

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE FOR ADMINISTRATION AND FINANCE
Division of Capital Asset Management and Maintenance

D · C · A · M · M

INTEGRATED FACILITIES MANAGEMENT

***SERVICE DELIVERY AND QUALITY
PERFORMANCE REQUIREMENTS***



January 2015

Table of Contents

Table of Contents

Acknowledgements SDQPRs

Purpose and Scope

Acronyms and Abbreviations

Service Delivery and Quality Performance Requirements (SDQPRs)

<i>Number</i>	<i>Title</i>	<i>Revision / Date</i>
SDQPR 01	Security	REV. 0 / January 2, 2015
SDQPR 02	Grounds and Landscape Maintenance	REV. 0 / January 2, 2015
SDQPR 03	Cleaning	REV. 0 / January 2, 2015
SDQPR 04	Solid Waste Management	REV. 0 / January 2, 2015
SDQPR 05	Routine Maintenance	REV. 0 / January 2, 2015
SDQPR 06	Preventive and Scheduled Maintenance	REV. 0 / January 2, 2015
SDQPR 07	Integrated Pest Management	REV. 0 / January 2, 2015
SDQPR 08	Health and Safety	REV. 0 / January 2, 2015
SDQPR 09	Emergency Management	REV. 0 / January 2, 2015
SDQPR 10	Energy Management and Sustainability	REV. 0 / January 2, 2015
SDQPR 11	Space Management	REV. 0 / January 2, 2015
SDQPR 12	IFM Project Management	REV. 0 / January 2, 2015
SDQPR 13	Facility Information Management	REV. 0 / January 2, 2015
SDQPR 14	Procurement of Equipment, Material and Building Services	REV. 0 / January 2, 2015
SDQPR 15	Accessibility	REV. 0 / January 2, 2015
SDQPR 16	Fire Safety	REV. 0 / January 2, 2015
SDQPR 17	Wayfinding	REV. 0 / January 2, 2015

Appendix A Tools and Resources

Appendix B Glossary of Terms and Definitions



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Acknowledgements

I cannot express enough thanks to the IFM Steering Committee members, subject matter experts and DCAMM staff for their continued support and participation in developing and reviewing the Service Delivery and Quality Performance Requirements (SDQPRs).

The knowledge and commitment you have provided will ensure our future performance meets the high level of standards required for the successful implementation of the Integrated Facilities Management program.

Sincerely,

Ken Lortie

Deputy Commissioner
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Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPRs) establish service and quality performance levels to meet the Facilities Management and Maintenance Standards (FMMS). The SDQPRs are applicable to the entire Commonwealth portfolio.

The SDQPRs in this manual provide and establish the following requirements:

- Service delivery and performance quality requirements for each standard presented in the FMMS
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

The implementation of universal standards will promote consistency in DCAMM's Integrated Facility Management approach, will support meaningful, quantitative metrics in terms used throughout the Commonwealth, and allow for statistically analyzing performance and variances when gaps exist.

Specialized facilities like hospitals and correctional institutions which must comply with specific requirements of the Joint Commission and other comparable standards-based organizations will be addressed in facility-specific supplements to the FMMS.

SDQPRs are to be used in conjunction with governing standards referenced in this document as well as any specific additional requirements for each type of facility.



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Acronyms and Abbreviations	
A&F	Executive Office for Administration and Finance
ADA	Americans with Disabilities Act
AEC	Architectural, Engineering and Construction
AEP	Accelerated Energy Program
ANSI	American National Standards Institute
APPA	Association of Physical Plant Administrators.
ASHRAE	American Society of Heating, Refrigerating and Air-Conditioning Engineers
BDL	Massachusetts Bottle Deposit Law
BIM	Building Information Modeling
BOMA	Building Owners and Managers Association
CAD	Computer Aided Design
CAMIS	Capital Asset Management Information System
CEMP	Comprehensive Emergency Management Plan
CFAC	Commonwealth Facilities Advisory Council
CIMS-GB	International Sanitary Supply Association's (ISSA) Cleaning Industry Management Standard - Green Building (CIMS-GB)
CMMS	Computerized Maintenance Management System
CMR	Construction Management at Risk
CMR	Code of Massachusetts Regulations
COBie	Construction Operations Building Information Exchange
D/B	Design-Build
DBB	Design-Bid-Build
DCAMM	Division of Capital Asset Management and Maintenance
DCR	Department of Conservation and Recreation
DHS	Department of Homeland Security
DM	Deferred Maintenance
DOER	MA Department of Energy Resources
DR	Demand Response
E. O.	Executive Order
EAM	Enterprise Asset Management
EEMS	Enterprise Energy Management System
EMAP	Emergency Management Accreditation Program
EMI	Emergency Management Institute
EMP	Energy Master Plan
EMT	Executive Management Team
EPA	US Environmental Protection Agency
EPP	Environmentally Preferable Product
FCA	Facility Condition Assessment
FCI	Facility Condition Index
FEMA	US Federal Emergency Management Agency



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Acronyms and Abbreviations

FM	Facilities Management
FMMS	Facility Management and Maintenance Standards
FOMP	Facility Operations and Maintenance Plan
FSA	Facility Security Assessment
GIS	Geographic Information Systems
HVAC	Heating, Ventilation and Air Conditioning
IAQ	Indoor Air Quality
I-BEAM	IAQ-Building Education and Assessment Model
IFM	Integrated Facilities Management
IMT	Incident Management Team
IP	Department of Homeland Security Office of Infrastructure Protection
IPM	Integrated Pest Management
ISC	Interagency Security Committee
ISSA	International Sanitary Supply Association
JOC	Job Order Contracting
LBE	Leading by Example
LCCA	Life Cycle Cost Analysis
LEED	Leadership in Energy and Environmental Design
LEED EB: O&M	Leadership in Energy and Environmental Design for Existing Buildings: Operation and Maintenance
LEED ID+C	Leadership in Energy and Environmental Design for Interior Design and Construction
LEP	Limited English Proficiency
LOP	Level of Protection
M. G. L.	Massachusetts General Law
MAAB	Massachusetts Architectural Access Board
MAFMA	Massachusetts Facilities Managers Association
DEP	MA Department of Environmental Protection
MDPH	MA Department of Public Health
MEMA	Massachusetts Emergency Management Agency
MOD	Massachusetts Office on Disability
MSDS	Material Safety Data Sheets
NBIMS	National BIM Standard
NDRF	National Disaster Recovery Framework
NFPA	National Fire Protection Association
NIMS	National Incident Management System
NPG	National Preparedness Goal
NRF	National Response Framework
OCCS	OmniClass Construction Classification System
OEP	Occupant Emergency Plan
OFMM	Office of Facilities Management and Maintenance



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Acronyms and Abbreviations

OHS	Office of Homeland security
OSD	Operational Services Division
OSHA	Occupational Safety and Health Administration
PCB	Polychlorinated Biphenyl
PMAS	Project Management Accounting System
PMP	Preventive Maintenance Plan
RFR	Request for Responses
SDS	Safety Data Sheets
SF	Square Feet
SITES™	Sustainable Sites Initiative
SLA	Service Level Agreement
SLM	Service Level Matrix
SST	Strategic Sourcing Team
ST	Department of Homeland Security Science and Technology Directorate
UD	Universal Design
VOC	Volatile Organic Compound



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Service Delivery and Quality Performance Requirements (SDQPRs)

<i>Number</i>	<i>Title</i>	<i>Revision / Date</i>
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Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 01 Security

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for security tasks identified in Facilities Management and Maintenance Standard (FMMS) 01 Security. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring implementation of these requirements at the facilities under their management
- Providing quality services to facilities in coordination with the DCAMM Security Director and User Agencies
- Coordinating activities with the DCAMM Security Director, Facility Managers and User Agencies

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in the SDQPR
- Documenting delivery of services, including contracted service provider assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

DCAMM Security Directors are responsible for:

- Establishing a baseline security level
- Maintaining and tracking the security level at each facility
- Establishing a facility Security Plan and associated training in coordination with Regional Directors and Facility Managers
- Maintaining an Emergency Egress Plan and accessibility of exterior doors in coordination with the with the DCAMM Americans with Disabilities Act (ADA) Director



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 01 Security

Roles and Responsibilities

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards referred to in the facility's Occupant Handbook
- Assisting with the implementation of services as identified in the SLM and facility Security Plan
- Coordinating required security services and security training plan with the DCAMM Security Director, the Regional Director and the Facility Manager

Quality Performance

Compliance with FMMS 01 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 01:

- U.S. DHS (Department of Homeland Security) Interagency Security Committee Standard: *Facility Security Level Determinations, 2008*
- U.S. DHS Interagency Security Committee Standard: *Physical Security Criteria for Federal Facilities, 2010*
- U.S. DHS Interagency Security Committee Report, Design-Basis Threat, 2013

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Ongoing training for security service providers and User Agency representatives to ensure compliance with security-related IFM requirements, procedures, processes and products
- Training content that follows industry standards for security procedures, including:
 - Security management of the facility
 - Communication skills for interacting with occupants, service providers, local jurisdictions and visitors
 - Incident Command Training
 - See SDQPR 09 and 16 for related Emergency Management and Fire Safety training, such as, Occupant Emergency Plan for evacuation and emergency management planning (including persons with disabilities)

In addition to the above training programs, security service providers will engage in any training required by their contracts. The User Agency, in coordination with the designated Security Manager will train occupants in proper Security and Office of Emergency Preparedness procedures.



Quality Performance

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation, using the Capital Asset Management Information System (CAMIS), captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics will meet the Level of Protection for the facility and be coordinated with active security initiatives as part of the enterprise security system. Methods include:

- A new baseline assessment during implementation and when there is a change in contracted service providers to set the expected level of quality performance and related metrics.
- Developing and implanting the Interagency Security Committee and Integrated Rapid Visual Screening Tools from the Department of Homeland Security (DHS) process.
- Ongoing incorporation of active security initiatives to maintain the required level of protection.
- Developing a mitigation list when a facility does not meet the required level of protection.

Corrective Actions

In conjunction with the DCAMM Security Director, the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.

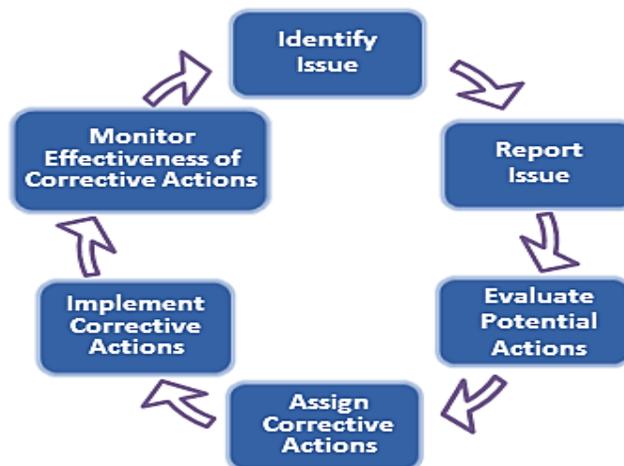


Diagram 1



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 01 Security

Quality Performance

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Implementation of best practices and lessons learned from other Commonwealth facilities
- Incorporation of required changes into physical, operational and technical security programs
- Collection and updating of security data for the facility, including:
 - Visitor processing statistics
 - Alarm activation and response
 - Documentation of conditions and incidents
 - Security activity and incident tracking log
- Documentation of all Corrective Actions

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Security tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	DCAMM Security Director Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Screen all tools, bags, parts and equipment	All items are screened before entering the facility	DCAMM Security Director Facility Manager	Routine Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 01 Security

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Establish training content that follows industry standards for security procedures	Training content is established that follows industry standards for security procedures	DCAMM Security Director Regional Director Facility Manager Training Coordinator	Annual Review and Update of Training Program Requirements
Ensure security procedures are nondiscriminatory	Security procedures are never discriminatory	Facility Manager DCAMM ADA Coordinator DCAMM Security Director	Periodic Oversight Inspections
Track the Facility Security Level assigned to the facility	Security level tracking is maintained up-to-date (Dependent upon facility's security level shall assign or contract for the oversight inspection task and reporting)	DCAMM Security Director Facility Manager	Daily Oversight Inspections
Track where a building meets/does not meet the desired Baseline Level of Protection where possible	The facility is maintained at or above the Baseline Level of Protection	DCAMM Security Director Facility Manager User Agency	Routine Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 01 Security

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Identify the elements of the physical, technological or operational security systems or programs that do not meet the facility's level of protection	The elements of a facility that do not meet the facility's level of protection are documented	DCAMM Security Director Facility Manager User Agency	Monthly Oversight Inspections
Control access to occupant and common areas, vacant spaces and building perimeter	Occupant and common areas, vacant spaces and building perimeter are securely maintained	DCAMM Security Director Facility Manager	Periodic Oversight Inspections
Manage security of entry/exit doors so accessible doors are open consistent with hours of other doors	Accessible doors are open the same hours as all other entry/exit doors	Facility Manager DCAMM ADA Coordinator DCAMM Security Director User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Create and maintain an accurate log of unusual items permitted entry, and all items barred or confiscated	A security log documents all unusual items and those items barred or confiscated	DCAMM Security Director Facility Manager User Agency	Daily Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 01 Security

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Supervise key management system, from dispensing to repossessing to reassigning; this includes cutting keys and replacing cores	Keys are managed and cores are cut and replaced as necessary	DCAMM Security Director Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide employee identification badges, create and maintain an accurate security log of all IDs issued and manage the system of dispensing and repossessing IDs	Employees are fully identified, a security log documents all badges and the identification data is updated when employees leave permanently or for an extended period of time	DCAMM Security Director Facility Manager	Periodic Oversight Inspections, including monthly audits and reports, and an annual review of the security log
Coordinate with HR to ensure employee IDs are deactivated upon termination, are moved to another facility or are on extended leave	Employee IDs are immediately deactivated upon termination	DCAMM Security Director Facility Manager User Agency HR	Periodic Oversight Inspections
Enforce parking regulations where applicable	Parking areas are securely maintained, including deactivation of IDs upon termination of employment	DCAMM Security Director Facility Manager User Agency	Parking areas are securely maintained, including deactivation of IDs upon termination of employment
Ensure proper use of allocated parking spaces (not to be confused with agency allocated spaces)	Parking spaces are provided for people with physical disabilities and all others are appropriately allocated and easily accessible	DCAMM Security Director Facility Manager User Agency	Daily Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 01 Security

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Routinely report security conditions to the Facility Manager and DCAMM Security Director	The Facility Manager and DCAMM Security Director are kept informed of current conditions by means of a quarterly report	DCAMM Security Director Facility Manager User Agency	Periodic Oversight Inspections
Maintain security equipment	Security equipment is fully functional	DCAMM Security Director Facility Manager	Routine Oversight Inspections Service Call Documentation (CAMIS)
Schedule rotations to allow for adequate relief and breaks for security personnel	Security is staffed at a level that allows all personnel access to adequate breaks	DCAMM Security Director Facility Manager	Routine Oversight Inspections
Arrange for additional guards in the event of unexpected absences	The required number of guards is always on duty	DCAMM Security Director Facility Manager	Daily Oversight Inspections
Report all significant activity or information to the designated Security Manager, Massachusetts State Police, local police, and the DCAMM Security Director	No significant activity or information that impacts the facility's security is left unreported	DCAMM Security Director Facility Manager User Agency	Routine Oversight Inspections
Evaluate for closing post operations if security staffing is inadequate	Security staffing is always maintained at optimal levels	DCAMM Security Director Facility Manager	Daily Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 01 Security

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Check ID of all persons wishing to enter through the loading dock	Only authorized personnel and guests enter the facility	DCAMM Security Director Facility Manager	Daily Oversight Inspections
Check that all signage, stanchions, ropes and other support items are properly located and functional	All security support items are properly located and fully functional	DCAMM Security Director Facility Manager User Agency	Routine Oversight Inspections Service Call Documentation (CAMIS)
Immediately after notification of the State Police security personnel must notify the DCAMM Security Director and the Facility Manager	The procedure for notifying the state police and security personnel is promptly implemented	DCAMM Security Director Facility Manager	Follow-up Oversight Inspections as required
<p>The state and/or local police are to be notified immediately of any activity or condition that threatens life or state property, including:</p> <ul style="list-style-type: none"> • Criminal actions • Refusal to submit to screening • Threatening, disruptive or unruly behavior • Attempts to subvert or avoid screening • Discovery of weapons and prohibited items • Activity or circumstances that warrant prompt law enforcement involvement 	Every activity or condition that threatens life or state property is promptly reported to the state or local police	DCAMM Security Director Facility Manager User Agency	Follow-up Oversight Inspections as required



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 01 Security

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
<p>Immediately notify DCAMM Security Director upon the discovery of the following activities or conditions:</p> <ul style="list-style-type: none"> • Unsafe practices and conditions • Personnel attempting to subvert or avoid the screening process • Malfunctioning security equipment, doors, locks, etc. • Security personnel are missing or unavailable to perform required screening and security functions 	<p>Every activity or condition deemed unsafe is promptly reported to the DCAMM Security Director and corrected</p>	<p>DCAMM Security Director Facility Manager User Agency</p>	<p>Follow-up Oversight Inspections as required Service Call Documentation (CAMIS)</p>

Additional Related Services	Additional	Responsible Authorities	QA Measurement
<p>Repair or replace broken or faulty items</p>	<p>Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately</p>	<p>Facility Manager User Agency</p>	<p>Periodic Oversight Inspections Service Call Documentation (CAMIS)</p>

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
<p>Implement and document corrective actions</p>	<p>Corrective actions are implemented, monitored for their effectiveness and documented</p>	<p>Facility Manager User Agency</p>	<p>Periodic Oversight Inspections Service Call Documentation (CAMIS)</p>



Integrated Facilities Management Service Delivery and Quality Performance Requirements SDQPR 02 Grounds and Landscape Maintenance

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for grounds and landscape maintenance tasks identified in Facilities Management and Maintenance Standard FMMS 02 Grounds and Landscape Maintenance. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of this SDQPR at the facilities under their jurisdiction
- Coordinating activities with Facility Managers and User Agencies to provide quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Maintaining tenant owned areas to the standards referred to in the facility's Occupant Handbook
- Coordinating service delivery requirements with the Regional Director and Facility Manager



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Quality Performance

Compliance with FMMS 02 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 02:

- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA FAC79: *Landscaping and Green Roof Products, Playground Equipment, Site Amenities and Related Products*
- MA FAC77: *Landscaping Services, Tree Trimming, Catch Basin Cleaning, Snow Removal and Related Services*
- MA FAC71: *Lawns and Grounds, Equipment, Parts and Services*
- MA FAC67: *Janitorial Services, Environmentally Preferable*
- MA FAC59: *Green Cleaning Products, Programs, Equipment and Supplies*
- MA Energy and Environmental Affairs: *Water Conservation Standards*
- ISSA CIMS (International Sanitary Supply Association – Cleaning Industry Management Standard)
- ISSA CIMS-GB: *Cleaning Industry Management Standard for Green Buildings*
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System (Leadership in Energy and Environmental Design), 2013*
- APPA (The Association of Higher Education Facilities Officers): *Operational Guidelines for Educational Facilities: Custodial, 2011*
- GS-42: *Green Seal Environmental Leadership Standard for Commercial Cleaning Services*

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- DCAMM review and approval of training requirements for all grounds and landscape maintenance providers.
- Training of grounds and landscape maintenance personnel to comply with applicable industry standards, manufacturers' specifications for all products and equipment, and Massachusetts' Environmentally Preferable Products (EPP) Procurement Program.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently conducted, give the Regional Director and Facility Manager a method to evaluate service quality.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Quality Performance

- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in the Capital Asset Management Information System (CAMIS) captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics will include:

- A baseline assessment made during implementation and when there is a change in contracted service providers to set the expected level of quality performance.
- Total cost of all chemicals, products, materials and equipment purchased for use at the facility.
- Total cost of environmentally preferable grounds and landscape equipment, chemicals, products and materials soaps as a percentage of total products purchased.
- Results of the annual grounds and landscaping audit to determine the appearance level of the facility and to ensure contracted service providers are meeting an agreed-upon level of service.
- Occupant feedback based on an annual survey.

For all additional metrics related to cleaning and grounds and landscaping services see FMMS 03. Refer to SDQPR 15 Accessibility for treatment of accessible elements.

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Conduct, at minimum, annual facility assessments of the appearance and cleanliness level of the grounds and landscaping to meet all program certification requirements (e.g., LEED, APPA, CIMS and OSHA) and ensure maintenance services meet the User Agency's service level.
- Contracted service providers deliver documentation of compliance with EPP requirements.
- Contracted service providers identify and meet all contractual tracking requirements.
- As required under LEED EB: O&M, DCAMM will identify a representative to conduct an annual audit in accordance with APPA Leadership in Educational Facilities' Custodial Staffing Guidelines to determine the facility's appearance level.
- In cooperation with the User Agency, conduct regular assessments of the appearance level and cleanliness of the site to ensure services are carried out in a manner consistent with the established service level.



Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance

Quality Performance

- Designate a grounds and landscaping maintenance services representative from both DCAMM and the User Agency to collect and maintain the following:
 - A list of all approved products in addition to Safety Data Sheets (SDSs) on all products.
 - Product specification sheets from the manufacturer verifying that grounds maintenance products and equipment meet green cleaning requirements as prescribed by OSD.
- Grounds and landscaping equipment maintenance logs (CAMIS) that include equipment purchase date, purchasing entity and details of repairs and preventive maintenance.
- Documentation of all Corrective Actions.

Corrective Actions

In conjunction with the Regional Director, Facility Manager, User Agency and Contracted Service Providers DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.

Diagram 1



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be coordinated and completed in conjunction with user agencies.

The frequency of building-specific Grounds and Landscape Maintenance tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Cut lawn	Grass is consistently maintained at 3" - 5" in height	Facility Manager	Periodic Oversight Inspections
Use non-pesticide products consistent with EO 515 and Operational Services Division (OSD) EPP	Non-pesticide methods of control are used wherever possible	Facility Manager	Annual Review/Evaluation of SDSs by the Regional Director and Facility Manager
Leaf-blow, clean and inspect pedestrian walking surfaces	No debris remains, no deteriorating surfaces, no trip hazards exist on pedestrian surfaces	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Trim hedges	Hedges are maintained at a consistent height to provide a neat appearance and promote plant health	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Edge lawn	Borders are consistently maintained and well delineated	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Clean tree litter	No debris is left around tree trunks, lawns and fields	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Collect all trash and debris	No debris is left outside of trash receptacles and receptacles are never more than 75% full	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Maintain pavement and pedestrian walking surfaces	There are no cracks, heaves or other trip hazards to contribute to premature failure, and pedestrian walking surfaces are kept free of debris	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Ensure snow and ice removal from accessible parking and accessible routes is timely and thorough	Snow and ice removal from accessible parking and accessible routes is timely and thorough	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Trim vegetation overgrowth	Borders are maintained, cut vegetation is removed and there is a clear space between all vegetative growth and building surfaces	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Keep landscape elements trimmed so they do not overhang or narrow accessible routes	Landscape elements do not overhang or narrow accessible routes	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Remove invasive vegetation from buildings with green roofs	No invasive vegetation exists	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Trim and prune trees and remove debris	Trees are pruned and waste vegetation is removed to industry standards and to provide a neat appearance and promote tree health	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Remove storm fall/tree litter	Storm fall/tree litter is removed to meet tenant needs and so that no debris is left around tree trunks, lawns and fields	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Maintain flag poles (ropes, pulleys, paint and lighting)	Flag poles are maintained in working condition at all times, hardware and flags are in good repair and poles are cleanly painted and illuminated as necessary	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Inspect, clean and repair catch basins	Catch basins run freely with no restrictions	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Power sweep parking lots	No sand or debris accumulates	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Exterior monument cleaning and repair as needed	Monuments remain clean and accessible with no visible debris or soiling	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Cut field (5" - 10") as needed	Field does not become overgrown	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide a full-service spring cleaning	Full service spring cleaning includes all lawns, fields and areas around driving surfaces and buildings	Facility Manager	Annual Oversight Inspection
Provide a full insect inspection	There is no insect infestation in vegetation or buildings	Facility Manager	Quarterly Oversight Inspection
Raise and lower flags	Flags are raised and lowered in accordance with protocol	Facility Manager	Daily Oversight Inspection Service Call Documentation (CAMIS)
Water and prune interior ornamental plants	Interior ornamentals are regularly maintained to provide a neat appearance and promote health	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Test and treat soil (use fertilizers, etc.)	The lawn is not infested	Facility Manager	Biannual Oversight Inspection Service Call Documentation (CAMIS)
Manage snow and ice	Pedestrian surfaces are free of accumulated snow and ice	Facility Manager	Periodic Oversight Inspection Service Call Documentation (CAMIS)
Plow and treat parking lots and access roads	Parking lots and access roads are kept free of accumulated ice and snow	Facility Manager	Periodic Oversight Inspection Service Call Documentation (CAMIS)
Apply ice melt to pedestrian walking surfaces	Pedestrian surfaces are free of accumulated snow and ice	Facility Manager	Periodic Oversight Inspection Service Call Documentation (CAMIS)
Maintain all accessible routes surfaces slip-resistant at all times	All accessible routes surfaces are kept slip-resistant at all times	Facility Manager	Periodic Oversight Inspection Service Call Documentation (CAMIS)
Monitor accessibility of interior and exterior routes for hazards, obstructions and tenant changes that may impede accessibility	There are no hazards or obstructions impeding accessibility	Facility Manager	Monitor accessibility of interior and exterior routes for hazards, obstructions and tenant changes that may impede accessibility



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 02 Grounds and Landscape Maintenance**

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty Items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 03 Cleaning

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for cleaning tasks identified in Facilities Management and Maintenance Standard (FMMS) 03 Cleaning. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs. This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Coordinating activities with Facility Managers and User Agencies to ensure quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQP
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Ensuring facility is maintained and kept in good repair
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Identifying and establishing an agreement with the Facility Manager that includes the specific scope and level of cleaning services required at each facility
- Maintaining tenant owned areas to the standards referred to in the facility's Occupant Handbook
- Contracted service provider compliance with legal requirements related to cleaning, chemical handling and tracking, recordskeeping and equipment maintenance and operation
- User Agency staff compliance with program requirements
- Coordinating service delivery requirements with the Regional Director and Facility Manager



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 03 Cleaning

Quality Performance

Compliance with FMMS 03 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 03:

- MA FAC59: *Green Cleaning Products, Programs, Equipment and Supplies*
- MA EO 511: *Establishing the Massachusetts Health and Safety Advisory Committee*
- MA FAC67: *Janitorial Services – Environmentally Preferable*
- ISSA CIMS (International Sanitary Supply Association – Cleaning Industry Management Standard)

Training

DCAMM will review and approve training content to ensure all applicable industry standards and manufacturer's specifications are met. Training opportunities will be provided for facility staff and contracted service providers that include the following:

- An ongoing training program for contracted service providers and user agency representatives to ensure compliance with all cleaning-related requirements, procedures, processes and products.
- Training content for all facility staff that follows industry standards for cleaning procedures, products and equipment.
- Training on the use of only Environmentally Preferable Products (EPPs).
- Training on the use and safe handling of approved cleaning products and equipment and the proper procedures and frequency for completing all cleaning tasks.
- The approximate six-month training process required for CIMS-GB Certification, as well as any training programs offered through Green Seal's GS-42 Standard for Commercial Cleaning Services Program.

In addition to the above training, contracted service providers will comply with all other training requirements (e.g., chemical use, proper ventilation and following Safety Data Sheets (SDSs)).

Methods of Oversight

- Periodic Oversight Inspections, consistently conducted, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in the Capital Asset Management Information System (CAMIS) captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 03 Cleaning

Quality Performance

Performance Metrics

Performance Metrics will include:

- A new baseline assessment to establish the expected level of quality performance and related metrics during implementation or a change in contracted service providers.
- Total cost of all cleaning chemicals, products, materials and equipment used in the facility.
- Total cost of environmentally preferable cleaning chemicals, products, materials and equipment as a percentage of total products purchased.
- Total quantity of cleaning equipment and the percentage that is environmentally preferable.
- The results of the facility's annual cleanliness audit to determine the level of cleanliness and ensure contracted service providers are meeting an agreed-upon level of service in line with the requirements of Leadership in Energy and Environmental Design, Existing Buildings: Operations and Maintenance Rating System (LEED EB O&M) and in accordance with The Association of Higher Education Facilities Officers (APPA) Leadership in Educational Facilities' Custodial Staffing Guidelines.
- Custodial staffing in accordance with APPA's "Custodial Staffing Guidelines."
- Occupant feedback based on an annual survey.
- Refer to SDQPR 15 Accessibility for specific emergency management considerations.

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 03 Cleaning

Quality Performance

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Biannual assessments of the facility’s cleanliness to meet all program certification requirements (e.g., LEED, APPA, CIMS and Occupational Safety and Health Administration (OSHA)) and to ensure that cleaning services meet the User Agency’s agreed-upon service level.
- Contracted Service Provider compliance with EPP Program recordskeeping requirements, applicable laws and the grounds and landscaping maintenance service providers’ contracts.
- Documentation of the following:
 - A list of all approved cleaning products and SDSs, which will be kept in a location easily accessible to all occupants.
 - Manufacturer’s product specification sheets verifying that cleaning products and equipment meet green cleaning requirements.
 - Cleaning equipment maintenance logs (CAMIS), including equipment purchase date, purchasing entity and details of repairs and preventive maintenance.
 - An inventory of cleaning equipment and sustainability criteria for all powered equipment.
 - Maintenance logs (CAMIS) for all hard floor care tasks, with dates, number of applied coats of finish and length of time between stripping and refinishing activities.
 - Documentation for all Corrective Actions.

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of Cleaning tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building’s functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Train cleaning and maintenance service providers to keep maneuvering spaces at doors, elevator buttons and signage clear of obstructions	Maneuvering spaces at doors, elevator buttons and signage are clear of obstructions	Facility Manager	Periodic Review of Training Service Call Documentation (CAMIS)
Select materials and cleaning agents that minimize reactions for people with chemical sensitivities or asthma	Materials and cleaning agents used in the building are selected for minimal reactions for people with chemical sensitivities or asthma	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Follow EPA and State and local regulatory agency requirements	Spill residue and cleanup are disposed of in accordance with EPA and State and local regulatory agency requirements	Facility Manager	Periodic Oversight Inspections Tenant Satisfaction Surveys
Maintain ceilings, including: <ul style="list-style-type: none"> • Overhead pipes • Diffusers • Vents • Fans • Skylights 	<ul style="list-style-type: none"> • All surfaces are clean and free of dirt, dust and cobwebs • Both sides of glass surfaces are clean and free of streaks • Components are maintained and kept in good repair 	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS) Tenant Satisfaction Surveys
Install and maintain walk-off mats and runners	Mats and runners are installed and free of removable spots, soiled traffic patterns, dirt, debris, gum and crusted material without deterioration or fuzzing from harsh scrubbing	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS) Tenant Satisfaction Surveys



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Clean floors	<p>Floor cleaning will be on a schedule consistent with recommendations from the Institute of Inspection Cleaning (IICRC) and Restoration Certification S100 Textile Floor Coverings Cleaning guideline</p> <p>All applicable floor areas will be maintained in accordance with industry standards</p> <p>Damp mopping will be the only method of wet cleaning for floors containing asphalt</p> <p>Floors, base moldings and grout will be clean and free of debris, including but not limited to buildup, spills, visible dirt, dust, water streaks, spots, smears, crusted material, mop marks, string, gum, tar and other foreign matter</p> <p>Floors are maintained and kept in good repair</p>	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
Maintain interior and atrium plants	Plants are kept free of dust and dead leaves and are properly hydrated, whether owned by DCAMM or User Agency tenants,	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Vacuum carpets and, as necessary, spot clean or extract carpet sections to remove all stains</p>	<p>Carpets are kept clean on a schedule consistent with Institute of Inspection Cleaning (IICRC) recommendations and Restoration Certification S100 Textile Floor Coverings Cleaning Guideline</p> <p>Cleaned and spot-treated areas of carpets blend reasonably with surrounding non-treated areas with no fuzzing from harsh scrubbing</p> <p>Sections of carpets that have been removed are replaced</p> <p>(If available, use of High-Efficiency Particulate Air (HEPA) filtered vacuums is preferred as they are the most efficient at removing dust and particles from carpets)</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Clean Automated Data Processing (ADP) floors</p>	<p>ADP floors are only damp mopped and/or vacuumed</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspection as required</p> <p>Tenant Satisfaction Surveys</p>
<p>Coat granite and marble floors with slip-resistant sealants</p>	<p>Floor areas are evenly coated with a slip resistant sealant that adheres to the floor</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Tenant Satisfaction Surveys</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Buff/wax hard floors	<p>Hard floors retain their natural luster</p> <p>No water solutions and no dry stripping methods are used on wood floors</p> <p>No burnishing, high speed buffing or dry stripping methods are used</p>	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation</p> <p>Tenant Satisfaction Surveys</p>
Strip and finish floors	<p>Restroom and locker floors – and other areas with floor tiles – are stripped and non-slip or non-skid finishes have been applied</p> <p>Old finish or wax has been removed and new sealant applied in accordance with standard commercial practices</p> <p>There are no spots or evidence of gum, rust, burns, scuffmarks or wax build-up in corners or crevices</p>	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Manage restrooms by cleaning, restocking and replenishing the following:</p> <ul style="list-style-type: none"> • Paper towels • Toilet paper • Hand soap dispensers 	<p>Restrooms are kept free of trash, containers are emptied daily, at minimum, and are never left more than 75% full</p> <p>Ample auxiliary supplies are left in a secure place on-site</p> <p>Fixtures are operable and kept in good repair</p>	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Clean restrooms by dusting, washing, scrubbing and/or sanitizing surfaces</p>	<p>Restroom areas are clean and sanitary</p> <p>Fixtures retain a high level of luster and are free of dust, mold, mildew, streaks and encrustation</p> <p>Partitions, doors, vents, sills and walls are free of dust, dirt, bodily fluids, graffiti, smudges, marks, dirt and discoloration</p> <p>Fixtures and surfaces are clean with no dust, spots, soil substances, rust, mold, discoloration, build-up or excess moisture</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Elevators, escalators and stairways maintenance</p> <ul style="list-style-type: none"> • Clean and disinfect hand rails • Sweep interior stairs and landings 	<p>Door tracks are free of dirt, debris, grime and dust</p> <p>Surfaces are clean and free of finger marks and smudges</p> <p>Carpets and floors are free of removable spots, dirt, dust and debris</p> <p>Floors requiring a finish are maintained at a high luster</p> <p>Stairways, escalators, entrances, landings, railings, risers, ledges, grills, doors, radiators and surrounding areas are free of dirt, dust, litter and debris</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Clean furniture, fixtures and interior building surfaces on a schedule consistent with recommendations from the IICRC S300 Upholstery Cleaning guideline</p>	<p>All furniture is dust free and periodically steam cleaned</p> <p>Upholstered furniture is periodically vacuumed and kept in good repair</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Clean windows annually at a minimum and keep in good repair, including:</p> <ul style="list-style-type: none"> • All window treatments, e.g., blinds and coverings • Plate glass (all glass over and in exterior and vestibule doors, all plate glass around entrances, lobbies vestibules and spandrels) 	<p>Windows are free of dirt, grime, streaks, moisture and cloudiness</p> <p>Window sashes, sills, woodwork and other surroundings of interior glass are wiped free of drippings and other watermarks</p> <p>All blinds and coverings, cord tapes and valances are clean and free of dust and spots</p> <p>Blinds and coverings are washed on both sides</p> <p>Plate glass is clean and free of dirt, grime, streaks, moisture and cloudiness</p> <p>All glass (within 70 inches of the floor) is clean and free of dirt, dust, streaks, smudges, watermarks, spots, grime and cloudiness</p> <p>Broken windows are reported for replacement</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Maintain wall surfaces, such as:</p> <ul style="list-style-type: none"> • Partitions • Columns • Doors, door frames and door knobs • Wall fans • Wall diffusers and vents • Pictures, plaques and mirrors • Wall or ceiling diffusers • Mounted bookcases and files • Chalk boards 	<p>Surfaces (including corners, crevices, moldings, ledges, hand rails, grills, doors, door knobs, door frames and kick plates) are free of dust, streaks, spots, hand marks, oil, smudges, dirt, soil substances, rust, encrustation and streaks</p> <p>Door knobs and hand rails are disinfected</p> <p>Surfaces above 70 inches are cleaned free of dirt, dust and kept in good repair</p> <p>Both sides of window glass are clean and free of streaks and water spots</p> <p>All glass, clear partitions, mirrors, bookcases and other glass (within approximately 70 inches of the floor) are clean and free of dirt, dust, streaks, smudges, watermarks, spots, grime and cloudiness</p> <p>Chalk boards and erasers are cleaned only when blank or on request</p> <p>Flat surfaces are cleaned only by wet wiping to prevent aerosolization of dust and debris from standard dusting</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Manage trash as needed by the following methods:</p> <ul style="list-style-type: none"> • Empty waste receptacles • Replace liners • Clean receptacles • Remove recyclables • Remove bulk items • Put trash collection outside for pickup on specified days • Provide biohazard cleanup 	<p>Trash containers are routinely emptied and kept clean and free of odors, dirt, rust, debris, spilled material and residue</p> <p>Plastic liners for all trash and debris containers are kept free of tears, wear and residue</p> <p>All ash receptacles are free of dust, ashes, odors, tar, streaks and tobacco residue</p> <p>Paper is transported from recycling bins to storage containers in designated areas</p> <p>Trash and recycle bins are scrubbed or pressure washed</p> <p>Waste and recycle containers are never more than 75% full</p> <p>Biohazards are stored in accordance with 105 CMR 480.000</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Maintain the following exterior surfaces:</p> <ul style="list-style-type: none"> • Signs • Vending machines • Tables 	<p>Surfaces are clean and free of dirt, dust, residue, streaks, spots, soil substances, discoloration and rust</p> <p>Surfaces are maintained and kept in good repair</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Survey</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 03 Cleaning

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Maintain exterior hard surface areas, such as: <ul style="list-style-type: none"> • Sidewalks • Brick areas • Hard surfaces • Parking areas • Garages • Docks 	Surfaces are clean and free of dirt, debris, gum, litter, gravel, weeds, oil, grease and no residual dirt remains after debris removal Damaged exterior work is reported for repair	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS) Tenant Satisfaction Surveys

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty Items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 04 Solid Waste Management

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for solid waste management tasks identified in Facilities Management and Maintenance Standard (FMMS) 04 Solid Waste Management. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of this SDQPR at the facilities under their jurisdiction
- Coordinating activities with Facility Managers and User Agencies to ensure quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner
- Ensuring facility is maintained and kept in good repair

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards identified in the facility's Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Manager
- Ensuring all tenants understand the building's solid waste and recycling policies, minimize disposal and properly dispose of hazardous waste



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 04 Solid Waste Management**

Quality Performance

Compliance with FMMS 04 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 04:

- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA EO 484: *Leading by Example – Clean Energy and Efficient Buildings*
- MA FAC82: *How to Use the Hazardous/Universal, Medical, & Electronic Waste Disposal & Emergency Response Statewide Contract*
- MA FAC33: *How to Use the Solid Waste and Recycling Services Municipal Compliance Statewide Contract*
- MA: *Municipal Compliance Fact Sheet: Waste Bans*
- MA: *Final 2010 – 2020 Solid Waste Master Plan: A Pathway to Zero Waste*
- MA: *Massachusetts Zero Mercury Strategy*
- MassDEP: *Massachusetts WasteWise Program*
- MassDEP: *Massachusetts Toxics Use Reduction Reform Act of 2006*
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System (Leadership in Energy and Environmental Design), 2013*

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Ongoing training for facility staff and contracted service providers to comply with commonwealth waste management related requirements, procedures and processes.
- A free, post-training assessment by contracted service providers of educational services to explain the recycling program, the associated benefits and any specific procedures.
- Contracted service provider education of facility staff in conjunction with Facility Managers. Service providers may charge for this training. Other recycling trainers from the Statewide Training Contract may be used.
- Identification of and compliance with all training requirements; this will be confirmed by solid waste management service providers at the time of contracting with the Commonwealth.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 04 Solid Waste Management

Quality Performance

- Service Call Documentation in the Capital Asset Management Information System (CAMIS) captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

A baseline assessment made during implementation and when there is a change in contracted service providers to set the expected level of quality performance. Performance Metrics will include:

- Implementation of Commonwealth Solid Waste Management standards.
- Implementation of an established waste management policy based on all applicable regulations, with conformance to the facility's contract requirements.
- A baseline service level audit.
- Responsible parties for oversight/management of each identified waste flow.
- A Solid Waste and Recycling Services provider in compliance with MA State FAC33.
- When applicable, a Contract for Food Waste and Recycling Services.
- Adherence to all Waste Material Regulations, including, but not limited to:
 - 310 CMR 19.000: Waste Bans
 - Mercury Management Act
 - Massachusetts Bottle Deposit Law (BDL)
- A record by material category (i.e. wood, paper, plastic, etc.) of the type and quantity, by weight, of each material salvaged, reused, recycled, treated or disposed.
- Documentation of the total quantity of waste recycled as a percentage of all facility waste.
- Documentation that banned materials did not go to landfills, municipal waste combustion facilities or transfer stations. Recycling collection programs will be with licensed haulers that collect and manage restricted materials without disposal. Food waste will be brought to a registered MassDEP or Massachusetts Department of Agricultural Resources (MDAR) facility.
- The establishment of safe storage areas for hazardous and universal waste materials.
- Improved recycling by occupants, contracted cleaning providers, and holding haulers responsible for recycling services.
- A designated individual from the facility to act as the recycling coordinator.
- Contracted service providers' credits for uncontaminated recyclable materials with market value.
- Contracted service providers providing the facility with appropriate collection bins that are fully enclosed, leak proof, fire retardant, labeled and in good condition.
- Compliance with all requirements established by the "Environmentally Preferable Product" Procurement Program (EPP Program), established under EO 515.

Refer to SDQPR 15, Accessibility for treatment of accessible elements impacted by waste management.



Quality Performance

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Contracted service providers comply with Solid Waste Management recordskeeping regulations.
- A solid waste/trash stream audit is required to identify the following solid waste-related issues:
 - The profile (amount and composition) of the solid waste/trash stream.
 - Efficient collecting, storing and transfer of waste for disposing, recycling, diverting and composting.
 - The right service level for solid waste/trash collection and removal to minimize shipments.
- Recycling and Waste Reports: Collect monthly hauler reports for all Commonwealth buildings. These reports will contain sufficient data to calculate waste diversion and removal costs. Information to regularly track includes, but is not limited to the following:
 - Records by category of materials, to include paper, plastic, food, glass, etc., for type, quantity and weight that is salvaged, reused, recycled, composted / diverted, treated or disposed.
 - Total quantity of waste recycled as a percentage of total waste.
 - Records of Sale for salvageable materials sold or donated.
 - Recycling and Processing Facility Records, indicating acceptance of recyclable materials by licensed recycling/processing facilities, including manifests, weight tickets, receipts and invoices and documentation for back-charge fees, if any, for improperly segregated materials.
 - Disposal Records indicating acceptance of materials by licensed landfills, municipal waste combustion and transfer stations, including manifests, weight tickets, receipts and invoices.
 - Records that document proper handling and disposal of all universal and hazardous wastes.
 - Documentation of all Corrective Actions.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 04 Solid Waste Management

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Solid Waste Management tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	Facility Manager	Annual Review and Update of Training Program Requirements
Properly handle hazardous and regulated materials	Materials are handled per FMMS 04	Facility Manager	Periodic Oversight Inspections
Properly handle non-hazardous and non-regulated material	Non-hazardous and non-regulated materials are either properly disposed of or recycled	Facility Manager	Periodic Oversight Inspections
Properly handle receptacles on a routine basis	Receptacles are in place, dumpster refuse is removed according to an agreed-upon schedule and receptacles are never more than 75% full	Facility Manager	Periodic Oversight Inspections
Place receptacles in a central area	Receptacles are kept at a convenient, easily accessible site	Facility Manager	Periodic Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 04 Solid Waste Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Properly handle dumpsters on a routine basis	<p>Dumpsters are in place, refuse is removed according to an agreed-upon schedule and receptacles are never more than 75% full</p> <p>There are no defective or unsanitary dumpsters</p> <p>Dumpsters not in a secure area are kept locked</p>	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>
Properly dispose of surplus furniture and equipment	Surplus furniture and equipment is removed according to an agreed-upon schedule	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>
Properly handle recycling receptacles	Receptacles are easily accessible and refuse was removed according to an agreed-upon schedule	Facility Manager	Periodic Oversight Inspections
Properly handle landscape debris	Debris is removed according to an agreed-upon schedule	Facility Manager	Periodic Oversight Inspections
Place information signage for occupants on proper handling of solid waste	Signage informing all building occupants about solid waste, hazardous waste and recycling practices is appropriate, easy-to-understand and well-placed	Facility Manager	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 04 Solid Waste Management**

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements SDQPR 05 Routine Maintenance

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for routine maintenance tasks identified in Facilities Management and Maintenance Standard (FMMS) 05 Routine Maintenance. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring implementation of these requirements at the facilities under their management
- Providing quality services to facilities in coordination with User Agencies
- Coordinating activities with Facility Managers and User Agencies

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards identified in the facility's Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Manager
- Submitting work order requests using the Capital Asset Management Information System (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 05 Routine Maintenance**

Quality Performance

Compliance with FMMS 05 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 05:

- MA DCAMM: CAMIS Standard Operating Procedures (Capital Asset Management Information System)
- MA OSD: *Recycled and Environmentally Preferable Products Guide to Massachusetts Statewide Contracts* (Operational Services Division), 2014
- ASHRAE Guideline 4-2008 (RA 2013): *Preparation of Operating and Maintenance Documentation for Building Systems* (American Society of Heating, Refrigerating and Air Conditioning Engineers), 2013
- USGBC: LEED v4 *Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013

Training

DCAMM will review and approve training content to ensure all applicable industry standards and manufacturer's specifications are met. Training opportunities will be provided for facility staff, contracted service providers and occupants that include the following:

- Systems and equipment training
- Work request processing and prioritization levels
- Maintenance procedures and practices (by level of service provision)
- CAMIS training
- Occupational Safety and Health Administration (OSHA) / Safety training

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in CAMIS captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.



Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 05 Routine Maintenance

Quality Performance

Performance Metrics

Performance Metrics will include:

- A new baseline assessment to establish the expected level of quality performance and related metrics during implementation or a change in contracted service providers
- Capacity factor (actual operation vs. full-utilization operation)
- Work orders generated vs. closed out
- Backlog of corrective maintenance (number of requests and duration)
- Safety record (number of loss-of-time incidents or total number of reportable incidents)
- Inventory control
- Pieces of equipment in CAMIS
- Overtime worked
- Maintenance Spending
- Emergency Maintenance vs. Total Maintenance
- Environmental record, including energy and water usage
- Staff turnover and absentee rate
- Purchases (equipment, products and materials)

Refer to SDQPR 15 Accessibility for accessibility compliance.

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 05 Routine Maintenance

Quality Performance

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Use of CAMIS to document inventory and capture both major (e.g., elevators and HVAC) and minor (e.g., fire extinguishers) maintenance tasks.
- Maintaining the CAMIS enterprise asset management (EAM) and maintenance software program to help automate such things as equipment history, scheduling, preventive maintenance, work orders, labor and expense tracking, procurement and reporting.
- Routinely tracking maintenance and work-order requests and indicators to generate useful metrics for future decisions about the maintenance program and contracted service providers.
- Documentation of all Corrective Actions.

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Routine Maintenance tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	Regional Director Training Coordinator CAMIS Trainer	Annual Review and Update of Training Program Requirements
Ensure all contracted service providers comply with accessibility regulations, including proposal review and review upon completion of work	All contracted services are in compliance with accessibility regulations	CAMIS Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 05 Routine Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Create a comprehensive Routine Maintenance Plan	The Plan identifies the activities involved in providing routine maintenance services and establishes a prioritized process for receiving and acting on work-order requests	Facility Manager	Periodic Oversight Inspections Occupant Interviews Service Call Documentation (CAMIS) Tenant Satisfaction Surveys
Create an inventory of equipment, including inventory parts (CAMIS)	A complete list of equipment and parts ensures that regularly used parts are kept in stock and special order parts and equipment are procured well in advance	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor compliance of building elements that must be maintained to be accessible (e.g., door pressures, elevator controls, door openers, etc.)	Building elements that must be maintained to be accessible are fully functioning	Facility Manager	Periodic Oversight Inspections and an Annual Assessment of the Plan
Provide staff with training and access to CAMIS for recording, managing and communicating maintenance requirements and documenting work orders	CAMIS is regularly updated to account for all maintenance activities and requests	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 05 Routine Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Train cleaning and maintenance service providers to keep maneuvering spaces at doors, elevator buttons and signage clear of obstructions	Maneuvering spaces at doors, elevator buttons and signage are clear of obstructions	Facility Manager	Periodic Review of Training Service Call Documentation (CAMIS)
Ensure all contracted service providers comply with accessibility regulations, including proposal review and review upon completion of work	All contracted services are in compliance with accessibility regulations	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor automatic transfer switches	Automatic transfer switches are maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor boilers and related systems and equipment	Boilers and related systems are maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide tradespeople (carpenters, electrician, plumbers, painters, masons, locksmiths, etc.,) as needed	Qualified tradespeople are available when needed who provide professional quality work	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 05 Routine Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Monitor carpets and flooring	All floor areas are maintained in accordance with industry standards and any repairs are done in a timely manner	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Respond to typical occupant service calls: <ul style="list-style-type: none"> • HVAC - space temperature is not within acceptable limits • Plumbing - dripping faucet, clogged toilet, leaking pipe • Electrical - power malfunction or burned out light fixture • Finishes - walls are scratched or faded, floor tiles are broken • Carpentry - broken door, ceiling tile replacement 	Occupant service calls are responded to in an efficient and timely manner	Facility Manager	Periodic Oversight Inspections Occupant Interviews Service Call Documentation (CAMIS) Tenant Satisfaction Surveys



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 05 Routine Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Review all work orders and repairs for compliance with accessibility regulations, paying specific attention to primary function rooms or any additional accessibility work that may be triggered as a result of a repair (see Massachusetts Architectural Access Board (MAAB) 3.3.1) and ensuring that inaccessible elements are made accessible when repaired or replaced	Inaccessible elements are made accessible after repair or replacement	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Ensure that no alteration or maintenance project negatively impacts accessibility or usability below the requirements	No alterations or maintenance projects impact accessibility or usability below the requirements	Regional Director Facility Manager	Periodic Oversight
Monitor catch basins and storm water management components for blockages	Catch basins run freely with no restrictions	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide accessible alternate path of travel and informational signage around repairs and construction work on accessible elements such as elevators	An accessible alternate path of travel and the informational signage is available when required	Facility Manager	Periodic Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 05 Routine Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Provide planned corrective maintenance	Corrective maintenance is provided according to a planned schedule	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide unplanned corrective maintenance - (i.e., storm damage, vandalism, etc.)	Corrective maintenance is provided in an efficient and timely manner in response to unexpected events	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor doors - passages	Doors and passages are maintained in a safe and accessible condition	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor electric power generators (excluded communication towers)	Electric power generators are maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor elevators	Elevators are maintained according to the Department of Safety regulations and manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 05 Routine Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Monitor envelope (roof, exterior façade, windows, doors, screens)	The exterior envelope of the building is routinely inspected and documented as part of the Planned Maintenance Program	Facility Manager	Biannual Oversight Inspections Service Call Documentation (CAMIS)
Monitor fire protection systems (all)	Fire protection systems are maintained according to National Fire Protection Association (NFPA) guidelines and manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor furniture	Furniture is repaired or replaced as necessary by DCAMM or as applicable	Facility Manager	Annual Oversight Inspections Service Call Documentation (CAMIS)
Monitor glass	Glass is repaired or replaced as necessary	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor heating, ventilation, air conditioning, refrigeration	HVAC systems are maintained according to applicable ASHRAE regulations and manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 05 Routine Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Provide inspection and condition assessment, interior and exterior	Documented interior and exterior inspection forms the basis for planned maintenance	Facility Manager	Annual Oversight Inspections Service Call Documentation (CAMIS)
Monitor bulletin boards for postings, bills and notices	All outdated bills, postings and notices are removed	Facility Manager	Monthly Oversight Inspections
Monitor lighting - interior and exterior	Interior and exterior lighting is maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor means of egress components	Documented means of egress forms the basis for planned maintenance	Facility Manager	Biannual Oversight Inspections Service Call Documentation (CAMIS)
Provide other trade specialist not listed	A trade specialist is available when needed and provides quality work	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor parking lots, roadways and pedestrian walking surfaces	Parking lots, roadways and pedestrian walking surfaces are maintained in a safe and accessible condition	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 05 Routine Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Provide preventative maintenance on equipment / systems not listed	Contracted support is readily available for all equipment and systems that cannot be maintained in-house	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Collaborate with Property Management	Property management is done in conjunction with FMMS 11 Space Management	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Test and maintain the Public Address Systems	If available, the Public Address System is maintained in an operational state	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor subsurface utility infrastructure	Subsurface Utility Infrastructure is maintained in collaboration with the local utility provider(s)	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Use DCAMM Accessibility Checklists for reviewing compliance of existing conditions, as well as repairs and renovations and keep completed checklist on file	DCAMM Accessibility Checklists are used to maintain compliance	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 05 Routine Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authority	QA Measurement
Monitor Utilities Management	Building systems are maintained to provide cost-effective services	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide access to CAMIS for recording, managing and communicating maintenance requirements and documenting work orders	CAMIS is regularly updated to account for all maintenance activities and requests	Facility Manager CAMIS Trainer CAMIS Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements SDQPR 06 Preventive and Scheduled Maintenance

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for preventive and scheduled maintenance tasks identified in Facilities Management and Maintenance Standard (FMMS) 06 Preventive and Scheduled Maintenance. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs. This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Providing quality services to facilities in coordination with User Agencies
- Coordinating activities with the Facility Manager and the User Agencies

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Coordinating all service delivery requirements with the Regional Director and Facility Manager
- Maintaining tenant-owned areas to the standards identified in the facility's Occupant Handbook
- Submitting work order requests using Capital Asset Management Information System (CAMIS), the established building notification system



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Quality Performance

Compliance with FMMS 06 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 06:

- MA DCAMM: CAMIS Standard Operating Procedures (Capital Asset Management Information System)
- MA DCAMM: *Preventive Maintenance Guidelines for Roofs*
- ASHRAE Guideline 4-2008 (RA 2013): *Preparation of Operating and Maintenance Documentation for Building Systems* (American Society of Heating, Refrigerating and Air Conditioning Engineers), 2013
- ASHRAE *Standard 62.1 – 2010: Ventilation for Acceptable Indoor Air Quality*
- U.S. EPA: *Building Air Quality: A Guide for Building Owners and Facility Managers* (Environmental Protection Agency)
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013

Training

DCAMM will review and approve training content to ensure all applicable industry standards and manufacturer's specifications are met. Training opportunities will be provided for facility staff, contracted service providers and occupants that include the following:

- Training content that follows all applicable industry standards, as well as the manufacturer's specifications for all products and equipment
- Systems and equipment training
- Maintenance procedures and practices (by level of service provision)
- CAMIS training
- Occupational Safety and Health Administration (OSHA) / Safety training, including Mass Right to Know Law
- Program specific orientation and maintenance issues

Facility managers will implement a building operations and maintenance staff education program that provides at least 24 hours of building and sustainable systems operation training each year.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Quality Performance

- Service Call Documentation in CAMIS captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics will include:

- A new baseline assessment during implementation and after a change in contracted service providers to set the expected level of quality performance and related metrics
- Capacity factor (actual operation versus full-utilization operation)
- Safety record (number of loss-of-time incidents or total number of reportable incidents)
- Energy use
- Inventory control
- Pieces of equipment in CAMIS
- Overtime worked
- Maintenance Spending
- Emergency Maintenance versus Total Maintenance
- Environmental record
- Absentee rate
- Staff turnover
- Purchases (equipment, products and materials) and water usage

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- A new baseline assessment to establish the expected level of quality performance and related metrics during implementation or a change in contracted service providers.
- Staff usage of CAMIS and maintenance software programs to help automate all aspects of maintenance operations, including tracking equipment history, scheduling, preventive maintenance, work orders, labor and expense tracking, procurement and reporting.
- Entering tasks and major and minor activities in CAMIS.
- Tracking routine maintenance and work order requests and indicators to generate useful metrics for future decisions about the maintenance program and contracted service providers.
- Documentation of all Corrective Actions.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Quality Performance

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Preventive and Scheduled Maintenance tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	Regional Director Training Coordinator CAMIS Trainer	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 06 Preventive and Scheduled Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Ensure all contracted service providers comply with accessibility regulations, including proposal review and review upon completion of work	All contracted services are in compliance with accessibility regulations	CAMIS Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Create a comprehensive Preventive and Scheduled Maintenance Plan	The Plan identifies preventive and scheduled maintenance activities and provides a process for receiving and prioritizing actions on work-order requests	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Create an inventory of equipment, including inventory parts (CAMIS)	A complete list of equipment and parts ensures that regularly used parts are kept in stock and special order parts and equipment are procured well in advance	Facility Manager	Periodic Oversight Inspections Annual Inventory Service Call Documentation (CAMIS)
Provide staff with training and access to CAMIS for recording, managing and communicating maintenance requirements and documenting work orders	CAMIS is regularly updated to account for all maintenance activities and requests	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Inspect envelope (roof, exterior façade, windows, doors, screens)	The exterior envelop of the building is regularly inspected and documented as part of the Planned Maintenance Program	Facility Manager	Biannually Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 06 Preventive and Scheduled Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Respond to the following occupant requests:</p> <ul style="list-style-type: none"> • HVAC - space temperature is not within acceptable limits • Plumbing - dripping faucet, clogged toilet, leaking pipe • Electrical - power malfunction or burned out light fixture • Finishes - walls are scratched or faded • Carpentry - broken door, ceiling tile replacement 	<p>Efficient and timely responses are made to occupant service calls</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Occupant Interviews</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Review all work orders and repairs for compliance with accessibility regulations, paying specific attention to primary function rooms or any additional accessibility work that may be triggered as a result of a repair (see Massachusetts Architectural Access Board (MAAB) 3.3.1) and ensuring that inaccessible elements are made accessible when repaired or replaced</p>	<p>Inaccessible elements are made accessible after repair or replacement</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>
<p>Ensure that no alteration or maintenance project negatively impacts accessibility or usability below the requirements</p>	<p>No alterations or maintenance projects impact accessibility or usability below the requirements</p>	<p>Regional Director</p> <p>Facility Manager</p>	<p>Periodic Oversight</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Monitor and maintain automatic transfer switches	Automatic transfer switches are maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor boilers and related systems and equipment	Boilers and related systems are maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide tradespeople (carpenters, electrician, plumbers, painters, masons, locksmiths, etc.) as needed	Qualified tradespeople are available when needed who provide professional quality work	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor carpets and flooring	All floor areas are maintained in accordance with industry standards and any repairs are done in a timely manner	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor catch basins and storm water management components for blockages	Catch basins run freely with no restrictions	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide planned corrective maintenance	Corrective maintenance is provided according to a planned schedule	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Provide unplanned corrective maintenance - (i.e., storm damage, vandalism)	Corrective maintenance is provided in an efficient and timely manner in response to unexpected events	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor doors - passages	Doors and passages are maintained in a safe and accessible condition	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor electric power generators (excluded communication towers)	Electric power generators are maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor elevators	Elevators are maintained according to the Department of Safety regulations and manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor fire protection systems (all)	Fire protection systems are maintained according to National Fire Protection Association (NFPA) guidelines and manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 06 Preventive and Scheduled Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Monitor furniture	Furniture is repaired or replaced as necessary by DCAMM or as applicable	Facility Manager	Annual Oversight Inspections Service Call Documentation (CAMIS)
Monitor glass	Glass is repaired or replaced as necessary	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor heating, ventilation, air conditioning, refrigeration	HVAC systems are maintained according to applicable ASHRAE regulations and manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide inspection and condition assessment, interior and exterior	Documented interior and exterior inspection forms the basis for planned maintenance	Facility Manager	Annual Oversight Inspections Service Call Documentation (CAMIS)
Interior finishes - permanent-interior walls, doors, glass, flooring, ceilings, etc.	All applicable floor areas will be maintained in accordance with industry standards	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor lighting - interior and exterior	Interior and exterior lighting is maintained according to manufacturer's specifications	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Create and update a Maintenance Consumables Inventory	Regularly used consumables are kept in stock and special order parts are procured well in advance	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor masonry	A mason is available when needed and provides professional quality work	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor means of egress components	Documented means of egress forms the basis for planned maintenance	Facility Manager	Biannual Oversight Inspections Service Call Documentation (CAMIS)
Provide other trade specialist not listed	A trade specialist is available when needed and provides professional quality work	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor painting - interior and exterior	A painter is available when needed and provides professional quality work	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 06 Preventive and Scheduled Maintenance

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Monitor parking lots, roadways and pedestrian walking surfaces	Parking lots, roadways and pedestrian walking surfaces are maintained in a safe and accessible condition (Also see FMMS 03 Cleaning and FMMS 02 Grounds and Landscaping)	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide plumber/ plumbing (portable water and sanitary waste) as needed	A licensed plumber is available when needed and provides professional quality work	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide preventative maintenance on equipment/systems not listed	Contracted support is readily available for all equipment and systems that cannot be maintained in-house	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Collaborate with property management	Property Management is done in conjunction with FMMS 11 Space Management	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Test and maintain the Public Address Systems	If available, the Public Address System is maintained in an operational state	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Monitor subsurface utility infrastructure	Subsurface Utility Infrastructure is maintained in collaboration with the local utility provider(s)	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Monitor utilities management	Building systems are maintained to provide cost-effective services	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Use DCAMM Accessibility Checklists for reviewing compliance of existing conditions, as well as repairs and renovations and keep completed checklist on file	DCAMM Accessibility Checklists are used to maintain compliance	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide access to CAMIS for recording, managing and communicating maintenance requirements and documenting work orders	CAMIS is regularly updated to account for all maintenance activities and requests	Facility Manager CAMIS Trainer CAMIS Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 06 Preventive and Scheduled Maintenance**

Additional Related Services	Quality Performance	Responsible Authorities	QA Measurement
Repair or replace broken or faulty Items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Quality Performance	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 07 Integrated Pest Management

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for pest management tasks identified in Facilities Management and Maintenance Standard (FMMS) 07 Integrated Pest Management (IPM). Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs. This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of this SDQPR at the facilities under their jurisdiction
- Coordinating activities with Facility Managers and User Agencies to ensure quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service provider comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner
- Ensuring facility is maintained and kept in good repair

User Agencies are responsible for:

- Complying with the pest management policies for the facility in collaboration with the Regional Director and Facility Manager
- Maintaining tenant owned areas to the standards referred to in the facility's Occupant Handbook
- Conforming to the requirements of IPM policies for the building
- Notifying the Facility Manager of conditions that may result in a pest infestation



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 07 Integrated Pest Management

Quality Performance

Compliance with FMMS 07 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 07:

- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA EO 403: *Integrated Pest Management for Massachusetts State Agencies*
- MA 333 CMR MGL 132B: *Massachusetts Pesticide Control Act* (Code of Massachusetts Regulations, Massachusetts General Law)
- MA Chapter 85: *An Act Protecting Children and Families from Harmful Pesticides*
- MA MassWildlife: Regulations (Department of Fish and Wildlife)
- MA DAR (Department of Agricultural Resources)
- MA FAC74: *Integrated Pest Management*
- MA OSD: *Recycled and Environmentally Preferable Products Guide to Massachusetts Statewide Contracts* (vol. 39) (Operational Services Division), 2012
- US EPA: The Federal Insecticide, Fungicide and Rodenticide Act
- USGBC: LEED v4 *Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- A review to ensure training content follows all manufacturers' specifications and professional industry standards for Integrated Pest Management.
- One training session per year given by Contracted Service Providers to facility staff, contractors and facility occupants, with additional training sessions provided as necessary at additional costs.

In addition to the above training, assessment and educational requirements, Contracted Service Providers are responsible for identifying and meeting all training requirements in place at the time they contracted with the Commonwealth for Integrated Pest Management services.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation, using the Capital Asset Management Information System (CAMIS), captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.



Quality Performance

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- A secure online list of the contracted service providers' ability to provide the following:
 - Pest logging for facility staff
 - Contracted Service Providers service reports
 - Contracted Service Providers financial reports
 - A regularly updated pest control logbook or file for each building or site
 - Contracted service provider's compliance with all recordskeeping requirements of the applicable laws
 - Documentation of all Corrective Actions

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Performance Metrics

Performance Metrics will include:

- A baseline assessment to set the expected level of quality performance during implementation and when there is a change in contracted service providers
- Use of environmentally sound pest control following the IPM approach
- Professional IPM-approved monitoring and scheduling
- Pest prevention measures
- A threshold for action based on monitoring
- A record of the products applied by their trade name, including Safety Data Sheets (SDS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 07 Integrated Pest Management

Quality Performance

- Use of least risk method
- Logs documenting date and time of product application
- Logs documenting date and time of occupant notification
- Documentation of all emergency applications, including the reason(s) for the application.
- Chemical pesticides that are only used as necessary after the following strategies have been implemented:
 - Education
 - Appropriate building maintenance and solid waste management
 - Cultural pest control measures
 - Mechanical or non-chemical pest control measures

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Integrated Pest Management tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Make an initial IPM assessment	Assessment of the facility and daily operations are completed by a licensed IPM professional in accordance with the Operational Services Division (OSD) pest management contract	Facility Manager	Annual Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 07 Integrated Pest Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Create an IPM Plan	The Plan is prepared by a licensed IPM professional in accordance with the OSD pest management contract	Facility Manager	Biannual Oversight Inspections
Search for and identify conditions and activities that may cause pest infestation	Conditions are identified and assessed in accordance with the IPM Plan	Facility Manager	Biannual Oversight Inspections Tenant Satisfaction Surveys
Keep storage areas free of food and water issues	Storage areas are free of pests	Facility Manager	Biannual Oversight Inspections Tenant Satisfaction Surveys
Monitor the IPM Plan	Monitoring is in accordance with the IPM Plan	Facility Manager	Biannual Oversight Inspections Tenant Satisfaction Surveys
Trap pests	Trapping is done in accordance with EO 403 and applicable MGL	Facility Manager	Service Call Documentation (CAMIS)
Apply pesticide application, but only after other options have been proven ineffective	Pesticide use is in conformance with the IPM Plan and EO 515 and in accordance with OSD pest management contract	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 07 Integrated Pest Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Remove pests	Pest removal is done in accordance with the IPM Plan and EO 403	Facility Manager	Service Call Documentation (CAMIS) Tenant Satisfaction Surveys
Manage bait stations	Bait station management is done in accordance with the IPM Plan and EO 403 and EO 515	Facility Manager	Periodic Oversight Inspections

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 08 Health and Safety

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for health and safety tasks identified in Facilities Management and Maintenance Standard (FMMS) 08 Health and Safety. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs. This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Coordinating activities with Facility Managers and User Agencies to ensure quality service

Facility Managers are responsible for:

- Ensuring facility staff and the contracted service providers comply with all SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Coordinating all service delivery requirements with the Regional Director and Facility Manager
- Maintaining tenant-owned areas to the standards identified in the facility's Occupant Handbook
- User Agency staff compliance with program requirements
- Adhering to the Health and Safety Policy
- Maintaining a healthy environment in their work areas
- Managing the collection and tracking of health and safety incidents within their leased spaces



Quality Performance

Compliance with FMMS 08 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 08:

- MA EO 511: *Establishing a Massachusetts Health and Safety Advisory Committee*
- ASTM E2394: *Standard Practice for Maintenance, Renovation, and Repair of Installed Asbestos Cement Products*
- ASTM E1368: *Standard Practice for Visual Inspection of Asbestos Abatement Projects* (American Society Testing Materials International)
- MA HHS: *Indoor Air Quality Program* (Health and Human Services)
- U.S. OSHA: *Code of Federal Regulations for Construction*, 29 CFR Part 1926 Subpart D (Occupational Safety and Health Administration)
- U.S. DHHS NIOSH: *Building Air Quality Action Plan*, (Department of Health and Human Services, National Institute of Occupational Safety and Health), 1998

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- The hazard communication system
- The emergency action plan
- Identification of potential hazards and how to properly report this to DCAMM, such as:
 - Individual sources of pollution
 - Hazardous and regulated materials
 - Sources of potential combustion (e.g., unprotected combustible building materials, oil, gas, kerosene, coal, wood, solvents, etc.)
 - Unsafe and unhealthy activities by occupant agency
 - Maintenance and housekeeping practices
 - Occupant health symptoms (e.g., symptom relief after leaving the facility/building)
 - Training on the proper use of chemicals, including appropriate ventilation methods

Procurement personnel will be trained on EO 515 weekly, biweekly, monthly, quarterly, biannually or annually as identified in the SDQPR.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.



Quality Performance

- Service Call Documentation in the Capital Asset Management Information System (CAMIS) captures the types, frequency, corrective actions and timeliness of completion each month.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics will include the following:

- Current Health and Safety Risk Assessment
- Current Facility Health and Safety Plan
- Current and accurate data on workplace injuries, illnesses and deaths
- Current test documentation on IAQ, electrical preventive maintenance and fall protection equipment inspection

Refer to SDQPR 15 Accessibility for treatment of accessible elements

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.

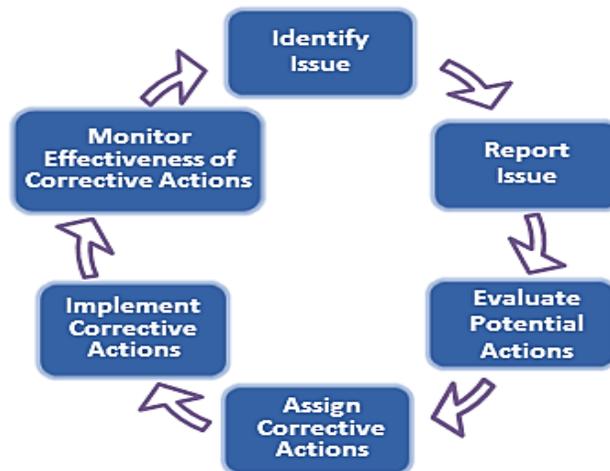


Diagram 1



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 08 Health and Safety

Quality Performance

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Documentation of an Indoor Air Quality Building Education and Assessment Model (I-BEAM) Indoor Air Quality assessment made of all occupied spaces every five years in consultation with the Massachusetts Department of Public Health (MDPH's) IAQ Program
- Contracted service providers comply with all recordskeeping requirements of the applicable laws
- Documentation of items affecting health and safety, including but not limited to:
 - Walking surfaces
 - Fall protection systems
 - HVAC systems
 - Electrical power and lighting systems
 - Lock-out, Tag-Out and Confined Space Procedures
- Periodic updates of the facility's Health and Safety Risk Assessment
- Documentation of all Corrective Actions

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Health and Safety tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Develop, implement and review Health and Safety policy	The Health and Safety policy is kept up-to-date and accessible	Facility Manager	Annual Oversight Inspections and in response to major events or incidents



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 08 Health and Safety

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Perform a Health and Safety Risk Assessment, including at-risk users	The Health and Safety Risk Assessment is kept up-to-date and accessible	Facility Manager	Annual Oversight Inspections and in response to major events or incidents
Identify actual or potential health and safety hazards and evaluate for safer alternatives	A list of Health and Safety hazards is kept up-to-date and accessible, and safer alternatives are provided	Facility Manager	Annual Oversight Inspections and in response to major events or incidents
Create a comprehensive Emergency Action Plan to identify 24-hour external resources	The Emergency Action Plan is kept up-to-date and accessible	Facility Manager	Annual Oversight Inspections and in response to major events or incidents
Develop a Hazard Communications Plan that complies with right-to-know requirements	A Hazard Communications Plan is kept up-to-date and accessible	Facility Manager	Periodic Oversight Inspections and in response to major events or incidents
Provide first aid and protective equipment, including personal protection equipment and eye wash	First aid and protective equipment are provided and out-of-date materials are replaced as needed	Facility Manager	Annual Oversight Inspections
Implement an Incident and Complaint Reporting and Tracking System	An Incident and Complaint Reporting and Tracking System is kept up-to-date accessible	Facility Manager	Annual Oversight Inspections
Properly store and dispose of Hazardous Material	Hazardous and regulated materials are handled per the Solid Waste standard	Facility Manager	Annual Oversight Inspections and Inventory



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 08 Health and Safety

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Clean up chemical spills	Chemical spills are mitigated per EPA regulations	Facility Manager	Annual Oversight Inspections
Provide a comprehensive Hazard Identification and Risk Assessment Plan, publish and disseminate definitions and regulations for Hazardous Material Storage, and provide updated Safety Data Sheets (SDSs)	The Risk Assessment Plan is in place, definitions of and regulations for handling hazardous material are kept up-to-date and accessible, and the latest versions of the SDSs are available and kept in two locations – one off site	Facility Manager	Periodic Oversight, Annual Review and Update of the Risk Assessment Plan
Provide Hazards Vulnerability Analysis	The present facility and occupant vulnerabilities have been analyzed	Facility Manager	Annual Oversight Inspections
Control and reduce toxic materials	Toxic materials are controlled, inventoried and reduced or removed/abated	Facility Manager	Annual Oversight Inspections
Develop comprehensive Continuity of Operations plan in conjunction with client agency	A comprehensive plan exists that will provide DCAMM support to mission critical client services	Facility Manager	Annual review and drills



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 08 Health and Safety

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty Items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements SDQPR 09 Emergency Management

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for emergency management tasks identified in Facilities Management and Maintenance Standard (FMMS) 09 Emergency Management. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs. This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Developing an Emergency Plan in coordination with the Facility Manager and User Agency.
- Coordinating activities with Facility Managers and User Agencies to ensure quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Ensuring facility is maintained and kept in good repair
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

DCAMM Security Directors are responsible for:

- Maintaining an Emergency Egress Plan and accessibility of exterior doors in coordination with the DCAMM Americans with Disabilities Act (ADA) Director

User Agencies are responsible for:

- Coordinating special and routine service delivery requirements with the Regional Director and Facility Manager
- Adhering to the Emergency Plan during testing and during an actual disaster/emergency
- Maintaining tenant-owned areas to the standards identified in the facility's Occupant Handbook
- User Agency staff compliance with program requirements



Quality Performance

Compliance with FMMS 09 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 09:

- MA CEMP (Comprehensive Emergency Management Plan)
- DHS NIMS (Department of Homeland Security, National Incident Management System)
- NFPA1600: Standard on Disaster/Emergency Management and Business Continuity Programs (National Fire Protection Association)
- FEMA: *Threat and Hazard Identification and Risk Assessment Guide, Comprehensive Preparedness Guide* (Federal Emergency Management Agency, 2013)
- MA 527 CMR: Board of Fire Prevention Regulations, Executive Office of Public Safety and Security (Code of Massachusetts Regulations)

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Incident Management Team training for staff performing critical functions before, during and after inclement weather or a disaster. Training will follow all applicable industry standards.
- Identification of any DCAMM individuals that perform critical functions.
- Collaboration with the User Agency facility/building liaison to interface with DCAMM and the Facility Manager on emergency reporting and notification requirements.
- Identification of backup replacements for critical functions.
- Training in accordance with National Incident Monitoring System standards (NIMS).
- Training in DCAMM's Emergency Response Guide.
- Consistent periodic refresher training.
- Incident Command Training.
- An Occupant Emergency Plan for evacuation (including persons with disabilities), fire safety planning and emergency management planning

The Facility Manager and the Incident Management Team will manage the emergency preparedness plan and communicate it to the User Agency liaison.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently conducted, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in the Capital Asset Management Information System (CAMIS) captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.



Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 09 Emergency Management

Quality Performance

- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics include:

- A new baseline assessment to establish the expected level of quality performance and related metrics during implementation or a change in contracted service providers.
- A current Disaster Management Program for the facility that is kept at a location easily accessible by the facility manager and authorized personnel.
- A current Emergency Preparedness Plan.
- Emergency Preparedness training and effectiveness measured outside of incidents and during and after incidents on the performance of critical functions, business and technical recovery.
- Refer to SDQPR 15 Accessibility for specific emergency management considerations.

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- A regular DCAMM review of the Emergency Preparedness Plan with the Incident Management Team and User Agency liaison, which will be used to make changes and improvements.
- Methods to evaluate the Emergency Response Guide:
 - Incident and near-miss tracking
 - Alerts and notification systems
- A new baseline assessment during implementation and when there is a change in contracted service providers to set the expected level of quality performance and related metrics.
- Documentation of all Corrective Actions.

Corrective Actions

In conjunction with the DCAMM Security Director, the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 09 Emergency Management

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Emergency Management tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Monitor accessibility of interior and exterior routes for hazards, obstructions and tenant changes that may impede accessibility	There are no hazards or obstructions impeding accessibility	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide a comprehensive Hazard Identification and Risk Assessment Plan	The Risk Assessment Plan is in place	Regional Director Facility Manager	Annual Oversight, Review and Update of the Risk Assessment Plan
Prepare a facility-specific Disaster Management Program and Test Plan	The facility's Disaster Management Program is tested according to the Test Plan	Regional Director Facility Manager	Annual Oversight, Test and Update of the Disaster Management Program
Maintain an Emergency Egress Plan, including route maps, drills and coordination with first responders and disseminate information to all tenants so that persons with disabilities are familiar with safe passage during emergencies	Persons with disabilities are familiar with procedures and routes for safe passage during emergencies	Facility Manager DCAMM ADA Coordinator DCAMM Security Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 09 Emergency Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Create Communications Plans: Visual and Call Tree	Communications Plans are updated and tested	Regional Director Facility Manager	Annual Oversight and Update of the Disaster Management Program
Properly handle hazardous and regulated Materials	Hazardous and regulated materials are handled per the Solid Waste standard	Regional Director Facility Manager	Annual Oversight
Provide two sets of Safety Data Sheets (SDS), one kept off-site	Compliance with SDS in accordance with federal government requirements; one set is kept off-site	Regional Director Facility Manager	Periodic Oversight Inspections
Control and reduce toxic material	The use of toxic materials is controlled and, when possible, reduced	Regional Director Facility Manager	Periodic Oversight Inspections
Provide tenants with evacuation training, plans and drills	Occupants are trained in fire safety and responses to drills are routinely tested	Regional Director Facility Manager	Periodic Oversight Inspections
Provide overhead announcements and codes	Overhead announcement equipment and codes are always in working order	Regional Director Facility Manager	Annual Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 09 Emergency Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Provide safety systems testing (see also FMMS 16 Fire Safety)	Safety systems are always in working order	Regional Director Facility Manager	Periodic Oversight Inspections
Assign personal roles during emergencies	Personal roles are assigned and adopted in accordance with the Emergency Plan (see also FMMS 16 Fire Safety)	Regional Director Facility Manager	Annual Oversight Inspections
Provide accident prevention and reporting	Prevention and reporting are in accordance with FMMS 08 Health and Safety Policy	Regional Director Facility Manager	Annual Oversight Inspections
Provide Automated External Defibrillators (AEDs), first aid and Cardiopulmonary Resuscitation (CPR) equipment	Emergency equipment is in working order	Regional Director Facility Manager	Annual Oversight Inspections
Identify and train staff as “Facility First Responders”	First responders are identified and properly trained	Regional Director Facility Manager	Annual Oversight Inspections
Identify qualified personnel who can provide Interim Life Safety Measures	AED, First Aid and CPR qualified personnel are identified and available	Regional Director Facility Manager	Annual Oversight Inspections
Provide training for occupants on drills (see also FMMS 16 Fire Safety)	Occupants are aware of emergency management procedures	Regional Director Facility Manager	Annual Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 09 Emergency Management**

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty Items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements SDQPR 10 Energy Management and Sustainability

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for energy management and sustainability tasks identified in Facilities Management and Maintenance Standard (FMMS) 10 Energy Management and Sustainability. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Providing quality services to facilities in coordination with User Agencies
- Coordinating activities with the Facility Manager, DCAMM Office of Finance and Administration (OFA), DCAMM Engineering and DCAMM Energy (DCAMM E-Team)

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with the SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting the delivery of services, including contracted service provider assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner
- Ensuring facility is maintained and kept in good repair

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards referred to in the facility Occupant Handbook
- Coordinating special and routine service delivery requirements with the Regional Director and Facility Manager



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 10 Energy Management and Sustainability**

Quality Performance

Compliance with FMMS 10 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 10:

- MA DCAMM: Energy and Sustainable Design Programs
- MA LBE Program (Leading by Example)
- MA DCAMM: Life Cycle Cost Analysis Requirements
- MA ANF: *Demand Response and the Forward Capacity Market* (Administration and Finance)
- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA FAC56: *Demand Response Services*
- FEMP (Federal Energy Management Program)
- USGBC: LEED v4 *Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013
- ISO 50001 International Energy Management System Standard (International Organization for Standardization)

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Training consistent with the specific operational/programming requirements of the user agency.
- Ongoing training for facility managers, staff, and contracted service providers on new equipment and on innovative new technologies to reduce energy and water use.
- Coordination with contracted service providers on education and outreach for facility managers, staff and occupants.
- Training that ensures facility staff has the skills to operate equipment and systems efficiently.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, done consistently, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in the Capital Asset Management Information System (CAMIS) captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.



Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 10 Energy Management and Sustainability

Quality Performance

Performance Metrics

Performance Metrics include:

- A new baseline assessment to establish the expected level of quality performance and related metrics during implementation or a change in contracted service providers
- Energy and Water Use
- List types of Incentives received and dollars awarded
- Enrollment in Demand Response and other utility-grid-based incentive programs
- Energy and Water Conservation Measures implemented and associated payback
- Energy and water costs and Life Cycle Cost Analysis of all Conservation Measures as applicable
- Leading by Example program tracking metrics, including energy use per square foot, greenhouse gas emissions, water use and percent renewable energy
- Energy Star Portfolio Rating (or other state-recommended building rating system designation)
- Refer to SDQPR 15 Accessibility for specific energy management considerations

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.

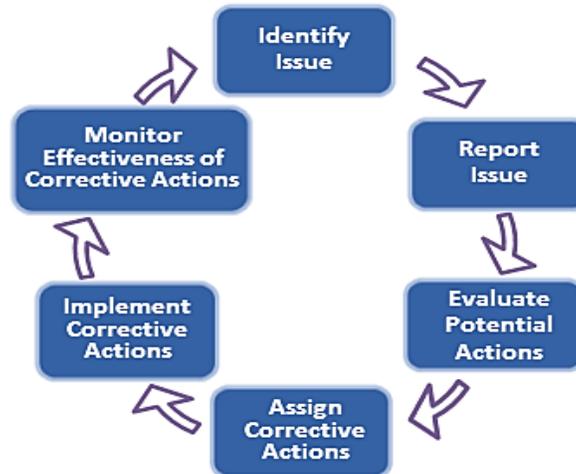


Diagram 1

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Facilities tracking and reporting on energy and water to meet Department of Energy Resources (DOER) and Leading by Example requirements, with annual reporting updates to DOER on any changes to utility accounts.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 10 Energy Management and Sustainability

Quality Performance

- Weekly energy and water performance reviews with real-time energy meters to ensure performance is maintained and equipment, systems and schedules perform as designed.
- A completed Life Cycle Costing Analysis for all projects (done with assistance from the E-Team and contracted service providers).
- Documented use of the Energy Star Portfolio Manager (or other state-recommended rating system) to benchmark facility performance against other comparable facilities.
- Annually updated Massachusetts Environmentally Preferable Products (EPP) purchasing data from all service providers, completed within 90 days of the close of each fiscal year.
- Documentation of all Corrective Actions.

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Energy Management and Sustainability tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program
Institute an energy and water reduction program based on an assessment of building performance, including continuous commissioning activities	Energy and water use at the facility is reduced in a manner that does not negatively interfere with the day-to-day activities and comfort of occupants	Regional Director Facility Manager	Quarterly Oversight Inspections Service Call Documentation (CAMIS)
Manage energy contracts	Energy contracts are managed to reduce energy and water use	Facility Manager	Annual Review and Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 10 Energy Management and Sustainability

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Track and report on energy use	Tracking and reporting supports meeting DOER and Leading by Example requirements	Facility Manager	Annual Review and Oversight Inspections Service Call Documentation (CAMIS)
Use CAMIS to maintain a list of all materials and equipment purchased	All information is routinely entered into CAMIS	Facility Manager	Quarterly Review and Oversight Inspections Service Call Documentation (CAMIS)
Use of applicable Building Information Modeling (BIM) / Building Management Systems	BIM is continuously updated and provides an accurate, current record of energy performance	Facility Manager DCAMM Engineering	Annual Oversight Inspections Service Call Documentation (CAMIS)
Implement energy and water management practices, including issuing advisories to occupants on behavioral changes to reduce consumption such as turning off computers at night	Daily energy and water management practices are regularly reviewed; systems that are not performing at acceptable levels are identified	Regional Director Facility Manager	Quarterly Review and Oversight Inspections
Develop and implement a Communications Plan that informs the DCAMM E-Team, DOER and occupants on monthly energy and water use	Energy and water use is reduced whenever feasible through regular communications with occupants	Regional Director Facility Manager	Quarterly Review and Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 10 Energy Management and Sustainability**

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>The following services, systems and hardware will be selected and updated for energy efficiency as applicable and in conjunction with Massachusetts Office of Information Technology (MA ITD) and other organizations:</p> <ul style="list-style-type: none"> • Lighting Control - Demand Responses • Lighting Systems • Remote Monitoring Services to DCAMM Control Center • Data and Telecommunication (hardware and equipment) • Data and Telecommunication (provider services) • Electricity • Fuels (Oil, Gases, Gasoline) - All Non Program-Specific • Fuels (Oil, Gases, Gasoline) - Program Specific • Subsurface Utility Infrastructure • Utility / Energy Purchases and Payments • Television Services • Water and Septic 	<p>Updated building services, systems and hardware consistently reduce energy consumption</p>	<p>Facility Manager DCAMM Engineering</p>	<p>Annual Oversight Inspections Service Call Documentation (CAMIS)</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 10 Energy Management and Sustainability**

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty Items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 11 Space Management

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for space management tasks identified in Facilities Management and Maintenance Standard (FMMS) 11 Space Management. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs. This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Providing quality services to facilities under their management in coordination with User Agencies

Facility Managers are responsible for:

- Ensuring facility staff and the contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards referred to in the facility's Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Manager
- Implementing strategic planning processes for space use that aligns space to support the user agency's strategic goals and maximizes the efficient use of space through consolidation
- Coordinating User Agency strategic plan information with DCAMM space utilization standards
- Providing accurate updates of User Agency occupancy information to the Facility Manager



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 11 Space Management

Quality Performance

Compliance with FMMS 11 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 11:

- ANSI/BOMA Z65: *Office Buildings: Standard Methods of Measurement* (American National Standards Institute / Building Owners and Managers Association), 2010
- U.S. GSA Public Buildings Service, Office of Real Property Asset Management, 2013 (General Services Administration)
- MA DCAMM: *The Manual for Leasing and State Office Planning*, 2013

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- The training of select DCAMM staff to access and enter data into the DCAMM AutoCAD and Revit programs.
- The training of select DCAMM staff to access and input into the DCAMM Building Information Modeling (BIM) program.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation, using the Capital Asset Management Information System (CAMIS), captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics will include the following:

- The maximization of assigned space, a reduction of occupancy costs and a reduction in new construction and new leases
- Adherence to the General Service Administration (GSA) National Business Space Assignment Policy
- Adherence to DCAMM *IFM Space Office Planning Standards*
- Regularly updated information in CAMIS



Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 11 Space Management

Quality Performance

Corrective Actions

In conjunction with the DCAMM Security Director, the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.

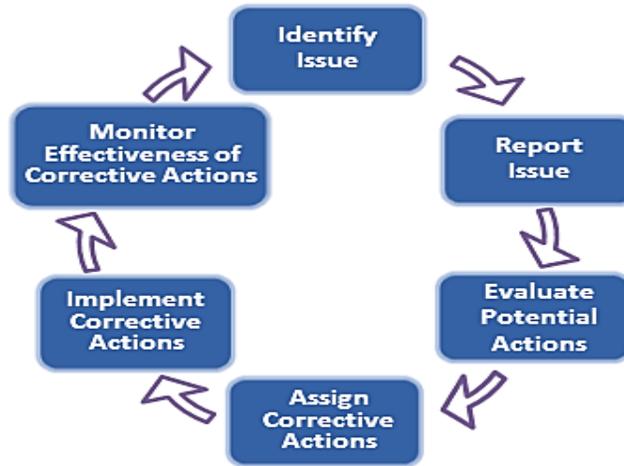


Diagram 1

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Regularly updated CAD and BIM drawings and databases
- Contracted service providers comply with all recordskeeping requirements of applicable laws
- Database of all gross, rentable, usable and assignable areas by space and floor
- Different space types within the facility
- Preparation of accurate charge back reports
- Documentation of all Corrective Actions



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 11 Space Management

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Space Management tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Allocate and assign interior spaces	Interior spaces are assigned as needed and in conjunction with client expression of needs and uses	Facility Manager	Periodic Oversight Inspections
Plan and schedule events in coordination with DCAMM and the agency	Events are planned and scheduled accordingly	Facility Manager	Periodic Oversight Inspections
Allocate parking spaces in conjunction with User Agency needs and requirements	Parking spaces are assigned as appropriate to client needs and in accordance with MGL	Facility Manager	Periodic Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 11 Space Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Document measurements for each occupied floor level:</p> <ul style="list-style-type: none"> • Floor Usable Area • Floor Service Area • Floor Rentable Area • Ratio of Rentable to Usable Floor Area • Building Amenity Area • Rentable Area (office area plus allocated common areas) 	<p>Each occupied floor is measured in accordance with a consistent standard</p>	<p>Facility Manager</p>	<p>Annual Oversight Inspections</p>
<p>Develop a Space Management Plan based on types of space, space standards and building codes</p>	<p>A comprehensive Space Management Plan is in place</p>	<p>Facility Manager</p>	<p>Annual Oversight Inspections</p>
<p>Reduce occupancy costs by identifying and reducing vacancy and managing output density</p>	<p>Occupancy costs are managed to reduce vacancies</p>	<p>Facility Manager</p>	<p>Annual Oversight Inspections</p>
<p>Maximize existing space by repurposing vacant space and avoiding new leases and construction</p>	<p>Vacant space is repurposed and new construction is avoided</p>	<p>Facility Manager</p>	<p>Annual Oversight Inspections</p>
<p>Produce accurate charge back reports</p>	<p>Charge-back reports are accurately documented</p>	<p>Facility Manager</p>	<p>Quarterly Oversight Inspections</p>
<p>Manage space inventory</p>	<p>Available space is maximized</p>	<p>Facility Manager</p>	<p>Annual Oversight Inspections</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 11 Space Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Allocate space to the facility User Agency as well as other user agencies	Space is allocated as needed	Facility Manager	Annual Oversight Inspections
Manage level of occupancy	The occupancy level is maximized	Facility Manager	Quarterly Oversight Inspections
Publish space and occupancy information	Published space and occupancy information is accessible	Facility Manager	Annual Oversight Inspections
Create an inventory of all space managed in CAMIS	All space is accounted for in CAMIS	Facility Manager	Annual Oversight Inspections
Identify noncompliant areas per DCAMM space utilization standards (document resolution of deviations)	Noncompliant areas are identified for resolution	Facility Manager	Quarterly Oversight Inspections
Develop and maintain accurate calculations of User Agency management and operations costs based on rentable area calculations	User Agency management and operations costs are documented	Facility Manager	Annual Oversight Inspections
Review costs to verify accuracy and full accounting of allocations	Costs are fully accounted for and accurate	Facility Manager	Annual Oversight Inspections
Prepare charge-back reports	Charge-back reports are accurate and accessible	Facility Manager	Biannual Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 11 Space Management**

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 12 IFM Project Management

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for project management tasks identified in Facilities Management and Maintenance Standard (FMMS) 12 IFM Project Management. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Coordinating activities with DCAMM Engineering and OPDC

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with the SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting the delivery of services, including contracted service provider assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards referred to in the facility Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Manager



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 12 IFM Project Management**

Quality Performance

Compliance with FMMS 12 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 12:

- MA MGL Chapter 149 Section 44A: *Labor and Industries* and related Sections
- MA MGL 30 Section 39 and related Sections: *General Provisions Relative to State Departments, Commissions, Officers and Employees*, Section 39M: Contracts for construction and materials; manner of awarding
- MA MGL Chapter 7C: *Capital Asset Management and Maintenance* (Massachusetts General Law)
- MA DCAMM: *Standard Specifications for Design-Bid-Build Projects*
- MA DCAMM: *CAD Standards* (Computer-aided design), 2013
- MA 527 CMR and 780 CMR (Building Codes – Code of Massachusetts Regulations)
- MA DCAMM: *Designers Procedures Manual*, 2008
- MA DCAMM: *Guidelines for Procurement of Building Maintenance and Repair Projects Costing Up to \$100,000*
- MA DCAMM: *Guidelines for the Preparation of Studies for Building Projects*

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Training to facility management personnel and contracted service providers on program requirements. Child care centers, hospitals and other specialized facilities may have program requirements that affect the implementation of project management functions.
- Project Management training to facility management personnel.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, done consistently, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in the Capital Asset Management Information System (CAMIS) captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 12 IFM Project Management

Quality Performance

Performance Metrics

Performance Metrics include:

- Project document review, including performance versus budget/schedule and change orders
- Project expense auditing
- Safety records

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Monthly project reports that track actual project performance against planned performance
- Conformance of project procurement to DCAMM *Guidelines for Procurement of Building Maintenance and Repair Projects Costing Up to \$100,000*

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Project Management tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Provide an engineering assessment or other study of existing conditions	The assessment or study has been prepared by a qualified professional and fully documents project requirements	DCAMM Engineering DCAMM OPDC	Periodic Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 12 IFM Project Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Prepare a detailed Scope of Work	The detailed Scope of Work is based on an evaluation by a qualified professional	DCAMM Engineering DCAMM OPDC	Periodic Oversight Inspections
Prepare a Project Plan for Construction, Installation, Maintenance, Renovation, Alteration and Repair	The Project Plan provides consistent guidelines for the efficient planning and execution of qualified capital projects and addresses: <ul style="list-style-type: none"> • Scope of Work • Estimated cost • Schedule • Delivery method • Makeup of the Project Team, Documentation, Communication and Safety Plans 	DCAMM Engineering DCAMM OPDC	Periodic Oversight Inspections
Review all renovation plans to ensure compliance with accessibility regulations at initial scope of work, design, during construction and upon completion (For large projects, request assistance from DCAMM Accessibility Consultants)	All renovation plans ensure compliance with accessibility regulations throughout the project	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Ensure that no alteration or maintenance project negatively impacts accessibility or usability below the requirements	No alterations or maintenance projects impact accessibility or usability below the requirements	Regional Director Facility Manager	Periodic Oversight



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 12 IFM Project Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Request variances from the Massachusetts Architectural Access Board (MAAB) when accessibility is required for repair or renovation work but cannot be achieved and keep all variance requests and decisions on file	Variances from the MAAB are requested when accessibility is required for repair or renovation	Facility Manager DCAMM ADA Coordinator	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Ensure all contracted service providers comply with accessibility regulations, including proposal review and review upon completion of work	All contracted services are in compliance with accessibility regulations		Periodic Oversight Inspections
Establish a Communications Plan	The Communications Plan addresses the proposed versus the actual schedule and budget, the project status, jobsite safety and critical issues	Regional Director Facility Manager	Periodic Oversight Inspections

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 13 Facility Information Management

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for facility information management tasks identified in Facilities Management and Maintenance Standard (FMMS) 13 Facility Information Management. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Coordinating activities with the Capital Asset Management Information System (CAMIS) Team, Massachusetts Information Technology (MassIT) and Office of Planning, Design and Construction (OPDC)

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with the SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting the delivery of services, including contracted service provider assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Maintaining tenant owned areas to the standards referred to in the facility Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Manager

DCAMM Chief Information Manager is responsible for:

- Providing guidance and direction to the Regional Director and Facility Manager



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 13 Facility Information Management**

Quality Performance

DCAMM IT Staff is responsible for:

- Providing direction and assistance in implementing Building Information Modeling (BIM), CAMIS and related software

Compliance with FMMS 13 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 13:

- MA DCAMM: *BIM List of Design and Preconstruction Services* (Building Information Modeling), 2013
- MA DCAMM: *CAD Standards* (Computer-Aided Design), 2013
- MA DCAMM: *CAMIS Standard Operating Procedures* (Capital Asset Management Information System)

Training

DCAMM will review and approve training content to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Data analysis and reporting training within the CAMIS database, including accessing and sorting data and creating reports.
- Regularly scheduled training for facility management personnel in the use of CAMIS to assure the accurate maintenance of facility information.
- Training for creating and managing maintenance requests and work orders.
- Preventive maintenance management training.
- Training in equipment inventory and location management.
- Management training in creating and managing projects within the facility (see FMMS 12).

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in CAMIS captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.



Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 13 Facility Information Management

Quality Performance

Performance Metrics

Performance Metrics include:

- Optimum performance in facility information management for improved space management, maintenance, energy use, renovations and life-cycle management.
- A new baseline assessment during implementation and when there is a change in contracted service providers to set the expected level of quality performance and related metrics.
- Complete as-built BIMs for facilities in the DCAMM portfolio.
- Completed Facility Condition Assessments for DCAMM properties.
- Long-term Capital Improvement Planning.
- Facility Condition Indexes (FCI) for DCAMM assets.

Corrective Actions

In conjunction with the DCAMM Security Director, the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Reporting that meets all regulations and requirements.
- Documentation of compliance with the requirements of this standard on a periodic basis as required by DCAMM's CAMIS Standard Operating Procedures.
- Energy account information provided to DCAMM and the Leading by Example (LBE) program to allow for utility energy consumption tracking. If energy account numbers change, DCAMM and LBE are given an updated list of all utility accounts and providers.
- Documentation of all Corrective Actions.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 13 Facility Information Management**

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Facility Information Management tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Chief Information Manager Regional Director	Annual Review and Update of Training Program Requirements
Use Building Information Modeling (BIM) and Computer Aided Designs (CAD) as provided by DCAMM OPDC	BIM and/or CAD is continuously updated to provide an accurate, current record of the facility's performance over the entire building life-cycle	Chief Information Manager Regional Director CAMIS Team	Periodic Oversight Inspections
Ensure microphones and assistive listening systems are maintained and available in meeting rooms	Microphones and assistive listening systems are maintained and readily available in meeting rooms	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Actively use CAMIS to account for all maintenance activities and requests	CAMIS is updated regularly	Facility Manager	Periodic Oversight Inspections



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 13 Facility Information Management

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Provide Capital Planning information via Facility Condition Assessments (FCAs)	Updated FCAs provide information on the type and condition of major systems and components for Capital Planning purposes	Facility Manager	Periodic Oversight Inspections
Create Operations and Maintenance Manuals, other facility documents and related systems to maximize equipment service lives	Equipment service lives are optimized through efficient maintenance management	Facility Manager	Periodic Oversight Inspections

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 14 Procurement of Equipment Material and Building Services

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for equipment and services procurement tasks identified in Facilities Management and Maintenance Standard (FMMS) 14 Procurement of Equipment Material and Building Services. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs. This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Providing quality services to facilities in coordination with User Agencies
- Coordinating activities with the DCAMM Office of Finance and Administration (OFA) staff, the Facility Manager and User Agencies

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with the SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting the delivery of services, including contracted service provider assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner
- Ensuring facility is maintained and kept in good repair

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards referred to in the facility Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Manager
- Coordinating special and routine service delivery requirements with the Regional Director and Facility Manager



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 14 Procurement of Equipment Material and Building Services

Quality Performance

Compliance with FMMS 14 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 14:

- MA OSD 801 CMR 21.00: *Quick Reference Chart: Procurement of Goods and Services* (Operational Services Division)
- MA Office of the Comptroller: *Expenditure Classification Handbook*
- MA OSD: *Recycled and Environmentally Preferable Products Guide to Massachusetts Statewide Contracts*, 2012
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Training consistent with the operational/programming requirements of agencies in the facility.
- Coordination with outside service providers (as part of their contracted services) on education and outreach for facility managers, staff, and occupants.
- Training on the procurement process and COMMBUYS, a database inventory of all open and closed statewide contracts and their associated requirements and forms.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections consistently performed give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation, using the Capital Asset Management Information System (CAMIS), captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics include:

- A baseline assessment during implementation and when there is a change in contracted service providers to set the expected level of quality performance and related metrics
- Vendors and reviews



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 14 Procurement of Equipment Material and Building Services

Quality Performance

- Environmental record
- Minority Business Enterprises and Woman Business Enterprises (MBE/WBE)/Small Business participation
- Purchases (equipment, products and materials)
- Conformance to project and delivery schedules
- Conformance to project budgets
- Refer to SDQPR 15 Accessibility for specific procurement considerations

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Reporting that meets all regulations and requirements.
- Entering all procurement contracts into COMMBUYS.
- Annually updating Massachusetts' Environmentally Preferable Products (EPP) purchasing data given by service providers typically within 90 days of the close of each fiscal year.
- Tracking and recording of all commodities purchased, including purchase date and cost, and in the appropriate tracking system for that commodity type, e.g., Ongoing Consumables and Durable Goods.
- Ongoing tracking and evaluation of the performance of all vendors awarded Statewide Contracts. Completed surveys of User departments for their satisfaction with the contractor's performance based on the contract. Contractor performance will be evaluated based on the following:
 - Level of sales / number of customers.
 - Demonstrated savings by Eligible Entities, including but not limited to limited-time special pricing, efficient products, energy efficiency rebates and others.
 - The number and nature of complaints received from user departments.
 - Timeliness of deliveries.
 - Instances of sale of excluded items.
 - Success in promoting EPPs to Eligible Entities.
 - Quality of customer service.
 - Compliance with reporting requirements.
 - Performance during emergency situations.
- Documentation of all Corrective Actions.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 14 Procurement of Equipment Material and Building Services

Quality Performance

Corrective Actions

In conjunction with the DCAMM Security Director, the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of Procurement of Equipment Material and Building Services tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 14 Procurement of Equipment Material and Building Services

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Regularly track and evaluate the performance of all vendors awarded statewide contracts	<p>Comprehensive and up-to-date information on statewide contracts covers:</p> <ul style="list-style-type: none"> • Level of sales / number of customers • Demonstrated savings by Eligible Entities, including limited-time special pricing, efficient products, energy efficiency rebates and others • The number and nature of complaints received from user departments • Timeliness of deliveries • Instances of sale of excluded items • Success in promoting EPPs to Eligible Entities, e. g., Quality of customer service • Compliance with reporting requirements • Performance during emergency situations 	<p>Regional Director</p> <p>Facility Manager</p>	<p>Quarterly Oversight Inspections</p>
Purchase appliances (white goods, consumables / disposables)	<p>Facility appliances are environmentally preferable, meet energy conservation and efficiency standards, and provide “best value” for DCAMM and the User Agency</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p>
Purchase consumables related to maintenance	<p>Consumables are environmentally preferable and provide “best value” for DCAMM and the User Agency</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p>
Purchase food services, i.e., catering and vending machines	<p>Food Services are environmentally preferable, and meet energy conservation and efficiency standards</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 14 Procurement of Equipment Material and Building Services

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Purchase maintenance and operations support services	Operations support services provide "best value" for DCAMM and the User Agency	Facility Manager	Periodic Oversight Inspections
Provide materials management	Materials management services provide "best value" for DCAMM and the User Agency	Facility Manager	Periodic Oversight Inspections
Provide resources for shipping, receiving and mail	Resources for shipping, receiving and mail provide "best value" for DCAMM and the User Agency	Facility Manager	Periodic Oversight Inspections

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 15 Accessibility

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for accessibility tasks identified in Facilities Management and Maintenance Standard (FMMS) 15 Accessibility. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Coordinating activities with the DCAMM Security Director, the DCAMM Americans with Disabilities Act (ADA) Coordinator, Facility Managers and User Agencies to ensure quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating contracted service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner
- Ensuring each facility is properly maintained

The DCAMM ADA Coordinator is responsible for:

- Performing the following tasks in coordination with the Facility Manager:
 - Developing the facility's Accessibility Plan
 - Maintaining ADA compliance
 - Updating the Capital Asset Management Information System (CAMIS)
 - Requesting variances from the Massachusetts Architectural Access Board (MAAB)
- Maintaining an Emergency Egress Plan and accessibility of exterior doors in coordination with the with the DCAMM Security Director



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 15 Accessibility

Quality Performance

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards identified in the facility's Occupant Handbook
- Designating a DCAMM ADA Coordinator for employee Title I and accommodation requests
- Coordinating all service delivery requirements with the Regional Director, Facility Manager and the DCAMM ADA Coordinator
- User Agency staff compliance with program requirements
- Submitting work order requests using CAMIS
- Identifying and resolving specific accessibility needs and concerns with the Facility Manager and DCAMM ADA Coordinator
- Maintaining signage according to ADA / Massachusetts Architectural Access Board (MAAB) and DCAMM requirements
- Providing appropriate auxiliary aids and services so that an individual with a disability has an equal opportunity to participate in building all services, programs and activities
- Providing relevant accessibility training to all operations and maintenance employees and contracted service providers

Contracted Service Providers are responsible for:

- Ensuring service provider staff is aware of current ADA and MAAB compliance requirements

Compliance with FMMS Accessibility and Associated Codes and Regulations

This SDQPR will meet the standards and requirements identified in FMMS 15:

- U.S. DOJ 2010 ADA: Standards for Accessible Design (Department of Justice, Americans with Disabilities Act)
- MA Administrative Bulletin 19: *Enhancing Coordination and Integration to Promote Accessibility at State Facilities or to State Programs, Services and Activities*
- U.S. DOJ: Title II Part A of ADA
- MA 521 CMR MAAB: *Rules and Regulations (Massachusetts Architectural Access Board)*

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- Training and technical assistance for Facility Managers to comply with state and federal accessibility laws.
- Training on contract-specific accessibility requirements for contracted service providers.



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 15 Accessibility

Quality Performance

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, done consistently, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in CAMIS captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.
- Tenant Satisfaction Surveys that allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics will include:

- An ADA Implementation Plan and/or Accessibility Audit report that is regularly updated on accessibility improvements.
- Documentation of all proposed changes to accessibility policies and procedures.
- Routine measurements of the facility's accessibility effectiveness based on surveys and complaints made to facility staff, the Regional Director and Massachusetts Office of Disabilities (MOD) by individuals with disabilities.
- Regularly updated information in CAMIS.

Reporting and Recordskeeping

The Facility Manager will ensure the following recordskeeping activities are completed:

- Reporting meets all regulations and requirements.
- Contracted service providers comply with all recordskeeping requirements of applicable laws.
- Noncompliance identified in the ADA Implementation Plan and/or Accessibility Audit report is addressed.
- Access improvements that are to be addressed in the coming fiscal year.
- Documentation of all Corrective Actions.



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements
SDQPR 15 Accessibility**

Quality Performance

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Accessibility tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director DCAMM ADA Coordinator	Annual Review and Update of Training Program Requirements



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Develop an Accessibility Plan that meets the requirements of MAAB and the ADA Strategic Compliance Assessment	Maintain compliance with the requirements of the ADA Strategic Compliance Assessment, MAAB and 521 CMR regulations	Facility Manager DCAMM ADA Coordinator	Periodic Oversight Inspections and an Annual Assessment of the Plan
Maintain accessibility systems, such as signage and assistive listening systems	All accessibility systems are regularly tested and maintained	Facility Manager	Quarterly Oversight and an Annual Assessment and update of the Plan Service Call Documentation (CAMIS)
Maintain compliance with ADA/MAAB information and signage (CAMIS)	Compliance with both ADA and MAAB is maintained and updated	Facility Manager DCAMM ADA Coordinator	Quarterly Oversight and an Annual Assessment of updates to signage Service Call Documentation (CAMIS)
Update accessibility information (CAMIS)	Accessibility information is regularly updated	Facility Manager DCAMM ADA Coordinator	Quarterly Oversight Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>The Accessibility Plan includes the following requirements:</p> <ul style="list-style-type: none"> • Identification of specific accessibility needs for the site, including common areas • All required accessibility features of facilities and equipment • Compliance with ADA and MAAB requirements for facility alterations, repairs and replacements • A mitigation plan for high priority accessibility issues • Security and emergency management policies and procedures that are responsive to the needs of persons with disabilities 	<p>All requirements in the Plan are regularly tested and maintained in working order</p> <p>All renovation and space assignments are reviewed for universal access and client programmatic needs</p>	<p>Facility Manager</p> <p>DCAMM ADA Coordinator</p>	<p>Quarterly Oversight and an Annual Assessment and update of the Plan</p> <p>Service Call Documentation (CAMIS)</p>
<p>Provide accessibility training to all operations and maintenance employees and contracted service providers</p>	<p>Training programs are provided and documented</p>	<p>Regional Director</p> <p>DCAMM ADA Coordinator</p>	<p>Annual Review and Update of Training Program Requirements</p>
<p>Monitor building systems and equipment required to maintain accessibility (e.g., door pressures, elevator controls, door openers, etc.)</p>	<p>Building systems and equipment required to maintain accessibility are fully functional</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections and an Annual Assessment of the Plan</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Ensure elevators are accessible, e.g., keys must not be required for lift or elevators (except for security); automatic reopening devices are maintained in working order; and voice-free operation of emergency communications devices is periodically verified	Elevators are accessible	Facility Manager	Periodic Oversight Inspections and an Annual Assessment of the Plan
Train cleaning and maintenance service providers to keep maneuvering spaces at doors, elevator buttons and signage clear of obstructions	Maneuvering spaces at doors, elevator buttons and signage are clear of obstructions	Facility Manager	Periodic Review of Training
Select materials and cleaning agents that minimize reactions for people with chemical sensitivities or asthma	Materials and cleaning agents used in the building are selected for minimal reactions for people with chemical sensitivities or asthma	Facility Manager	Periodic Oversight Inspections
Provide an accessible alternate path of travel and informational signage around repairs and construction work on accessible elements such as elevators	An accessible alternate path of travel and the informational signage is available when required	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Review all work orders and repairs for compliance with accessibility regulations, paying specific attention to primary function rooms or any additional accessibility work that may be triggered as a result of a repair (see MAAB 3.3.1) and ensure that inaccessible elements are made accessible when repaired or replaced	Inaccessible elements are made accessible after repair or replacement	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Review all renovation plans to ensure compliance with accessibility regulations at initial scope of work, design, during construction and upon completion (For large projects, request assistance from DCAMM Accessibility Consultants)	All renovation plans ensure compliance with accessibility regulations throughout the project	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Ensure that no alteration or maintenance project negatively impacts accessibility or usability below the requirements	No alterations or maintenance projects impact accessibility or usability below the requirements	Regional Director Facility Manager	Periodic Oversight
Use DCAMM Accessibility Checklists for reviewing compliance of existing conditions, including repairs and renovations and maintain a completed checklist on file	DCAMM Accessibility Checklists are used to maintain compliance	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Ensure continued accessibility of the following bathroom elements:</p> <ul style="list-style-type: none"> • Trash cans are kept out of maneuvering space • Hinges on toilet seats are checked for cracks • Coat hooks are properly located in accessible stalls • Accessible paper dispensers are kept stocked • Timers on self-closing faucets are programmed to keep water flowing for at least 10 seconds • Shower heads in accessible showers stay operable and within reach • Drinking fountains operate with minimal force for 4" minimum water stream height 	<p>Accessible bathroom elements are kept functional</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>
<p>Periodically confirm the structural strength of handrails and guardrails in bathrooms and at stairs and ramps</p>	<p>All railings meet structural strength requirements</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>
<p>Request variances from the MAAB when accessibility is required for repair or renovation work but cannot be achieved, and keep all requests and decisions on file</p>	<p>Variances from the MAAB are requested when accessibility is required for repair or renovation</p>	<p>Facility Manager</p> <p>DCAMM ADA Coordinator</p>	<p>Periodic Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Enforce restrictions in accessible parking spaces and parking at curb cuts, collaborating with local authorities when necessary	Restrictions are enforced for accessible parking spaces and parking at curb cuts	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide additional accessible parking as needed for employees with disabilities	Employees with disabilities have access to accessible parking spaces	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Ensure security procedures are nondiscriminatory	Security procedures are never discriminatory	Facility Manager DCAMM ADA Coordinator DCAMM Security Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Manage security of exterior doors so that accessible doors are open on the same schedule	Accessible doors are open the same hours as all other entry/exit doors	Facility Manager DCAMM ADA Coordinator DCAMM Security Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Maintain door thresholds to ensure they do not become trip hazards	Door thresholds are kept free of trip hazards	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Maintain an Emergency Egress Plan, including route maps, drills and coordination with first responders and disseminate this information to all tenants so that persons with disabilities are familiar with safe passage during emergencies	Persons with disabilities are familiar with procedures and routes for safe passage during emergencies	Facility Manager DCAMM ADA Coordinator DCAMM Security Director	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Ensure assistive equipment is kept operational, such as: <ul style="list-style-type: none"> • Intercoms at doors and places of refuge • Visual and audible alarms • Meeting room listening systems 	Microphones and assistive listening systems are maintained and readily available in meeting rooms	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Manage new and temporary signage to ensure compliance with state and federal regulations and policy	New and temporary signage complies with state and federal regulations and policy	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Ensure that when special program access is provided by temporary removal of otherwise-required barrier(s) (e.g., doors are propped open): that it is documented in writing as a required procedure, that the barrier(s) are removed for the duration of the special program, and that the barriers are replaced after the program has finished. Also maintain this document so that the procedure is available for other future events. (This includes doors being kept open, alternative routes around inaccessible features, etc.)</p>	<p>Special program access is formally documented and provided by temporary removal of otherwise-required barrier(s)</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections Service Call Documentation (CAMIS)</p>
<p>Fulfill accommodation requests by people with disabilities in conjunction with ADA Coordinator(s)</p>	<p>Accommodation requests by people with disabilities are provided in conjunction with ADA Coordinator(s)</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections Service Call Documentation (CAMIS)</p>
<p>Monitor accessibility of interior and exterior routes for hazards, obstructions and tenant changes that may impede accessibility</p>	<p>There are no hazards or obstructions impeding accessibility</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections Service Call Documentation (CAMIS)</p>
<p>Ensure snow removal from accessible parking and accessible routes is timely and thorough</p>	<p>Snow removal from accessible parking and accessible routes is timely and thorough</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections Service Call Documentation (CAMIS)</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Ensure all contracted service providers comply with accessibility regulations, including proposal review and review upon completion of work	All contracted services are in compliance with accessibility regulations	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Maintain accessible routes to stages and performing areas.	Accessible routes to stages and performing areas are maintained	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Keep self-service drink and food choices, tableware, dishes, utensils and condiments within easy reach in cafeterias	Self-service drink and food choices, tableware, dishes, utensils and condiments are within easy reach in cafeterias	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide accessible tables, chairs, study carrels and desks throughout the facility	An adequate number of accessible tables, chairs, study carrels and desks are available throughout the facility	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide ADA reference materials to maintenance staff	ADA reference materials are provided to maintenance staff	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 15 Accessibility

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Ensure maintenance purchasing policies and procedures do not discriminate against people with disabilities	Maintenance purchasing policies and procedures do not discriminate against people with disabilities	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 16 Fire Safety

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for fire safety tasks identified in Facilities Management and Maintenance Standard (FMMS) 16 Fire Safety. Regulatory requirements of specialized facilities (e.g., IT facilities, correctional institutions and hospitals) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Developing a Fire Safety Plan in coordination with the Facility Manager and User Agency.
- Coordinating activities with Facility Managers and User Agencies to ensure quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner

User Agencies are responsible for:

- Maintaining tenant-owned areas to the standards identified in the facility's Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Manager
- Submitting work order requests using Capital Asset Management Information System (CAMIS), the established building notification system
- Adhering to the Fire Safety Plan during testing and in an actual fire emergency



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 16 Fire Safety

Quality Performance

Compliance with FMMS 16 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 16:

- U.S. GSA NFPA 101C Life Safety Code
- U.S. GSA NFPA 72: National Fire Alarm and Signaling Code, Standards for the Public Buildings Service (General Service Administration, National Fire Protection Association)
- U.S. GSA NFPA 70, National Electric Code
- MA 780 CMR: The State Building Code (Code of Massachusetts Regulations)
- MA 530 CMR: Fire Safety Commission Regulations
- MA 527 CMR: Board of Fire Prevention Regulations

Training

The DCAMM training program in conjunction with the User Agency will include the following:

- Fire prevention and related individual responsibility: “See something, say something”
- Emergency Communications
- Fire Extinguishers
- Appropriate extinguisher types for combustible materials
- Locations of fire extinguishers
- Fire Evacuation or Shelter-in-Place per building requirements
- Evacuation coordinator
- Evacuation routing
- CAMIS training

The Facility Manager and the Incident Management Team will manage the Fire Safety plan and communicate it to the User Agency liaison. DCAMM will review and approve training content and requirements for contracted service providers to ensure it meets all applicable industry standards, as well as the manufacturer’s specifications.

Methods of Oversight

DCAMM will monitor and evaluate performance based on all of the following oversight methods:

- Periodic Oversight Inspections, done consistently, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation in CAMIS captures the types, frequency, corrective actions and timeliness of completion on a monthly basis.



Quality Performance

- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.

Performance Metrics

Performance Metrics will assess the following:

- Potential improvements to the facility's Fire Safety Plan and training program
- How people and property are protected during an actual fire
- Evacuation times and compliance with Fire Safety Plan requirements
- The actual implementation of the facility's Fire Safety Plan
- Regularly updated information in CAMIS

Refer to SDQPR 15 Accessibility to address those considerations in the Fire Safety Plan.

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Reporting and Recordskeeping

The Facility Manager will ensure the following recordskeeping activities are completed:

- Reporting meets all regulations and requirements
- Defined methods to evaluate the fire safety policy
- Consistent DCAMM reviews of the Fire Safety Policy with the Incident Management Team and occupant agency liaison to make necessary modifications
- Documentation of all Corrective Actions



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 16 Fire Safety

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with client agencies.

The frequency of building-specific Fire Safety tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS based on the specific building's functions and requirements	Training programs are provided and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements
Identify Fire Hazards	A current list of fire hazards is maintained according to all governing rules and regulations	Facility Manager	Annual Oversight Inspections and Reviews Service Call Documentation (CAMIS)
Create and regularly update a Fire Safety Plan that emphasizes personal responsibility	The Fire Safety Plan is updated and emphasizes individual responsibility for avoiding fire hazards	Facility Manager	Annual Oversight Inspections and Reviews Service Call Documentation (CAMIS)
Create and regularly update the Emergency Management Plan upon program changes	A current Emergency Management Plan is maintained to reflect the most up-to-date information available	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 16 Fire Safety

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Identify Facility Users at Risk	A list of at-risk users is maintained	Facility Manager	Annual Oversight Inspections and Reviews Service Call Documentation (CAMIS)
Evaluate specific risks, create a Fire Risk Assessment Plan with the local fire authority and keep the findings updated	The Fire Risk Assessment Plan is approved by the local fire authority and the document is routinely maintained	Facility Manager	Periodic Oversight Inspections Annual Assessment of the Fire Risk Assessment by the local fire authority, as applicable Service Call Documentation (CAMIS)
Maintain two sets of Safety Data Sheets (SDSs), one for the local fire department	Latest versions of the SDSs are available in two locations	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Test Fire Detection, Alarm and Suppression as dictated by building type and programmatic usage	Systems are maintained to NFPA standards to include fire drills, evacuation drills and disaster drills	Facility Manager	Quarterly Oversight Inspections, testing and an annual assessment by the local fire authority, as applicable Service Call Documentation (CAMIS)
Evaluate Means of Egress components	Components are maintained to 780 CMR standards	Facility Manager	Periodic Oversight Quarterly Inspections, testing and an Annual Assessment by the local fire authority, as applicable Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 16 Fire Safety

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Provide and test Public Address System, if applicable	Public Address systems are maintained to NFPA standards, Massachusetts General Law (MGL) requirements and meet client needs	Facility Manager	Periodic Oversight Quarterly Inspections, testing and an Annual Assessment by the local fire authority, as applicable Service Call Documentation (CAMIS)
Evaluate and document any products, equipment, materials brought into the building to ensure they meet fire safety codes	Products, equipment and materials brought into the building have been evaluated and documented	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 17 Wayfinding

Purpose and Scope

The Service Delivery and Quality Performance Requirements (SDQPR) establish service and quality performance levels required for wayfinding tasks identified in Facilities Management and Maintenance Standard (FMMS) 17 Wayfinding. Requirements of specialized facilities and spaces (e.g., hospitals and IT departments) are addressed in facility-specific supplements to the FMMS and SDQPRs.

This document identifies:

- Service delivery and performance quality requirements for each task presented in the FMMS and Service Level Matrix (SLM)
- Methods of performance evaluation, oversight and reporting
- Responsibilities for service delivery, performance evaluations and corrective actions

Roles and Responsibilities

Regional Directors are responsible for:

- Ensuring the implementation of these requirements at the facilities under their management
- Coordinating activities with Facility Managers and User Agencies to provide quality service

Facility Managers are responsible for:

- Ensuring facility staff and contracted service providers comply with SDQPR requirements
- Implementing and fulfilling training requirements as identified in this SDQPR
- Documenting delivery of services, including service provider performance assessments
- Periodically validating service provider quality control programs by reviewing inspection forms, service call logs and tenant surveys
- Implementing appropriate corrective actions in a timely manner
- Ensuring facility is maintained and kept in good repair

User Agencies are responsible for:

- Maintaining tenant owned areas to the standards referred to in the facility's Occupant Handbook
- Coordinating all service delivery requirements with the Regional Director and Facility Managers
- Submitting work order requests using Capital Asset Management Information System (CAMIS), the established building notification system



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 17 Wayfinding

Quality Performance

Compliance with FMMS 17 and Associated Codes and Regulations

The SDQPR will meet the standards and requirements identified in FMMS 17:

- U.S. DOJ: 2010 ADA Standards for Accessible Design (Department of Justice)
- MA Administrative Bulletin 19: *Enhancing Coordination and Integration to Promote Accessibility at State Facilities or to State Programs, Services and Activities*
- U.S. DOJ: Title II Part A of ADA
- MA 521 CMR: *Architectural Access Board Rules and Regulations* (Code of Massachusetts Regulations)

Training

DCAMM will review and approve training content for contracted service providers to ensure all applicable industry standards and manufacturer's specifications are met, including:

- An ongoing training program for facility maintenance staff, authorized signage coordinators and contracted service providers to ensure compliance with all wayfinding related requirements, policies, procedures, processes and products.
- DCAMM approval and oversight of training content and requirements.
- Training of lobby information desk staff on providing directions to occupants and visitors unfamiliar with the facility's offices, accessible routes and spaces.
- Training of facility staff on the policies and procedures for hanging signage.

Methods of Oversight

DCAMM will monitor and evaluate performance based on these oversight methods:

- Periodic Oversight Inspections, consistently performed, give the Regional Director and Facility Manager a method to evaluate service quality.
- Occupant Interviews, documented and evaluated on a planned schedule, identify opportunities for program improvement.
- Service Call Documentation (CAMIS) captures on a monthly basis the types, frequency, corrective actions and timeliness of completion.
- Tenant Satisfaction Surveys allow User Agencies to evaluate facility management and maintenance services and implement necessary changes.



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 17 Wayfinding

Quality Performance

Performance Metrics

Performance Metrics will include:

- Testing of all wayfinding elements by a diverse group of user experts of different cultural backgrounds as well as different physical, sensory and cognitive abilities. This will include but is not limited to features such as tactile and auditory elements of website(s) and routes.
- During implementation and when there is a change in contracted service providers there will be a baseline assessment to set the expected level of quality performance.

Refer to SDQPR 15 Accessibility for treatment of accessible elements.

Reporting and Recordskeeping

The Facility Manager is responsible for the following recordskeeping activities:

- Reporting meets all regulations and requirements.
- Contracted service providers comply with all recordskeeping requirements of the applicable laws.
- An annual assessment of all wayfinding elements to ensure effective, coordinated information across:
 - Website(s)
 - Site circulation
 - Buildings
- A building-wide review of signage to ensure accuracy of information is maintained and a review of informal signs to discover any gaps in wayfinding needs.
- A review by users and experts to maintain signage effectiveness and recommend improvements.
- A reporting process that ensures the wayfinding needs of the facility's occupants and visitors are maintained and that makes compliance relatively easy for contracted service providers.
- Documentation by service providers that identifies and meets all recordkeeping requirements at the time of contracting with the Commonwealth.
- Tracking of all new signage orders to measure of wayfinding effectiveness.
- A training assessment by all staff and contractors involved in wayfinding design services, which will help to uncover any gaps in the training program or lapses in staff attendance.
- Documentation of all Corrective Actions.



Integrated Facilities Management Service Delivery and Quality Performance Requirements

SDQPR 17 Wayfinding

Quality Performance

Corrective Actions

In conjunction with the Regional Director, the Facility Manager, the User Agency and the Contracted Service Providers, DCAMM will institute corrective actions as required and in a timely manner to assure compliance with the FMMS and this SDQPR.

The Corrective Action Process is illustrated in *Diagram 1*.



Diagram 1

Matrix of Service Delivery and Quality Performance Evaluation

This table includes services to be provided and inspected, the corresponding quality performance standard, and associated quality assurance measurement methods. All service development and inspections are to be completed in conjunction with user agencies.

The frequency of building-specific Wayfinding tasks is identified in the SLM.

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
DCAMM will establish a training program to meet the requirements of the FMMS and based on the specific building's functions and requirements	Training programs are held and documented and will be augmented and repeated as required	Regional Director Training Coordinator	Annual Review and Update of Training Program Requirements



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 17 Wayfinding

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Provide interior and exterior signage consistent with DCAMM standards and all applicable regulations	Informational signs meet DCAMM, 2010 ADA standards and Massachusetts Architectural Access Board (MAAB) 521 Code of Massachusetts Regulations (CMR) requirements, and use eighth-grade level language and universal graphics	Facility Manager	Biannual Oversight Inspections Service Call Documentation (CAMIS)
Provide Accessibility signage that complies with all applicable regulations and requirements	Informational signs meet 2010 ADA standards and MAAB 521 CMR requirements	Facility Manager	Biannual Oversight Inspections
Monitor accessibility of interior and exterior routes for hazards, obstructions and tenant changes that may impede accessibility	There are no hazards or obstructions impeding accessibility	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide exterior signage that is legible from a convenient distance	Exterior signage is legible from a convenient distance and signage materials are in accordance with ADA / MAAB and DCAMM requirements	Facility Manager	Biannual Oversight Inspections Service Call Documentation (CAMIS)
Provide exterior building identification signage in coordination with the fire department	A sufficient number of exterior signs display the building's full address	Facility Manager	Annual Oversight Inspections Service Call Documentation (CAMIS)



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 17 Wayfinding

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Provide multilingual information in accordance with Limited English Proficiency (LEP), as applicable	LEP signs are provided depending on the demographics of the occupants and visitors	Facility Manager	Annual Oversight Inspections Service Call Documentation (CAMIS)
Provide reception/information desks with accessible counters for front approach	Reception/information desks are accessible and easy-to-use for all occupants and guests	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS)
Provide directional signs at major decision points, such as areas where there are two or more routes or paths	Directional signs show a list of department names and/or room numbers, floor levels, essential building facilities and accessible facilities if not all are accessible	Facility Manager	Biannual Oversight Inspections Occupant Interviews Service Call Documentation (CAMIS)
Provide clear, contrasting walkway edges and sufficient site lighting	Walkways are well-lit and maintained for ease and safety along routes, ramps and steps	Facility Manager	Biannual Oversight Inspections Service Call Documentation (CAMIS) Tenant Satisfaction Surveys



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 17 Wayfinding

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
<p>Provide regulatory and safety signs that identify all fire and facility safety elements</p> <p>(Refer to SDQPR 15 Accessibility for accessibility compliance)</p>	<p>Regulatory and safety signs are in elevators, interior and exterior stairwells, emergency egress routes and exits, are easily distinguishable from other signage and identify location of emergency equipment and apparatus, i.e., extinguishers, Automated External Defibrillators (AEDs), etc.</p>	<p>Facility Manager</p>	<p>Biannual Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p>
<p>Maintain an accessible website that allows occupants and visitors to familiarize themselves with the facility prior to arrival</p>	<p>A website provides up-to-date information on such things as hours of operation, accessibility and notifications of temporary conditions</p>	<p>Facility Manager</p>	<p>Biannual Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Maintain sufficient quantity and quality of light so that there is minimal glare and signs are easy to read</p>	<p>Signs are well lit, standardized and are easy to see and read</p>	<p>Facility Manager</p>	<p>Biannual Oversight Inspections</p> <p>Service Call Documentation (CAMIS)</p> <p>Tenant Satisfaction Surveys</p>
<p>Provide accessible alternate path of travel and informational signage around repairs and construction work on accessible elements such as elevators</p>	<p>An accessible alternate path of travel is always provided and the informational signage is available when required</p>	<p>Facility Manager</p>	<p>Periodic Oversight Inspections</p>



**Integrated Facilities Management
Service Delivery and Quality Performance Requirements**

SDQPR 17 Wayfinding

Service to be Provided and Inspected	Quality Performance	Responsible Authorities	QA Measurement
Conduct periodic inspections of wayfinding measures to insure information is up-to-date and sufficiently informative	Wayfinding measures are maintained up-to-date and clean	Facility Manager	Periodic Oversight Inspections Service Call Documentation (CAMIS) Occupant Interviews Tenant Satisfaction Surveys

Additional Related Services	Additional	Responsible Authorities	QA Measurement
Repair or replace broken or faulty items	Broken items are repaired or replaced; those items that represent a hazard will be addressed immediately	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)

Corrective Actions	Responsible Authorities	Responsible Authorities	QA Measurement
Implement and document corrective actions	Corrective actions are implemented, monitored for their effectiveness and documented	Facility Manager User Agency	Periodic Oversight Inspections Service Call Documentation (CAMIS)



Appendix A: Tools and Resources

SDQPR 01 Security

- U.S. DHS (Department of Homeland Security) Interagency Security Committee Standard: *Facility Security Level Determinations*, 2008
- U.S. DHS Interagency Security Committee Standard: *Physical Security Criteria for Federal Facilities*, 2010
- U.S. DHS Interagency Security Committee Report, Design-Basis Threat, 2013

SDQPR 02 Grounds and Landscape Maintenance

- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA FAC79: *Landscaping and Green Roof Products, Playground Equipment, Site Amenities and Related Products*
- MA FAC77: *Landscaping Services, Tree Trimming, Catch Basin Cleaning, Snow Removal and Related Services*
- MA FAC71: *Lawns and Grounds, Equipment, Parts and Services*
- MA FAC67: *Janitorial Services, Environmentally Preferable*
- MA FAC59: *Green Cleaning Products, Programs, Equipment and Supplies*
- MA Energy and Environmental Affairs: *Water Conservation Standards*
- ISSA CIMS (International Sanitary Supply Association – Cleaning Industry Management Standard)
- ISSA CIMS-GB: *Cleaning Industry Management Standard for Green Buildings*
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System (Leadership in Energy and Environmental Design)*, 2013
- APPA (The Association of Higher Education Facilities Officers): *Operational Guidelines for Educational Facilities: Custodial*, 2011
- GS-42: *Green Seal Environmental Leadership Standard for Commercial Cleaning Services*

SDQPR 03 Cleaning

- MA State Contract FAC59: *Green Cleaning Products, Programs, Equipment and Supplies*
- Executive Order 511: *Employee Safety “Establishing a Massachusetts Health and Safety Advisory Committee”*
- MA State Contract FAC81: *Janitorial Services, Environmentally Preferable*
- CIMS: *Cleaning Industry Management Standard*



Appendix A: Tools and Resources

SDQPR 04 Solid Waste Management

- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA EO 484: *Leading by Example – Clean Energy and Efficient Buildings*
- MA FAC82: *How to Use the Hazardous/Universal, Medical, & Electronic Waste Disposal & Emergency Response Statewide Contract*
- MA FAC33: *How to Use the Solid Waste and Recycling Services Municipal Compliance Statewide Contract*
- MA: *Municipal Compliance Fact Sheet: Waste Bans*
- MA: *Final 2010 – 2020 Solid Waste Master Plan: A Pathway to Zero Waste*
- MA: *Massachusetts Zero Mercury Strategy*
- MassDEP: *Massachusetts WasteWise Program*
- MassDEP: *Massachusetts Toxics Use Reduction Reform Act of 2006*
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System (Leadership in Energy and Environmental Design), 2013*

SDQPR 05 Routine Maintenance

- MA DCAMM: *CAMIS Standard Operating Procedures (Capital Asset Management Information System)*
- MA OSD: *Recycled and Environmentally Preferable Products Guide to Massachusetts Statewide Contracts (Operational Services Division), 2014*
- ASHRAE Guideline 4-2008 (RA 2013): *Preparation of Operating and Maintenance Documentation for Building Systems (American Society of Heating, Refrigerating and Air Conditioning Engineers), 2013*
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System (Leadership in Energy and Environmental Design), 2013*
- *Comprehensive Facility Operation & Maintenance Manual*. Glenn Hunt, Peripheral Systems, Inc. Last updated: 10-04-2013. Accessed via Whole Building Design Guide (WBDG) http://www.wbdg.org/om/om_manual.php
- *Leadership in Energy & Environmental Design (LEED), Existing Buildings: Operations & Maintenance Rating System v4. (released November 2013)*



Appendix A: Tools and Resources

SDQPR 06 Preventive and Scheduled Maintenance

- MA DCAMM: CAMIS Standard Operating Procedures (Capital Asset Management Information System)
- MA DCAMM: *Preventive Maintenance Guidelines for Roofs*
- ASHRAE Guideline 4-2008 (RA 2013): *Preparation of Operating and Maintenance Documentation for Building Systems* (American Society of Heating, Refrigerating and Air Conditioning Engineers), 2013
- ASHRAE *Standard 62.1 – 2010: Ventilation for Acceptable Indoor Air Quality*
- U.S. EPA: *Building Air Quality: A Guide for Building Owners and Facility Managers* (Environmental Protection Agency)
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013

SDQPR 07 Integrated Pest Management

- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA EO 403: *Integrated Pest Management for Massachusetts State Agencies*
- MA 333 CMR MGL 132B: *Massachusetts Pesticide Control Act* (Code of Massachusetts Regulations, Massachusetts General Law)
- MA Chapter 85: *An Act Protecting Children and Families from Harmful Pesticides*
- MA MassWildlife: *Regulations* (Department of Fish and Wildlife)
- MA OSD: *Recycled and Environmentally Preferable Products Guide to Massachusetts Statewide Contracts* (vol. 39) (Operational Services Division), 2012
- MA DAR (Department of Agricultural Resources)
- MA FAC74: *Integrated Pest Management*
- U.S. EPA: *The Federal Insecticide, Fungicide and Rodenticide Act* (Environmental Protection Agency)
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013



Appendix A: Tools and Resources

SDQPR 08 Health and Safety

- MA EO 511: *Establishing a Massachusetts Health and Safety Advisory Committee*
- ASTM E2394: *Standard Practice for Maintenance, Renovation, and Repair of Installed Asbestos Cement Products*
- ASTM E1368: *Standard Practice for Visual Inspection of Asbestos Abatement Projects* (American Society Testing Materials International)
- MA HHS: *Indoor Air Quality Program* (Health and Human Services)
- U.S. OSHA: *Code of Federal Regulations for Construction, 29 CFR Part 1926 Subpart D* (Occupational Safety and Health Administration)
- U.S. DHHS NIOSH: *Building Air Quality Action Plan*, (Department of Health and Human Services, National Institute of Occupational Safety and Health), 1998
- U.S. DHHS NIOSH: *Building Air Quality Action Plan*, (Department of Health and Human Services, National Institute of Occupational Safety and Health), 1998

SDQPR 09 Emergency Management

- MA CEMP (Comprehensive Emergency Management Plan)
- DHS NIMS (Department of Homeland Security, National Incident Management System)
- NFPA1600: *Standard on Disaster/Emergency Management and Business Continuity Programs* (National Fire Protection Association)
- FEMA: *Threat and Hazard Identification and Risk Assessment Guide, Comprehensive Preparedness Guide* (Federal Emergency Management Agency), 2013
- MA 527 CMR: Board of Fire Prevention Regulations, Executive Office of Public Safety and Security (Code of Massachusetts Regulations)

SDQPR 10 Energy Management and Sustainability

- MA DCAMM: Energy and Sustainable Design Programs
- MA LBE (Leading by Example) Program
- MA DCAMM: Life Cycle Cost Analysis Requirements
- MA ANF: *Demand Response and the Forward Capacity Market* (Administration and Finance)
- MA EO 515: *Establishing an Environmental Purchasing Policy*
- MA FAC56: *Demand Response Services*
- FEMP (Federal Energy Management Program)
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013
- ISO 50001 International Energy Management System Standard (International Organization for Standardization)



Appendix A: Tools and Resources

SDQPR 11 Space Management

- ANSI/BOMA Z65: *Office Buildings: Standard Methods of Measurement* (American National Standards Institute / Building Owners and Managers Association), 2010
- U.S. GSA Public Buildings Service, Office of Real Property Asset Management, 2013 (General Services Administration)
- MA DCAMM: *The Manual for Leasing and State Office Planning*, 2013

SDQPR 12 IFM Project Management

- MA MGL Chapter 149 Section 44A: *Labor and Industries* and related Sections
- MA MGL 30 Section 39 and related Sections: *General Provisions Relative to State Departments, Commissions, Officers and Employees*, Section 39M: Contracts for construction and materials; manner of awarding
- MA MGL Chapter 7C: *Capital Asset Management and Maintenance* (Massachusetts General Law)
- MA DCAMM: *Standard Specifications for Design-Bid-Build Projects*
- MA DCAMM: *CAD Standards* (Computer-Aided Design), 2013
- MA 527 CMR and 780 CMR (Building Codes – Code of Massachusetts Regulations)
- MA DCAMM: *Designers Procedures Manual*, 2008
- MA DCAMM: *Guidelines for Procurement of Building Maintenance and Repair Projects Costing Up to \$100,000*
- MA DCAMM: *Guidelines for the Preparation of Studies for Building Projects*

SDQPR 13 Facility Information Management

- MA DCAMM: *BIM List of Design and Preconstruction Services* (Building Information Modeling), 2013
- MA DCAMM: *CAD Standards* (Computer-Aided Design), 2013
- MA DCAMM: CAMIS Standard Operating Procedures (Capital Asset Management Information System)



Appendix A: Tools and Resources

SDQPR 14 Procurement of Equipment, Material and Building Services

- MA OSD 801 CMR 21.00: Quick Reference Chart: Procurement of Goods and Services (Operational Services Division)
- MA Office of the Comptroller: *Expenditure Classification Handbook*
- MA OSD: *Recycled and Environmentally Preferable Products Guide to Massachusetts Statewide Contracts*, 2012
- USGBC: *LEED v4 Existing Buildings, Operations and Maintenance Rating System* (Leadership in Energy and Environmental Design), 2013

SDQPR 15 Accessibility

- U.S. DOJ 2010 ADA: Standards for Accessible Design (Department of Justice, Americans with Disabilities Act)
- MA Administrative Bulletin 19: *Enhancing Coordination and Integration to Promote Accessibility at State Facilities or to State Programs, Services and Activities*
- U.S. DOJ: Title II Part A of ADA
- MA 521 CMR MAAB: *Rules and Regulations (Massachusetts Architectural Access Board)*

SDQPR 16 Fire Safety

- U.S. GSA NFPA 101C Life Safety Code
- U.S. GSA NFPA 72: National Fire Alarm and Signaling Code, Standards for the Public Buildings Service (General Service Administration, National Fire Protection Association)
- U.S. GSA NFPA 70, National Electric Code
- MA 780 CMR: The State Building Code (Code of Massachusetts Regulations)
- MA 530 CMR: Fire Safety Commission Regulations
- MA 527 CMR: Board of Fire Prevention Regulations



Appendix A: Tools and Resources

SDQPR 17 Wayfinding

- U.S. DOJ: 2010 ADA Standards for Accessible Design (Department of Justice)
- MA Administrative Bulletin 19: *Enhancing Coordination and Integration to Promote Accessibility at State Facilities or to State Programs, Services and Activities*
- U.S. DOJ: Title II Part A of ADA
- MA 521 CMR: *Architectural Access Board Rules and Regulations* (Code of Massachusetts Regulations)



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
2010 ADA Standards for Accessible Design:	Guidelines issued by the U.S. Access Board establishing minimum requirements – both scoping and technical -- for new construction and alteration of state and local government facilities, public accommodations, and commercial facilities to be readily accessible to and usable by individuals with disabilities. This Standard, which became effective March 15, 2011, supersedes the ADAAG, the American with Disabilities Architectural Guidelines, issued in 1991.	SDQPR 15
521 CMR “Architectural Access Board Rules and Regulations”:	The regulations promulgated by the Architectural Access Board pursuant to M.G.L. c. 22, s. 13(a), which is the statute of the Commonwealth that requires public buildings and facilities to be accessible to, functional for, and safe for use by persons with disabilities. It is the intent of 521 CMR to provide persons with disabilities full, free and safe use of all buildings and facilities so that all such persons may have the educational, living and recreational opportunities necessary to be as self-sufficient as possible and to assume full responsibilities as citizens.	SDQPR 15
780 CMR: <i>Massachusetts State Building Code</i>	State Building Code 780 CMR is a set of rules that specify the minimum acceptable level of safety for constructed objects such as buildings and non-building structures. The main purpose of building codes are to protect public health, safety and general welfare as they relate to the construction and occupancy of buildings and structures. A building code’s principal goal is structural integrity; it is also coordinated with the Life Safety Code, which is adopted as regulation.	SDQPR 16
Accessibility	The ability to approach, enter, operate, participate in, and/or use safely a site, facility, work environment, or service, by a person with a disability.	SDQPR 15 SDQPR 17
Accessibility Audit	A comprehensive assessment of the noncompliant accessibility elements in a facility, conducted by DCAMM’s Accessibility Consultants or others using a systematic checklist and reporting format approved by DCAMM.	SDQPR 15
Accessible Means of Egress	A continuous and unobstructed way of egress travel from any point in a building or facility that provides an accessible route to an area of refuge or area of rescue assistance, a horizontal exit, or a public way.	SDQPR 15
Accessible Route	A continuous, unobstructed path connecting all accessible elements and spaces within or between buildings or facilities. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking, access aisles, curb cuts, and crosswalks at vehicular ways, walks, ramps, and lifts.	SDQPR 15
ADA Coordinator	Responsible for coordination of Commonwealth programs and responsibilities to assure compliance with the Americans with Disabilities Act (ADA) Sections 503 and 504 of the Rehabilitation Act of 1973 and other federal and state laws and regulations pertaining to persons with disabilities.	SDQPR 15



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
ADA Implementation Plan	An agency's response to an ADA Strategic Compliance Assessment, identifying the actions that will be taken to achieve compliance with the ADA. In conformance with the requirements of the ADA Transition Plan, it will include a completion date and a responsible party. The Implementation Plan will be updated on an annual basis.	SDQPR 15
ADA Strategic Compliance Assessment	An analysis of an agency's level of compliance with the ADA, completed by DCAMM's Accessibility Consultants, and serving as an updated ADA Self Evaluation. The report identifies high priority ADA issues that need immediate mitigation, accessibility projects that may require capital funding, changes needed to policies and procedures, and accessibility improvements that can be undertaken by facility staff.	SDQPR 15
ADA Title I	The section of the ADA that prohibits employers from discriminating against qualified individuals with disabilities and addresses the obligation of employers to provide accommodations to employees with disabilities, some of which may require modifications to a building or facility.	SDQPR 15
ADA Title II	The section of the ADA that applies to state and local government entities, protecting qualified individuals with disabilities from being denied equal opportunity to participate in, or benefit from, a program, service or activity because a building or facility is not accessible and usable. Title II requires that state entities conduct a Self- Evaluation to review operating policies and procedures for non-discrimination and adopt and implement a Transition Plan for removal of architectural and structural communication barriers that limit participation in programs, services and activities. Buildings and facilities constructed prior to the effective date of Title II regulation do not have to be brought up to standard of accessibility for new construction but barriers must be removed by structural or non-structural means to the extent necessary to ensure that programs are accessible and usable when viewed in their entirety.	SDQPR 15
Administrative Bulletin ANF 19 "Enhancing Coordination and Integration to Promote Accessibility"	Published by the Commonwealth's Executive Office of Administration and Finance, this bulletin became effective on April 1, 2011. It outlines and establishes the policy and programmatic framework through which the Commonwealth will proactively act to remove physical and programmatic barriers that limit equal participation in state programs, activities and services. ANF 19 also establishes the Universal Access Committee (UAC), which makes recommendations to the Office of Administration and Finance including defining, overseeing and coordinating implementation of the actions necessary to achieve the purpose and policy of Administrative Bulletin 19.	SDQPR 15
Alternative Formats	A legal requirement to ensure effective written communication. It requires providing information or audio recordings to people unable to use standard print. These include but are not limited to Braille, large print text, digital files, audio recordings, or accessible emails to effectively inform those who are blind or have low vision, and people with other disabilities unable to use typical print material.	SDQPR 17



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Americans with Disabilities Act (ADA)	A federal statute that became a law on July 26, 1990 and was later amended with changes effective January 1, 2009. The ADA is a wide-ranging civil rights law that prohibits under certain circumstances discrimination based on disability. It gives Americans with disabilities protections against discrimination that are similar to those given to other groups by the Civil Rights Act of 1964. The ADA requires that "entities" of state and local government designate ADA Coordinators to oversee efforts to comply with the law and to handle disability based discrimination complaints. The ADA broadly protects the rights of individuals with disabilities in employment, access to state and local government services, places of public accommodation, transportation, and other important areas of American life. Title II of the ADA is the section that applies to state and local government entities, protects qualified individuals with disabilities from discrimination in programs, services, and activities of state government.	SDQPR 15 SDQPR 17
APPA	The international association providing leadership in educational facilities through research, publications, professional development, and credentialing, known as the Association of Physical Plant Administrators.	SDQPR 03
Area of Refuge or Area of Rescue Assistance	An area, which has direct access to an exit, where people, who are unable to use stairs or unable to travel more than 100 feet to a public way, may remain temporarily in safety to await further instructions or assistance during emergency evacuation. Areas of refuge are required by the International Building Code in most newly constructed public buildings and additions, unless they are fully equipped with sprinklers.	SDQPR 03
Asbestos	A naturally occurring silicate mineral used commercially for its desired physical properties. Asbestos (Chrysotile) became increasingly popular among manufacturers and builders in the late 19th century because of its sound absorption, tensile strength, resistance to damage (fire, heat, electrical and chemical), and affordability. It was used in such applications as electrical insulation for hotplate wiring and in building insulation. When asbestos is used for its resistance to fire or heat the fibers are often mixed with cement (resulting in fiber cement) or woven into fabric or mats. In the mid 1980's asbestos became a health concern for respiratory diseases. Although it has not been banned in the US it is regulated by the US EPA under OSHA 29 CFR 1926.	SDQPR 08
Asset Management	The linking of data in a record model to a database of building assets to assist in efficiently maintaining and operating the facility.	SDQPR 13
Assistive Technology	Devices used by people with disabilities, including physical, sensory, or cognitive limitations, in order to perform functions that might otherwise be difficult or impossible. Assistive technology can include mobility devices such as walkers and wheelchairs, as well as hardware, software, and peripherals that assist people to increase, maintain, or improve functional capacities.	SDQPR 17



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Audio Description	<p>Used to communicate visual wayfinding cues, such as views: directional identification and information signs; elevator panels and You-Are-Here maps. Audio Description can let users know where they are, what's nearby and how to proceed in order to reach various destinations.</p> <p>Ideally, users will be able to customize the audio description for:</p> <ul style="list-style-type: none"> • Desired amount of detail (e.g., "Always tell me what floor I'm on.") • Particular destinations (e.g. "Lead me to an accessible women's restroom.") • Preferred types of information (e.g. "Always describe the text on elevator buttons.") • Other variables 	SDQPR 17
AutoCAD	A computer-aided design (CAD) program used for 2-D and 3-D design and drafting. AutoCAD allows users to design a building and structure and its components in 3-D, annotate the model with 2-D drafting elements and access building information from the building's model database.	SDQPR 11
Braille	A system of touch reading and writing for blind persons, in which raised dots represent the letters of the alphabet. Braille also contains equivalents for punctuation marks and provides symbols to show letter groupings. There are many types of Braille; however, Type II contracted Braille is the only one that is compliant with ADA 2010 Standards for dimensional requirements.	SDQPR 17
Building Amenity Areas	Areas within a building or building complex housing services helpful to the building occupants and whose presence is a convenience. Examples include food facilities, copying services, express mail collection, fitness centers or child care centers.	SDQPR 11
Building Code	A defined body of rules that govern and constrain the design, construction, alteration, and repair of buildings. Such codes are based on requirements for the safety, health, and quality of life of building occupants and neighbors, and vary from city to city.	SDQPR 11
Building information modeling The generation and management of digital (BIM)	The generation and management of digital representations of a facility. Building information models contain "object- intelligent information" including physical and functional characteristics of building systems, components and furnishings. When managed as complete sources of facility information, BIMs are shared knowledge resources that support decision- making about a facility from design and construction, through its operational life.	SDQPR 11 SDQPR 13
Building Rentable Area	The actual square-unit of a building that may be leased or rented to tenants, and upon which lease or rental payments are computed. It usually excludes common areas, elevator shafts, stairways, and space devoted to cooling, heating, or other equipment.	SDQPR 11
Building Service Area	Areas that serve building maintenance and operation. This type of space generally includes janitor's closets, receiving areas, loading platforms, trash rooms, and building storage areas.	SDQPR 11



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Building Usable Area	Measured to predominant inside of exterior wall (Predominant face of wall is the inside finished surface that constitutes 50% or more of the vertical dimension between the finished floor and finished ceiling) and mid- point of occupant to occupant wall, and outside of common space wall – no deductions for interior structural elements.	SDQPR 11
Business Continuity	The continuing of operations and services under adverse conditions due to threatened or actual natural disasters and human- caused or technology-related events.	SDQPR 09
Capital Asset Management Information System (CAMIS)	A database inventory of state facility infrastructure – both major (i.e. elevators, HVAC and its major related components) and minor (fire extinguishers by location), as well as tasks (i.e. cleaning windows, cleaning carpets, etc.). CAMIS includes an enterprise asset management (EAM) and maintenance software program used at all facilities owned and operated by the Commonwealth to help automate all aspects of maintenance operations, including equipment history, scheduling, preventive maintenance, work orders, labor and expense tracking, procurement and reporting.	SDQPR 06 SDQPR 13 SDQPR 15
Circulation spaces	The primary means of moving from one space to another within a building or in or out of the building itself. Circulation spaces include hallways, vestibules, corridors and lobbies.	SDQPR 11
Combustible Materials	Building materials such as wood and paper products, fuels (oil, gas, kerosene, and coal), and flammable products that may be stored in buildings (e.g. solvents, paper, etc.)	SDQPR 08
Commissioning	The process of verifying that a new building or facility’s subsystems (for example: building envelope, plumbing, electrical and lighting, HVAC, life safety, wastewater controls, and security) achieve the project requirements as intended by the building owner and as designed by the building architects and engineers. Specific asset information developed and verified during this process may be collected using COBie spreadsheet data.	SDQPR 13
Commodities	Products that can be bought and sold.	SDQPR 14
“Commodities and Services”	The phrase used by the Massachusetts “Procurement Information Center” when describing the procurement of anything (goods, products, equipment, services, etc.) by all Executive departments and any Non- Executive departments that have elected to follow 801 CMR 21.00.	SDQPR 14
Common Areas	These areas provide space for floor 1 service, floor amenity, building service and building amenity areas.	SDQPR 11
Commonwealth Facilities	The buildings for which DCAMM has assumed maintenance and management. The extent of these services to be provided by DCAMM for a User Agency may differ from agency to agency, depending on the User Agency Agreement between DCAMM and the User Agency and the negotiated Service Level Matrix (SLM). This standard applies to leased buildings as well as Commonwealth owned.	SDQPR 01 – SDQPR 17



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Computerized Maintenance Management System (CMMS)	A utility that maintains a computer database of information about an organization's maintenance operations to assist facility maintenance staff in maximizing their effectiveness. A CMMS achieves this goal by tracking work orders, monitoring system reliability and repair / maintenance costs, and providing preventive maintenance tools.	SDQPR 06
Confined Space	An area whose configuration hinders activities of any employees who must enter into, perform work in, and exit from it. Confined spaces have limited or restricted means of access, are large enough to permit access for the performance of necessary work, and are not designed for continuous occupancy.	SDQPR 08
Construction Management at Risk (CMR)	The procurement process where the contractor is contractually obligated to provide leadership in the construction process through a series of services provided to the owner, including design review, scheduling, cost control, value engineering, construction coordination, etc. After providing these pre-construction services, the contractor takes on the financial obligation to carry out the construction under a specified cost agreement.	SDQPR 12
Construction Operations Building Information Exchange (COBie)	A format through which data reported/exported from a Building Information Model may be read/imported into a CMMS/IWMS system such as CAMIS or New CAMIS. COBie is recognized as a part of the National BIM Standard (NBIMS), and is a defined BIM Use Case and contracted deliverable in the DCAMM BIM Guide.	SDQPR 13
Continuous Commissioning	The process that involves facility staff in regular periodic reviews of equipment performance and calibration.	SDQPR 10
Controlling Agency	A state agency with the "legal control or jurisdiction" of the property as provided by M.G.L. Chapter 7C, Section 41, which carries with it the right to "occupy, or make expenditure for the maintenance of, any land, buildings or other state-owned or state-occupied facilities." Control and jurisdiction does not mean that a state agency is the owner of the property since the Commonwealth owns all state property.	SDQPR 01 SDQPR 03 SDQPR 15
Custodial Maintenance	The cleaning and upkeep of the facility and includes the routine (daily) tasks and capital investments for cleaning equipment and supplies.	SDQPR 06
DCAMM ADA Coordinator Office on Disability Massachusetts Office on Disability (MOD)	The person responsible for working with Massachusetts and ensuring compliance with all ADA requirements, not only related to DCAMM's daily operations, but also at all Commonwealth facilities. Established in accordance with EO 526, each Executive Branch Entity shall appoint an ADA/504 Coordinator who shall report directly to the Executive Branch. The Entity Head works with MOD concerning issues involving persons with disabilities, and where state employee matters are involved with the Office of Diversity and Equal Opportunity. The ADA Coordinator coordinates activities necessary to ensure compliance with all state and federal disability rights laws, regulations, policies and procedures, including but not limited to ADA, ADAAA, the Federal Rehabilitation Act as amended, EO 526, the Governor's Model Employer Program, and ANF Bulletin #19.	SDQPR 15 SDQPR 17
DCAMM Director	This position reports to the Deputy Commissioner of Facilities Management and will work closely with the DCAMM Office of	SDQPR 01



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
of Security	Facilities Management and Maintenance to implement standards and integrate security into the shared services model for Commonwealth facilities.	SDQPR 15
DCAMM Security Technology Standards	Series of technology specifications for equipment to be installed at the facilities. These specifications identify acceptable security equipment and technology that is to be used to provide the LOP specified from the FSA. These documents items including but not limited to: access control software, devices, cards, and readers; video cameras, storage systems, and management software; screening equipment and turnstiles; site protection systems (bollards, fencing, gates); and other related systems.	SDQPR 01
Decommissioning	The process of closing down and demolishing a facility at the end of its useful life-cycle.	SDQPR 13
Demand Response (DR)	A voluntary temporary reduction or shift in a facility's electricity use in response to a request from the utility company in order to reduce electrical use during periods when the electrical grid experiences peak demand (e.g., hot summer days). This shift in energy usage is accomplished by several means including switching to on-site emergency generators, and load curtailment (temporarily turning off nonessential equipment).	SDQPR 10
Department of Homeland Security (DHS)	Responsible for protecting the United States and its territories (including protectorates) from and responding to terrorist attacks, man-made accidents, and natural disasters.	SDQPR 01
Design-Bid-Build (DBB)	The current project delivery method approved by DCAMM for all projects to be done in compliance with this Standard. Under the DBB delivery method, the project scope and documents are prepared by an architect/engineer, and the lowest qualified bidder is awarded the contract to complete the project.	SDQPR 12
Design-Build (D/B)	A project delivery system in which the design and construction services are contracted by a single entity known as the design-builder or design-build contractor. Design-build relies on a single point of responsibility contract. The design-build project delivery system is used to minimize risks for the project owner and to reduce the delivery schedule by overlapping the design phase and construction phase of a project.	SDQPR 12
Disaster / Emergency	An ongoing process to mitigate, prepare Management for, respond to, maintain continuity during and recover from an incident that threatens life, property, operations, or the environment. Emergency Management, in order to lessen the impact, must be comprehensive, progressive, risk-driven, integrated, collaborative, coordinated, flexible, and professional.	SDQPR 09
Durable Goods (or "hard goods")	Items that are used over an extended period time and are not consumed or destroyed in short-term use. Durable goods typically have a higher cost per unit and multiple-year periods	SDQPR 14



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
	between purchases. (i.e., electronic equipment, furniture, appliances, machinery, lawn equipment, etc.)	
Emergency Management Institute (EMI)	Situations requiring immediate attention because of a failure in or around the facility that would cause significant damage to the building, building systems, and/or equipment. Such emergencies can create an unmanageable situation and/or unsafe conditions and needs to be rectified immediately.	SDQPR 06
Emergency Management Institute (EMI)	A component of FEMA directly supports the implementation of the National Incident Management System (NIMS), the National Response Framework (NRF), the National Disaster Recovery Framework (NDRF), and the National Preparedness Goal (NPG) by conveying necessary knowledge and skills to improve the nation's capability.	SDQPR 09
ENERGY STAR	A U.S. Environmental Protection Agency voluntary program that helps businesses and individuals save money and protect the environment through superior energy efficiency.	SDQPR 10
ENERGY STAR Portfolio Manager	A free online tool that Facility Managers can use to measure and track energy and water consumption, as well as greenhouse gas emissions. It is used to benchmark the performance of one building or a whole portfolio of buildings, all in a secure online environment.	SDQPR 10
Enterprise Energy Management System (EEMS)	A metering system installed at several State facilities that allows Facility Managers to view energy performance on a real-time basis.	SDQPR 10
Environmentally Preferable Product (EPP)	A product or service that has a reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, products with recycled content, and practices that minimize waste, conserve energy or water, and reduce the amount of toxins either disposed of or consumed.	SDQPR 02 SDQPR 03 SDQPR 10
E-Team Efficiency and Sustainable Buildings Group	The business unit in DCAMM's Office of Facilities Management and Maintenance ("E-Team") charged with reducing energy consumption, utility costs, and greenhouse gas emissions. The team also works to ensure that new construction and major renovation projects meet energy and water efficiency targets.	SDQPR 10
EO 403	EO 403 Integrated Pest Management	SDQPR 07
EO 515 "Establishing an Environmental Purchasing Policy"	Requires all janitorial service companies providing services to Executive Branch Agencies to use Environmentally Preferable (green) cleaning as specified in Commonwealth statewide contracts.	SDQPR 02 SDQPR 03
Facility Information Management	An integration of process and technology to enable the efficient life-cycle management of facilities. A key ingredient of facility information management is the use of building information modeling.	SDQPR 13



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Facility Life-Cycle	Facility life-cycle is a view of a facility over the course of its' entire life, viewing it not just an operational building, but also taking into account the design, construction, commissioning, operation and decommissioning phases.	SDQPR 13
Facility Manager	Responsible for the maintenance and operation of a facility, which includes oversight of all in-house and external/contract service providers	SDQPR 01- SDQPR 17
Facility Operations and Maintenance Plan (FOMP)	Provides the facility owners, operators, and occupants with detailed information on the building systems and operations as well as a foundation for training and system analysis. The FOMP also provides a means to reduce operating costs through a comprehensive maintenance assessment and implementation plan that looks at all maintenance at a facility and identifies best practices to save time and money, while increasing efficiency and the productive life of equipment.	SDQPR 06
Facility Staff	Internal service providers reporting to the facility manager for maintenance and operation of a facility.	SDQPR 01- SDQPR 17
Facility Systems Analysis	Measuring how a facility's performance compares to the design model predictions to ensure that the facility is operating to specified design and sustainable standards. It typically focuses on how a facility's mechanical system operates and how much energy a facility uses.	SDQPR 13
Federal Emergency Management Agency (FEMA)	Part of the US Department of Homeland Security, coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all Federal disasters, whether natural or man-made, including acts of terror. FEMA provides expertise and resources to support local and regional governments in emergency planning, preparation, response and recovery.	SDQPR 09
Fire Safety Code (527 CMR: Board of Fire Prevention Regulations)	A model code adopted by state or local jurisdiction enforced by fire prevention officers within municipal fire departments. It is a set of rules prescribing minimum requirements to prevent fire and explosion hazards arising from storage, handling, or use of dangerous materials, or from other specific hazardous conditions. It complements the building code. The fire code is aimed primarily at preventing fires, ensuring that necessary training and equipment will be on hand, and that the original design basis of the building, including the basic plan set out by the architect, is not compromised. The fire code also addresses inspection and maintenance requirements for various types of fire protection equipment in order to maintain optimal active fire protection and passive fire protection measures.	SDQPR 16
Fire Safety Coordinator	A person responsible for facility/building personnel training and fire drills. The Fire Safety Coordinator will usually be a member of the Incident Management Team (for emergency management).	SDQPR 16



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Fire Safety Plan	A document specifying a set of facility/building-specific safety measures and action items in the event of fire. The plan includes key contact information, the location of utility services, access issues, locations of dangerous stored materials, locations of people with special needs, locations for sprinkler system connections, a layout/drawing/site plan of the facility/building, maintenance schedules for all life safety systems, and personnel training/fire drill procedures. A current approved Fire Safety Plan is required by Commonwealth law, and is to be made available to the local fire authority.	SDQPR 16
Floor Amenity Area	The space on a floor that provides convenience to more than one occupant.	SDQPR 11
Floor Rentable Area	The gross measured area minus the area of vertical penetrations.	SDQPR 11
Floor Rentable to Usable Ratio	The Floor Rentable Area divided by the Floor Usage Area. It is used to calculate the portion of use of the common area to the office area.	SDQPR 11
Floor Service Area	An area of a floor that provides the services	SDQPR 11
Floor Usable Area	The gross measured area less the floor service and floor amenity areas less the vertical penetrations.	SDQPR 11
Geographic Information System (GIS)	The collection, management and use of facility digital data accurately referenced to a precise location on the earth's surface. BIM data can be integrated with GIS to create a seamless reuse and repurposing of facility data for additional IFM and Massachusetts requirements. GIS tools enable users to access and manipulate GIS data.	SDQPR 13
Green Cleaning	The use of cleaning products and practices that have lower environmental impacts than conventional products and practices.	SDQPR 03
Green Grounds and Landscape Maintenance	A planned, organized approach to grounds and landscape maintenance using products and processes that focus on reducing impacts on human health and the environment.	SDQPR 02
Green Seal	A non-profit organization that develops lifecycle-based sustainability standards for products, services, and companies and offers third-party certification for those that meet the criteria in the standard.	SDQPR 03
Gross Areas of a Building: Standard Methods of Measurement	Provides a uniform basis which is used to compute, communicate and compare the measurement of buildings by gross building area and other floor area measurements. (ANSI/BOMA Z65.3-2009)	SDQPR 11
Gross Building Area	The total constructed area of the building. It is the area used for appraisals, tax assessments, and parking tabulations. It is not to be used as the rentable area of the building since it includes exterior walls and shafts.	SDQPR 11
Gross Measured Area	The area measured to the dominant portion of exterior walls, finished common area walls, and the centerline of walls that separate different tenants within the building. The measured area excludes major vertical penetrations.	SDQPR 11



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
IAQ-Building Education and Assessment Model (I-BEAM)	A US EPA guidance tool designed for use by building professionals and others interested in maximizing indoor air quality in facilities/buildings. Implement I-BEAM with assistance from the MDPH/IAQ-Program.	SDQPR 08
IFM Regional Director	Responsible for managing customer needs within one of the five state IFM geographic regions; ensures implementation of these Standards and their requirements at all Commonwealth facilities within the boundary of their designated region.	SDQPR 01 - SDQPR 17
Impervious Surfaces	Areas of ground that development and building have modified in such a way that precipitation (rainwater, storm water, hose water) cannot pass through to reach the soil. Examples of impervious surfaces include roofs, paved roads, parking areas, sidewalks, and some hard soils that have been compacted either by design or by use.	SDQPR 02
Incident Management Team (IMT)	A group of representatives from public safety departments (i.e. fire, law enforcement, EMS, et al.) trained to serve in Command and General Staff positions during the initial hours following an emergency. The IMT includes, but is not limited to the Facility Manager, Regional Director, Security Director, Life Safety Coordinator, key agency personnel identified by the stakeholder that manage the logistical, fiscal, planning, operational, safety and community issues related to an incident, emergency or other sentinel event. An IMT can respond to a wide range of emergencies, including fires, floods, earthquakes, hurricanes, tornadoes, tsunami, riots, spilling of hazardous materials and other natural or human-caused incidents.	SDQPR 09 SDQPR 16
Incidental Purchases	One-time, unanticipated, non-recurring purchases of goods or services not available from a Statewide Contract. Incidental purchases do not require a competitive procurement or contract. Incidental purchases are authorized under object codes governed by M.G.L. Chapter 7, Section 22.	SDQPR 14
Indoor Air Quality (IAQ)	The air quality within and around buildings and structures, especially as it relates to the health and comfort of building occupants. IAQ can be affected by indoor environmental contaminants, adequacy of fresh air, temperature, and relative humidity. Source control, filtration and use of ventilation to dilute contaminants are the primary methods for improving indoor air quality in most buildings.	SDQPR 08
Integrated Facilities Management (IFM)	A core set of facility management capabilities and supporting services that work together to deliver high quality, customer-focused service in every facility under DCAMM's management. These best practices for facility management encompass all of the activities in the Commonwealth that are focused on managing, maintaining, and supporting fully operational buildings throughout their lifecycle.	SDQPR 01 - SDQPR 17
Integrated Pest Management (IPM)	A process for achieving long term, environmentally sound pest control using a wide variety of management practices. An IPM program shall include a combination of pest monitoring, good sanitation practices, education, appropriate solid waste	SDQPR 07



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
	management, building maintenance, cultural pest control measures, mechanical pest control measures, and biological pest controls. Chemical pesticides will be used only when the use of these measures is warranted and when used as part of an integrated pest management plan (IPM Plan).	
Interagency Security Committee (ISC)	Created under U.S. EO 12977 to address continuing government-wide security for Federal facilities. The ISC's mandate is to enhance the quality and effectiveness of physical security in, and the protection of buildings and nonmilitary Federal facilities in the United States. The ISC standards apply to all nonmilitary Federal facilities in the United States - whether government-owned, leased or managed; to be constructed or modernized; or to be purchased.	SDQPR 01
International Sanitary Supply (ISSA) Cleaning Association's Industry Management Standard - Green Building (CIMS-GB)	Procedures and principles cleaning organizations shall follow to deliver efficient, quality service management and environmentally preferable cleaning programs. CIMS and CIMS-GB certification demonstrates an organization is prepared to deliver quality, customer-focused services and ensures an organization is capable of delivering a comprehensive green cleaning program based on LEED: EB O&M green-cleaning criteria.	SDQPR 03
Invasive (Non-Native) Plant Species	Plants that are growing in an environment that they did not originate from because they were introduced (planted) to the area either deliberately or accidentally. Invasive plants are introduced species that can thrive in areas beyond their natural range of dispersal. These plants are characteristically adaptable, aggressive, and have a high reproductive capacity. Their vigor combined with a lack of natural enemies often leads to outbreak populations.	SDQPR 02
Job Order Contracting (JOC)	A contracting method under limited use by DCAMM, in which a competitively procured contract covers multiple small projects initiated through Work Orders that utilize unit price books as the basis of cost. JOC works by pre-selecting contractors on qualifications and performance at best value pricing. Under JOC, DCAMM will qualify and select a number of contractors from whom a facility manager will be able to secure the contractor best qualified to complete a given project.	SDQPR 12
Landfills	Waste disposal sites for solid waste from human activities.	SDQPR 04
Landscape Maintenance	The upkeep of the landscape, flower beds, trees and shrubs, water gardens and hardscape areas such as parks, parking lots and walkways around the building. This not only includes the maintenance of the landscape and hardscape areas but also seasonal tasks such as snow removal, leaf clean-up and removal and winter preparation of the landscape and water gardens.	SDQPR 05 SDQPR 06
Large Procurements	Purchases of goods or services with a value greater than \$150,000, or as otherwise established by the Commonwealth of Massachusetts Office of the Comptroller.	SDQPR 14
Leadership in	A rating system established through the U.S. Green Building Council	SDQPR 02



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Energy and Environmental Design for Existing Buildings: Operations and Maintenance (LEED EB: O+M)	(USGBC) that “encourages owners and operators of existing buildings to implement sustainable practices and reduce the environmental impacts of their buildings, while addressing the major aspects of ongoing building operations. All buildings (as defined by standard building codes) are eligible for certification under LEED EB: O&M. It is targeted at single buildings, whether owner occupied, multitenant, or multiple-building campus projects. The prescriptive and performance strategies of LEED EB: O&M are intended to provide operational benefits throughout the life of the building. With these continued strategies a building can maintain and even improve its performance over time. Projects that certify under any version of LEED must recertify at least once every five years to keep certification current.”	SDQPR 03 SDQPR 05 SDQPR 10
Leadership in Energy and Environmental Design for Interior Design and Construction (LEED ID+C)	A rating system established through the U.S. Green Building Council (USGBC) for certifying “high-performance green tenant spaces that are healthy, productive places to work; are less costly to operate and maintain; and have a reduced environmental footprint. It gives tenants and designers, who do not always have control over whole building operations, the power to make sustainable choices.”	SDQPR 10
Leading by Example (LBE)	A State program established via Executive.	SDQPR 10
Level of Protection (LOP):	A set of protective measures that may be customized to address site-specific threat.	SDQPR 01
Licensee	Individual or entity that is not a state agency or state employee but that occupies space of a User Agency as part of a service contract or other arrangement with the User Agency to further the User Agency’s mission, or that occupies space as part of a contract with DCAMM to further DCAMM’s services. For example, a private consulting firm hired by an agency might be provided with offices inside the agency’s space. The consulting firm would be a licensee.	SDQPR 01 SDQPR 03 SDQPR 15
Life Cycle Cost Analysis (LCCA)	Estimates the true cost of a building, or its components over its anticipated lifetime. LCCA includes not only the initial capital cost, but also reflects any available (utility) rebates and operation and maintenance costs calculated in present value.	SDQPR 10
Life Safety Code (NFPA 101)	The most widely used source for strategies To protect people based on building construction, protection, and occupancy features that minimize the effects of fire and related hazards. It applies to existing structures as well as new structures.	SDQPR 16
Limited English Language Proficiency (LEP)	Federal regulations that apply to courthouses requiring that signage be provided in three languages, determined by demographics of location.	SDQPR 17
Local Fire Authority	The chief Fire Official (or authority having jurisdiction) or their designated representative for the city/town in which the facility/building is physically located.	SDQPR 16
Maintenance History	The documentation of all actions (work orders, routine, replacement and preventative maintenance) and observations relevant to the	SDQPR 13



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
	operation and performance of an asset. This history is maintained in the DCAMM CAMIS application.	
Major Vertical Penetrations	Building elements such as stairs, elevator shafts, chases, chimneys and duct shafts, including their enclosing walls.	SDQPR 11
Mass LEED Plus	Part of the standards included in EO 484. Applies to all new construction and major renovation projects over 20,000 square feet. This standard includes: <ul style="list-style-type: none"> • Certification by the U.S. Green Building Council Leadership in Energy and Environmental Design (LEED) program • Energy Performance 20% better than Massachusetts' Energy Code • Independent 3rd party commissioning • Reduction of outdoor water consumption by 50% and indoor water consumption by 20% relative to standard baseline projections • Conformance with at least 1 of 4 identified smart growth criteria 	SDQPR 10
Massachusetts Department of Environmental Protection (MassDEP)	Responsible for ensuring clean air and water, the safe management of toxics and hazards, the recycling of solid and hazardous wastes, the timely cleanup of hazardous waste sites and spills, and the preservation of wetlands and coastal resources. Through its participation in the Clean Energy Results Program, MassDEP advances environmental protection by promoting the development of renewable energy and energy efficiency projects in Massachusetts through its efforts to reduce regulatory and other barriers to clean and energy efficient development across the state.	SDQPR 10
Massachusetts Architectural Access Board (MAAB)	The regulatory agency within the Massachusetts Executive Office of Public Safety that develops and enforces regulations designed to make public facilities accessible, functional, and safe for use by persons with disabilities. MAAB regulations are found in Section 521 of the Code of Massachusetts Regulations. The Board receives and adjudicates complaints of non-compliance, provides advisory opinions on its regulations, and grants variances where compliance would be technologically unfeasible or compliance would result in excessive and unreasonable costs without any substantial benefit to persons with disabilities.	SDQPR 15
Massachusetts Department of Energy Resources (DOER)	The Commonwealth's energy policy office and oversees efforts to ensure deployment of all cost-effective energy efficiency measures, maximize the development of clean energy resources, ensure reliable energy supplies, minimize the relative cost of clean energy, and support Massachusetts' clean energy companies and employment. The DOER Leading by Example Program works with DCAMM and many other agencies to develop strategies and programs to support clean energy and sustainability efforts across state government.	SDQPR 10
Massachusetts Emergency Management Agency (MEMA)	The state agency charged with ensuring the state is prepared to withstand, respond to, and recover from all types of emergencies and disasters, including natural hazards, accidents, deliberate attacks, and technological and infrastructure failures.	SDQPR 01 SDQPR 09
Massachusetts Facilities	A network of state facilities managers that meets periodically to discuss specific topics of interest with the aim toward increased	SDQPR 05



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Managers Association (MAFMA)	information sharing and problem solving.	
Massachusetts Office on Disability (MOD)	The designated agency to oversee and administer the Commonwealth's compliance with the Americans with Disabilities Act (ADAMOD's mission is to ensure the full and equal participation of all people with disabilities in all aspects of life by working to advance legal rights, maximum opportunities, supportive services, accommodations and accessibility in a manner that fosters dignity and self-determination.	SDQPR 15
MassSave® Incentive Programs	An initiative sponsored by Massachusetts' gas and electric utilities and energy efficiency service providers. The sponsors of MassSave® work closely with the Massachusetts Department of Energy Resources to provide a wide range of services, incentives, trainings, and information promoting energy efficiency that help residents and businesses manage energy use and related costs. MassSave® offers training, incentives, and educational resources to contractors, building managers and facilities teams so they can recommend, install and maintain the latest generation of energy-efficient equipment- and help customers achieve their energy goals.	SDQPR 10
Mitigation	The structural and non-structural actions taken to lessen the impact of a hazard to the building through the review of possible risks.	SDQPR 09
National Incident Management System (NIMS)	Administered by the US Department of Homeland Security and referenced in FEMA Publication P-501. This publication provides a consistent nationwide template to enable Federal, State, tribal, and local governments, nongovernmental organizations (NGOs), and the private sector to work together to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity.	SDQPR 09
Native Plant Species	Plant types that grow naturally in a particular region, ecosystem, or habitat without direct or indirect human actions (Federal Native Plant Conservation Committee, 1994). The plants growing before Europeans settled in North America are considered native to the eastern United States. Native plants include all kinds of plants from mosses and ferns to wildflowers, shrubs, and trees.	SDQPR 02
Net Floor Area	The type of floor area available to the tenant for a specific purpose that is used for rent calculations.	SDQPR 11
NFPA Code 13	The National Fire Protection Association Standard for the Installation of Automatic Sprinkler Systems.	SDQPR 16
Occupant Area	The same as Office Area; it is the area of a building occupied by a tenant that houses personnel, equipment, fixtures, furniture, and supplies.	SDQPR 11
Occupant(s)	The individuals or entities that occupy space in a Commonwealth facility by virtue of their status of a Controlling Agency, User Agency or because they are permitted to use the space as a Licensee of the User Agency.	SDQPR 01 - SDQPR 017



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Occupational Safety and Health Administration (OSHA)	A federal agency responsible for assuring safe and healthful working conditions for working men and women by setting and enforcing standards and by providing training, outreach, education and assistance.	SDQPR 03
Office Area	The lease space occupied by and for the exclusive use of the tenant.	SDQPR 11
Office Buildings: Standard Methods of Measurement (ANSI/BOMA Z65.1-2010)	This BOMA standard provides guidelines for measuring useable space in both existing and new sites by taking a building wide approach to floor area measurement. It identifies and assists in measuring both occupant space as well as the space that benefits all occupants.	SDQPR 11
Omni Class	A classification table that is used to name building spaces on floor plan documentation.	SDQPR 11
OmniClass Construction Classification System (OCCS)	A means of organizing and retrieving information specifically designed for the construction industry. It is designed to provide a standardized basis for classifying information created and used by the North American architectural, engineering and construction (AEC) industry, throughout the full facility life cycle from conception to demolition or reuse.	SDQPR 13
Ongoing Consumables	Low-cost-per-unit materials that are regularly used and replaced through daily operations. (i.e. printing and copying paper, notebooks, envelopes, business cards, sticky notes, paper clips, ink and toner cartridges, binders, batteries, etc.)	SDQPR 14
Operational Efficiency	Represents the life-cycle, cost-effective mix of preventive, predictive, and reliability- centered maintenance technologies, coupled with equipment calibration, tracking, and computerized maintenance management capabilities all targeting reliability, safety, occupant comfort, and system efficiency.	SDQPR 05 SDQPR 06
Operational Security	A component of the facility/building security program/plan focused on people. This component includes the provision of staff to support the security protocol, the education, and training of employees, and the procedures for managing contractors, vendors, and visitors.	SDQPR 01
Owner's Project Requirements	A written document that details the functional requirements of a project and the expectations of how it will be used and operated. These include project goals, measurable performance criteria, cost considerations, benchmarks, success criteria, and supporting information.	SDQPR 10
Physical Security	The type of security that addresses actions you can take to protect buildings, property, and assets against intruders. When designing a physical security program, the three levels you need to protect are your outer perimeter, your inner perimeter and interior. Some physical security measures include barriers, fences, and gates, walls, outside perimeter lighting, signage, locks, and access control points.	SDQPR 01



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Pictogram	A symbol which is a picture that represents an object or concept, e.g. a picture of an envelope used to represent an e-mail message. Pictograms are common in everyday life, e.g., signs in public places or roads, whereas the term "icon" is specific to interfaces on computers or other electronic devices.	SDQPR 17
Polychlorinated Biphenyls (PCBs)	Were widely used as dielectric and coolant fluids in transformers, capacitors, and electric motors. They were also used in construction materials like caulking as a plasticizer to improve a products resistance to degradation. They are known to cause cancer in animals and thought to do so in humans. They were banned in the US in 1979.	SDQPR 08
Portfolio	A financial term for a collection of investments.	SDQPR 11
Preparedness	Ongoing activities, tasks, and systems to develop, implement and maintain program capabilities. This is completed by a cycle of planning, organizing, training, equipping, exercising, evaluating, and improving.	SDQPR 09
Prevention	Preventing the human hazard, primarily from potential natural disasters, accidents, or human acts of violence.	SDQPR 09
Preventive Maintenance	Proactive work performed by various trades personnel based on scheduled inspections, scheduled testing, and minor element replacements. Preventive Maintenance consists of a series of maintenance requirements that provide a basis for planning, scheduling, and executing scheduled maintenance, planned versus corrective for improving equipment life and to avoid any unplanned maintenance activity/minimize equipment breakdowns. Predictive Maintenance also involves the use of electronic monitoring equipment to warn of problems/conditions before they affect equipment performance. Glenn Hunt, Peripheral Systems, Inc., Comprehensive Facility Operation & Maintenance Manual. Last updated: 10-04- 2013. Accessed on 10/20/2013 via http://www.wbdg.org/om/om_manual.php	SDQPR 06 SDQPR 13
Preventive Maintenance Plan (PMP)	Will typically identify Preventive Maintenance task descriptions and schedules, troubleshooting, replacement parts, service providers, operating quantity and unique storage requirements for spare parts. The Plan also lays out a regularly scheduled inspection of building interior and exterior equipment and systems for signs of wear and tear that will require routine and/or corrective maintenance. This inspection process is performed by building facilities staff as well as contracted service providers.	SDQPR 06
Procurement	The act of obtaining or buying goods and services. The process includes preparation and processing of a demand as well as the end receipt and approval of payment.	SDQPR 14
Program Access	A standard in Title II of the ADA requires that a person with a disability shall have an equal opportunity to participate in, or benefit from, programs, services, and activities, when viewed in their entirety in a time-frame and setting equivalent to people without	SDQPR 15



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
	disabilities. Program access is intended to remove physical barriers to services, programs, and activities, but it generally does not require that each facility, or each part of a facility, be fully accessible if program accessibility can be achieved through administrative and operational means. In providing program access, entities are not required to take any action that would result in a fundamental alteration to the nature of the service, program, or activity in question or that would result in undue financial and administrative burdens. This determination can only be made by the head of the public entity or a designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The determination that undue burden would result must be based on all resources available for use in a program. If an action would result in such an alteration or such burdens, the entity must take any other action that it can to ensure that people with disabilities receive the benefits and services of the program or activity.	
Programming	Identification of the spatial, functional, and operational requirements for a facility (uses, areas, required adjacencies, etc.) to meet the projected needs and goals of the facility or partial facility. Program Validation assesses the accuracy, efficiency and effectiveness of a design in meeting those requirements.	SDQPR 13
Project Life-Cycle	Is a time based view of a facility project over the course of the planning, design, construction, and commissioning and handover processes. This view focuses on activities during a project's active design, construction, and delivery phases. It is a subset of the building life-cycle and excludes operating and maintenance activities that commence after a building is commissioned. The project lifecycle uses OmniClass Table 31 for phase definitions.	SDQPR 13
Project Management	The discipline of planning, organizing, motivating, and controlling resources to achieve specific goals. A project is a temporary endeavor designed to produce a unique product, service or result with a defined beginning and end (usually time- constrained, and often constrained by funding or deliverables), undertaken to meet unique goals and objectives, typically to bring about beneficial change or added value. The temporary nature of projects stands in contrast with business operations, which are repetitive, permanent, or semi- permanent functional activities to produce products or services.	SDQPR 12
Project Parameters	Parameters that are defined and then added to multiple categories of elements in a project. They are specific to the project and cannot be shared with other projects. You can use shared parameters to define project parameters and then associate these project parameters with specific categories of elements within a project.	SDQPR 13
Radon	An invisible, radioactive gas that results from the decay of radium, which may be found in rock formations beneath buildings or in certain building materials themselves.	SDQPR 08



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Reactive (Corrective) Maintenance	Unplanned repair or adjustment of equipment or components.	SDQPR 05
Record model	An accurate digital representation of the physical conditions, environment, and assets of a facility BIM model.	SDQPR 13
Recovery	The process of bringing the affected building and its operations back to business continuity and some degree of normalcy.	SDQPR 09
Recycling	The collection, reprocessing, marketing and use of materials that were diverted or recovered from the solid waste stream.	SDQPR 04
Recycling Collection Area	Area located in regularly occupied space in the building for the collection of occupants' recyclables. A building may have numerous collection areas from which recyclable materials are typically removed to a central collection and storage area.	SDQPR 04
Reuse	The return of materials to active use in the same or a related capacity as their original use, thus extending the lifetime of materials that would otherwise be discarded.	SDQPR 04
Request for Responses (RFR) (also known as: "solicitation" or "procurement")	The method for communicating the contract performance specifications to potential bidders. The goal of an RFR is to obtain best value commodities and services and to define the expected outcomes. Requirements and procedures for the individual RFRs will vary based on the particular need, the complexity, and the total value of the contract.	SDQPR14
Response	The effort to mitigate the impact of an incident on the public and the environment.	SDQPR 09
Retro-commissioning	The application of the commissioning to an existing facility, to improve the facility's performance by identifying opportunities for operational improvement that will increase occupant comfort and save energy.	SDQPR 10
Revit®	Software specifically built for Building Information Modeling (BIM), empowering design and construction professionals to bring ideas from concept to construction with a coordinated and consistent model-based approach. Revit is a single application that includes features for architectural design, MEP and structural engineering, and construction.	SDQPR 11
Routine Maintenance	Simple, small-scale activities and specific work-order requests associated with general upkeep and continued operation of a building, site, equipment, machine, plant, or system against normal wear and tear. Typically, it includes activities that are completed by the facility management staff and regularly contracted facility service providers, rather than specialized professionals. Routine maintenance is done within a specific period of time e.g. daily weekly monthly etc.	SDQPR 05 SDQPR 13
Security Manager	The individual responsible for implementing and managing the security program at a facility in cooperation with the facility manager.	SDQPR 01 SDQPR 15



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Security Staff	In-house security presence that can perform a range of security roles. May be cross-trained for duties such as control center monitoring, incident investigation, quick deployment to address incidents, and emergency preparedness support	SDQPR 01
Service Delivery and Performance Objectives	The supplemental document for each Standard that details the activities necessary for successful implementation of the Standard at Commonwealth facilities, as well as the performance goals for ensuring these activities meet the anticipated level of service. This document shall also align with the activities listed within the Service Level Matrix.	SDQPR 01 SDQPR 03
Service Level Matrix (SLM)	The agreement between the User Agency and the Facility Manager / DCAMM that combines information on the scheduling of all contracted services and their expected delivery period(s). It clearly states metrics, responsibilities and expectations and ensures that both parties have equal understanding of service requirements.	SDQPR 01 - SDQPR 17
Service Providers	The parties responsible for completing all maintenance and management activities governed by this standard. Service providers at the facility are internal facility staff, external contracted providers, or both.	SDQPR 01 SDQPR 03 SDQPR 15
Services	Include but are not limited to furnishing of time, labor, effort, specialized skills by a contractor including operational, professional, maintenance, consultant, maintenance and repair, non-professional, and human and social services (i.e. janitorial services, landscaping services, architectural services, engineering services, environmental consulting services, etc.).	SDQPR 14
Signage	The visual, tactile, and verbal communication component of wayfinding. For easy wayfinding, architecture must be obvious and intuitive. If it isn't, signage is required to communicate what the architecture cannot. Too much or too little signage causes confusion. For effective wayfinding, it is critical that when signage is used it must provide the correct information at the correct time. Braille cannot be sharp to the touch.	SDQPR 17
Source reduction:	The reduction of the amount of unnecessary material brought into a building. One example is purchasing products with less packaging.	SDQPR 04
Small Procurements	Purchases of goods or services with a value between \$10,000 and \$150,000, or as otherwise established by the Commonwealth of Massachusetts Office of the Comptroller.	SDQPR 14
Space Information Management	Spatial information taken directly from drawings or BIM models.	SDQPR 11
Space Management	A comprehensive system for centralizing and storing real-time information about building(s), space under management and occupants.	SDQPR 11
Space Management Plan	Development and maintenance of a facility space inventory that assists in the analysis of capital outlay budget requests for	SDQPR 11



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
	new construction, renovation and other space- related factors.	
Space Management Services Providers	The parties responsible for completing all space management-related activities for the facility. The space management service providers at the facility are internal facility staff, external contracted providers, or both.	SDQPR 11
Space Utilization	The application and use of building/facility floor space.	SDQPR 11
Statewide Contracts	Established using the requirements of 801 CMR 21.00 by the Operational Services Division's (OSD) Procurement Management Teams on behalf of the Commonwealth. Departments that follow 801 CMR 21.00 are required to use Statewide Contracts, regardless of the dollar amount of the purchase.	SDQPR 14
Strategic Sourcing Team (SST)	Responsible for the continuous evaluation and improvement of purchasing activities related to a specific service or commodity. The SST is responsible for identifying and verifying the need, sources and timing of purchases. A SST is composed of program area experts and procurement staff from the purchasing department, with a Team Leader to guide the team throughout the procurement process. Department SSTs must monitor contractor performance and customer satisfaction at the department level. Thus, the SST is maintained for the term of the contract.	SDQPR 14
Subcontracted Maintenance	Maintenance that is typically performed by outside contractors or by facility staff outside of their usual job description.	SDQPR 05 SDQPR 06
Sustainable Sites Initiative (SITES™)	A program to promote sustainable land development and management practices that can apply to sites with and without buildings. The SITES program will provide tools for those who influence land development and management practices and can address increasingly urgent global concerns such as climate change, loss of biodiversity, and resource depletion.	SDQPR 02
Tactile Signage	Incorporates raised text or symbols to enable touch reading by people who are blind, and touch enhancement of visual perception for people who are vision impaired.	SDQPR 17
Technological Security	A component of the facility security program that involves the management of technical data and systems, alarm systems for intrusion detection, video monitoring systems, building automation systems that control HVAC and lighting, fire alarm systems, communication systems such as radios and emergency call boxes, and access control of spaces.	SDQPR 01
Tipping Fees	Fees charged by a landfill for disposal of waste, typically quoted per ton.	SDQPR 04
Total Worker Health	Integrates occupational safety and health protection with health promotion to prevent worker injury and illness and improve health and wellbeing.	SDQPR 08



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Universal Design (UD)	A conceptual framework for the design of 5 places, products, information, communication and policy to be usable by the widest range of people operating in the widest range of situations without special or separate design. Most simply, Universal Design is human-centered design of everything with everyone in mind.	SDQPR 1
User Agency	The state agency that has the legal right to occupy and use a space for its agency mission. A User Agency may have the exclusive use of an entire building, or in a multi-agency building it may have the exclusive use of a part of a building coupled with the right to use common areas jointly with others.	SDQPR 01 - SDQPR 17
Volatile Organic Compounds (VOCs)	Organic chemicals that have a high vapor pressure at ordinary, room-temperature conditions. Common VOCs such as formaldehyde and other hydrocarbons create indoor air quality hazards and/or are potential groundwater contaminants.	SDQPR 08
Waste	All materials that flow from the building to final disposal. Examples include paper, grass trimmings, food scraps and plastics. Waste refers to all materials that are capable of being diverted from the building's waste stream through waste reduction.	SDQPR 04
Waste Disposal	Elimination of waste by means of burial in a landfill, combustion in an incinerator, dumping at sea, or any other way that is not recycling or reuse.	SDQPR 04
Waste Diversion	A management activity that disposes of waste other than through incineration or the use of landfills. Examples include reuse and recycling.	SDQPR 04
Waste Reduction	Includes both source reduction and waste diversion through reuse or recycling.	SDQPR 04
Waste Stream Water Best Management Practices	The overall flow of waste from the building to a landfill, incinerator, or other disposal site. Implemented by facility staff to reduce water consumption by both building interior and exterior uses. These include but are not limited to: landscaping with native (and/or drought resistant) plants, capturing rainwater, using soil amendments, encouraging use of water filling stations, aerators on sinks, dual flush valves, etc.	SDQPR 04
Wayfinding	A dynamic strategy that allows people to find where to go and how to get there and back. Wayfinding is not a synonym for signage. Along with a variety of exterior and interior environmental elements and features such as canopies, thresholds, sightlines, lighting, maps, and electronic devices, signage is used as a tool for clarifying and communicating information further. Effective wayfinding strategies are inclusive and draw on senses and cognitive abilities to support decision making and navigational processes. Accurate and timely information must be provided when and where a user needs it. Placement of environmental cues and selection are critical to maximizing the communication. Often this cannot be achieved using only one method; redundancy and overlap of information can be helpful if used consistently.	SDQPR 17



*Integrated Facilities Management
Service Delivery and Quality Performance Requirements*

Appendix B: Glossary of Terms and Definitions

Term	Definition	SDQPR
Work Order	A written (or electronic) request that a task or project be completed. The order can be sent from a tenant to a facility manager, from a customer to a contractor, or internally from one company department to another. Work orders can range in scope from small (i.e. fixing a leak), to large (i.e. replacing old plumbing).	SDQPR 05

