



TO: POTENTIAL BIDDERS
FROM: Tuskegee University
DATE: July 18, 2022
SUBJECT: Request for Proposal for Facility Management Services

Tuskegee University is seeking proposals from qualified firms to provide full service, comprehensive and professional building management services to maintain and preserve the grounds and buildings on the Tuskegee University Campus. Tuskegee encompasses 5,000 acres and more than 100 buildings with more than 2.3 million square feet of space. The buildings range in age and condition and are fully or partially occupied.

- Term of Contract - The term of the contract shall consist of six (6) base years (subject to earlier termination) with the option to extend for two (2) additional two-year periods. The base years will commence on the date the Notice-To-Proceed is issued. The exercise of a Contract option will be at the sole discretion of the University. The contract will be extended by the University under the terms and conditions of the original contract unless written notice is given by either party to the other by U.S. Certified Mail of its intent not to renew at least ninety (90) days prior to the expiration of the term in force.
- Type of Contract: This is a firm-fixed-price contract.

ACTION ONE: You are invited to review and respond to the attached Request for Proposal (RFP)

ACTION TWO: Facility Contractors are invited to respond to the Camus Dining, Catering and Food Service Management Request for Proposal (RFP) dated July 18, 2022

REQUIRED: ("RFP"):

PROJECT TITLE: Facility Management Services

DUE DATE: Proposals must be received by 3:00 PM CST on August 16, 2022

SUBMISSION OF
PROPOSAL: All proposals to be submitted to the "Project Manager" (See information below)

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 - 1. Cash for Unrestricted Funds Usage
 - 2. Capital and Operating Equipment and Supplies
 - 3. Assumption of Existing Amortization Balance of approximately \$382,000

1. GENERAL INFORMATION

1.1 Facilities Transition

It's the desire of Tuskegee University for the transition to occur as quickly as reasonably possible. It is the intent of Tuskegee University to bring all facilities management under a single maintenance organization.

1.2 Term of Contract

Term of Contract - The term of the contract shall consist of six base years (subject to earlier termination) with the option to extend for two (2) additional one-year periods. The base years will commence on the date the Notice-To-Proceed is issued. The exercise of a Contract option will be at the sole discretion of the University. The contract will be extended by the University under the terms and conditions of the original contract unless written notice is given by either party to the other by U.S. Certified Mail of its intent not to renew at least ninety (90) days prior to the expiration of the term in force. The Facility Management Service provider additionally has the option of submitting a proposal under Tuskegee University's Request for Proposal for Campus Dining, Catering and Food Service Management dated June 13, 2022.

Type of Contract - This is a firm-fixed-price Contract

TU Responsibility- The University reserves the right to add or delete services under this contract by a written amendment executed by both parties.

2. PURPOSE OF THIS RFP

2.1 General Intentions

Tuskegee University seeks to contract with one (1) qualified service provider to provide full service, professional building management services necessary to maintain and preserve the buildings and grounds at various locations within the Tuskegee University campus, including janitorial services. This RFP is the means

for prospective service providers to submit a solution-based proposal that is cost-effective and innovative. **Marcus Dean, Associate Vice President for Facilities and Construction** will be the primary “Point of Contact.”

2.2 Contractor’s General Responsibilities

The Contractor must agree to provide certificates of insurance containing amounts and coverages specified by the University including listing Tuskegee University as an additional insured. Self-insurance is not acceptable.

Worker's Compensation Insurance and Employer's Liability Insurance with a limit of not less than Two Million Dollars (\$2,000,000) per accident or disease covering all its employees in connection with FM operations.

Comprehensive General Liability insurance, including Blanket Contractual Liability, Broad Form Property Damage, Personal Injury, Advertising Liability

Completed Operations/Products Liability, Liquor Liability, Medical Expenses, Interest of Employees as additional insureds, and Broad Form General Liability Endorsements, for at least One Million Dollars (\$1,000,000) per each occurrence, Two Million Dollars (\$2,000,000.00) aggregate.

Comprehensive Automobile Liability Insurance covering all owned, non-owned, leased, rented or hired automobiles to be used by Facilities Management Contractor, with coverage for at least Five Million Dollars (\$5,000,000.00) Combined Single Limit Bodily Injury and Property Damage.

Garage Liability for any auto with coverage for at least (\$500,000.00)

Employee Crime Insurance to protect the assets, property, and contract earnings due the University under this Contract, of not less than One Million Dollars (\$1,000,000) per claim.

Excess/Umbrella Liability with coverage for at least Ten Million Dollars (\$10,000,000.00).

If any policy providing insurance by this Agreement is cancelled prior to the policy expiration date, Facilities Management Contractor, upon receiving a notice of cancellation, shall give immediate notice to the University. Failure to provide evidence of such insurance and performance bond coverage is a material breach and grounds for termination of the contract negotiations. Any insurance required by the University shall be in form and substance acceptable to the University.

All required insurance policies under this Agreement, except for Workers' Compensation and Employer's Liability, will be endorsed to designate the University and the Board of Trustees and their respective agents, officers, employees, and agents as Additional Insureds with respect to liability arising out of performance of the Facilities Management Contractor duties and obligations under this Agreement. If the Facilities Management Contractor fails to pay any of the renewal premiums for the expiring policies, the University will have the right to make such payments and, at the University's option,

collect such amounts from Facilities Management Contractor or set off the amount thereof against any payment due to Facilities Management Contractor by the University.

Certificates of Insurance. Certificate of Insurance shall be provided by the Facilities Management Contractor to Tuskegee University, within thirty (30) days of the execution of this contract and annually thereafter naming the University as an additional insured. At any time the University may require that Facilities Management Contractor to provide to the University a current and valid certificate of insurance as proof of the insurance coverage as stated above. Evidence of the certificate of insurance must be provided through a rated independent insurance company with a insurance rating of B++ or better.

The Contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision, and other items and services necessary to perform all services, tasks, and functions as defined in this Statement of Work (SOW). The Contractor shall provide guidance and coordination with Tuskegee University to ensure the effective and economical operation of all facility activities. The Contractor will coordinate or perform the following: real property maintenance, operations, and management services; maintenance budgeting; planning, programming, project execution services, and emergency services and other related activities.

The Contractor will provide 24-hour coverage of FM services including, housekeeping, grounds, maintenance, landscaping and landscaping construction light construction, housing maintenance, plant operations, event setups, office moves, sanitation, remediation, snow removal, ice treatment, equipment repair, and emergency services.

The Contractor shall be responsible for providing comprehensive and uninterrupted FM services and event support services including labor, equipment, materials, supplies, vehicles for on-site staff and personnel (directors, managers, supervisors, lead workers, employees, etc.) for all academic, athletic areas, residence halls, administrative areas, off-campus properties, and Grey Columns. Janitorial cleaning shall include all chemicals, paper products, plastic trash can liners, hand soaps, and minor janitorial equipment and dispensers necessary to perform custodial tasks.

The Contractor shall provide necessary transportation to carry out all contracted services. This will include but is not limited to trucks, vans, golf carts, utility carts, and trailers. An inventory of the existing University fleet used for the facilities management functions shall be provided to the contractor to determine if these assets can be “bought out” by the contractor. Determined through negotiations once awarded the contract. It will be the sole responsibility of the Company to ensure, maintain and fuel all vehicles. The company will also be required to assist in the management and maintenance of University vehicles. This is to include transporting vehicles for service and repairs, fueling vehicles, maintaining servicelogs, and vehicle usage schedule.

2.3 Outline of Contractor’s Responsibilities

The selected Contractor will be required to provide full-service professional building management services necessary to maintain and preserve the buildings and grounds. The Contractor will be responsible for regularly assessing the conditions of the buildings and their systems, as well as developing and implementing the building operations and

preventative maintenance programs necessary to maintain, preserve, and keep the premises in good repair and condition as further outlined in the Statement of Work (SOW). The services of the Contractor are to be of a scope and quality generally performed by professional facilities managers and executed in a reasonable, diligent, and careful manner to manage and supervise the operation, maintenance, and servicing of the property in a manner that is comparable to, or better than, that generally found in APPA 2 and 3 standards. This also includes APPA 1 standard for select medical facilities and the Million Dollar Walk. Services shall be provided in accordance with the highest standards of professionalism, skill, workmanship, and applicable trade practices and shall conform to all applicable codes and regulations. The Contractor will be obligated to operate, repair, replace, and maintain in good order and condition, throughout the term of this contract, including, but not limited to, the following:

2.3.1 Detailed Scope of Work

See Appendix C attached

2.4 Customer Service

The Contractor shall foster pride in ownership by providing quality customer support services to include proactive maintenance and repair management, timely response, identification of facility needs and complete property management skills, conscientious environmental stewardship, and responsible fiscal administration.

2.5 Standards

The Contractor shall comply with all Federal, State, and local laws and follow the most restrictive guidance in cases of conflicting guidance. All work shall be performed in accordance with all applicable laws and codes, manufacturers' recommendations, and accepted industry standards. Tuskegee University policy, regulations, and specifications will apply as developed.

2.6 Procurement Schedule and General Instructions

Tuskegee University has developed the following list of key events from RFP issuance through contract award. All deadlines are subject to change at Tuskegee University's discretion.

No.	Events	Key Dates
1	Issue RFP.	July 18, 2022
2	Contractor Interface Meeting and Site Visits.	July 28-July 29, 2022
3	Deadline for Vendor Requests for Clarifications, Modifications, or Questions.	August 8, 2022
4	Clarifications, Modifications, and/or Answers to Questions were provided to all responders.	August 12, 2022
5	Proposal Due Date and time.	August 16, 2022, at 3pm CST
6	Oral Presentations (Estimated). If invited	August 24-25, 2022

7	Notice of Award (estimated).	September 9, 2022
8	Final Executed Agreement (estimated).	October 3, 2022

3. MINIMUM QUALIFICATIONS

3.1 Scope of Past Experience

The contractor shall demonstrate to the satisfaction of the Selection Panel that the firm has successfully managed facilities with a similar makeup as Tuskegee University. The firm must have experience managing facilities in a higher education environment.

3.2 Specific Types of Experience Sought

The Contractor and its proposed major subcontractors should have aggregate experience in managing the following organizational functions:

1. Grounds Keeping Services.
2. Pest Management Services.
3. Building and Carpeting Maintenance and Repair.
4. Plumbing Maintenance and Repair.
5. HVAC Maintenance and Repair.
6. Electrical Maintenance and Repair.
7. Paint Maintenance and Repair.
8. Equipment Rental.
9. Electrical Utilities.
10. Gas Utilities.
11. Thermal Utilities (Steam, Hot Water, Chilled Water).
12. Bulk Waste Removal.
13. Other Miscellaneous Services (Elevators, Exterior Window Cleaning, etc.).
14. Asset Resource Management.
15. Civil, Electrical, Mechanical, Structural, and Life, Fire and Safety Engineering.
16. Maintenance Planning and Scheduling.
17. Work Order Dispatch.
18. Materials/Inventory Management.
19. Identifying capital repairs and improvement plans for building operating systems. This contractor will be responsible for the implementation of the capital repairs and improvement plans.
20. Boiler Maintenance and Repair
21. Maintaining regular liaison with building occupants and resolving building-oriented complaints.
22. Implementing cost control and savings measures to ensure the buildings are operating effectively, efficiently, and within budget.
23. Subcontract Management.
24. Implementing facility management software that is user-friendly for Tuskegee University's staff.

4. CONCEPT OF OPERATIONS

4.1 Overview of Tuskegee University Facilities Operations and Maintenance

Management Process

The Facilities Operations Manager is responsible for all facility management issues throughout the footprint. The Facilities Operations Manager is responsible for the overall day-to-day management of tasks including planning, executing, equipping, and training; addresses customer service concerns and provides project management for large facility projects. The Facilities Operations Manager reports to the Director of Facilities who is responsible for the overall strategic direction of the Tuskegee University Facility Department. The Director of Facilities oversees planning, budgeting, executive reporting, acquisition, and disposition of corporate real estate assets and design/construction of new facilities.

4.2 Tasking of the Contractor

The Contractor will only perform those tasks directed and approved by the Chief of Plant Operations or a designated Tuskegee University core staff member. Work performed without approval from these authorized persons will be considered out of the scope of the contract and may not be reimbursed by Tuskegee University.

4.3 General Types of Work

Tuskegee University is expecting the Facilities Management Contractor to self-perform as many of these services as possible. All self-performed costs should be included in the Management Fee. If there is a need to subcontract a portion of service, Tuskegee University will reimburse the cost for subcontractor labor, materials special equipment, and excess travel cost. The Facilities Management Contractor agrees not to mark-up cost on any services provided and/or subcontractor. Tuskegee University will not approve any markup on services and/or subcontractor costs.

4.3.1 Work Orders (WO)

The Company's computerized programs should include a well-defined, yet simple work order system. This would include a database for tracking labor and material costs for specific tasks. Some information to include would address the ease of use by campus personnel; who supplies the hardware for the system; who is responsible for ongoing upgrades and replacements, etc. Indicate how work orders are prioritized and how the timeliness of completion will be monitored. The work order system must include functionality for communicating with faculty, staff, and students for submission and monitoring of work orders.

4.3.1.1 Special Circumstances related to Work Orders (WO)

If the cost of a repair under the work order category exceeds the \$5,000 maximum limit, the contractor will be expected to provide proper backup and justification of the additional cost of the repair. For example, to consider, if a work order calls for a service to a pump or compressor and it's determined the pump or compressor will have to be replaced, the

contractor should provide a cost estimate that includes labor and material. In these types of examples, the contractor would not be allowed to mark up the material/equipment cost. Tuskegee University must provide approval of the estimate before the actual work is contracted for and is performed.

4.3.2 Preventative Maintenance (PM)

Preventive Maintenance tasks are those that are preplanned and pre-approved as part of the Contractor's Maintenance Engineering Program. It is the intent of Tuskegee University to have the Contractor perform most of the PM for an assigned facility. These tasks once approved by authorized persons will be performed by the Contractor. All PMs performed by the Contractor should include in the contractor's management fee, material, and labor costs. Tuskegee University seeks a computerized Preventative Maintenance program that will cover all aspects of campus facilities. This program should produce reports, help extend the life of the equipment, track costs, parts, and labor, incorporate all new facilities and equipment and meet manufacturer specifications on said equipment.

4.3.3 Major Works (MW)

Major Works are those tasks excluding Preventive Maintenance, routine maintenance, and repair tasks that exceed \$5,000. Tuskegee University may request the Contractor to perform or cause to be performed Major Works for an assigned facility. The Contractor will provide an estimate for each Major Work and outline if the Contractor will self-perform the project or subcontract the work. The estimate will include labor, material, and other directly related costs to exclude overhead. All Major Works performed by the Contractor should be included in the Management Fee. All Major Works performed by subcontractors are direct reimbursable work for labor, materials, special equipment, and travel cost. No additional management fees will be paid to the Contractor. Additionally, the contractor may request proposals for services and provide Tuskegee University with a minimum of three proposals for any contract that shall exceed \$5,000.

4.3.3.1 Major Works over \$5,000

Major Works over \$5,000 will normally be performed under separate authorization but will be considered within the scope of this agreement. Tuskegee University may negotiate with the Contractor for these services and – if it is in the best interest of Tuskegee University – have the Contractor perform the services based upon negotiated terms and conditions. These will normally be fixed-

priced projects and not included in the Management Fee.

4.4 Hours of Operation

4.4.1 Normal Work Hours

In general, normal hours of operations are from 8:00 a.m. to 5:00 p.m. Monday through Friday, except normal holidays. The overall expectation is that the contractor will be available as needed to perform the services outlined in this RFP.

4.4.2 Holidays

If the holiday falls on a Saturday or Sunday, it may be observed on Friday or Monday as directed.

4.4.3 Special Operating Hours

Occasionally, some departments may work after normal business hours. When this occurs, the contractor will provide service as if it were normal business hours. The Contractor will be notified if services under this section are required. Every effort will be made to provide at least a twenty-four (24) hour notice, but in some cases little or no advance notice may be given.

5. TUSKEGEE UNIVERSITY EXPECTATIONS OF CONTRACTOR'S MANAGEMENT

Tuskegee University expects the Contractor's Management to ensure all work is properly authorized and prioritized; ensure persons who are utilizing the facilities are well informed, and provide the data needed to support the planning and programming of Tuskegee University's mission. The Contractor shall provide the necessary staff to perform all required services. The Contractor shall ensure they provide documentation for coordination, cost control, job progress, equipment repair records, and closeout control. The Contractor shall also track work order requests in their work order system until the work is functionally completed.

5.1 Information Technology

The Contractor shall use both Tuskegee University provided and Contractor provided software programs for the integration of facilities records, maintenance records, and workflow management. Where specified, the Tuskegee University-provided programs must be used. When the Contractor uses a non-compatible program, it is the Contractor's responsibility to ensure the data collected is transferred to Tuskegee University's software programs without any additional cost to Tuskegee University. The Contractor will provide all computer hardware such as computers, monitors, printers, etc. for their personnel in quantities that will ensure timely completion of all

tasks.

5.2 Material, Equipment, Vehicles and Subcontract Purchases

The Contractor shall purchase and manage all materials, equipment, and subcontracts to be used in the performance of this contract. The Contractor will be required to demonstrate that the source of the purchase is in the best interest of Tuskegee University based on cost, delivery date, and quality of material/services provided. All purchasing records of the Contractor for material used in the performance of the contract will be available for review by Tuskegee University upon request. All equipment, vehicle, carts and gators shall have the appropriate insurance coverages and maintenance records provided to the Owner on a quarterly basis.

6. Master Maintenance Plan

The Master Maintenance Plan (MMP) shall be comprehensive and dynamic, accounting for the current condition of each facility and allowing for changes in maintenance practices and procedures over the life of each facility. The Contractor shall develop and implement a Master Maintenance Plan (MMP) effectively charting a course for maintenance actions for at least two (2) years and identifying major repairs needed in a three to five (3-5) year time frame. The MMP shall define how the Contractor will perform maintenance and shall provide metrics to track maintenance performance. The MMP shall define how facilities will be assessed to determine both maintenance and capital investment requirements. The MMP shall be maintained such that each area is updated annually.

7. EVALUATION OF CONTRACTORS

Proposals submitted in response to the Request for Proposal shall be reviewed and scored based on the information provided, oral presentations, and references. Contractors shall be reviewed by a technical evaluation panel consisting of Tuskegee University executive staff.

7.1 Best Value Evaluation

The firm(s) selected will be the one(s) determined to provide the “best value” to Tuskegee University. The best value will be determined in accordance with the selection criteria set forth in the Source Selection Plan (Appendix A) The evaluation is an assessment of both the Contractor and the Contractor’s ability (as conveyed by the Contractor) to successfully accomplish the prospective contract.

7.1.1 Quality

The objectives of quality control are to ensure that all the requirements of the SOW will be met throughout the life of the contract and to provide Tuskegee University with the means to easily verify compliance with the SOW. The Contractor shall establish and maintain a complete quality control program to ensure the requirements of this contract are provided as specified.

1. Quality, extent, and relevance of Contractor’s operational experience

- (including sub-contractors)
in conducting all facets of building operations.
2. Quality, extent, and relevance of Contractor's building management experience (including sub- contractors) in conducting similar efforts, particularly of a magnitude and setting similar to that described by this RFP.
 3. Quality, extent, and relevance of experience, education, and training of key personnel (including sub-contractors).
 4. References: (a) Contractor's service capability, reputation, facilities, equipment, and past performance; (b) Contractor's previous performance in contracts or business dealings with similar clients as Tuskegee University.

7.1.2.1 Approach and Scope of Services

1. Completeness. The proposal is complete and follows this RFP.
2. Quality of approach and methodology for performing the effort clearly demonstrates an understanding of the applicable issues and requirements for facilities management.
3. Quality, clarity, and completeness of scope of services, including the extent to which alternative approaches/tasks will achieve objectives. *(Tuskegee University is expecting the Contractor to include innovative solutions to achieve the objectives)*
4. Quality of project organization and management plan; extent to which they will provide for successful, timely, and fully compliant program implementation as evidenced by the: (a) a plan for controlling the effort; (b) coordination of subcontractors, joint ventures, or teaming arrangements; (c) plan for phasing personnel into the effort; (d) quality of interaction and coordination with Tuskegee University; (e) reporting methodologies.

7.1.3 Cost

The pricing proposal will be evaluated for reasonableness of cost and best value to Tuskegee University. It may also serve as the basis for subsequent negotiations of the price if necessary. The pricing proposal must be complete, accurate, and well documented. Any pricing conditions or contingencies must be clearly stated. All COVID-19/Pandemic related cost shall be submitted as a separate exhibit and/or attachment. Detail break-out of all basic expenses and COVID-19 expenses shall be submitted monthly.

7.1.4 Service Provider Initiative

This component is the extent to which the Contractor brings innovative ideas, concepts, and methods to benefit the program.

8. REQUIREMENTS OF A RESPONSIVE PROPOSAL

8.1 General Capabilities

The following information shall be included in the General Capabilities portion of the proposal. This section is limited to twelve (12) pages.

8.1.1 Legal Entity Information

The exact legal name under which your organization proposes to do business with Tuskegee University includes address, telephone, fax numbers, and social security number or federal tax identification number.

8.1.2 Experience and Background of Management

Provide the background and experience of management staff, as well as everyone's ability and experience in conducting the proposed activities and services.

8.1.3 Knowledge of Key Staff

Describe key staff's knowledge of the requirements necessary to complete this program.

8.1.4 Plan of Approach

Provide the plan for completion of all work required.

8.2 Company Information

In response to this RFP, all contractors must if such exists, provide the following information

(This section is limited to four (4) pages plus insurance documentation and financial statements):

1. Headquarters/Parent Company Locations.
2. History of Firm.
3. Internet Web Site Address (if any).
4. Details of Entity Business Structure (Corporation, Partnership, LLC).
5. Date Founded.
6. Organization Chart of Business Entity.
7. Office Locations and Total Number of Employees at each.
8. Home office address and telephone number and local address and phone number.
9. List any outstanding litigation that would threaten the viability of the firm or the performance of this contract.
10. Provide proof of financial viability.
11. External Certificate of Insurance showing a minimum coverage limit or

8.3 Qualifications

The Contractor shall provide information on their qualifications to do the work outlined in the RFP, including information on the issues addressed below. This section is limited to ten (10) pages.

8.3.1 Explanation of Qualifications

An explanation of why the Contractor is the best qualified to perform the contract and demonstrate its qualifications including an item-by-item disclosure outlining how the Contractor meets or exceeds the requirements of this RFP.

8.3.2 Schedule of Deliverables

The Contractor will provide an overview of his experience and methodologies for delivering facility management services and provide a schedule for their submission. The summary should include the Contractor's understanding of the issues, tasks, and deliverables of the program.

8.3.3. Experience in Management

A description of any specific experience and qualifications in higher education facilities management and any specific experience it has in each of the building operations and management disciplines (i.e., mechanical systems, electrical systems, fire alarms, energy management systems, plumbing systems, etc.) along with an indication of what building management areas will be performed directly and what will be subcontracted.

8.3.4 Customer Satisfaction Methods

Propose customer satisfaction measurement and escalation procedures. Please provide details. Do you self-perform customer satisfaction measurement, or do you propose contracting with a third party? Please explain your position on this.

8.3.5 Loss, Health, Safety, and Environmental Procedures

Do you have a formal Loss Prevention Plan or other Health, Safety, and Environmental plan? If yes, please describe. How do you ensure high standards in Health, Safety, and Environmental disciplines? What is your Experience Modification Rate?

8.3.6 Knowledge Management

Do you have a formal Knowledge Management program (KM) and benchmarking with the industry? If yes, please describe.

8.3.7 Quality Control (QC)

Do you have a formal Quality Control (QC) program? How are the responsibilities distributed? Provide a sample QC plan that you would propose for the Tuskegee University campus. Limit this section to 10 pages. As a part of this section, the Contractor shall provide their response time plan for work orders and property issues. Below is a sample of the level of detail expected in the "response time plan."

Conditions	Emergency		Urgent	Routine			
Priority	1	2	3	4	5	6	7
FTE assigned to Bldg. - Normal Working Hours							
Response Time	30 Min		2 Hours	24 Hours	5 Business Days (BD)		
Completion Time	2 Hours	4 Hours	24 Hours	3 BD	30 Days	45 Days	60 Days
FTE assigned to Bldg. – Non-working hours							
Response Time	1 Hour	4 Hours	Next BD	Next BD	5 BD		
Completion Time	2 Hours	4 Hours	24 Hours	3 BD	30 Days	45 Days	60 Days
No FTE assigned to Bldg. - Normal Working Hours							
Response Time	1 Hour		4 Hours	24 Hours	5 BD		
Completion Time	2 Hours	24 Hours	24 Hours	3 BD	30 Days	45 Days	60 Days
No FTE assigned to Bldg. - Non-working hours							
Response Time	2 Hours	4 Hours	Next BD	Next BD	5 BD		
Completion Time	2 Hours	4 Hours	24 Hours	3 BD	30 Days	45 Days	60 Days

8.3.8 Technology Promotion

How would you promote the use of technology to improve Tuskegee University facilities condition, operation, and maintenance while at the same time reducing total cost? What system (s) would you propose for property data management, accounting, and work orders? How would each system be accessed? What reporting is available?

8.3.9 Asset Procurement and Management

Describe how you will manage Facility related data management, procurement of supplies, equipment, and services to support the facilities maintenance and operations as required in this program. Describe how you will help Tuskegee University control and even reduce facility related expenses? How will you drive efficiencies?

8.4 Staffing

The Contractor shall also provide information on its staffing plans and subcontractors. This section is limited to ten (10) pages. Please provide an organizational chart within this section.

8.4.1 Staff Size

The size and experience of the corporate staff pool from which staff assigned to the management contract can be drawn.

8.4.2 Composition

The composition of the staff team the Contractor shall dedicate to this assignment includes the names of the employees in the area responsible for this contract, their function in the company, title, and several service years with the Contractor's firm. Include a brief biography for the specific individuals designated to work on this contract, specifying educational and work experiences deemed relevant to the type of work to be undertaken.

8.4.3 Account Manager Information

The name(s) of the person(s) designated as the "Account Manager(s)" who will be responsible for the coordination of work efforts. Information to be provided regarding the Account Manager is to include:

1. Length of a career in providing Facilities Management Services.
2. Professional designations.
3. Number and size of buildings managed in the last three (3) years.

8.4.4 Hiring, Retention, and Attrition Information

What are your company's hiring, retention, and attrition rate? Does your company

currently participate in E-verify? If not, would you be willing to incorporate this process into your hiring practices? What are the top three (3) reasons for attrition? Does your company have a formal program to reduce the attrition rate? Specifically, what is your average first-year attrition rate amongst transitioning employees?

8.4.5 Ongoing Training Best Practices Training for Management and Staff

Describe how your company will provide and document internal and external best practices and training. This relates to safety, systems, equipment, applications, etc.

8.5 Subcontractors

8.5.1 Work Designation between Contractors and Subcontractors

Indicate the anticipated percentage of work to be performed directly by the prime Contractor and to be subcontracted for the following categories: structural, plumbing, HVAC, low-voltage electrical, high-voltage electrical, maintenance engineer, planning and scheduling (includes work reception), grounds.

8.5.2 Subcontractor Policy Management

Describe your company's policy on subcontractor management including details on selection procedures, performance, measurement and improvement, adherence to applicable standards and regulations, confidentiality, right to audit, insurance, etc.

8.5.3 Subcontractor Compliance

How do you ensure subcontractors' adherence to all federal, state, and local applicable standards and regulations? Do you require all subcontractors to perform background checks on all employees and provide necessary insurance to meet Tuskegee University's insurance requirements?

8.6 Cost of Services

This proposal shall be a "Firm-Fixed Fee Contract". The Contractor shall ensure all the necessary cost is captured in the fixed fee to provide the level of service outlined in this

8.6.1 Contractor's Proposed Transition Plan

The Contractor should provide a proposed "Transition Plan". Please include the

timing and phases for this process. Please outline any anticipated costs for the proposed Transition Plan.

8.7 References

Each contractor must submit a list of three (3) references documenting its experience as outlined in this Request for Proposals. These references shall be the largest, similar in nature to this program, within the last three (3) years performed by the Contractor. If the Contractor does not have three (3) suitable references meeting these criteria, they may contact Tuskegee University for alternate reference criteria. Individuals identified as references will be assured of anonymity to the fullest degree possible. Tuskegee University retains the right to request any additional information pertaining to the Contractor's ability, qualifications, and procedures used to accomplish all work under the contract as it deems necessary to ensure safe and satisfactory work.

8.7.1 Reference Documentation

The Contractor will submit the following information regarding references:

1. Client's Name.
2. Program/Contract Title.
3. Contracting Agency or Customer.
4. Contract Type.
5. Performance Period.
6. Were you the Prime or Subcontractor for this effort?
7. Primary Customer Points of Contact to include Names, Phone Numbers, Email Addresses, and Fax
8. Numbers of the functional oversight person and the business services/contracting officer.
9. A short synopsis of the contracted services or scope of work (limit this to no more than one page per reference).

8.7.2 References' Release of Information

Reference checks will be conducted after the initial determination of qualifications. Tuskegee University will request that those contractors who are selected to participate in Oral Presentations make arrangements for the Source Selection Panel to contact the references via teleconference. It is the desire of Tuskegee University to conduct the teleconference before the Oral Presentations. If this cannot be arranged; due to no fault of the Contractor, the reference teleconference may be held after the Oral Presentations. An inability to arrange the teleconference with an identified reference will be treated by Tuskegee University as if the Contractor has not submitted the references. If

such a situation occurs, upon the Contractor showing of a good faith attempt to arrange the teleconference, Tuskegee University will provide the Contractor an opportunity to provide alternate references.

8.8 Oral Presentation

Following an initial evaluation of the proposals according to Phase I of Appendix A, the short-listed contractors will be asked to provide an oral presentation for clarification of their proposal and to answer questions Tuskegee University staff may have regarding their proposal. The Contractor's proposed Account Manager must attend the presentation and participate in it. The Contractor will be provided a ten (10) calendar day notice of the date, time, and location of their presentation. Presentation from the Contractor will be limited to one (1) hour. This will be followed by an up to one (1) hour question and answer session with Tuskegee University staff. The Contractor will provide all AV equipment for the presentation; provide hard copies of the presentation to all Source Selection Panel members and provide an electronic copy (CD) of the presentation.

9.0 RFP Response

To respond to this RFP, you must submit five (5) clearly labeled copies of the proposal, each in a white one inch (1") three (3) ring binder with a front cover and a side label, one (1) usb drive of the proposal and one (1) electronic copy (CD) of the proposal (with all respective documents in either Microsoft Word and/or Excel format) to the following address:

Tuskegee University
Attn: Aurora Perez
1200 W. Montgomery Rd
Kresge Center 116
Purchasing Department
Tuskegee, AL 36088

9.1 Due Date

Proposals are due by 3 pm CST on August 16, 2022. Late proposals will be returned. Faxed or e-mailed proposals will not be accepted. Proposals will not be accepted at any other location other than the addresses above.

9.2 Proposal Content Instructions

Proposals should provide straightforward, concise information that satisfies the requirements noted in this RFP. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to Tuskegee University's instructions, requirements of this RFP, and completeness and clarity of content.

9.3 Copy of Proposal

At least one copy of the proposals submitted to the address shown in section 9.0 of this RFP must contain a one-page cover letter **with an original signature in blue ink**. The cover letter must state the Contractor's desire to submit a proposal for the Tuskegee University Facility Management and Maintenance Contract and be signed by an official of the Contractor authorized to commit the Contractor's organization to the proposal as submitted.

9.4 Additional Requirements

Each page of the proposal, to include attachments, shall state the name of the Contractor and the page number. Tuskegee University reserves the right to request additional data or material to support Contractor's proposal or to clarify issues or questions that may arise while evaluating the proposal. All material submitted in response to this RFP will become the property of Tuskegee University.

10. RIGHTS

Tuskegee University reserves the right to reject all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is Tuskegee University responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files.

11. PROJECT MANAGEMENT

The Project Manager for this RFP project is:

Tuskegee University
Marcus Dean
1200 W. Montgomery Rd
Physical Plant Building
Tuskegee, AL 36088
E-mail: mdean@tuskegee.edu

11. CONTRACTOR'S INTERFACE, MEETING, AND SITE VISIT

Tuskegee University will allow each Contractor to access certain facilities on the campus. Tuskegee University will provide a list of facilities. The dates for site visits can be requested during the week of May 30, 2022. The Project Manager will coordinate with each responding Contractor to confirm which date they would like to perform their site visit.

12. PROPOSED CONTRACT TERMS AND ADMINISTRATIVE RULES

Contracts with successful firms will be signed by the parties on a Tuskegee University provided Agreement form and will include terms appropriate for this project. Prior to the execution of the agreement, Tuskegee University reserves the right to change the terms of the Agreement form to make such terms consistent with this project including the contractors' proposal.

14. CONFIDENTIAL OR PROPRIETARY INFORMATION

See Appendix C for a copy of Tuskegee University's Non-Disclosure Agreement. All Responders must execute the agreement before site visits or pricing will be considered.

APPENDIX A

SOURCE SELECTION PLAN (SSP)

1. OVERVIEW

The selection of a high-quality facility management firm is vital to Tuskegee University. Thus, Tuskegee University has devised this Source Selection Plan (SSP) for evaluating and selecting “the best” Contractor to fulfill the needs of facilities operations and maintenance over the Tuskegee University campus. The SSP serves as the primary method for determining the award of the contract and supersedes all other criteria of similar purpose mentioned in this RFP.

The SSP is divided into three (3) steps. The first step is a Pre-screening of guidelines and compliance check of submitted Contractor proposals. The second step is an initial evaluation of Contractor proposals to determine the best Contractor submittals. The third step will determine the Contractors who will provide the best value to Tuskegee University. The SSP sets forth the process of selecting the Contractor. Further, the SSP incorporates the core guidelines of quality, approach, cost, and service provider initiative.

2. STEP I – PRE-SCREENING

All submitted Contractor proposals will be reviewed for Request for Proposal (RFP) compliance by the Selection Committee. The Selection Committee will screen proposals based upon RFP requirement completion and adherence. The Selection Committee will assess the financial viability of the proposing entity. Once the Selection Committee determines which Contractor proposals meet the minimum requirements laid out within the RFP, and determines the company is financially viable, the responding Contractor’s proposal will move to the next step of the SSP process.

3. STEP II

- A. Step II of the Source Selection Process is a seminal evaluation narrowing all qualifying contract proposals to the top choices. Step II is a primary evaluation using criteria and scoring based upon the SSP evaluation criteria of all four core guidelines.
- B. During Step II, each member of the Selection Committee will score each proposal individually. The total score of all Selection Committee members will then be added together to determine which contractors move on to Step III.
- C. The Selection Committee will include:
 - Dexter Odom - Tuskegee University – Vice President of Business and Fiscal Affairs
 - Marcus Dean - Tuskegee University – Associate Vice President for Facilities and ConstructionPotential Selection Committee Members include:
 - Dr. Charlotte P. Morris - Tuskegee University - President
 - Dr. Keith Hargrove - Tuskegee University - Provost
 - Or other designated key Tuskegee University administrators

4. STEP III

A. Step III is the final evaluative step of the Source Selection Plan. In Step III, the Selection Committee will only evaluate the top choices emanating from Step II of the SSP process. Step III will utilize the same scoring system as Step II; however, this phase will allow the contractor to make an oral presentation. The decision after Step III will be the conclusion of the evaluations of the Source Selection Plan and will precede the final awarding of the facilities maintenance contract(s) of Tuskegee University.

B. The Selection Committee review, grades, votes, and selects Contractors based upon the submitted proposals, oral presentations, and references.

C. During Step III, each member of the Selection Committee will score each proposal individually. The total score of all Selection Committee members will then be added together to determine which contractor is selected.

5. CORE GUIDELINES

A. Each qualified contract proposal will be evaluated based upon the ability of the Contractor to provide services meeting the goals of Tuskegee University in a manner adhering to the criteria set forth within the RFP. The RFP criterion will utilize four (4) core values: **quality, approach, cost, and service provider initiative**. These core values will serve as the framework for grading the submitted proposals of the Contractor.

1. **Quality:** Quality is the most critical and vital of the values of the contract as it is essential that the Contractor provides management, labor, workmanship, materials, equipment, and professional integrity meeting the highest standards of Tuskegee University. This will be evidenced by their business history and current fundamentals, reputation, and presentation of their company's standards.
2. **Approach:** Approach is the second most important value within the selection criteria as it is the measure of how the Contractor executes work.
3. **Cost:** Cost is the third value within the selection criteria and requires that the Contractor make strong efforts to control expenses of labor, material, administration, and waste while not compromising the quality, and guidelines of the approach previously outlined.
4. **Service Provider Initiative:** This value measures the extent to which the Contractor brings innovative ideas, concepts, and methods benefiting the program.

APPENDIX B FACILITY LIST

TUSKEGEE UNIVERSITY - PROPERTY SCHEDULE		
Building Number	Building Name	Area Sq. Ft.
1	Adams Hall	52,106
2	Alumni Bowl Press Box	2,016
3	Armstrong Hall	38,867
4	Armstrong Hall Trailers	1,344
5	Ball Field Quonset Hut	2,080
6	Band Cottage	3,083
7	Banneker Hall	28,876
8	Basil O'Connor Hall	27,569
9	Bethune Hall	47,087
10	Bioethics Center	19,183
11	Bioethics Center	103,992
12	Bioethics Center	33,198
13	Bioethics Museum	19,894
14	Campbell Hall	19,602
15	Carnegie Hall	19,496
16	Carver Research Foundation	17,261
17	Center for Advanced Materials	3,380
19	Chambliss Business House	16,584
20	Chambliss Business House Annex	2,645
21	Chapel	40,000
22	Cooling Plant	6,480
23	Chappie James Center	125,000
24	Douglass Hall	23,982
25	Drew Hall	28,876
26	East Concession Toilets	898
27	Emery I	9,144
28	Emery II	8,814
29	Emery III	8,814
30	Emery IV	8,814
31	Engineering Building	81,446
32	Extension/Mayberry	12,604
33	Field House Weight Room	3,600
34	Williams Bowie Hall	64,000
35	Food Science Research	5,180
36	Football Grandstand	6,480
37	Harvey Hall	39,701
38	Ford Library	47,112
39	Huntington Hall	9,474
40	Kellogg Conference Center	168,615

41	Kresge Center	36,324
42	Large Animal Care Center	20,237
43	Laundry Facility	4,692
44	Logan Hall	32,144
45	Milbank Hall	31,230
46	Motom Hall	21,493
47	Marable Apartments - 602A	8,208
48	Marable Apartments - 602B	7,182
49	Marable Apartments - 604A	8,208
50	Marable Apartments - 604B	8,208
51	Marable Apartments - 606A	20,400
52	Old Administration	14,699
53	Olivia Davidson Hall	38,828
54	Patterson Hall	38,848
55	Physical Plant	24,240
56	Power Plant	16,071
57	Power Plant Switch Gear	640
58	Rockefeller Hall	26,176
59	Rosenwald Center	10,485
60	Russell Hall	29,978
61	Russell Nursery	10,689
62	Sage Hall	26,272
63	Security Office	1,225
64	Tantum Hall	13,932
65	Thrasher Hall	16,266
66	Ticket Booth - Logan Hall	203
67	Tompkins Hall	73,110
68	University Apartments (A-12)	8,170
69	University Apartments (B-12)	9,206
70	University Apartments (C-12)	9,206
71	University Apartments (D-12)	8,170
72	University Commons A	23,472
73	University Commons B	23,472
74	University Commons C	23,472
75	University Commons D	23,472
76	University Commons E	14,280
77	University Commons F	23,472
78	University Commons G	23,472
79	University Commons H	14,280
80	University Commons Office	1,440
81	Vet Med Post Mortem Building	4,126
82	Vet Med Stables	8,010
83	Vet Med Barn	3,195
84	Vet Med Clinical Anatomy Building	33,853
85	Vet Med Dog Pens	1,573
86	Margaret Murray Washington Hall	22,612

87	White Hall	28,692
88	Willcox A	15,831
89	Willcox B	18,823
90	Willcox C	14,340
91	Willcox D	17,280
92	Willcox E	13,250
93	Younge Hall	41,311
94	TU Bookstore Modular	2,861
95	Academic Assessment Building	1,500
97	Athletic Trailers	6,480
98	Food Safety & Processing Building	10,313
99	Practice Field Trailers	1,440
100	Vet Med Dog Surgery Building	8,884
101	Vet Med Goat Facility	4,425
102	Solvent Shed	234
103	Plant Science Lab	450
104	Livestock Feeding Facility	1,620
105	Vet Med Storage	2,410
106	Agricultural Storage	1,258
107	Animal Metabolism	2,880
108	Alcohol Facility	832
109	CO2 Research Lab	1,800
110	Sweet Potato House	1,280
111	Agricultural Trailer	1,960
112	Lincoln Gate Building	5,789
113	Security Trailers	1,288
114	Cottage 14	2,582
115	Cottage 16	2,249
116	Cottage 28	2,800
117	Cottage 36	1,873
118	Cottage 38	1,711
119	Cottage 39	2,690
120	Cottage 40	1,776
121	Cottage 41	1,613
122	Cottage 44 (Varner Property)	6,867
123	Cottage 45 (Grey Columns)	9,632
124	Cottage 51 (Gregory Apartments)	7,725
125	Cottage 52	2,266
126	Cottage 53	2,505
127	Cottage 54	1,462
128	Caprine Research	11,070
129	Animal Support Systems	
130	Farm House, Franklin Road	1,146
131	Farm Feed Mill	2,033
132	Emery Recreation Building	2,000

133	Sweet Potato Curing House	4,160
134	Machinery Storage - Farm	5,600
135	Planting Building w/greenhouse	14,223
136	Poultry House	6,818
137	Poultry Research - Agriculture	7,439
138	Swine Research - Agriculture	4,767
139	Swine Disease Building	
140	Whitlow House	2,840
141	Solar House	1,260
142	Hay & Feeding Barn	4,050
143	Hay & Equipment Barn	2,400
144	Roberts Circle 611	1,500
145	Roberts Circle 612	1,500
146	Roberts Circle 625	1,500
147	1106 Green Street	
148	Brimmer University of Business	50,000

APPENDIX C

DETAILED SCOPE OF SERVICES

SCOPE OF SERVICES

(a) **FM Services.** The contractor shall be responsible for providing comprehensive and uninterrupted FM and event support services including labor, equipment, materials, supplies, vehicles, carts and/or gators for on-site staff and personnel (Directors Managers, Supervisors, Lead Workers, Employees, etc.) for all academic, athletic areas, residence halls, administrative areas in the following required FM functional areas:

- (i) Custodial/Housekeeping
- (ii) Landscaping, Gardening, Mowing, and Grounds Maintenance
- (iii) Plant Operations, Maintenance, and Event Support Services
 - 1) Boiler Plant and Plant Engineering:
 - 2) Building Operations and Maintenance: including mechanical & electrical engineering (MEC)
 - 3) HVAC and Plumbing Services: including master plumbers and HVAC certification
 - 4) Electrical Service: including master electrician certification
 - 5) Housing Maintenance
 - 6) Environmental, Waste Management, and Recycling Services
 - 7) Carpentry and Painting: including master carpentry certification
 - 8) Light Construction Services
 - 9) Moving Services
 - 10) Minor Project Management
 - 11) Event Support Services

(b) **Performance-Based Requirements.** All FM and event support services shall comply with APPA Levels 2 and 3 standards, as directed by the University. University of Veterinary Medicine (CVM) shall be maintained at APPA Level 1 for Large and Small Animal Hospital, Junior Dog Surgery, Necropsy and Clinical Anatomy. Additionally, APPA Level 1 shall be maintained within all scientific and research labs unless such requirement is waived by the end user.

Service Specifications for Maintenance, Custodial, and Grounds

The Contractor will provide all necessary management, supervision, and labor to complete the following series for the main campus, Residence Halls and Apartments, University Owned Housing, and Remote Facilities

- A. Service Level for Maintenance - APPA 2 & 3 Standards
- B. Services to be Performed
- C. Basic Services
 - (a) Basic Services Definition – All preventive maintenance, corrective maintenance, general maintenance, grounds maintenance, repairs, custodial, emergency, and other services shall be attended to within the operating budget

for the current annual period to ensure a safe, attractive, functional and efficient environment in line with high standards. This included, but was not limited to the following items:

Basic Services to be provided consistent with the definition of Basic Services

Carpentry

- Replace damaged Hoar tile
- Replace damaged baseboards
- Repair door hardware
- Repair door closures
- Replace damaged ceiling tiles
- Hang window blinds
- Hang Electronics
- Placement of shelving
- Replace broken mirrors
- Minor repair to study lounge furniture
- Replacement of damaged window screening
- Signage replacement
- Hang pictures, wall hangings
- Hang pencil sharpeners
- Place bulletin boards
- Place chalkboards, whiteboards
- Attach toilet partitions
- Replacement of dispensers
- Installation or repair to tile grid work

Electrical

- Reset single/three-phase breakers
- Troubleshoot single/three-phase circuits
- Repair light switches
- Replace receptacles and plates
- Replace motors with less than 1 HP
- Repair existing exterior lighting attached to the building
- Replace light bulbs and ballasts

HVAC Services

- Change filter on fan wall and ceiling mounted fan coil units
- Clean and repair coils and fans
- Track, schedule, and perform preventive maintenance (PM) as scheduled using an acceptable software
- Repair and/or install thermostats
- Clean and replace air filters in mechanical rooms
- Clean and repair duct work as required

- Replace dryer vents
- Perform planned maintenance as scheduled through Software
- Repair breaker as needed
- Replace three phase circuits and motors
- Check, tighten, and change belts on motors less than 2HP
- Check and tighten belt guards in units less than 2HP
- Repair CFC and HCFC units
- Repair mixing boxes
- Repair pneumatic controls
- Maintain and repair boilers

Plumbing Services

- Repair and/or replace Faucets and shower heads
- Replace toilet seats
- Use acid drain openers with prior approval
- Unclog main drain lines
- Repair and/or replace hot water heaters
- Repair and/or replace sprinkler heads
- Clear clogged J-Traps
- Replace or repair flush valves
- Clear drain clogs
- Service main supply lines
- Maintain boilers
- Use power augers
- Use high pressure water and equipment to clear drain clogs
- Clear drain clogs underground

Painting

- Maintenance repair and painting to restore and touch up appearance in entries, corridors, classrooms, restrooms, lobbies, lounges
- Repair and paint building exterior trim and entries. Client to provide any equipment needed
- Repair and paint all fences and railings
- Repair and paint individual offices as required
- Repair and paint individual student rooms as required
- Repair and paint damaged walls

Painting Projects Excluded from Services

- Painting of complete building exterior
- Painting of complete building interior

Other

- Pressure wash all surfaces as required one to two times per year (building capstones, columns, facial boards, sidewalks, fences, bleachers, etc.)
- Check roof and building drainage systems on regular schedule and repair as needed
- Check and clear exterior drains, gutters, leaders, etc.
- Maintain energy management systems
- Maintain building heating and cooling systems

**Facilities Specifications
Plant Operations and Maintenance
Scope of Services**

1. Plant Operations and Maintenance Management Service Summary

a. Administration

1. Coordination for all other departments for the procurement and maintenance of property and utility services.
2. Prepare plant operations and maintenance department budget.

b. Mechanical Engineering: Facility Services

1. Maintain an ongoing review and evaluation of utility, building, and structural requirements and prepare a project scope as required
2. Prepare capital and project requisitions for equipment replacement, plant/facility improvement, and Specials Projects as defined herein
3. Manage current “as-built” drawings and files for all facility physical plant structures and areas
4. Oversee technical/engineering support consultation with other departments regarding the process and/or equipment changes. Should any design changes be required because of such consultation, the Client shall be responsible for the cost of such design changes

c. Boiler Plant and Plant Engineering

1. Oversee the operation and maintenance of all utility systems and equipment in the facility
2. Complete operating logs, reports, and records as required
3. Comply with all applicable federal, state, and local codes, statutes, and regulations
4. Act as liaison with public utilities
5. Maintain backup utility systems

d. Environmental Concerns

1. Maintain all requests for air quality, water quality, storm waste discharge, hazardous material, and solid waste disposal permits pertaining to the facility and all equipment on-site to meet requirements
2. Coordinate and supervise all monitoring required to meet regulations
3. Notify appropriate regulatory agency representatives of occurrences that deviate from compliance guidelines and laws

e. Contract Administration

1. Review and recommend for approval as appropriate all bids and submissions for plant/facilities contract work
2. Represent University interest in all relevant contracts either written or implied for the plant operations and maintenance department
3. Manage Special Projects (as defined below). Minor project management up to \$250,000 and not to exceed \$2M per contract year
4. Environmental monitoring and remediation of mold and mildew
5. Environmental, monitoring, and coordinating of asbestos, lead based materials, air quality monitoring, water, and all industrial hygiene testing in the client’s facilities

1) Custodial Service Requirements

Overview

Custodial, Pandemic Response Services, and Miscellaneous Services are required as follows: Residence Halls, Academic Buildings, and all Other Buildings.

a. Buildings Serviced

All University facilities will be included in the contract. These include facilities on the main campus as well as University-owned buildings and other facilities in the local community. Exterior cleaning of all buildings must be included. All outdoor areas must be free of debris.

b. Residence Halls

The company must clean the following areas in the residence halls. The company must schedule custodial services during the daytime and evenings, and will provide coverage during regular working hours of the University. The company should use a team cleaning approach where possible. Areas, where team cleaning is not advised, will be cleaned by individual team members.

Entranceways, lobbies, lounges, corridors, stairwells, laundry rooms, and kitchens will be cleaned daily. The company must empty, clean, and damp-wipe all receptacles with a disinfectant cleaner and remove wastepaper and rubbish from the premises. The company must vacuum rugs and carpets.

The company must dust mop and damp mop hard surface floors. Miscellaneous duties include, but are not limited to cleaning furniture, fixtures, carpets, rugs, walls, doors, entrance glass, and partitions, and removing tape from doors, windows, walls, and high touch areas. In kitchen areas, countertops will be cleaned as well as microwave ovens and stovetops. Ovens will be cleaned over summer break and as needed through the school year.

The company must clean public or community restrooms and shower rooms daily. The company must mop floors with a disinfectant cleaner. Clean and polish all mirrors, fixtures, and enameled surfaces. The company must disinfect all basins, urinals, and bowls using a non-abrasive cleaner.

The company must empty and sanitize all receptacles and damp-wipe them with a disinfectant cleaner and remove wastepaper and rubbish from the premises. Miscellaneous duties include, but are not limited to washing all partitions, and tile walls, including grout and outside surfaces of all dispensers and receptacles with a disinfectant cleaner. The company must restock toilet tissue, hand soap, and towel dispensers. Company must scrub and disinfect all shower walls floors, to include grout, doors and curtains to remove soap scum and mildew.

Public restrooms will be checked and cleaned as required on the weekends and trash will be removed.

c. Resident Rooms

The company must clean resident rooms after move-outs and/or before weekly camps from May through August, other summer resident events, and before check-in. Cleaning will consist of removing trash and litter, cleaning furniture, fixtures, walls, and windows, and cleaning carpet or stripping and refinishing hard surface floors. The company must arrange furniture in rooms where needed.

There are several events that require multiple cleanings in the summer. The company will clean resident rooms after conferences and camps. Cleaning will consist of removing trash and litter, and spot clean furniture, fixtures, walls, windows, carpet, and tile.

Prior to the opening of residence halls (in August), there will be a building inspection with the Company manager and each resident director one week after the conference season followed by a "white glove" crew who will be assigned to each resident director by Company to fulfill final custodial/maintenance needs prior to the opening of the residence halls.

Private bathrooms should be cleaned during Christmas and Spring Breaks, after move-outs and/or before weekly camps from May through August, other summer resident events, and before check-in. Anytime an occupied, private room is entered throughout the school year (including Christmas and Spring Break), more than one custodian should be present. In private bathrooms, the Company must mop floors with a disinfectant cleaner.

Clean and polish all mirrors, fixtures, and enameled surfaces. The company must disinfect all basins, urinals, and bowls using a non-abrasive cleaner. The company must empty and sanitize all receptacles and damp-wipe them with a disinfectant cleaner and remove wastepaper and rubbish from the premises. Miscellaneous duties include, but are not limited to washing all partitions, and tile walls, including grout, and outside surfaces of all dispensers and receptacles with a disinfectant cleaner. The company must scrub and disinfect all shower walls and floors, including grout, doors, and curtains to remove soap scum and mildew.

In the common area spaces cleaning will consist of removing trash and litter, cleaning furniture, fixtures, walls, windows, and vacuuming and cleaning carpet or sweeping and mopping hard surface floors.

d. Project Work

The company must shampoo carpets and strip, scrub, and refinish hard surface floors on a scheduled basis. The company must polish all hard surface floors commensurate with daily traffic to always maintain a good appearance. Miscellaneous project duties include but are not limited to washing exterior windows that are easily reachable by Company's on-site personnel and pressure washing walkways and balconies. The company must clean ovens in kitchen areas on a semi-annual basis.

Trash should be removed once over the weekend from Residence Hall receptacles. The

company will extract carpet in medium to high traffic areas as required to maintain a neat and clean appearance a minimum of four times per year.

The company will work with Community Living to replace mattresses on a cyclical maintenance program. The company will arrange each room according to plan.

The company will clean and extract upholstered furniture according to manufacturer requirements a minimum of twice per year.

e. Academic and Other Building Services

The company must clean these facilities to not disturb office or academic personnel. Certain buildings should be cleaned prior to 8:00 AM. The company must clean the following areas in the academic and other buildings:

f. Public Areas (Daily Five (5) Days Per Week)

Entranceways, lobbies, lounges, corridors, and stairwells will be cleaned daily. The company will empty; clean and damp-wipe all receptacles with disinfectant cleaner and remove wastepaper and rubbish from the premises.

The company will vacuum rugs and carpets. The company will dust mop and damp mop hard surface floors. Miscellaneous duties include but are not limited to: dusting and vacuuming furniture and fixtures, spot cleaning carpet, rugs, walls, doors, entrance glass, and partitions removing tape from doors, windows, and walls.

g. Rest Rooms (Daily Five (5) Days Per Week)

The company must mop and scrub floors with a disinfectant cleaner. The company will clean and polish all mirrors, fixtures, and enameled surfaces. The company will disinfect all basins, urinals, and bowls using a non-abrasive cleaner. The company will empty and sanitize all receptacles, damp wipe them with a disinfectant cleaner and remove wastepaper and rubbish from the premises. Miscellaneous duties include, but are not limited to: washing all partitions, tile walls, and outside surfaces of all dispensers and receptacles with a disinfectant cleaner. The company will restock toilet tissue, hand soap, and towel dispensers.

h. Office Areas (Daily Five (5) Days Per Week)

The company will empty, clean, and damp-wipe all waste receptacles with a disinfectant cleaner and remove wastepaper and rubbish from the premises. The company will vacuum rugs and carpets.

The company will dust mop and damp mop hard surface floors. The company will clean all watercoolers. Miscellaneous duties include but are not limited to: dusting furniture including desks, credenzas, lamps, and mini blinds; fixtures, window sills, spot clean carpet, rugs, walls, doors, entrance glass, and partitions.

i. Classrooms (Daily Five (5) Days Per Week)

The company will empty; clean and damp-wipe all waste receptacles with a disinfectant cleaner and remove wastepaper and rubbish from the premises. The company will clean

and erase all chalkboards, whiteboards, and chalk trays. The company will vacuum all carpets, dust mop, and damp mop on all hard surface floors. Straighten furniture in an orderly fashion according to plan.

Miscellaneous duties include but are not limited to dusting furniture including desks and miniblinds, fixtures, windowsills, spot clean carpet, rugs, walls, door entrances, glass, and partitions. Classrooms scheduled to be used by evening programs will be spot cleaned prior to 5:45 PM, Monday-Friday.

j. Laboratories (Daily Five (5) Days Per Week)

The company will empty; clean and damp-wipe all waste receptacles with a disinfectant cleaner and remove wastepaper and rubbish from the premises. The company will dust mop and damp mop on all hard surface floors in the lab areas. The company will clean and erase all chalkboards and chalk trays. Miscellaneous duties include, but are not limited to dusting furniture, fixtures, windowsills, spot cleaning carpet, rugs, walls, door entrances, glass, and partitions. Laboratories scheduled to be used by evening programs will be spot cleaned prior to 5:45 PM, Monday- Friday.

k. Project Work

The company will shampoo carpets and strip, scrub, and refinish hard surface floors on a scheduled basis. The company will polish all hard surface floors commensurate with daily traffic to always maintain a good appearance.

Miscellaneous project duties include but are not limited to dusting bookshelves in the library (library personnel must remove books), washing exterior windows (a minimum of twice annually), and pressure washing walkways and balconies.

Note: Special weekend cleaning services may be required for Saturday classes and athletic and special weekend events when adequate notice will be given. Trash removal should occur once each weekend.

l. Grounds Specifications

Scheduled grounds care will be provided for the lawns, trees, shrubs, flowerbeds, sidewalks, roadways, and parking lots including snow and ice removal when appropriate to provide a safe and attractive environment. This includes cutting grass and trimming and fertilizing grass and shrubbery. In addition, we will handle the policing of roadways, walks, leaf removal, and trimming trees.

SCOPE OF WORK

The contractor will provide the following rounds of management services including labor, equipment, materials, and supplies as outlined below:

Specific Procedures Lawn

1. Mowing fine lawns will be done as often as necessary to maintain a neat and uniform appearance. The mowing schedule during the growing season is based on “once per week” while variance can occur from five to fifteen-day intervals. Variances may be

caused by events such as drought, high temperatures, excessive rain, and a maximum of 35 cuts per year.

2. Mechanical edging of sidewalks and curbs will be completed, and grass clippings will be removed from walk, roadways, and patio areas after each mowing
3. Mowing Athletic fields, twice weekly during the active growing season, and weekly during dormant season on overseeded fields
4. Contractor will implement an integrated pest management (IPM) program and control weeds, insects, and diseases with targeted management and reduced use of pesticides.
5. Fertilize lawns three times per year: athletic fields will receive up to 6 times per year
6. Lime/Sulfur requirements, if any, will be established from soil tests taken from the lawn areas and applied when needed
7. Overseeding of athletic fields will be done each fall using 6lbs of Perennial rye seed per 1,000 square feet
8. Core aeration will be done annually to lawns and as required on athletic fields

Ornamental, Trees, Shrubs, and Beds

1. Abatement of weeds on lawns, in and around plant beds, and other places will be done using pre-emergent, post-emergent, as well as by hand. Beds will be kept weed free and checked weekly
2. Edging of beds will be done as needed to keep a neat and uniform appearance
3. Spread red mulch and pine straw spread multiple time per year, including prior to Fall start, various occasions, and before spring commencement
4. IPM services for insects and diseases on ornamentals and trees
5. Fertilization of ornamental shrubs and trees less than 5 years established in the landscape will be completed once per year in mid to late summer with a natural organic fertilizer
6. Pruning will be done on regular basis to maintain design intent and with sound horticultural practices
7. Perennials divided as needed; beds created or enhanced with campus representative approval
8. Seasonal color (annuals) as needed annual plants per season with 2 installations, late Spring for graduation and Fall colors

Miscellaneous

1. Trash and debris will be picked up daily and prior to each mowing or at least once per week
2. Weeds along fence lines, edges of buildings, etc. will be pulled or treated as often as necessary to maintain a manicured appearance
3. Leaf removal from lawn areas and beds will be performed as often as needed
4. Clippings, leaves, trash, etc. shall not be disposed of in the storm drain systems
5. Irrigation systems will be monitored on a regular basis. Adjustable to time clock settings and spray head alignment will be made as needed. Minor repairs and maintenance provided by Contractor, serious problems will be brought to the attention of the Client

6. Watering of non-irrigated lawn and plant beds is also required
7. Snow removal and deicing are included as a regular part of this contract for all sidewalks, roadways, and buildings entrance and exit areas

***Note: APPA 1 STANDARDS and expectations for agreed upon area of campus; inclusive of "Million Dollar Walk" ***