

OnSite

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product update

This month's updates in our product coverage include:

Office Products – Price Reductions on Technology, Copy Paper and Toner Cartridges

SiteStuff is pleased to announce lower pricing on many commonly purchased technology items, from copiers and printers to fax machines.

We have lowered pricing on over 100 items. Please take a look at the new pricing in the Technology category of the SiteStuff catalog online, or call Customer Care to inquire about specific products.

We are also pleased to announce quantity price breaks on two popular copy paper products and over 25 toner cartridges. Both the Office Depot 8-1/2" x 11" 90 Brightness office paper (SS1306288) and the Hewlett-Packard 8-1/2" x 11" 87 Brightness office paper (SS1304249) are now offered at significant discounts when you purchase three or more cases at a time. Many of the popular toner cartridges are discounted when you purchase five or more at a time. Price break information is listed along with the product details on the SiteStuff website. If you have any questions regarding the new price breaks or would like to check the pricing on an item, please call SiteStuff Customer Care at (877) 778-SITE.

Lamp, Ballast and Battery Recycling Containers

SiteStuff carries Lamp, Ballast and Battery Recycling Containers from Mercury Waste Solutions. The Lamp Tracker Boxes can accommodate fluorescent tubes as well as u-bents, compacts and HIDs. Cost of product includes: cost of recycling container, prepaid return transportation of container from the continental US and recycling of materials. To locate the items on the SiteStuff website, enter one of the following SiteStuff part numbers into the "Product Search" box once logged in to the site: SS1051954, SS1051955, SS1051956, or SS1051957.

Contact SiteStuff Customer Care at (877) 778-SITE or via e-mail at customer care@sitestuff.com if you have questions about the products.



www.sitestuff.com

project sourcing update

In response to a growing demand for large projects, SiteStuff created Project Sourcing. This division is designed to provide lower pricing for large operating or capital expenditure projects. By using this new offering, you will be able to:

- Lower project costs by aggregating buying power
- Reduce processing time by having SiteStuff source the project for you
- Benefit from established best practices of a central procurement group

Listen to feedback from managers who have used this new platform:

"The project and engineering support has been wonderful. I was able to say what I needed and forget about it until the quotes were submitted back to me."

-Terry Addington, Senior Chief Engineer, Dallas, Texas

"Project Sourcing saved me tons of time, provided excellent specifications and made it just plain simple"

-Ed Callahan, Facility Manager, Charlotte, North Carolina

"Project Sourcing made a typically arduous and time-consuming project, a pleasant and efficient process. Having all information come back in a detailed, comprehensive report, was fabulous."

-Abby Donahoe, Vice President, Director of Operations, San Francisco, California

If your property needs Rooftop Units, Chillers, Cooling Towers, VFDs, Lighting Retrofits and/or Building Controls, you can benefit from this offering. Currently we are focusing on the following categories:

- Heating Ventilation/ Air Condition (HVAC)
- Lighting

To submit your project, please visit www.sitestuff.com/content/capex/home and complete the online form. If you have any questions or would like additional information, please call SiteStuff Customer Care at (877) 778-SITE, or visit us at www.sitestuff.com.

evaluating a technical service provider

Technical services play an integral role in the daily operations of your facility. Some of the most important assets that you manage are your facility's operating systems. Since there are such a variety of service providers, it is important to evaluate their attributes and abilities in order to maximize efficiency of your operating systems.

Here are a few areas to evaluate when selecting a technical services provider:

1. **Technical impartiality.** Seek providers who are free to choose the most appropriate and cost-effective solution regardless of the manufacturer. This allows you to enjoy the advantages of **competitive prices** and honest, unbiased evaluations.
2. **Range of services.** Choose a provider that offers widespread services in areas such as *engineering, elevator, lighting, mechanical, and electrical services* to achieve a more cohesive and efficient service arrangement.
3. **Systems.** With state-of-the-art technology, a provider can implement valuable tools that improve job performance and management. Systems such as *call centers, remote monitoring, work order tracking and reporting, and preventive maintenance systems* offer customers information about work in progress and trends from which comparative benchmarking data can be produced.
4. **Subcontractor management.** Providers with extensive experience offer expertise in managing subcontractors and capital projects. This reduces administrative costs, while allowing the flexibility to take on more projects as needed and the ability to do so with consistent reporting and operating procedures.
5. **Resources.** To respond to your facility needs, the service provider must have the resources available to them. A self-performing provider with a national reach has the ability to consistently provide a timely response, with experienced local managers and technicians.

Maintaining your facility's operating systems is a top priority. In addition, quality national management depth enhances the ability to professionally handle all of your service needs. Service providers that can supply experienced and knowledgeable managers result in **consistent service** for you and your tenants. For more information, contact the ABM Family of Services at www.abm.com.

ABM Family of Services is a National Service Provider at SiteStuff. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.

selecting a roofing contractor

Let common sense guide you in your search for a roofing contractor. The roofing of commercial and industrial buildings is a monumental undertaking. It requires a commitment of hours upon hours of detailed planning and preparation – dealing with the intricacies of building codes, OSHA standards and an assortment of other involved specifications.

The financial aspect of such an undertaking can seem daunting. As a decision maker, you are the owner of this task, starting with obtaining competitive bids from qualified contractors. But what really constitutes a contractor as being termed "qualified"? It's more than just construction knowledge. It includes financial and operational uniformity and stability. Let experience and common sense guide you in your decision.

Consider what's been happening in the commercial roofing industry lately. In the late 1990's groups of investors bought and rolled-up small roofing companies into larger ones, with grandiose visions of IPOs and earning a quick buck, not necessarily a better roofing company. As it stands today, three out of these five roll-ups have failed!

So when you choose a contractor, look for experience and financial stability. Ensure that the contractor will be able to handle leak repairs and honor the warranty.

Here are ten suggestions for pre-qualifying your roofing contractor:

1. Make sure your contractor is professional with a permanent place of business, phone, tax identification and a business license, if required by your state, county or city. Look for at least ten years of roofing experience.

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2. Ask for proof of liability and worker's compensation insurance coverage. Make sure the coverages are paid up through the completion of the job.
3. Ask for financial information – financial statements, annual reports, credit references. The contractor's net worth should be at least five times greater than the value of the contract.
4. Check references. Make sure their customers were satisfied with the contractor, the type of roof system and the follow-up to installation.
5. Check with the Better Business Bureau, Department of Professional Regulation or regional or national industry associations like the National Roofing Contractors Association.



6. Get everything in writing – description of work, specification, start and completion dates, payment procedures and warranty information. Photos are useful. Get documentation on local codes, permits required, bonding and insurance requirements. Warranties should be non-prorated with one company responsible for installation, labor and material costs.
7. Verify that the contractor is licensed or approved by the manufacturer of the roofing products. Most roofing product manufactures require special application expertise by the contractors.
8. Determine who will be in charge of the roofing project on a daily basis, how many workers will be on the roof, the specific work hours and days, quality control procedures and noise issues.
9. Verify that the contractor provides 24-hour repair, warranty and emergency service. Make sure they can make repairs to all roof systems.
10. Safety first! Ask about the safety training and education of the roofers. Inquire about the safety, noise and debris that may affect your tenants, employees and guests.

If you are looking for a roofing contractor, The National Roofing Contractors Association will send a list (free of charge) of NRCA-member contractors sorted by zip code. The number is 1-800-USA-ROOF. For more information about Centimark Corporation please visit www.centimark.com or contact Randy Axelson at 800-233-7212.

Prepared by Centimark Corporation with information from the National Roofing Contractors Association (NRCA).

Centimark Corporation is a National Service Provider at SiteStuff in the Roofing and Preventative Maintenance categories. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.

solid chemical products simplify water treatment in commercial properties

Commercial real estate property managers face many challenges in controlling the life-cycle costs of water-based HVAC systems. The proper application of water treatment chemicals is widely recognized as necessary to maintain the optimal energy efficiency of the central chiller plant, the most intensive onsite electrical user, as well as for proper microbiological control in open cooling systems, where aerosolized water sources can expose occupants and staff to a number of respiratory health risks. However, proper application of water treatment programs is not always simple in commercial real estate.

When treatment is needed in mechanical areas remote from the central cooling and heating plant, water treatment chemicals, traditionally water-based, must often be moved great distances, even up and down stairs if serving penthouse or basement locations. Water-based chemicals, while offering ease of control and manufacture, are intrinsically difficult to distribute and require the added spill containment protection, consuming more valuable floor space.



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The recent introduction of solid product formulations that weigh as little as one-eighth that of equivalent water-based treatment chemicals is enabling commercial property managers to eliminate the problems associated with the onsite movement and handling of liquid products. In addition, sealed polyethylene containers can be conveniently shipped via ground parcel delivery in easily handled cartons, simplifying shipping and receiving challenges in congested business districts.

A 40-lb carton provides the same amount of active treatment ingredient as a 300-lb drum of liquid. The difference, of course, lies in the simplicity and increased safety in storing and moving a 40-lb carton when compared to a 300-lb drum. Formulated as slowly dissolving solid products, the chemicals can be supplied in sealed one-gallon plastic containers and fed using special equipment that eliminates pouring, splashing, dust or direct contact during normal handling.

Solid product formulations permit the effective treatment of remote systems that were formerly neglected or, at best, intermittently treated. Two major advances made this possible. First, the chemical technologies that had long been applied to conventional liquid-based treatments were adapted to solid formulations through the use of special blending technologies. This produced a thick, pasty solid that would not pose the inhalation risk experienced with some powder chemicals. Second, a "smart" feeder was developed to dissolve the solid product for injection into the water stream. This new feed system uses an onboard microprocessor and a patented solution control circuit to regulate product strength. Before solution control, solid product feeding was often considered too erratic for critical applications such as centrifugal chillers.

RediFeed™, the compact, wall-mounted unit from GE Water Technologies, occupies no floor space, compared to traditional liquid chemical systems, which use valuable floor space for inventory and spill containment storage. The RediFeed system includes a full line of GE Water Technologies products, including oxidizing and nonoxidizing biocides, deposit and corrosion inhibitors, FDA-approved boiler products and halogen stable cooling water treatment programs.

For more information, contact GE Water Technologies, 4636 Somerton Road, Trevose, PA 19053, tel. (215) 355-3300, website www.gewatertechnologies.com.

GE Water Technologies is a National Service Provider at SiteStuff in the Water Management category. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.



is safety a priority with your elevator mechanic? it might be worth asking.

Elevator, HVAC and other systems are essential to the convenience and comfort of residents and visitors in any large building. To run optimally, these systems require maintenance by outside contractors. A building manager charged with picking the right contractor for the job routinely considers a number of factors. Price, experience and reputation top the list; but lurking in the background is a factor that should not be overlooked: safety.

All building managers want premises as safe as possible for all who enter. An accident, regardless of fault, inevitably reflects poorly on the building and its management, it may require that the equipment be shut down for a period of time, and may even lead to liability issues. It is important for building managers to pay special attention to the activities of outside contractors, who, if not properly trained in safety, can find themselves in hazardous situations. Elevators and escalators can present a danger

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to workers not properly trained in safety because they are heavy, have moving parts, run on electricity and often must be worked on at extreme heights.

Common sense says a qualified company and a crew that take safety seriously are the right choice for the job. So how can a building manager judge whether a contractor takes safety seriously?

Ask questions and observe:

Ask your contractor and its mechanics if formal safety training is offered to and required of its crews? Is it a one-time event or are there refresher days? Is there a safety officer at a high level in the company? Does the company track its safety statistics? Are incentives given for good safety performance?

Observe to determine if the mechanics servicing your elevators put up protective barriers alerting others that maintenance is underway. Do mechanics wear hard hats, safety glasses and fall-protection harnesses when appropriate? Do they perform a "lock-out/tag out" procedure, de-energizing electrical circuits to ensure that the elevator can't move? When they must work with live circuits, do they wear protective gloves? When the work is done, is the area neat and clean and free of hazardous residue such as solvents or oil?

It's also worth asking mechanics what practices they follow when using "jumpers" to troubleshoot circuits. These jumpers, if inadvertently left in place when equipment is re-energized, can prevent an elevator from detecting certain performance issues. "Otis Elevator has developed a simple but effective way of making sure this doesn't happen," says Patrick Dowson, Director of Environmental Health and Safety: "Jumpers have a bright yellow tag and they're stored in a pouch that the mechanic hangs on the door of the machine room. The pouch jogs his memory on the way out the door."

One other way to find out how safe a company really is, regardless of its assertions is to ask for the contractor's "experience modification rate." A company's experience modification rate is a rate assigned by insurance providers to classify the risk that a company poses. A rate higher than one indicates that a business has an unusually high number of injured workers who file claims. Below one is good. A mechanic may not know his company's rate, but an account rep will. It might be wise to ask.

Building managers can easily assess the safety policies and practices of their maintenance provider by taking the time to interact briefly with the assigned mechanic.

For more information about Otis Elevator Company visit www.otis.com.

Otis Elevator Company is a National Service Provider at SiteStuff in the Elevator/Escalator category. Find them in the Contract Services section of the SiteStuff website www.sitestuff.com/nsp.jsp.



tips on cleaning your carpets

With bad weather and the every day hustle and bustle, your building's carpets take a toll. Each time your building patrons step on to the carpet, they grind dirt into the fibers. This dirt and grime is abrasive like sandpaper, causing the carpet to wear faster. Proper and regular cleaning is the best way to extend the life of your carpet.

There are both non-professional and professional care methods for cleaning your carpets. Each has its own advantages and disadvantages. While do-it-yourself methods cost less, they are not as thorough as the methods provided by professional care. The bigger problem with non-professional methods is that they provide plenty of opportunity for damage. The three most common ways that non-professionals (and inexperienced professionals) damage carpets are by over shampooing, over wetting

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and failing to protect the wet carpet from furniture. These three frequently made mistakes lead to costly and unsightly damages, and worsen the wear and tear situation. When choosing professional cleaning, stick with reputable professionals.

Remember the following three general maintenance rules and you will extend the life of your carpet:

- **Vacuum regularly:** The single most important thing you can do is vacuum regularly and thoroughly. It has been shown that it takes up to seven to eight full passes with a vacuum cleaner to remove all loose dirt out of the carpet. A lightweight, upright vacuum cleaner is usually the easiest to use. To be effective, it must have strong suction and vibration to loosen the dirt.
- **Eliminate stains immediately:** The next most important factor in good carpet care is to clean stains as quickly as possible. The longer a stain sits, the harder it is to remove. Make sure you use the right cleaning materials. A common mistake is to clean carpet stains with bleach, resulting in white blotches.
- **Clean your carpet regularly:** Finally, have your carpets cleaned regularly. A regular cleaning schedule should be dependent upon foot traffic frequency. You should also clean your carpets after any major soiling event, such as remodeling or an office party. The sooner you remove the dirt, the better.

Sanitors, Inc. is ready to provide you with expert advice for all of your carpet cleaning and maintenance questions. For more information, please contact Sanitors, Inc. at info@sanitorsinc.com or log on to www.sanitorsinc.com.

Quality. Value. The Sanitors Commitment. The Sanitors Way of Doing Business.

Sanitors, Inc. is a National Service Provider at SiteStuff in the Janitorial category. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.

spectra flooring and the SiteStuff bid management tool

All it took were some creative managers, a cooperative vendor, and a willing and flexible online procurement partner. Thanks to that combination, Spectra Contract Flooring and the SiteStuff Bid Management Tool provide support for property managers, facility managers and project managers to use the online tool for bids on flooring jobs, including installation. It all began with project managers looking for ways to make processes simpler and more effective. One opportunity involved dozens of small projects with carpeting or re-carpeting needs. The previous process required that a project manager be assigned to coordinate bidding and installation on these jobs. However, with support, the jobs could be handled by property or facility managers currently working on site.

At the same time, Dave Hewitt, a project director, was aware that Shaw Carpets was compiling information about purchasing and standards. So he invited Shaw and their installation partner Spectra Contract Flooring to work with SiteStuff to support the carpet-ordering process. "The original goals were to reduce the amount of time it took to get carpet, to offer some prepackaged flooring selections – including carpet, tile, and base cove – and have prices available up front," Dave explains. "Then SiteStuff worked with us to make the process part of the Bid Management Tool." SiteStuff created a flooring template that a user could quickly fill out, and in 10 to 15 minutes the Request for Proposal (RFP) can be done. Shaw and Spectra were able to deliver special pricing including labor, immediate turn-around of pricing and possible site visits. Then the final bids would be sent and managed online.

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Dave reports that within the first 60 days of the program, users made more than \$100,000 in carpet purchases through the SiteStuff Bid Management Tool. The very first user was Property Manager Mari Bell. "I used the SiteStuff flooring template in conjunction with a tenant's improvement package. The landlord was required to paint and carpet the space, so our office coordinated the work instead of hiring a general contractor. I've since used the SiteStuff Bid Management Tool to request pricing for replacing carpet in the main lobby and in seven of the common area floors," she explains. "Using SiteStuff for contract services simplified the RFP process and expedited our service to the tenants. The SiteStuff flooring template is a great tool to provide vendors with the detailed information."

The Bid Management Tool can be used to get comparison bids from other vendors and for larger carpeting jobs – even those involving general contractors. It can also be used for custom flooring as

well as the pre-selected design set offered by Spectra to simplify smaller carpeting or recarpeting needs. "The SiteStuff Bid Management Tool is a timesaver, it keeps all of our RFPs in one place, it tracks our purchases across the US and shows our purchasing power with a single vendor," Dave says.

If you would like to request a sample pack and color boards for your office from Spectra, simply contact Randall Lee at (562) 799-7529, extension 7526.

Spectra Contract Flooring is a National Service Provider at SiteStuff in the Flooring category. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.



don't wait until the last minute for HVAC maintenance

Now is the time to start getting your cooling tower/ systems cleaned up and ready for startup.

This procedure will help ensure that the cooling system is ready for action when it's time to put it back online:

1. Drain the tower and pressure wash the sump to remove loose mud, silt, rust or scale.
2. Check all belts on the motors and replace any worn ones.
3. Lubricate the motors and check the gear box oil.
4. Fill the tower to operating level with water and add CHEM-AQUA TCC-1000, which is specially formulated to remove mud and silt from cooling towers. This will help restore full capacity and efficiency of the lines and condenser.
5. Circulate the cooling tower for several hours to ensure good mixing, then flush the system to remove any debris.
6. The tower can be left empty until it's time to refill it and put it back in operation.



To clean out the chilled water system (especially if it hasn't been flushed in several years):

1. Add CHEM-AQUA CBD-92, a powerful cleaning dispersant, according to label directions and turn on the chill water circulating pumps.
2. Circulate for 8-24 hours, then start flushing from the lowest point in the system.
3. Drain the system until the water is clean.
4. At this point, close the drain and add the proper amount of chill water treatment to prevent corrosion.
5. Circulate long enough to ensure the proper mixing of the chemical treatment.

When it is time to fill the tower, add the proper amount of scale and corrosion treatment and start the system.

For more information contact Chem-Aqua at (800) 527-9921 or CASales@nch.com.

Chem-Aqua is a National Service Provider at SiteStuff in the Water Management category. Find them in the Contract Services section of the SiteStuff website at www.sitestuff.com/nsp.jsp.





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bid management update

This month's update in bid management include:

Tips for Our Tools

- **Stop spending time putting your bids in an excel spreadsheet to review!**
Let the SiteStuff Bid Manager do it for you. By using our Template Technology, you have the ability to automatically create an excel bid summary. To find out more - sign up for a quick training session at <http://training.sitestuff.com/trainingsignup/training.asp>.
- **Don't see the contractor you want?** Click "Invite a Provider" and you can send them a message to become a member of SiteStuff.
- **Changes in your specifications?** No worries, the SiteStuff system will allow you to make changes to a previously sent Request for Proposal (RFP) and will red-line a new document for you. It will even notify your contractors of the changes, automatically!
- **Need information on best practices?** Don't forget, SiteStuff has worked to provide you with best-practices and industry templates in major service categories. Use the SiteStuff templates to create your next RFP to benefit from these best practices.

Award your RFPs!

Don't forget to complete and award any RFPs you have initiated in the Bid Management Tool. Awarding RFPs keeps your account updated with accurate bid history and final RFP status for complete online bid management. And remember, you need to award the RFP online to get RFP credit (where applicable).

National Service Providers

Visit our National Service Provider page to check out the companies SiteStuff is working with to bring you nationwide services for all of your property needs.

