

Contractor requirements, certifications, and qualifications for fire alarm and water-based fire suppression

Fire Alarm System Preventative Maintenance and Repair Services – Services include but are not limited to the performance inspection, testing, and preventive maintenance or repair of a variety of fire alarm and notification systems, equipment and components such as manual alarm devices, smoke and heat detectors, tamper switches, pressure switches, waterflow switches, remote and graphic annunciators, main fire alarm panel and components, voice alarm system, speakers and horns and other audible and visual devices, wiring circuits and junctions, all other alarm, detection and control and ancillary devices, and emergency power operations.

Note: These requirements apply only to applications in the Continental United States (CONUS), Alaska, Hawaii and Puerto Rico. For services proposed internationally (OCONUS), the commensurate standards will apply and should be provided with the offer but will be reviewed by the ordering activity for compliance with the local requirements and standards.

Contractor general requirements

- **Safety Procedures** - The Contractor shall comply with all appropriate safety code requirements.
- **Hazardous Conditions** – If the Contractor encounters equipment that is in a condition that may endanger life or property, the Contractor shall immediately notify the Ordering Official and Authority Having Jurisdiction, of the condition requiring immediate action. Within 24 hours the Contractor shall provide a written report to the Ordering Official and Authority Having Jurisdiction of the hazardous condition and recommended corrective action.
- **Insurance** – See Clause 52.228-5 Insurance – Work on a Government Installation (JAN 1997) and Certification of Required Insurance.
- **Recommended Equipment** – The Contractor shall provide all tools and supplies necessary to properly perform inspections, tests and maintenance in accordance with the 2016 edition of NFPA 72, National Fire Alarm and Signaling Code, including all annexes.

And;

- All Fire Alarm System, inspections, tests, maintenance, alterations, and repairs performed under this contract shall comply with the 2016 edition of the NFPA 72, National Fire Alarm and Signaling Code including all annexes. Anywhere NFPA 72 states "should", it shall be taken to mean, "shall".
- Housekeeping. The Contractor shall leave areas where he performs work neat, clean and orderly.
- Safety Data Sheets. The Contractor shall provide current Safety Data Sheets (SDS) for all hazardous materials brought into the building.
- Asbestos. Fire alarm System maintenance and repair may impact asbestos containing materials (ACM). ACM is often found in sprayed-on fireproofing (on ceiling slabs and support beams); insulation (on pipes, valves, boilers) and within wall materials. The Government shall inform the Contractor of any known ACM in an individual building. If the Contractor must disturb materials he suspects may contain ACM, the Contractor shall immediately report it to the Ordering Official, and the Ordering Official will investigate and instruct the Contractor how to avoid an airborne asbestos exposure.
- Lead –Based Paint. Fire alarm System maintenance and repair may impact lead-based paint. The Government shall inform the Contractor of any known lead-based paint in an individual

building. If the Contractor must disturb materials he suspects may contain lead-based paint, the Contractor shall immediately report it to the Ordering Official, and the Ordering Official will investigate and instruct the Contractor how to avoid lead-based paint contamination.

- **Fire Alarm System Operability.** The Contractor shall ensure that the fire alarm system is maintained operable at all times except while being tested or repaired. It is essential that the Contractor carefully schedule with the Building Manager all non-emergency shutdowns of the fire alarm system and that back up protection be provided by the Contractor (arrangement of additional personnel stationed at the fire alarm system control panel) any time that the fire alarm system is out of service for more than 4 hours. In addition, regardless of the duration of the shutdown, the affected portion of the system shall be tested to insure that the protection has been restored.
- **Maintenance and Repair Inspections By GSA.** The Government reserves the right to make any test or inspection it deems necessary to make sure that all performance requirements are being maintained.
- **Recording Presence:** Each contract employee must sign in when entering the building and state the purpose of the visit, (for example, scheduled maintenance, service call, or repairs) and sign out when leaving the building. Supervisory employees shall indicate their titles adjacent to their signatures. The Ordering Official will designate the location of the log and the type of form used.
- **Security clearance –** See Clause C-FSS-370.
- **Repairs and Unscheduled Work.** The Contractor shall perform Repairs and Unscheduled Work for fire alarm systems as covered in NFPA 72.
- **Non-Standard Services.** Non-standard services are those not listed in the Contractor's proposal will be set forth in individual work orders. Non-standard requirements will be set forth in individual work orders. Such services shall be negotiated with the Contractor, and services shall be performed only after the scope of the work, the qualifications of the Contractor's organization to accomplish the services and the cost of the services have been agreed upon by the Ordering Official and Authority Having Jurisdiction.
- **Cancellation of Work Orders.** Either party may cancel individual delivery orders with a 30-day written notice to the other party at no cost to either party.
- **Fire Alarm System Inventory Changes.** The Government will inform the Contractor of any changes to the inventory.

Contractor special requirements

- The Contractor at the Contractor's expense will obtain all necessary permits, and licenses for performing fire alarm tests and inspections.
- The Contractor agrees to utilize responsible, capable, NICET certified, employees (as outlined in Certifications and Qualifications of Technicians) in the performance of any task associated with this solicitation. The Contractor may be asked to remove persons who pose a threat to health, safety, or security of an installation. Contractor personnel, while on site shall possess current NICET certification.

Fire alarm inspections

- **Inspection –** Fire Alarm inspection services shall be performed in accordance with NFPA 72.
- **Report –** Fire Alarm inspection reports shall be submitted to the requesting agency on the "suggested form", as found in NFPA 72, or other approved agency specific forms as provided by the Ordering Official and Authority Having Jurisdiction.

- **Hours Of Operation** - The Contractor shall coordinate with the building manager to decide when testing, maintenance and repair can be performed. Testing, maintenance and repair can be performed during normal business hours when it does not interfere with building operations. When testing, maintenance or repair will interfere with building operations; it shall be performed after normal business hours.

And;

- When making routine and/or periodic inspections and tests, to determine that the equipment conforms to the applicable Code edition (edition under which it was installed), and that the alterations conform to Code requirements. Determine that periodic tests performed by the owner or his agent are conducted in accordance with Code requirements and results of these tests demonstrate Code compliance.
- Report the results of inspections and tests in accordance with applicable local regulations, or as directed by the Ordering Official and Authority Having Jurisdiction.
- When required by the Government, the Contractor shall perform a maintenance quality control audit. Detail requirements shall be listed in the request for service from the Ordering Official and Authority Having Jurisdiction.
- Full Maintenance Inspection and Testing. The Contractor shall perform normal fire alarm system inspection; testing and maintenance as covered in NFPA 72.
- Repairs and Unscheduled Work. The Contractor shall perform Repairs and Unscheduled Work for fire alarm systems as covered in NFPA 72.
- Line Item Services. When the Contractor's proposal has prices listed for individual Line Items, the Government may order those services using the Line Item description. All services shall be performed in accordance with applicable codes.

CERTIFICATIONS AND QUALIFICATIONS

- All Fire Alarm Technicians shall be certified by the National Institute for Certification in Engineering Technologies (NICET).
- Number of Employees. The Contractor shall have available at all times a sufficient number of capable and qualified employees to enable the Contractor to properly, adequately, and safely perform all work required under the terms of this contract.
- Fire Alarm Systems Engineering Technicians. Fire Alarm Systems technicians performing contract work shall meet the service personnel qualification requirements in NFPA 72 and also hold at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Fire Alarm Systems. Additionally, the Technician must have experience in the past five years in fire alarm system testing, repair, maintenance, installation, and related activities of buildings and equipment comparable to the buildings and equipment covered by this contract.
- Addressable Systems. Technicians modifying the fire alarm control panel of systems shall be factory trained and currently certified for the operating system, including software version, of the particular fire alarm system, and shall provide documentation of this certification to the Ordering Official and Authority Having Jurisdiction.
- Licenses & Permits. Contractor and subContractor personnel engaged in the activities specified by this contract shall be also required to possess certificates of training, licenses, and permits as required by the state, county, parish, city, and other local jurisdictions when

the alarm system is installed in a facility covered by such state, county, parish, city, and other local jurisdictions.

- Documentation. The Contractor shall provide to the Ordering Official and Authority Having Jurisdiction documentation of the certificates of training, licenses, and permits for all new employees not later than seven (7) days prior to that person beginning work under the terms of this contract. The Contractor shall insure that all certificates of training, licenses, permits, and bonds are current and valid. All offers must include documentation and proof of the above certifications and qualifications for each employee.

INITIAL INSPECTION AND TESTING

1. Initial Inspection and Test. The Contractor shall perform a full initial inspection and test of each device on the fire alarm system in accordance with NFPA 72.
 - a. Testing Frequencies from NFPA 72 shall be used.
 - b. Testing Methods from NFPA 72 shall be used.
2. Maintenance, Inspection and Testing Records: Within 14 days after completing the inspection and testing, the Contractor will furnish a written record to the Ordering Official and Authority Having Jurisdiction that includes the following:
 - a. Contractor's Inspection and Testing Form that includes all the information required by NFPA 72.
 - b. Date of manufacture of fire alarm system(s) and whether parts are readily available.
 - c. **Note:** Maintenance Inspection and Testing Records and, Inspection and Testing Form from NFPA 72 shall be used.
 - d. The record shall include any problems noted with the system, including inoperable or unsupervised devices or equipment, or devices that cannot be calibrated, tested, or serviced in accordance with the manufacturer's recommendations. Findings noted shall include individual costs to correct/repair them. Each cost shall be broken down into both a parts cost and a labor cost.
 - e. The record shall be provided electronically (by email) if required by the Ordering Official, Authority Having Jurisdiction, or buildings manager (formatted in Microsoft Word or Excel).
3. Correcting Fire Alarm System Problems. The Contractor shall follow the requirements outlined in the sections titled; Full Maintenance, Inspection, Test and Repairs and Unscheduled Work for correcting problems noted to the fire alarm system.
4. Government Assistance. The Contractor shall contact the building manager for assistance in coordinating the initial fire alarm inspection and test.
5. Notification. Before proceeding with any testing, the Contractor shall coordinate the notification of all persons and facilities that receive alarm, supervisory or trouble signals (e.g. building manager, central station, Federal Protective Service, Fire Department). The Contractor will coordinate with the building manager to ensure that all building occupants are notified. At the conclusion of testing, the Contractor shall notify those previously notified that the testing has been concluded.
6. After Hours. The Contractor may be required to perform some work, inspections, and tests outside the normal working hours of the building occupants. Any scheduled work that is disruptive to the tenants (testing audible devices, elevator capture, fan shutdown, etc.) shall be performed after the building occupant's normal working hours. The Contractor shall coordinate with the building manager or Ordering Official to coordinate after-hours access to the building.
7. Damage to Fire Alarm System. Any damage to the fire alarm or associated equipment (e.g. fans, elevators, generators, pumps) caused by normal testing shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests. All costs associated with this damage shall be borne by the Contractor.

8. Safety Hazards. The Contractor shall immediately notify the cognizant Ordering Official and Authority Having Jurisdiction and Building Manager of any recognized safety hazard that might severely affect building occupants.

Full inspection, testing, and maintenance

1. Inspection, Testing and Maintenance: Inspect, test and maintain fire alarm system in accordance with NFPA 72.
 - a. Testing Frequencies from NFPA 72 shall be used.
 - b. Testing Methods from NFPA 72 shall be used.
2. Scheduling. Within 30 days of receiving the delivery order, the Contractor shall submit to the Ordering Official and Authority Having Jurisdiction a proposed work schedule for each fire alarm system.
3. Maintenance, Inspection and Testing Records. Within 14 days after completing the inspection and testing, the Contractor will furnish a typed report to the Ordering Official and Authority Having Jurisdiction that includes the following:
 - a. A Contractor's Inspection and Testing Form that includes all the information required by NFPA 72. Maintenance Inspection and Testing Records and Inspection and Testing Form from NFPA 72 shall be used.
 - b. The Contractors Inspection and Testing Form shall also include any deficiencies to equipment noted during the testing, and individual costs to correct each deficiency noted. Each cost shall itemize both a parts cost and a labor cost.
 - c. The Form shall be provided electronically (by email) if required by the Ordering Official and Authority Having Jurisdiction to the buildings manager (formatted in Microsoft Word or Excel).
4. Reporting of Deficiencies. Devices that cannot be calibrated, tested, or serviced in accordance with the manufacturer's recommendations shall be reported as a deficiency.
5. Correction of Deficiencies. The Contractor shall repair at Contractor's expense fire alarm system problems costing less than \$500 per device as part of normal maintenance. For repairs costing more than \$500 per device, the Contractor shall follow the section titled; Repairs and Unscheduled Work. When all listed deficiencies have been corrected, the Contractor will sign and date the inspection report and return it to the Contracting Officer. At its discretion, the Government may then re-inspect the work.
6. Maintenance Service Calls. Any Service Call that relates to the maintenance of the system. Maintenance Service Calls are non-reimbursable work (included in the full-maintenance contract). Service Calls for repairs are defined as Critical or Non-critical and require the response times as stated in this Contract.
7. Critical and Non-critical Service Calls. Initial response to repair calls will be based on the nature of the repair, whether, in the opinion of the Ordering Official and Authority Having Jurisdiction, it is Critical or Non-critical in nature. Critical Service Calls are those service calls affecting the continued occupancy of a building, or certain operations in a building, which are critical in nature.
8. Critical Service Call Response. Due to the emergency nature of Critical Service Calls, the Ordering Official and Authority Having Jurisdiction will normally make the requests for service calls verbally. Requirements for critical service calls include:
 - a. After being notified of a repair request, the Contractor shall have a qualified technician on-site within 4 hours, and complete the repair within 16 hours.
 - b. If the local technical representative cannot identify the problem within 4 hours after arrival, they shall escalate the problem to the next higher technical level.
 - c. If the fire alarm system cannot be repaired within 16 hours, the technical specialist shall notify the Ordering Official and Authority Having Jurisdiction with a schedule for completing the work. The schedule may be approved verbally.
9. Non-Critical Service Calls. Requirements for Non-critical Service calls include:

- a. After being notified of the need for service, the Contractor shall have a qualified technician on-site within 24 hours, and complete the repair within 48 hours.
 - b. If the local technical representative cannot identify the problem within 4 hours, they shall escalate the problem to the next higher level.
 - c. If the fire alarm system cannot be repaired within 48 hours, the technical specialist shall request a time extension from the Ordering Official and Authority Having Jurisdiction. The request may be approved verbally.
10. Testing after repairs. All repairs shall be tested according to requirements of NFPA 72. A representative of the Government may witness testing. Notify the Ordering Official and Authority Having Jurisdiction of the schedule for testing with sufficient notice to allow testing to be witnessed. Contractor must provide written certification that repairs are complete. The document shall also include the names and titles of the witnesses to the test.
- Contractor shall provide, in writing, before leaving the building:
- a. Suspected cause(s) of the malfunction(s), and actions to prevent reoccurrence.
 - b. A list of components used to make the repair.
 - c. Hours required making the repair.
11. Repair Records. Upon request, the Contractor shall furnish a record of all repairs they have made to an individual fire alarm system. All records must be maintained at the Contractor's office for a minimum period of 3 years.
12. Government Assistance. The Contractor shall contact the building manager for assistance in coordinating any service.
13. Notification: Before proceeding with any testing, the Contractor shall coordinate the notification of all persons and facilities that receive alarm, supervisory or trouble signals (e.g. building manager, central station, Federal Protective Service, Fire Department). The Contractor will coordinate with the building manager to ensure that all building occupants are notified. At the conclusion of testing, the Contractor shall notify those previously notified that the testing has been concluded.
14. After Hours. The Contractor may be required to perform some work, inspections, and tests outside the normal working hours of the building occupants. Any scheduled work that is disruptive to the tenants (testing audible devices, elevator capture, fan shutdown, etc.) shall be performed after the building occupant's normal working hours. The Contractor shall coordinate with the building manager or Ordering Official to coordinate after-hours access to the building.
15. Damage to Fire Alarm System. Any damage to the fire alarm or associated equipment (e.g. fans, elevators, generators, pumps) caused by normal testing shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests. All costs associated with this damage shall be borne by the Contractor.
16. Safety Hazards. The Contractor shall immediately notify the Ordering Official and Authority Having Jurisdiction and Buildings Manager of any recognized safety hazard that might severely affect building occupants
17. Tests and Inspections by GSA. At its discretion, the Government reserves the right to make any test or inspection it deems necessary to make sure the system is being properly maintained.

Repairs and unscheduled work

1. Definition of Repairs. Repairs are defined as unscheduled work to repair or modify a fire alarm system, or to correct recurring system and/or equipment malfunction(s).
2. Repair Parts. Contractors who perform repairs under this contract shall be capable of providing replacement parts within 24 hours for the central processing unit (CPU), controller, monitoring and signaling cards, display boards, and other critical parts that may be necessary to restore the equipment and systems

3. Critical and Non-critical Repairs. Initial response to repair calls will be based on the nature of the repair, whether, in the opinion of the Ordering Official and Authority Having Jurisdiction, it is Critical or Non-critical in nature. Critical Repairs are those repairs affecting the continued occupancy of a building, or certain operations in a building, which are critical in nature.
 4. Critical Repair Response. Due to the emergency nature of Critical Repairs, the Ordering Official and Authority Having Jurisdiction will normally make the requests for repairs verbally, following by a written work order. Requirements for critical repairs include:
 - a. After being notified of a repair request, make live voice contact with the Ordering Official and Authority Having Jurisdiction within one hour, have a qualified technician on-site within 4 hours, and complete the repair within 16 hours.
 - b. If the local technical representative cannot identify the problem within 16 hours, they shall escalate the problem to the next technical level and the National Accounts level as necessary, to identify the problem and provide a solution.
 - c. If the fire alarm system cannot be repaired within 16 hours, the technical specialist shall notify the Contracting Officer with a proposal for completing the work, including a not-to-exceed cost and the time required. The proposal may be approved verbally, but must be approved by the Contracting Officer before proceeding with the work. A verbal approval will be followed by a written work order.
 - d. Update the Ordering Official and Authority Having Jurisdiction on the status of the repairs every 24 hours until repairs are complete.
 5. Non-Critical Repairs. Requests for repairs will be set forth in work orders listing the type of equipment, description of the malfunction, and the facility point of contact. Requirements for Non-critical Repairs include:
 - a. After being notified of the need for repairs, make live voice contact with the Ordering Official and Authority Having Jurisdiction within two hours, have a qualified technician on-site within 8 hours, and complete the repair within 48 hours.
 - b. If the local technical representative cannot identify the problem within 48 hours, they shall escalate it, to the National Accounts level if necessary, to identify the problem and provide a solution.
 - c. If the fire alarm system cannot be repaired within 48 hours, the technical specialist shall notify the Contracting Officer with a proposal for completing the work, including a not-to-exceed cost and the time required. The proposal may be approved verbally, but must be approved by the Contracting Officer before proceeding with the work. A verbal approval will be followed by a written work order.
 - d. Update the Ordering Official and Authority Having Jurisdiction on the status of the repairs every 24 hours until repairs are complete.
 6. Testing after repairs. All repairs shall be tested according to requirements of NFPA 72. A representative of the Government may witness testing. Notify the Ordering Official and Authority Having Jurisdiction of the schedule for testing with sufficient notice to allow testing to be witnessed. Contractor must provide written certification that repairs are complete. The document shall also include the names and titles of the witnesses to the test.
 7. Contractor shall provide, in writing, before leaving the building:
 - a. Suspected cause(s) of the malfunction(s), and actions to prevent reoccurrence.
 - b. A list of components used to make the repair.
 - c. Hours required making the repair.
 8. Full System Repair Records. Upon request, the Contractor shall furnish a record of all repairs they have made to an individual fire alarm system.
- Services shall comply with applicable requirements of NFPA 72, which establishes the minimum requirements for the periodic inspection, testing, and maintenance of fire alarm systems, except as modified herein.

- Preventive maintenance shall be performed by the Contractor to keep the system equipment operable or to make repairs in accordance with NFPA 72 and this specification. Operations and maintenance manuals, as-built installation drawings, and other system documentation shall be retained to assist in the proper care of the system and its components.
- Note: Corrective maintenance shall be determined from the periodic testing and inspections of each system. This exhibit establishes minimum inspection/testing frequencies, responsibilities, test routines, and reporting procedures but does not define the exact point at which corrective actions are required.
- The Contractor shall not be responsible for upgrades that are required by code due to a change in occupancy, relocation of partitions, or types of materials stored by the building occupants.

Records of the inspections, tests, and maintenance of the system and its components shall be maintained on site and made available to the Contracting Officer's representative upon request.

- Sample forms are shown in NFPA 72, Records shall indicate the procedure performed (inspection, test, or maintenance), the person/organization performing the work, the results, and date. Records shall be retained for a three-year period.
- Test results shall be compared with those of the original acceptance test, if available, and with the most recent test results.
- The Contractor shall maintain, for a minimum of 3 years, as-built system installation drawings, original acceptance test records, and device manufacturers' maintenance bulletins to assist in the proper care of the system and its components.
- A copy of NFPA 72 shall be maintained on site and made available to the Contracting Officer's representative upon request. NFPA standards are available from:

National Fire Protection Association
 1 Batterymarch Park
 Quincy, MA 02269
 Telephone orders, call 1-800-344-3555

Water Based Fire Suppression System Preventative Maintenance and Repair Services – Services consist of but are not limited to, the performance inspection, testing and preventive maintenance or repair services of all mechanical devices including valves, sprinklers, couplings, piping and connections, water motor gongs and alerting devices, tamper switches, pressure switches, waterflow switches, standpipes, backflow preventers, private fire service mains, pumps and test headers.

CONTRACTOR GENERAL REQUIREMENTS

- **Safety Procedures** - The Contractor shall comply with all appropriate safety code requirements.
- **Hazardous Conditions** – If the Contractor encounters equipment that is in a condition that may endanger life or property, the Contractor shall immediately notify the Ordering Official and Authority Having Jurisdiction, of the condition requiring immediate action. Within 24 hours the Contractor shall provide a written report to the Ordering Official and Authority Having Jurisdiction of the hazardous condition and recommended corrective action.
- **Insurance** – See Clause 52.228-5 Insurance – Work on a Government Installation (JAN 1997) and Certification of Required Insurance.
- **Recommended Equipment** – The Contractor shall provide all tools and supplies necessary to properly perform inspections, tests and maintenance, in accordance with the 2017 edition of NFPA

25, Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems including all annexes.

And;

1. All water-based fire suppression inspections, tests, and maintenance performed under this contract shall comply with the 2017 edition of NFPA 25.
2. Housekeeping. The Contractor shall leave areas where he performs work neat, clean and orderly.
3. Safety Data Sheets. The Contractor shall provide current Safety Data Sheets (SDS) for all hazardous materials brought into the building.
4. Asbestos. Water-based fire suppression maintenance and repair may impact asbestos containing materials (ACM). ACM is often found in sprayed-on fireproofing (on ceiling slabs and support beams); insulation (on pipes, valves, boilers) and within wall materials. The Government shall inform the Contractor of any known ACM in an individual building. If the Contractor must disturb materials he suspects may contain ACM, the Contractor shall immediately report it to the Ordering Official, and the Ordering Official will investigate and instruct the Contractor how to avoid an airborne asbestos exposure.
5. Lead –Based Paint. Water-based fire suppression maintenance and repair may impact lead-based paint. The Government shall inform the Contractor of any known lead-based paint in an individual building. If the Contractor must disturb materials he suspects may contain lead-based paint, the Contractor shall immediately report it to the Ordering Official, and the Ordering Official will investigate and instruct the Contractor how to avoid lead-based paint contamination.
6. Operability. The Contractor shall ensure that the water-based fire suppression systems are maintained operable at all times except while being tested or repaired. It is essential that the Contractor carefully schedule with the Building Manager all non-emergency shutdowns of the water-based fire suppression system and that back up protection be provided by the Contractor any time that the water-based fire suppression system is out of service for more than 4 hours. In addition, regardless of the duration of the shutdown, the affected portion of the system shall be tested to insure that the protection has been restored.
7. Maintenance and Repair Inspections by GSA. The Government reserves the right to make any test or inspection it deems necessary to make sure that all performance requirements are being maintained.
8. Recording Presence: Each contract employee must sign in when entering the building and state the purpose of the visit, (for example, scheduled maintenance, service call, or repairs) and sign out when leaving the building. Supervisory employees shall indicate their titles adjacent to their signatures. The Ordering Official will designate the location of the log and the type of form used.
9. Security clearance – See Clause C-FSS-370.
10. Repairs and Unscheduled Work. The Contractor shall perform Repairs and Unscheduled Work for water-based fire suppression systems as covered in NFPA 25.
11. Non-Standard Services. Non-standard services are those not listed in the Contractor's proposal will be set forth in individual work orders. Non-standard requirements will be set forth in individual work orders. Such services shall be negotiated with the Contractor, and services shall be performed only after the scope of the work, the qualifications of the Contractor's organization to accomplish the services, and the cost of the services have been agreed upon by the Ordering Official and Authority Having Jurisdiction..
12. Cancellation of Work Orders. Either party may cancel individual delivery orders with a 30-day written notice to the other party at no cost to either party.
13. Fire Suppression Inventory Changes. The Government will inform the Contractor of any changes to the inventory.

Contractor special requirements

1. The Contractor at the Contractor's expense will obtain all necessary permits, and licenses for performing water-based fire suppression system tests and inspections.
2. The Contractor agrees to utilize responsible, capable, NICET certified, employees (as outlined in Certifications and Qualifications of Technicians) in the performance of any task associated with this solicitation. The Contractor may be asked to remove persons who pose a threat to health, safety, or security of an installation. Contractor personnel, while on site shall possess current NICET certification.

Water-based fire suppression system inspections

Inspection –Water-based fire suppression system inspection services shall be performed in accordance with NFPA 25.

Report – Water-based fire suppression system inspection reports shall be submitted to the requesting agency on the "suggested form", as found in NFPA 25, or other approved agency specific forms as provided by the Ordering Official and Authority Having Jurisdiction.

Hours Of Operation - The Contractor shall coordinate with the building manager to decide when testing, maintenance and repair can be performed. Testing, maintenance and repair can be performed during normal business hours when it does not interfere with building operations. When testing, maintenance or repair will interfere with building operations; it shall be performed after normal business hours.

And;

1. When making routine and/or periodic inspections and tests, to determine that the equipment conforms to the applicable Code edition (edition under which it was installed), and that the alterations conform to Code requirements. Determine that periodic tests performed by the owner or his agent are conducted in accordance with Code requirements and results of these tests demonstrate Code compliance.
2. Report the results of inspections and tests in accordance with applicable local regulations, or as directed by the Ordering Official and Authority Having Jurisdiction.
3. When required by the Government, the Contractor shall perform a maintenance quality control audit. Detail requirements shall be listed in the request for service from the Ordering Official and Authority Having Jurisdiction.
4. Full Maintenance Inspection and Testing. The Contractor shall perform water-based fire suppression system inspection; testing and maintenance as covered in NFPA 25.
5. Repairs and Unscheduled Work. The Contractor shall perform Repairs and Unscheduled Work for water-based fire suppression system systems as covered in NFPA 25.
6. Line Item Services. When the Contractor's proposal has prices listed for individual Line Items, the Government may order those services using the Line Item description. All services shall be performed in accordance with applicable codes.

Certifications and qualifications

1. All Technicians shall be certified by the National Institute for Certification in Engineering Technologies (NICET)

2. Number of Employees. The Contractor shall have available at all times a sufficient number of capable and qualified employees to enable the Contractor to properly, adequately, and safely perform all work required under the terms of this contract.
- 3 Water-based Fire Suppression System Technicians: All Technicians shall be certified by the National Institute for Certification in Engineering Technologies (NICET). All Technicians performing services for the inspection, testing, and maintenance of the building's water-based fire protection systems in accordance with the contract and with this exhibit shall hold at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Inspection and Testing of Water-Based Systems. Additionally, the Technician must have experience in the past five years in inspecting, testing, and maintenance of water-based fire protection systems.
- 4 Licenses & Permits. Contractor and sub-contractor personnel engaged in the activities specified by this contract shall be also required to possess certificates of training, licenses, and permits as required by the state, county, parish, city, and other local jurisdictions when the alarm system is installed in a facility covered by such state, county, parish, city, and other local jurisdictions.
- 5 Documentation. The Contractor shall provide to the Ordering Official and Authority Having Jurisdiction documentation of the certificates of training, licenses, and permits for all new employees not later than seven (7) days prior to that person beginning work under the terms of this contract. The Contractor shall insure that all certificates of training, licenses, permits, and bonds are current and valid. All offers must include documentation and proof of the above certifications and qualifications for each employee.

Initial inspection, testing, and maintenance

1. Initial Inspection and Test. The Contractor shall perform a full initial inspection and test of each device on the water-based fire suppression system in accordance with NFPA 25.
2. Maintenance, Inspection and Testing Records: Within 14 days after completing the inspection and testing, the Contractor will furnish a written record to the Ordering Official and Authority Having Jurisdiction that includes the following:
 - a. Contractor's Inspection and Testing Form that includes all the information required by NFPA 25.
 - b. The record shall include any problems noted with the system, including inoperable or unsupervised devices or equipment, or devices that cannot be serviced in accordance with the manufacturer's recommendations. Findings noted shall include individual costs to correct/repair them. Each cost shall be broken down into both a parts cost and a labor cost.
 - c. The record shall be provided electronically (by email) if required by the Ordering Official, Authority Having Jurisdiction, or the buildings manager (formatted in Microsoft Word or Excel).
3. Correcting Water-based Fire Suppression System Problems. The Contractor shall follow the requirements outlined in the sections titled; Full Maintenance, Inspection, Test and Repairs and Unscheduled Work for correcting problems noted to the water-based fire suppression system.
4. Government Assistance. The Contractor shall contact the building manager for assistance in coordinating the initial water-based fire suppression system inspection and test.
5. Notification. Before proceeding with any testing, the Contractor shall coordinate the notification of all persons and facilities that receive alarm, supervisory or trouble signals (e.g. building manager, central station, Federal Protective Service, Fire Department). The Contractor will coordinate with the building manager to ensure that all building occupants are notified. At the conclusion of testing, the Contractor shall notify those previously notified that the testing has been concluded.
6. After Hours. The Contractor may be required to perform some work, inspections, and tests outside the normal working hours of the building occupants. Any scheduled work that is disruptive to the tenants (testing audible devices, etc.) shall be performed after the building occupant's

normal working hours. The Contractor shall coordinate with the building manager or Ordering Official to coordinate after-hours access to the building.

7. **Damage to Water-based Fire suppression System.** Any damage to water-based fire suppression system equipment caused by normal testing shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests. All costs associated with this damage shall be borne by the Contractor.
8. **Safety Hazards.** The Contractor shall immediately notify the cognizant Ordering Official and Authority Having Jurisdiction and Building Manager of any recognized safety hazard that might severely affect building occupants.

Full inspection, testing, and maintenance

1. **Inspection, Testing and Maintenance:** Inspect, test and maintain water-based fire suppression systems in accordance with NFPA 25.
2. **Scheduling.** Within 30 days of receiving the delivery order, the Contractor shall submit to the Ordering Official and Authority Having Jurisdiction a proposed work schedule for the water-based fire suppression system.
3. **Maintenance, Inspection and Testing Records.** Within 14 days after completing the inspection and testing, the Contractor will furnish a typed report to the Ordering Official and Authority Having Jurisdiction that includes the following:
 - a. A Contractor's Inspection and Testing Form that includes all the information required by NFPA 25.
 - b. The Contractors Inspection and Testing Form shall also include any deficiencies to equipment noted during the testing, and individual costs to correct each deficiency noted. Each cost shall itemize both a parts cost and a labor cost.
 - c. The Form shall be provided electronically (by email) if required by the Ordering Official and Authority Having Jurisdiction to the buildings manager (formatted in Microsoft Word or Excel).
4. **Reporting of Deficiencies.** Devices that cannot be serviced in accordance with the manufacturer's recommendations shall be reported as a deficiency.
5. **Correction of Deficiencies.** The Contractor shall repair at Contractor's expense water-based fire suppression system problems costing less than \$500 per device as part of normal maintenance. For repairs costing more than \$500 per device, the Contractor shall follow the section titled; Repairs and Unscheduled Work. When all listed deficiencies have been corrected, the Contractor will sign and date the inspection report and return it to the Contracting Officer. At its discretion, the Government may then re-inspect the work.
6. **Maintenance Service Calls.** Any Service Call that relates to the maintenance of the system. Maintenance Service Calls are non-reimbursable work (included in the full-maintenance contract). Service Calls for repairs are defined as Critical or Non-critical and require the response times as stated in this Contract.
7. **Critical and Non-critical Service Calls.** Initial response to repair calls will be based on the nature of the repair, whether, in the opinion of the Ordering Official and Authority Having Jurisdiction, it is Critical or Non-critical in nature. Critical Service Calls are those service calls affecting the continued occupancy of a building, or certain operations in a building, which are critical in nature.
8. **Critical Service Call Response.** Due to the emergency nature of Critical Service Calls, the Ordering Official and Authority Having Jurisdiction will normally make the requests for service calls verbally. Requirements for critical service calls include:
 - a. After being notified of a repair request, the Contractor shall have a qualified technician on-site within 4 hours, and complete the repair within 16 hours.
 - b. If the local technical representative cannot identify the problem within 4 hours after arrival, they shall escalate the problem to the next higher technical level.

- c. If the water-based fire suppression system cannot be repaired within 16 hours, the technical specialist shall notify the Ordering Official and Authority Having Jurisdiction with a schedule for completing the work. The schedule may be approved verbally.
9. Non-Critical Service Calls. Requirements for Non-critical Service calls include:
 - a. After being notified of the need for service, the Contractor shall have a qualified technician on-site within 24 hours, and complete the repair within 48 hours.
 - b. If the local technical representative cannot identify the problem within 4 hours, they shall escalate the problem to the next higher level.
 - c. If the water-based fire suppression system cannot be repaired within 48 hours, the technical specialist shall request a time extension from the Ordering Official and Authority Having Jurisdiction. The request may be approved verbally.
10. Testing after repairs. All repairs shall be tested according to requirements of NFPA 25. A representative of the Government may witness testing. Notify the Ordering Official and Authority Having Jurisdiction of the schedule for testing with sufficient notice to allow testing to be witnessed. Contractor must provide written certification that repairs are complete. The document shall also include the names and titles of the witnesses to the test.

Contractor shall provide, in writing, before leaving the building:

 - a. Suspected cause(s) of the malfunction(s), and actions to prevent reoccurrence.
 - b. A list of components used to make the repair.
 - c. Hours required making the repair.
11. Repair Records. Upon request, the Contractor shall furnish a record of all repairs they have made to an individual water-based fire suppression system. All records must be maintained at the Contractor's office for a minimum period of 3 years.
12. Government Assistance. The Contractor shall contact the building manager for assistance in coordinating any service.
13. Notification. Before proceeding with any testing, the Contractor shall coordinate the notification of all persons and facilities that receive alarm, supervisory or trouble signals (e.g. building manager, central station, Federal Protective Service, Fire Department). The Contractor will coordinate with the building manager to ensure that all building occupants are notified. At the conclusion of testing, the Contractor shall notify those previously notified that the testing has been concluded.
14. After Hours. The Contractor may be required to perform some work, inspections, and tests outside the normal working hours of the building occupants. Any scheduled work that is disruptive to the tenants (testing audible devices, etc.) shall be performed after the building occupant's normal working hours. The Contractor shall coordinate with the building manager or Ordering Official to coordinate after-hours access to the building.
15. Damage to Water-based Fire Suppression System. Any damage to the water-based fire suppression system equipment caused by normal testing shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests. All costs associated with this damage shall be borne by the Contractor.
16. Safety Hazards. The Contractor shall immediately notify the Ordering Official and Authority Having Jurisdiction and Buildings Manager of any recognized safety hazard that might severely affect building occupants
17. Tests and Inspections by GSA. At its discretion, the Government reserves the right to make any test or inspection it deems necessary to make sure the system is being properly maintained.

Repairs and unscheduled work

1. Definition of Repairs. Repairs are defined as unscheduled work to repair or modify a water-based fire suppression system, or to correct recurring system and/or equipment malfunction(s).

2. Repair Parts. Contractors who perform repairs under this contract shall be capable of providing replacement parts within 24 hours
 3. Critical and Non-critical Repairs. Initial response to repair calls will be based on the nature of the repair, whether, in the opinion of the Ordering Official and Authority Having Jurisdiction, it is Critical or Non-critical in nature. Critical Repairs are those repairs affecting the continued occupancy of a building, or certain operations in a building, which are critical in nature.
 4. Critical Repair Response. Due to the emergency nature of Critical Repairs, the Ordering Official and Authority Having Jurisdiction will normally make the requests for repairs verbally, following by a written work order. Requirements for critical repairs include:
 - a. After being notified of a repair request, make live voice contact with the Ordering Official and Authority Having Jurisdiction within one hour, have a qualified technician on-site within 4 hours, and complete the repair within 16 hours.
 - b. If the local technical representative cannot identify the problem within 16 hours, they shall escalate the problem to the next technical level and the National Accounts level as necessary, to identify the problem and provide a solution.
 - c. If the water-based fire suppression system cannot be repaired within 16 hours, the technical specialist shall notify the Contracting Officer with a proposal for completing the work, including a not-to-exceed cost and the time required. The proposal may be approved verbally, but must be approved by the Contracting Officer before proceeding with the work. A verbal approval will be followed by a written work order.
 - d. Update the Ordering Official and Authority Having Jurisdiction on the status of the repairs every 24 hours until repairs are complete.
 5. Non-Critical Repairs. Requests for repairs will be set forth in work orders listing the type of equipment, description of the malfunction, and the facility point of contact. Requirements for Non-critical Repairs include:
 - a. After being notified of the need for repairs, make live voice contact with the Ordering Official and Authority Having Jurisdiction within two hours, have a qualified technician on-site within 8 hours, and complete the repair within 48 hours.
 - b. If the local technical representative cannot identify the problem within 48 hours, they shall escalate it, to the National Accounts level if necessary, to identify the problem and provide a solution.
 - c. If the water-based fire suppression system cannot be repaired within 48 hours, the technical specialist shall notify the Contracting Officer with a proposal for completing the work, including a not-to-exceed cost and the time required. The proposal may be approved verbally, but must be approved by the Contracting Officer before proceeding with the work. A verbal approval will be followed by a written work order.
 - d. Update the Ordering Official and Authority Having Jurisdiction on the status of the repairs every 24 hours until repairs are complete.
 6. Testing after repairs. All repairs shall be tested according to requirements of NFPA 25. A representative of the Government may witness testing. Notify the Ordering Official and Authority Having Jurisdiction of the schedule for testing with sufficient notice to allow testing to be witnessed. Contractor must provide written certification that repairs are complete. The document shall also include the names and titles of the witnesses to the test.
 7. Contractor shall provide, in writing, before leaving the building:
 - a. Suspected cause(s) of the malfunction(s), and actions to prevent reoccurrence.
 - b. A list of components used to make the repair.
 - c. Hours required making the repair.
 8. Full System Repair Records. Upon request, the Contractor shall furnish a record of all repairs they have made to an individual fire alarm system.
- Services shall comply with applicable requirements of NFPA 25, which establish the minimum requirements for the periodic inspection, testing, and maintenance of water-based fire protection systems, except as modified herein.

- Preventive maintenance shall be performed by the Contractor to keep the system equipment operable or to make repairs in accordance with NFPA 25 and this specification. Operations and maintenance manuals, as-built installation drawings, and other system documentation shall be retained to assist in the proper care of the system and its components. Preventive maintenance includes, but is not limited to, lubricating control valve stems; adjusting packing glands on valves and pumps; bleeding moisture and condensation from air compressors, air lines, and dry pipe system auxiliary drains; and cleaning strainers.
- Note: Corrective maintenance shall be determined from the periodic testing and inspections of each system. This exhibit establishes minimum inspection/testing frequencies, responsibilities, test routines, and reporting procedures but does not define the exact point at which corrective actions are required. Corrective maintenance includes, but is not limited to, replacing corroded, or painted sprinklers; correcting obstructions to sprinkler spray patterns; repairing pipe leaks; replacing missing or loose pipe hangers; cleaning clogged fire pump impellers; and replacing valve seats and gaskets.
- Emergency maintenance includes, but is not limited to, repairs due to piping failures caused by freezing or impact damage; and replacement of frozen or fused sprinklers. The Contractor shall not be responsible for upgrades that are required by code due to a change in occupancy, relocation of partitions, or types of materials stored by the building occupants.
- Records of the inspections, tests, and maintenance of the system and its components shall be maintained on site and made available to the Contracting Officer's representative upon request.
- Sample forms are shown in NFPA 25. Records shall indicate the procedure performed (inspection, test, or maintenance), the person/organization performing the work, the results, and date. Records shall be retained for a three-year period.
- Test results shall be compared with those of the original acceptance test, if available, and with the most recent test results.
- The Contractor shall maintain, for a minimum of 3 years, as-built system installation drawings, original acceptance test records, and device manufacturers' maintenance bulletins to assist in the proper care of the system and its components.
- A copy of NFPA 25 shall be maintained on site and made available to the Contracting Officer's representative upon request. NFPA standards are available from:

National Fire Protection Association
1 Batterymarch Park
Quincy, MA 02269
Telephone orders, call 1-800-344-3555