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April 1, 2015

SUBJECT: Letter of Clarification No. 4 for Facilities Maintenance Services for the General Services Department

Ref: Request for Proposal No. S30-T25319

TO: All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

• To revise the above referenced solicitation as follows:

1.) Add Pages 20A and 20B

2.) Remove Page Nos. 25 and 273 and replace with Page Nos. 25 and 273 marked REVISED April 1, 2015

3.) The following attachments are hereby added to the e-bidding website http://purchasing.houstontx.gov/buyer/BidMenu.aspx?id=T25319

Attachment 1 - Revised Facility OM worksheet
Attachment 2 - Electrical Equipment
Attachment 3 - Snapshot - UPS System 2nd floor
Attachment 4 - PM Inventory for Houston Transtar
Attachment 5 - 7101 Renwick Equipment List
Attachment 6 - Holcombe BSL Lab Historical Work Order History
Attachment 7 - Holcombe Lab Historical Work Order History
Attachment 8 - Houston Emergency Center Historical Work Order History
Attachment 9 - Houston Permitting Center Historical Work Order History
Attachment 10 - Houston Public Library Historical Work Orders
Attachment 11 - Houston Transtar Historical Work Order History
Attachment 12 - Library Fire Safety Equipment Inventory
Attachment 13 - Northeast Quadrant Historical Work Order History
Attachment 14 - Northwest Quadrant Historical Work Order History
Attachment 15 - Southeast Quadrant Historical Work Order History
Attachment 16- Southwest Quadrant Historical Work Order History
Attachment 17 - Waste Water Technical Services Historical Work Orders

Council Members: Brenda Stardig Jerry Davis Ellen R. Cohen Dwight A. Boykins Dave Martin Richard Nguyen Oliver Pennington Edward Gonzalez Robert Gallegos Mike Laster Larry V. Green Stephen C. Costello David W. Robinson Michael Kubosh C.O. "Brad" Bradford Jack Christie
Controller: Ronald C. Green

4.) The following questions and the City of Houston's responses are hereby incorporated and made a part of the RFP.

#	Question
1	In order to develop our proposed staffing plan, will the government provide the historical remedial work order history for the last three years by facility (library, Bob Lanier, HEC, Transtar, Permitting Center, etc.)?
Response	Please refer to "Work Order " attachments located on the e-bidding website.
2	Will the City provide the historical work order history for the last three years by type; electrical, HVAC, plumbing, painting, etc.
Response	Please refer to "Work Order" attachments located on the e-bidding website.
3	Will the City provide the historical work order history for the last three years by priority (Priority One, Priority One-A, Priority Two, and Priority Three)?
Response	Priority / Description / Total P1 / Emergency (0-4 hrs.) / 1152 P2 / Urgent (same day) / 5320 P3 / Routine (2-14 days) / 5686 P4 / Routine (15-30 days) / 2315 P5 / Routine (over 30 days) / 420
4	Are the rates established in worksheet H3 firm fixed price, not-to-exceed what was proposed? Or will these rates be passed through at actual cost?
Response	These rates should be your actual billable hourly rates for the services listed in the spreadsheet.
5	What item number level should the contractor include in Exhibit III, i.e. Building?
Response	Please use the Facility Operations and Maintenance worksheet to provide all proposed cost.
6	Is the only outside decorative fountain the contractor is responsible for at the Bob Lanier building?
Response	Yes
7	What is the volume of water to be treated at the decorative fountain?
Response	2 fountains, 1,750 gallons each.
8	In order to determine the necessary staffing levels for the Roving Mechanic(s) identified in 12. Service Hours/5. Maintenance Mechanics will the City provide the historical remedial work order history by building?
Response	No, information is not available. Contractor's years of experience and historical knowledge will be required to estimate costs.
9	Can employees assigned to the Houston Emergency Center and/or Bob Lanier Building after-hour respond to an Emergency call at another building?
Response	It is the contractor's responsibility to make sure that all areas of coverage and calls are monitored per the contract and are responded to in a timely manner.
10	The total square footage is not provided. Will the City provide the square footage of the Bob Lanier property?
Response	Building/garage sq. ft.: 767,000. 443,610 sq. ft. of usable space excluding Tunnel and Garage. Garage is 102,000 sq. ft. Site is on 1.8 acres or 77,832 sq. ft.
11	Does the total square footage of 333,620 square feet include the square footage listed under parking facilities of 65,000 square feet?
Response	Yes, 268,663 sq, ft, of usable space and 64,957 sq.ft. is size of garage.
12	Attachment C-1A has included an N/A for Plumbing Services at the library branches. We would like to confirm that for proposal purposes the contract is not responsible for included clogged toilet work orders in our staffing estimate?
Response	Attachment C-1 has been revised to include plumbing and electrical services. .

#	Question
	Plumbing Services shall be included in the cost for all facilities in accordance to D-17 Plumbing Services Plumbing work up to $1,000.00 threshold (which would include unclogging toilets) is included for all facilities. Work that exceeds $1000.00 will require authorization from COH.
13	Please confirm that if this table lists "N/A" for a service that the contractor should not include a preventive maintenance price. For example, the ELEC panel at the Acres Home Library (seq 1 – 3). For proposal purposes the contractor is not responsible for preventive maintenance for those panels in our budget since Electrical Services is "N/A" for all libraries in Attachment C-1?
Response	Electrical Services shall be included in the cost for all facilities in accordance to D-10 Electrical Services. Electrical work up to $1,000.00 threshold is included for all facilities. Work that exceeds $1,000.00 will require authorization from COH. See PM requirements in SLA, page 148.
14	Will the City provide Attachment E in excel?
SPD	Yes…please refer to Attachment E. This file is attached to the COH e-bid system.
15	Some of the building equipment lists did not fit on the page. Will the City provide a revised Attachment E to correct those buildings? Acres Home Library PWE Northwest Quadrant, 5900 Teague PWE Northwest Quadrant, 718 & 802 Burress PWE Waste Water Technical Services, 100 Japhet Houston Emergency Center, 5320 N. Shepherd
SPD	Please refer to Attachment E. This file is attached to the COH e-bid system.
16	Please confirm that the system definition "Emergency" should be included under "Electrical" for pricing purposes?
Response	Please refer to Service Level Agreement D10. Page 148, item 5.
17	The Bob Lanier equipment list only includes UPSs and Generators for electrical support. Is the contractor responsible for PMs on any of the panels, switchboards, motor control centers, etc.? If yes, can the City please provide the equipment we would be responsible for?
Response	Information is not available at this time. Contractor will have an opportunity to assess these items before these items are added to the contract.
18	Will the City provide the electrical gear that the contract is responsible for so we can develop a fair and reasonable quote for the infra-red and annual primary breaker testing?
Response	Please refer to Attachment No. 2 "Electrical Equipment" located on the e-bidding website.
19	Water Treatment – Does this line in the equipment list represent the water treatment equipment?
Response	Yes
20	What is the total annual make up to the cooling towers at the Bob Lanier Building?
Response	From March 5, 2014 to March 5, 2015 the C.T. city water make-up is as follows. 5,975,000 gals. - make up. 705,690 gals. – blow down. 269,310 gals. – Lost to Evaporation.
21	What are the tonnages for the three cooling towers?
Response	1,000 ton each 3,000 total
22	Will the City provide the make, model, and sizes of the UPS systems listed in Lines 238 through 241?

#	Question
Response	Please refer to Attachment No. 3 "UPS System 2nd Floor" located on the e-bidding website.
23	Will the City provide the total contractor staffing under each contract?
Response	This response is based on COH interpretation of your question. The contractor is responsible for determining the staffing levels needed to operate the facilities listed. The City expects the successful contractor to be able to justify personnel needs at the most effective level to hold down estimated costs while running the facilities efficiently.
24	Will the City provide the current contract value of each contract?
Response	Currently, COH as two Facility and Operation and Maintenance contract. These contracts are listed on the website as No. 460008583 and No.4600009741
25	Will the City confirm that equipment tagged H034 and H028 should be included in the Holcombe lab inventory?
Response	Please Delete items 1 thru 22 on page 269 Holcombe Lab/BSL3 Lab, 2250/2252 Holcombe.
26	The equipment list states; "All refrigerators located in the facility". Will the City provide the quantity of refrigerators included under this contract?
Response	Service for refrigerators will not be a part of the contract.
27	For facilities that include elevators on the equipment list (Attachment E), are they to be included in scope?
Response	No, the City's elevator services with be covered by a COH third-party contract. However the contractor shall be responsible for coordinating all work associated with the repairs and emergencies with elevators/escalators.
28	The Scope of Work 2.6.10 provides a description for Fire Detection and Alarm Systems. In order for the contract to put together a fair and reasonable price to provide testing and inspection can the City provide the number of control panels, annunciators, smoke detectors, heat detectors, manual pull stations, flow switches, horn strobes, bells, strobes, tamper switches, and pressure switches?
Response	First Floor: Second Floor: Totals: 95 smoke sensors 47 smoke sensors 142 smokes 5 pull stations 2 pull stations 7 pull station All fire and life safety inspection, monitoring and repair services with be covered by a COH third-party contract. However the contractor shall be responsible for coordinating all work associated with the repairs and associated services.
29	Will the City provide the number for fire extinguishers to be maintained by the contractor at the Holcombe Labs facilities?
Response	Fire extinguishers inspection, monitoring and repair services with be covered by a COH third-party contract. However the contractor shall be responsible for coordinating all work associated with the repairs and associated services.
30	The RFP states only Bob Lanier and the Houston Emergency Center require on-site 24/7 staffing support, however, other buildings may require it from time to time. Will the City provide a historical estimate of time (percent per year) where the Transtar was required to be staffed 24/7?
Response	Emergency conditions will determine which buildings shall require 24 hour staffing (i.e. bad weather conditions). Any man hours not defined in the contract, such as unscheduled hours, may be billed in accordance to contract terms. Prior approval shall be required.
31	Will the City provide the contractor a work order and adjustment to the budget should the center be required to be manned 24/7?
Response	Yes. Should this need arise, the successful contractor shall be prepared to provide 24/7 service upon the COH's request. Please provide your proposed rates in the

#	Question
	Facility Operation and Maintenance worksheet – Tab H-3
32	All window washing davits and anchors require annual and 10 year certifications are all the buildings compliant as of this date 2015?
Response	YES – however those that are nearing the certification date will need to be inspected and the contractor shall be responsible for scheduling that inspection.
33	Are there any requirements on "who" maintains these systems below if they are under warranty?
Response	Successful contractor shall be responsible for items listed on Attachment "E" Houston Permitting Center. (Wind generators are being removed)
34	Are there any other equipment warranties we should be aware of?
Response	Yes, Houston TranStar has a new 30,000 sq. ft. addition with new equipment, 15 libraries are undergoing various ESCO improvements, Houston Emergency Center has one new cooling tower that will be commissioned soon, and two new boilers at Jesse H. Jones Library.
35	The Houston Transtar equipment list appears to be missing. Will the City provide the equipment the contractor will be responsible for maintaining?
Response	Please refer to attachment located on the website.
36	The Scope of Work 2.6 provides a description for Fire Detection and Alarm Systems. In order for the contract to put together a fair and reasonable price to provide testing and inspection can the City provide the number of control panels, annunciators, smoke detectors, heat detectors, manual pull stations, flow switches, horn strobes, bells, strobes, tamper switches, and pressure switches?
Response	All fire and life safety inspection, monitoring and repair services with be covered by a COH third-party contract. However the contractor shall be responsible for coordinating all work associated with the repairs and associated services.
37	Does the current City-owned CMMS (Sprocket) have the ability to meet the requirements set forth under Attachment D-3; Preventive Maintenance Program Reporting and Operational Reporting?
Response	YES. Successful contractor will be required to utilize Sprocket as well as provide administrative services for the system.
38	In accordance with the following NFPA codes will the City provide either the dates of the last test and/or the date of the next test so that we can provide a fair and reasonable price for the buildings where the contractor is responsible for fire protection (Bob Lanier, Holcombe Labs, and Transtar)? - NFPA 25 14.2.1.4 – every 5 Years - NFPA 25 6.3.1.1 – every 5 Years - NFPA 25 5.3.2.1 – replaced every 5 years or tested every 5 years - NFPA 90A/NFPA 105 – fire dampers every 4 years - NFPA 25 13.4.2.1 (2014) – alarm valves inspected every 5 years - NFPA 110 – Duration Testing at least once every 36 months
Response	All fire and life safety inspection, monitoring and repair services with be covered by a COH third-party contract. However the contractor shall be responsible for coordinating all work associated with the repairs and associated services.
39	Will the contractor be responsible for managing the code regulations at properties where we are not responsible for fire/life safety systems?
Response	YES. The successful contractor will work with GSD and their subcontractors making sure that all code regulations and permits are in place.
40	Are any of the facilities on demand curtailment and or demand generation?
Response	Not at this time. However, we are in discussions with EnerNoc and ERCOT to add some of our facility inventory to the program. Buildings have not been determined.

#	Question
41	The majority of the electrical panels, UPSs, and switchgears did not show Arch Flash labeling in accordance with OSHA and NFPA70E. Will the City of Houston be willing to provide these studies and labeling in accordance with OSHA and NFPA 70E?
Response	The successful contractor can make a list comprised of any deficiencies and propose their findings to the COH. The COH will share any information we have at that time.
42	Can the City provide the number of chilled water and hot water closed loops at each of the labs?
Response	1 hot and 1 chill loop per bldg.
43	What is the total annual make up to the cooling tower at the Houston Permitting Center?
Response	Approximately 4,000,000 gallons a year.
44	What is the tonnage of the cooling tower?
Response	600 Tons
45	What is the total annual make up to the cooling tower at the Houston Emergency Center?
Response	Approximate annual make up of- 3,440,900
46	What are the tonnages of the three cooling towers?
Response	Tower Tonnage- 250 tons per cell
47	What does this equipment reference mean in the equipment list?
Response	This response is based on COH interpretation of your question. Johnson Controls Inc. (JCI) Metasys controls are in most of the libraries. Successful contractor will be responsible for all BAS systems.
48	The equipment list for PWE Southwest appears to be missing. Will the City provide the equipment that the contractor is responsible for?
Response	Please refer to Attachment No. 16 "Southwest Quadrant " located on the e-bidding website.
49	It appears that the formula in worksheet H1-A (all facilities) under column I has an error. Total Compensation/Person = +E9*(1=F9+G9+H9) After the number 1 should the equal sign should be a plus (+) sign?
Response	The formula has been revised and a new Facility and Operations Worksheet has been posted to the e-bid system.
50	What is the total annual make up to the cooling tower at the Jesse H Jones?
Response	Estimated annual make up is 7.2 million/year
51	The equipment list 9; water heater, electric, point of use, glass lined, energy saver, single element, 10 gallon pieces of equipment. Can the City provide the system type so that the contractors can determine if this equipment is included in scope?
Response	There are 9 chromite, 10 gallon instantaneous water heaters model number SR15L-277 that are included in the contract.
52	Attachment E did not identify the quantity of drinking water fountains at each facility. If they are not listed on the equipment list is the contractor not responsible for these items? If the contractor is responsible for the drinking/water fountains can the City provide the quantity of drinking/water fountains by location?
Response	Correct. The successful contractor is responsible for making sure that the water supply and drains are working properly. Any work on the fountains will be done by

#	Question
	GSD or quoted.
53	What is the total annual make up to the cooling tower at the Scenic Woods Library?
	Estimated annual make up is 300,000 gallons
54	Can the City provide the quantity of emergency lights closed and battery under this PM for properties where the contractor is responsible? - Bob Lanier - Holcombe Labs - Houston Transtar
Response	Bob Lanier Emergency lighting exit lights on generator. 40 fixtures in parking garage are battery operated. Holcombe Labs – 33 total emergency lights at Holcombe Lab facililties. Houston Transtar Emergency lights connected to Generator. 12 exit lights are battery operated.
55	Can the City provide an estimated number of events that happen after normal business hours?
Response	Estimate about 10 annually
56	Will the government provide any lifting devices (man lifts) for contractor use?
Response	NO. The successful contractor will be responsible for all tools and equipment needed to perform the scope of work outlined in this RFP.
57	Are you willing to change CMMS/Work Order Systems?
Response	Not at this time, however COH will entertain the idea.
58	In 5.4.5, you talk about the work order system. Is the contractor expected to write to their proposed work order system in the section when answering the RFP?
Response	You have the choice/opportunity to propose a different CMMS solution and can describe the merit of the proposed system if you believe it to be a better system.
59	Page 105, #4 specifies that the Bob Lanier building and the HEC building require 24 coverage. It was also mentioned in the Pre-Bid Conference that the Holcombe Lab requires 24 hour coverage. Is this accurate?
Response	Holcombe Lab is not 24/7. However, the facility shall require immediate response 24/7/365 should the need arise.
60	Is this a five year contract with multiple extension years, or a three year contract with two extension years?
Response	This is a five (5) year contract with the potential for 2 option years. Total number of potential contract years is 7.
61	Will office, parking, and storage space be provided for the contractor on site?
Response	No parking will be provided for the Bob Lanier Building. Storage will be provided in some buildings, but not at Libraries.
62	Will computers, landlines, and office supplies be furnished by the City of Houston?
Response	Landlines will be provided where office space is assigned. NO computers or office supplies.
63	Are office supplies, computer upgrades, vehicle fuel, vehicle maintenance, etc. billable back to the City of Houston (as a pass-through with no mark-ups)?
Response	NO, this should not be billed to COH at all. This should be included in your proposed pricing.
64	Is the contractor expected to create invoicing for all on-site labor, material, subcontracting, and all other costs associated with work to the City of Houston (as a pass-through with no mark-ups)?
Response	Only for those request that is not part of the contractor's responsibility. All approved request shall be done in accordance to your proposed fees.
65	What will the annual increases be based off of? CPIU?

#	Question
Response	We are looking for the contractor to provide pricing based on you technical experience and competence in providing services in the Facility and Operation Maintenance Industry. Your proposed pricing will be one of the evaluation criteria for contract award.
66	Should vehicles, cellphones, tools, uniforms, and other transition costs be inputted into the "Transition Cost" line on the pricing sheet?
Response	Yes, you can identify these as Other Costs. Please use Tab H2 will providing your pricing.
67	Should all of the transition costs be budgeted, and paid out, in year one or spread out through the first three years?
Response	COH is leaving this up to the vendor to propose your transition cost pay out.
68	Is the annual bond charge billable back to the city (as a pass-through with no mark-up)?
Response	no
69	Is this job being evaluated as "low bid" or "best value" to the City of Houston?
Response	This solicitation is advertised as a Request for Proposal.
70	Who currently inputs all of the work orders into the work order system? Is there a designated person?
Response	Currently work orders are inputted by both COH and the contractor.. It is our intent to transition this responsible to the contractor. All work orders are closed by the contractor.
71	Is the contractor expected to provide painting/sheetrock repairs? Does the current O&M staff include a full time on-site painter?
Response	At the Bob Lanier Building the contract will be required to provide painting but not sheetrock services. No, not full time on-site.
72	Is the contractor expected to work on doors, locks, etc.? Is there enough volume of work to include a full time on-site locksmith? Does the current O&M staff include a full time on-site locksmith?
Response	Yes the contractor is responsible for working on doors, locks. Etc. staffing is left up to the contractor to determine. Yes they have someone that can perform this function
73	Is the contractor expected to be responsible for structural/roof repairs?
Response	**No, only that which pertains to the contract services. Contractor will be asked to notify COH of the damages and may be asked to provide quotes for repairs. Repair management will be required whether work is being done by successful contractor or COH contractor.**
74	Is the contractor expected to be responsible for electrical maintenance, repairs, etc.? Reference pages 119-122.
Response	Contractor is responsible for maintenance and inspections and will be required to provide quotes for repairs. Repair management will be required whether work is being done by successful contractor or COH contractor. Please refer to section SLA - D10 - Electrical Services.
75	Is job-specific training billable back to the City of Houston (as a pass-through with no mark-up)? Example: Work order training, technical training, seminars, etc.
Response	No
76	Are there any mark-ups allowed for SSA's?
Response	no
77	During the term of the contract, if it is determined by the contractor that a site-specific tool is needed, is the expectation that the contractor will purchase the tool and bill back the City of Houston, with the understanding that the tool will be owned

#	Question
	by the City of Houston (as a pass-through with no mark-up)?
Response	Any tools required are the responsibility of the contractor to lease, rent or purchase and becomes the property of the contractor.
78	Are you requiring two assistant Project Managers pg. 103 12.2B?
Response	Clarification: the contractor needs to demine the level of management required to operate and maintain the facilities. However if the City determines that the level of management is not adequate the contractor must make adjustments to the COH's satisfaction including hiring more Management staff. Cost adjustments will be allowed. Statement in RFP refers to project manager and assistant managers availability to provide service to any and all building around the clock 24/7 via cell phone. This is to ensure there is enough upper management coverage at all times.
79	Is there a minimum staffing requirement for this job?
Response	That is up to the Contractor to determine. However same applies to previous question the COH has the right to see that the contractor makes necessary adjustments including hiring more staff.
80	Would it be possible to provide us with a current Facilities Maintenance organizational chart including position descriptions for current staff?
Response	The COH is depending on the experience, technical expertise and historical knowledge of each proposer to provide the most efficient personal plan necessary to operate our buildings effectively while keeping our client departments satisfied.
81	Is the contractor expected to manage capital planning projects (get bids, manage work, finish job)?
Response	The contractor is expected to assist and make written recommendations as needed.
82	Attachment H, #5 specifies that the At Risk Fee shall be paid twice a year following approval of each semi-annual performance. Please clarify that this is correct, or if the fee will be paid quarterly.
Response	Correction – Three times/ tri-annual.
83	On page 2, section 1.1, it is stated that you require 7 copies of the proposal including 1 hard copy and 7 additional thumb drives. How many hard copies need to be provided?
Response	8 Total copies required.
84	Which exhibits should be returned with the RFP?
Response	All Exhibits
85	Is the contractor allowed to modify the management fee percentage allocations for the sites?
Response	In addition, to the stated RFP requirements, COH will consider alternative proposals. If proposer has better metrics to describe some of the allocation more fairly, and they benefit the COH, then the COH will consider changing.
86	Page 14, paragraph 6.2.1. Are the "Local Business" and "City Business" preferences applicable to this procurement?
Response	Not Applicable
87	In reference to question 1., if the preferences are applicable, how will they apply given that there are no points specified in the evaluation criteria?
Response	Not Applicable
88	Page 16, paragraph 1.2.1: IF the contractor is required to provide additional services either through its own employees or its subcontractors will the additional cost incurred be considered outside of the approved budget and reimbursed accordingly?
Response	Yes, please include these prices in Facility and Operation spreadsheet – Tab H3
89	Page 19, paragraph 2.1.8: Do all the facilities currently have a "comprehensive" library as depicted in this paragraph. If not, who is responsible for the cost to produce facility drawings and procure manuals for all installed building equipment?

#	Question
Response	Most of the Facilities will have them and the contractor will be responsible for maintaining them; however at the request of the COH the contractor may be asked to assist with this. The initial cost shall be the responsibility of the COH.
90	Page 20, paragraph 2.3.1: This paragraph indicates that either Attachment C-1 or the appropriate SLA contains estimated workload quantities. However neither of these areas contains any type of this of information. Please clarify?
Response	Please refer to "Work Order" attachments located on the e-bidding website.
91	Page 22, paragraph 4.2. Are the background checks to be performed by a City-approved entity? If yes, please provide the type and cost for these checks.
Response	No. All cost associated with the background check shall be the responsibility of the contractor.
92	Page 24, clause 17.0: Please clarify if these types of services are to be included in the normal operating budget. If so, please provide a level of effort in order to estimate the potentials costs. If not can we assume that costs of providing any services in this area will be reimbursed to the contractor?
Response	Additional Work Service is work that is not covered under the contract; it is billable in accordance to the materials and labor rate and markup. Please refer to Facility and Operation spreadsheet – Tab H3. Proper documentation shall be provided such as invoice copies of non-taxed goods and services, being billed, quantities, location, date and cost.
93	Page 25, paragraph 19.1 versus Attachment F: Please clarify the amount of performance bond these two section conflict.
Response	Please see revised pages 25 and 273. Performance bond will be in the amount of $5,000,000.00
94	Page 14, paragraph 6.2.1 as it relates to page 35, paragraph 2.1: In the first paragraph the proposers are told that a given percentage preference of points will be given to qualifying companies however in the selection criteria it cannot be determined how this will impact the outcome since the points allocated for each area are not given. Of course if you are not a qualifying company this can be a major deciding factor whether one's company can actually be competitive. We request that the City provide the maximum possible points for each area of evaluation so it can be determined what the impact of applying the local preference ordinance will have on the award outcome.
Response	Not Applicable
95	Page 31, paragraph15.6 states that at-risk component of compensation is payable every 4 months. Page 278, paragraph 5a and 5b state that the at-risk will be paid two times per year. Please clarify.
Response	Requirements on Page 278 5a & 5b is revised to read every 4 months or three times a year.
96	Page 79, Definitions, "First Class Condition": Can it be assumed by the proposers that all facilities currently meet this standard? If not, can the proposers assume that the costs to bring the facility up to this standard will NOT be considered to be budgeted items?
Response	Please refer to page 100 item 4.
97	Page 8, clause 3.0 versus page 82, clause H; It appears the two lists of insurance requirements do not match. Please define which takes precedence?
Response	Page 82
98	Page 5, paragraph 10.0 as compared to page 90, clauses A and B: please clarify the term on the Agreement, there appears to be disparity.
Response	SPD - It is the COH goal to begin this contract on or around the 1st of July 2015. Page 90 will be adjusted to the correct start date and the annual will commence from

#	Question
	that day forward.
99	Pages 104 and 105 - Minimum staffing Requirements: General questions: Where the timeframe is Monday – Friday are City Holidays exempted from the requirement to staff the location? Under several facilities it mentions the need to support events; are these services considered Additional Services and reimbursed in over and above the approved budget?
Response	Yes, with the exception of the Bob Lanier Building and the Houston Emergency Center which shall require 24-7 coverage 365 Days. Yes, any after hour events that require services are billable, with prior approval from COH.
100	Item 1 – Does the City want one full time (2080 hours per year) Operating Manager at each location?
Response	The contractor's responsibility is to determine the proper staffing to manage the buildings properly and efficiently while focusing on minimizing overhead.
101	Item 2 – Does the City want one FT Maintenance Electrician AND one FT Journeymen Electrician at each location?
Response	The contractor's responsibility is to determine the proper staffing to manage the buildings properly and efficiently while focusing on minimizing overhead.
102	Item 3 – The supervisor is designated a plural; does the City want more than one FT supervisor?
Response	The contractor's responsibility is to determine the proper staffing to manage the buildings properly and efficiently while focusing on minimizing overhead.
103	Item 5 - Does the City want one FT Maintenance Mechanic at each location?
Response	The contractor's responsibility is to determine the proper staffing to manage the buildings properly and efficiently while focusing on minimizing overhead.
104	Page 111. There is no total square footage listed for the Bob Lanier bldg.
Response	767,000 sq. ft. Figure includes 102,000 sq.ft. of garage and tunnel.
105	Page 151, item 4: Since the term of this Agreement is potentially 9 years (pending the answer to a previous question) is it realistic to require the contractor to come up energy conservation ideas representing 3% of the energy costs each year; that's a cumulative 27%?
Response	The contract will be for 5 years with the potential of a 2 year option. The .option could be extended a year at a time for a total of 7 years. Additionally, the 3% represents an annual rate of return that is measured over a twelve month period; amortization is calculated so as to reflect a rate that reflects a full year
106	Page 156, Attachment D-13, item 5: This paragraph states "window washing as requested". Since this can be a very expensive task please define what windows will need to be washed and how often?
Response	As it states "window washing is as requested" or as determined by the GSD representative for all facilities other than the Bob Lanier Building - 611 Walker; which will be done two (2) times per year.
107	Page 102, clauses 7 and 8 plus Page 171, Attachment D-20: Please clarify the following: a. Is there a monetary definition for a Remedial Work order? Meaning, is there a threshold wherein a remedial work order exceeds a certain dollar amount it is handled differently? It was noted that some classes of work (e.g., Electrical D-10 and Plumbing D-17) state a $1,000 threshold and after that is exceeded the City issues a separate purchase order to perform the service.

#	Question
	b. If there is NOT a threshold, is the City requesting that the proposers estimate the total cost of remedial work orders to include labor, materials and subcontractor costs for any and all repair actions (whether classified as Remedial or Routine Maintenance and Repair) that will occur at these facilities no matter the costs? c. Related to the above, if the proposer must include the estimated costs in their budget is the contractor financially responsible if the estimated budgets for remedial repairs are exceeded in any contract year? d. Please explain the difference between Remedial Maintenance as compared to Routine Maintenance and Repair?
Response	a. Please refer to page 286 of the solicitation for the definition of remedial work. b. Remedial work shall be the contactors responsibility as outlined in the contract and SLAs. Please refer to page 286 of the solicitation for the definition of remedial work. YES. However only for those services that do not have a threshold; ie HVAC services. The contractor is responsible for the repairs up to following amount. Remedial Maintenance Definition - Unscheduled maintenance performed to return a product or process to a specified performance level after a failure or malfunction. ROUTINE MAINTENANCE AND REPAIR - It includes performing routine actions which keep the device in working order (known as scheduled maintenance); or prevent trouble from arising (preventive maintenance). It's repairing any sort of mechanical, plumbing or electrical device etc., normally discovered during a scheduled maintenance activity.
108	Page 132, Attachment D-3, Capital Planning and Attachment D-7: It is not clear what level of reporting/services the City is expecting related to items 1 and 3 of Attachment D-3 or item 1 of Attachment D-7. Please define the scope of services for these in more detail. Are these items to be prepared by a professional engineer or a maintenance manager?
Response	Attachment D3 – Capital Planning is Not Applicable; please refer to Attachment C1A on page 115.
109	Page 137, Attachment D-5: It appears from the language in the attachment that the subcontract agreements are to be in the name of the City and not the prime contractor; is this assumption correct? In addition, in this context as it concerns the price estimate to be provided under this proposal, is the prime contractor to include all projected subcontractor costs their price proposal?
Response	No. the subcontractor agreement is between the Prime and your chosen subcontractor. All subcontracted services must be pre-approved by the Director or its designee. The City expects the Prime to provide the total cost to perform services required under this agreement.
110	Page 145, Attachment D-8, item 13: Please better define the scope of utility right of ways the contractor is responsible to monitor. Is this just from the point of entry at each facility and not to include any right of ways maintained by the local utility company?
Response	From the point of entry
111	Page146, Attachment D-9: Is the contractor required just to maintain the systems that are in place now or will they be required to install filters where they do not currently exist? If the contractor must install new devices please provide a list of the type of device(s) to be installed and their respective locations.
Response	This requirement refers only to the Bob Lanier Building. The contractor shall preform an inspection and report any deficiencies with associated cost. Once deficiencies

#	Question
	have been approved by COH and repaired it will be the responsibility of the contractor to maintain.
112	Page 152 Paragraph 13. Record and report monthly evaporation credits at all applicable Facilities to City Public Works and Engineering Department, Public Utilities Division ("water department"). Note: The City's Evaporative Credit (Code of Ordinances Sec. 47-129, also see City Ordinance No. 2011-1168) was enacted to give credit to those customers whose water intake includes water that evaporates through cooling towers or is used to manufacture a product, and does not discharge such water into the sanitary sewers of the city. Do the facilities currently have Makeup and Blow down meters? If not will the installation be reimbursable?
Response	Any Facility that currently doesn't have the proper metering can be billed back; Prior approval shall be given in writing in advance.
113	Page 156 Paragraph 4. Provide locksmith or subcontractor services to properly maintain and repair, and provide preventive maintenance for, door hardware, door cylinders and closures, access controlled doors, and ADA accessible doors. Maintain, repair and replace locking mechanisms associated with internal and external doors. Will subcontractor be responsible for Cyber keys at various locations? Some locations have ("High Security Key Systems") Example; HEC just re-keyed the facility to High security this means you cannot buy key blanks or re-key the cylinders in-house.
Response	The contractor shall be responsible for Keys and locks; coordinating all request that pertain to Cyber Locks with the General Services Department Security Management Division who will provide the Keys and Cylinders for Cyber Locks.
114	Page 159 Paragraph 1. Operate and maintain building infrastructure equipment such as air handlers, boilers and accessories, chillers, server room A/C units, cooling towers, exhaust systems, fan coil units, fresh air and return air fan systems, pumps, roof-top packaged units, split systems, VAV boxes, VFD's, thermostats, etc. to ensure continuous operations with no controllable interruptions that impact business and convention operations or performances. Does the City have an inventory of VAV boxes at each facility?
Response	Not at this time. However, there are some VAV boxes called out in the equipment inventory list provided in the RFP.
115	Page 159 Paragraph 2. Replace HVAC system filters and clean kitchen exhaust systems as per manufacturer's recommendations or as directed by GSD standards and practices. Provide monthly/annual scheduling, including all documentation associated with such service. Does GSD supersede manufacturer recommendations?
Response	GSD Standards are in conjunction with the manufacturer's recommendations shall be a combination of both materials and workmanship. Poor quality of workmanship such as the cleaning/maintaining of the systems is what is being described.
116	Page 179 Paragraph 2. Maintain, repair, and replace the marquee systems, signage, equipment and display boards consistent with GSD requirements and display specifications. If signage/Marquee has to be replaced will it be reimbursable?
	YES, with prior approval by COH.
117	Page 179 Paragraph 7. Ensure minor project activities (e.g., office painting, carpet replacement, etc.) are addressed in a safe and efficient manner and completed consistent with approved project scope, cost estimates and schedules. Is contractor responsible for costs of materials to fix carpet/tile repairs?
Response	Please refer to the revised Facility and Operations worksheet posted to the e-bid system .
118	Page 280 – Instructions state that one workbook is titled, "VVV. Att. H Pricing Model" with the instructions to replace "VVV" with our company's initials. The title as

#	Question
	instructed is not found on any of the workbooks. Please clarify.
Response	Please disregard.
119	Page 280 – With respect to Attachment H – Roll-Up Summary, the instructions state that data will feed from the underlying worksheets. The cells on this attachment do not appear to be linked to any worksheets, nor contain any formulas. Please clarify.
Response	Please refer to the revised Facility and Operations worksheet posted to the e-bid system.
120	Page 281 – Instructions for Attachment H-1A state that staffing and cost information are to be entered in the appropriate yellow cells for positions proposed in our staffing plan. Attachment H-1A does not contain any yellow cells. Please clarify.
Response	Please refer to the revised Facility and Operations worksheet posted to the e-bid system.
121	Page 282 – Regarding inputting Salary Range and Expected Salary, should annual salary amounts be submitted? Or hourly?
Response	**Hourly**
122	Page 284 – Instructions state that costs for cells designated "Allocation of Salary & Benefits" are not to be inputted, as this information feeds directly from the Staffing Plan Worksheet. The cells on this attachment do not appear to be linked to any worksheets, nor contain any formulas. Please clarify.
Response	Please refer to the revised Facility and Operations worksheet posted to the e-bid system.
123	Unit Price Worksheet, H1-D and Attachment H1-D; There are several unclear parameters related to the listed service areas; these are: The RFP does not include the testing protocol for each investigation, survey or sampling. Please provide the specification for each area. There is not definition of the scope for each area. As an example is the IAQ investigation a single incident or the entire building or?? Is the water sample one point of source/use or the entire building or all buildings?
Response	
124	Other Work Services Worksheet, H-3: Please define the qualifications, experience, skill level and function performed for the following classification. In addition, are the associated tools of the trade to be included? If so, please specify what is expected to be provided in each instance. As an example, Parcel Delivery; are providing just the driver or also the vehicle? If the vehicle is to be included what size and configuration? c. Infrastructure Project Management d. Interior Plants e. Signage f. Health Safety and Environmental g. Project Coordinator h. Landlord Oversight i. Conference room set up j. Utility bill payment k. Furniture services l. Commissioning interface m. Parcel delivery n. Mail Services o. Shipping and receiving
Response	Please refer to the revised Facility and Operations worksheet which reflect positions that you are required to service this contract.
125	Attachment E: While the equipment lists of each facility vary significantly in completeness please provide more particulars in the following areas.

#	Question
	p. UPS/PDUs/associated battery strings and emergency generators. It appears only a few facilities have these systems installed. Please confirm that this attachment contains all that are installed at these locations. If not, please provide a list of all devices. q. Please provide a listing of all back flow devices; size, type and location. r. Please provide copies or access to copies of the last performed fire alarm and suppression testing at the applicable locations. *Unless these are provided we request access to the building in order to perform a proper take off.* s. Please provide a listing with size, type and location of all fire extinguishers at the applicable facilities. *Unless these are provided we request access to the buildings in order to perform a proper take off.* t. Can the City confirm that the listings for each facility contain all the major equipment (At a minimum the equipment to be maintained pursuant to the PM Exhibits A thru O, i.e., chillers, package units, boilers, pumps, AHU and so on) the contractor will be responsible to maintain? *If they cannot, and the Contractor will be responsible for the costs to maintain and repair unlisted equipment, then we request to visit ALL the sites to perform our own due diligence.*
Response	a. UPS/PDUs/associated battery strings and emergency generators. It appears only a few facilities have these systems installed. Please confirm that this attachment contains all that are installed at these locations. If not, please provide a list of all devices. Contractor will only be responsible generator/UPS maintenance at Bob Lanier Building, and the Houston Emergency Center. b. Please provide a listing of all back flow devices; size, type and location. Back flow device services will be provided by a COH –third party contractor. c. Please provide copies or access to copies of the last performed fire alarm and suppression testing at the applicable locations. *Unless these are provided we request access to the building in order to perform a proper take off.* Services will be provided by a COH third-party contractor. Please provide a listing with size, type and location of all fire extinguishers at the applicable facilities. *Unless these are provided we request access to the buildings in order to perform a proper take off.* Services will be provided by a COH third-party contractor.

#	Question
	d. Can the City confirm that the listings for each facility contain all the major equipment (At a minimum the equipment to be maintained pursuant to the PM Exhibits A thru O, i.e., chillers, package units, boilers, pumps, AHU and so on) the contractor will be responsible to maintain? *If they cannot, and the Contractor will be responsible for the costs to maintain and repair unlisted equipment, then we request to visit ALL the sites to perform our own due diligence.* All major equipment has been listed on inventory sheets.
126	Does the City provide without charge phone, phone service and internet service at each or selected locations?
Response	Only locations that are designated for office use.
127	Does the City provide without charge refuse services for the Contractor's use at each location?
Response	yes
128	Does the City provide without charge all utilities to include fuel/gas used by boilers and emergency generators?
Response	yes
129	Will the City provide fire alarm monitoring at all applicable locations or is this the Contractor's responsibility? If it's the contractor's is the City providing the required phone service to each location?
Response	This will be provided by the COH. The contractor shall be responsible for helping coordinate services, testing & repairs.
130	Who is responsible for the M&R for elevators and escalators? If the contractor please provide the associated specifications and the listing for all maintained items.
Response	This will be provided by the COH. The contractor shall be responsible for helping coordinate services, testing & repairs.
131	Who is responsible for UST maintenance, inspection and certification? If the contract is please provide a detailed list showing location, size, contained product and associated monitoring devices.
Response	The City of Houston will continue to service, inspection and maintenance of the fuel tank.
132	Is a copy of Attachment I, Performance Report Card, available? The RFP refers to a separate excel spreadsheet.
Response	The Performance Report will be posted on the e-bidding website
133	Please provide the name(s) of the current provider(s), the facilities managed by each that are included in this solicitation, and the current contract pricing that was approved for each.
Response	See attachment for Contract Nos. 4600008583 and 4600009741
134	Does the city intend to award this project to one contractor, or multiple contractors?

#	Question
Response	COH reserves the right to award one or multiple contractors.
136	Page 101, Section 6 Preventive Maintenance Records – Please clarify if the Contractor is to use the Sprocket CMMS or provide their own. If Sprocket is required, please provide the purchase and administration costs.
Response	The contractor will be required to use Sprocket. The administrative cost for managing Sprocket is roughly $50,000.
137	Attachment C-1D through C-1G appear to have a section cut off. Please reformat and repost.
Response	Please see attached revised sheets
138	Please verify that all formulas on the pricing sheets, ESA – Facility OM Worksheet, are accurate and populate the necessary cells as required. There are cells on some of the worksheets that do not appear to work properly with the formulas entered.
Response	Please refer to the revised Facility and Operations worksheet
139	Please provide copies of the last Fire/Life Safety inspections to include 100% of each system (fire alarm, sprinkler, extinguishers, hoses, kitchen hoods, etc.) for the Bob Lanier Building, Holcombe Labs, Houston emergency Center, and Houston Transtar.
Response	These services will be performed by a COH third-party contractor.
140	During the facility tours it was mentioned that the current vendor(s) are providing janitorial and landscaping services. Are these services excluded under the new specifications?
Response	The contractor will be required to provide janitorial services for 611 Walker. Please refer to Letter of Clarification No. 4 for the scope of work.
141	What is the current contract amount?
Response	Contract No. 4600008583 was awarded in the amount of $10,420,086.25. Contract No. 4600009741 was awarded in the amount of $20,131,579.60.
142	What are the current staffing levels?
Response	See Contract Nos. 4600008583 and4600009741 on the e-bidding website.
143	Is there a prevailing wage associated with the contract?
	No.

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

If you have any questions or if further clarification is needed regarding this Request for Proposal, please contact me at 832-393-8736.

Richard Morris
Richard Morris
Senior Procurement Specialist

Attachments: Pages 20A and 20B
Revised Pages 25 and 273 marked REVISED April 1, 2015
Attachments 1-17 listed on the e-bidding website.

SPECIFICATIONS / SCOPE OF WORK
SOLICITATION NO. S30-T25319

1.0 Computerized Maintenance Management System

1.1 GSD's current contractor uses a computerized maintenance management system (CMMS) called Sprocket by Dematic formerly UpTurn Solutions. The support services required to manage Sprocket is provided by Johnson Controls Inc. (JCI). Ongoing support services for Sprocket will be required until the city procures a new Computer Maintenance Management System.

1.2 As part of this agreement, it will be the City' expectation for the selected vendor to contract these services to provide system maintenance, procuring software updates and licenses and other support services for Sprocket. All cost related to these services should be included in your proposal.

2.0 Janitorial Cleaning

2.1 The Contractor shall perform all Cleaning and Janitorial Services for the Bob Lanier Building and the Houston Emergency Center facilities as stated herein. Such services shall include, but not be limited to, furnishing all supervision, labor, materials, supplies and equipment necessary for cleaning and janitorial maintenance. All work shall be performed in a first-class, professional manner, satisfactory to the on-site Facility Manager, contractually representing each respective department. Cleaning and Janitorial Maintenance Services provided under this Contract shall include all buildings and the exterior sites.

2.2 The Contractor shall comprehend that whenever the word "clean" is used in this specification, it is understood to mean scrub, wash, dust, damp clean, scrape, vacuum clean or polish, as necessary, to bring the area or item cleaned to a condition free of dust, dirt or stains satisfactory to each department's Contract Administrator. Subject cleaning to be accomplished by hand and/or power tools using cloth, steel wool, scrub brushes with abrasive powders, soaps, detergents, paste cleaners, solvent, bleaches ammonia liquid and paste polishes, etc.

2.3 The Contractor shall comprehend that whenever the word "strip" is used in these specifications, it shall mean the process prescribed by the manufacturer of the floor finish being used for removing the last application of floor finish and to prepare the floor tile to receive new floor finish. Normally, floor stripping requires the use of one or more of the following:

2.4 Power floor scrubbing machines, scouring pads, brushes, rags, mops, with an approved material, in combination with the proper amount of water to satisfactorily remove all old floor finish, dust, dirt, grease, stains and the wax applied by the manufacturer of new floor tile.

2.5 The Contractor shall only employ personnel that are thoroughly trained in all phases of cleaning and janitorial techniques and safety.

2.6 The Contractor shall employ a thoroughly trained manager to oversee the Cleaning and Janitorial Services performed under this Contract. The manager or its/her designee shall be on-call twenty-four (24) hours per day, seven (7) days per week.

2.7 The Contractor shall maintain a telephone where the City and/or the Facility Manager may contact the Contractor Manager or their designee twenty-four (24) hours a day in the event of an emergency.

3.0 Generator Testing and Maintenance

3.1 The Contractor shall perform all Generator Testing and Maintenance Services for the Bob Lanier Building. These services include but are not limited to:

3.1.1 Weekly test runs
3.1.2 Filters
3.1.3 Belts and oil checks/replacements
3.1.4 Coolant checks/replacements
3.1.5 Generator check and repairs
3.1.6 Swithch and breaker checks/repir
3.1.7 Tri-annual test
3.1.8 Annual load test
3.1.9 Other services as needed

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17.4 Contractor shall develop a methodology to track Additional Work Services work order costs and volumes separately from base building services.

18.0 Financial and Operational Reporting

18.1 Contractor shall provide monthly financial reports, in a format approved by the Director or designee.

19.0 Performance Bond

19.1 The successful Contractor shall be required to provide a Performance Bond or a Clean Irrevocable Letter of Credit in the amount of **$5,000,000.00** throughout the term of the contract. The bond will be renewed for each year of the contract term including extension terms. The Performance Bond shall be in the same form as that distributed by GSD (as noted in **Attachment "F"**), all duly executed by the Proposer (as "Principal') and by a Corporate Surety Company licensed to do business in the State of Texas, and shown in the most recent edition of United States Treasury Circular 570 as having an "underwriting limitation" at least as great as that amount of the Performance Bond.

20.0 Contractor Customer Service

20.1 Selected Contractor should make client satisfaction a priority in providing services under the agreement. Contractor's employees should be trained to be customer-service oriented and to positively and politely interact with city employees and the public when performing contract services. Contractor's employees should be clean, courteous, efficient and neat in appearance at all times and committed to offering the highest degree of service to the public. If, in the Director or its designee's determination, the Contractor is not interacting in a positive and polite manner with city employees and the public the Contractor shall take all remedial steps to conform to the standards set by the agreement and is subject to termination for breach of contract.

REVISED April 1, 2015
ATTACHMENT F

PERFORMANCE BOND

STATE OF TEXAS §
§
COUNTY OF HARRIS §

_____

Be it known that _____, as Surety, and _____, as Principal, are hereby held and firmly bound unto The City of Houston, a local government corporation created under Chapter 431 of the Texas Transportation Code, in the penal amount of ONE MILLION SEVEN HUNDRED-FIFTY THOUSAND DOLLARS **($5,000,000.00)** for payment whereof, Principal and Surety bind themselves, their heirs, executors, administrators, jointly and severally.

The conditions of this obligation are such that Contractor has on or about this day executed a contract with The City of Houston known as the Facility Operations, Maintenance and Repair Services ("Agreement") all of such work to be done as set out therein, which is made a part of this instrument as fully and completely as if set out in full herein;

NOW, THEREFORE, the conditions of this obligation are such that if Principal shall faithfully perform the work in accordance with the Agreement, then this obligation shall be null and void, otherwise, the same shall remain in full force and effect for the definite period of **July 1, 2015** through **June 30, 2015**; provided, however, that the bond may be extended by continuation certificate for additional annual periods from the expiry date thereof;

Provided, however, that this bond is executed pursuant to the provisions of Chapter 2253 of the Texas Government Code, as may be amended from time to time, and all liabilities on this bond shall be determined in accordance with the provisions thereof to the same extent as if it were set forth in its entirety herein;

Surety, for value received, stipulates and agrees that no change, extension of time, alteration or addition to the terms or conditions of the Agreement, or to the work performed thereunder, shall in any way affect or relieve Surety of its obligations hereunder. Surety does hereby waive notice of any such change, extension of time, alteration or addition to the Agreement, or to the work to be performed thereunder.

IN WITNESS WHEREOF, Principal and Surety have executed this instrument on this the _____ day of _____, 20__.

_____, "Principal" _____, "Surety"

By: _____
Name: _____
Title: _____

By: _____
Name: _____
Title: _____
Address: _____
_____
Phone: _____

A copy of the Surety agent's Power of Attorney must be attached hereto.