

Catholic Charities Twin Cities Maintenance Scope of Services

- Oversight of operation and maintenance team and customer service and administrative support necessary to provide such work.
- Purchase supplies, equipment, and parts from Catholic Charities approved vendors and coordinate purchase needs with the Organizations Facilities staff.
- Manage assignment of work orders, workflow, and scheduling of work orders/preventative maintenance.
- 24-hour emergency on-call response to facility related business disruption. Emergency response from vendor will be within one hour of Client notification of issue.
- Oversee maintenance requests, preventive maintenance, and related projects using the Client's designated systems. Maintain ongoing coordination and communication with facilities staff to ensure timely, efficient, and well-managed service delivery.
- Operation and maintenance and of boilers, heat pumps, valves, appurtenance s and lines used in the distribution of steam and heated or processed water.
- Operation and maintenance of refrigerant compressors, condensers, evaporators, traps, transfer pumps, expansion valves, stop valves and float valves, together with refrigerant lines and devices used to control temperature, and air conditioning systems in their entirety.
- Operation and maintenance of pumps handling brine or other secondary refrigerating liquids together with valves, appurtenances and lines used in the system.
- Operation and maintenance of air compressors, together with distribution lines and valves and devices for air control.
- Operation and maintenance of water filters, softeners, piping and pumps used in conjunction with water distribution, including sinks and toilet bowls, including supply lines, drains, water lines, control devices.
- Operation and maintenance of electrical motors and engines used to power pumps, compressors and fans.
- Operation of fuel oil systems including pumps, valves, lines and controls.
- Operation and maintenance of building automation systems for HVAC, lighting and other controls including consoles, data gathering panels, remote sensors and indicating devices.
- Operation and maintenance of sanitary sewer systems, sump pumps including basins, water closets, urinals and piping.
- Maintenance of air distribution systems, such as RTU's, AHU, ERU, FCU, and chilled beam, including filter, belt and other preventive maintenance.
- Operation and maintenance of liquid and air-cooled chillers and cooling tower.

- Operation and maintenance of snow melt systems.
- Operation and maintenance of emergency power and power distribution system
- Predictive and corrective maintenance and property inspections of base building systems, including, but not limited to, mechanical, electrical, fire/life safety and plumbing systems to keep all in good, working order and in compliance with manufacturer's recommendations and industry best practices

- Operation and maintenance of all doors and hardware
- Assist with annual inspections and repairs on behalf of clients, including but not limited to smoke alarms, elevators, fire extinguishers, RPZ, etc.
- Maintenance and repair of building envelopes including roof, windows, walls and storefronts including afterhours response to maintain building security
- Maintenance and repair of lighting, lighting controls, emergency lights, and other electrical systems
- Repair and painting of walls, doors and other maintenance.
- Removal of abandoned property from common areas using approved vendors as requested.
- Assist Catholic Charities team with completion of unit turns based on work order assignment within assigned priority, when necessary. Unit turn work includes replacing furniture from stock, coordination of vendors (if applicable) to complete sheetrock repair, painting, cabinetry replacement/repair, or any other work necessary to make the room tenant ready.
- Coordination of work by vendors on approved vendor list for any building systems that vendor is responsible for operation and maintenance of.
- Responsible for escorting vendors through facilities for work that vendor may not directly call about or oversee. Examples include pest control, commercial kitchen equipment maintenance and repair, elevator repair, etc.
- Snow removal at sidewalk cut outs, fire egress doors, and other high traffic areas between contracted service visits by snow removal provider
- Washing and maintenance of trash chutes and coordination with waste management vendor to ensure trash is leaving the building
- Repair and maintenance of any lift systems, overhead doors and other mechanical equipment not listed but necessary for building function.
- Maintenance and repair or coordination of vendors for residential washers, dryers, stoves, refrigerators and microwaves
- Maintenance and repair or coordination of vendors for commercial washers and dryers.
- Routine inspections and preventive maintenance of Catholic Charities fleet vehicles including drop off and delivery to vehicle service vendor if necessary.
- Work with Client and the engineering team to recommend preventive maintenance procedures and schedule the preventive maintenance to be completed in the desired system. Any equipment lists, preventive maintenance procedures and schedules and repair history shall be considered the property of Client and will be made available to client in portable electronic form at Client's request.
- Complete general work order requests for facilities related tasks (examples: assembling a desk, moving a bookcase, or hanging a picture).

Payroll administration associated with these maintenance engineers

- Provide payroll administration including online payroll system, payment of wages, payroll taxes and benefits.

Scope Exclusions

- Client contracts separately for snow/ice removal and lawn and grounds care. Vendor would be expected to maintain entryways and walk areas in between services
- Client contracts separately for repair and maintenance of commercial kitchens refrigeration, dishwashing, and coffee equipment. Vendor would be expected to meet kitchen repair vendor periodically, and possibly after hours, to coordinate access if needed.
- Client contracts separately for Pest Control. Vendor would be expected to meet pest control vendor periodically, and possibly after hours, to coordinate access if needed.
- Client provides project management staff for Oversight of special projects, large repairs or replacements, Vendor is expected to provide support at the direction client's facilities staff.
- Clinic spaces and equipment maintenance are operated by third parties. Vendor is expected to provide limited services pertinent to building and building systems.