



HENDERSON[®]

S T A T E U N I V E R S I T Y

Questions and Answers for RFP 18-09

Facility Management Services

1. Do you currently outsource any of the following services to an outsource service provider? Facilities Management, General Facility Maintenance, Grounds Maintenance and Custodial Services.

Yes

2. If currently outsourced, please provide the name(s) of the company(ies) providing the services.

Aramark

3. May we have a copy/copies of the service agreement between Henderson State University and the service provider?

Yes, within the limits stated in the contract

4. Please provide a copy of the last three years of operating budgets for the University?

University operating budgets are available at <https://www.hsu.edu/FinanceAdministration/financialservices/>

5. Please provide the org chart for the facilities department to include Facilities Management, General Facility Maintenance, Grounds Maintenance and Custodial Services outlining number of current workers.

Because the services are outsourced, we do not maintain an org chart

6. Please provide the names and/or job title, years worked, current schedules and current wage rates for all current hourly workers for Maintenance, Custodial and Grounds.

Because the services are outsourced, we do not maintain this information

7. Are all current hourly workers covered under a Collective Bargaining Agreement or are hourly employees subject to a state mandated minimum wage requirement?

There is no collective bargaining agreement but Arkansas does have a minimum wage requirement.

8. If there is a Collective Bargaining Agreement, please provide a current copy.

N/A

9. As per Section 3.10 of the RFP, what is the cost of the ID badges per employee?

ID badges would be provided by the successful bidder

10. In regards to page 15, Tab 4 Financial – What remaining financial commitments in the current facilities management contract would the newly awarded vendor be responsible for?

\$200,000 equipment investment, 5 year amortization from July 1, 2015

\$500,000 deferred maintenance investment, 5 year amortization from July 1, 2015

\$100,000 facility condition investment, 5 year amortization from July 1, 2015

Custodial, grounds, and POM equipment investments, 5 year amortization from July 1, 2015

11. Will the operating expenses in the budget to be provided in our proposal be pass-through expenses that the University will reimburse the contractor for?

Yes, with the exception of custodial supplies and paper goods

12. Are there a certain number of parking spaces available for the Property Manager and staffing during the day time at each facility or is there an associated cost?

Dedicated parking is available at the Facilities Management complex at no cost

13. Our company has experience with the management and maintenance of similar size and scope facilities compared to HSU. Is it mandatory that the Proposer have managed a similar portfolio in the state of Arkansas?

This is not a requirement of the RFP

14. Please provide a copy of the site visit sign in sheet.

15. Would HSU consider extending the due date so that vendors have a sufficient amount of time to prepare a comprehensive, thoughtful proposal after the site visit?

The due date has been extended to March 29th, 2018

16. Please provide a list of all subcontracted vendors and their current contract terms and values currently servicing the University.

Need clarification

17. Are there any capital projects in process or in planning stages for the University?

Current project with a budget of \$1.7 million

Potential projects beginning in the next 2-3 years total \$1 million - \$15 million

18. Does the University/current contractor utilize computerized work order system? If so, what is the name of the program?

A work order system should be included in the scope of the proposed services

19. Please provide a current list of open work orders by building.

This information is not available from the current contractor

20. Is there a specific pricing format that you want proposers to utilize? If so, please provide an outline and/or form.

There is not a specific format

21. Can you provide the sq. ft. of all campus Buildings and also provide drawings (scaled evacuation plans or Blueprints) be made available electronically for the purpose of evaluation, staffing & routing of contract services?

A list of buildings is provided. We do not have electronic drawings of all buildings

22. Can the building sites be further verified in breaking out flooring surfaces: VCT, Terrazzo, Concrete, sheet flooring & carpets, etc.?

This information can be gathered during the site visit

23. Can you give the current custodial, Maintenance, Physical Plant & grounds staffing & number of employees associated with all proposed contracted services and building areas?

Because this is currently an outsourced service, we do not maintain this information

24. Is there a wage determiner for Current HSU Custodial staff & what is a beginning wage and a “top-out” wage?

Unavailable

25. Can you give the current custodial staffing scheduling including Day Porter Positions and 2nd/3rd shift scheduling? Also, for Maintenance, Physical Plant & Grounds?

Custodial staff typically work a 530 am to 230 pm schedule with the exception of buildings that have extended hours (Garrison, Wells, Huie). In those buildings a 2nd shift is necessary.

26. If Contractor supplies Janitorial consumables please give monthly or annual quantities of products?

This information is not available from the current contractor

27. Confirm that Contractor or HSU will provide all Janitorial supplies; chemicals, material supplies, hand sanitizers and restroom paper products?

Contractor provided

28. Can we receive the annualized quantities & dollar amounts currently purchased for a) Hand Sanitizer b) Plastic trash can liners c) Cleaning Chemicals d) Floor finish?

This information is not available from the current contractor

29. Please explain the expectation for contractor uniforms (shirts, pants, hats, smocks, etc.) & ID badges (require employee photo)?

Shirts and ID badges with photo

30. Would additional site storage of bulk materials, supplies & equipment be provided or is the expectation for the contractor to provide mobile storage on site?

Storage space is available

31. Will HSU provide office space for the proposed Contract Dedicated Manager & admin?

Yes

32. Will HSU provide computer & Printer access for the Contract Management staff?

Yes

33. Can HSU provide the annual cost and/or budget for campus exterior & interior window cleaning?

This information is not available

34. How many Students & faculty is currently at HSU?

Fall 2017 – 3450 students; 185 faculty

35. Will HSU provide any Transportation for the contractor i.e. vehicles, carts. UTV's?

A vehicle fleet is provided

36. Can you provide the HSU observed Holidays & other dates that contract services will be suspended or not provided?

The university holiday schedule is provided

37. In reference to Section 1.6-Schedule of Events, can the current deadline for questions be extended?

Questions can be asked at the site visit

38. Will HSU release the list of providers that have requested the Mandatory Site Visit? When is the soonest a Site Visit can be conducted?

March 15th, at 2:00 pm

39. Can HSU provide an organizational chart of the current facilities maintenance department indicating reporting structure and current number of employees assigned to facilities maintenance? Are any employees unionized?

Organizational chart is not available; no employees are unionized

40. What is the current CMMS used at HSU?

The university does not manage a CMMS

41. Can HSU provide a list of currently subcontracted services? How long has Henderson worked with Sodexo, for how long has Henderson outsourced FM?

Please clarify which subcontracted services are requested. Does this include every service across all university functions or only facilities-related?

Sodexo has operated HSU dining services since June 2017

FM has been outsourced since July 2015

42. In reference to *Article 1.9-Contract Term*, is HSU open to considering a longer initial term in order to reassure current maintenance staff that would be transferred and provide a better impression of long term employment ? E.g. one 3 yr. Agreement, with one 1 year and then one 3yr option terms? (3+1+3)

Yes

43. *Section 1.1; Purpose* requests that, "...a full service contract include the guarantee that all current non-management employees ...be given an opportunity to transfer to with contractor's payroll with no loss in seniority and or decline in wage rates or benefits." Can HSU please provide current wage rates and benefits that would need to be upheld?

Wage rates are not available from the current contractor

44. *Section 4.6; Facilities Audit*, will HSU intend to amend initial contract on the audit year, to allow proper time and resource allocation to perform such a service? When was the last audit performed? Can HSU please provide the latest Facilities Audit/Capital Plan?

Disregard section 4.6

45. Can HSU please provide an up to date asset inventory list and building drawings?

46. Can you please provide approval to use the university logo's in our proposal.

Approved

47. Can you please explain the scope for the warehouse and Vehicle Fleet management?
Is this just the internal warehouse for facilities to assure proper accounting or are we overseeing the Universities warehouse operations? Regarding Fleet, are we maintaining the University fleet at our expense or is the university paying the maintenance and repair costs? Please provide details on scope and responsibilities from management to budget responsibilities.

Facilities is responsible for acceptance and distribution of deliveries.

The contractor will be responsible for the maintenance and operations costs of the provided fleet
"scope and responsibilities from management to budget responsibilities" is unclear

48. What licensed employees do they have or skills outlined?

Employee licensing and skill levels should be determined by the bidder based on the scope of work