Facilities Maintenance RFP
Questions as of 9/24/14

1. Is this the first time FirstLine has done a Facilities Maintenance RFP?
   a. For this level of support, yes.

2. Can you please provide an equipment list for each site?
   a. You can find that list here.

3. Is there a building manager at each site?
   a. Yes. We have School Operation/Business Managers at all schools. The central office has an Office Manager.

4. What is the order process for supplies?
   a. We do have a purchasing system, but look for you to include your recommendation in your proposal.

5. Is the $5,000 incident cap per incident or per month?
   a. It is $5,000 per incident.

6. What is the current number of maintenance staff members?
   a. Zero.

7. Can you please make floorplans available?
   a. You can find them here.

8. Do you have a current ticket system?
   a. Yes, we currently use osTicket.

9. Does this RFP include managing the Fire Alarm system?
   a. Yes.

10. What is the current spend for facilities maintenance?
    a. It isn’t relevant, please don’t base your proposal on our current spend.

11. Do you want a comprehensive cost or a breakdown of costs?
    a. You can choose which is most appropriate for your proposal.
12. Please provide a list of regularly purchased supplies.
   a. We do not have the ability to pull this information.

13. What is the warranty process for the new building, Wheatley?
   a. All issues are logged in SchoolDude and managed by the GC as appropriate. As of July 2015, the warranty process will be managed by the RSD and the operator (FirstLine).

14. Does this RFP include managing the maintenance of kitchen equipment?
   a. Yes

15. What are the HVAC systems and who is currently maintaining them?
   a. Please see answer to question # 2.
   b. We currently contract with Star Service

16. LEED Certification is mentioned in the RFP – what level?
   a. Silver

17. Please provide the square foot of surfaces in each building.
   a. We don’t have the exact square footage for each. Here is some info that should be helpful:
      i. Samuel Green Charter School: Terrazzo hallways, tile bathrooms, wood classroom/offices, VCT café, carpet admin area and rubber in kitchen
      ii. Arthur Ashe Charter School: Terrazzo hallways/cafés, tile bathrooms, VCT classrooms/offices, carpet in admin area and rubber in gym
      iii. Langston Hughes Academy: VCT throughout and rubber in gym
      iv. Joseph S. Clark Preparatory High School: VCT throughout, concrete in gym
      v. John Dibert Community School at Phillis Wheatley: Terrazzo (20%), VCT (60%), Poured Urethane (10%)
      vi. The NET Charter High School: tile and carpet
      vii. FirstLine Central Office: VCT in bathrooms, kitchen and copy room; carpet in open office and phone booths

18. What services should be provided in the proposal?
   a. Include all services, even if we have a current vendor. We want to have one point of contact for the maintenance of all of our facilities.

19. Is it possible to have storage on the campuses? Is it possible to have a central storage option? Would you allow us to drop a storage pod at one of your locations?
   a. Yes. We can work to provide some storage space at either a central location (like a pod) or at each school. Space availability varies at each site.
20. Is there a Building Automation System (BAS) in all of your schools?
   a. No. Three of our buildings (Ashe, LHA, & Wheatley) have a BAS.

21. Does this RFP include the motor systems for basketball hoops?
   a. Yes

22. Can you provide the details of your current HVAC service contract?
   a. We are unable to provide this due to a confidentiality statement.

23. How many video cameras are at each location? What is the name of the system at each location?
   a. Clark: DVR system supported by Sonitrol. 33 cameras.
   b. LHA: onSSI - Maintained by FirstLine: 45 cameras.
   f. The NET & FirstLine Central Office: No cameras currently installed.

24. Does this RFP include the laundry facilities at your schools?
   a. Yes

25. Does this RFP include the sound systems (band room, gym, etc)?
   a. Yes

26. Is it possible to see if you have any historic data (12 months) regarding jobs that cost over
    2k, 3k, 4k to complete that would be covered?
   a. If you are pricing this as a comprehensive, full-service facilities maintenance program, our historical records will not be relevant, as we have not had this level of service or operated these schools for extended periods of time.
   b. Attached please find a list of items that we have had done that are over $2,000. It does not include the two full-time staff salaries that were employed during the same time frame as our facilities maintenance team.
   c. We are expecting you to use your expertise to devise what will be needed to properly execute this proposal.

27. Will only those companies represented at the Mandatory Pre-Bid Meeting be allowed to submit a proposal in response to this RFP?
   a. Yes
28. Should the references, and financials submitted with the proposal, be only those references and financials for those companies that were represented at the Mandatory Pre-Bid Meeting?
   a. Yes

29. Will the contractor be responsible for ALL cosmetic repairs / block painting or will cosmetic project costs be the responsibility of the district with the provider sourcing the bids and managing the jobs?
   - Painting scope needs clarification – what constitutes project vs touch up – provide an example.
     a. All painting done in the schools would be executed utilizing our facilities maintenance provider

30. Should GCA hold a line to cover major project painting or will this reside in an object within the district budget?
   a. This is up to your discretion, per above questions and answers, please propose what you would like a contract to look like. We prefer a monthly bill for facilities maintenance.

31. Will the contractor use the district’s existing CMMS (School Dude) or is it desired that the contractor be responsible for providing and populating a new CMMS system?
   a. Per question # 8 above, we utilize osTicket, not School Dude. We are open to exploring other systems, but would provide access to osTicket to the organization that wins the bid.

32. To correctly populate a CMMS, it is essential to carry out asset tagging. Should contractors include costs for this vital service?
   a. If this is part of your plan to address this RFP, then yes.

33. Who should handle other contracts for third party vendors e.g. Provider or district?
   - Water treatment
   - Vertical Transportation
   - Pest Control
   - Environmental / Backflows
   - Kitchen Equipment / Grease traps
   - Gensets – Load Testing & Service
   - Interior Fire Alarms / Life Safety Equipment incl. extinguishers, EM & EX Lts etc.
   - Sprinkler / Standpipes Test & Service incl. Fire Pumps
   - Chiller Special Service incl. eddy currents etc.
   - Boiler Special Service (tune ups, insurance inspections & emissions test)
   - Building Automation or any aged controls
Access controls and monitoring Systems
a. Per above questions, the company that will manage FirstLine’s Facilities Maintenance will manage the above contracts, except for Pest Control, which will continue to be managed at the school level.

34. Are current third party equipment maintenance contracts available for review?
   a. Not at this time.

35. Does the district wish for all contract costs to reside with the new provider and be invoiced for total monthly all inclusive service?
   a. We are open to this method or to continuing to pay those third party contracts directly.

36. Does the district wish GCA to provide ALL maintenance supplies or shall they be furnished?
   a. The company that will manage FirstLine’s Facilities Maintenance will provide all maintenance supplies, utilizing any that are already on site and managing all future stock.

37. Are we to provide all lifts, and specialized maintenance tooling?
   a. Yes. One of our buildings, Wheatley, does have a lift.

38. Are there any vehicles currently in place and available for contractor use or are we to include new?
   a. The company that will manage FirstLine’s Facilities Maintenance will provide any necessary vehicles to their employees.

39. Assuming not all plant or mechanical equipment is in satisfactory running condition. Whose responsibility is it to return the equipment to satisfactory condition or is it planned merely to keep plant and mechanical equipment operational until capital funds kick in?
   a. The company that will manage FirstLine’s Facilities Maintenance will provide recommendations for any additional service/repairs that need to be completed to ensure that all mechanical equipment is operational.

40. Confirm THE DISTRICT desires contractor to hold a repair line to cover repairs up to the first $5,000 or so for a determined number of repair incidents or shall all repairs. For apples to apples comparison, is it possible for First Line to identify and acceptable total value?
   a. Per the details in the RFP and question #5 above, the company that will manage FirstLine’s Facilities Maintenance will be responsible for up to $5,000 per incident, which will then be billed back to FirstLine on a monthly basis.
41. Are work order histories, mechanical operating logs, blueprints and records, which are the property of THE DISTRICT, available?
   a. We do not have the ability to pull all of this information.
   b. What we do have can be found in the answer to question #7.

42. Will THE DISTRICT certify that any HVAC automatic controls are operating as designed? If the controls are not operating as designed, who will be responsible to correct?
   a. The company that will manage FirstLine’s Facilities Maintenance will provide recommendations for any additional service/repairs that need to be completed to ensure that all HVAC is operational and operating as designed.

43. A comprehensive asset list (Excel preferable) is needed of all major maintainable equipment. A summary is fine showing something like the following for site / each building – a data dump from existing CMMS would be good too.
   a. See answer to Question #2.

44. Even if asset lists exist – GCA’s price normally includes asset validation and brief condition review. Is this desired?
   a. See answer to question #32.

45. Can we receive a summary Work Order report showing types including PM’s with total hours taken, completion efficiency and materials spent?
   a. We do not have the ability to pull this information.

46. How are utilities currently recorded, analyzed and reported in view of maintaining LEED Monitoring and Verification requirements (ENERGY MNGT).
   a. This is not currently occurring.

47. Does THE DISTRICT have a listed backlog of work, repairs from how things are processed now?
   a. We do not currently have a backlog of work or repairs.

48. Hardware, Locks and Keys – is a fully licensed and bonded locksmith required or desired?
   a. Yes

49. Any details associated with event calendar for the past year and any records of OT.
   a. We did not incur any OT in the past year in regards to facilities maintenance.

50. Is there a recent update on any hazmat / ACM issues at the sites?
   a. None currently exist
51. Is there shop space available at one or more of the schools that the contractor can use?
   a. We do have a storage area available at one of our schools. Also see answer to question #19.

52. Can historical data be provided on the number of service calls (routine and emergency) for the past year?
   a. We had approximately 2,200 facilities maintenance related tickets opened from July 1, 2013 to June 30, 2014. These include both routine and emergency.

53. Also, can a description of each service call be provided (school equipment worked on, cost of repair etc...)?
   a. We do not have the ability to pull this information.

54. What is the term of the contract period?
   a. We are asking you to propose terms based on your experience and expertise. The final terms will be negotiated once a proposal has been chosen.

55. For our Price Proposal, are we required to only provide our burdened hourly rates, for trades we will use, and our mark-up percentage on the burdened rates?
   a. We would prefer that you include an estimated number of hours and therefore, annual amount, for your proposal.

56. What is the expected start date of the contract?
   a. November 1, 2014 if possible, though this can be part of contract negotiations.

57. What are the terms of the contract?
   a. Please see question #54.

58. Please provide a copy of the current maintenance budget that is referenced on page 17 of the RFP.
   a. Per the RFP’s language, we are asking that all proposals include a facilities maintenance budget.
   b. Per the above answers, we do not currently have a comprehensive facilities maintenance budget.

59. Is the building square footage referenced on page 16 of the RFP Gross Square Feet, Cleanable Square Feet or otherwise?
   a. Gross Square Feet, see additional details for Question #17.
60. Please provide a copy of the current maintenance staffing by building, listing specific trades.
   a. There is currently no maintenance staffing at each building. We are utilizing a short-
      term contractor. In the past, we had two full-time facilities maintenance staff that
      traveled between all sites covered by this RFP.

61. Please provide Work Order information by Trade to include for this past fiscal year:
   • Work Orders Outstanding
   • Work Orders Completed
   • Maintenance Work Backlog = Identified Work in Hours / Trade Capacity per Week
   a. Please see answers to above questions #s 47, 52, and 53.

62. Please provide a copy of the current wage rates and benefit plan for the maintenance staff
   a. n/a

63. Will awarded service partner be able to utilize Firstline Charter Schools facilities vehicles?
   a. No.

64. Will FirstLine Charter Schools be providing office and/or warehouse space for awarded
    service partner?
   a. See answers to questions #19 and 51.

65. Is there a specific uniform specification that awarded service partner should follow?
   a. No – just that all employees be in an identifiable uniform.

66. How does Firstline Schools specifically define routine maintenance?
   a. Simple, small-scale activities (usually requiring only minimal skills or training)
      associated with regular (daily, weekly, monthly, etc.) and general upkeep of a
      building, equipment, machine, plant, or system against normal wear and tear.

67. What are the current Firstline Schools maintenance purchase service agreements and
    specify which contracts will be taken over by the awarded maintenance service partner?
   a. See question #34.
   b. We have a variety of contracts, per above questions, we are looking for each
      proposal to choose to either maintain our current contracts or suggest other
      vendors. Our contracts include, but are not limited to:
      i. HVAC service & preventative maintenance
      ii. Water treatment for boilers
      iii. Air Filter replacements
      iv. Service for kitchen appliances & equipment
68. Please confirm kitchen equipment is or is not part of this RFP. If yes, please specify equipment.
   a. Yes. Please see question #2.

69. Will FirstLine Schools or the awarded service partner be responsible for maintenance materials, tools and supplies?
   a. See question #36.