



United States Department of State

Washington, D.C. 20520

February 5, 2015

Mr. James E. Snider, President
Quality Elevator Company Inc.
4808 Upshur Street
Bladensburg, MD 20710

Dear Mr. Snider:

On February 3, 2015, Facilities Management Services conducted the annual Contract Compliance Review against the Elevator contract at the HST, Main State Building in Washington D.C. The scoring reflects the performance of our contractors. Also we weighted certain areas of the audit that are of more importance and are more critical for a safe working environment. An example would be the importance of proper staffing, staffing is critical for performing and maintain the facility as determined by the contract, and this is reflected in the scoring.

A rating of 100% was awarded for the overall compliance review with zero noted deficiencies. Please see attached report for details.

Mr. Brookman and his staff will continue to monitor your progress and assist you where possible if any difficulties arise. Please feel free to contact him for clarification of any of the evaluations or comments on the enclosed checklist. His number is 202-647-3891.

In closing, I would like to thank the Quality Elevator staff for their professionalism, cooperation and assistance during the review.

Sincerely,

A handwritten signature in blue ink that reads "Janice Smith". The signature is stylized and cursive.

Janice Smith
Director
Office of Facilities Management Services

**Contract Compliance Review Checklist
Elevators Maintenance Services
Contract term 2/1/2010 -7/31/2015**

Contractor: Quality Elevator
Performed by: Dawn Yeager
Frequency: Annual

Date: 2/3/2015

Contractual requirements to be validated:

STAFFING: (on site personnel) Ref: Section C. 5
HST Building (6:00a.m to 8:00 p.m, M-F)
3 Shifts-- (6:00 a.m to 2:30 p.m)(9:30a.m to 8:00 p.m)(9:30 a.m to 6:30pm)

1 Adjuster
1 Foreman
2 Mechanics (1 them Mechanic/Pneumatic)
2 Apprentice/helper
Columbia Plaza Complex (7:00a.m to 3:30 p.m, M-F)

1 Mechanic
NFATC Building (7:00a.m to 3:30 p.m, M-F)

1 Mechanic

Score
Percentage

Weighted Score Table	
Score	Weighted
1	1
1	1
3	3
1	1
3	3
3	3
12	12
	100%

* The Blair House, ICC and Beltsville Information Center will not have full time on site contractor support

Key Personnel, Ref: Section H-4

Foreman Mechanic

Score
Percentage

Score	Weighted
3	3
3	3
	100%

Security Requirements, Ref: Section H-4

Foreman Mechanic with pneumatic tube experience and supporting back up must have Top Secret clearance.

Score
Percentage

Score	Weighted
3	3
3	3
	100%

Minimum Staffing Personnel Experience , Ref: Section C.5.8

Mechanics no less than 5 years of experience as elevator mechanics and certified by International Union of Elevator Contractors
Helper no less than 2 years of experience in the elevator trade
Replacement elevator Mechanic no less the 5 years of experience
Elevator Pneumatic tube mechanic must have experience working with pneumatic tubes
Contractor must have a minimum of 5 years experience in the repair and preventive maintenance of elevator, escalator, dumbwaiters and wheelchair lifts

Score
Percentage

Score	Weighted
3	3
3	3
3	3
3	3
3	3
15	15
	100%

Daily time tickets, Ref: Section C.5.9

All contractor personnel shall complete the daily time tickets which are provided for the contractor
Contractor personnel shall submit daily tickets to COR's for initials
The COR will retain one copy of each time ticket, and return the tickets to the contractor's on-site personnel

Score
Percentage

Score	Weighted
1	1
2	2
2	2
5	5
	100%

Elevators, Escalators, Dumbwaiters, Wheelchair Lifts Ref: Section C.5.10.1, 2, 3, 4,

Contractor shall perform elevator scheduled preventive maintenance as stated in E1-E4 of GSA elevator guidelines
Contractor shall perform escalator scheduled preventive maintenance as stated in E15-E16 of GSA escalator guidelines
Contractor shall perform dumbwaiters scheduled preventive maintenance as stated in D.2 of GSA dumbwaiter guidelines
Contractor shall perform wheelchair scheduled preventive maintenance as stated in W.7 of GSA wheelchair guidelines
Contractor shall complete the preventive maintenance control cards monthly and furnish them to COR by the end of the month.
Contractor shall provide third party contractor inspection services.
The Contractor's on-site personnel shall respond immediately to reports of elevators problems when life of property is endangered (i.e. passenger on stalled elevators)
The Contractor's on-site personnel shall respond within 10 minutes to all other problems reported.
Where no on-site personnel, contractor shall respond immediately to reports of elevators problems when life of property is endangered and within 1 hour in all other cases.
During non- working hours (including weekends and Federal holidays) does the contractor provide means to be notified about emergencies?
During non- working hours (including weekends and Federal holidays) after contact is established they should be physically on the job within 1 hour.

Score	Weighted
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2

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Contractor shall maintain the elevators, escalators...in safe and operative condition in compliance with American National Standards Institute (ANSI) Safe code

Score
Percentage

2	2
22	22
	100%

Daily Tours, Ref: Section C-6

Does the contractor provide to COR at HST building daily tours reports by 10:00 a.m and 6:00 p.m?
Does the contractor provide to COR at Columbia Plaza daily tours reports by 10:00 a.m and 3:00 p.m?
Does the contractor provide to COR at NFATC building daily tours reports by 10:00 a.m and 3:30 p.m?
All report should be submitted to COR

Score
Percentage

Score	Weighted
2	2
2	2
2	2
2	2
8	8
	100%

Preventive Maintenance, Ref: Section C.7

The verified inventory list shall be submitted to the COR no later than (30) thirty calendar days after contract performance start
Contractor shall update preventive maintenance record files and the repair history files on a monthly basis
The preventive maintenance progress report and other preventive maintenance records shall be submitted to COR by COB by the 5th day of the month for previous month

Score
Percentage

Score	Weighted
2	2
2	2
2	2
6	6
	100%

Pre-Existing Deficiencies, Ref: Section C-8

Within 14 days from start date contractor may elect to inspect all equipment and prepare and submit to COR a listing of any deficiency

Score
Percentage

Score	Weighted
2	2
2	2
	100%

Replacement parts under Preventive Maintenance, Ref: Section C-9

Contractor shall maintain a stock of contractor owned applicable replacement parts (fuses contacts, coils, relays and brushes...)

Score
Percentage

Score	Weighted
2	2
2	2
	100%

Repairs of Elevators, Escalator, Dumbwaiters and Wheelchair (Ref: Section C-10)

Contractor shall obtain consent from COR before purchasing individual repairs parts over \$1000 for any reimbursable repair work under this contract

Emergency repairs will be repaired immediately or agreed upon time limit set by the Contractor and the COR
All other repairs (except safety inspections or equipment deficiencies at time of contract award) are to be completed within 3 workdays from notification of the COR to the Contractor.

Contractor will complete all safety inspection repairs within 90 days after the notification of the COR.

Contractor shall notify the COR in writing about the completion

COR will develop a monthly schedule for the necessary repairs, preventive maintenance and/or inspections.

Score
Percentage

Score	Weighted
2	2
2	2
2	2
2	2
2	2
2	2
12	12
	100%

Data Acquisition Video Overlay (DAVO) and Metra Units in HST, Ref: Section C-14

The Contractor shall provide repairs, preventive maintenance and inspections for each complete Davo unit and Metra unit

Score
Percentage

Score	Weighted
2	2
2	2
	100%

Pneumatic Tube System Equipment in the HST, Ref: Section C-15

Contractor shall perform preventive maintenance and inspection of all pneumatic in accordance with P-2 GSA guidelines.
Contractor shall obtain consent from COR before purchasing pneumatic tube system parts for any repair work under this contract

Contractor shall check monthly the operation of exhauster

Contractor shall check monthly all sending stations for rubbish that would cause stoppages

Contractor shall check monthly receiving signals

Contractor shall check monthly electrical travel

Contractor shall check monthly all springs

Contractor shall check pressure at a frequency which will insure maintenance of constant pressure

Contractor shall check monthly station door seals for wear or leakage

Score
Percentage

Score	Weighted
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
18	18
	100%

**Contract Compliance Review Checklist
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Opening or Dismantling Equipment, Ref: Section C, Exhibit 1, 5. L

Contractor notification to COR two days in advance
COR will inspect before, during and after the contractor work is performed.

Score
Percentage

Score	Weighted
2	2
2	2
4	4
	100%

Inspections, Ref: Section C.18

All maintenance and repair work under this contract is subject to inspection and approval by the COR

Score
Percentage

Score	Weighted
2	2
2	2
	100%

Safety inspections, Ref: Section C.19

Contractor shall be responsible for having the safety inspection accomplice by a third party ASME QEI certified inspector
Contractor shall furnish a copy of the schedule inspection to COR within 30 working days before the start of any inspection
The annual safety inspection is due in March of each year and semi-annual inspection is due in September of each year
Contractor shall provide safety inspection certificates after completion of inspection.
Contractor shall furnish the original report of each inspection to COR within 30 calendar days
In case of deficiencies the contractor shall correct them and notify the COR

Score
Percentage

Score	Weighted
2	2
2	2
2	2
2	2
2	2
2	2
2	2
12	12
	100%

Testing , Ref: Section n C-21

Contractor shall test the fire service monthly
Contractor complete the "Elevator Firefighter Service Recall System Report" and submit copy to COR

Score
Percentage

Score	Weighted
2	2
2	2
4	4
	100%

Trouble Calls in HST, Columbia Plaza and NFTAC, Ref: Section n C-22

Contractor 's on site personnel shall log daily each trouble call on the form "Elevator Trouble Calls"
Contractor shall prepare a report of these forms and submit to COR by 10:00 a.m the next work day

Score
Percentage

Score	Weighted
2	2
2	2
4	4
	100%

Contractor Phase-in and Phase-out Plan Ref: Section C-26

Contractor shall develop a phase in and a phase out Plan
Contractor shall submit this plan to COR within 15 days following award date.

Score
Percentage

Score	Weighted
2	2
2	2
4	4
	100%

Quality Control Plan, Ref: Section C.27

Contractor shall submit a Quality Control Plan to COR for review 15 days after contract award date
COR review/approval will be completed 15 days after receipt
Any future changes of the QCP will submitted to COR for approval

Score
Percentage

Score	Weighted
2	2
2	2
2	2
6	6
	100%

Strike Contingency Plan, Section C.28

Contractor shall prepare a SCP
Contractor shall deliver Strike Contingency Plan to COR no later than 15 days after contract start

Score
Percentage

Score	Weighted
2	2
2	2
4	4
	100%

Environmental, Health and Safety Requirements. Section C Exhibit 1

Contractor must institute an EHS Management System and designate a EHS coordinator
Contractor must demonstrate an effective EHS training program for all staff.
Contractor uses only environmentally friendly products. (Buying Green)
Contractor shall ensure available documentation to verify product selection and submission to COR on a quarterly basis, a summary of total purchases with the documentation of the products environmental attributes.

Score
Percentage

Score	Weighted
2	2
2	2
2	2
2	2
8	8
	100%

Hazardous Material Management, Ref: Section C Exhibit 1

Contractors submit hazard communication program to COR

Score	Weighted
2	2

**Contract Compliance Review Checklist
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Contractor delivery of inventory of hazardous materials and/or chemicals intended for use, to the COR for approval, with 30 days of start up or whenever new.

2	2
2	2
2	2
8	8
	100%

Contractor records of Material Safety Data Sheets (MSDS) for each chemical /hazardous material included in the inventory.
Hazardous material spill prevention plan within 30 days of start up, annually and clean up plan to COR

Score
Percentage

Recycling and Waste Minimization, Ref: Section C Exhibit 1

Contractor's participation in the DoS recycling program: i.e., provide recycling containers (in space occupied by the contractor), waste minimization, etc.

Score
Percentage

Score	Weighted
2	2
2	2
	100%

Health and Safety Requirements. Section C Exhibit 1, Ref: Section C Exhibit 1

Contractor delivery of Health and Safety prevention program
Contractor shall submit OSHA Form 300, Log related injuries and illnesses to COR quarterly
Contractor shall submit OSHA Form 300A, Log related injuries and illnesses to COR annually
Contractor shall submit OSHA Form 300A for previous 5 years to COR
Copy of accident report submitted to contractor's or subcontractor's insurance carriers, must be forwarded to COR asap but not later than 7 days
Contractor notifying COR of incident within twenty four (24) hour of the occurrence if accident involves days away from work
EHS kickoff meetings minutes within COR of start up
High Risk activities; Contractor will submit H&S plan to COR that will have to be approved prior to the work being conducted
Contractor must obtain permit (GSA 1755) for Welding, Cutting, and Burning . Permit shall be obtain daily by the Contractor

Score
Percentage

Score	Weighted
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
2	2
18	18
	100%

Conclusion

Totals
Score
Recurring Deficiency Total
Total Score
Percentage

194	194
0	
194	
	100%

Rating - Outstanding (95% - 100%) - Good (85% - 94%) - Fair (75% - 84%) - Poor (< 74%)
Recurring Deficiencies - Each recurring deficiency noted will result in a 10 point deduction from the total score.

Conclusion:

A compliance review was conducted on february 3, 2015 comparing contractor performance to the elevator contract for services at

HST, BH, ICC, SA-1 and NFATC. The review was conducted at HST. The review revealed the following:

*The contractor and the government are working well together. The contracting Officer's Representative (COR) is pleased with the contractor's performance to date.

*The COR and the contractor keep very good records which indicate that preventive maintenance and inspections are being performed consistently. Records also indicate that the contractor is supplying key personnel for the number of hours required by the contract.

*The contractor has been responsive in resolving service call issues including getting people stuck in elevators out very quickly.

*Elevator machine rooms are very clean and orderly.