## ExonMobil



August 09, 2022

## ExxonMobil Guyana Integrated Facilities Management Overview

### Kickoff

- EEPGL to provide details to allow strong submissions to the RFIs
- Facilitate engagement and networking
- EEPGL's commitment to local content and local participation

## Agenda

- Introduction
- Objective and Procurement Timeline
- Office Complex Overview
- Office Facility Management Services
- Residential Management Services
- Catering, Cafeteria, and Food Management
- SSHE Overview
- Wrap up and Closeout

### Objectives

- Provide further clarification on Request for Information (RFI) to prospective suppliers
- Provide an initial overview on the scope to be included in the Request for Proposal
- Share steps and tentative procurement timeline
- Opportunity for prospective suppliers to ask questions
- Seek alignment and common understanding on operations minimum requirements to continue participation on future procurement next steps

## Scope Intro and Background

EEPGL Plans to put in place agreements for the following:

- Integrated Office Facility Management Services
- Integrated Residential Facility Management Services
- Catering, Cafeteria and Food Management Services



Office Facility Management

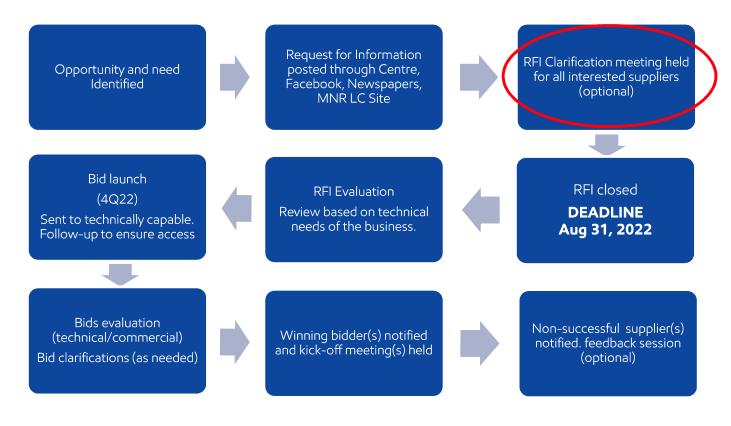


**Residential Facility Management** 



Catering, Cafeteria and Food Management

#### **EEPGL Procurement Process/ Notifications**



#### **Successful Communications**

 EEPGL has scheduled kickoff meeting(s) after execution of the agreement

#### **Regret Communications:**

RFI:

- If individual companies reach out and request status EEPGL will provide
- If the submission was close we will request a meeting to explain what shortcomings you had

#### Award:

- EEPGL will reach out to inform the non-successful bidders
- Suppliers can request a debrief session



### Request for Information (RFI) - Overview

A Request for Information (RFI) is issued by Procurement to evaluate the capability or availability of Suppliers to meet the requirements of a particular acquisition.

**RFIs are used to:**Obtain further information about potential Suppliers;

- Eliminate potential Suppliers who are evidently not reviewed as capable; or
- Identify Suppliers that have compliance issues.

#### Frequent Causes for Non-Selection (based on 2021 RFI data)

- Not enough information provided to demonstrate ability to perform scope of work
- Supplier did not meet required certifications/specifications
- Not aligned with local content objectives/abilities
- Did not have local infrastructure
- Others
  - Attention to detail
  - Prospective Business Associates Questionnaire (PBAQ) not completed in full (this becomes a Compliance issue for us)
  - Does not meet technical Qualifications
  - Poor Safety/Environmental Performance
  - Lack of ability to take on full scope
  - Previous claims against supplier
  - · Does not pass due diligence sceening



## RFI #16-22 Office Facility Management Services

## Office Complex Overview



## Site Location and Plan

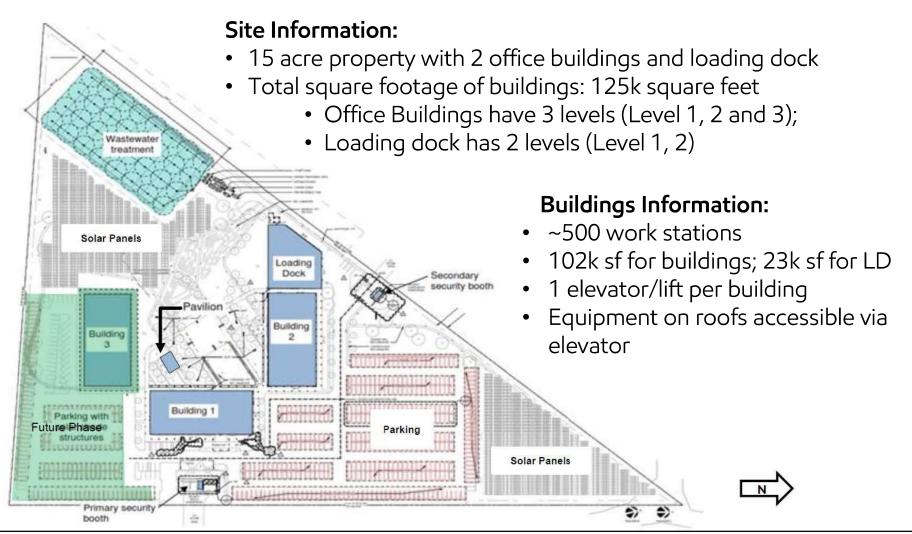




Georgetown, Guyana



#### Site Plan



## Buildings Overview - Building 1

#### **Building Level 1 Features:**

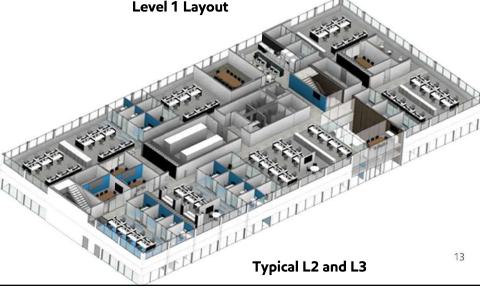
- Lobby and main entrance
- Training center with capacity for 56 persons
- Driver's lounge (external access only)
- Multi-purpose room
- Lockers and Showers (men and women)

#### Common Features on all levels:

- Restrooms
- Town Center (lunch areas)
- Service center (printing, stationary)
- Electrical Rooms and IDF/MDF rooms

Level	Workstations
1	47
2	103
3	114





## Buildings Overview – Building 2

#### **Building Level 1 Features:**

- Kitchen and Cafeteria; seating capacity 132
- Medical clinic and support spaces
- Industrial hygiene laboratory

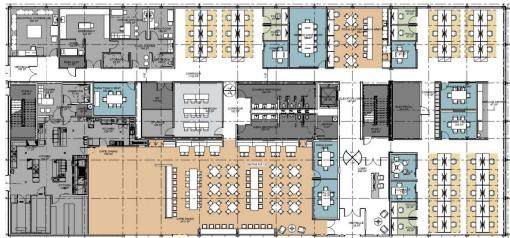
#### **Building Level 2:**

Control rooms supporting offshore

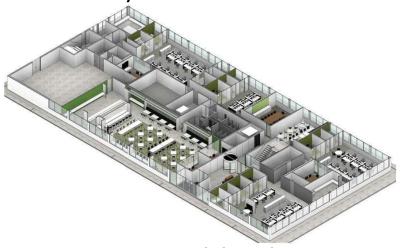
#### Common Features on all levels:

- Restrooms
- Town Center (lunch areas)
- Service center (printing, stationary)
- Electrical Rooms and IDF/MDF rooms

Level	Workstations
1	44
2	67
3	122



Level 1 Layout

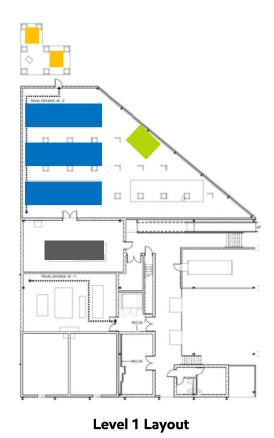


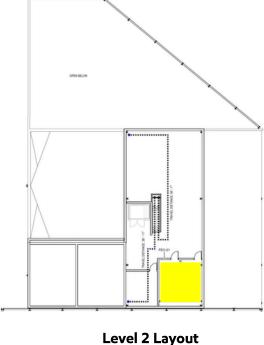
Typical L2 and L3

## Buildings Overview – Loading Dock Electrical

#### **Electrical Components:**

- Transformer and Switch
- Generators (3)
- Battery (1)
- Paralleling Switchgear
- UPS Rooms





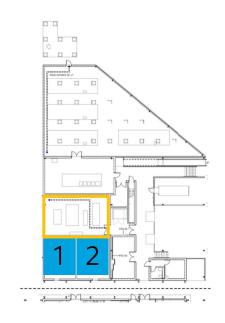


## Buildings Overview – Loading Dock Plumbing and WWTP

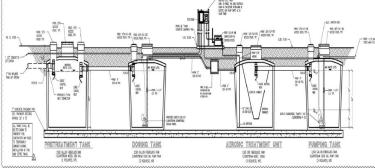
#### Plumbing and Wastewater Treatment Components

- Water Tanks for storage (accessible via side hatches)
- Pump room
  - Firewater pumps
  - Potable water pumps
  - Chlorinator (potable water)
  - UV and Particulate Filter

- 12 Underground tanks
- Leach field



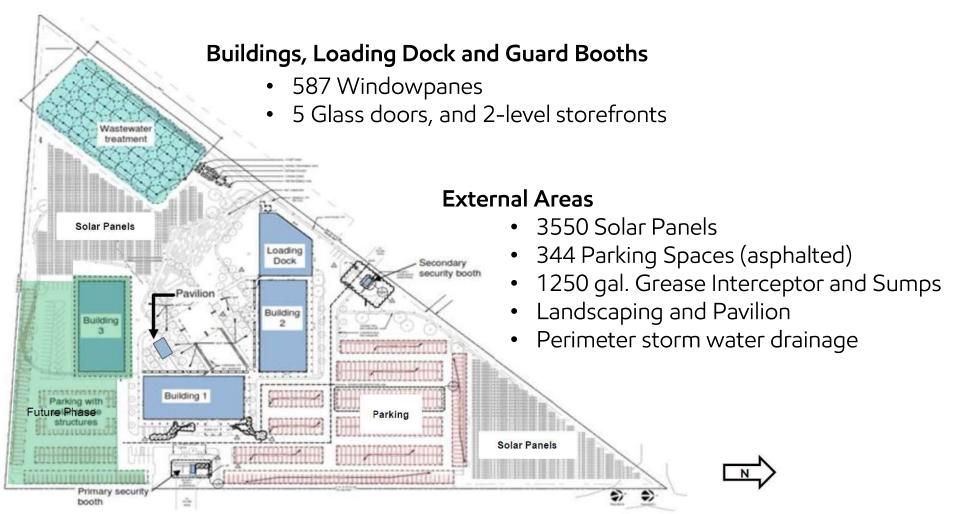




**Water Supply** 

Water Treatment

#### External Areas



## Critical Equipment

• Equipment is identified and selected





• Verification & Measurement













## Critical Equipment Level One (CL1)

- Generator Paralleling 13.8 kV Switchgear
- Main Switchgear 13.8 kV
- Generator, Diesel
- Transformers
- UPS 16 KVA 208V Input, 120/208V Output
- Main Fused Disconnect Switch
- Power Panel, Fire Alarm System
- Fire Panel
- Fire Pumps

- Fixed Fire Suppression System
- Fire System Audible Alarm
- Fire System Carbon Monoxide Detector
- Smoke Exhaust Fan
- Duct Detection Sensors
- Smoke Damper Control Panel
- Tamper Switch
- Domestic & Fire Water Storage Tanks
- Emergency Lighting

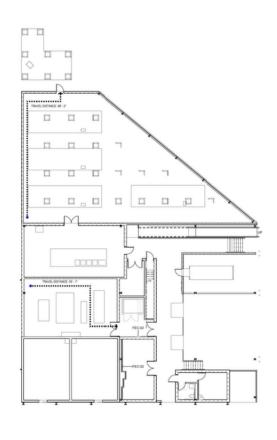
## Critical Equipment Level Two (CL2)

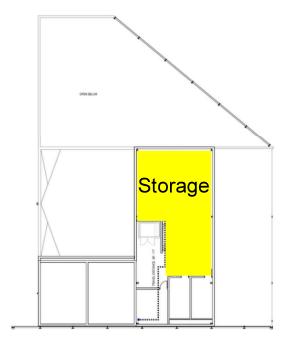
- Grease Interceptors
- Elevator Sump pump
- VRF Air Handling Units
- VRF Air Conditioning Condensers
- Roof Top Units
- Sewage Ejector Pump
- Distribution Panels
- Power Panel, 120/208V

- Waste Water Treatment
- Variable Frequency Drives
- Domestic Water Purification System

## Spare Parts Management

- Planning and aligning inventories
- Resources and processes
- Systems and Maintenance Manuals
- Order points and quantities
- Storage Locations





**Level 1 Layout** 

Level 2 Layout



## Project to Operations Transition

- Codes and Standards
- As-built Drawings
- Warranties
- Training
- Utilizing install contractors



















**Project** 



## Office Maintenance Overview



## Office Scope Overview

Maintenance Management/ Scope of Services

- -Operations, Maintenance and Repairs
- -Appearance Management
  - -Janitorial Services
  - -Client Work Orders
  - -Optional Services
  - -Emergency Response

**Building Systems** 

- Electrical and Lighting Systems
- Water Treatment and Supply
- Waste Management System

Construction Services

- Misc refurbishment and modifications



## **Building Services**



**Utility Management** 

#### Water services interfaces

- Power supply interfaces
- •General maintenance of Loading Dock/Utility Building inclusive of: water storage tanks; water supply pump and pressurization tanks; Power distribution panels, ATS and changeover devices



## **Utility Management**

#### Waste water treatment system (treatment tanks and leach field) Plumbing fixtures and fittings Monitoring and maintaining supply

- levels Maintenance of Solar
- Backup generators/ Servicing/Refueling

Panels



## Envelope Building

#### Inspections of roof, walls, floor, windows, etc.

- Ceiling inspections, repairs, etc.
- Building façade
- Washing of Building exterior



## **Grounds/Parking Maintenance** Landscaping

- Management of parking surface and grounds
- Ensuring clear demarcations
- •Free of obstacles, etc.
- Maintenance of drains and catchment areas

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## **Building Services**



**Building Management System** 

#### Roof Top Units (OSA) Variable

- Refrigeration Flow **HVAC System**
- CRAC Units
- Lighting Controls
- Water Storage System
- Kitchen Demand Control Ventilation
- Sump Pumps
- Exhaust Fans



# Fire and life integrity systems

#### Inspections of fire alarms Servicing of fire

- extinguishers
- •Maintenance of emergency lights and exits
- Smoke and Heat detection systems inspection
- Maintaining fire hydrants



Management

Elevator, Stairs & Doors

#### Elevator

- Inspections and Servicing
- Servicing of all doors including revolving doors
- Stairwell inspection



Cafeteria Equipment Maintenance

#### Inspection of all equipment

- Installation and replacement of damaged equipment
- Servicing of equipment where necessary



#### **Tenant Services**



## **Janitorial Services**

- Cleaning of workstations, common areas, stairwell, meeting and focus rooms
- •Clearing of shredders and document related waste
- Waste collection



# **Quality Management**

- •Water Quality Analysis and support
- Air quality activities



**Pest treatment and Hygienic Controls** 

#### •Pest treatment

- Supply and Refill of sanitary dispensers
- Disposal of sanitary waste

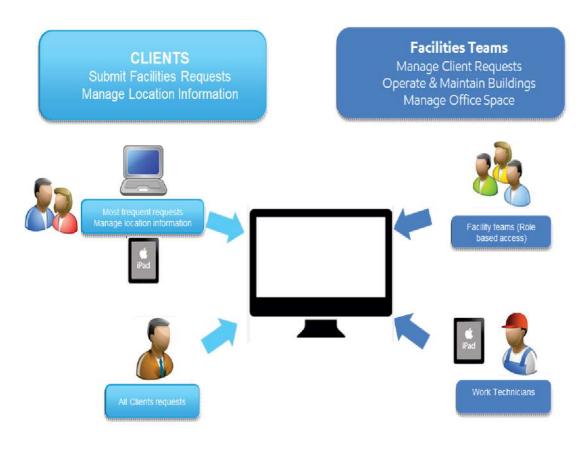


#### Repairs and replacement

# **Furniture and Fixtures**



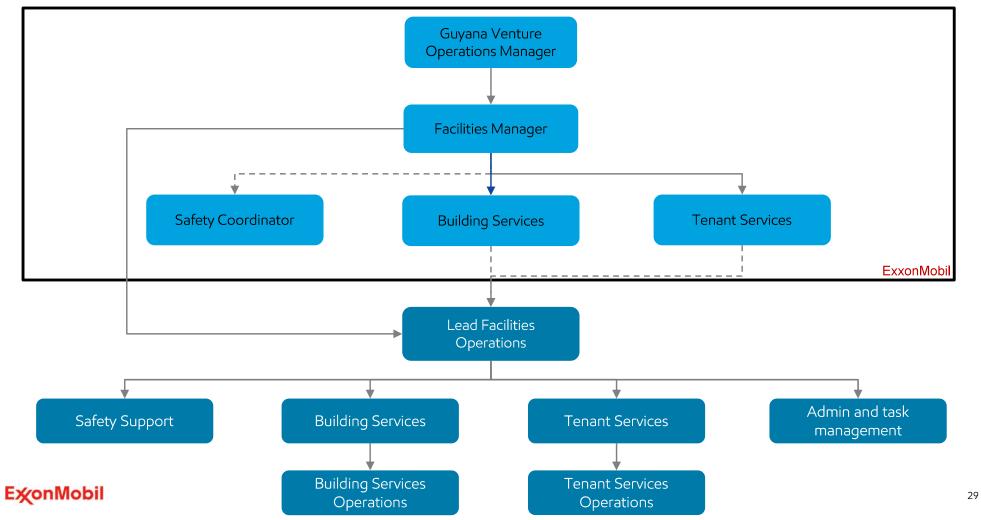
#### Preventative and Demand Maintenance



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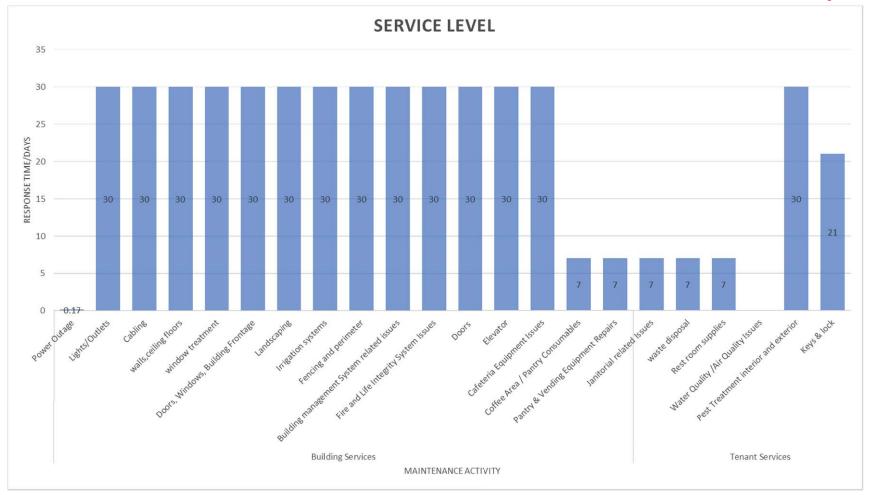
- Preventive Maintenance is defined as technical assistance services to maintain the property, building systems and elements.
- Demand Maintenance: Refers to requests received that were not planned for initially.
- Maintenance activities throughout their execution cycle is important. The tracking of Preventative and demand maintenance activities will be done via the Facilities Help desk (company provided tool).
- Tickets logged via the software will be classified as:
  - Critical (Critical Level 1, Critical level 2)
  - Non-critical

## Typical Building Operations Model



#### Service Level Guide

#### **Reference Only**





### Key Performance Indicators

#### Report management and KPI

- Financial stewardship: Invoicing, accruals, accuracy to budget, etc.
- Total Man-hours Worked
- PM Critical Equipment, MEP systems
- Demand tickets and Call outs
- IAQ Program monthly survey
- Safety related KPIs
  - First Aid Cases
  - Medical Treatment Cases
  - Restricted Work Cases
  - Lost Time Incidents
  - Fatalities
  - LSA Violations
  - Safety partnership Meetings Attended (interface meetings)
  - Safety Meetings Held
- ExonMobil Daily Toolbox Talks Held

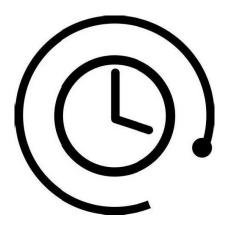
- E&PS Weekly Toolbox Meetings Attended
- Safety Lessons Shared
- LPOs
- NLs Reported
- Interventions
- Safety Hazards Identified
- Reward and Recognition Conducted
- Safety Training Attendance
- Alcohol and Drug test; Background;

## Expectations

- Provide 24/7 service and response for Office site and operations
- Manage facilities help desk operations



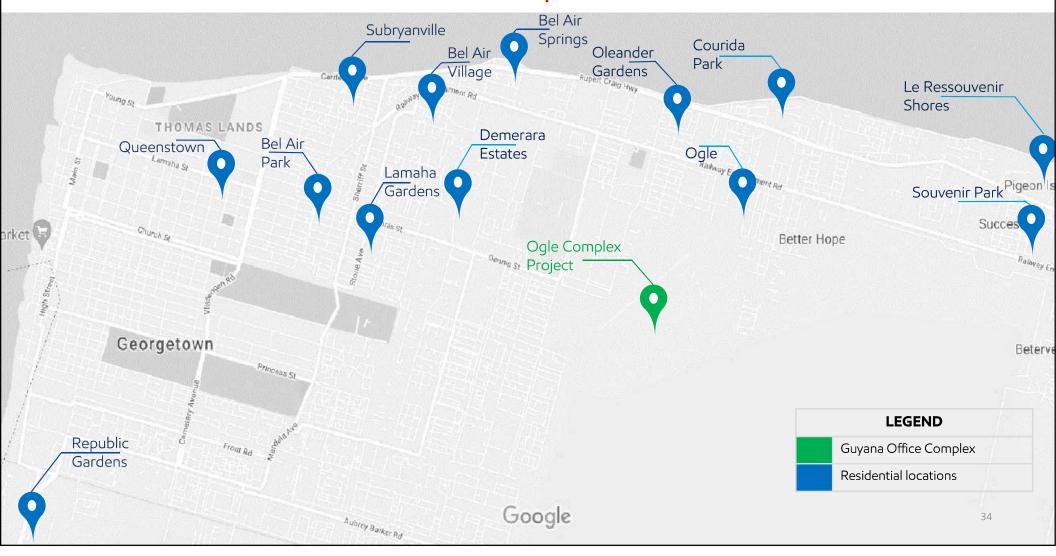




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## RFI #15-22 Residential Facility Management Services

### Residential Services Location Map



## Portfolio Summary



Interfaces: 34



Housing Units: 54



Apartment Units: 63

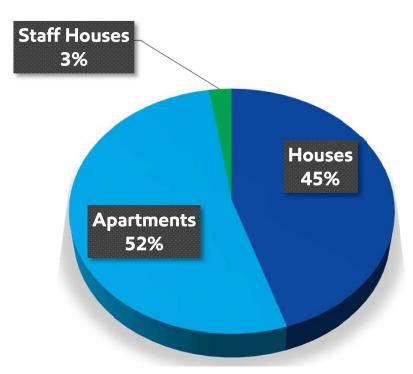


Staff Houses: 3



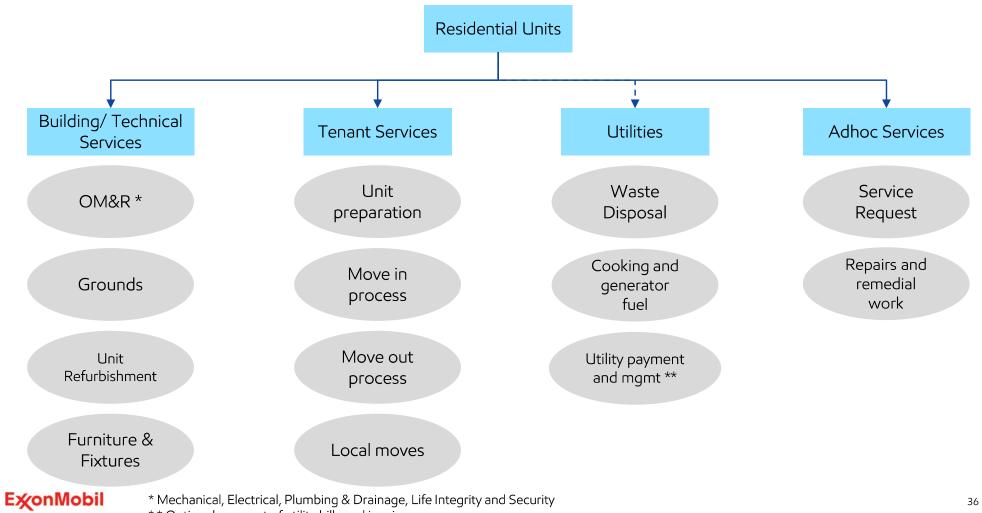
Persons Served: 400+

#### **Breakdown**





#### Residential Services Overview



<sup>\* \*</sup> Optional payment of utility bills and invoices

#### Building/ Technical Services



#### Reliable utilities (power, gas, potable water, sewage disposal/trea tment)

- Operational testing of plumbing and HVAC systems.
- Servicing and inspection of AC Units.
- •Frequency: Quarterly



Power/Electrical systems

#### Generator Inspections/S ervicing Refueling ATS maintenance

•Frequency: Quarterly



Water Systems

#### Maintenance of UV Bulbs •Frequency: Once per

year

- Changing of water filters.
- •Frequency: Every 2 Months
- Cleaning of water Tanks
- •Frequency: Every 6 months



#### Inspection of Fire systems Fire alarms.

- Servicing of fire extinguishers
- Smoke and Heat detection system inspection.
- •Frequency: Yearly



**Ground Maintenance** 

#### Routine watering, fertilizing, mowing/trimming, edging of lawns/grass as needed.

- •Frequency: Once per Week
- Full cleaning services of the premises and yard facilities on a regular basis. This shall include washing and sanitization of surfaces and removal of debris
- •Frequency: Every 6 Months



# **Pest Control**

- Vector control and eradication of pests.
- •Frequency: Quarterly

#### **Tenant Services**



Janitorial and Cleaning Services

Ensuring that all residential units are cleaned and prepared inclusive of placement of soft pack



Local moves

Providing move and packing services for relocation of residents



## Process Move in

Check off and verification of starter pack Conduct unit

walkthrough demonstrate features of residential unit and check condition.

Provide Starter Pack, a starter kit of household items



# Service Request

Conduct unit walkthrough with Resident to inspect condition of unit utilizing Resident Occupancy Process Forms



Move out Process

#### Conduct unit walkthrough with Resident to inspect condition of unit utilizing Resident Occupancy **Process** Forms



# Adhoc Request

Routine requests for maintenance such as:

change overhead light bulb requiring ladder

minor plumbing leak, stopped toilet, HVAC inoperable

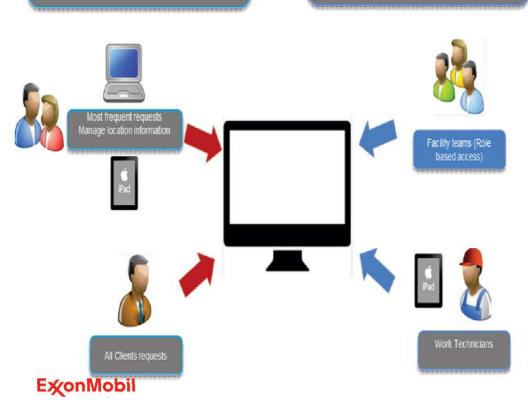


#### Task Management and 24 hr Callout Services

## CLIENTS Submit Facilities Requests Manage Location Information

## Facilities Teams Manage Client Requests Operate & Maintain Buildings

Manage Office Space



- Preventive Maintenance is defined as technical assistance services to maintain the property, building systems and elements.
- Demand Maintenance: Refers to requests received that were not planned for initially.
- Maintenance activities throughout their execution cycle is important. The tracking of Preventative and demand maintenance activities will be done via the Facilities Help desk (company provided tool).
- Tickets logged via the software will be classified as:
  - Critical (Critical Level 1, Critical level 2)
  - Non-critical

#### Support Services-Emergency Response

- A 24-Hour Hotline to give every Resident access to immediate emergency support services for maintenance.
- A 24-Hour Hotline to give every Resident access to immediate emergency medical, fire and security response. Every Resident will be provided with emergency phone numbers at Orientation.

#### Summary of Services

DESCRIPTION OF SERVICES	RESIDENTIAL
Water System Maintenance (Backwashing, filter replacement, chlorine flush, cleaning of storage tanks, etc); Inclusive of emergency call out services	$\boxtimes$
Electrical maintenance and repairs	$\boxtimes$
Emergency inspection	As requested
Cleaning and sanitization of external compound and yard	$\boxtimes$
Janitorial services and cleaning	$\boxtimes$
Cleaning and Preparation of units	$\boxtimes$
Refueling of generator (some residences use LPG gas for fuel supply)	
HVAC maintenance	$\boxtimes$
Gardening and landscaping maintenance	$\boxtimes$
Maintenance of FPS (Fire protection systems) incl. alarms, extinguishers, smoke detectors, etc.	$\boxtimes$
Pest Treatment Services	$\boxtimes$
Waste collection and management	$\boxtimes$
Move services	$\boxtimes$
Utility payment and management	As requested
IAQ monitoring	As requested
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#### Key Performance Indicators

#### Report management and KPI

- Financial stewardship: Invoicing, accruals, accuracy to budget, etc.
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- Reward and Recognition Conducted
- Safety Training Attendance
- Alcohol and Drug test; Background;

#### Portfolio Photos and Overview

Residential Portfolio Video



# RFI #17-22 Catering, Cafeteria, and Food Management Services

#### Catering, Cafeteria and Food Services Scope Overview

Kitchen Operations

- Food preparation
  - Kitchen area
  - Dining area

TownCenter

- Replenish supplies for coffee/ tea bar

- Supply and maintain stock

Catering

- Meetings

- Events



#### Scope Overview

#### Kitchen/TownCenter/Catering

Provisions of food, kitchen and cafeteria services for a population of approximately 500 persons (initial capacity) within the 15 acre Ogle Campus.

- Food, kitchen and cafeteria services inclusive of food and beverage during commercial hours
- Café/ dining preparation area will be available for use to prepare meals on a daily basis
- Equipment and cold storage will be available and provided by Company, Kitchen utensils are not included
- Meals for meeting and event catering inclusive of delivering meals to offices and conference rooms within the office site
- Special functions catering
- Replenish TownCenters and refreshment areas; maintain stock and supply on a monthly basis hot and cold beverages including coffee, tea, water, soft drinks, milk, etc. Machines/ equipment will be company provided
- Provide consumables as discretionary request

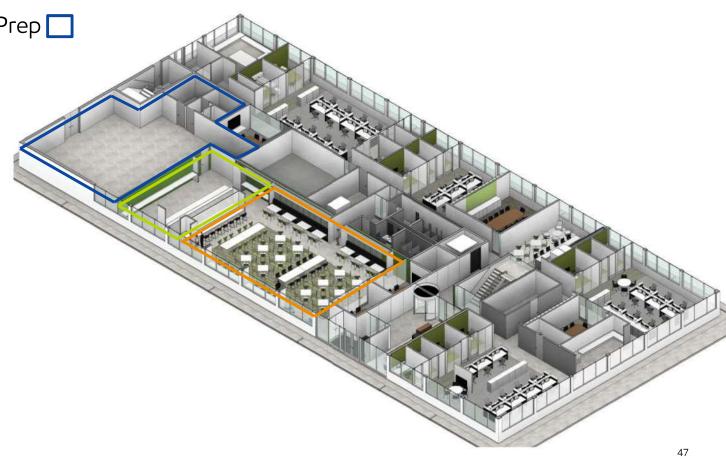
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#### Cafeteria Components

#### **Electrical Components:**

Cooking/ Catering Area Prep 
Café/ Dining Prep

Café/ Dining

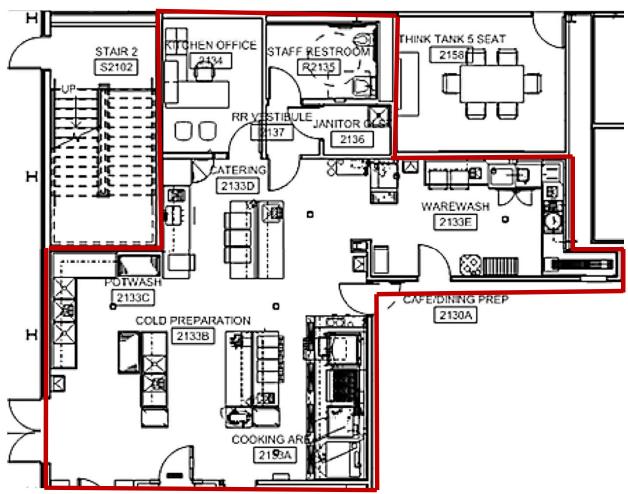


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#### Cooking/Catering Area Prep Layout

Description	Specifications
Area	
# of persons served/ daily	~500
Seating capacity	134
Equipment	

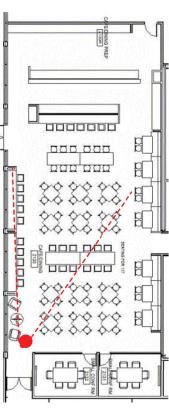
Areas	Cold Preparation
	Cooking Area
	Washing area
	Catering
	Office
	Restroom
	Ware washing
	Janitor closet



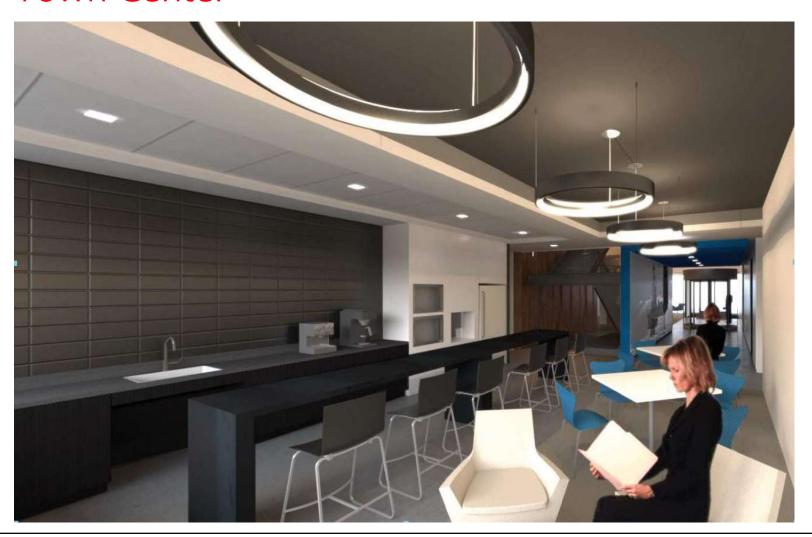
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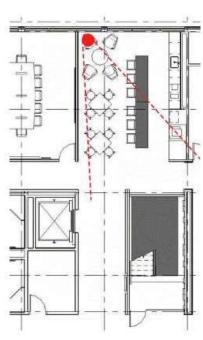
#### Cafeteria





#### Town Center





#### Expectations/ Roles

- Food Safety Management system to address operational and sanitation conditions. Program should include:
  - Personal hygiene of employees providing food service
  - Food safety as a criterion in selection of subcontractors
  - Sanitation
  - Time and temperature requirements for food storage, cooking, staging, holding and serving;
  - Identification of critical control points and records of temperature measurements, time logs and food supply receipt inspections
  - Sanitation procedures for dinner ware, cooking ware, food preparation utensils and equipment and food preparation surfaces
  - Equipment maintenance
  - Training of employees in food safety

# Safety, Security, Health & Environmental Overview

#### Creating Safety Value

HOW STANDARDIZED SAFETY PREPLANNING WILL DELIVER TANGIBLE VALUE FOR GUYANA

#### **FOCUS AREAS**

Emphasizes areas of focus



Allows for the site to be deliberate and consistent when identifying risk and work oversight.



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#### **LEADERSHIP**

Focus on Safety Leadership in the field to build strong teams and safety culture.



#### **RIGHT SIZING**

Early engagement with proper resourcing to support early risk identification and mitigation plan.



#### **ACCOUNTABILITY**

Establish Safety accountability early and often.



#### **DEFINES EXPECTATIONS**

Clearly defines expectations upfront at each site and work oversight is understood.



#### The Process

#### **Risks and Complexities**

- Life Saving Actions
- Frontier Environments
  - Language or cultural barriers
- Short Service Workers
- Personnel Experience & Competencies
- Operational Site requirements
  - Permitting
  - Emergency response
  - Ops interfaces
- Environmental risks
- Third party interfaces
- Security

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### Effective use of Tools





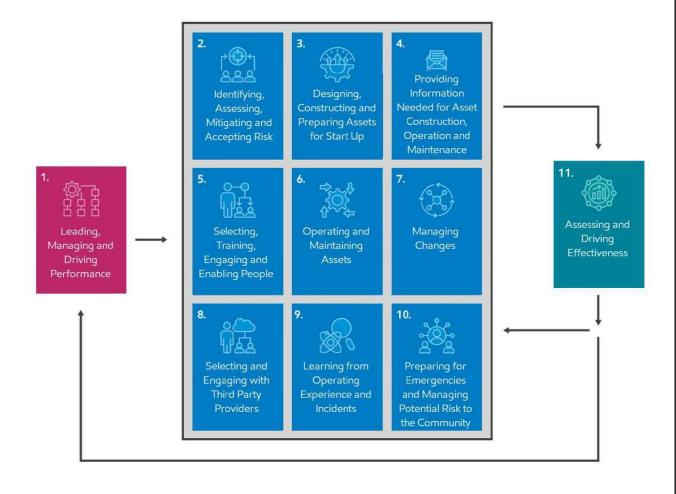
- ✓ Human Performance
- √ Risk Register
- ✓ MinimumSafetyExpectations

#### **SWM Wheel**



#### OIMS Framework

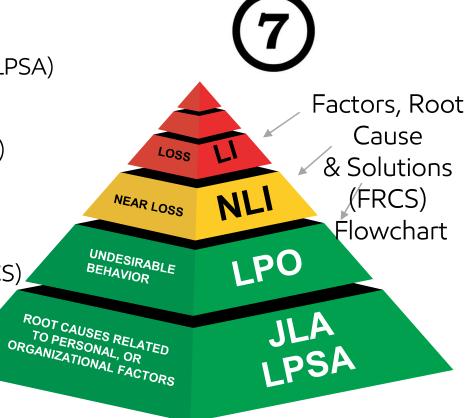
- The OIMS Framework
   establishes common
   worldwide expectations
   for managing the safety,
   security, health, and
   environmental risks in our
   business.
- Each of the 11 elements
   of OIMS contains an
   underlying principle and a
   set of expectations that
   apply to all ExxonMobil
   operations worldwide.



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#### LPS/BBS Tools and Processes

- Loss Prevention Self Assessment (LPSA)
- Job Loss Analysis (JLA)
- Loss Prevention Observation (LPO)
- Loss Investigation (LI)
- Near Loss Investigation (NLI)
- Factor, Root Cause, Solutions (FRCS)
- Stewardship (no acronym <sup>©</sup>)



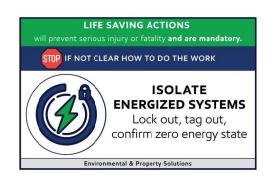
#### STEWARDSHIP

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#### Life Saving Actions - LSA

















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#### **How They Work Together**

#### Safe Work Management Process

Perform Safe Work Management Discussion (planning activity) Identify Risk/ Considerations

Discuss Tools to be used





#### **BBS/LPS Tool Application**

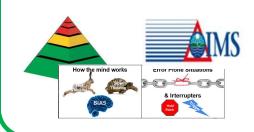
(Output of a planning activity)

- 1.) Determine your LPS/BBS Model
- 2.) LPS Tool use which tools would apply

#### Human Performance Concepts & Principles (Bolsters LPS Tool Usage)

We apply Behavior Based Safety to our work systems, processes, and tools and enhance that process by incorporating HP principles and concepts (LPSA, JLA, LPO, FRCS/Incident Investigations, Stewardship)

#### **OIMS Tools and Processes**







SAFE WORK ENVIRONMENT

#### Security and Emergency Response

- Security Related Practices
  - Pre-employment police clearance and background checks
  - Site Security Activities
  - Personal Security / Situational Awareness
- Emergency Preparedness and Response
  - Response procedures
  - Drill Planning and Execution

#### Health and Regulatory Compliance

- Health Related Practices (as appropriate) Global Health Practices
  - IDOM
  - Food Safety
  - BBP
  - Sanitation and Hygiene
  - Fatigue Management
  - Fitness for Duty
  - Noise and Hearing Conservation
  - Respiratory Protection
  - Hazardous Materials Communication SDS, Labeling and Storage

#### Environmental and Regulatory compliance

- Licensing and Permit requirements Waste handling, emissions, food Handlers Permit et al.
- Equipment compliance with regulations
- Occupancy Requirements

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## Wrap up and Closeout

#### Submission Reminders for RFI phase

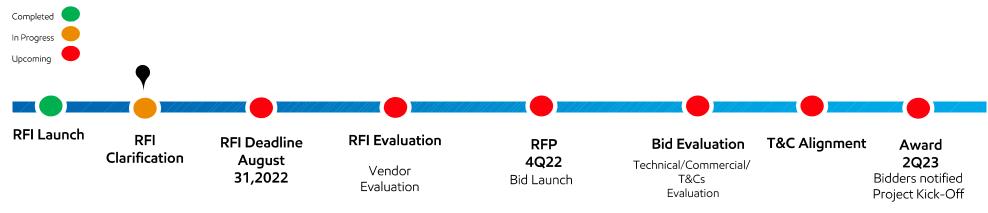
#### How to Submit:

- 1. Complete Required Documents and include in an email
  - Completed Questionnaire (Word document)
  - Completed PBAQ
  - Copy of the company's Articles of Incorporation (including the page with the Directors/Management and details of nationality)
  - Copy of the company's Certificate of Registration (company TIN) from the Guyana Revenue Authority
  - Copy of company's organizational chart with details on nationality of all personnel's.
- 2. Send Email with the following title format:

E.g Your Company Name - Integrated Residential Facilities Management Services RFI# 15-22- Final RFI Submission

3. Send email to: EM.Guyana.Procurement@exxonmobil.com

Note: Pricing is not required at the RFI stage, rates provided at this stage will not be reviewed.



# Thank you

# ExonMobil