

# Roof Maintenance

## Scope of Work

Reviewed By: \_\_\_\_\_

Approved By: \_\_\_\_\_

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## BACKGROUND

The Integrated Service Provider's program will provide superior on-site equipment, service, technology, application expertise, process knowledge, monitoring techniques, effective service project management, overall process excellence and cost control in support of the OWNER's mission to be a world class manufacturer of automotive engines

### **Service Philosophy and Objectives**

The Roof Maintenance Integrated Service Provider will provide the OWNER Operations with State of the art equipment and off sight servicing thus contributing to the OWNER's immediate production support performance goals. This will allow FSSP support and the OWNER production personnel to operate worry free of material transportation concerns.

### **Pillars of the Program**

- The Integrated Service Provider shall ensure all work is performed in accordance with all applicable Federal, State and Local building codes, mechanical codes, electrical codes and regulations applicable to this service and shall be responsible for all costs associated with any fees required to meet said codes and regulations.
- The Integrated Service Provider shall be responsible for all Permits and Inspections required by law and all associated costs.
- THE OWNER will, within six months, undergo an ISO audit with the goal of immediate certification. The Truck Repair Service Integrated Service Provider must prepare and initiate a quality system to support this goal.

### **Definitions**

- *FSSP* – Refers to Facility System Service Provider.
- *Integrated Service Provider* shall be defined as the contract service provider awarded the contract to support the OWNER facility.
- *THE OWNER*, is the Company CRMS is under contract with and owns the site
- *Roof Maintenance Contactor*, the contractor hired to removal all snow and ice during season.

## 1. Paragraph Scope

- a) Maintain a file for your records on this roof, including this Guarantee, invoices, and subsequent logs of all inspections performed and repairs that are made to the roof.
- b) Inspect your roof at least semiannually. This is best done in the Spring, after the roof has been exposed to the harsh winter conditions, and, in the Fall after a long hot summer. It's also a good idea to examine the roof for damage after severe weather conditions, such as, hailstorms, heavy rains, high winds, etc.
- c) Since these types of roofs typically have a low slope, they are easily examined. However, care must be taken to prevent falling accidents.

### **When checking the roof:**

- a) Remove any debris, such as, leaves, small branches, dirt, rocks, etc. that have accumulated.
- b) Clean gutters, down spouts, drains and the surrounding areas. Make certain they allow water to flow off the roof. Positive drainage is essential.
- c) Examine all metal flashings and valleys for rust and damage that may have been caused by wind or traffic on the roof, and make certain they are well attached and sealed. Any damaged, loose or poorly sealed materials must be repaired by an Approved Roofing Contractor. Examine the entire roof system. Conduct an Infra-red analysis annually.
- d) Examine the areas that abut the roof. Damaged masonry, poorly mounted counterflashing, loose caulking, bad *mortar joints and any loose stone or tile coping can appear to be a membrane leak. Have these items repaired if* found to be defective.
- e) Examine the edges of the roof. Wind damage often occurs in these areas. Materials that have been lifted by the wind need to be corrected by an Approved Roofing Contractor.
- f) Examine any roof top equipment, such as, air conditioners, evaporative coolers, antennas, etc. Make certain they do not move excessively or cause a roof problem by leaking materials onto the roof.

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## 2. Qualifications

### a) Licenses

- i) Contractor must have all required licenses, and permits necessary to execute the work described in this document. Current copies of all licenses and permits are to be maintained at the property. The cost for any licenses or permits is the sole responsibility of the contractor.

### b) Training

- i) All employees assigned to perform work at the premises are to be properly instructed on the proper usage and safety of equipment. Certificates of completion shall be maintained at the contractor's main office with copies maintained at the premises in the Project Notebook. Refer to section 14.
- ii) If so required, the contractor may be required to complete a safety course as designated by Owner at the contractor's expense.

### c) Service Vehicles

- i) Contractor shall only utilize company vehicles, which comply with the above-mentioned insurance requirements. Contractor shall provide Owner with applicable proof of insurance.
- ii) All vehicles used by the contractor shall be conspicuously identified with the company name, vehicle number and business telephone number.
- iii) All drivers of registered motor vehicles must be in possession of a valid **State (or applicable state)** driver's license when working on Owner Property.
- iv) All drivers must have the proper classification of operator's license for the equipment operated.

### d) Employees

- i) All employees utilized by the contractor shall be US citizens or be authorized to work in the United States and be in accordance with U.S. Department of Justice Form I-9, Employment Eligibility Verification.

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- ii) A sample of this document is included in Appendix, item 1. A copy of this form shall be included in the personnel section of the Project Notebook.

### 3. Preparation

#### a) Site Plan

- i) Contractor shall prepare a site plan indicating the areas to be included as part of the "Roof Maintenance Program." Items/areas to be identified as part of the site plan:

#### b) Emergency Building Exits

#### c) Drains

#### d) Utilities

#### e) Site Specific Requirements

#### f) Equipment Profile and Inventory

- i) Contractor shall prepare an inventory of all Roof Maintenance equipment and stores that will be stored on site.

- ii) Additionally, contractor shall provide a list of available equipment which can be dedicated to the site should the need arise.

- iii) This information shall be included in the Project Notebook

#### g) The Roof Maintenance Season shall be defined as commencing November 1<sup>st</sup>, and concluding the following April 15<sup>th</sup>. Contractor shall removal all equipment no later than April 30<sup>th</sup>.

#### h) Contractor shall supply and install color-coded marking pins or snow stakes to outline areas that may constitute a hazard or danger for Roof Maintenance operation (i.e., curbs, drains, fire hydrants, fuel storage, meter pits etc.)

#### i) Owner shall approve marking Pins/Snow Stakes.

### 4. Pre-season Report

- a) Contractor shall submit to Owner prior to November 1<sup>st</sup> a detailed report (including supporting documentation, i.e. pictures) of any pre-existing damage to Roof, Walkways, curbs etc.

### 5. Damages

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- a) Any damage to the roof is the sole responsibility of the Contractor. Should the employees of the contractor or its subcontractors cause any damage or loss to the premises, landscaping curbs signs or Owner equipment, etc., Contractor agrees at its own expense to repair/replace any such damage or loss to Owners complete satisfaction and in a time frame mutually agreed upon by Owner and Contractor. Damages shall be recorded in a Service Log book with Contractor concurrence.
6. Inventory
- a) Contractor shall maintain an adequate inventory of roof repair materials and sealants
7. Weather Service
- a) Contractor shall subscribe to a weather advisory service that will provide warning and site-specific weather information for the facility. This information shall be shared with the Contractor and Owner. Contractor will not go on roof if winds are predicted in excess of 40MPH. Owner may at its own discretion; relay this report to other Owner Subsidiaries.
8. Documentation
- a) Contractor's representative shall deliver to the GCS a record of all services performed, and any deficiencies which require remedial action. No additional work outside the scope of this contract is to be performed without written authorization of the GCS or the owner.
  - b) Contractor shall record (in a manner consistent with the Owner's Work order/preventative maintenance system) detailed information of the services performed. If for any reason equipment is not available for immediate use, has experienced a breakdown or otherwise not completely operational, the Contractor shall immediately notify the GCS.
  - c) An Equipment Roster shall be included in the Project Notebook. This log is maintained by the Contractors Site Supervisor. Contractor shall maintain a log of all equipment breakdowns. This information is to be given to the GCS.

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- d) Contractor shall maintain a "Project Notebook" at the premises. All pertinent information shall be maintained and updated not less than quarterly or as required.
- e) Contractor shall maintain a "Project Notebook" at the premises. All pertinent information shall be maintained and updated not less than quarterly or as required.
- f) Contents of the Project Notebook shall include:
- g) Personnel
- h) Training Certificates, Form I-9
- i) Compliance Items
- j) Certificates of Insurance, Licenses, permits
- k) Site Plan
  - i) Inventory Profile
  - i) Telephone Numbers
  - ii) Telephone numbers of the office and emergency service procedures.
  - iii) Record of Site Visits (which include date, time arrived, time left, crew, weather, accumulations, material used, chemicals used, notes of any damage or certain circumstances.
  - iv) Record of Services Performed
  - v) MSDS Data Sheets
  - vi) Other Information as Required
  - vii) Record Damages

#### 9. Employee Records

- a) Contractor shall keep an up to date record of all employees assigned to the Project. Individual Employee Profiles are to be kept in the Project Notebook.
- b) Contractor shall review for accuracy each quarter.
- c) Contractor shall immediately notify the Owner Designated Representative (FACILITY MANAGER), when employees of the contractor assigned to the project have been discharged for cause.

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10. Record of Site Visits

- a) Notification:
  - i) Contractor shall notify the Owner Designated Representative (FACILITY MANAGER) prior to arriving on site.
- b) Sign in/out:
  - i) All employees of the Contractor shall sign in with Security upon arrival at the site. Likewise, the contractor's employees shall sign out with Security upon completion of their tasks.
  - ii) Contractor shall keep a fill out a service report that includes date, time arrived, time left, crew, conditions, material used, chemicals used, any damage to property.

11. Services Rendered

- a) Documentation
  - i) Contractor's representative shall deliver to the FACILITY MANAGER a record of all services performed, and any deficiencies, which require remedial action. No additional work outside the scope of this contract is to be performed without written authorization of the FACILITY MANAGER or the Worldwide Facilities Group.
  - ii) Contractor shall record (in a manner consistent with Owner's Work order/preventative maintenance system) detailed information of the services performed. If for any reason equipment is not available for immediate use, has experienced a breakdown or otherwise not completely operational, the Contractor shall immediately notify the FACILITY MANAGER.
  - iii) An Equipment Roster shall be included in the Project Notebook. This log is to be maintained by the Contractors Site Supervisor. Contractor shall maintain a log of all equipment breakdowns. This information is to be given to the FACILITY MANAGER.



b) Performance

- i) The expectations of Owner are to maintain a safe and professional looking site at all tiers within the guidelines given within this specification. Non-Performance of this specification will not be tolerated and may result in termination. Facility Audits will be performed by Owner to evaluate the contractor's performance in conjunction with contractor's self-performance audits. Contractor shall include BEST Practices as an intrinsic part of their action plan.
- ii) Contractors Site Supervisor shall be an experienced Roof Maintenance operations person, and will be supported by sufficient labor operators and equipment depending on the extent of snowfall or ice conditions.
- iii) All vehicles will be marked with company name, logo, and flashing yellow lights
- iv) All workers will wear orange or bright green vests at all times.
- v) All workers will have some form of radio or cell phone when on roof.
- vi) A plan shall be submitted to the Owner designating priorities and the owner will approve such priorities
- vii) Each spring an inspection will take place for all damaged roof and curb. The contractor will work with owner to agree on areas effected by Roof Maintenance and repair by June 1 of each year.
- viii) All lights and fans will be turned off when leaving the roof.
- ix) Any destruction to repaired immediately. All equipment will be loaded with salt and fuel at the end of each occurrence in anticipation of next occurrence.
- x) No fuel will be stored on site unless it has secondary containment.

c) Site Inspections

- i) Contractor shall inspect the equipment to ensure operational status of the equipment.

d) Storm Watch

- i) In the event a serious storm is predicted to arrive work shall be cancelled at no cost to the FSSP or Owner

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- e) Critical Hours of Operation
    - i) Roof Maintenance is during daylight hours.
  - f) Storm Operations
    - i) All accumulations are to be plowed and/or removed and surfaces salted as necessary and in accordance with the priority schedule.
    - ii) The major consideration for the time of removal shall be the time employees need access to and from the building for their workday and the necessity to provide safe passage to and from the building for emergency purposes.
    - iii) All work shall be performed in a professional manner.
    - iv) Contractor shall use caution on performing its work so as not to damage the roof surfaces.
    - v) All equipment and trucks shall be equipped with rubber tires.
  - g) Normal Response
    - i) Response time
    - ii) Contractor shall respond to normal maintenance items within two hours when duly notified by the FACILITY MANAGER
    - iii) The cost to provide such service shall be in accordance with the attached Pricing Schedule.
  - h) Conclusion of Services
    - i) At the conclusion of storm, Contractors representative shall provide the FACILITY MANAGER with a Roof Maintenance Record.
12. Post Seasonal Report
- a) Contractor shall submit to Owner a comprehensive report of all damages and schedule for completion.
13. Operational Audits and Recommendations
- a) Contractor shall submit an annual improvement plan to include recommendations for upgrades and improved operating efficiencies. A comparative cost analysis shall also be provided.

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- b) Contractor shall perform quarterly service evaluations for rating the services provided. Contractor shall provide a copy of the results of the evaluation with the Owner Designated Representative. The contractor will prepare an action plan to correct any deficiencies, which will be approved by the FACILITY MANAGER prior to implementation.

14. Compensation

- a) Compensation Schedule for the Roof Maintenance Contract will be lump sum for calendar year
- b) Mobilization price for emergency \_\_\_\_\_
  - i) The initial non-recurring charge, if any, upon commencement of the Roof Maintenance contract.
- c) Monthly Inspection Service
- d) Consumables:
  - i) Price for consumables shall include all taxes and delivery charges.
- e) Rate / Hour Charges for emergency work
  - i) All equipment hourly charges shall include a qualified and licensed operator.

**Reference Documents:** Site  
Priority Plan Service Report