



CAPABILITIES FOR PERFORMING BUILDING MAINTENANCE AND OPERATIONS (BMO)

Facility Services Management, Inc. (FSI) a Woman-Owned Small Business (WOSB), began providing facility maintenance services to Government agencies over 23 years ago with a commitment to honesty and fairness to our customers and employees. Since its inception, FSI's experience has included the operations, maintenance, planning, estimating, management and execution of Government contracts covering more than 30 locations. FSI performs base operations and facility maintenance and repair on military installations and federal buildings. FSI operates and maintains over 11,637,000 sq. ft. in approximately 978 facilities throughout the United States.

Safety Standards: FSI's performance standards promote safety first, with quality performance and customer satisfaction as our primary tenets. Throughout the organization, FSI instills a culture of safety awareness and training. FSI ensures safety and quality are never subordinated and consistent application of corporate safety and quality policies guide each and all projects. FSI's safety record has continued to improve while business has grown. FSI's Experience Modification Rate is currently 0.59, lowering customer insurance costs and reflecting our continued commitment to the safety of our employees and our work sites.

Quality Standards: FSI is Quality Management System-certified to the ISO 9001:2008 standard. We operate all of our sites according to ISO 9001:2008 standards. FSI's commitment to ISO-Certified Quality is recognized by an independent certifier/auditor, NQA. We maintain that certification with annual audits at our sites and in our corporate office. FSI's commitment to quality involves actively practicing continuous improvement in every job we do. The success of our quality performance is acknowledged in our Contract Performance Assessment Reports (CPARs) and letters of commendation from our customers.

Type of Work In Which FSI Specializes: FSI performs operations and maintenance on Department of Defense (DoD) installations and facilities. FSI is a licensed Professional Engineering Firm and a Licensed Fire Protection Firm. FSI offers a strong knowledge and experience base in federal facilities, medical and research laboratories, military hospitals, medical treatment facilities and total base operations.

BMO Contract: FSI operates the BMO Contract through our program office located in its corporate headquarters. The corporate BMO Program Manager has full authority and autonomy to execute all aspects of the contract. FSI's corporate office maintains overall surveillance of operations and assists as necessary. The project management structure dedicated to the BMO Contract has many decades of experience in support building maintenance and operations contracts. The BMO Program Manager provides overall guidance to Corporate Regional Project Managers. Regional Project Managers are responsible for the successful completion of projects under the BMO Program.

FSI's on-site Project Managers provide autonomous project management leadership for the jobsites. Project Managers report to one of FSI's Corporate Regional Project Manager. Key responsibilities of FSI's Project Managers are to maintain a constant focus on delivering a high quality product to the customer; establishing strong professional relationships with the customer and the jobsite team and ensuring the project creates value for the customer.

The BMO Contract Service Categories in which FSI was awarded include:

- HVAC Maintenance
- Electrical Maintenance
- Plumbing and Pipefitting
- Elevator Maintenance
- Elevator Inspection Services
- Janitorial
- Landscaping/Grounds Maintenance
- Fire Alarm System Maintenance and Repair
- Fire Suppression System Preventive Maintenance and Repair
- Roofing Services
- Architectural and Framework Building Maintenance Services
- Pest Control
- Waste Management and Recycling Services