

EXHIBIT H

MAINTENANCE PLAN

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1) INTRODUCTION

This Maintenance Plan between insert concessioner name (hereinafter referred to as the "Concessioner") and the National Park Service (hereinafter referred to as the "Service") sets forth the maintenance responsibilities of the Concessioner and the Service with regard to those lands and facilities within Glacier National Park (hereinafter referred to as the "Area") that are assigned to the Concessioner for the purposes authorized by the Contract. In the event of any apparent conflict between the terms of the Contract and this Maintenance Plan, the terms of the Contract, including any amendments thereto, will prevail. Full compliance with the requirements of this Maintenance Plan is required in order to satisfy the Concessioner's Maintenance obligations under the terms of the Contract.

This Maintenance Plan will remain in effect until superseded or amended. It will be reviewed annually by the Service in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Revisions may not be inconsistent with the terms and conditions of the main body of the Contract. Any revisions must be reasonable and in furtherance of the purposes of this Contract.

2) PART A – GENERAL STANDARDS

A) General Concession Facilities Standards

Pursuant to the Contract, the Concessioner is solely responsible for the Maintenance of all Concession Facilities to the satisfaction of the Service. In fulfilling its responsibility, the Concessioner must comply with the terms of this Maintenance Plan.

The Concessioner must conduct all maintenance activities in compliance with Applicable Laws, as that term is defined in the Contract. Applicable Laws include, but are not limited to Service standards, DOI and NPS Asset Management Plans, NPS Management Policies, and manufacturer recommendations and specifications.

B) Definitions

In addition to the defined terms contained or referenced in the Contract, the following definitions apply to this Maintenance Plan.

Asset – Real Property that the National Park Service desires to track and manage as a distinct identifiable entity. An Asset may be a physical structure or grouping of structures, land features, or other tangible property that has a specific service or function such as an office building, lodge, motel, cabin, residence, campground, marina, etc.

Capital Improvement – The term "Capital Improvement" shall have the meaning set forth in Exhibit A to the Contract.

Component – A portion of an Asset.

Component Renewal (CR) – The planned Replacement of a Component at the end of its Useful Life. Component Renewal examples include the replacement of foundations, building frames, window frames, windows, doors, sheathing, subfloors, drainage and roofs; the replacement of building systems such as electrical distribution systems, built-in heating and cooling systems, and plumbing systems; and the rehabilitation of Components of historic Concession Facilities. Component Renewal includes the deconstruction of the existing Component and the Replacement of that Component with a new Component of equal or superior capability and performance. These actions recur on a periodic cycle of greater than seven (7) years.

Concession Facilities – The term "Concession Facilities" shall have the meaning set forth in the main body of the Contract.

Deferred Maintenance (DM) – Maintenance that was not timely or properly conducted. Continued Deferred Maintenance will result in Deficiencies.

Deficiencies – Defects in an Asset or Component that result when Maintenance is not performed in a timely and/or effective manner. Deficiencies may not have immediately observable physical consequences, but when allowed to accumulate uncorrected, lead to deterioration of Asset performance, loss of Asset value, or both.

Facility Operations – Operational actions performed by the Concessioner on a recurring basis that meet daily operational needs of Concession Facilities. Typical Facility Operations work includes janitorial and custodial services, snow removal, the operation of utilities, and grounds keeping. Certain Facility Operations requirements may be included in Exhibit B (Operating Plan) to the Contract.

Maintenance – The maintenance of Concession Facilities as described in this Maintenance Plan. Maintenance includes, but is not limited to, actions taken under the following maintenance categories: Component Renewal; Recurring Maintenance; Facility Operations; Preventive Maintenance; and Repair.

Personal Property – For purposes of this Maintenance Plan, the term Personal Property refers to manufactured items of independent form and utility, including equipment and objects, which are solely for use by the Concessioner to conduct business. Personal Property includes, without limitation, removable equipment, furniture and goods, necessary for Concessioner operations under the Contract. Personal Property may be manufactured items of independent form and utility, including equipment and objects that are owned by the Government but assigned temporarily to the Concessioner so that the Concessioner may use them in its operations under the Contract.

Preventive Maintenance (PM) – Planned, scheduled periodic Maintenance activities that are performed weekly, monthly, quarterly, semi-annually, or annually on selected Assets or Components, typically including, but not limited to, inspection, lubrication, and adjustment.

Recurring Maintenance (RM) – Planned work activities to sustain the Useful Life of an Asset or Component that reoccur on a periodic cycle of greater than one year. Typical Recurring Maintenance projects include, but are not limited to painting, pump and motor replacement, cleaning, repair and replacement of lighting, engine overhaul, replacement of carpeting, and refinishing hardwood floors.

Repair – Work undertaken to restore damaged or worn out Assets or Components to a fully functional operating condition.

Replacement – Exchange or substitution of one Asset or Component for another that has the capacity to perform the same function at a level of utility and service equivalent or superior to the level of utility and service of the original Asset or Component.

Useful Life – The serviceable life of an Asset or Component.

C) Concessioner Responsibilities

(1) In General

- (a) All personnel conducting Maintenance must have the appropriate skills, experience, licenses and certifications to conduct such work.
- (b) The Concessioner, where applicable, must submit project plans to the Service that are stamped by a Professional Engineer or Registered Architect licensed in the appropriate State.
- (c) The Concessioner, where applicable, must obtain the appropriate permits required by federal, State or local law and must provide copies of the permits to the Service.
- (d) The Concessioner must not construct or install Real Property Improvements as that term is defined in Exhibit A to the Contract as part of Maintenance or otherwise, except in compliance with all terms and conditions of the Contract including, without limitation, the provisions of Exhibits A and F1.

- (e) The Concessioner must comply with the Component Renewal Reserve procedures and requirements set forth in Exhibit F2 to the Contract prior to, during, and after expending Component Renewal Reserve funds.
- (2) Environmental, Historic, and Cultural Compliance
 - (a) Certain Maintenance actions that are subject to these compliance procedures under the National Environmental Policy Act (NEPA), National Historic Preservation Act (NHPA), and other Applicable Laws.
 - (b) Any proposed Maintenance actions that are subject to these compliance procedures must be submitted to the Service by the Concessioner in the format required.
 - (c) The Concessioner may be required to prepare, at its expense, environmental assessments, environmental impact statements, or related documents for certain Maintenance actions. The Service will provide guidance to the Concessioner concerning proper process and procedure.
- (3) Maintenance Tracking
 - (a) The Concessioner must schedule and track completion of all of its Maintenance actions and associated expenditures in an electronic format. Such electronic format must be acceptable to the Service and must effectively provide the Service the Maintenance information that the Concessioner is required to provide under this Maintenance Plan.
 - (b) The Concessioner must, on a frequency determined by the Service and in an electronic format acceptable to the Service, provide the Service with Maintenance information that the Service requests. This information may include but is not limited to: (1) outstanding Component Renewal and Deferred, Recurring, Preventive, scheduled, and unscheduled Maintenance listed by Asset; and (2) budgeted and actual expenditures listed by Asset for Component Renewal and Deferred, Recurring, Preventive, scheduled, and unscheduled Maintenance. The Service, in consultation with the Concessioner, will define the specific requirements for providing requested information, including data export formats, required fields, and data structure.
 - (c) The Concessioner must fully develop, implement, and administer a Computerized Maintenance Management System (CMMS) within the first year of the Contract and must use it to track the condition of and work performed on Concession Facilities in accordance with this Maintenance Plan and direction from the Service. The Concessioner must use the CMMS to record all Maintenance and/or construction performed on Concession Facilities and must ensure that the Service has proper access to, and use of all data recorded in the CMMS during the Contract term and for a period of five (5) years thereafter.
- (4) Concessioner Inspections

The Concessioner must conduct inspections of Concession Facilities (no less than annually) to track its compliance with this Maintenance Plan and to compile information that will aid in the development of future Maintenance requirements.

D) National Park Service Responsibilities

Nothing in this Maintenance Plan may be construed as requiring the Service to conduct Maintenance of Concession Facilities of any kind except as otherwise expressly stated by the terms of this Maintenance Plan. Part B of this Maintenance Plan may describe certain National Park Service responsibilities for particular elements of Maintenance of Concession Facilities. Any approval or consent given by the Service, whether of any plan, permit, report, inspection, or otherwise, under this Maintenance Plan does not relieve the Concessioner or the Concessioner's contractors of any responsibility for any errors or omissions or from the responsibility to comply with the requirements of this Maintenance Plan or the Contract.

(1) Inspections

The Service will from time to time (as determined necessary by the Service but no less than annually) inspect the condition of Concession Facilities and the progress and quality of Maintenance activities. The Concessioner must provide qualified personnel to accompany the Service when a Concession Facilities inspection is performed.

(2) Evaluation of Concessioner Maintenance

The Service will provide the Concessioner with an annual evaluation of Concession Facilities. The evaluation will be provided to the Concessioner as a record of Concession Facilities condition and will document the Concessioner's compliance with its obligation to perform all necessary Maintenance. The findings and results of the evaluation will be documented on the Asset Management Program Evaluation Report (form 10-AMP) and will be incorporated into the Concessioner's Annual Overall Rating (AOR).

3) PART B – AREA SPECIFIC RESPONSIBILITIES

A) Concessioner Responsibilities

- (1) General
 - (a) The Concessioner must maintain and repair all facilities and grounds assigned to the Concessioner except as noted under "Service Responsibilities." See Section B)(1) for more information.
 - (b) The Concessioner must carry out all maintenance (e.g. preventive, recurring, and deferred maintenance) in a timely manner to ensure that all facilities assigned to the Concessioner are properly maintained, in good working order, and in good appearance at all times.
 - (c) All proposed maintenance actions subject to the compliance procedures under the NEPA and NHPA must be submitted to the Service for review and approval utilizing the attached Project Statement Form (Attachment H-1), unless otherwise directed by the Service.
 - (d) The Concessioner must address the maintenance actions described in this Maintenance Plan, as well as the maintenance actions identified during periodic evaluations.
- (2) Building Codes. The Concessioner must comply with all applicable federal, state, and local statutes, standards and codes, including but not limited to the International Building Code, International Fire Code, National Electric Code, and the National Fire Protection Association's (NFPA) Life Safety Codes; unless a written exception has been provided by the Service.
- (3) Safety. The Concessioner must ensure compliance with Occupational Safety and Health Act (OSHA) and Center for Disease Control and Prevention (CDC) guidelines and standards. The Concessioner must ensure that its employees and contractors carry out work in a safe manner and observe appropriate safety practices including use of all appropriate personal protective equipment. The Concessioner must provide and ensure the use of necessary and appropriate personal protective equipment, and ensure employees and contractors carry out work in a safe manner. Personal protective equipment includes but is not limited to fall protection, enclosed space protection, eye protection, hearing protection, and respiratory protection for bat guano, rodent droppings (hantavirus), mold or other hazardous material exposures.
- (4) Hazardous Building Materials. Prior to undertaking any maintenance, repair, or construction project that has the potential to disturb hazardous building materials, the Concessioner must conduct a hazardous building materials survey with certified personnel. Surveys must include inspection for asbestos and lead containing building materials. The Concessioner must forward all test or survey results to the Service. If results are positive for hazardous materials, Concessioner must propose a mitigation or abatement plan for Service approval. The Concessioner must attach the mitigation or abatement plan to the Project Statement Form. The Concessioner must properly mitigate or abate any hazardous material per all applicable federal, state, and local laws, regulations, and standards.
- (5) Ground Disturbance or Excavation. Using the Project Statement Form, the Concessioner must request Service approval for all maintenance activities that disturb or excavate ground.
- (6) Historic Structures. Assigned facilities are listed on the National Register of Historic Places and are two of the six National Historic Landmarks in Glacier National Park. Historic facilities are identified in Exhibit C of the Contract.
 - (a) The Concessioner must maintain historic Concession Facilities according to the Secretary of the Interior's Standards (SOI Standards) for Treatment of Historic Properties with Guidelines for Preserving, Rehabilitating, Restoring & Reconstructing Historic Buildings ; the Secretary of the Interior's Standards for the Treatment of Historic Properties with Guidelines for the Treatment of Cultural Landscapes; the Secretary of the Interior's Standards for Rehabilitation & Illustrated Guidelines for Rehabilitating Historic Buildings; and with the National Historic Preservation Act of 1966, as amended.
 - (b) The Secretary of the Interior's Standards are available at <https://www.nps.gov/orgs/1739/secretary-standards-treatment-historic-properties.htm>.
- (7) Winterization. The Concessioner must ensure that the Concession Facilities are adequately winterized and secured while unoccupied.

- (a) The Concessioner must provide to the Service, **within 180 days of the effective date**, an initial Winterization Plan that details how the Concessioner will secure and protect facilities and use materials and methods applicable to historic structures prior to winterization efforts at the end of the first operating season. The Concessioner must consider, to the greatest extent possible, winterization methods e.g., wind and door shutters, bracing, that can be reused from year to year due to the remote location.
 - (b) The Concessioner must provide and install wind and door shutters to protect unoccupied buildings during periods of unoccupancy and provide protection from weather. The method for attaching shutters to the building must minimize damage to the structure and must be approved by the Service (i.e. driving screws into the building causing new holes in the structure and window frames every year is not an approved method.) Shutters must be painted to match adjacent door and window trim.
 - (c) The Concessioner must provide and install interior bracing at Granite Park to provide support for heavy snow loads for the "Crew Room" roof and the deck on the east side of the building.
 - (d) The Concessioner will ensure its personal property and supplies retained during the winter closure are stored and secured to protect from rodents, insects, and other wildlife.
 - (e) The Concessioner must install metal protective covers for the skylights and chimney on the Sperry Kitchen building.
 - (f) The Concessioner will ensure all food and garbage is removed from Concession Facilities and Assigned areas and disposed of outside the Area.
 - (g) The Concessioner will ensure facilities and grounds are left in clean and orderly condition.
 - (h) The Concessioner will remove portable propane canisters from the Area. The Concessioner will coordinate with the Service to determine acceptable quantities of portable propane canisters that can be retained during the winter closure.
 - (i) The concessioner must turn off and properly winterize all utility systems within the assigned facilities including LPG systems, water and wastewater systems, and photovoltaic systems.
- (8) LPG systems must be fully turned off, disconnected, and properly secured.
- Water systems must be fully drained and wastewater systems must be properly winterized using environmentally friendly RV antifreeze in P-traps.
 - Photovoltaic systems must be fully disconnected and stored in a manner that ensures the systems cannot be energized to remove shock or fire risk.
- (9) Facility Condition & Maintenance Inspections
- (a) Custodial Responsibilities. The Concessioner must ensure all Concession Facilities are clean, sanitary, and well maintained. The Concessioner is responsible for providing all cleaning supplies and equipment.
 - (b) The Concessioner must perform detailed facility inspections to identify facility maintenance needs and deficiencies prior to operations or occupancy, and at regular intervals throughout the year. At a minimum, the inspections must take place before the start of each operating season and at the end of the season, prior to winterization.
 - (c) The Concessioner must inform the Service when these inspections will be conducted. The Service may join the Concessioner for the facility inspections.
 - (d) The Concessioner must immediately address life and/or health safety inspection findings. The Concessioner must report all life and/or health safety findings to the Service. The Concessioner must not occupy facilities with serious life/health safety findings.
 - (e) The Concessioner must record all major inspection findings in the CMMS.
- (10) Preventative and Recurring Maintenance, and Repair Responsibilities. The Concessioner is responsible for maintaining the Concession Facilities in good operating condition and appearance including, but not limited to, the following:
- (a) Interior Walls, Ceilings, and Trim

- The Concessioner must maintain walls and ceilings free of breaks, cracks, holes, stains, or peeling paint. Interior painting must be performed on a five-year cyclic schedule or more often if needed.
 - The Concessioner must obtain advance written Service approval for lengthening intervals between painting.
- (b) Flooring
- All floor coverings and finishes must be free of damage or excessive wear. The Concessioner is responsible for maintaining, refinishing, and/or replacing all floor coverings.
 - New floor coverings (where feasible and appropriate) must contain recycled content and low volatile organic compounds (VOC).
- (c) Windows and Doors
- Doors and windows must free of damage and excessive wear and operate smoothly.
 - Door and window hardware (e.g., hinges, doorknobs/locks, sash locks) must be operational and historically appropriate.
 - Doors to employee housing must have a double locking system from the inside.
- (d) Interior Lighting
- The Concessioner is responsible for maintaining and/or replacing interior LPG light fixtures, globes, and mantels as needed.
- (e) Wood Burning Stove and Chimneys
- See Section 8) Structural Fire Prevention, Protection, and Life-safety on Fire Systems
- (f) Siding, Walls, and Trim
- Maintenance of these components may include, but is not limited to: caulking, re-fastening; painting or staining as appropriate; replacing damaged components; pest exclusion; and other related work.
 - The Concessioner must perform exterior painting on a five-year cyclic schedule for vertical surfaces, or more often if needed. The Concessioner must obtain advance written Service approval for lengthening intervals between painting.
- (g) Roofing
- The Concessioner must maintain and/or repair roofing systems as needed to protect facilities.
 - As the Concessioner replaces roofing materials, it must use materials that maximize fire protection. All new roofs must meet or exceed a Class A fire rating.
- (h) Exterior Doors, Windows, and Screens
- Exterior doors and screen doors must be equipped with door sweeps to preclude entry of insects, pests, dirt, and moisture into the facility. Windows that can accommodate screens must have well-fitting screens to preclude the entrance of pests.
 - All exterior doors and windows must have historically appropriate, operable locking devices.
- (i) Exterior Stairs, Railings, and Decks
- The Concessioner must treat painted exterior walking surfaces with Service approved materials.
 - The Concessioner must perform exterior painting/staining on horizontal walking and handrail surfaces on a three-year cycle, or more often if needed. The Concessioner must obtain written approval in advance from the Service for lengthening intervals between painting/staining.
- (j) Exterior Lighting. No exterior lighting is permitted without Service approval. If the Service approves exterior lighting, fixtures and bulbs must be compliant with current International Dark-Sky Association (IDA) guidelines and standards.
- (k) Gutters, Downspouts, and Drains
- The Concessioner must ensure that gutters, downspouts, and roof drains are properly attached, cleaned, and direct water away from the facilities.

- The Concessioner must ensure that French drains, swales, and other stormwater components are operational, free of debris, and direct water away from facilities.
 - (l) Facility Ventilation. The Concessioner must inspect and maintain facility mechanical and passive ventilation (e.g., soffit, gable, and foundation vents) on at least an annual basis to permit air circulation and prevent wildlife and pests from entering facilities.
- (11) Utilities and Facility Systems
- (a) General. The Concessioner must not alter utility and/or facility systems without prior written approval from the Service.
 - (b) Electrical Systems
 - Electrical power is not provided by a utility company or the Service. The Concessioner, with Service approval, will be permitted to install a small photovoltaic electrical system to provide power for limited administrative functions (e.g., point of sales machines and cell phone chargers).
 - The Concessioner must submit a plan to the Service for review and approval prior to installing a new or existing photovoltaic system.
 - The Concessioner must maintain and replace if needed all components of the photovoltaic electric system in accordance with National Electric Code (NEC).
 - The Concessioner must contract with a Montana licensed electrical contractor to perform all electrical work.
 - Generators may only be used for Service-approved maintenance projects. The Concessioner must submit proposed generator use with the Project Statement Form. Service approval may require additional mitigations.
 - (c) Water Systems
 - The Concessioner must maintain, repair, and/or replace all water systems within the exterior walls of the Concession Facilities.
 - The Concessioner must comply with U.S. Public Health Service (USPHS) guidelines when reopening or repairing drinking water distribution systems. The Concessioner must disinfect repaired lines in accordance with USPHS guidelines and procedures.
 - The Concessioner must maintain all plumbing fixtures (e.g., filters, sinks, faucets, etc.) and water systems within the Concession Facilities.
 - The Concessioner must coordinate with the Service to request in advance seasonal activation and deactivation of water supply from the Service. The Service typically provides seasonal activation one week before the minimum operating season opening date and seasonal deactivation one week after the minimum operating season closing date.
 - The Concessioner is charged by the Service for water usage at rates based on Service costs. Rates are determined based on DO-35B.
 - (d) Wastewater Systems
 - The Concessioner must maintain and repair all wastewater and vent lines as needed within the exterior walls of assigned Concession Facilities.
 - The Concessioner must not dispose of cooking oils, grease, or other items that could impact the wastewater system. The Service will bill the Concessioner to recoup costs for clearing or replacing clogged wastewater lines if related to the Concessioner's misuse.
 - At Granite Park Chalet the Concessioner must monitor and log, daily, the amount of wastewater introduced to the septic system.
 - (e) Liquefied Petroleum Gas (LPG) Systems
 - The Concessioner must maintain or repair, in accordance with the requirements of all applicable laws, regulations, policies, codes and standards including NFPA 54 and 58 and OSHA 29 C.F.R 1910.110, all LPG systems in its Concession Facilities, including but not limited to tanks, bottles, regulators, piping, and appliances/fixtures.

- The Concessioner must conduct and document inspections of its LPG systems and storage, in accordance with applicable laws, regulations, policies, codes and standards.
- The Concessioner must obtain prior written approval from the Service before modifying or replacing any component of the LPG system.
- LPG approved and certified propane canisters will be supplied by the Concessioner. All LPG tanks must meet current code requirements.
- LPG tanks transported by horseback or helicopter must be appropriately safeguarded and secured to prevent accidental discharge.

(12) Grounds Maintenance

(a) General

- Unsurfaced and undeveloped areas must be maintained in their natural condition.
- The Concessioner must remove limbs and trees within the Concession Facilities, as directed by the Service. The Concessioner must properly dispose of all debris.
- The Concessioner must keep the grounds neat and orderly, including storing all materials used for its operation (e.g. building materials, shutters, etc.) in Service approved location.
- The Concessioner must conduct its business and daily activities in such a manner to limit ground disturbance to the smallest area possible to reduce disturbance to soil and native vegetation.
- The Concessioner must remove litter and debris from the Concession Facilities and Assigned Area to ensure that the grounds are clean and to avoid attraction of wildlife.
- The Concessioner must clean and scatter manure from stock packing activities.
- The Concessioner must not remove barriers (branches, rocks, chains) that have been placed by Service to limit trampling of vegetation. The Concessioner must support Service efforts to minimize social trails and new disturbance by placement of rocks and other barriers where appropriate.
- The Concessioner is responsible for shoveling snow to provide access to buildings. The Concessioner must coordinate with the Service prior to shoveling snow on trails outside of the Concessioner's assigned Area, and appropriate safety protocols must be followed.
- The Concessioner must maintain proper drainage control on pathways to protect landscapes, native vegetation, structures, facilities, improvements, and equipment while maintaining natural drainage patterns to the greatest extent possible.

(b) Trees and Shrubbery Management

- Hazardous Trees. The Concessioner must report to the Service Utility Staff trees that are viewed as potentially hazardous. The Concessioner must report dead or living trees (other than small new growth or shooters) that may cause or that are causing damage to structures. The Service will evaluate the trees and make recommendations for possible removal or other action by the Service or Concessioner.
- Noxious Weeds. The Concessioner must control and remove noxious weeds within the Concession Land Assignment Area. The Concessioner must follow the procedures outlined under Part C, "Pest Management" in consultation with the IPM Biologist.
- The Concessioner must cut native ground vegetation adjacent to, and extending out 36 inches from all facilities, prior to the start of the operating season and manage native ground vegetation at a height of no more than 4 inches tall throughout the entire operating season. The Concessioner must keep these areas free of accumulated surface fuels at all times.
- Firewood. The Concessioner must not gather firewood from the grounds/Area.

(13) Signs

- (a) The Concessioner must install and maintain all interior and exterior signs relating to its operations and services within the Concession Facilities. The Concessioner must ensure its signs are appropriately located, accurate, professional, and well-maintained.

- (b) The Concessioner must obtain Service approval for the design and installation of any new or replacement signs.
 - By **July 15** of the first year of the Contract, the Concessioner must submit to the Service for review an inventory of all interior and exterior public-facing signs at both chalets. The sign inventory must include a photo of each sign and location.
 - (c) The Concessioner must replace any defaced or missing sign within seven days. If the sign addresses a life-safety issue, the Concessioner must replace it immediately with a professional-looking temporary sign.
 - (d) The Service may install signs within the Concession Facilities after consultation with the Concessioner.
- (14) Hitch Posts. The Concessioner is responsible for maintaining all hitchrails within its land assignment that are associated with packing services to supply the chalet. The GLAC003-17 Concessioner is responsible for maintaining the Sperry Chalet hitchrail used for guided horseback rides.
- (15) Personal Property
- (a) Equipment and Appliances. The Concessioner must maintain, service, and repair equipment and appliances per manufacturers' recommendations and replace as necessary.
 - (b) Furniture, Mattresses, Soft Goods. The Concessioner is responsible for replacing personal property, when necessary. The Concessioner must meet the following International Fire Code (IFC) Chapter 8 requirements when replacing applicable personal property.
 - (c) Upholstered furniture (newly introduced). The Concessioner must utilize upholstered furniture that meets limited rates of heat release when tested in accordance with ASTM E1537 or California Technical Bulletin 133.
 - (d) Mattresses: When replacing mattresses, the Concessioner must purchase mattresses with ignition resistance of California DOC 16 CFR Part 1632 and heat release rate of ASTM E1590 or California Technical Bulletin 129.
 - (e) Draperies: The Concessioner must utilize draperies that meet flame propagation criteria of either NFPA 701 or NFPA 289.
 - (f) Trash containers (if larger than 20 gallons): The Concessioner must utilize trash containers that are non-combustible and listed per UL 1315 or constructed of material meeting ASTM E1354. Trash containers larger than 32 gallons are not permitted indoors.
 - (g) The Concessioner must proactively plan for replacement of personal property to avoid failures during the operating season. Large goods that cannot be packed on stock present additional logistical challenges for delivery and helicopter use to support replacement during the operating season is not guaranteed.
- (16) Government Assigned Personal Property
- (a) The Concessioner must maintain, service, and repair equipment and appliances per manufacturers' recommendations.
- (17) Structural Fire Prevention, Protection, and Life-safety, and Suppression
- (a) Fire Prevention Program. The Concessioner must implement a fire prevention program to conduct all operations and maintain the Concession Facilities in a manner that minimizes the risk of fire. The Concessioner is responsible for fire prevention, detection, and protection within the Concession Facilities, consistent with the latest versions of Director's Order (DO)/Reference Manual (RM)-58, International Fire Code (IFC) and National Fire Protection Association (NFPA) codes and standards, Area's Structural Fire Management Plan and as outlined in the Maintenance Plan, with assistance from the Service. Trained and experienced personnel, whether Concession staff or qualified fire protection contractors, with certifications at appropriate levels, must perform all required inspections, testing, and maintenance.
 - (b) Fire Prevention Plan. Annually, the Concessioner must submit a documented Fire Prevention Plan in accordance with Applicable Laws and Service policy for review and approval by the Regional Structural Fire Marshal (Fire Code Official [FCO]/Authority Having Jurisdiction [AHJ]) or the Park Structural Fire Coordinator (PSFC) by **January 30**. The Concessioner must designate a Structural Fire

- Manager to ensure the Concessioner's compliance with its fire protection responsibilities. This person will serve as the point of contact to the Service for all fire protection responsibilities; however, several persons can be appointed responsibility for the coordination, reporting, and leadership for the different parts of the fire protection program. The Structural Fire Manager will ensure staff or contractors working on fire or life-safety systems are properly qualified and certified.
- (c) The Structural Fire Manager will coordinate with the Service's PSFC on the following inspections and reports:
- Fire protection and life-safety system inspections, testing and maintenance
 - Fire prevention and life-safety inspections
 - Hot Work Permitting
 - Correction of fire and life- safety deficiencies, hazards, and violations
- (d) The Concessioner must ensure fire prevention inspections are conducted on all Concession Facilities. The Concessioner must conduct **annual inspections prior to occupancy and monthly thereafter**, as required by applicable fire codes. Prior to undertaking any inspection, the inspection form format and content must be approved by the PSFC. This form should be a checklist to ensure that all pertinent aspects of the fire prevention program are reviewed and documented.
- The Concessioner must report completion of required inspections and submit a Fire Prevention Inspection Report to the Area's Commercial Services Office no later than **15 days after inspection**.
 - All deficiencies noted on the fire prevention annual inspection must be reported to the Service immediately. Any mitigations or correction plans must be approved by the PSFC.
 - The Concessioner must employ a "no tolerance" policy and immediately discipline any employee found to have tampered with smoke/carbon monoxide alarms, or portable fire extinguishers.
 - The Concessioner must respond to all smoke or carbon monoxide alarms ensuring appropriate measures are taken for the safety of employees and visitors. The Concessioner is prohibited from silencing the alarm signals unless approved by the Service. The Concessioner must cooperate with the Service in providing security in the event that instances of fire evacuation, vandalism, damage, theft, or unlawful entry occur frequently or are likely to occur. Response actions must always be in accordance with established and pre-determined procedure approved by the Service.
 - The Concessioner must immediately report all fires (regardless of size or severity), all alarms (including false alarms), and all portable fire extinguisher use to the Service Dispatch Center.
 - The Concessioner must ensure that appropriately trained employees are available 24 hours a day, 7 days a week to respond to alarms and fires at Concession Facilities when occupied. This may be a designated location manager. Training must include use of fire extinguishers, evacuation procedures, and communications to report to the Service Dispatch Center.
 - Roof Debris. The Concessioner must clean gutters and roofs prior to occupancy annually to remove leaf and pine needle build-up in order to reduce structural/wildland fire danger.
 - Fireplace, Vents, and Chimneys. Chimneys and equipment shall be maintained and **inspected prior to each operating season** by a certified third party, as to not create a fire hazard in accordance with the IFC and manufacturer's requirements. All Repair and Component Replacement projects shall meet the requirements of International Fire Code (IFC) and the International Mechanical Code (IMC).
 - Hot Work. The Concessioner must develop a Hot Work Policy in compliance with NPS Director's Order (DO)/Reference Manual (RM)-58 and the Park's Structural Fire Management Plan. The Concessioner must submit this policy to the PSFC for review and approval within **90 days** of the Contract effective date. The Concessioner must complete a Hot Work Permit request for all applicable work. A project operating without a Hot Work Permit may be subject to temporary closure.

- Work. All planned work that could impair the operation or protection of installed fire protection and life-safety systems, such as minor construction, painting, dust production, or electrical work must be reviewed by the PSFC.
 - Inspections and Hazards. If any inspection conducted by the Concessioner or Service identifies hazards or deficiencies, the Concessioner must correct or abate them using the following processes:
 - If the hazard or deficiency is an immediate life-safety issue, the Concessioner must correct the hazard immediately. If the Concessioner cannot correct the hazard or deficiency immediately, the Concessioner must contact the Area's Commercial Services Office and the PSFC. The Service may take interim control measures to reduce the risk to an acceptable level (including, but not limited to, closing the area or facility, or shutting down service).
 - If the hazard or deficiency is not an immediate life-safety issue, the Concessioner must correct the hazard as soon as possible. The Concessioner must follow up with the Service within fifteen (15) working days to confirm correction has occurred.
- (e) Fire Protection and Life-safety Systems
- General. The Concessioner must ensure all buildings, facilities, and support equipment within Concession Facilities meet or exceed the International Fire Code (IFC) and the National Fire Protection Association (NFPA), unless a specific alternate method is approved in writing by the Service. In addition, the Concessioner must comply with requirements of NPS Director's Order (DO)/Reference Manual (RM)-58 and the Area's Structural Fire Management Plan.
 - The Concessioner must submit an annual **Fire Protection and Life-safety Systems Inspection, Testing, and Maintenance Plan by January 30** for the required inspections, testing, and maintenance of all fire protection systems for review and approval by the PSFC.
 - The Concessioner must inspect, test, operate and maintain its fire protection and life-safety systems including residential and commercial smoke alarms, carbon monoxide alarms, portable fire extinguishers, emergency lighting and signs, and fire doors, annually. The inspection, testing and maintenance (ITM) must be conducted per the IFC and applicable NFPA codes and standards, and manufacturer requirements.
 - Personnel performing fire protection and life-safety inspections must be competent and have a full awareness of how the smoke and carbon monoxide detection system operates. The PSFC will review and approve qualifications of personnel performing fire protection and life-safety inspections. Acceptance testing of fire and life-safety detection systems will be witnessed by the FCO or FCO's designee.
 - The Concessioner must verify the function and conditions of systems through documented inspections by qualified personnel annually. The Concessioner must submit copies of required annual inspections within two weeks of the seasonal facility opening for review and approval by the PSFC.
 - The Concessioner must test all smoke alarms and carbon monoxide alarms at the beginning of the operating season and **on a monthly basis**. The Concessioner must replace batteries for alarm devices using manufacturer's recommended replacement batteries annually at the beginning of the operating season. Alarms shall be replaced when they fail to respond to operability tests. Replacement alarm devices must be compatible with existing devices and programed to the correct zone. Replacement of any alarm device must be performed in accordance with manufactures requirements and any PSFC recommendations or requirements.
 - Smoke alarms shall not remain in service longer than 10 years from the date of manufacture, unless otherwise stated in the manufacturer's published instructions. The Concessioner must replace carbon monoxide alarms when either the end-of-life signal is actuated or the manufacturer's replacement date is reached. Combination smoke/carbon monoxide alarms must be replaced when the end-of-life signal actuates or 10 years from the date of manufacture, whichever comes first, unless otherwise stated in the manufacturer's published instructions.

- The Concessioner must test all battery-powered egress lighting and exit signage annually at the beginning of each operating season and **on a monthly basis** in accordance with the IFC.
- The Concessioner must provide the PSFC with documentation showing the results of alarm and egress/exit battery testing within two weeks of the seasonal facility opening.
- The Concessioner must install, inspect, and maintain portable fire extinguishers in accordance with IFC and applicable NFPA standards. The Concessioner must provide the PSFC with records documenting monthly inspections, and annual maintenance of all fire extinguishers for the operating year by **November 1** each year.
- Repairs and Outages. The Concessioner must ensure that fire protection and life-safety systems are in service at all times. The Concessioner must complete repairs as soon as possible and during times the systems are unavailable, must provide adequate means of alternate protection. The Concessioner must immediately notify the Service's Commercial Services Office and the Service Dispatch Center of any system failures or when systems are inoperable or impaired, and when the systems are returned to service. This notification must include details of what caused the system to become inoperable as well as mitigation measures (for example, fire watch patrols) that the Concessioner initiated for the duration of the system outage. The PSFC will approve mitigation measures. Impairment procedures will follow applicable fire codes, NPS policies, and FCO requirements.
- Written notification and Service approval is required for work or maintenance actions that change the nature or appearance of any Concession Facilities, or the value of any Concession Facilities. A detailed scope work for any maintenance action within assigned areas must be approved in writing by the Service before any work begins.

(18) Employee Housing

- (a) The Concessioner must comply with the Concession Management Guidelines, the Concessioner's employee housing policy, and the maintenance goals of the National Park Service Housing Management Handbook (Director's Order 36) as if the documents applied to the Concessioner's housing. Where conflicts occur between the policies, Service guidelines take precedence over the Concessioner's policy.
- (b) The Concessioner must monitor employee housing for compliance with fire, health and safety codes, and Service policies and guidelines.
- (c) The Concessioner must provide furnishings of sufficient quality and quantity to provide comfortable, safe, and functional housing and recreation. The Concessioner must maintain and replace furnishings per the replacement schedule outlined in the Operating Plan, or earlier as necessary.

B) National Park Service Responsibilities

(1) Facilities. The Service assumes no responsibility for Maintenance.

(2) Utilities

- (a) Staffing. The Service will provide a utility operating staff seven days per week to operate the utility systems at Granite Park and Sperry chalets. Operation of the utility systems will include the water, sewer, and toilet facilities. Potable Water. The Service will supply potable water to Sperry Chalet during the approved operating season as long as a natural water source is available. The Service will maintain the water and wastewater systems up to the exterior wall of the kitchen building.
- (b) There is no potable water available directly at the Granite Park Chalet buildings. The Service will provide, support and maintain a tank system that provides limited potable water located approximately one-quarter mile from the Chalet. The water tank system is accessed by a rocky, rough trail with moderate elevation gain/loss. This system is operated by the Service utility staff and will provide 100 gallons per day for chalet employees, Service staff, guests, backpackers and day users. This system is activated seasonally once snow melt allows Service utility staff to access the area and they are able to implement water treatment and testing protocols and may not be immediately available at the start of the Concessioner's season if snowpack precludes access. Potable water may not be available at the end of the season or during periods of drought if the water source runs dry.

- (c) Wastewater (Sewage). The Service will provide wastewater collection services to Concessioner Facilities.
 - (d) Public Restroom Facilities. The Service will be responsible for cleaning and maintaining the toilets at Granite Park and Sperry Chalet. Responsibilities will include all operations, cleaning, servicing, maintenance and supplies (including toilet paper and hand sanitizer for visitors).
 - (e) Employee Shower Facilities. The Service will provide concessioner staff access to shower facilities in the Service utility building. At Sperry Chalet, the Service will provide propane for heated water.
 - (f) Utility System Winterization. The Service will winterize all utility systems outside the exterior walls of assigned Concessioner Facilities.
- (3) Signs
- (a) The Service installs, maintains and replaces all trail signs.
- (4) Hazard Trees
- (a) The Service may conduct hazard tree surveys to identify and remove any trees posing imminent danger.
- (5) Wildland Fire Protection
- (b) The Service provides incident command for emergencies. The Service (with assistance when requested from local community mutual aid fire departments adjacent to the Area) provides structural fire response within the Area. The Service is responsible for fire prevention, monitoring and suppression (where/when appropriate) activities related to all wildland fires within the boundary of Glacier National Park.
 - (c) The Service may conduct spot inspections of facilities operated by the Concessioner as a means of evaluating the Concessioner's fire prevention portion of the Risk Management Program.

4) PART C – CONCESSIONER ENVIRONMENTAL RESPONSIBILITIES

The Concessioner must comply with the following Maintenance-related environmental responsibilities. Area-required Concessioner responsibilities described in Part B may provide more specific and/or additional environmental requirements. When in conflict, Concessioner responsibilities described in Part B supersede those identified in this part.

A) General

While performing maintenance under this contract, the Concessioner must minimize environmental impacts and utilize principles of Preventive Maintenance, waste prevention and waste reduction, sustainable design and sustainable practices/principles and incorporate best management practices. The term "Feasible" means technically possible, economically reasonable, appropriate for the location and the use identified, and consistent with industry best management practices.

B) Air Quality

- (1) The Concessioner must, in performing Maintenance under this Contract, minimize impacts to air quality by using appropriate control equipment and practices to the extent Feasible.
- (2) The Concessioner must use diesel fuel/heating oil containing no more than 15 parts per million (ppm) sulfur (i.e., ultra-low sulfur fuel) in accordance with USEPA regulations.
- (3) The Concessioner must obtain Service approval prior to using halon fire suppression systems.

C) Hazardous Substances

- (1) In performing Maintenance, the Concessioner must minimize the use of hazardous substances under this Contract where Feasible.
- (2) The Concessioner must provide secondary containment for hazardous substances storage in situations in which there is a reasonable potential for discharge to the environment. At a minimum, the Concessioner must provide secondary containment for hazardous substances located in outside storage areas, in interior storage areas in the proximity of exterior doorways or floor drains, on docks and on vessels.
- (3) The Concessioner must store all flammable hazardous substances materials in UL approved flammable storage cabinets, rooms, or buildings as defined by the National Fire Prevention Association.
- (4) The Concessioner must provide an inventory of hazardous substances to the Service annually in accordance with Section **6(d)(1) of the Contract**. The inventory must identify each substance, location, and amounts stored.

D) Hazardous, Universal and Other Miscellaneous Maintenance Wastes

- (1) The Concessioner must minimize the generation of hazardous waste, universal waste and miscellaneous maintenance waste to the extent feasible.
- (2) The Concessioner must, to the extent feasible, recycle hazardous waste, universal waste, and miscellaneous maintenance waste including, but not limited to, used oil, used oil contaminated with refrigerant, used solvents, used antifreeze, paints, used batteries, and used fluorescent lamps (including CFLs).
- (3) The Concessioner must obtain approval from the Service for hazardous waste, universal waste, and miscellaneous maintenance waste storage area siting and designs.
- (4) The Concessioner must follow conditionally exempt small quantity generator (CESQG) requirements, as defined in defined in federal regulations, related to container labeling, storage, accumulation times, use of designated disposal facilities, contingency planning, training, and recordkeeping.
- (5) The Concessioner must, irrespective of its hazardous waste generator status, manage universal waste (i.e., it must store, label, train employees, and dispose of universal waste) in accordance with federal universal waste regulations.

E) Pest Management

- (1) The Concessioner must conduct pest management activities including prevention/exclusion, abatement, reporting and monitoring in accordance with NPS Integrated Pest Management (IPM) procedures contained in NPS 77, Reference Manual 83 and the Park IPM Plan.

- (2) The Concessioner must eradicate any pest infestation in personal or other property and in all Concession Facilities, including but not limited to, infestation that requires fumigation/tenting for termites, bedbugs, or other pests.
- (3) The Concessioner must conduct surveys for rodents include a visual survey of affected materials/areas for the presence of rodents, this includes droppings and nesting materials.
 - (d) The Service's standard recommendation for dealing with mice is a snap trap. At this time it is not necessary for concessioners to obtain prior approval for use of snap traps. Anything beyond the standard, however, such as glue boards, live traps or baited stations, needs to be proposed, reviewed and approved before use.
- (4) The Concessioner must obtain Service approval prior to controlling pests utilizing chemicals or by other means.
 - (a) The Concessioner must be required to request, annually, in advance of any use, approval for chemical treatments to control, repel or destroy the growth of any plant or animal pest. This includes but is not limited to any herbicides, rodenticides, algaecides, fungicides, and insecticides used in Concession Facilities by the Concessioner or contractors (i.e., pest control operators). Even if an identical chemical treatment was approved for use in previous years, the Service must still grant permission for its use prior to actual use. The Concessioner must submit the request for product review in writing to the Concessions Office by **February 1 during each year of the contract**. The request must include:
 - Product Name
 - EPA Registered #
 - A copy of the label and MSDS
 - Pest proposed to treat
 - Amount proposed to use
 - Timing of application
 - Site description of infestation
 - Area to be treated (square feet or acreages)
 - (b) The Service will notify the Concessioner, in writing, whether it approves the use of each product. If the use of any additional pesticides during the operating season is needed, the Concessioner shall contact the Concessions Office with a written request stating the pest issue and the type of pesticide proposed for use.
 - (c) In addition, the Concessioner must report the pesticides and the quantities used, annually, for the previous season. The Concessioner must submit the report to the Concessions Office no later than **October 1**. The report must include the quantity of product used, specific application location (building name and description of the area where application of the product occurred, whether the Concessioner used the product outdoors or indoors, etc.) and reason for application (target pest, description of problem).
 - (d) The Concessioner must obtain Service approval for pesticide storage area siting and design.
 - (e) The Concessioner must obtain Service approval prior to contracting with any third party to apply pesticides.

F) Solid Waste Reduction, Storage and Collection and Disposal

- (1) The Concessioner must implement a source reduction program designed to minimize its use of disposable products in its operations. The Concessioner is encouraged to purchase and reuse materials to the extent feasible as the first choice in source reduction.
- (2) The Concessioner must develop, promote and implement a litter abatement program.
- (3) The Concessioner must provide an effective management system for the collection, storage and disposal of solid waste generated by its facilities and services as well as the solid waste generated by the visiting public at its facilities.

- (a) The Concessioner must transport, i.e., pack out (via stock) on a frequent basis and dispose of solid waste at an authorized sanitary landfill or transfer station.
 - Guests may be encouraged to pack out what they pack in to reduce waste accumulation, however the Concessioner is responsible to dispose of waste, and properly remove any items abandoned by visitors.
- (b) The Concessioner must develop, promote, and implement as part of its solid waste management system, a recycling program for all Area-specified materials that fully supports the National Park Service's recycling efforts. The Concessioner must transport recyclables to an authorized recycling center.
- (c) The Concessioner must store and handle all solid waste, including recyclables, in a manner consistent with, and in compliance with, the Service's Bear Management Plan.
 - The Concessioner shall ensure that refuse, solid waste, and recyclables, are stored in areas which are rodent-proof, waterproof, and bear-proof.
 - To prevent pest attraction and unpleasant odors, all solid waste from the Concessioner's operations will be adequately bagged, tied and stored indoors in sealed containers.
 - The Concessioner must always store solid waste (garbage) and recyclables in closed buildings. Items must not accumulate in storage areas.
 - The Concessioner will keep its receptacles clean, well maintained, and serviceable; containers must be clearly signed; sites must be free of spills, waste, and odors.
 - The Concessioner must collect and dispose of solid waste and recyclables on a frequency (approved by the Service) as necessary to prevent the accumulation of waste.
- (d) Composting. The Service does not permit composting within the Area boundary; however, the Concessioner is encouraged to explore composting outside of the Area boundary.
- (4) The Concessioner must collect and dispose of solid waste on a frequency (approved by the Service) as necessary to prevent the accumulation of waste.
- (5) The Concessioner must transport and dispose of solid waste that is not recycled at an authorized sanitary landfill or transfer station. The Concessioner must transport recyclables to an authorized recycling center.

G) Water and Energy Efficiency

- (1) The Concessioner must consider water and energy efficiency in all facility management practices and must integrate water-conserving and energy conserving measures into its facility management practices whenever feasible.
- (2) In addition to meeting standards established in accordance with Applicable Laws, Concession Facilities equipment and practices must, to the extent feasible, be consistent with water and energy efficiency standards established for federal facilities and operations. All new equipment must meet Energy Star standards where feasible.
- (3) As new technologies are developed, the Concessioner must assess these opportunities and integrate them into existing operations where feasible and when there is the potential for increased efficiency, reduced water or energy consumption, or reduced impacts on the environment.

H) Wastewater

- (1) The Concessioner must minimize impacts to water quality caused by maintenance performed under this Contract through the use of appropriate control equipment and practices.
- (2) The Concessioner must prevent discharges to the sanitary sewer system that could result in pass through of contaminate or that could interfere with the operation of the sanitary wastewater treatment system.
- (3) The Concessioner must minimize the storage of equipment and materials in the Concession Facilities in a manner that could cause storm water contamination (i.e., storage outside without weather protection).

5) PART D – CONCESSIONER REPORTING RESPONSIBILITIES

A) General

The concessioner must provide to the Service the following plans and reports for the Service's review and approval according to the frequency and due dates defined in Section 2, Reporting Schedule.

(1) Concessioner Maintenance Plan and Report

The Concessioner must provide to the Service (for the Service's review and approval) a Concessioner Maintenance Plan and Report (CMPR) that is applicable to all Concession Facilities. The CMPR must identify projected maintenance activities in year prior to commencement of the work. Work that requires planning and design must be identified in the CMPR the year before planning and design begins. The purpose of the CMPR is to identify the need and tentative scope of activities a complete year in advance of actual work to allow adequate time to prepare for work commencement and report status. Projects shown in the CMPR must include at a minimum the NPS asset number; work order number, work order subtype, work order open date; project title; concept description; justification; and anticipated NEPA and Section 106 planning and compliance; status; and work order completed date. The CMPR should break down activities to be performed in sufficient detail to identify, plan, locate and track work performed.

(2) Fixture Replacement Report

The Concessioner must provide to the Service (for the Service's review and approval) a Fixture Replacement Report (FRR) that documents fixture replacements that occurred in the previous calendar year. The Service will provide the report format.

(3) Personal Property Report

The Concessioner must provide to the Service (for the Service's review and approval) a Personal Property Report that documents the Concessioner's schedule for Personal Property replacement, rehabilitation, and repair for the next calendar year. The plan must include the specifications, item description, estimated date of replacement, estimated replacement cost, expected life of replacement property, and expected salvage value of replaced Personal Property at time of replacement.

(4) Pesticide Use Log

The Concessioner must submit to the Service a Pesticide Use Log which documents the Concessioner's pesticide use for the prior calendar year.

(5) Pesticide Use Request Form

The Concessioner must submit to the Service (for the Service's review and approval) a pesticide request form documenting anticipated pesticide use for the next calendar year.

B) Reporting Schedule

The following chart summarizes the plan and reporting due dates established by Parts A, B and C of this Maintenance Plan.

Report or Plan	Frequency	Due Date
Winterization Plan	Initial	Within 180 days of the Contract effective date.
Sign Inventory	Initial	July 15 of the first year
Fire Prevention Plan	Annually	January 30
Fire Prevention Inspections	Annually and Monthly	Within 15 days of the seasonal facility opening and monthly

Report or Plan	Frequency	Due Date
Hot Work Policy	Initial	Within 90 days of the Contract effective date.
Hot Work Permit	As required	As required
Fire Protection and Life-safety Systems Inspection, Testing, and Maintenance Plan	Annually	January 30
Smoke Alarm and Carbon Monoxide Alarms Testing	Monthly	Within 15 days of testing
Portable Fire Extinguisher Inspections	Annual	November 1
Fireplace/Chimney Inspection	Annually before occupancy	No later than 15 days after inspection
Concessioner Maintenance Plan and Report (CMPR)	Annually	January 30
Fixture Replacement Report	Annually	April 1
Personal Property Report	Annually	January 30
Pesticide Use Report/Log	Annually	October 1
Pesticide Use Request	Annually	February 1