# Ontonagon Area School District

Request For Proposal

Maintenance Building Services

RFP’s/Bids due: April 15, 2015

## Administrative and General Information

* **Contract Period:** This RFP addresses the contract period July 1, 2015 through June 30, 2016. The contract will be renewable from July 1, 2016 through June 30, 2017 by mutual agreement with one-year extensions through June 30, 2020.
* **Walk Through(s):** A walk-through of the building may be scheduled by appointment.
* **Purpose:** OASD (Ontonagon Area School District) seeks proposals from qualified respondents interested in providing maintenance services as described in the RFP. The purpose for this proposal is multi-faceted. While the Proposer’s cost is of great importance, proposing the lowest price will not assure award of the service. OASD will demand comprehensive, reliable, and efficient service; failure to address OASD concerns and/or requirements for any such matter will disqualify the Proposer from consideration.

OASD will require the Proposer to provide comprehensive maintenance services, management, superior workforce and service supervision, such that OASD is not burdened with facilitating the day-to-day operations and customer service requirements.

OASD reserves the right to award service to a single provider or to multiple providers but is interested in securing a single provider.

The Proposer shall provide the following:

* Ensure the safety of all individuals on grounds while performing assigned job duties.
* Agree not to discriminate against any employee or applicant for employment because of race, gender, religion, color, disability status, national origin or sexual orientation.
* Be responsible for all injuries to persons caused by its staff, equipment, or supplies.
* Wear proper safety equipment for the tasks involved and train employees on the safe usage of hazardous materials in the workplace.
* Be responsible for all damage caused by its employees, its equipment or its supplies, the school’s property, equipment, buildings and building contents. The Proposer will be responsible for all injuries to persons caused by its staff, equipment, or supplies.
* Appoint an experienced supervisor to be responsible for all the work required under the contract. The supervisor shall be readily accessible to OASD personnel at all times and have communication equipment (cell phone and email). The supervisor shall be responsible for developing and maintaining a strong working relationship with the Superintendent for OASD.
* All health and safety issues are to be reported to the Superintendent.
* Provide insurance coverage that will minimize OASD’s risk exposure including:

1. Worker’s Compensation Employer’s Liability insurance to cover bodily accidents in the amount of $500,000 per accident.
2. Comprehensive General Liability insurance in the form of comprehensive, contractual insurance, personal injury, broad form property damage, premise operations and completed operations in an amount of not less than $1,000,000.

## Goals and Objectives

OASD desires to receive high-quality professional maintenance services. The specific terms and conditions pertaining to the RFP are as follows:

**Scope of Work:** The Proposer will supply and pay for all labor, materials, plant equipment, and services necessary for the work. The cleanliness, tidiness, safety, and sanitary standards of the facility are to be maintained at all times. Custodial/Maintenance storage rooms must be kept stocked, clean, and orderly at all times. The Proposer must fulfill all obligations in compliance with all applicable laws and regulations including the Occupational Health and Safety Act.

**Pricing:** Bid must include all labor, materials, supplies (consumable and non-consumable), plant equipment, and services necessary. It is anticipated that the majority of work will be preventative maintenance and will be able to be conducted during normal business hours of 8:00 am – 6:00 pm, Monday – Friday with the exception of holidays. For those items outside of normal business hours, additional charges may be proposed by Proposer. Only hours necessary to fulfill the required maintenance may be billed for.

**Responsibility and Control of Work:** The Proposer will be responsible for all damage caused by its employees, its equipment or its supplies, the school’s property, equipment, buildings, and building contents. The Proposer will also be responsible for all injuries to persons caused by its staff, equipment, or supplies. The Proposer must be knowledgeable of and abide by all provisions of legislative enactments, by-laws, and regulations in regard to safety.

The Proposer and its employees must wear adequate safety equipment for the tasks involved and train their employees on the safe use of hazardous materials in the workplace. All containers of such materials must be clearly identified, labeled, and stored at all times. All materials on school premises must be permissible per law.

Any health and safety issues should be reported immediately to the School Administrator.

**Appointment of Supervision:** The Proposer will appoint an experienced Supervisor to be responsible for all work required under the contract.

The Supervisor will be readily accessible to OASD personnel at all times and have communication equipment (cell phone and email).

**Unsuitable Worker:** The Proposer will, at the request of the School Administrator, immediately remove from the Work Site any person employed on the Work Site who, in the opinion of OASD, is incompetent or who has been conducting him or herself improperly. The Proposer will not permit a person who has been removed to remain on or return to the Work Site.

**Security Clearance and Bonding:** The Proposer will submit to OASD upon request, names and addresses of all individuals who will be performing the work. OASD may request security clearance and/or fingerprint and background checks and insist that personnel not approved for clearance be replaced.

**Confidentiality:** Confidentiality is required from the Proposer and its employees at all times.

**Assignments:** The Proposer will not make any assignments or subcontract for the work without the written permission from OASD.

**Procurement of Materials and Use of Equipment:** Should OASD supply certain equipment to enable the Proposer to complete work; such equipment must not be removed from the premises without written consent of OASD.

**Inspection and Supervision:** The School Administrator will inspect the facilities on a regular basis and call upon the Proposer when it is determined the work is not adequate or complete. The Proposer will address all safety related concerns immediately. All non-safety related concerns shall be addressed within 24 hours.

**Labor:** The Proposer is to indicate:

* a plan for conducting standard (scheduled preventative) maintenance
* a plan for responding to ongoing specific general maintenance requests
* a plan for responding to emergency/afterhours requests

Standard maintenance work is to be performed during each site’s normal hours of operation.

Expected hours of operations are:

* Monday – Friday, 8:00 am - 6:00 pm (or variation if unable to perform during school hours) excluding holidays

It is understood that during emergencies and extraordinary circumstances (e.g., failure of mission critical systems including a/c, electric, etc.) it may be necessary for work to be completed outside of normal business hours. These repairs are not optional and the Proposer must be available to provide service as needed outside of normal business hours.

**Termination of the Contract:** The contract will naturally expire at the end of the fiscal contract term but must be renewed each year on June 30 or before and may be modified at the time of renewal to adjust for service scope, pricing, and other related items.

OASD reserves the right to terminate the Contract with thirty (30) days advance written notice as a result of inferior quality of materials, product, workmanship, and/or reductions/terminations of funding. OASD reserves the right to immediately terminate the Contract if there are unresolved safety and liability concerns.

## Facility Maintenance Services – Generally encompasses the following:

Testing and preventative maintenance of and basic repairs for all facility mechanical systems (plumbing, electrical, HVAC, etc.) including basic parts/components replacement, repair of equipment, and energy management services. Any major facility maintenance that falls outside the scope of the general maintenance agreement will be approved and billed to OASD.

Proposer will be required to perform facility maintenance services as needed to maintain the operation of the OASD site included in this proposal as described, but not limited to:

Heating, Ventilation, Air Conditioning (HVAC)

* Installation, maintenance, troubleshooting and repair of chillers, hot water and steam boiler systems, and all other components in all cooling and heating systems
* Perform preventative maintenance on all HVAC equipment including boilers, chillers, unit vents, T.T.U.’s, exhaust fans, etc. on regularly a scheduled basis
* Assist in utility outages, including restarts following outages
* Maintain and monitor facility/energy management systems
* Provide energy management consultation services to OASD

Plumbing

* Repair and maintenance of domestic hot water systems, toilets, urinals, sinks, drinking fountains, and drains
* Emptying, cleaning, and repairing of grease traps
* Installation of new water lines and drained as necessary

Electrical

* Troubleshooting and repair of ballasts, lights, clocks, fire panels, electrical outlets, light switches and controls, electric room fixtures, scoreboards, kitchen appliances and controls, etc.
* Maintain labeled circuit-breaker panels and other safety systems
* Maintain low-voltage in building as necessary, including phone, cable, and date (cat5) wiring
* Secure all wires, including low voltage, in mounted conduit when necessary, in order to maintain a safe school environment

Kitchen Equipment

* General monthly and requested maintenance to include scheduled cleaning, as well as, repairs to condenser coils and fan ventilation units in all reach-in or walk-in coolers and freezers
* Recharge and repair refrigerant components of above stated units, as well as, outside condensers/motors/fans as necessary for 24-hour operation of all units
* General monthly and requested maintenance on all kitchen cooking equipment to include ovens, tilt skillets, stoves, warmers and hot food warming boxes. Maintenance may include thermostat replacement/adjustment and ability to calibrate temperatures to meet specifications as required
* Cleaning of plumbing and drains as related to kitchen equipment

Basic Repair

* Basic repairs, including squeaky hinges, broken trim, door locks, latches, and closers, wall-patching, repair of pest-damaged framing, etc.
* Repair/Replace broken glass/plastic panes in windows and doors
* Hanging and mounting items such as shelves, clocks, bulletin boards, etc. as directed by school staff

**NOTE:** An itemized quote must be submitted for authorized approval before completing any major repair that is beyond this agreement’s scope.

**Manufacturer’s Recommendations:**

The Proposer will ensure that all applicable equipment manufacturers’ recommendations on repair and maintenance are followed.

## Evaluation Criteria

A variety of criteria will be considered in evaluating the proposals. This evaluation will be made based upon information provided within the Proposal, by the Proposer during RFP specific presentations or negotiations, news articles, press releases, client references, industry references, vendors and related sources, and any other sources. The determination as to the finalist(s) will be made based upon weighted criteria for each of the following four key areas:

1. **Annual Cost (40%):** Proposal must include all labor, material, supplies (consumable and non-consumable), plant equipment, and services necessary.
2. **Customer Service & Management Methodology (30%):** Proposer’s management structure that will service OASD, methods of ensuring high quality customer service, and plan to maintain responsiveness/communication with OASD leadership.
3. **Performance History, Reputation, Financial Strength (20%)**
4. **Cost Containment & Service Efficiency Strategies (10%):** Proposer’s strategies to reduce and/or contain costs over the length of the contract.

### Proposal Authorities, Restrictions & Clauses

OASD Authorities and Options

1. OASD reserves the right to reject any and all proposals for any reason.
2. OASD reserves the right to correct or waive irregularities in submitted proposals should it be deemed in the best interest of OASD to do so.
3. OASD reserves the right to negotiate any and all proposals for any reason.
4. OASD reserves the right to award to more than one Proposer.
5. OASD has 90 days to accept a submitted Proposal; the Proposer cannot withdraw a Proposal within that 90 day period without mutual consent with OASD, which will not be unreasonably withheld.

Negative Assurances

1. OASD cannot assure that the services will be awarded to any Proposer at any time.

Prohibitions

1. OASD shall assess, negotiate and decide on this Proposal without influence from the Proposer’s employees, the Proposer’s representatives or agents, the Proposer’s vendors, or any other parties with a business, financial or family relationship to the Proposer.
2. The Proposer is prohibited from exploiting a conflict of interest, gratuities, kickbacks, or any other type of incentive or influence upon OASD, its Board, and its agents; violators will be prosecuted to the extent of the laws pertinent to OASD.
3. Proposers must submit a firm bid. A Proposer shall not stipulate in its proposal any conditions not contained in the contract documents. Any qualifying statements or conditions may be declared irregular and as not being responsive to the advertisement for bids.

### Responsibilities of the Proposer

1. Inspection of all documents to assure completeness, legibility, etc.
2. It is the Proposer’s duty to understand the proposal; any misunderstanding is the responsibility of the Proposer; OASD has no obligation to correct, reject or question any portion of the proposal.
3. Abide by all Proposal requirements; else the Proposal may be rejected by OASD regardless of type or significance or noncompliance.

### Proposal Requirements

1. Executive Summary (3 page maximum)
2. Performance History
3. Proposer’s reference (include phone and email for at least 2 clients)
4. Experience with current or similar sized charter management organizations, communities or regions. (List similar clients and locations
5. Experience in the industry (List years of experience)
6. Financial Statement (Balance Sheet, P & L or Other Similar Statement of Financial Strength)
7. Building Service Plan for OASD – herein describe how the Proposer will provide service including; management, recruiting and all related aspects of the service – as it pertains to OASD, et al. and the parameters noted.
8. Team Members and Leadership
9. Organizational Chart (may hand-draw document-but must be legible)
10. Resumes of Top 3 Local Key Contributions (may include more than 3)
11. List of Credentials, Certifications, etc. for major trades (Plumbing, HVAC, etc.)
12. Plan for maintenance of facilities
13. Scope of regular preventative maintenance that will occur
14. Schedule for equipment checks, parts replacement, etc.
15. Reporting - operational and customer service (what reports and how often)
16. Reports that will be regularly produced
17. Frequency of reports
18. Cost management plans
19. Plans to reduce costs-when possible
20. Plans to increase efficiency-when possible
21. Customer Service Plan
22. General Methods for ensuring high quality customer service
23. Plan to maintain responsiveness/communication with the Director of Facilities for OASD
24. Meeting schedule
25. Participants in meetings
26. Reports that will be reviewed in meetings
27. Proposer’s plan for building a partnership with the school to reinforce school culture and values
28. Procedures for responding to dissatisfied school leadership
29. Plan for ensuring staff provide a high quality customer service experience when performing work on site
30. Other (optional)
31. Pricing
32. Per-hour pricing per function. (Functions include plumbing, electrical, HVAC, etc.) OASD seeks to pay based on services provided and is not interested in rates based on square footage or by day (See pricing sheet for details).
33. Final prices will be negotiated between the Proposer and OASD. OASD reserves the right to cancel the contract award if Proposer cannot commit to a contract that has prices within 5% of what is quoted.
34. OASD understands that due to the inherent nature of a maintenance contract some services will require costs for parts over $100 on a pass-through basis (approval required) and separate rates for projects required to be performed outside of normal operating hours.
35. Insurance & Bonds
36. OASD reserves the right to require a performance bond; if such is required, the cost of that bond will be reimbursed to the Contractor by OASD
37. Evidence of insurance or insurability (copy of certificate is acceptable)
38. Checklist of Required Elements
39. Submission

**Deliver to:**

**James D. Bobula, Superintendent/Principal**

**Ontonagon Area School District**

**701 Parker Avenue**

**Ontonagon, MI 49953**

Questions should be directed to:

* James Bobula – [jimb@oasd.k12.mi.us](mailto:jimb@oasd.k12.mi.us) or (906) 813-0614, ext. 100

**PRICING PROPOSAL**

The pricing for the RFP is based on the philosophy that:

1. High Quality preventative maintenance can prevent the need for other service calls and emergency calls but there will be ongoing repair requests.
2. Portions of the building may require some emergency work due to the nature of its age.

The pricing seeks information in three categories:

1. What are the rates (hourly charges) for the standard service that will be provided?
2. What amount of time (hours per month) is necessary to deliver a high quality preventative maintenance program?
3. What are the rates (hourly charges) for the service provided outside of regular business hours?

The final contract will include fixed price for the preventative maintenance work and a fixed price for a certain number of standard service hours. Emergency service (work performed on weekends, holidays, or outside of normal business hours) will be billed separately on as needed basis.

**STANDARD SERVICE HOURLY RATES**

| **TRADE** | **HOURLY RATE** |
| --- | --- |
| HVAC |  |
| Plumbing |  |
| Electrical |  |
| Kitchen Equipment |  |
| Basic Repair |  |

**PREVENTATIVE MAINTEANCE CHARGES**

| **TRADE** | **ESTIMATED HOURS PER MONTH** |
| --- | --- |
| HVAC |  |
| Plumbing |  |
| Electrical |  |
| Kitchen Equipment |  |
| Basic Repair |  |

**EMERGENCY SERVICE HOURLY RATES**

| **TRADE** | **EMERGENCY HOURLY RATE** |
| --- | --- |
| HVAC |  |
| Plumbing |  |
| Electrical |  |
| Kitchen Equipment |  |
| Basic Repair |  |

**CHECKLIST OF REQUIRED ELEMENTS**

| **ITEM** | **DESCRIPTION** | **PROVIDED?** | **INITIALS** |
| --- | --- | --- | --- |
|  | Executive Summary (3 pages maximum) |  |  |
|  | Performance History (Inc. 2 references) |  |  |
|  | Building Service Plan |  |  |
|  | Customer Service Plan |  |  |
|  | Pricing Proposal |  |  |
|  |  |  |  |
|  | Checklist Completed |  |  |