Director/department will contact the Facilities Off-site Coordinator to be generated a phase to be issued to the “facilities NVC repair/maintenance/Off Site Coordinator” or a Hokie Mart Internal Service Request (ISR) for stand-alone projects.

*Note – The building property management company is responsible for all coordination, scheduling and management of the contractor and its subcontractors, as well as all financial obligations to the contractors and its subcontractors.*

*Note - Any third party vendors retained by the building property management company for work at the property, regardless of type, scope, or size, must furnish copies of the Virginia contractor’s and/or trade licenses appropriate for the work to be performed as well as copies of valid certificate of insurance, with all required coverages. In addition Virginia Tech and the Commonwealth of Virginia are to be listed as additional co-insured parties*

2. Any work that may require architectural or engineering (A/E) design services or are complex in nature (Work Flow Item #2), will be referred by the Facilities Off-site Coordinator, who will work with the facilities Director of Renovations to determine how the requested work will be accomplished. These type of projects will primarily be handled by facilities renovations project management team.
  - a. The NVC Assistant Director/department will submit a Hokie Mart Internal Service Request for a facilities work order to be generated and issued to the “Facilities Renovations”.
  - b. The facilities renovations project management team will contact the NVC Assistant Director/department to begin the pre-construction process.

*Note - Departments are not to contact service providers/vendors directly. This will be handled through the building property management, and/or facilities renovations project management team. The facilities renovations project management team is responsible for all coordination, scheduling and management of the contractor and its subcontractors, as well as all financial obligations to the contractors and its subcontractors.*

*Note – Project schedules may vary depending on project scopes approvals required and material lead times.*

### **Permitting / Inspections**

The following type of projects will require a permit (but not limited too):

- a. Electrical, mechanical, plumbing & life safety (fire alarm or sprinkler) work.
- b. Design and professional services
- c. Exterior changes

- d. Change of occupancy/Use
- e. Changes to the path of egress in/out of the space or building
- f. Repairs or modification that affect the buildings structural components
- g. Change or modification to a space that affect ADA accessibility

*Note - A permit may not be required for office repairs/refresh such as painting, ceiling tile replacement (tile only, not grid) and re-carpeting that are covered with department funds.*

*Note – For projects that require a permit, NO WORK can begin until drawings are approved and a permit is issued.*

1. For work flow #1 projects, the facilities Off-site Coordinator will be the “Permit Holder”. The building property management company will provide all required documentation to the facilities Off-site Coordinator who will serve as the primary point of contact with the University Building Official’s (UBO) Office.
2. For work flow #2 projects, the facilities renovations project manager will be the “Permit Holder”. The building property management company will provide all required documentation to the facilities renovations project manager, who will serve as the primary point of contact with the University Building Official’s (UBO) Office.

*Note - The following are the roles and responsibilities for the permit holder.*

1. *Submit appropriate documentation for review/approval by UBO*
  2. *Coordinate and schedule inspections with the UBO*
  3. *Make site visits to ensure the work is complete and ready for inspections, as well as confirm the work is being installed per the permit documentation and the university standards.*
  4. *Ensure all the proper approvals are obtained thru facilities, AARB/BOV.*
3. Small projects that require a permit may qualify for an expedited permit review by providing a description of work and/or a simple drawing sketch from the contractor. The Off-site Coordinator or renovations project management team will advise on the documents required. All Documents must be submitted to the Facilities Off-site Coordinator or renovations project management team by COB Friday and/or submitted to UBO by 12 noon on Monday morning (subject to holiday and work load schedules).
  4. A Building application should be filled out and submitted to The Facilities Off-site Coordinator or renovations project management team to submit with permit package.

**HECO Plan Review Application**

<https://www.facilities.vt.edu/permits-inspections/building-code-compliance/forms.html>

5. Building inspections are to be scheduled thru the Facilities Off-site Coordinator or renovations project management team.
  - a. A minimum of 72 hours notice prior to the required inspection.
  - b. If a third party inspector is used, a request for independent building inspection form must be filled out and submitted to the Facilities Off-site Coordinator or renovations project management team, for UBO approval.

**Request for Independent Building Inspection**

<https://www.facilities.vt.edu/permits-inspections/building-code-compliance/forms.html>

- c. All final inspection must be completed by the UBO. A third party inspection may not be used.

*Note - The financially responsible party within NVC will fund the work and pay all the associated invoice(s), including permit fees and management fees.*

*Note - Permit fees vary based on the total construction value of the projects. See the billing rates link below for further details.*

<https://www.facilities.vt.edu/permits-inspections/building-code-compliance/billing-rates.html>

*Note - All Fees associated with third party inspections are the responsibly of the NVC. The third party inspectors must be contracted through Virginia Tech and not the contractor or its subcontractors.*

**Hazardous Materials Testing and Reports**

*Note - All projects must be reviewed/tested for Hazardous Materials prior to starting construction in reference to NESHAP 40CFR 61.145.*

*Note - Facilities maintains a data base identifying most locations that contain hazardous materials from previous inspections.*

1. The NVC Assistant Director, the Facilities Off-site Coordinator/ facilities renovations project management team will work together to ensure that any needed testing occurs in advance of work to be performed.
2. In the event that any needed testing for potential hazardous materials must be conducted, the Facilities Off-site Coordinator can assist with coordinating testing by a third party vendor.
3. All hazardous material analysis musts be submitted to facilities when completed.

### **Project Close out**

1. At the completion of every project, the NVC Assistant Director Director must turnover to the Facilities Off-site Coordinator, all close out documentation for the work that has taken place to be entered into the buildings database ([Laserfiche](#)) and sent to the property management team.
2. The close out documentation should include but not limited to;
  - a. Marked up as-built drawings/sketches
  - b. Product data and spec sheets on all materials/equipment installed, color and finish specification.
  - c. CAD drawings

*Note – See close out requirements within the VT design standards*

[https://www.facilities.vt.edu/content/dam/facilities\\_vt\\_edu/design-and-construction-standards/Virginia%20Tech%20Design%20and%20Construction%20Standards-Signed%20May\\_5\\_2020.pdf](https://www.facilities.vt.edu/content/dam/facilities_vt_edu/design-and-construction-standards/Virginia%20Tech%20Design%20and%20Construction%20Standards-Signed%20May_5_2020.pdf)

3. Ensure all building/room signage is added, removed or modified base on the type or project taking place.

### **Facilities – Renovations Management**

1. NVC is subject to the current negotiated pro-rated management fee and facilities administration fees for both the building property management company & the Facilities renovations project management team.
2. NVC Assistant Director and the Facilities Off-site Coordinator shall video conference/meet **quarterly** to discuss/review project under construction, completed projects and upcoming projects.

*Note - These procedures will be reviewed annually by the Facilities Department and shall remain in effect until amended or rescinded in writing.*