

Internal Services Department - Facilities Operations Service

Customer: Name - _____ Phone Number: _____ - _____ - _____
 ISD : Name - _____ Phone Number: _____ - _____ - _____

Maintained to Design Specs.	Close to Original Condition	Code/Regulatory Compliance	Inspections As Required	Adjust	Repair As Needed	Replace As Needed	Testing As Required
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Scope of Services Statement - BUILDING MAINTENANCE

Hardware and Locks

Building hardware (e.g. door handles, closers, etc.)	X				X	X	X
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Carpentry

Wood, Formica and wooden structural members		X	X				
Ceiling tiles						X	

Electrical Systems

All electrical systems	X		X			X	X	X
Electrical panels	X			X		X	X	
Motor controllers	X			X		X	X	
Connections/terminals				X	X	X	X	
Controls/other accessories	X			X	X	X	X	
Electrical motor service	X				X	X	X	
Lighting levels (bulbs, ballasts, fixtures and diffusers)		X				X	X	
Emergency power systems	X		X		X	X	X	X
BEAS equipment: data gathering panels; space sensors; equipment control points	X				X	X	X	

Fire Extinguishing/Fire Alarm Systems

Automatic fire extinguishing systems, including stand pipes	X		X	X		X	X	X
Manual fire extinguishings devices/systems	X		X	X			X	
Fire alarm systems	X		X	X		X		X

Carpeting/Floor Covering

Carpet						X		
Floor covering (e.g. floor tiles and linoleum)						X		

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Plumbing							
Plumbing fixtures (e.g. toilets, sinks, urinals, faucets)					X	X	
Internal drains (sanitary and free of debris)	X		X	X		X	X
Piping, tanks and liquid enclosures	X		X	X		X	X
Backflow devices	X		X	X	X	X	X
Irrigation systems - NOT COVERED							
Heating/Ventilation/Air Conditioning (HVAC) Equipment							
Air conditioning systems	X		X		X	X	X
Control air systems (compressor units, filters, regulators, safety devices)	X			X	X	X	X
Fan systems	X				X	X	
Boilers	X				X	X	

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Elevators, Escalators and Lifts

Elevators	X		X	X	X	X	X	X
Escalators	X		X	X	X	X	X	X
Dumbwaiters	X		X	X	X	X	X	X

Roofing

Maintain leak free environment	X			X		X		X
Roof drains free of debris and free flowing	X			X				
Roof decks						X	X	

Sheetmetal

HVAC ducts	X					X		
Door/window frames	X					X	X	
Toilet partitions/doors	X					X	X	
Metal/glass doors	X					X	X	
Flagpoles and halyards	X					X	X	
Fences/gates	X					X		
Roll-up doors	X					X		
Gutters/spouts/flashings	X					X	X	

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Hazardous Materials

Handling/storage/disposal of FOS generated materials

		X				
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Equipment Rooms and Electrical Closets

- For the exclusive use of FOS.
- Shall not be used for customer storage.
- All equipment will be properly identified.
- Shall be kept clean of debris.
- Materials shall be arranged/stored in an orderly manner on a weekly basis.

Timing of Maintenance

- Advanced notification/coordination shall be made with facility proprietor when equipment must be shut down for maintenance/repairs/replacement or alterations.
- Every effort will be made to avoid disruption of building operations.
- Tasks which, at the request of the Proprietor or affected tenant, cannot be done during normal working hours may require additional funding.

Response Times During Normal Working Hours

***** ISD will advise customers, as quickly as possible, in those instances where the timeframes stated below cannot be adhered to *****

Within 2-Hours

- All calls involving risk or injury to persons and/or damage or loss of property (e.g. persons trapped in elevator).

Four Hours

- Calls from Proprietors regarding significant discomfort to or disruption of building occupants' operations (e.g. air conditioning).

Within 3-Days

- ISD will respond within 3-working days to all service requests, except as noted above.

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Response Times Outside of Normal Working Hours

County Operator

- Customers shall contact the Los Angeles County Operator at (213) 974-9555
- County Operator will contact the appropriate ISD representative

Within 3-Hours

- All calls involving risk or injury to persons and/or damage or loss of property (e.g. flooding).

Within 3-Days

- ISD will respond within 3-working days to all service requests, except as noted above.

ISD's Commitment

- All work will be performed in a professional manner and shall comply with all applicable codes.
- All products used to perform services shall be safe and used in accordance with manufacturer's instructions.
- Work is warranted for 90-days, with longer periods negotiable.
- ISD will make every effort not to void manufacturers' warranties on equipment.
- Where applicable, ISD will administer contracts with third parties to fulfill the scope of services requirements.
- FOS will maintain an inventory of building equipment and a program that meets Board's standards.

Exceptions

- Vandalism (e.g. graffiti removal, replacement of broken windows)
- Replacement or repair of damage to the building or equipment, resulting from earthquake, fire, flood, riot or other natural catastrophes.
- Repainting or treatment of wood paneling.
- Replacement of keys and card access devices
- Cleaning of light fixtures and HVAC ducts.
- Maintenance of parking lot surfaces.
- Customer provided/owned Furnishings/Fixtures/Equipment - **FFE** (e.g. refrigerators, window A/C units, modular furniture, intrusion/panic alarms, access control devices, furniture).
- Services assigned to the lessor in leased facilities.

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Exceptions (continued)

- Cafeterias, snack bars or related equipment.

Additional Services

- Requests for additional services shall be requested by submittal of a written ISD Service Request form.
- Services that are in addition to those specified herein shall be compensated through the routine ISD Services Request process.

Additional Customer Information

- Proprietors are responsible for maintaining all applicable permits and related fees.
- All work exceeding \$2,500 will require additional funding (i.e. Extraordinary Maintenance).
- If project costs exceed 10% of Bldg. Mtce. budget or \$25,000, the project meets the CEO's requirement for requesting extraordinary maintenance funding.
- If ISD determines that a piece of equipment, or part of the infrastructure is beyond reasonable repair, ISD will issue a notice to the proprietor to that effect.
- In those cases where ISD has provided specific notice to the proprietor, repair of said equipment/infrastructure component is outside of this scope of services.
- ISD will provide proprietors with updated listings of building equipment that has exceeded useful life expectancies.