

**ATTACHMENT D-10
ELECTRICAL SERVICES**

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

Responsibilities:

1. Maintain electrical infrastructure equipment such as switchgear, transformers, electrical panels, PDU's, etc. to ensure continuous operations.
2. Coordinate all necessary building outages with occupants. Manage all communications with stakeholders and adhere to equipment maintenance schedules.
3. Maintain emergency back-up equipment such as UPS and diesel/gas generator distribution systems to ensure their proper operation when activated. Ensure no controllable interruptions impact business operations, events or performances where electrical back-up systems are in place.
4. Ensure properly trained and licensed personnel and subcontractors address the range of electrical services work. All actions taken must be in compliance with all local, state and national codes and regulations, and HFC security and safety policies and procedures.
5. Respond to emergency situations on a priority and immediate basis and consistent with emergency response procedures.
6. Respond to remedial work requests consistent with established service level response goals.
7. Recommend improvements to ensure potential problem areas are addressed prior to failure, both internal to the HFC infrastructure and the outside utility systems serving sites.
8. Contractor's full-time electricians must be capable of making short conduit runs and wire pulls without having to call in a subcontractor or other outside service provider.
9. Provide 24/7 emergency response support.
10. Perform annual thermal imaging survey on electrical switch-gear and panels. Submit a detailed written report for each location to the General Managers annually.

And other items as necessary.

Service Expectations:

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

**ATTACHMENT D-15
MECHANICAL SERVICES**

Function: Provide HVAC services at all assigned properties. Contractor's responsibilities include preventive and predictive maintenance, response to remedial work requests, remedial PM repairs, efficient operation of mechanical equipment, and building infrastructure and capital improvement projects.

Responsibilities:

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

**ATTACHMENT D-15(CONTINUED)
MECHANICAL SERVICES**

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

Service Expectations:

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

ATTACHMENT D-16
LIGHTING MAINTENANCE

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

Responsibilities:

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

**ATTACHMENT D-16 (CONTINUED)
LIGHTING MAINTENANCE**

Service Expectations:

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

**ATTACHMENT D-17
PLUMBING SERVICES**

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

Responsibilities:

1. Maintain building infrastructure equipment and systems such as pumps, municipal water lines, sewer lines, sprinklers, back flow preventers, roof drains, storm drains, water filters, grease traps and drains, condensate pumps, sump pumps, etc. to ensure continuous operations.
2. Ensure no controllable interruptions impact business operations where back-up power systems are in place by periodically testing equipment using the auxiliary back-up power distribution systems.
3. Ensure properly trained and licensed personnel address the range of plumbing services work with all actions taken being in compliance with local, state and national codes and regulations. Ensure all equipment is appropriately labeled with correct and consistent reference to the site plumbing riser diagrams.
4. Ensure work is addressed in a manner that is in compliance with all HFC safety and security policies and procedures.
5. Promptly address all active leak problems and implement corrective measures to eliminate potential leak concerns.
6. Respond to emergency situations as quickly as possible and in compliance with emergency response procedures.
7. Respond to remedial service requests consistent with the service level response goals.
8. Recommend opportunities to reduce or contain utility costs and/or enhance reliability. As approved, implement all improvement initiatives consistent with the approved scope of work, budget and schedule.
9. And other items as necessary.