

QUESTIONS AND ANSWERS

Facility Maintenance Services

Project No. 10-15

June 16, 2010

To: All Prospective Respondents

From: Houston Community College, Procurement Operations

Subject: Informational Letter #1 – The following questions were received in Procurement Operations within the time period specified in the solicitation document Request for Proposals (RFP) for Facility Maintenance Services (#10-15).

Question #1:

The RFP states that proposers should include software costs for implementation of a Computerized Maintenance Management System (CMMS). Please indicate if there is CMMS currently in use at HCC and if so please provide the manufacture and software type.

HCC Answer:

Yes, there is a system currently in place. The manufacturer and software type is as follows:

"MRO Software", the provider of Maximo, was acquired by [[IBM]] in August 2006. The current release, IBM Maximo Asset Management 7.1 is the third release built upon a [[J2EE]] [[Service Oriented Architecture]]. It is an [[Enterprise Asset Management]], Service Management and [[IT asset management]] suite of applications that are scalable and easily integrated into existing [[Enterprise Resource Planning]] (ERP) systems
IBM Maximo 6.2 Minimum Hardware and Software Requirements.

IBM® Maximo® is based on an n-Tier architecture, which lets you deploy Maximo across one or more tiers (servers). You can run Maximo on a single physical server or across multiple servers depending on the number of concurrent users and the hardware. Maximo requires the following minimum hardware and software for Maximo for client workstations and each tier in a Maximo system configuration.

Client Workstation

- Microsoft® Windows® 2000 or Windows® XP
- Internet Explorer® 6.0 browser or Internet Explorer® 7 browser
- Adobe® Reader® 6.0
- 512 MB memory or greater

Administrative Workstation

System Administrator workstation that you will use for installing software, configuring databases, and designing work flows.

- Microsoft® Windows® 2000 or Windows® XP
- Internet Explorer® 6.0 browser or Internet Explorer® 7 browser
- Adobe® Reader® 6.0
- 1 GB memory or greater
- The Maximo Workflow Designer requires a Java™ Runtime Environment (JRE 1.4.2 through JRE 1.5 are currently supported). The Workflow Designer checks for the JRE on the administrative workstation and prompts you to install JRE 1.4.2-b28 if it cannot find it on the workstation

Application Server

Server that you will use to run the core Maximo Application and Java/Web Server components

- Operating System
 - IBM AIX 5.2 or 5.3
 - HP-UX 11i or HP-UX 11i v2 (PA-RISC processor-based systems)
 - Microsoft® Windows® 2000 Server or Windows® Server 2003
 - Red Hat® Linux® 3 (x86, AMD64, and Intel® EM64T processor-based systems)
 - Sun™ Solaris™ 9 or Sun™ Solaris™ 10 (SPARC processor-based systems)
- Application Server
 - IBM WebSphere® 6 (provided by IBM Corporation)
 - BEA WebLogic® Server 8 (provided by the customer)
- 2 or 4 processors recommended
- 2 GB Memory per processor
- 1.5 GB or greater disk space for Maximo and the Java/Web Server components

Database Server

Server that contains and manages the Maximo database.

Customer is responsible for database platform software, and is referred to the vendor for hardware requirements.

- Database Server
 - Microsoft® SQL Server 2000 SP4 or Microsoft® SQL Server 2005, Standard or Enterprise Edition
 - Oracle® 9.2.0.6 or Oracle® 10.2.0.2, Standard or Enterprise Edition

Reports Server

Server that contains browser-based reporting software.

- Operating System
 - IBM AIX 5.2 or 5.3
 - HP-UX 11i (PA-RISC)
 - Microsoft® Windows® 2000 Server or Windows® 2003 Server
 - Sun™ Solaris™ 9
- 1 GB Memory per processor
- 1 GB free disk space for Actuate® software components
- Actuate® iServer Release 8 (provided by IBM Corporation)

Question #2:

Pages 6 & 7 of the RFP request proposers to address CMMS software and computer hardware....Please provide more detail instructions for what the proposer's proposal requirement is for "HCC Hardware specification".

HCC Answer:

Please see answer to question #1.

Question #3:

Please provide for each building in each campus an equipment list that identifies the type of equipment type to be operated and maintained.

HCC Answer:

All building equipment major and minor MEP. Any and all equipment related to the functionality of the buildings. No teaching equipment is to be maintained. Please see Equipment Lists.

Question #4:

The RFP includes Attachment No. 4 "General Terms and Conditions" does not contain any insurance requirements and amounts. Please indicate requirements.

HCC Answer:

The Insurance Requirements can be found on Attachment No. 15 of the solicitation.

Question #5:

Please provide what is meant by Flat Rate on Attachment NO. 2. Is this a fixed hourly rate? Annual Lump Sum? Five year total amount? Rate per square foot?

HCC Answer:

The "flat rate" should reflect the total proposed cost for one (1) year.

Question #6:

Scope of Work described in the RFP includes a statement about maintenance and repair up to \$10,000. It is our understanding that work items up to \$10,000. is included in the bid price. It is also our understanding that the actual cost to perform such tasks will be presented to HCC for review prior to proceeding with the work. Please clarify the intent of the \$10,000. limit and how HCC intends to apply it.

HCC Answer:

"All repairs under \$10,000 are the responsibility of the contractor and should be considered in the proposal price. Repairs estimated to cost over \$10,000. Shall be presented to HCC in advance for approval.

Question #7:

Please clarify the intent of providing SF pricing per building and how HCC intends on using the SF pricing data in this contract.

HCC Answer:

We want to have in our data base the sq. ft. cost per building to compare and have an accurate cost on individual building. A range of and average comparison. In other words, total sq. ft. costs will have a bottom line subtotal. If we intended to add more sq. ft. to the contract we can again compare sq. ft. costs. (i.e. We know each individual building has its own characteristic but we do not want one building to have an average sq. ft. cost of \$1.75 and the other at \$5.00/sq. ft., again, this is only an example).

Question #8:

The RFP asks for a total annual price for all facilities and also includes pricing table per building and per SF. Please clarify how are these different pricing tables to be enforced by HCC on the contract? (e.g. which table will be used to compensate the contractor?)

HCC Answer:

The square footage table is for HCC reference purposes only. Compensation to the selected Contractor will be based on the "flat rate" proposed pricing.

Question #9:

The RFP requires the use of the APPA standards for man-power requirements on this contract. If additional personnel are needed to perform the work and produce the desired results for HCC, will this be treated as a modification to the contract subject to additional compensation?

HCC Answer:

Yes, subject to negotiation.

Question #10:

Please clarify if the proposers are to use IFMA standards or APPA standards as a basis to calculate staffing of FTE's.

HCC Answer:

APPA Standards are to be used when calculating staffing of FTE's.

Question #11:

Please provide historical cost for 2007, 2008 and 2009 related to general maintenance, electrical, mechanical, elevator maintenance, HVAC maintenance, Building Services (BAS, BEM and BSS) and FLSE.

HCC Answer:

2009-2010 fiscal year, the total contracted cost for Maintenance Services was \$5,914,317.
2008-2009 fiscal year, the total contracted cost for Maintenance Services was \$5,714,500.
2007-2008 fiscal year, the total contracted cost for Maintenance Services was \$4,851,700.
HCC does not have a break-down of historical cost per discipline.

Question #12:

Is the current Maximo software owned by HCC? If yes, is it leased or owned?

HCC Answer:

The current Maximo software is owned by HCC with a yearly license being required.

Question #13:

Please provide a detailed equipment list with make, model and age along with historical repair cost.

HCC Answer:

See attached Equipment List.

Question #14:

Are preventive maintenance routines and frequencies established?

HCC Answer:

Yes, parameters are in Maximo.

Question #15:

Have equipment criticality assessments been performed on all equipment, if yes, please provide the assessments.

HCC Answer:

No.

Question #16:

What level of APPA standards or service levels does HCC prefer?

HCC Answer:

Level 2.

Question #17:

Please provide a list of HCC approved small business contractors.

HCC Answer:

HCC does not have such a list.

Question #18:

- A) How many holidays does HCC observe?
- B) Will HCC allow the contractor to perform maintenance services on recognized HCC holidays?

HCC Answer:

- A. All national holidays. Dr. Martin Luther King Day / Presidents' Day / Spring Break (One (1) week- Mid March) / Good Friday / Memorial Day / Fourth of July / Christmas Break (Two (2) Weeks – Mid December)
- B. Yes, with the advance approval of HCC Project Manager.

Question #19:

Page 29, Call back services or emergency services. Due to the fixed rate pricing structure – is overtime pre-approval required by HCC Manager?

HCC Answer:

Yes.

Question #20:

Will HCC provide desktop or laptops with mobile access to the key contractor staff?

HCC Answer:

No.

Question #21:

A) Will HCC provide office location/space for contractor service desk? B) Is the contractor responsible for the cost of installing and maintaining BAS and BSS hardware, software and firm ware?? If yes, is this applicable across all buildings and is the cost to be included in the pricing structure of the RFP?

HCC Answer:

A) Yes. HCC will provide office space on 13th floor at 3100 Main Street (Administration Bldg) and limited office space at NE, SW, NE , Central zones

B) Yes. BAS, BSS etc is the responsibility of the contractor across all buildings and such cost to be included in the pricing structure of proposal.

Question #22:

Is the contractor responsible for all materials and consumable required for preventive and corrective maintenance task? (Pressure gauges, wiring, tubing, light bulbs, cleaning solvents, pipe fittings, belts, pulleys, nuts, bolts, paint, etc.?)

HCC Answer:

Yes.

Question #23:

Attachment No. 4 General Terms and Conditions: Page 46 number 10 of the RFP, Conflict of interest: HCC expects the Contractor to comply with Chapter 176 of the Texas Education Code and that failure to comply is grounds for termination of the Contract. Upon reviewing the Texas Educational code, there is not a chapter 176. Please clarify and correct if necessary. Provide a web link to the required code.

HCC Answer:

The reference to Chapter 176 of the Texas Education Code should read: Chapter 176 of the Local Government Code. The web link is: www.ethics.state.tx.us.

Question #24:

Attachment No 3 section I. The RM or GM is a contract employee through this contract and he/she may be requested to supervise other contract employees and designated HCC employees while working in conjunction with HCC Facilities Administration. **Question:** The language in this section is confusing considering the RM is defined as a contract employee that may supervise other contract employees and possible HCC employees. Please elaborate on who "other contract employees" are, how many "other contract employees", and requirements for supervising HCC employees?

HCC Answer:

Other Contract employees means: employees hired by the selected Contractor. The selected Contractor will supervise their employees and subcontractors, they will not be required to supervise any HCC employees (Please refer to Amendment No. 2).

Question #25:

Attachment No.3 Section I paragraph A. Page 25 General Maintenance: Electrical maintenance and repair up to \$10,000. Electrical maintenance to include annual electrical panel maintenance that entails visual inspection as well as verification of tight and correct terminations. Thermal imaging to be performed only on motor control assemblies that contain operating equipment of 100 amps or more per circuit. Thermal imaging will be incorporated for preventive maintenance except where needed for diagnostic services. 1. General repairs: The repair, replacement and adjustment of equipment and buildings in response to Conditions discovered during performance of preventive maintenance, equipment breakdown/improper operation, or employee complaint. 2. Monthly roof inspection: Sweeping, drains, overflows and parapet. Damage to roof including punctures, cuts, piercing and negligence caused by subcontractors is the responsibility of Contractor. **Question:** It appears this section beginning with Electrical maintenance is a copy and paste from Attachment No 3, section I, and paragraph B. Please clarify and provide the requirements for General Maintenance.

HCC Answer:

The requirements for General Maintenance are: All repairs, replacements, adjustments and buildings in response to conditions discovered during performance of preventative, equipment breakdown / improper operation and employee complaint. All MEP.

Question #26:

Attachment No 4 General terms and conditions Paragraph 15 CPI escalators. Price adjustment in contract can be negotiated based on an amount not to exceed the annual % changes in the consumer price index commencing the second year of the contract. **Question:** According to the April Consumer Price Index – April 2010, Over the last 12 months, the Index increased 2.2 percent before seasonal adjustment. Maintaining a trained, qualified and skilled workforce is a considerable cost for employers. The current annual CPI trend increases will not cover annual pay raises employees expect for above average performance. Also there is considerable price fluctuation for fuel costs. Will the client consider an alternative for annual negotiated price adjustments?

HCC Answer:

Yes, please include such alternative price adjustment formula in your response to this RFP.

Question #27:

Does this mean that the selected contractor will be responsible for handling the maintenance and repair up to \$10,000.00 and another vendor will be responsible for handling the repairs and maintenance of items In Sections I.B. 2.s over \$10,000.00?

HCC Answer:

All repairs under \$10,000.00 shall be the responsibility of the awarded contractor and is per job. Any job exceeding this amount, with proper supporting documentation, will be the responsibility of HCC.

Question #28:

- A) Does the selected contractor have any financial responsibility for repairs and maintenance?
- B) if so, is this \$10,000.00 per occurrence? Is it per property? Is it per facility? Is it per year?

HCC Answer:

- A) Yes.
- B) Per Occurrence.

Question #29:

In Section I.B.2, 4, & 5 indicates "that service to 'include' . . . up to \$10,000.00? What does the word "include" mean in the context of these sections? Does this mean that the selected contractor will be responsible for handling the maintenance and repair up to \$10,000.00 and another vendor will be responsible for handling the repairs and maintenance of items In Sections I.B. 2.s over \$10,000.00?

HCC Answer:

All Elevator, HVAC, life safety will be the responsibility of the Contractor. Direct subcontractors will be hired by awarded Contractor. Again, any repairs up to \$10,000.00 will be the responsibility of the awarded Contractor in all trades.

Question #30:

Are these items to be a part of the flat rate costs as shown in Attachment 2B?

HCC Answer:

Yes.

Question #31:

The RFP makes no mention of bonding requirements. Please confirm no bond for payment, performance, or bid is or will be required.

HCC Answer:

See Amendment No. 002.

Question #32:

Please provide detailed instructions regarding your expectations on filling out each of the pricing bid sheets?

HCC Answer:

All documents request annual flat rate per services be it BAS, Life Safety , Elevator etc.

Question #33:

Is a proprietary CMMS acceptable if the data remains the property of the College?

HCC Answer:

No, not acceptable, as RFP states; system must be a "none" proprietary one.

Question #34:

Does the current CMMS interface with PeopleSoft, if not is this a requirement or optional?

HCC Answer:

The current CMMS system (MAXIMO) is not interfaced with PeopleSoft by standard, but it has capability to work with PeopleSoft. It is a requirement that the new CMMS system interface with PeopleSoft.

Question #35:

Amendment #1 of the RFP requires staffing be at APPA standards. Which level of service (1 through 5) should be used to determine staffing?

HCC Answer:

Please see answer to question #17.

Question #36:

Who is the incumbent contractor?

HCC Answer:

Aramark Education.

Question #37:

What is the current year's contract price?

HCC Answer:

To date approximate cost is: \$5,437,000.
(Fiscal year: September 1, 2009 – August 31, 2010)

Question #38:

Is there any work awarded under the current agreement that was – as we refer to it in federal contracts – of a reimbursable, task-order type? (Such work is typically reserved for repairs, installations, minor construction, etc.)

HCC Answer:

No.

Question #39:

Presumably, HCC is re-procuring FM services because the existing contract has reached the end of its designated term. Is that the case?

HCC Answer:

Yes.

Question #40:

In search this RFP I was unable to locate any information concerning a deadline for submitting questions. Are we still permitted to submit questions or clarifications regarding the RFP? Is there a deadline for submitting these inquiries?

HCC Answer:

The deadline for submitting questions is seven (7) calendar days before proposals are due.

Question #41:

Do you anticipate extending the current proposal due date, now set for 8 June?

HCC Answer:

The due date was extended to June 22, 2010 by Amendment No. 001, issue on May 27, 2010.

Question #42:

Page 25, paragraph A:

General Thermal imaging to be performed only on motor control assemblies that contain operating equipment of 100 amps or more per circuit. Thermal imaging will be incorporated for preventive maintenance except where needed for diagnostic services.

A) Is this photographic infrared type imaging?

HCC Answer:

Yes.

Question #43:

Who provides the thermal imaging equipment, if photographic infrared type, for this required service?

HCC Answer:

The selected Contractor will provide all equipment necessary to maintain the facilities.

Question #44:

May the imaging itself be subcontracted and then any repairs by maintenance staff or do we need to have the imaging equipment always available in our inventory?

HCC Answer:

This will be a business decision of the selected Contractor.

Question #45:

Monthly roof inspection:

Is there a current roof assessment document in place which shows the following?:

- A) Building name
- B) Plan view of roof showing all areas (CAD drawings)
- C) Roof areas identified by individual roof type
- D) Date of roof installations (may be more than one on any given building)
- E) Warranty information for all separate roof areas Warranty on all new roof installation.
- F) Installer's name, contact information, phone number 24/7.
- G) Historic inspection reports, Who inspected?
 - i. History of repairs due to inspections?
- H) Current assessment of roof – (predicted years to failure)?
 - i. Budget document related to maintenance of each and every roof.

HCC Answer:

- A) Yes
- B) All new roofs.
- C) Yes
- D) We only have this information on the roofs which have been installed since 2005.
- E) Yes, we have warranty information on all roofs installed since 2005. Field verification.
- F) Yes, this information is on close out documentation.
- G) Yes, Armko Roof Consultant.
 - i. Yes.
- H) Yes.
 - i. No.

Question #46:

Page 26, paragraph a:

It appears that this section of the RFP calls for a certified and licensed elevator repair technician to be part of the maintenance staff. Normally because of the frequency of service, liability implications, detailed technical nature of the position, cost of the employee, and certification requirements this is not a full time maintenance position, but a sub-contract with a local provider with oversight by the maintenance staff. Verify what is actually requested in the RFP and field-verify the total number of elevators and lifts throughout the system.

HCC Answer:

This is a business decision of the selected Contractor whether to hire a sub-contractor and provide oversight. Field verification was recommended during the walk through. List of elevators will be posted.

Question #47:

Please provide a list of all assets that are included in the RFP? Example: elevators, fire alarm panels, extinguishers, generators, central plants, HVAC, VFD's, etc. to include all mechanical age, location, size & tonnage?

HCC Answer:

¼ of assets are listed in the attached Equipment List.

Question #48:

Will the current vendor make available the history of the mechanical equipment if a new vendor is selected?

HCC Answer:

Yes.

Question #49:

Please provide a list of leased space with type of lease and anticipated HCC occupancy duration?

HCC Answer:

This information is not available at this time.

Question #50:

Please provide a list of campuses that have church services with schedules and is the contractor to provide staff or have someone on call?

HCC Answer:

1. West Loop South and Missouri City (Sienna Plantation)
2. Sunday Services from 6: A.M. -1 P.M. Yes, Contractor is to provide staffing during these times.

Question #51:

Will internet access be provided at all campuses?

HCC Answer:

Yes.

Question #52:

If internet access is provided, what level of access (T-1, DSL, secured wireless) will be provided by HCC to the contractor?

HCC Answer:

T-1

Question #53:

What is the current version of Maximo?

HCC Answer:

Version 5.2

Question #54:

How many seats will be required for HCC?

HCC Answer:

HCC requires a minimum of 40 seats and a maximum of 60 seats.

Question #55:

What type of user seats will be required?

HCC Answer:

Administrative, supervisory and user, however, HCC and Contractor will agree upon on how it will be customized.

Question #56:

Does HCC want to enable all PC users the ability to be able to submit work orders on-line?

HCC Answer:

Yes.

Question #57:

Will interface to HCC financial system be required?

HCC Answer:

Yes.

Question #58:

FAC Parking Structure is reflected on Page 15, Attachment No. 2B but not on the Detailed Schedule of Annual Flat Rate Cost Per Square Footage, Pages 21-23.

HCC Answer:

See Solicitation Amendment No. 002.

Question #59:

West Wing, 1300 Holman St. 77004 (65,000 Sq. Feet) – This property is on the Detailed Schedule of Annual Flat Rate Cost Per Square Footage, Page 21 but is not reflected in Attachment No. 2B.

HCC Answer:

See Solicitation Amendment No. 002.

Question #60:

Detailed Schedule of Annual Flat Rate Cost Per Square Footage, Pages 21-23 vs. Houston Community College Facilities – Walk Thru Document.

HCC Answer:

Please base proposed pricing on the square footage listed in the RFP.