RLP No.

Appendix C: OPERATIONS AND MAINTENANCE (O&M) PLAN

1.1 MAINTENANCE BY LESSOR

This lease will require the Lessor to maintain the building, building equipment and systems, and the exterior premises over the term of the lease. The Government requires assurance that the building will be kept in good condition with high quality, professional management and management and maintenance over the full term of the lease.

Lessors shall provide their O&M plan which shall describe the organization and structure the workforce of both operations and maintenance personnel. Organization charts; staffing plans indicating trades, number of personnel, and experience levels; and operating schedules shall be provided to the VA COR. In order to assure professional management, the Lessor or designated property management firm must have a local, designated property manager available. The property manager shall have maintenance personnel (building superintendent) on site during normal working hours.

The O&M plan shall identify and provide addresses and contact information for entities that will maintain the leased premises (designated local property management firm, building superintendent, and any contractors or subcontractors).

The O&M plan shall outline procedures for dealing with scheduled and non-scheduled maintenance and repairs.

1.2 SCHEDULED MAINTENANCE

1.2.1 O&M PLAN

The O&M plan shall indicate how the scheduled (routine) maintenance and repair of the building will be managed. For each activity in the O&M plan, the Lessor shall identify the responsible entity and frequency of the maintenance.

A. EXTERIOR MAINTENANCE

Exterior maintenance, including landscaping and grounds, irrigation system, trash removal, exterior lighting, parking lot, pest control, window washing, hazardous spill plan and general litter pick up shall be addressed.

B. INTERIOR MAINTENANCE

Interior maintenance shall be descried, including HVAC, plumbing, electrical, pest control, and any janitorial maintenance associated with services provided by the Lessor.

C. QUALITY CONTROL

Describe how the Lessor will provide quality control to ensure that all services described in the O&M plan are, in fact, provided, and how the Lessor will maintain quality and appearance of the entire building over the term of the lease.

1.3 NON-SCHEDULED MAINTENANCE

A. EMERGENCY CALLS

Service calls will be classified as emergency calls when the condition constitutes an immediate danger to personnel, threatens to damage property, or has a direct impact on operations or security. Classification of calls as emergency shall be at the sole discretion of the government. During normal working hours, Lessor's on-site superintendent shall respond immediately upon notification. Emergencies occurring at other than normal working hours shall be responded to (on scene) within 60 minutes of receipt of call. Lessor shall repair or neutralize the emergency condition before departing the site. If necessary, Lessor shall acquire material by quickest available means and include work outside normal hours. If further labor or materials are required after the emergency is neutralized, the Lessor shall have the repairs completed withing three (3) working days or within such other reasonable time as agreed to by the government. The Lessor shall have available generally used spare parts and common building materials to support emergency requirements. Lack of started materials shall not be a cause for non-performance.

B. ROUTINE CALLS

Service calls will be classified as routine when the condition does not qualify as an emergency call. Eight-five (85%) of all routine calls shall be completed within five (5) working days after the receipt of the call, with remainder being completed within ten (10) working days.