

Exhibit A

Scope of Work

(include description, scope of work, deliverables and/or specific performance standards, milestones and dates for contracted services)



B & W MECHANICAL CONTRACTORS, INC.

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Scope of Work

1. Overview

B&W Mechanical Contractors will provide responsive, reliable, and professional HVAC service support to all facilities within DeKalb County School District. Services will include emergency response, routine service calls, troubleshooting, repair, and system optimization to ensure safe and efficient operation of all mechanical systems.

2. Service Call Response

2.1 Call Intake & Dispatch

- All service requests will be received via:
 - Dedicated service phone line
 - Email work order system (if provided by the District)
- Calls will be logged and assigned a priority level:
 - **Emergency**
 - **Urgent**
 - **Routine**

2.2 Response Times

- **Emergency Calls (life safety, no cooling/heating, major system failure):**
 - Response within **2–4 hours**, 24/7
- **Urgent Calls (partial system failure, comfort issues):**
 - Response within **8 hours**
- **Routine Calls (non-critical repairs, maintenance):**
 - Response within **24–48 hours**

2.3 Dispatch Procedures

- Technicians will be dispatched from the nearest available service location
 - GPS-enabled fleet tracking ensures efficient routing
 - All technicians will be EPA-certified and trained in commercial/school HVAC systems
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3. On-Site Service Procedures

3.1 Arrival & Check-In

- Technician will:
 - Check in with school administration or designated contact
 - Follow all school safety and security protocols
 - Wear company identification and appropriate PPE

3.2 Diagnostics & Troubleshooting

- Perform a full system evaluation including:
 - Electrical components
 - Refrigerant levels
 - Airflow and controls
 - Thermostats and BAS (if applicable)
- Identify root cause of issue and provide recommended solution

3.3 Repairs

- Complete repairs on-site whenever possible
 - Use OEM or approved replacement parts
 - For major repairs:
 - Provide detailed quote
 - Obtain approval prior to proceeding
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4. Emergency Services

- 24/7 emergency support, including nights, weekends, and holidays
 - Priority dispatch for:
 - Loss of heating/cooling in occupied spaces
 - Equipment failures affecting critical areas (server rooms, kitchens, etc.)
 - Temporary solutions (portable units, system bypass) provided when necessary
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5. Preventative Maintenance Support (if applicable)

- Assist with or perform scheduled maintenance including:
 - Filter changes
 - Coil cleaning
 - Belt and motor inspections
 - System performance checks

- Provide recommendations to extend equipment life and improve efficiency
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6. Communication & Reporting

6.1 Service Documentation

- Provide detailed service reports for each visit including:
 - Description of issue
 - Work performed
 - Parts used
 - Recommendations

6.2 Work Order Tracking

- Coordinate with DeKalb County Schools' work order system (if applicable)
- Maintain accurate records for all service calls

6.3 Customer Communication

- Clear communication with school staff and district representatives
 - Immediate notification of critical issues or safety concerns
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7. Staffing & Qualifications

- Highly trained HVAC technicians with experience in:
 - Commercial systems
 - Chillers, boilers, RTUs, split systems
 - Ongoing safety and technical training
 - Background-checked personnel compliant with school district requirements
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8. Safety & Compliance

- Adherence to all:
 - OSHA standards
 - Local and state codes
 - DeKalb County School District policies
 - Strict safety protocols to protect students, staff, and property
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9. Equipment & Tools

- Fully stocked service vehicles
 - Access to specialized diagnostic tools
 - Ability to support all major HVAC brands and systems
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10. Quality Assurance

- Supervisory oversight on service performance
 - Follow-up inspections for major repairs
 - Commitment to high first-time fix rate and customer satisfaction
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11. Value-Added Services

- Energy efficiency recommendations
 - Lifecycle cost analysis for aging equipment
 - Capital replacement planning support
 - Priority service agreements
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