

**LEXINGTON FAYETTE URBAN COUNTY GOVERNMENT
DEPARTMENT FOR GENERAL SERVICES
DIVISION OF FACILITIES & FLEET MANAGEMENT**



**REQUEST FOR PROPOSALS
FACILITIES MANAGEMENT SERVICES
FAYETTE COUNTY COURTHOUSES**

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SECTION I – GENERAL

OBJECTIVE

The objective of this RFP is to identify a facilities service provider with an experience in managing facility services that can drive and demonstrate significant reduction in the cost of operating the facility while improving the quality and level of services. The long range achievements expected by LFUCG, in order of importance, are as follows:

- Reductions in facility operating, maintenance and repair costs without negatively affecting service quality and service levels.
- Continuity in facility-related administrative and operational processes/procedures
- Maintaining or enhancing services while increasing current levels of occupant satisfaction with leadership and innovation.

SECTION II – PROPOSER INFORMATION

DELIVERABLES

All proposers are expected to prepare documentation supporting all of the following deliverables:

- RFP response package (bids)
- Company Profile
- Corporate experience in facility related services
- Description of Quality Plan and operations control.
- Advantages and value ads of current bidder.
- Plan for Implementation and Execution
- Resumes of resources that would deliver the scope including suppliers and personnel.
- Pricing

The proposals are due to on **9/28/2012** (See Contact Information)

PRE-PROPOSAL MEETING & SITE VISIT

Attendance at the pre-proposal meeting is not mandatory but highly recommended. The pre-proposal meeting will be held at the lobby of the **Circuit Court** on **9/14/2012** beginning at **2:30 PM** (local time).

RFP TIMING

Timing for the RFP process is outlined below:

Release of RFP: 9/7/2012

Pre-Proposal Meeting: 9/14/2012

Facility Tour: 9/14/2012

Deadline for Bidder Questions: 9/19/2012

Bids due by 2:00PM on: 9/28/2012

Start of Services: 1/14/2013

RFP CONFIDENTIALITY

Proposers will be issued materials required to prepare a competent response to the RFP. All documents (electronic or paper) created by the supplier and/or The Owner will be the sole property of The Owner and can not be reproduced or distributed without the written approval of The Owner.

CONTACT INFORMATION

Questions regarding this proposal shall be directed to:

Sondra Stone
Division of Central Purchasing
Lexington-Fayette Urban County Government
Sstone@lexingtonky.gov

SUBMITTING QUESTIONS

Questions and answers, although discussed at the pre-proposal, should be submitted in writing no later than the due date and will be confirmed and answered thereafter in writing, and such writing shall supersede any oral information otherwise provided. All questions and inquires will be answered via electronic mail and provided to all participants to insure fairness in the process. The end date for questions is **4:00 PM** on 9/19/2012. The Owner expects all proposers to recognize and comply with the following:

1. The proposer has an affirmative duty to inquire about and seek clarification of any question or other item in the RFP that the proposer does not fully understand or that the proposer reasonably believes is susceptible to more than one interpretation and
2. The proposer shall explain in its response any and all exceptions, assumptions, and clarifications, variations, or deviations made by the proposer in responding to any requirements of this RFP.

RELIANCE ON ORAL COMMENTS

For purposes of this RFP and questions concerning the RFP, no proposer shall consider any oral representations or statements by an officer, employee, or agent of The Owner to be an official expression of its behalf. Any Attempt to circumvent

this process may result in immediate disqualification from the evaluation process.

SECTION III -RFP RESPONSE OUTLINE

COMPANY PROFILE

Proposers must provide supporting documentation that outlines the answers to all of the following:

PARENT AND SUBSIDIARY OVERVIEW

- State the full name and address of your organization. If you are a subsidiary, please provide the name and address of your parent company.
- Include the name, address, e-mail address, and telephone number of the person in your organization responsible to negotiate contract terms and render binding decisions on contract matters.
- Include your corporate organizational chart with number of employees (locally, nationally, and globally)
- Detail any alliances/partnerships with any other company that will be involved with this proposal and providing service to The Owner.

CORPORATE EXPERIENCE

PRODUCT AND SERVICE OFFERINGS

- **Service Years.** Number of years you or your team has been involved with maintaining facilities. Please list individual customer sites with years.
- **Industries served.** Provide list of markets you are currently performing services for.
- **Service capabilities.** Provide a brief overview of your company's relevant business plan and product and service offering capabilities to perform the requested services and functions for all identified areas of scope. (i.e. Design, Construction, Installation, Management, Demolition, Testing, etc..)
- **Labor Relations.** Provide an overview of your company's labor relations relevant to building management.
- **Customer Relationship.** Provide an overview of your relation and experience with the owner over the past years.

PROPOSAL CONTENT AND STRUCTURE

Please structure the form and content of your proposal in accordance with the requirements of this section. Bidders are to utilize the same headings, numbering system and formats as specified herein.

SECTION I -EXECUTIVE SUMMARY

In no more than two (2) pages, provide a brief overview of your proposal, including the following:

- Specific approaches to be employed to satisfy what your firm feels are the most critical considerations for this assignment
- Specific advantages your firm or team has to offer in relation to this assignment. Omit generalities and vague marketing narrative.
- An itemization of any proposed options to and/or deviations from the RFP requirements.
- Provide the name, title and contact information for the individual who will serve as the focal point for proposal related inquiries and your firm's further involvement in the competitive process
- The assumptions or clarifications made and methodology applied during the formulation of your response.

SECTION 2 -REQUEST FOR INFORMATION

Respond completely, accurately and succinctly to each of the items below:

- Provide the legal name of the entity submitting the proposal.
- Identify the number of years that the entity has been in existence and the number of years that the entity has been providing facility services.
- Provide the addresses of the headquarters location of the entity and of the location, if different, that would be responsible for the day-to-day performance of the services.
- Identify the form of your business of the entity (corporation, partnership, limited liability company etc...) If a corporation, identify the state of incorporation and whether the corporation is public or private
- Provide a summary of clients and properties for which you or your team are currently providing services. Indicate the number of years for which your firm has provided such services to these clients/properties.
- Of those identified in the response to the above item, provide a list of (3) references for a similar assignment. Include the name of the

client, the contact person for that client site, the contact's titles, phone number and address.

- Describe your firm's approach to the assignment.
- Detail any of your firm's special or unique capabilities, technology or operating procedures that would be of direct benefit.
- List any affiliates or joint venture partners your firm intends to utilize in the performance of this assignment. Describe the nature of that utilization and how your firm will coordinate and interact with that affiliate or joint venture partner
- Provide a listing of individual and/or company accreditations, certifications and memberships pertinent to this assignment.
- Describe the quality assurance program that your firm would utilize on this assignment. Include copies of any certifications associated with the Quality program. Please identify the administrator of the program and how long it has been in effect. Discuss your process for monitoring level of service, complaint resolution and customer (occupant) satisfaction and measures to address any shortcomings. Explain and show examples of how you qualify suppliers and staff.
- Discuss your processes and policies regarding utilization of personnel on an overtime basis. Explain how your firm provides cover for personnel on vacation, leave of absence, or illness.

SECTION 3 -TRANSITION PLAN

The proposal shall include bidder's plan for the orderly assumption of responsibility for execution of the proposed facility services for the property. This plan should address:

- Description of transition methodology and philosophy, including aspects of risk mitigation.
- Transition roles and responsibilities, including expectations of involvement and commitment of successful bidder
- Expected deliverables and proposed metrics for determining acceptance by LFUCG.
- Description of transition elements such as:
 - Phasing and timelines (high-level)
 - Service changes required to transition to successful bidder model
 - Process specific transition approach
 - Infrastructure/technology transition approach including technology impacts/requirements.
 - Communication approach and responsibilities
- Readiness testing/assessment approach and responsibilities
- Acceptance procedures and governance
- Approach for transfer of third-party agreements

In addition the plan should respond to the following:

- Please describe how your firm intends to handle the transition, including details on timing, work steps, staffing issues, and critical path.
- Provide a detailed transition plan, approach, work steps, staffing, timing, inventory analysis, understanding of condition, and understanding of service requirements for the mechanical & electrical systems.

SECTION 4 -EXECUTION PLAN

The proposal must include a detailed description of your firm's plan to execute the services that are the subject of this RFP. This execution plan should explain how your firm intends to execute the particular services. The plan should identify those services that will be performed by an on-site staff that your firm would employ and those that would be performed by subcontractors to your firm, if any.

Your firms intended on-site staff shall be fully detailed in a staffing plan or organization chart and supported with management resumes that follow the requirements listed in job descriptions. The staffing plan shall identify all positions and number of personnel and shall include the following:

- Number of titles or functional descriptions of each position;
- An internal organization chart indicating the individuals and reporting structure your firm proposes to implement this assignment;
- Provide a complete description of the proposed organization that will be on site and off-site in support of this service. Include all job titles, job descriptions and how they will interface with each other.

SECTION 5 -DOCUMENT SAMPLES REQUESTED

The execution plan should include a detailed discussion of how your firm will execute the scope of services your firm or team intends to provide. Discuss the technology and any innovative methods that your firm would utilize. Please address in particular the predictive and preventive maintenance programs that would be implemented.

Provide samples of the following documents you propose to utilize for this service:

- Samples of schedule format
- Sample of cost estimation detail and format
- Sample of scope of work for service

- Sample of CMM generated reports
- Sample of Quality Control Plan table of contents.
- Sample of Supplier Pre-qualification program w/printout.

SECTION IV – SCOPE OF SERVICES

SERVICE SCOPE OUTLINE

Proposals are to be based on management coordination of the functions listed:

Contract Administration for:

- Accounting and invoicing
- Benchmarking
- Reporting
- Records Management
- Safety Management
- Human Resources Mgmt for staff
- Environmental
- Task Planning
- Field Support
- Scheduling
- Estimating
- Parts Procurement
- Project Management

Site Maintenance & Repair

- Landscape
- Site Lighting
- Water Features
- Walkways
- Pest Control

Structural Maintenance & Repair

- Overhead Doors
- Truck Docks
- Roofing Systems
- Exterior Preventive Maintenance
- Elevator and Vertical Transportation

Architectural Maintenance & Repair

- Painting Touch up
- Carpentry

Office Management

- Housekeeping
- Floor Matting
- Office Equipment
- Rearrangement and Move Coordination
- Pest Control

- Information Technology
 - CMMS Management
 - Office Equipment Communication (Copier, Fax, Video)
 - Communications
 - Energy Management
 - Remote Monitoring

- Mechanical Maintenance
 - HVAC
 - Plumbing
 - Fire Protection (Management Only)
 - Storm and Wastewater

- Electrical Maintenance
 - Low, Medium, & High Voltage
 - Fire Alarm
 - Control Systems (DDC,..)
 - Lighting
 - UPS & Emergency Generators
 - Mobile Equipment Management

- Waste Management (Management Only)
 - Trash
 - Recyclables
 - Medical
 - Batteries
 - Print toners and Cartridges

- Utility Management

- Energy Management

- Environmental Management

- Equipment Maintenance

- Material Procurement (MRO) and Logistics

SUCCESSFUL PROPOSER MANAGEMENT SERVICE

MANAGEMENT SERVICE RESPONSIBILITIES

The following is an outline of basic management service tasks expected of the successful proposer.

Primary Task is to provide the management and coordination of all existing maintenance activities of Courthouse Complex Buildings and Grounds. The operational hours for the **District Court building** are **24/7** and **8:00 AM to 4:00 PM** for the **Circuit Court building**.

Maintenance activities include but not limited to:

- Preventative Maintenance
- Predictive Maintenance
- Minor Repair Maintenance (less than \$5,000)
- Major Repair Maintenance (More than \$5,000)
- Monitoring of Equipment/Systems working condition, performance and status;
- Procurement of parts associated with the maintenance activities;
- Scheduling
- Tracking
- Reporting

EXECUTION

Successful proposer shall provide the following support function.

1. Preventive and Predictive maintenance for all site permanent assets.
2. Schedule work, prepare work schedules;
3. Assign work tasks;
4. Follow-up work tasks;
5. Procure and obtain parts and supplies for self performed work
6. Produce reports detailing work performed, costs, man-hours and personnel.
7. Establish repair and maintenance budgets and make annual projections;
8. Maintain equipment inventories;
9. Create and maintain an electronic and filing system.
10. Execute work orders, place purchase orders.

The SUCCESSFUL PROPOSER is required to provide appropriate CMM software which lists equipment in and on buildings, lists building systems and identifies a master maintenance schedule per manufacturer's specification.

REPAIR & MAINTENANCE WORK PLAN

The SUCCESSFUL PROPOSER will work closely with LFUCG, Division of Facilities & Fleet Management for the overall scheduling, execution of, and completion of all work.

The SUCCESSFUL PROPOSER will be expected to manage the status, repair and preventive maintenance of the following:

1. Day-to-day operations of all building Mechanical, Electrical, Plumbing systems and process support equipment as per manufacturer's requirements and industry accepted standards in order to meet LFUCG performance standards. Operational activities include but not limited to the management coordination of the automated building management system to optimize effectiveness and reducing energy consumption.
2. Preventive/predictive maintenance on an as recommended/required basis.
3. Operation of all HVAC equipment in accordance with manufacturer's required procedures and any other site-specific inspection and monitoring procedures. Addressing any indoor air quality issues and concerns as well as reporting to LFUCG. All HVAC maintenance, repair and replacement work will be performed in accordance with applicable local, state and federal building codes.
4. Plumbing systems and equipment, in accordance with LFUCG procedures and any other site-specific inspection and monitoring procedures as provided. Water quality issues and concerns will be reported immediately to LFUCG.
5. Periodic inspection, servicing and repair to fire sprinkler and standpipe systems, gas suppressions systems (if applicable), fire detection alarm and related systems and perform inspection, service repair or replacement of portable fire extinguishers. Inspections must satisfy all code and municipal requirements, and must properly maintain the systems, including compliance with NFPA 25 or latest revision. All fire prevention systems maintenance, repair and replacement work will be performed in accordance with applicable local, state and federal building costs.
6. Energy management initiatives oriented toward utility conservation and purchasing efficiency as approved by LFUCG's Energy Manager's office.
7. Electrical distribution systems and equipment in accordance with industry standard procedures and any other site-specific inspection, testing and monitoring procedures as provided. All electrical maintenance, repair and replacement work to be performed in

- accordance with applicable local, state and federal building codes
8. Building UPS systems in accordance with applicable industry standards and any on site-specific inspection, testing and monitoring procedures as provided.
 9. Building emergency and standby generators in accordance with industry standard procedures and any other site-specific procedures.
 10. Manage unforeseen services that are required for the sustained quality operation of the facility. Such services include, but are not necessarily limited to:
 - a. Repair of small instances of vandalism and accidental damage
 - b. Indoor air and water quality remediation as required
 - c. Activation of fire alarm and fire sprinkler systems. Items that require substantial repair costs due fatigue or failure will be deemed episodic events and will be compensated using the authorization process.
 11. Building exteriors and roofing systems through annual condition surveys conducted by an authorized/licensed third party contractor, preventative maintenance and repairs as needed per manufacturer's specifications.
 12. Coordinate all warranties extended directly to LFUCG by manufacturers or service providers and ensure adherence to warranty stipulations.
 13. Landscaping services per specifications. Grounds services include, but are not limited to, landscaping, lawn care and the operation and maintenance of exterior lighting fixtures, signage, hardscaping and water features, striping and curbing.
 14. Professional pest control services which will maintain a pest-free work environment at appropriate all buildings assigned locations. All pest control services shall conform to federal, state and local laws, ordinances and regulations, and shall be performed using the utmost precaution. Comply with acceptable industry procedures & standards as well as maintaining all MSDS forms.
 15. Preventative maintenance and repairs for in plant Mobile and Stationary equipment
 16. Establish parts, materials and supply inventories (and related inventory controls) essential for operation and repair/maintenance services and for maintaining uninterrupted services to facilities tenants. Such inventories shall be owned and maintained by the successful bidder.

INFORMATION SYSTEMS/REPORTING

The successful proposer shall compile, verify, maintain and manage a complete and current information system of facility data, including but not limited to pertinent property, site information respective responsibilities, critical

maintenance dates, and cost/performance standards. Maintain well organized property files and a library of facility documents. Provide standard and ad hoc reporting as required by LFUCG.

Develop and provide to LFUCG an annual strategic plan detailing management and operating plans for each fiscal year. The plan shall include all one-year expense budgets and a two-year forecast.

Develop, manage, maintain and operate a complete accounting system on a calendar year basis. Pay all bills for services provided. Provide reporting capabilities and accounting interfaces with LFUCG internal accounting to update information (i.e., general ledger, accounts payable, etc...). Accounting must be consistent with LFUCG accounts format.

Perform (at the minimum) a quarterly tenant meeting discussing the tenants' concerns and issues. Perform an annual customer satisfaction survey the result of which is to be submitted to LFUCG including proposed plans to remediate any major issues of concern.

POLICIES AND PROCEDURES

Provide on-site Policies and Procedures Manuals. Attach table of contents with proposal. Prepare, maintain and distribute manuals to LFUCG, detailing the procedures for interfacing with the facility staff and detailing the successful bidder responsibilities to LFUCG. All such information shall be consistent with LFUCG standards and procedures. Copies of the Manual shall be made available to all successful bidder personnel, kept in an identifiable location on site and updated as required.

SECTION V – TERMS & CONDITIONS

SCOPE OF WORK

The successful proposer shall provide management and supply of outsourced service to LFUCG under this Agreement.

ON-SITE PERSONNEL

The successful proposer will recommend staffing levels based on this RFP and LFUCG needs. Staffing will require concurrence with LFUCG Division of Facilities & Fleet Management. The LFUCG has identified the following as the minimal support and staffing requirements:

Sr. Facility Manager (1)
HVAC/MEP Services Manager (1)
Building Trades Mechanic (2)
Janitorial Services Supervisor (1)
Janitorial Services Tech Sr. (3)
Janitorial Services Tech (9)
Day Porter (2)
Groundskeeper (1)

The above recommended staffing level is provided as a tool to communicate the **minimum** level a proposer should not go below. It is the responsibility of the proposer to determine the final staffing and qualifications to be provided. Please fill out the documents in the RFP package, and cite the staffing you propose. The successful proposer will provide a contact list with emergency numbers on the first day of the contract period. Planned absences by any of the full-time personnel will require coverage by a fully trained professional. This "back-up" person must be fully acquainted with the facility. The successful proposer will ensure acceptable manpower coverage will be maintained at the plant in the event of absences due to sickness, vacation, training, etc.

ACCEPTANCE OF PERSONNEL

The successful proposer will submit the qualifications of any proposed on-site personnel, and working hours. All project team members are subject to LFUCG approval and may be rejected for poor performance at any time. The successful proposer will also provide a list of all subcontractors who will be involved with providing any types of services for LFUCG's review and approval.

MAJOR REPAIRING OF ASSETS

All major repairs (larger than \$5,000) will be negotiated on a cost plus basis as noted in the Fee structure section (% of cost) and are not to be included in base lump sum bid.

OTHER CONSIDERATIONS AND EXPECTATIONS

All activities and personnel shall comply with all health and safety requirements.

- Maintain an adequate staff for efficient operation. Upon being hired, employees and agents of the contracting company will be subject to the rules and regulations of LFUCG while on the premises.
- Drug Test Policy – Each Successful Bidder is required to have a drug testing policy in place. That Drug testing policy will include drug testing prior to working on the Owner property, and drug

testing for any individual involved in a work place accident resulting in personal injury and/or asset damage. The drug testing policy must provide the LFUCG with the right to perform random Drug Testing.

- Background Check Policy – It is the responsibility of the Successful Bidder to conduct background checks on all staff (Bidder's staff as well as subcontractors) who will be providing services.
- Safety shall be the first priority on all jobs. Personal protection planning and implementation shall be considered for all workers on all tasks. Also, consider the safety of other people in the work area.
- When in doubt about the application of any safety rules, the operation of any device or the correct procedure for safe completion of a task, discuss the situation with LFUCG before proceeding.
- It is the responsibility of the Successful Bidder and their employees/contractors to avoid creating safety hazards both in the method of the work performed and while doing the work.
- Safety shoes, hearing protection, eye protection, respirators, hard hats and other protective equipment should be worn while working on tasks which present specific hazards and are required by OSHA safety rules and regulations.
- Good housekeeping must be maintained at all times. Successful Bidder must keep machines, tools, and work places clean and orderly. Refuse must be placed only in the containers provided for that purpose.

ON-SITE FACILITIES

LFUCG will provide the Successful Proposer internal office space and workstations for key personnel. The Successful Proposer shall supply computers, printers, copiers, scanners, file cabinets, office supplies, fax machines and any other supplies/equipment needed to support their operation. LFUCG will provide Successful Bidder with computer data connection and desk phones. Additional equipment deemed necessary by the Successful Proposer to fulfill this scope of work and the associated costs for this aforementioned equipment shall be defined and included in the project fee.

SOFTWARE

All documentation, forms, reports, will be done using the same version of Microsoft Office products (minimum 2007 version) as the Owner project schedules will be Microsoft project. All CMM software and reporting formats must be pre-approved by the Owner LFUCG. All documentation will be issued to the Owner electronically as well as in paper format (as needed).

EQUIPMENT AND MATERIALS TO BE PROVIDED BY SUCCESSFUL PROPOSER

The Successful Proposer will provide all equipment, tooling, materials and supplies to fulfill their operation. All such equipment shall be clearly identified as successful proposer owned. A list of Successful Proposer supplied equipment shall be maintained within the Facilities Manager's office. The successful proposer shall include the cost of equipment and tooling specific to the program specifications. All equipment will be owned by the successful proposer throughout the term of the contract. The successful proposer will be responsible for all repairs and/or replacement of equipment without additional cost to the Owner, unless otherwise authorized by the Owner.

SECTION VI – SUCCESSFUL PROPOSER FEE

Compensation for proposed services is as follows:

LUMP SUM FEE

Provide a Lump Sum Annual Management Fee for a minimum (5) year period. The Fee shall cover the full (5) years of this proposed contract. Sum will be billed 1/12 for each respective year for each month for services provided. All additional work will be detailed with labor and material separate by pre-approved authorization. The Duration of the Contract is from 1/13/2013 through 1/12/2018.

Major repairs (larger than \$5,000) project administration fee: _____% (cost plus)

The lump sum fee shall cover all associated costs of performance the items indicated below. No other costs shall be separately compensable unless specifically identified and approved in writing by LFUCG in advance.

Central office staff and expenses shall include:

1. Travel.
2. Cellular phones and pagers.
3. Miscellaneous Tools and Equipment.
4. Postage, fax, couriers, reproduction.
5. Employee recruitment, training and severance and performance bonuses.
6. Overheads of any type.
7. Employees wage and benefits
8. Profit.

Pricing Clarifications

All assets should be amortized over the 5 year contract to provide consistency in

monthly billing amount with the bluebook buyout price credited to the 5 year monthly pricing.

CONTRACT TERM

The contract term is for 5 years with an option for five annual extensions at LFUCG's discretion.

RFP Scoring Sheet

RFP #31-2012 - Facilities Mangement Services - Fayette County Courthouses						
Consultant Name:						
Selection Criteria	Notes	Total Points	Score(1-5)	Weighted Score	Comment	
Specialized experience and technical competence of the person or firm (including a joint venture or association) with the type of service required.		20	0		Weighted Score= (Total Points/5) xScore	
Capacity of the person or firm to perform the work, including any specialized services, within the time limitations.		10	0		Weighted Score= (Total Points/5) xScore	
Past record and performance on contracts with the Urban County Government or other governmental agencies and private industry with respect to such factors as control of cost, quality of work, and ability to meet schedules;		15	0		Weighted Score= (Total Points/5) xScore	
Familiarity with the details of the project.		15	0		Weighted Score= (Total Points/5) xScore	
Estimated Cost of Services		30	0		Weighted Score= (Total Points/5) xScore	
Degree of local employment to be provided by the person or firm in the performance of the contract by the person or firm.		10	0		Weighted Score= (Total Points/5) xScore	
Final Technical Score		100	0	0		

DBE Participation(Name) _____

DBE Portion(Percentage) _____

Affidavit _____

Affirmative Action Plan _____

EEO Agreement _____

Workforce Analysis _____

Insurance _____

Evaluator: _____

Comments: _____

RFP Scoring Sheet

RFP #31-2012 - Facilities Management Services - Fayette County Courthouses

Description	Adjective	Numeric Rating
Fails to meet minimum requirements; major deficiencies which are not correctable	Unacceptable	1
Fails to meet requirements, significant deficiencies that may be correctable	Poor	2
Meets requirements; only minor deficiencies which can be clarified	Acceptable	3
Meets requirements and exceeds some requirements; no deficiencies	Good	4
Exceeds most, if not all requirements; no deficiencies	Excellent	5