



DIVISION OF
CAPITAL ASSET
MANAGEMENT &
MAINTENANCE

McCormack Building Occupant Handbook

The information provided in this Handbook will inform occupants of important building procedures, services and policies and provide an orientation to the McCormack Building and community.

The Division of Capital Asset Management and Maintenance (DCAMM) oversees the McCormack services, including:

- Cleaning
- Mechanical maintenance
- Grounds
- Pest control
- Emergency response and life safety systems

If you have any questions, please contact DCAMM Building Operations, located in Room 107, (617) 727-4100.

NOTE: Normal hours of operation for employees in the McCormack Building are 7:00 am to 6:00 pm weekdays; visitor hours are from 8:00 am to 5:00 pm.

As policies and procedures change or are revised, the Occupant Handbook will be updated to reflect these changes.



MCCORMACK BUILDING

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MCCORMACK BUILDING

Building Operations and Contacts

DCAMM Operations oversees the facility management of the McCormack Building. The Operations team supervises, monitors, and manages private contractors for cleaning, mechanical maintenance, grounds, pest control and life safety systems. The office is located in Room 107 of the McCormack Building.

The [Control Center](#), located in Room 109 of the McCormack, is available during regular business hours to respond to questions regarding concerns within the Hurley, Lindemann, McCormack buildings and State House. The Control Center may be contacted Monday through Friday during business hours, 8:00 am-5:00 pm, at **(617) 727-1100**; after business hours at **(617) 727-1000**.

| CONTACT | LOCATION | PHONE/FAX | E-MAIL |
|---|-----------|--|--|
| Building Operations Main Office Deirdre Dacey | Room 107 | phone: (617) 727-4100 fax: (617) 727-5514 | deirdre.dacey@state.ma.us |
| Richard Goulet, Director of Operations and Maintenance | Room 1500 | phone: (617) 727-4050 x 31293 fax: (617) 727-8092 | richard.goulet@state.ma.us |
| Parrish Rossi, Facility Manager | Room 107 | phone: (617) 727-4100 x 31404 | parrish.rossi@state.ma.us |
| Andrea Thomas, CAMIS | Room 107 | phone: (617) 727-4100 x 31492 fax: (617) 727-5514 | andrea.thomas@state.ma.us |
| Ed Kennedy, Director of Life Safety and Security | Room 107 | phone: (617) 727-4100 x 31237 fax: (617) 727-5514 | ed.kennedy@state.ma.us |
| Control Center 24/7 | Room 109 | phone: (617) 727-1100 | control.center@state.ma.us |

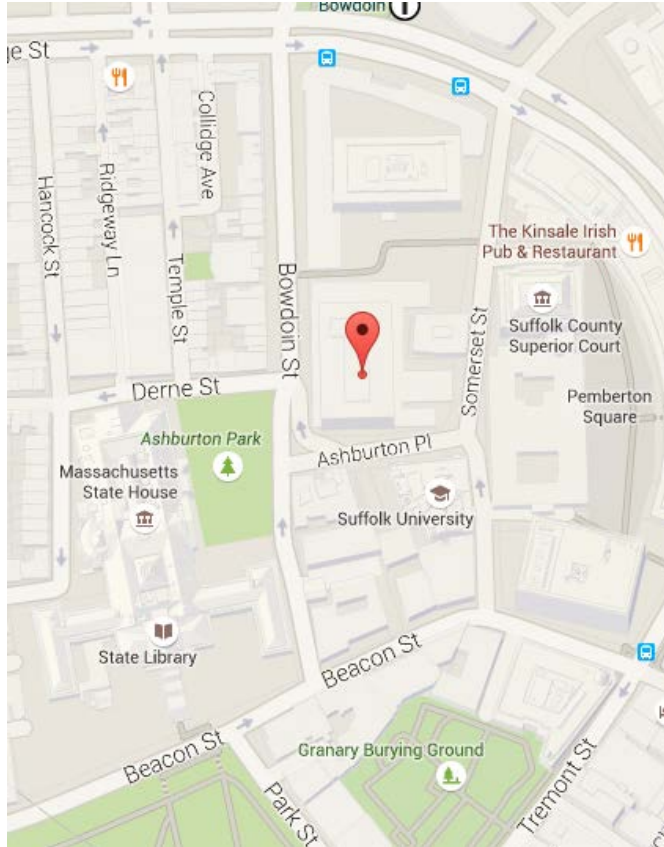


MCCORMACK BUILDING

Building Information

Directions to the McCormack Building

McCormack Building
1 Ashburton Place
Boston, MA 02108



From the South:

Driving Directions:

- Take I 93 North to North Station/Causeway Street exit
- Take left at bottom of ramp onto Causeway Street
- Take a left at first set of lights onto Canal Street
- At end of Canal Street take a right onto New Chardon
- At the lights take a right on Cambridge Street
- First left onto Somerset Street
- Right on Ashburton Place



MCCORMACK BUILDING

MBTA Directions:

- Commuter Rail to South Station, then change to the Red Line
- Red line or Green line to Park Street Station
- Walk through Boston Common towards the State House
- Take a right in front of State House on Beacon Street
- First left onto Bowdoin Street
- Bowdoin Street intersects with Ashburton Place at the top of the hill

From the North:

Driving Directions:

- Take I 93 South to New Chardon Street exit
- Take left onto Cambridge Street
- Take right onto Somerset Street
- Take right onto Ashburton Place

MBTA Directions:

- Commuter Rail to North Station
- Walk towards the right on Causeway Street
- Take a left onto New Chardon Street
- Cross Cambridge Street to Bowdoin Street
- Ashburton Place is at the top of the hill



McCormack Building Conference Room Request Form

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/mccormack-bldg/conference-room-request.html>

McCormack Building Conference Room Schedule

Please find the current schedule at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/mccormack-bldg/mccormack-building-conference-room-schedule.html>

MCCORMACK BUILDING

Control Center

Located in Room 109 of the McCormack Building, the Control Center is available during regular business hours to respond to questions regarding the following concerns:

| | | |
|------------------|------------------|----------------------|
| Air Circulation | Graffiti | Phones: Pay/Courtesy |
| Air Conditioning | Hampers | Plumbing |
| Air Quality | Heating | Recycling |
| Blinds | Keys | Restrooms |
| Cafeteria | Leaks | Safety |
| Ceiling Tiles | Lighting Codes | Signs |
| Conference Rooms | Lights | Smoking Complaints |
| Electrical | Lock Outs | Spills |
| Elevators | Locksmith Office | Temperature |
| Engineering | Cleaning Office | Trash |
| Falls | Moves | Vacuuming |
| Fans | PA Systems | Ventilation |
| Fumes | Pests | |

Contact Information for Customer Service:

Email: Customer Service: customerservice@state.ma.us Please provide as much detail as possible

Telephone: Mon.- Fri. 7:00 am- 6:00 pm
617-727-4100

After Hours: 617-727-1000

Fax: 617-727-5514
Attn: Customer Service



McCormack Building Contractor Work Permit

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/mccormack-bldg/mccormack-contractor-work-permit.html>

Agencies must have a permit from DCAMM to make any changes to their work spaces. Contractors are not allowed into DCAMM buildings without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations. Original and copies (as well as related drawings, floor plans, and charts) must be received by DCAMM two weeks prior to beginning the project.

McCormack Building Emergencies

DCAMM Security and Life Safety Department establishes fire and emergency response plans, including evacuation plans and procedures. The Security and Life Safety Department also organizes evacuation teams, which are set up by either Agency or floor to function as organizers to facilitate the safe evacuation of those who work in, or visit DCAMM facilities. Evacuation teams, which are picked by DCAMM, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. Evacuation Team Leaders (ETLs) provide team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.), which DCAMM maintains and distributes as necessary for both operational and training purposes. The Security and Life Safety Department holds evacuation team meetings and training sessions throughout the year.

| EMERGENCY CONTACTS | PHONE # |
|---|--------------|
| Emergency | 911 |
| Control Center (24 hour) | 617-727-1100 |
| State Police Government Center Station H-1 | 617-727-2917 |
| DCAMM Building Operations | 617-727-4100 |
| DCAMM Deputy Director of Security and Life Safety | 617-727-1000 |
| EMERGENCY SITUATIONS | |
| Bomb Threat Elevator Malfunction Fire and Life Safety Fire Safety Guide Medical Emergency Power Failure Severe Weather Toxic Hazards | |



McCormack Building Fire and Emergency Response Plans

It is the policy of the Division of Capital Asset Management and Maintenance (DCAMM) to have a detailed Occupant Emergency Plan, which shall include the maintenance of a network of Emergency Team Leaders from every agency and work area. These Emergency Team Leaders are trained tenant agency personnel familiar with the Occupant Emergency Plan. In addition, they appoint agency personnel to various Evacuation Team positions, assist DCAMM with fire safety issues on their floors, advise and direct tenants during fire drills and actual emergencies. DCAMM staff shall meet routinely with Emergency Team Leaders.

It shall be the responsibility of all Emergency Team Leaders to be familiar with the Occupant Emergency Plan and keep current records of all personnel with disabilities. All tenants of a work area are required to obey the direction of their Emergency Team Leaders during an emergency situation and adhere to the Occupant Emergency Plan. Emergency Team Leaders are responsible for the entire floor, not just the agency/area in which they work. If for any reason an Emergency Team Leader leaves his or her position in state government or transfers to another location, it is the agency's responsibility to inform DCAMM of his or her departure.



Office of Facilities Maintenance and Management

John W. McCormack
Building

EMERGENCY PROCEDURES

Occupant Sections

ABOUT THIS PLAN

This Emergency Response Plan is for use by all the occupants of the John W. McCormack Building as of October 2012. It contains comprehensive occupant information relative to the various elements of the plan, the organization of emergency response teams, specific response procedures and action items, and facility emergency information. This Occupant Section of the Emergency Response Plan is available online at Mass.Gov on the Division of Capital Asset Management web page www.mass.gov/dcam.

IMPORTANT:

If you are accessing this plan due to an ongoing emergency:

- **Go immediately to the table of contents,**
- **Locate that emergency (**bold red lettering**) section, and**
- **Follow the procedures for that emergency**

I. EMERGENCY EVACUATION PLAN

A. PURPOSE

The purpose of this emergency plan is to:

- Ensure the immediate notification and activation of all emergency personnel,
- Provide a clear course of action to be followed during any emergency situation,
- Ensure the immediate relocation of affected building occupants as quickly and safely as possible, and
- Familiarize all occupants with the specific emergency procedures and appropriate response.

B. GENERAL

The activation of a sprinkler head, smoke detector, or pull station immediately notifies the Control Center that an emergency situation exists, automatically summons the Boston Fire Department, and signals the occupants to either fully or partially evacuate.

An effective emergency response requires teamwork. This plan will clarify the roles of building occupants, Emergency Team Leaders, DCAMM personnel, the Massachusetts State Police, and first responders in the event of an emergency.

Although full or partial building evacuation may occur as a result of any major emergency, the most common reason is fire alarm activation. Once a full or partial evacuation has been ordered, the same evacuation procedure used during a fire emergency should be followed.

Most fire alarm activations will call for partial evacuation only. It is critical that all personnel exit the affected floors immediately. Do not re-enter the building until the Boston Fire Department gives permission to do so.

II. REPORTING

A. GENERAL

The proper reporting of any emergency situation is crucial in assuring the proper response of emergency personnel. Since there are many options available to occupants, it is important to know the benefits and the limitations of one option over another.

B. REPORTING A FIRE - OPTIONS

1. **Locate the nearest fire pull station and pull the lever down completely.** *This is the fastest and most direct method* to insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency. Pull stations are located at key points throughout the McCormack Building. **Become familiar with their locations.**



OR

2. **Call the Control Center at 617-727-1000.** Give the Control Center the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

- 3a. **Call 911.** Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

AND

- 3b. **Immediately call the Control Center,** inform them that a 911 call has been placed, and supply the Control Center with the same information given to the 911 operators.
4. After the alarm system has been activated, **locate the Emergency Team Leader** and inform him/her of the location and nature of the emergency.

C. REPORTING OTHER TYPES OF EMERGENCIES

In the event of any other type of emergency (i.e. medical, bomb threat, etc.), alert the proper authorities, notify your Emergency Team Leader, and await further instructions.

| | |
|-----------------------------------|---------------------|
| Control Center (24hour) | 617-727-1000 |
| DCR Rangers | 617-722-1188 |
| Massachusetts State Police | 617-727-2917 |
| DCAMM | 617-727-4100 |
| Boston EMS | 911 |
| Boston Fire Department | 911 |
| Boston Police Department | 911 |

II. REPORTING (continued)

For posting in tenant areas:

EMERGENCY NUMBERS

911

617-727-1000 Control Center

617-727-2917 State Police

IN CASE OF FIRE:

- GO TO THE NEAREST **PULL STATION**.
- **PULL THE LEVER DOWN COMPLETELY**.
- BEGIN THE EVACUATION.

IN CASE OF OTHER EMERGENCY SITUATIONS:

- CALL **911**
- CALL THE CONTROL CENTER AT: **617-727-1000**
- **OR** CALL THE STATE POLICE AT: **617-727-2917**
- **AND** ADVISE THEM OF THE EMERGENCY IMMEDIATELY.
- FOLLOW EMERGENCY PROTOCOL APPROPRIATE TO THE MEDICAL OR EMERGENCY CONDITION.

MEDICAL EMERGENCY NOTE:

If a medical emergency call has been placed to **911** you **MUST** also notify the **CONTROL CENTER** at **617-727-1000** and advise them of the nature and location of the emergency **AND** that Emergency Medical Services have been summoned via a call to **911**.



III. EMERGENCY RESPONSE PROCEDURES

A. GENERAL

The following pages establish procedures to follow for various emergency situations. Please become familiar with them.

While full or partial evacuation of a building is sometimes necessary, evacuation is not always the only, or even proper, response in an emergency. Decisions regarding when and how much of a building to evacuate are highly dependent upon the nature and circumstances of a specific emergency.

For example, the activation of the fire alarm system at the McCormack building will almost always require the evacuation of the fire floor, as well as the floor above and the floor below the fire floor. Most other emergencies will **not** require **immediate** evacuation. Some emergencies may require the occupants to leave the immediate area but not evacuate the building. (See *Floor Evacuation Chart on Page 19.*)

In the event of an emergency, the alarm system warning sequence is two-fold as follows:

- The entire building will get an “alert” signal of four “bong type” tones accompanied by strobe light (visual) activations followed by a female voice announcement that there is an emergency in the building AND that an evacuation alarm will follow IF the emergency involves your floor. This message will be repeated a total of three times. **This is not a notice to evacuate your area;** its purpose is to alert you to the possibility of further warnings or announcements. Be alert for further alarms but if nothing follows the alarm does not affect your floor.
- **If the emergency involves your floor** the system will sound a *continuous* second alarm accompanied by visual (strobes) warnings. This is the Evacuation signal. **This second alarm is a notice to evacuate your area.** No verbal communication will accompany this second alarm. The second alarm will be confined to the involved floor, the floor above, and the floor below. The evacuation alarm will not cease operation until silenced by responding units from the Boston Fire Department. It will be repeated over and over

The Emergency Response Plan has been developed and organized according to the Incident Command System or ICS.

Knowledge of the Emergency Procedures is your most important tool.

Some things to remember:

- When the alarm system is activated all doors are available to be used as an emergency exit. Be familiar with at least two emergency exits in your location.
- Do not use the elevators for emergency evacuations.
- Follow the instructions of the Emergency Team Leaders and Emergency Response Personnel.
- *You do not need to evacuate your floor unless both audio (horn) and visual (strobes) are activated and continuous.*
- **The overriding concern is for Life Safety. Use common sense.**

B. EMERGENCY SITUATIONS

IN CASE OF FIRE

1. **Report the fire.** Locate the nearest fire pull station and pull the lever down completely.
2. **Evacuate the fire floor** via the nearest exits. Using the stairwells, descend three floors.
3. **Evacuate the floor above and the floor below** the fire via the nearest exits. Using the stairwells, descend three floors.
4. **Listen to Emergency Announcements** and follow directions.

Pull stations are located at key points and are the fastest and most direct option to insure that all emergency response agencies and building occupants are immediately notified of an emergency. Become familiar with their locations.

Other methods of reporting a Fire include:

Call the Control Center at 617-727-1000. Give the Control Center the following information: Floor, room number (if available) tenant, and fire or smoke location if known.

OR

Call the State Police at 617-727-2717. Give the MSP the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

Call 911. Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

THEN

Immediately call the Control Center and inform them that a 911 call has been placed and supply the Control Center with the same information given to the 911 operators.

Additional Fire Response Considerations:

- **Physically challenged or mobility-impaired** personnel should report to the **freight elevator lobby** on each floor for evacuation to the Lobby level unless otherwise instructed.
- **All others** should proceed **carefully down the stairs** using the handrails and staying to the right of the stairwell. Be aware that emergency personnel may utilize the same stairwell to access the fire floor. Do not use the elevators unless directed to do so by emergency personnel.
- If instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to lobby level and exit the building. Once you reach your designated relocation area, remain there until you are given further instructions or the “all clear” command is given. Under no circumstances return to an evacuated floor or building except as directed by Fire Department personnel.
- When exiting your office area take only wallets and handbags and close, but **don't lock** all doors.

B. EMERGENCY SITUATIONS (continued)

IN CASE OF MEDICAL EMERGENCY

1. Call the Control Center at **617-727-1000**. Give the Control Center the following information: floor, room number (if available), tenant, type of medical emergency if known.

OR

2. Call the State Police at **617-727-2917**. Give the MSP the following information: floor, room number (if available), tenant, and type of emergency.

OR

3. Call 911. Give the operator the following information: address, floor, room number (if available), tenant, and type of medical emergency if known.

THEN

Immediately call the Control Center and inform them that a 911 call has been placed and supply the Control Center with the same information given to the 911 operators.

Additional Medical Emergency Response Considerations

- Once notified, the Control Center will contact DCAMM Facilities Management and personnel will immediately take control of the freight elevator for use by emergency responders.
- Having volunteer employees positioned at strategic intersections and/or doorways to act as a guide to responding personnel will improve response time considerably.
- Make sure someone is assigned to an office phone, able to take and place calls.
- If possible have the name, age, and date of birth of the patient written on a piece of paper and available to the first emergency responder.

B. EMERGENCY SITUATIONS (continued)

IN CASE OF BOMB THREAT

1. **Report the threat immediately** to the State Police at **617-727-2917**.
2. **Briefly inspect the area** for any suspicious objects or devices. **Never touch or move a suspicious object.**
3. **Remain calm** and await instructions from the State Police or via the public address system.
4. **If instructed** to evacuate the building, **by the nearest exit**, walk to the nearest stairwell, proceed to lobby level and exit the building.

NOTE ATTACHMENT: State Police Bomb Threat Data Form (Questions to ask caller, items to listen for and note.)

Other methods of reporting a Bomb Threat include:

Call the Control Center at **617-727-1000**. Give the Control Center the following information: Floor, room number (if available) tenant, and location of device if known.

OR

Call 911. Give the operator the following information: address, floor, tenant, and location of device if known.

THEN

Immediately call the Control Center and inform them that a 911 call has been placed and supply the Control Center with the same information given to the 911 operators.

Additional Bomb Threat Considerations:

- Persons knowing of the bomb threat should **visually inspect their work areas** for suspicious or unknown objects or devices. **Never touch or move a suspicious object.**
- Evacuating a floor or building without knowing exactly where a device is located may be dangerous.
- If evacuation is required, tenants will be notified via the public address system and normal evacuation procedures will be followed. Once outside the building, occupants should assemble at least 500 feet from the building.
- One individual familiar with the involved area should report to the Control Center and identify him/herself as an individual with knowledge of the area involved in the threat.
- A copy of the MSP Bomb Threat Data Form (attached) should be distributed to all personnel answering general telephone calls on a regular basis.
- DCAMM procedures comply with, and are based upon, State Police General Order SOC-02 6/23/97. Evacuation will only take place if deemed essential. If evacuation is necessary, and the emergency evacuation procedure will be followed.

REMEMBER:

Do NOT touch, attempt to move, or in any way disrupt a suspicious device.

CALL the State Police at 727-2917



B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

Massachusetts State Police Bomb Threat Data Form
MSP H1 Barracks 617-727-2917

Exact wording of the threat: _____

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____ If so, why? _____
7. What is your name? _____
8. What is your address? _____

Callers Voice: (circle any that apply)

Calm / Nasal / Angry / Stutter / Excited / Lisp / Slow / Rapid / Deep / Soft / Loud / Crying /
Accent / Ragged / Distinct / Laughter / Normal / Clearing throat / Slurred / Disguised /
Whispered / Deep breathing / Cracking voice.

If voice is familiar, who does it sound like? _____

Background Sounds: (circle any that apply)

Street noise / Voices / Factory machinery / Music / Crockery / Clear / Static / Motor / Animal
noises / PA system / Local / Sirens / Horns / Phone booth / Long distance / House noises /
Office machinery / Other _____

Threat Language: (circle any that apply)

Well spoken / Incoherent / Foul / Taped / Irrational / Prepared message read.

Remarks: _____

Received by: _____ **Position:** _____ **Phone:** _____

Date: _____ **Time:** _____ **AM/PM**



B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

IN CASE OF A HAZARDOUS MATERIAL EMERGENCY

Prior to the arrival of emergency response personnel the following steps should be taken:

1. Persons who have been, or may have been, in contact with hazardous substances should **immediately wash thoroughly with warm water and soap**. Do not touch the eyes, nose, or any other body part.
2. Persons who had no contact with any materials but were in the vicinity should **stay together** in a **safe location** nearby to **await instructions and assistance** from emergency response personnel. Do not leave the floor unless instructed to do so.
3. **Report the incident immediately.**
4. In a hazardous materials emergency, **containment** of the materials and individuals exposed **may be critical** to preventing additional unnecessary contamination. Isolate the area or close off the room by closing all doors. Turn off all fans and air conditioners.
5. **Follow the directions** of emergency response personnel exactly and immediately.

Other methods of reporting a Hazardous Materials Incident include:

Call the Control Center at **617-727-1000**. Give the Control Center the following information: Floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call 911. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known.

THEN

Immediately call the Control Center and inform them that a 911 call has been placed and supply the Control Center with the same information given to the 911 operators.

Additional HAZMAT Considerations:

1. Hazardous materials (HAZMAT) emergencies can occur at any time.
2. If you suspect a dangerous, life threatening condition exists, initiate emergency procedures immediately.
3. If you encounter an unidentified liquid spill, or detect a strange odor, or notice the presence of any foreign substance report it immediately.
4. Remember, containment helps reduce contamination, stay together in a safe place.

B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

IN CASE OF SMOKE OR BURNING SMELL

1. Report the type of smoke/smell and location immediately.
2. Follow instructions when provided.
3. **If you suspect a dangerous condition exists**, locate the nearest fire pull station and pull the lever down completely.

There will be occasions where you will encounter a burning odor or a faint trace of smoke. These may be due to electric light fixtures overheating slightly, slipping belts in running machinery, or they may be something much more serious.

Call the below listed numbers immediately:

Call the Control Center at **617-727-1000**. Give the Control Center the following information: Floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call 911. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known. Be sure to also call the Control Center at **617-727-1000**.

OTHER EMERGENCIES

For reporting other potentially dangerous situations, or for any other safety issues or concerns:

Call the State Police at **617-727-2917**

OR

Call the Control Center at **617-727-1000**.

IV. EMERGENCY TEAM MEMBER DUTIES

A. GENERAL

Duties of the Emergency Team Members are outlined on the following pages. Please make note that since the Occupant Emergency Team is made up of volunteers, the effectiveness of this, or any, emergency plan depends upon the support and participation of all tenant agencies and the cooperation of all personnel involved.

B. OCCUPANT EMERGENCY TEAMS

The Occupant Emergency Teams (OET) are responsible for the initiating and directing emergency procedures in their assigned areas and maintaining contact with the Command Center Team. The OET consists of the following positions:

Emergency Team Leader (ETL):

- Insures that occupants are aware of emergency procedures.
- Maintains a complete and accurate record of areas of responsibility and relevant data to include personnel on team, special safety or medical requirements, a list of emergency personnel in the area, and a current copy of the Occupant Emergency Plan.
- Keeps occupants of floor informed during any emergencies. Advise occupants of any sudden changes in the evacuation procedures. (Keep in mind Murphy's Law.)
- Directs the orderly flow of personnel during an emergency or drill in accordance with established emergency plans.
- Makes floor clearance/accountability report to the Command Center upon evacuation.
- Appoints an Assistant ETL, a Disabled Persons Monitor, an Area/Room Monitor, and a Stairway Monitor as well as alternates for these positions.

Assistant Emergency Team Leader:

- Serves as the Emergency Team Leader (ETL) in his/her absence.
- Assists in the orderly evacuation of occupants in the event of an emergency or drill.
- Informs co-workers of emergency procedures.
- Assists other team members as necessary.

Disabled Persons Monitor:

- Assists the disabled and mobility-impaired to the freight elevator lobby in preparation for evacuation. Escorts out of the building and/or to a safe area as directed.
- Maintains an accurate and complete roster of disabled personnel including name, phone number, and nature of disability.
- Knows the location of all disabled persons and facilitates their evacuation in an emergency or drill.

IV. EMERGENCY TEAM MEMBER DUTIES (continued)

Disabled Persons Monitor (continued)

- Confirms the safe condition of all disabled persons to the ETL at the conclusion of the emergency.

Area/Room Monitor:

- facilitates an efficient and complete evacuation of an assigned area.
- Ensures that area occupants have been advised of evacuation routes.
- Reports to the Emergency Team Leader when the area is cleared and the status of the evacuation of any disabled persons.
- Inspects all area offices, conference rooms, training rooms, computer rooms, restrooms, etc. to ensure complete evacuation.
- Is last to exit, closes but does not lock, all doors.
- Assists the Disabled Persons Monitor and/or the Stairway Monitor as required.

Stairway Monitor:

- Determines if the stairway is safe to be used for evacuation. Checks for any signs of smoke or heat.
- Closes elevator lobby doors.
- Maintains an orderly flow of traffic in, and to, the stairwells. Does not allow individuals to loiter, carry large/obstructing objects into the stairwells, and travel against the flow of traffic
Or reenter evacuated areas.
- Helps keep stairwell open for left side passage of emergency responders and/or identified DCAMM Command Center Team members.
- Reports stairway clear to Emergency Team Leader.

V. BUILDING INFORMATION

A. GENERAL DESCRIPTION

The John W. McCormack Building, located at One Ashburton Place in Boston, is a 22 story, Type 2-noncombustible building. It is constructed of heavy weight steel truss and cast-in-place concrete. Its dimensions are: length 240 feet, width 150 feet, and height 318 feet. There are 22 stories above grade and 4 levels below grade.

The McCormack building is equipped with sixteen elevators. Six low-rise passenger elevators travel from the lobby level to the 12th floor. Five high-rise passenger elevators travel from the lobby level, making stops only on floors 12 and above. One express passenger elevator serves only the lobby level and the 21st floor. There are two freight elevators that can travel from the garage level to the 21st floor, and two parking garage passenger elevators that travel from the lobby level down to the fourth level of the parking garage.

In the event of a smoke alarm activation in a specific elevator lobby, that bank of elevators is automatically recalled to the lobby level.

The McCormack building is fully sprinkled, as are the four levels of the parking garage.

The McCormack building is also equipped with a smoke evacuation system, which Activates in the event of smoke detector activation.

V. BUILDING INFORMATION (continued)

B. DETAILED DESCRIPTION

Building Name: John W. McCormack Building

Address: One Ashburton Place
Boston, MA 02108

Year building completed: 1972

Number of floors: 22

Garage levels: 4

Occupied floors: 20

Mechanical floors: 2

Fire alarm system & signals: Yes—entire building

Automatic sprinkler system: Yes—entire building

Voice communication system:
Emergency phones in all elevators.
Public announcement system
Throughout the building.

Smoke detection system: Yes

Smoke evacuation system: Yes—in corridors to stairwells.

Stairwells: Two (2). Each with two hour fire
protected stairwells. Ventilated.

Standpipe system: Yes—Entire building.

Emergency power: Yes—diesel generator

Elevators: 16. Six (6) low-rise. Six (6) high-
rise. Two freight. Two garage.

Elevator capture and recall: Yes—Automatic capture to the
lobby level.

V. BUILDING INFORMATION (continued)

C. MISCELLANEOUS INFORMATION

- **The Control Center** is located at the McCormack Building, lobby level Room 101 and manned a 24 hours a day. [\(617-727-1000\)](tel:617-727-1000)
- The **DCR Rangers** maintain a 24-hour presence at the State House and the office is located in Room 5 in the sub-basement, East Annex. [\(617-722-1188\)](tel:617-722-1188)
- The **Director of Security** for DCAMM is located in Room 1 in the State House, sub-basement, East Annex. [\(617-727-4100\)](tel:617-727-4100)
- The **Massachusetts State Police** maintains a daytime presence at the State House. [\(617-727-2917\)](tel:617-727-2917)

MCCORMACK BUILDING

V. BUILDING INFORMATION (continued)
D. FLOOR EVACUATION CHART

| FIRE FLOOR | FLOORS TO EVACUATE | EVACUATE DOWN TO: |
|--|--|--|
| Plaza | Plaza, Lobby, and 2 nd Floor. | Outside the building |
| Lobby | Plaza, Lobby, 2 nd Floor, and 3 rd Floor | Outside the building Outside the building |
| 2 nd Floor | Lobby, Plaza, 2 nd Floor, and 3 rd Floor | Outside the building Outside the building |
| 3 rd Floor | 2 nd Floor, 3 rd Floor and 4 th Floor | Outside the building |
| 4 th Floor | 3 rd Floor 4 th Floor 5 th Floor | Outside the building Outside the building 2 nd Floor Inside |
| 5 th Floor | 4 th Floor 5 th Floor 6 th Floor | Outside the building 2 nd Floor Inside 3 rd Floor Inside |
| 6 th Floor | 5 th Floor 6 th Floor 7 th Floor | 2 nd Floor Inside 3 rd Floor Inside 4 th Floor Inside |
| 7 th Floor (mechanical floor) | 6 th Floor 8 th Floor | 3 rd Floor Inside 5 th Floor Inside |
| 8 th Floor | 7 th Floor 8 th Floor 9 th Floor | 4 th Floor Inside 5 th Floor Inside 5 th Floor Inside |
| 9 th Floor | 8 th Floor 9 th Floor 10 th Floor | 5 th Floor Inside 5 th Floor Inside 6 th Floor Inside |
| 10 th Floor | 9 th Floor 10 th Floor 11 th Floor | 5 th Floor Inside 6 th Floor Inside 8 th Floor Inside |
| 11 th Floor | 10 th Floor 11 th Floor 12 th Floor | 6 th Floor Inside 8 th Floor Inside 9 th Floor Inside |
| 12 th Floor | 11 th Floor 12 th Floor 13 th Floor | 8 th Floor Inside 9 th Floor Inside 10 th Floor Inside |
| 13 th Floor | 12 th Floor 13 th Floor 14 th Floor | 9 th Floor Inside 10 th Floor Inside 11 th Floor Inside |



MCCORMACK BUILDING

| FIRE FLOOR | FLOORS TO EVACUATE | EVACUATE DOWN TO: |
|--|--|--------------------------------------|
| 14 th Floor | 13 th Floor | 10 th Floor Inside |
| | 14 th Floor | 11 th Floor Inside |
| | 15 th Floor | 12 th Floor Inside |
| | | |
| 15 th Floor | 14 th Floor | 11 th Floor Inside |
| | 15 th Floor | 12 th Floor Inside |
| | 16 th Floor | 13 th Floor Inside |
| | | |
| 16 th Floor | 15 th Floor | 12 th Floor Inside |
| | 16 th Floor | 13 th Floor Inside |
| | 17 th Floor | 14 th Floor Inside |
| | | |
| 17 th Floor | 16 th Floor | 13 th Floor Inside |
| | 17 th Floor | 14 th Floor Inside |
| | 18 th Floor | 15 th Floor Inside |
| | | |
| 18 th Floor | 17 th Floor | 14 th Floor Inside |
| | 18 th Floor | 15 th Floor Inside |
| | 19 th Floor | 16 th Floor Inside |
| | | |
| 19 th Floor | 18 th Floor | 15 th Floor Inside |
| | 19 th Floor | 16 th Floor Inside |
| | 20 th Floor | 17 th Floor Inside |
| | | |
| 20 th Floor | 19 th Floor | 16 th Floor Inside |
| | 20 th Floor | 17 th Floor Inside |
| | 21 st Floor | 18 th Floor Inside |
| | | |
| 21 st Floor | 20 th Floor | 17 th Floor Inside |
| | 21 st Floor | 18 th Floor Inside |
| | 22 nd Floor (mechanical room) | 19 th Floor Inside |
| | | |
| 22 nd Floor (mechanical room) | 21 st Floor | 18 th Floor Inside |
| | 22 nd Floor (mechanical room) | 19 th Floor Inside |
| | | |



V. BUILDING INFORMATION (continued)

**EMERGENCY
NUMBERS**

617-727-1000 Control Center

An Emergency Phone is located just outside the freight elevator lobby.

You will be immediately connected to the Control Center.

**617-727-2917 State
Police**

SECURITY FRONT DESK EXT.

21155

9
1
1

IN CASE OF FIRE:

**GO TO THE NEAREST PULL STATION.
PULL THE LEVER DOWN
COMPLETELY. BEGIN
EVACUATION.**

- Listen carefully to the instructions given via the public address system.
- All physically challenged or mobility impaired personnel should report to the freight elevator lobby on each floor for evacuation to the Lobby level unless otherwise instructed.
- If you are instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to lobby level and exit the building

MCCORMACK BUILDING

FOR ANY OTHER EMERGENCY:

CALL THE CONTROL CENTER AT 617-727-1000 AND ADVISE THEM OF THE EMERGENCY IMMEDIATELY.

FOLLOW EMERGENCY PROTOCOL APPROPRIATE TO THE EMERGENCY.

NOTE: If it is a *medical* emergency AND 911 has been notified, you MUST notify the Control Center at 617-727-1000 and advise them of the emergency and that Emergency Medical Services have been summoned via a call to 911, **Call Security Front Desk at Extension 21155, and they will respond with Officer and AED**



McCormack Building Fire System Information

The McCormack Building is defined as a high rise structure, for fire response and evacuation planning purposes. The evacuation response for a high rise is to evacuate three floors in the event of any alarm activation: the alarm floor, the floor above and the floor below. Occupants of each affected floor should evacuate downward three levels when they get the alarm notification on their floor. Floors not affected by the alarm will not get the alarm notifications. Fire alarm activations occur in two parts: the alert and the alarm. The sequence of alarm activations and required occupant actions are noted in the table below. For specific information please see the McCormack Building Occupant Emergency Plan Floor Evacuation Chart.

MCCORMACK BUILDING

Alarm System Information

| Activity | Alarm Sequence | Signals | Locations Notified | Actions Required |
|----------------------------|---|---|--|---|
| Alarm activation | ALERT | Four “bong” tones accompanied by strobe lights. | Entire building, all floors all locations | NO evacuation required at this time. |
| | | Recorded message repeated 3 times: 1.) Emergency in the building 2.) IF YOUR floor is involved an evacuation alarm will follow | Entire building, all floors all locations | Listen to recorded message. Listen for evacuation alarm. |
| | | “Bong” sounds and strobes stop when alert sequence finished. | All floors not affected by emergency. | Continue to listen for new alarms or the “all clear”. |
| | EVACUATION ALARM | Horns and strobe lights activate after Alert Message and continue. | Alarm floor, floor above, floor below. | Everyone immediately and carefully evacuates down three floors. |
| | | | Uninvolved floors get no continuous horns and strobes. | Continue to listen for new alarms or the “all clear”. |
| Multiple Alarm Activations | EVACUATION ALARM | Horns and strobe lights activate after Alert Message and continue on all floors | Entire building, all floors, all locations | Evacuate to mustering location off site |
| Alarm silenced. | ALL CLEAR (Fire Dept. must authorize.) | Voice message | Entire building, all floors all locations | Return to building or work floor in a calm and orderly manner. |



Photo Identification and Access Cards

The Photo Identification (ID) Application Form is only available to Agency liaisons.

Walk-in ID hours:

Please be advised that walk in ID hours will change **effective on Monday, July 4th**. Please note that no appointment is necessary for walk in ID hour. Employee must bring ID application form signed by ID liaison. Appointments for other times for picture ID can only be submitted by agency ID liaison by sending an e-mail to security.dcam@state.ma.us

New walk in ID hours for all employees are listed below.

- “Drop in” ID hour on **TUESDAY 11:00 to 12:00 in STATE HOUSE ROOM 13**
- “Drop in” ID hours on **WEDNESDAY, and FRIDAY 11:00 to 12:00 at the MCCORMACK ROOM 107**

Replacement Cards: Available only at State House, Room 13 either during “Drop in” ID hours or by appointment. Appointments can only be requested by agency liaison.

Appointments for other ID hours may be scheduled by the Agency’s liaison sending e-mail to security.dcam@state.ma.us

Employee must bring his/her ID application form signed by the Agency’s liaison to their Photo ID appointment.

ID liaisons are responsible to notify the **Division of Capital Asset Management and Maintenance (DCAMM) Security department** (security.dcam@state.ma.us) immediately when an employee leaves state service, so that DCAMM can deactivate the Photo ID access cards. All such cards must be returned immediately to DCAMM Security Office currently located in the State House, Room 13.

Photo Identification Access Card Details:

DCAMM issues one nontransferable Photo ID Access Card (ID Access) to each employee. ID Accesses are only authorized for use by the employee named and pictured and are not issued to temporary employees, interns, vendors or contractors unless the Commissioner or Director of Safety / Security deems it necessary.

ID Accesses remain the property of DCAMM and must be surrendered upon termination of employment with the Commonwealth. DCAMM assesses \$12 replacement fee for lost Photo ID

Steps to acquire an original ID Access:



MCCORMACK BUILDING

- Obtain a Photo ID application form from your agency liaison.
- Complete the form, making sure your name is exactly as it appears on your paycheck and indicating whether the application is for a new card, a name change or agency transfer.
- Have the form signed by your agency liaison.
- Photographs are taken in Room 107 of the McCormack Building on Wednesdays and Fridays between 11 & 12, and in State House Room 13 on Tuesdays between 11 & 12. Completed Photo ID cards will be forwarded to agency liaisons only. It is the responsibility of the agency liaison, upon receipt of an employee's access card, to verify that the employee is employed by his / her department, to issue the card to the employee, or return it to DCAMM.

Lost cards must be reported to DCAMM's Security Director (security.dcammm@state.ma.us) immediately so they can be removed from the system. When an employee terminates state employment the agency is responsible to retrieve the ID Access and return it to DCAMM.

Steps to replace a Photo ID Access Card:

- Obtain a Photo ID application form from the DCAMM ID Office in State House, Room 13.
- Complete the form, making sure that your name is exactly as it appears on your paycheck.
- Be sure to indicate that the application is for a replacement card. Have the form signed by your agency liaison.
- Submit the form to the Security Office, along with a \$12 check or money made payable to the Commonwealth of Massachusetts.
- It may not be necessary to take a new photograph. The employee's new card will be forwarded to the Agency Liaison only.
- If the employee finds his/her photo ID card after receiving the replacement card, the original card must be returned to the DCAMM ID Office. The fee is non-refundable.
- If the photo ID card is returned to the ID Office prior to being reported lost, the Director of Security will contact the agency liaison to establish that the card is valid and to arrange for its return to the employee.



MCCORMACK BUILDING



The Commonwealth of Massachusetts
Executive Office for Administration and Finance
Division of Capital Asset Management and Maintenance
One Ashburton Place
Boston, Massachusetts 02108

Photo ID Access Card Application Form

Please fill out completely and print clearly

Date of Application: _____

Individual's Full Name: _____

Agency: _____ MMARS Code _____

Building: _____ Room: _____

Telephone: _____

Original ID or Replacement: _____

DCAMM USE ONLY

| | |
|----------------------------|--------------------|
| Card Number: _____ | Original: _____ |
| MMARS: _____ | Replacement: _____ |
| Date of Photo Image: _____ | Printed By: _____ |
| Data Input By: _____ | |

A copy of this slip will be returned to the Agency Liaison along with the ID.

Agency Liaison

- "Drop in" ID hours on **Tuesday 11:00 to 12:00 at the *State House, Room 13.**
- "Drop in" ID hours on **Wednesday and Friday 11:00 to 12:00 in McCormack Room 107.**

*State House location, Room 13 (basement level in the Annex at the bottom of the central stairway). Enter the State House at the Bowdoin/Ashburton Park entrance, take a left and walk to the end of the hallway.



Incident Report Form



The Commonwealth of Massachusetts
 Division of Capital Asset Management & Maintenance
 Office of Facilities Management & Maintenance
 1 Ashburton Place
 Boston, Massachusetts 02108
 617 727-1000

Please fill in applicable space on Page 1 and provide narrative information on Page 2. Completed reports should be promptly submitted to the Director of Security, Division of Capital Asset Management and Maintenance

| | | |
|-----------------------------|--------------------------|---------------------|
| Date of Incident: | Time of Incident: | Day of Week: |
| Date of Report: | Report by: | |
| Location (Specific): | | |

| | | | | | | |
|-----------------------------|--------|--------------------------|----------------|--------------------------|-----------------|--------------------------|
| Type of Incident: | Injury | <input type="checkbox"/> | Security Issue | <input type="checkbox"/> | Threat | <input type="checkbox"/> |
| <i>Check all that apply</i> | Fire | <input type="checkbox"/> | MV Accident | <input type="checkbox"/> | Assault | <input type="checkbox"/> |
| | Theft | <input type="checkbox"/> | Vandalism | <input type="checkbox"/> | Other (specify) | <input type="checkbox"/> |

| | | |
|------------------------|---------------------|--------------|
| Involved Party: | Telephone #: | Ext.# |
| Agency?: | Visitor: | Witness: |
| Witness 1: | Telephone #: | Ext.# |
| Witness 2: | Telephone #: | Ext.# |

| | |
|------------------------|--|
| Injuries? (Y/N) | Description of Injuries (specific): |
|------------------------|--|

| | |
|----------------------------------|-------------------------|
| Police/Fire/EMS Notified? | Person Notified: |
| BSB Staff Notified? | Person Notified: |

| | | | |
|---|---------------------------------|------------------------|-------|
| Complaint against (if applicable): | | Agency/Visitor: | |
| Sex: | Male <input type="checkbox"/> | Race: | _____ |
| | Female <input type="checkbox"/> | Height: | _____ |
| | | Age: | _____ |
| | | Eye Color: | _____ |
| Other Identifiers: | | | |

| | |
|-----------------------|---------------------|
| <i>Dcamm only</i> | |
| Date Received: | Referred to: |
| Comments: | |
| Completed by: | Date: |

See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
 Page 1 of 3





The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
NARRATIVE OF EVENTS/INCIDENT

Narrative submitted by:

Date:

See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
Page 2 of 3



The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
AFTER ACTION REPORT

This page is to be completed by Division of Capital Asset Management and Maintenance personnel.



| EVENT |
|-------|
| |

| RESPONSE |
|----------|
| |

| COMMENTS |
|----------|
| |

| RECOMMENDATIONS/ACTION |
|------------------------|
| |

| | |
|---------------|-------|
| Submitted by: | Date: |
|---------------|-------|

INCIDENT # _____
Page 3 of 3



McCormack Building Key Management

All McCormack Building tenant agencies are requested to supply the Division of Capital Asset Management and Maintenance (DCAMM) with a key for access to their office areas to ensure quick response to fire, leaking water or personal safety of any agency employee.

Lockouts

DCAMM will assist a tenant who is locked out of his/her office if the following conditions are met:

There is staff on duty in the building of the request. DCAMM will not pay staff overtime or request an employee to return to work to unlock an agency door.

The employee presents an employee photo identification card to the DCAMM staff member providing access. DCAMM will not unlock a door, until it is determined that the person is approved access in that area.

The employee acknowledges in writing that authorization was given to open the agency's door.

Law Enforcement Access

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/law-enforcement-officer-access.html>



McCormack Building Loading Dock/Contractor Access

Parking at the McCormack loading dock is available for delivery/pick up only, and for **no longer than 45 minutes**. The McCormack loading dock is extremely busy so we ask for your cooperation to adhere to the maximum time allotted each delivery. If you have any questions, please contact Dovile Haynes at 857-400-5504 or the DCAMM Facilities Operations Office in room 107 at 617-727-4110 X24110.

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/mccormack-bldg/mccormack-loading-dockcontractor-access.html>

McCormack Building Lost and Found

To report **lost property**, contact DCAMM Building Operations Office at 617-717-4100 and located in McCormack, Room 107. Any item reported lost will be logged into the "Lost Log."

Please bring **found items** to DDCAMM Building Operations Office, McCormack, Room 107.

A maximum of three attempts will be made to contact the owner of identifiable items. Any item still unclaimed after 3 months from the date it is found will be discarded or donated to charity.



McCormack Building Modification of Office Space

Any agency wishing to modify or renovate office space must notify the Division of Capital Asset Management and Maintenance (DCAMM) in advance and receive written approval from DCAMM on the Contractor Work Permit form prior to beginning any such projects. Permit forms are available from the Facilities Operations Office located in Room 107. The notification shall include scope of work, the hours during which work will be performed, and the names of the contractors performing the work. Outside contractors hired by agencies to perform services must show written proof of DCAMM approval and workers must have CORI's performed prior to the project commencing. For major renovations the tenant must obtain a building permit from the Department of Public Safety at 617-727-3200 and an electrical permit from the City of Boston at 617-735-5300. DCAMM is not responsible for providing materials or labor for any modification or renovation of office space.

Term*s and Conditions for Renovating or Modifying Office Space by outside vendors:

- All approved construction shall be performed in a professional manner with only first class materials.
- Quality control is the responsibility of the applicant and subject to review and inspection by DCAMM.
- The applicant shall redo or replace at its own expense any work not approved by DCAMM due to material or workmanship.
- All work is to be performed in a manner causing a minimum of inconvenience to the facility's employees and the public.
- The applicant shall not allow the accumulation of debris in or about the work site.

Site clean-up and restoration is the responsibility of the Contractor and is subject to final review for approval by DCAMM.

McCormack Building Nursing Mother's Room

The Mother's Room is located on the 12th floor of the McCormack Building. This room has been specifically designed to help nursing mothers make the transition back to work by providing them with a private and comfortable setting. The room offers a pleasant, carpeted sitting area, sink, refrigerator, anti-bacterial soap, and paper towels. The refrigerator is connected to the building's emergency power system. In the event of a power outage, the temperature of the refrigerator will not change. A bulletin board is available for information sharing and schedule postings. The room can be locked from the inside to ensure privacy.

Procedures for Mother's Room Use

- Call (617) 727-4100;
- Make an initial appointment to schedule a block of time and receive a key;
- Employee ID must be presented before a key is provided;
- Be sure your containers are clearly labeled before storing; and
- Return at the end of the day and retrieve stored milk from the refrigerator. The refrigerator is for storage of milk only. Please do not store snacks or drinks.

NOTE: Please be courteous to others using the room. Scheduled usage must be strictly adhered to, to ensure maximum usage. Please do not share keys with employees in your office. Each nursing mother will have her own key and schedule. Please return the key when you will no longer need the room. All mothers nurse for varying lengths of time; thus we rely on the honor system for the return of keys.

Any issues regarding the condition of the room or scheduling conflicts can be made to the Building Operations Office, Room 107 or by calling (617) 727-4100.



Parking Policies and Procedures

DCAMM Parking Policies and Procedures

July 1, 2017

PURPOSE

To provide orderly and safe parking in the Division of Capital Asset Management and Maintenance (DCAMM) Parking Facilities for authorized personnel and visitors. To avoid confusion related to parking and the acquisition of parking privileges. To set forth the rules, regulations and responsibilities of persons authorized to park in DCAMM Parking Facilities.

DEFINITIONS

Agency Liaison - The person designated by a department head to communicate with DCAMM on behalf of the Agency for maintenance requests, parking issues, Photo ID Access Cards, etc.

Damage (to vehicles) - Scrapes, dents, stains, broken glass, etc., which occur while a vehicle is parked in a DCAMM Parking Facility.

DCAMM Parking Facilities - Parking facilities managed by DCAMM. They include the McCormack Garage, the Saltonstall Garage, the Hurley Garage and the Merrimac Street parking lot.

DCAMM Parking Violation/Ticket: Issued for parking violations by DCAMM Security.

DCAMM Security – DCAMM staff or contract security firms working for DCAMM who manage and implement building safety, security and parking access policies for DCAMM-managed buildings.

Handicapped Accessible Parking Space - Any space marked with an HP sign that is designated strictly for the use of physically disabled persons.

ID Access Card - The photo ID card issued by DCAMM to state employees, which provides access to DCAMM buildings.

Illegal Parking Space - Any space within the facility that is marked with "NO PARKING" or "FIRE LANE" signs. Parking in any space that is clearly not marked as an authorized parking space. Parking in such a manner that it makes it impossible for another vehicle to park in an adjoining space.

Loss - The theft of items from a vehicle that is parked in a DCAMM Parking Facility or the theft of the vehicle itself.



MCCORMACK BUILDING

Temporary Visitor Parking - The limited number of spaces that DCAMM makes available for parking on a temporary basis.

POLICY

It is the policy of the Division of Capital Asset Management and Maintenance to allow only authorized personnel to park in DCAMM Parking Facilities. The use of a DCAMM-issued Photo ID Access Card shall be required for admittance into a DCAMM Parking Facility. Unauthorized vehicles parked in any DCAMM Parking Facility will be removed at the owner's expense. Violations of DCAMM parking policy may result in administrative or disciplinary sanctions, to include loss of parking privileges. **Parking is a privilege. All parking rules and regulations will be strictly enforced.**

By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any Loss or Damage incurred while using DCAMM parking facilities.

Assignment of Parking

Constitutional officers, cabinet secretaries, legislative leaders, independent agency heads and designated Agency Liaisons shall make any requests for parking to DCAMM Security in writing. DCAMM will assign each agency in the McCormack building a limited number of parking spaces. Agency Liaisons are responsible for assigning all parking spaces allocated to their agencies by DCAMM. Agency Liaisons are responsible to determine the needs of their employees with disabilities and to meet those needs through the agency's parking allocation. DCAMM will provide ID card authorization to operate the garage doors.

It is the responsibility of the Agency Liaison to provide a vehicle registration number for each person who is assigned parking. Employee parking in DCAMM Parking Facilities is limited to those who work in DCAMM managed buildings or the State House. The Agency is also responsible for keeping DCAMM informed as employees leave state service.

DCAMM will reconcile the parking information with each Agency Liaison every six months to ensure that all information is up to date and accurate.

Qualifications for Parking

To ensure the safety of everyone utilizing the DCAMM Parking Facilities, the following requirements must be met and maintained for all Drivers and vehicles authorized parking:

- Vehicle Drivers must have a valid state driver's license.
- Vehicles must have a valid vehicle registration which matches the license plates on the vehicle.
- Vehicles must properly display a current vehicle inspection sticker from the state where the vehicle is registered.
- Vehicles must properly display a current year registration sticker on the license plate(s).
- Vehicles must be insured in accordance with the requirements of MASS Motor Vehicle Law.



MCCORMACK BUILDING

Temporary Visitor Parking

It is the policy of DCAMM to provide temporary parking whenever possible for the use of visitors of state agencies, the legislature and constitutional offices. Arrangements for Temporary Visitor Parking must be made between DCAMM Security, or a designee from DCAMM's Operations team, and the Agency Liaison.

All parking requests for Visitor parking must be received by DCAMM Security, or a designee from DCAMM's Operations team, at least 24 hours in advance. Such requests must be in writing and must include the visitor's name, and the make, model and registration number of the visiting vehicle. Parking requests for Monday (in some cases Tuesday during holidays) should be submitted before 2:00 P.M. the previous Friday.

Due to the limited number of parking spaces, some requests may not be authorized. Visitors who are authorized a Temporary Visitor Parking space in the Saltonstall Garage must follow the procedures below:

- Entrance to the Saltonstall Garage (100 Cambridge Street) is located off of Somerset Street. From Cambridge Street turn RIGHT onto Somerset, the entrance to the garage is underneath the building on your right. Upon receiving the parking ticket from the ticket dispenser, the requesting Temporary Parker MUST visit Room 107 in the McCormack Building (bring parking ticket with you) no earlier than 8:30am and no later than 4:00pm on the day of their request. DCAMM staff will validate the requesting Temporary Parker.
- When the Temporary Parker is leaving for the day, and upon having the parking ticket validated, in Room 107, the Temporary Parker must then visit the "Pay on Foot" station, located in Saltonstall building lobby, OR at "Exit Gate". The Individual inserts the original ticket, pulled at entrance, followed by the "Chaser Ticket" received at the "Pay on Foot" station or at the "Exit Gate".
- Entrance to 100 Cambridge Street can be accessed from Cambridge Street (Front of Building) and McCormack / 100 Cambridge Street Plaza. Stairway to the Plaza entrance is located on Bowdoin Street between the McCormack building and 100 Cambridge Street. Also, there is an entrance to the Plaza via Somerset St.
- Lost Ticket: Please contact DCAMM Security @ (617) 727-4100 prior to 4pm if parking ticket is lost.

Overnight and Long Term Parking

Due to the space restrictions in the McCormack Garage, overnight and long term parking is not permitted in the garage. Authorized users are expected to utilize the garage for official business only. Requests for overnight or long term parking for official business only must be submitted to the Agency Liaison. Agency Liaisons will forward the request to DCAMM Security for approval. DCAMM will provide a timely answer to the Agency Liaison. If overnight parking is approved, the Agency Liaison will be informed of the location the vehicle may be parked in the garage. The Agency Liaison will make



MCCORMACK BUILDING

arrangements with the vehicle owner to have access to the vehicles keys so that the vehicle can be moved in case of emergency.

Entering and Exiting the McCormack Garage

All vehicles entering the garage are subject to search to without notice. No vehicle shall gain access or exit the garage except by the use of a Photo ID Access Card. The Photo ID Access Cards of personnel authorized to park in DCAMM facilities will be programmed to allow access into the appropriate garage. Drivers must present a valid DCAMM ID upon request. All passengers in a vehicle must possess a DCAMM ID or must exit the vehicle prior to entering the garage. Speed limit in the garage is 5 miles per hour. When entering or exiting the garage it is the vehicle driver's responsibility to yield to pedestrians walking on the side walk and safely merge into or out of traffic.

If a driver forgets his/her Photo ID Access Card, the driver must proceed to DCAMM's Office in Room 13 of the State House to secure a Visitor Access Card. If the Photo ID Access Card or the Visitor Access Card is lost, there is a \$12 replacement fee.

Parking Assignment

Each person authorized to park in the McCormack garage will have a reserved space or an unreserved space. The reserved parking spaces are located on the first and second floors of the McCormack Garage. Each reserved space is numbered and assigned to an individual person. Parking in another individual's assigned parking space may result in ticketing and towing. Additionally, the driver of the vehicle may be subject to loss of parking privileges and may face disciplinary or administrative sanctions.

The unreserved parking spaces are located on the third and fourth level of the McCormack Garage and are occupied on a "first come, first served" basis.

Citations & Towing

It is the policy of DCAMM to have vehicles that create a hazard to the facility or its occupants removed from DCAMM Parking Facilities. DCAMM reserves the right to have any vehicle that does not have the proper credentials displayed, and/or cannot be properly identified as an authorized vehicle, removed without warning. Such vehicles will be towed under DCAMM supervision and at the owners' expense.

All drivers are expected to park in authorized lined parking spaces. If there are no available authorized parking spaces, the driver is required to exit the garage and seek other parking. Any person who fails to follow designated parking procedures may be issued a Citation by the Massachusetts State Police or DCAMM Security.

Parking requirements include but are not limited to:

- No vehicle shall park in an Illegal Parking Space.
- No vehicle shall park in a Handicapped Accessible Parking Space without a Registry of Motor Vehicle issued HP license plates or placard. Vehicles illegally parking in a designated Handicapped Parking space are subject to be ticketed by the MSP and



MCCORMACK BUILDING

may be towed. Additionally, the driver of the vehicle may be subject to loss of parking privileges and may face disciplinary or administrative sanctions.

- No vehicle shall park in a space marked "No Parking" or "Fire Lane"
- No vehicle shall park in a space that is clearly not marked as an authorized parking space.
- No vehicle shall park in such a manner that it makes it impossible for another vehicle to park in an adjoining space.
- No vehicle shall park in such a manner that it blocks access to an entrance or exit.
- No vehicle shall park in such a manner that blocks a legally parked vehicle.
- No vehicle is to be driven in excess of 5 miles per hour.

Parking Citations/Parking Violations issued in the McCormack garage

Any Citations/tickets issued by members of the MSP will be adjudicated in accordance with the laws of the Commonwealth.

DCAMM Security may issue Parking Violations for vehicles found to be in violation of DCAMM parking policy. DCAMM will maintain a list of all DCAMM parking violations and will provide names of parking violators to the appropriate Agency Liaison. DCAMM Security will request that the MSP issue a citation for any vehicle found illegally parked in a handicapped space. The following guidelines are issued to address these violations:

- First time violators will be contacted by DCAMM Security and asked to move the vehicle into compliance with DCAMM parking policy.
- Second time violators will be contacted by DCAMM Security and asked to move the vehicle into compliance with DCAMM parking policy. DCAMM Security Director will send an email to the violator's Agency Liaison notifying them of the second violation.
- Third time violators will be contacted by DCAMM Security and asked to move the vehicle into compliance with DCAMM parking policy. DCAMM Security will notify the violators' Agency Liaison of the Parking Violations and that Security will be requesting permission from the DCAMM Chief of Staff to disable the violator's parking access.

Loss of or Damage to Vehicles in DCAMM Parking Facilities

It is the policy of DCAMM to assume NO responsibility for loss of, or damage to, vehicles parked in DCAMM Parking Facilities. By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any such Loss or Damage.

Any incident involving property Damage or Loss must be immediately reported to the DCAMM Security Contractor located in room 105. An incident report will be completed and law enforcement notified if appropriate.



Medical Emergencies in the Garage

It is the policy of DCAMM to respond to any requests for medical assistance anywhere in the McCormack Building to include the garage spaces. Anyone who is a victim or witness to a medical emergency should attempt to contact 911 by cell phone. However, due to limited cell phone service in the garage there are emergency call boxes located near the elevators on each level. In the event of a medical emergency, pushing the button on the emergency call box will connect you with the McCormack building control center. Please provide the control center operator with all the necessary information so that a Security Officer can respond and 911 can be notified.

Handicapped Accessible Parking

Agencies can meet their needs for handicapped parking in two ways:

Regulation Spaces. There are designated Handicapped Accessible Parking Spaces in the McCormack Garage, all of which are assigned by DCAMM according to a waiting list, irrespective of an agency's parking space allocation. Historically, these spaces have been assigned to employees with permanent disabilities with HP license plates on a "first come, first served" basis. Once the user leaves State service, the parking space reverts to DCAMM for reassignment to the next individual on the waiting list. An HP license plate or placard is required for a person to be considered for assignment to one of these Handicapped Accessible Parking Spaces.

Non-Regulation Spaces (out of agency allocation). Regularly allocated spaces may be used by Agencies to meet the needs of staff members with disabilities. The spaces are NOT regulation size. It is the responsibility of each agency to determine the needs of its employees and assign the allocated spaces. If an agency needs a Handicapped Accessible Parking Space and is at its space allocation limit, that agency must reassess its parking allocations limit and make adjustments to accommodate the handicapped parking need using its own allotted spaces.

Bicycle Parking

It is the policy of DCAMM to provide bicycle racks for the use of state employees who work in DCAMM-managed facilities or the State House. Employees should use the bicycle racks provided on the first level of the parking garage. Additional bicycle parking is located outside of the building on the Plaza level. The Photo ID Access Cards of all employees who work in either the State House or the McCormack Building have been programmed to allow access to the garage through the pedestrian doors only.

No Employee, visitor or contractor is authorized to ride or walk a bicycle in or through the lobbies/hallways of a DCAMM-managed building. Bicycles will not be transported in any elevator or parked in any Office Space or Common Space.



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Motorcycle Parking

DCAMM will be making a small number of motorcycle parking spots available in the McCormack Garage on a “first come, first served” basis. Please note:

- Motorcycle parking **begins on April 1st and ends on November 30th, 2017.**
- Motorcycle parking is only authorized in response to a completed Parking Registration Application for Motorcycles signed by the agency liaison. Due to the small number of available spaces, there will be times when the number of authorized motorcycles exceeds the number of available spaces.
- Motorcycle parking is permitted only in designated spaces, not throughout the garage. Again, “first come, first served”.
- Applications can be obtained from agency parking liaison.

If you have any questions on Motorcycle parking or to obtain an application, please contact DCAMM Building Operations, located in Room 107, (617) 727-4100.



Maintenance of Records of Photo ID Access Card Activity

It is the policy of DCAMM to maintain Photo ID Access Card activity records that are useful in sustaining and/or improving security and parking operations, such as lists of cardholders and a Transaction Log. DCAMM will release Photo ID Access Card activity records pursuant to state and federal laws.

Each time a Photo ID Access Card transaction is completed, information from that transaction is stored in the security/access system as a record. The stored records make up the Transaction Log.

Electric Vehicle Charging Stations

DCAMM is in the process of evaluating how to support tenants' use of electric vehicles for commuting to work. The policy will define the quantity and type of charging stations to be installed in parking facilities in DCAMM-managed buildings. Until a final policy is adopted, an interim policy for the McCormack Building is on the next page:

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McCormack Building Electronic Vehicle Charging Policy (EVCP) (As of July 2017)

The Division of Capital Asset Management and Maintenance (DCAMM) manages the parking garage located at McCormack Building at One Ashburton Place, Boston, Massachusetts ("Facility"). DCAMM developed an interim Electronic Vehicle Charging Policy (as of January 2017). Based on guidance from EOEEA regarding an EVCP for the Facility, DCAMM is implementing a new EVCP, effective as of July 1, 2017. The user agrees to the following monthly rates:

Level One Service: Standard wall outlet, bring your own cord (110 volts/20 amp) – \$10.00/month (\$30.00/quarter)

Level Two Service: Pedestal or wall mount with card reader capability (220 volts/50 amp) - \$35.00/month (\$105.00/quarter)

Checks should reference the "***EV Charging Policy***" and be made payable to the following:
Commonwealth of Massachusetts/Energy Credit, Efficiency and Sustainable Design Trust

Checks should be remitted quarterly, within thirty (30) days of invoice receipt, to the following address:

***Division of Capital Asset Management and Maintenance
One Ashburton Place, 15th floor
Boston, Massachusetts 02108
ATTN: Hope Davis, Deputy Commissioner***



McCormack Building Pest Control

Success in managing pests depends upon a collaborative effort of the Division of Capital Asset Management and Maintenance (DCAMM) management, building staff, contractors, food service personnel, the pest control contractor and employees. Procedures include education; minimizing sources of food, water and access; and requiring a prompt proactive response to complaints by employees and the Pest Control Contractor.

DCAMM management responsibilities to make customers more aware include:

- Educating agencies and employees of their responsibility to eliminate food sources that attract and sustain insects and rodents in the workplace;
- Educating cleaning personnel of their responsibility to eliminate food residues and to use thorough housekeeping practices in the workplace;
- Educating building tenants of their responsibilities to:
 - Provide organizational sanitation by eliminating excess paper
 - Recycle paper and boxes for prompt removal
 - Store materials off of the floor and away from walls
 - Maintain closets and files with minimal clutter

Customer responsibilities include the following preventive measures:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pests, along with keeping individual workstations clean
- Rinsing all soda cans and bottles and storing them in appropriate containers for recycling. Removing recycled cans and bottles from offices daily
- Reporting any pest problems or conditions related to pest problems to the Building Operations 617-727-4100.

Preventive measures by DCAMM staff include:

- Ensuring that all openings in walls and floors are covered
- Requiring that garage doors in the McCormack Building be closed after hours and as much as possible during working hours



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- Ensuring that the cleaning contractors steam wash loading dock compactors twice per month and wash and disinfect the areas around these areas twice per month or more frequently.
- Ensuring that DCAMM's mechanical contractor promptly repairs all leaks in restroom plumbing, internal drains, or induction units that can sustain existence for insects and pests
- Contracting with pest control experts who work in areas designated by DCAMM and visit the McCormack Building three times per week
- Maintaining written records to track problems and prevent recurrences
- Evaluating the results of all pest management actions
- Customer follow-up



McCormack Building Posting Notices or Posters

No posted material shall be affixed to walls, doors, or elevators. No political campaign materials shall be displayed or posted in the McCormack Building.

All posters/notices must be pre-approved by the Division of Capital Asset Management and Maintenance (DCAMM) or his/her designee. If approved, posters/notices may be posted at a location determined by DCAMM. Failure to adhere to this procedure will result in the removal of posted material.

When permanent signs are needed, DCAMM will install them. Agencies may install signs with DCAMM's consent, provided they are consistent with other signs on the same floor and are ADA compliant.

Prohibited and Dangerous Items

Prohibited Items

The following items are not permitted inside the Building:

- Dangerous Weapons: Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside the Building.
- Cut fresh Christmas trees, wreaths etc.
- Open flames
- Smoking
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters *

* Should an exception to this policy be requested, a [Portable Space Heater Request and Approval Form](#) must be submitted to DCAMM. Requests may come from an individual or from an agency ADA Liaison for an individual's reasonable accommodation. Please note: The request must be approved by the requestor's supervisor prior to submittal.

Dangerous Items

The following are not permitted inside the Building by anyone other than sworn police officers of the Commonwealth of Massachusetts or federal law enforcement officers:

- Firearms of any kind (see details below)
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons
- Other dangerous items, as determined by security officials or facility staff (see below)

All visitors, (e.g., anyone who is not a state employee or does not have ID Access) must submit to screening at a security checkpoint before entering the Building. Any visitor refusing to submit to screening will not be allowed entrance to the facility. Visitors are strictly prohibited from carrying any weapon (as listed above) while present in the Building.



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Firearms:

Only sworn law enforcement personnel from federal, state, county or municipal agencies are authorized to carry a firearm or other weapon while present in the Building. Those authorized officers must present valid agency identification to the Security Staff assigned to the building entrance. Following an inspection of proper credentials, the officer will be allowed to by-pass the screening equipment to enter the facility. Once permitted to enter the facility, the officer must ensure that the weapon remains on his/her person during their entire presence within the facility. Visitors in possession of a weapon must declare the weapon to Security Staff on duty at the entry point. Visitors are not permitted in the McCormack with weapons as defined in section 10(b) of Chapter 269 of the Massachusetts General Laws). Visitors will not be provided with secure storage areas for weapons. Visitors attempting to enter the McCormack with weapons will be denied entry and advised to secure those weapons elsewhere and return unarmed.

Other Dangerous Items:

McCormack Building Security Staff have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner after exiting the facility. Neither DCAMM, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy. The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a security inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of the Building and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid state employee identification card may be allowed to bypass a security checkpoint.



McCormack Building Recycling

Tenant agencies in the McCormack Building are encouraged to collect all Recyclable Material for pickup by the recycling contractor.

All agencies can recycle paper waste using the blue desk-side receptacles.



McCormack Building Security

It is the policy of the Division of Capital Asset Management and Maintenance (DCAMM) to provide a safe and secure working environment for employees and visitors to DCAMM facilities, through the prohibition of carriage of weapons or other dangerous items inside these facilities and to screen those entering the facilities to prevent the unauthorized conveyance of dangerous weapons into the facilities.

The Security Department:

- Manages Building Visitors and Customers
- Establishes and implements Security and Safety policies and procedures
- Provides Emergency Response Planning
- Manages contracts for Security Services and Security Equipment Maintenance and Repair
- Provides Photo ID/Access Cards for employees
- Maintains Key Control
- Manages building Parking Operations

The Security Department works with the following agencies/companies to maintain a secure facility:

- Department of Conservation and Recreation Park Rangers
- Massachusetts State Police
- Executive Office of Public Safety
- State Fire Marshal
- Boston Fire Department
- Fire Detection and Alarm Contractor
- Division of Employment and Training
- Department of Mental Health
- Legislature's Joint Committee on Rules

To contact the Security Department, email them at: security.dcammm@state.ma.us

For more urgent issues, contact the Security Director at (617) 727-4100



McCormack Building Services

Building Amenities:

- [Ashburton Cafe](#)
- ATMs in Lobby (Metro Credit Union, Santander)
- [Central Mail Service](#)
- Lobby Shop, Rick's Place
- [Lost and Found](#)
- [Print Services](#)
- Janitorial Services

For additional information, please contact the Building Operations Office at 617-727-4100.



Ashburton Café

<http://gometro.com/ashburton-cafe/>

P: 617.248.3957

F: 617.248.6939

info@gometro.com

Cafe Hours

Monday - Friday

6:45 a.m. - 3:00 p.m.

Breakfast Grill

7:00 a.m. - 10:45 a.m.

Lunch Grill

11:15 a.m. - 2:30 p.m.

Deli

11:00 a.m. - 3:00 p.m.

Salad Bar

11:00 a.m. - 2:30 p.m.

Display Station

11:30 a.m. - 2:15 p.m.

Hot Entrees

11:00 a.m. - 2:30 p.m.

Central Mail Services

Download the [complete service offering](#) 

1. Description of Service

MassIT provides Mail and Courier services to several state agencies around downtown Boston area.

Central Mail Facility from the Boston McCormack Mailroom

- Outgoing mail that is either picked up or dropped off at the Boston Central Mail Facility (CMF). It is then metered with the appropriate postage and readied for pick up by the US Post Office.
- Incoming mail is dropped off by the US Post Office. This mail is sorted into bins for the McCormack Building only.
- The McCormack Building incoming mail is delivered and outgoing mail is picked up twice a day for those customers who pay chargeback for this service.
- The State House courier picks up and delivers interoffice mail and also picks up non-metered and inter-office mail coming back to the Boston Central Mail Facility. State House customers who pay chargeback receive this service twice a day.
- The courier makes multiple stops daily to pick up out going mail and inter-office mail. The courier also delivers inter-office mail and production jobs for agencies that pay chargeback for this service.
- Inter-office mail that comes to the McCormack mailroom throughout the day is put into bins for agencies that have an account with the McCormack mailroom.
- Reports that are printed at Chelsea print room are delivered to the CMF mailroom and placed into the report bins. This service is for agencies that have an account with the CMF McCormack mail room.
- The Central Mail facility maintains a list of agencies that have an inter-office bin at the CMF. The CMF also maintains instructions on how the non metered mail should be prepared for pickup or drop off and other various instructions.

This service includes:

- Metering outgoing mail, postage is provided by MassIT and charged back to the customer.
- Courier service in the downtown Boston area.



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- Delivery of incoming mail (McCormack location only), pickup and delivery of inter-office mail, and pickup of non-metered mail.
- Prepare outgoing mail for pickup by the US Post Office.

Support services include:

- A [Service Account Manager](#) to answer any questions or concerns regarding MassIT Services.
- Services offered through our [Operations Office](#); including Change Management and customer access to incident management via email, phone (CommonHelp).
- The online [COMiT service management portal](#).
- MassIT's [Chargeback Billing System](#).

2. Service Targets and Metrics

Targets

| Service Component | Description |
|---------------------------------------|--|
| Boston Mail Services | Service availability hours are 8:00 am to 4:00 pm Monday through Friday excluding holidays. |
| Maintenance of equipment | Vendor maintenance service provides 8:00 AM to 5:00 PM onsite coverage, with a 4 hour onsite arrival of vendor to initiate component repair / exchange. |
| Incident Management * | <p>MassIT Service Management Office has standard processes to manage incidents, requests and changes.</p> <p>Outages or urgent issues should be reported by phone to receive the quickest response 1-866-888-2808.</p> |
| Request Fulfillment* | <p>Staff will respond to service requests during the hours of 8:00 am to 4:00 pm Monday through Friday excluding holidays. Customers can make requests through COMiT.</p> <p>Emergency requests are approved by authorized customer contacts and must be opened as incidents to ensure they are acted on immediately out of normal business hours.</p> |



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Metrics

| Performance | Description | Measurements |
|---|---|---|
| Day to Day operations | Handle daily incoming and outgoing mail for customers of the Central mailroom Mail delivery times are posted in Central Mail Room for all customers to note. | Mail processed on time. <i>All outgoing customer mail is processed and delivered to Post Office by 2:00 PM daily. Mail left after 2:00 PM is processed next day.</i> |
| Availability | Description | Measurements |
| Open Monday through Friday 8:00 AM to 4:00 PM | Handle daily incoming and outgoing mail for customers of the Central mailroom... | Mail processed on time <i>Outgoing mail is processed and delivered to Post Office by 2:00 PM. Incoming mail is delivered to customer bins as received.</i> |

* Incidents, requests, or changes that are outside the scope of the defined service description or normal service hours will be direct charged to the customer.

3. Service Reporting

The following reporting information is provided to customers as part of this service:

| Report | Description | Reporting Interval |
|-------------------|--|--|
| Job Failure Alert | Customers are notified if mail issues occur. | Customers are notified through established contact lists if a mail issue occurs. |

4. Service Requests

| COMiT Service Request* | Description | Lead Time- Business Days |
|--|--|---|
| Interoffice Messenger Service | This is a request to implement interoffice mail distribution between Chelsea MITC and Boston Offices for State agencies. This service request includes: Request to mail envelopes or packages Pick up of daily interoffice and outgoing mail Request for courier mail Request for new Boston mail account | Lead time is based on specific request. |

*For new service requests only. To manage existing requests, please log into [COMiT](#).



5. Customer Responsibilities

The customer brings outgoing mail to the Central Mail Facility to be metered and sent to the US Post Office and picks up interoffice or incoming mail if not using the Central Mail Facility courier.

For your convenience, you may view a [detailed list of customer responsibilities](#) .

6. Chargeback Rate Information

For more information on Chargeback, including an overview of the program as well as current and previous fiscal year rates, please visit our [Chargeback Services webpage](#).

Cost framework: Central Mail

1. Direct Charges to Customers

| 1A. Customer Specific - Costs Directly Charged to Customers | |
|--|------------|
| DESCRIPTION | COST |
| | \$0 |
| Total 1A. Customer Specific - Costs Directly Charged to Customers | \$0 |
| Total 1. Direct Charges to Customers | \$0 |

2. Direct Dedicated Resources

| 2A. Direct Costs - Salaries (AA) and Fringe (DD), Contract (U05, HH) | | |
|---|-------------|------------------|
| DESCRIPTION | FTE | COST |
| Direct Costs - Salaries (AA) and Fringe (DD), Contract (U05, HH) | 6.00 | \$314,719 |
| Total 2A. Direct Costs - Salaries (AA) and Fringe (DD), Contract (U05, HH) | 6.00 | \$314,719 |

| 2B. Hardware / Software / Contracts (UU, LL , etc) | |
|--|------------------|
| DESCRIPTION | COST |
| - Neopost, Inc.-Mail Eqpt - WJ250 w/mixed mail feeder, WJ Dynamic Scale, Power Stacker, Thermal Roll Tape Dispenser- | \$20,642 |
| - Neopost-Rate Pack Software Support- | \$1,750 |
| - Other Costs, Reclassifications, Adjustments- | \$558,030 |
| Total 2B. Hardware / Software / Contracts (UU, LL , etc) | \$580,422 |
| Total 2. Direct Dedicated Resources | \$895,141 |



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3. Indirect Costs

| 3A. Allocated Shared Resources | |
|---|------------|
| DESCRIPTION | COST |
| | \$0 |
| Total 3A. Allocated Shared Resources | \$0 |
| Total 3. Indirect Costs | \$0 |

4. Indirect Costs

| 4A. Shared ITD Data Center Services | | | | |
|--|----------|------|-------|------------|
| DESCRIPTION | RATECODE | RATE | UNITS | COST |
| | | \$ | | \$0 |
| Total 4A. Shared ITD Data Center Services | | | | \$0 |
| Total 4. Indirect Costs | | | | \$0 |

5. Allocated Costs

| 5A. Allocated Costs Not Specific to Service | |
|--|------------------|
| DESCRIPTION | COST |
| Allocated Costs Not Specific to Service | \$156,740 |
| Total 5A. Allocated Costs Not Specific to Service | \$156,740 |
| Total 5. Allocated Costs | \$156,740 |

6. Management Adjustments

| 6A. Management Adjustments | |
|---|------------|
| DESCRIPTION | COST |
| | \$0 |
| Total 6A. Management Adjustments | \$0 |
| Total 6. Management Adjustments | \$0 |

| | |
|---|--------------------|
| GrandTotal: Print and Mail Services - Central Mail | \$1,051,881 |
|---|--------------------|



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7. Rates Pertaining to this Service

| 7A. Rates Pertaining to this Service | | | | |
|--|----------|-------|---------------|--------------------|
| SERVICE OFFERING / TITLE / BILLABLE UNIT | RATECODE | RATE | PLANNED UNITS | COST |
| print_and_mail - Downtown Courier(CMF)-Per Month | SM0G0 | \$635 | 144 | \$91,409 |
| print_and_mail - Metered Mailing (CMF)-Postage | SM1A0 | \$0 | 509333.78 | \$713,285 |
| print_and_mail - Report Bin(CMF)-Bin Size (Level 1) | SM0B0 | \$41 | 1260 | \$52,068 |
| print_and_mail - Inter-Office Pickup or Deliery(CMF)-Per Month | SM0E0 | \$83 | 216 | \$17,852 |
| print_and_mail - Daily Incoming Mail Bin(CMF)-Bin Size (Level 1) | SM0D0 | \$168 | 804 | \$134,744 |
| print_and_mail - State House Courier(CMF)-Per Month | SM0F0 | \$357 | 72 | \$25,704 |
| print_and_mail - Inter-Office Mail Bin(CMF)-Bin Size (Level 1) | SM0C0 | \$13 | 1332 | \$16,819 |
| Total 7A. Rates Pertaining to this Service | | | | \$1,051,881 |

Download a [complete listing of all chargeback rates](#)

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Commonwealth Print Services

Convenience...Free Estimates...Competitive Pricing...Quality Service...Timely Delivery

Commonwealth Print Services (CPS) is a full-service, in-house print shop available to all Executive Branch Agencies, the Legislative Branch, the Judicial Branch, Municipalities, and the general public.

CPS is also an authorized Printer Services provider on Statewide Contract OFF33

Executive Agencies using OFF33 must obtain quotes from at least two in-house print shops and one outside vendor. Other eligible public purchasers are encouraged to follow this practice.

CPS offers competitive pricing, quality service and timely deliveries. **Remember to get a quote from CPS when using OFF33.**

(form available at <http://www.mass.gov/anf/docs/osd/off33quoteform.pdf>)

As allowed under Massachusetts General Law*, Executive Departments may contract directly through CPS without obtaining outside quotes for a complete range of document printing services, including:

- **Color Copying**
- **Letterhead with State Seal Watermark**
- **Retirement Guides**
- **Notepads and Memo pads**
- **Gold-seal Business Cards**
- **Flyers and Posters**
- **Layout Services**
- **Carbonless Forms**
- **Printed Envelopes**
- **Annual Reports**
- **GBC, Spiralbind Reports**
- **Quick Copying**
- **Full Post-Press Services**
- **Hard Copy and PDF Conversion**

CPS exclusively uses recycled paper with 20% or greater post-consumer waste.

Send your inquiries or your Request for Quote form to cps@state.ma.us

Visit us in the McCormack Building at the bottom of the escalator.

One Ashburton Place, Room P-11

Boston, MA 02108

Tel: 617.720.3340 Fax: 617.727.6232

*Under M.G.L. Chapter 5, Section 1, the Assistant Secretary for Operational Services is the designated supervisor of state printing. Based on his directive, Executive Agencies **are directed**



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and other Eligible Entities are **strongly encouraged** to utilize in-house Commonwealth printing departments for production copying and printing when these in-house printing departments can meet their requirements including; cost, quality and delivery.

This statute allows agencies to go directly to in-house printers without obtaining (3) competitive quotes. Therefore, agencies may select in-house printing departments and submit the order request directly (fax, phone or email) to the in-house printing department for completion of orders.



Work Order Request

Work Order Requests from this site are for DCAMM managed facilities:

Please use the **CAMIS FAMIS SELF-SERVICE**

http://ias02.accruentondemand.com:8090/fss_dcamprd_dcam110fss/selfservice.login work order system to request all services for all DCAMM managed facilities **except** for those listed below.

Please use the **NEW CAMIS Tririga Request Central**

<https://camis.dcp.state.ma.us/index.html> work order system for the following facilities as of October 28, 2014: **John W. McCormack, Charles F. Hurley and Erich Lindemann, Springfield Data Center, Springfield Dwight Street, Springfield Liberty Street, The Big E and Pittsfield Office Building.**

If you have not received a username and password yet, please contact CamisHelpdesk.dcam@massmail.state.ma.us