



**STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES**

**REQUEST FOR QUALIFICATIONS
FOR
FACILITIES MANAGEMENT SERVICES**

RFQ # 32110-16200

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1. INTRODUCTION

The State of Tennessee, Department of General Services, Central Procurement Office, hereinafter referred to as "the State," has issued this Request for Qualifications ("RFQ") to qualify Respondents ("Qualified Respondents") to a Competitive Range to participate in a Collaborative Value Development ("CVD") process as described in *Policy Number 2013-002, Procurement Methods Policy and Procedures* of the Central Procurement Office, and subsequent Request for Proposals (the "RFP") that may result in an award of a contract (the "Contract") for Facilities Management Services ("FM Services," all of which are more particularly described in Attachment H, B.1. to this RFQ). This RFQ shall define the mandatory requirements to be eligible for further consideration; detail response requirements; and, outline the State's process for evaluating responses and selecting the Qualified Respondents within the Competitive Range. Participation in the CVD process is a mandatory prerequisite to submitting a response to the RFP and being considered for Contract award.

The State seeks to procure the Services at the most favorable, competitive prices and to give ALL qualified businesses, including those that are owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises, the opportunity to do business with the State as contractors or subcontractors.

1.1. Statement of Procurement Purpose

1.1.1. In support of the State of Tennessee's efforts to improve services and lower taxpayer costs in its real estate operations, the State is exploring whether awarding a contract to one or more FM Services providers will provide improved care and maintenance of State facilities at a lower cost to taxpayers. The State is issuing this RFQ for Respondents to provide their qualifications to perform FM Services for the State. The State will gather data as part of this RFQ to assist it in deciding whether to proceed with an RFP.

The State has elected to utilize a procurement process that includes CVD Workshops to allow the State to work collaboratively with Qualified Respondents to understand industry best practices and develop creative and innovative solutions that ensure quality and a results-focused outcome for Tennessee citizens. This CVD process is a performance contracting best practice utilized in public and private sector procurements. One of the many advantages includes a focus on shared risk and shared reward with the goal of procuring a contract that represents a best value to the State, and provides accountability provisions to the vendor. This collaborative process will increase understanding of the best practices for implementation across a portfolio as wide and diverse as the State of Tennessee's. Moreover, it is an opportunity for the State to engage service provider experts directly in order for the State to procure services on the basis of the outputs and outcomes that best meet the State's needs.

If the State determines that contracting with a professional FM Services provider will achieve the State's goal of increasing services at lower costs to the State, the State intends to award a statewide contract to one or more FM Services providers. The contract awarded could then be used by the various State agencies and institutions if the contract meets their needs for managing their facilities.

The key phases in this procurement process are as follows:

- Request for Information ("RFI")
- Request for Qualifications ("RFQ")
- CVD Workshops (See Section 5.5 for more information)
- Request for Proposals ("RFP")

The welfare of current facilities management employees is a top priority for this exploration. Any contract with a FM Services provider will include strict language requiring that the FM Services provider will employ all current FM Services State employees who execute a transition acknowledgement agreement and who successfully pass all applicable background checks, verification of work authorization, and drug testing of the potential vendor at a rate mutually agreed upon by the vendor and the

State, but in no event less than the State employee's current salary. In addition, the contract will include strict language prohibiting the FM Services provider from initiating any reduction in force at any time during the term of the contract. No current qualified and productive facilities management employees will be unemployed as a result of an award of a contract to a FM Services provider. The State will give important consideration in the award of a contract to a Respondent's proposed transition of the current facilities management workforce.

No final commitment to award a contract to a FM Services provider to service State facilities will be made until the conclusion of the entire procurement exploration process. The final decision to utilize a FM Services provider contract will reside with individual departments, agencies, and institutions of the State.

- 1.1.2 The State will convey official, written responses and communications related to this RFQ by Internet posting at the following URL: <http://tn.gov/generalservices/article/request-for-proposals-rfp-opportunities>
- 1.1.3 All statistical and fiscal information contained in this RFQ and its exhibits, including amendments and modifications thereto, are provided "as is", without warranty as to the accuracy or adequacy of the data or information so provided, and reflect the department's best understanding based on information or belief available to the department at the time of RFQ preparation. No inaccuracies in such data or information shall be a basis for delay in performance or a basis for legal recovery of damages, actual, consequential or punitive.

1.2. **Pre-Response Conference**

A Pre-Response Conference will be held at the time and date detailed in the RFQ Schedule of Events, RFQ § 2. Attendance will be limited to potential Respondents who have submitted a Notice of Intent to Respond to the Solicitation Coordinator. Pre-Response Conference attendance is not mandatory, and potential Respondents may be limited to a maximum number of attendees depending upon overall attendance and space limitations. Please contact the Solicitation Coordinator to RSVP for the Pre-Response Conference.

Those who wish to attend or call in to the Pre-Response Conference should submit a Notice of Intent to Respond to the Solicitation Coordinator. The State will provide the physical location of the conference and a bridge-line phone number to the potential Respondents who submit a Notice of Intent to Respond to the Solicitation Coordinator prior to the Pre-Response Conference.

1.3. **Notice of Intent to Respond**

Before the Notice of Intent to Respond Deadline detailed in RFQ § 2, Schedule of Events, potential Respondents should submit to the Solicitation Coordinator a Notice of Intent to Respond in the form of an e-mail or other written communication. Such notice should include the following information: the business or individual's name (as appropriate), a contact person's name and title, the contact person's mailing address, telephone number, facsimile number, and e-mail address. Filing a Notice of Intent to Respond is a mandatory prerequisite for submitting a response, and it is necessary to ensure receipt of notices and communications relating to this RFQ.

1.4. Definitions and Abbreviations

TERM	DEFINITION
Case Study	A narrative, outlining FM Services that have been, or are currently being, provided to a Client, that is being submitted to fulfill the requirements of RFQ Attachment C, Technical Qualifications, Experience & Approach.
Client	An organization that contracted or is currently contracting for FM Services.
Contract Administrator	Contractor's main point of contact at CPO with respect to the Contract.
Competitive Range	The top four highest evaluated responses following Phase III of the evaluation, as outlined in Section 5.
Contractor	The Respondent that is awarded the Contract.
CPO	Central Procurement Office, Department of General Services
CVD Process	Collaborative Value Development process means an interactive technique between the State and Qualified Respondents within the Competitive Range, as defined in the RFQ. The purpose of the CVD process is to utilize the expertise and knowledge of the Qualified Respondents to develop a Solicitation that will award a contract to the Qualified Respondent that receives the highest evaluated final score. This process can be found as set forth in <i>Policy 2013-002, Central Procurement Office Procurement Methods Policy and Procedures, Section 19.11.</i>
CVD Workshops	CVD event for Qualified Respondents outlined in the Schedule of Events. Detailed in Section 5.5 of this RFQ.
Deferred Maintenance	Maintenance that has been postponed for various reasons. Essentially, any repair that does not occur at the scheduled time.
Facility	The building, site, location, or grounds owned or leased by the State, TBR, or UT where work is requested and will be completed.
FM Services	Facilities Management Services
Preventative Maintenance	The servicing of real or personal property for the purpose of maintaining it in optimal working condition, while still functional to prevent failure or defect.
Reactive Maintenance	Repairs that are done in response to an identified issue or problem.
Rebadged Employees	Eligible employees whose employment is transitioned by the State in connection with facilities management services being transferred to a third-party vendor where the eligible employee is offered employment with a third-party vendor.
STREAM	State of Tennessee Real Estate Asset Management, Department of General Services.
Subcontractor	A vendor, other than the Contractor, that is fulfilling services within the Contract scope of work on behalf of the Contractor.
TBR	The Tennessee Board of Regents System including all universities, community colleges, and colleges of applied technology.
Transition Period	The period of time from when the agency or campus signs an intent to implement Contractor's services until the Contractor's services are fully implemented. The State estimates the length of this period to be approximately ninety (90) days for each portion of the portfolio. This period for some agencies or campuses may run concurrently.
UT	The University of Tennessee System including the campuses at Knoxville, Chattanooga, Memphis, and Martin. For purposes of this RFQ, definition does not include the UT Space Institute.

1.5. **Collaborative Value Development**

After RFQ § 2, Schedule of Events, "State Notice of Qualified Respondents Released," each Qualified Respondent will be invited to attend a CVD event. Each CVD event will be held at the time and date detailed in the RFQ Schedule of Events, RFQ § 2.

See RFQ Section 5.5 for more information.

2. RFQ SCHEDULE OF EVENTS

The following schedule represents the State's best estimates for this RFQ; however, the State reserves the right, at its sole discretion, to adjust the schedule at any time, or cancel and reissue a similar solicitation. Nothing in this RFQ is intended by the State to create any property rights or expectations of a property right in any Respondent.

EVENT	TIME (Central Time Zone)	DATE (all dates are State business days)
1. RFQ Issued		4/11/2016
2. Disability Accommodation Request Deadline	2:00 p.m.	4/13/2016
3. Notice of Intent to Respond Deadline	1:00 p.m.	4/18/2016
4. Pre-Response Conference	2:00 p.m.	4/19/2016
5. Written "Questions & Comments" Deadline	2:00 p.m.	4/22/2016
6. State Responds to Written "Questions & Comments" and issues Amendment		5/16/2016
7. RFQ Technical Response Deadline	2:00 p.m.	6/30/2016
8. State Schedules Respondent Oral Presentations		7/19/2016
9. Respondent Oral Presentations		7/25 – 7/28/2016
10. State Notice of Qualified Respondents Released		8/5/2016
11. State schedules Collaborative Value Development event (ONLY for Qualified Respondents)		8/15/2016
12. Collaborative Value Development event		8/22 – 10/28/2016
13. RFP Issued		12/1/2016
14. Response Deadline		1/25/2017
15. Schedule Vendor Oral Presentations/Interviews		1/26/2017
16. Respondent Oral Presentations/Interviews		1/30-1/31/2017
17. State Completion of Technical Response Evaluations		2/3/2017
18. State Opening & Scoring of Cost Proposals		2/6/2017
19. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	2/16/2017
20. State sends contract to Contractor for signature		2/27/2017

21. Contractor Signature Deadline	2:00 p.m.	3/3/2017
22. Contract Award/Execution		3/16/2017

3. RESPONSE REQUIREMENTS

3.1. Response Contents: A response to this RFQ should address the following:

- 3.1.1. Mandatory Requirements: This section details the mandatory technical, functional, and experience requirements that must be demonstrated in the response to this RFQ in order to qualify for the Competitive Range and evaluated under Phase II of the Technical Response evaluation. A Respondent must duplicate and use RFQ Attachment A as a guide to organize responses for the Mandatory Requirements of the RFQ response. The Respondent should reference the page location of the information within the response in the indicated column of the table. This section is included in the State's evaluation as to whether or not a Respondent qualifies for the Competitive Range (Phase I).
- 3.1.2. General Qualifications & Experience: This section is included in the State's evaluation of Phase II of the Technical Response Evaluation and details general information and qualifications that must be demonstrated in the response to this RFQ. A Respondent must duplicate and use RFQ Attachment B as a guide to organize responses for this portion of the RFQ response. The Respondent should reference the page location in the information within the response in the indicated column of the table.
- 3.1.3. Technical Qualifications, Experience & Approach: These sections are also included in the State's evaluation of Phase II of the Technical Response Evaluation and detail technical qualifications, experience, and approach items that must be demonstrated in the response to this RFQ. A Respondent must duplicate and use RFQ Attachments C and D as a guide to organize responses for this portion of the RFQ response. The Respondent should reference the page location in the information within the response in the indicated column of the table.
- 3.1.4. Cost Proposal Information Guide: This section is not included in the State's evaluation of Respondents. The State requests that Respondents provide a response to the questions in Attachment K for informational purposes only. A Respondent should duplicate and use RFQ Attachment K as a guide to organize their response to this section.

3.2. Response Delivery Location

A Respondent must ensure that the State receives a Response to this RFQ no later than the Response Deadline time and dates detailed in the RFQ Section 2, Schedule of Events. All responses must be delivered to:

Trey Norris
 Central Procurement Office
 3rd Floor, William R Snodgrass, Tennessee Tower
 312 Rosa L. Parks Avenue
 Nashville, TN 37243-1102
 trey.norris@tn.gov
 Telephone # 615-741-7148
 FAX # 615-741-0684

3.3. Response Format

- 3.3.1. A Respondent must ensure that the original response meets all form and content requirements detailed within this RFQ.
- 3.3.2. A Respondent must submit original response documents and copies as specified below.
 - 3.3.2.1. Technical Response
 Seven (7) original Technical Responses in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive labeled clearly labeled:

"RFQ #32110-16200 TECHNICAL RESPONSE ORIGINAL"

The technical response should not include copies of sealed customer references or cost information in the general and technical evaluation phase. The customer references should be emailed directly from the references to the Solicitation Coordinator.

3.4. Response Prohibitions: A response to this RFQ shall not:

- 3.4.1. Restrict the rights of the State or otherwise qualify the response to this RFQ;
- 3.4.2. Include, for consideration in this procurement process or subsequent contract negotiations, incorrect information that the Respondent knew or should have known was materially incorrect;
- 3.4.3. Include more than one response, per Respondent, to this RFQ;
- 3.4.4. Include any information concerning costs (in specific dollars or numbers) associated with the Technical Response;
- 3.4.5. Include the Respondent's own contract terms and conditions (unless specifically requested by the RFQ); or
- 3.4.6. Include the Respondent as a prime contractor while also permitting one or more other Respondents to offer the Respondent as a subcontractor in their own responses.
- 3.4.7. Exceed one hundred and twenty five (125) pages in length (maps, graphs, and charts included as an appendix will count as pages)
- 3.4.8. Provide an oral presentation that exceeds one hour and thirty minutes (1.5 hours) in length including time for questions. A topic outline will be provided with the oral presentation invitation.

3.5. Response Errors & Revisions

A Respondent is responsible for any and all errors or omissions in its response to this RFQ. A Respondent will not be allowed to alter or revise its response after the Response Deadline time and dates as detailed in RFQ Section 2, Schedule of Events, unless such is formally requested in writing by the State (e.g., through a request for clarification, etc.).

3.6. Response Withdrawal

A Respondent may withdraw a response at any time before the Response Deadline time and date as detailed in RFQ Section 2, Schedule of Events, by submitting a written signed request by an authorized representative of the Respondent. After withdrawing a response, a Respondent may submit another Response at any time before the Response Deadline time and date as detailed in RFQ Section 2, Schedule of Events.

3.7. Response Preparation Costs

The State will not pay any costs associated with the preparation, submittal, or presentation of any response, including attending meetings, workshops, or discussions with the State. Each Respondent is solely responsible for the costs it incurs in responding to this RFQ. The Qualified Respondents resulting from this RFQ will, however, be provided with two (2) licenses to use the Creating a Vested Agreement online course, free of charge.

4. GENERAL INFORMATION & REQUIREMENTS

4.1. Communications

- 4.1.1. Respondents shall reference RFQ #32110-16200 in all communications relating to this solicitation, and direct any such communications to the following person designated as the Solicitation Coordinator:

Trey Norris
 Central Procurement Office
 3rd Floor, William R Snodgrass, Tennessee Tower
 312 Rosa L. Parks Avenue
 Nashville, TN 37243-1102
 trey.norris@tn.gov
 Telephone # 615-741-7148
 FAX # 615-741-0684

The State will convey all official responses and communications related to this RFQ to the potential Respondents from whom the State has received a Notice of Intent to Respond (refer to RFQ Section 1.3.).

- 4.1.2. Potential Respondents with a handicap or disability may receive accommodation relating to the communication of this RFQ and participating in the RFQ process. Potential Respondents may contact the RFQ Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in RFQ Section 2, Schedule of Events.
- 4.1.3. **Unauthorized contact about this RFQ with other employees or officials of the State of Tennessee may result in disqualification from contract award consideration.**
- 4.1.4. Notwithstanding the foregoing, potential Respondents may also contact the following as appropriate:
- 4.1.4.1. Staff of the Governor's Office of Diversity Business Enterprise may be contacted for assistance with respect to available minority-owned, woman-owned, Tennessee service-disabled veteran-owned, and small business enterprises as well as general public information relating to this request; or
- 4.1.4.2. The following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

Helen Crowley
 Department of General Services
 Central Procurement Office
 3rd Floor, William R Snodgrass, Tennessee Tower
 312 Rosa L. Parks Avenue
 Nashville, TN 37243-1102
 Telephone: (615) 741-3836
Helen.Crowley@tn.gov

4.2. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a contract pursuant to this solicitation or in the employment practices of the Vendor on the grounds of handicap or disability, age, race, color, religion (subject to *Tennessee Code Annotated*, §4-21-401 and 405), sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Vendor pursuant to this solicitation shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

4.3. **Conflict of Interest**

- 4.3.1. The State may not consider a response from an individual who is, or within the past six (6) months has been, a Former State Employee. For these purposes,
- 4.3.1.1. An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;
 - 4.3.1.2. A contract with or a response from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or response from the employee; and
 - 4.3.1.3. A contract with or a response from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six months has been, a State employee shall not be considered a contract with or a response from the employee and shall not constitute a prohibited conflict of interest.
- 4.3.2. This RFQ is also subject to *Tennessee Code Annotated*, §12-4-101.

4.4. **Respondent Required Review & Waiver of Objections**

- 4.4.1. Each potential Respondent must carefully review this RFQ, including but not limited to, attachments and any amendments for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called "questions and comments").
- 4.4.2. Any potential Respondent having questions and comments concerning this RFQ must provide such in writing to the State no later than the written "Questions & Comments Deadline" detailed in RFQ Section 2, Schedule of Events.
- 4.4.3. Protests based on any objection shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the written "Questions & Comments Deadline."

4.5. **Disclosure of Response Contents**

- 4.5.1. All materials submitted to the State in response to this solicitation become property of the State of Tennessee. Selection for award does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full contents and associated documents submitted in response to this request will become open to public inspection. Refer to RFQ Section 2, Schedule of Events.
- 4.5.2. The RFQ responses will be available for public inspection only after the completion of evaluation of the RFQ or any resulting solicitation which this RFQ becomes a part of, whichever is later.

4.6. **Notice of Professional Licensure, Insurance, and Department of Revenue Registration Requirements**

- 4.6.1. All persons, agencies, firms or other entities that provide legal or financial opinions, which a Respondent provides for consideration and evaluation by the State as part of a response to this RFQ, shall be properly licensed to render such opinions.
- 4.6.2. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent (and Respondent employees and subcontractors, as applicable) must hold all necessary, appropriate business and professional licenses to provide service as required. The State may require any Respondent to submit evidence of proper licensure.
- 4.6.3. Before the Contract resulting from this RFQ is signed, the apparent successful Respondent must provide a valid, Certificate of Insurance indicating current insurance coverage meeting minimum requirements as may be specified by the RFQ.
- 4.6.4. Before the Contract resulting from the subsequent RFP is signed, the apparent successful Respondent must be registered with the Department of Revenue for the collection of Tennessee sales and use tax. The State shall not approve a contract unless

the Respondent provides proof of such registration. The foregoing is a mandatory requirement of an award of a contract.

4.7. **RFQ Amendments & Cancellation**

- 4.7.1. The State reserves the right to amend this RFQ at any time, provided that it is amended in writing. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential Respondents to meet the deadlines and the State will revise the RFQ Schedule of Events if it deems appropriate. If a RFQ amendment is issued, the State will convey it to potential Respondents who submitted a Notice of Intent to Respond (refer to RFQ Section 1.3). A Respondent must respond, as required, to the final RFQ (including its attachments) as it may be amended by the State.
- 4.7.2. The State reserves the right, at its sole discretion, to cancel or to cancel and reissue this RFQ in accordance with applicable laws and regulations.

4.8. **State Right of Rejection**

- 4.8.1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all responses.
- 4.8.2. The State may deem as nonresponsive and reject any response that does not comply with all terms, conditions, and performance requirements of this RFQ. Notwithstanding the foregoing, the State reserves the right to seek clarifications or to waive, at its sole discretion, a response's minor variances from full compliance with this RFQ. If the State waives variances in a response, such waiver shall not modify the RFQ requirements or excuse the Respondent from full compliance with such, and the State may hold any resulting vendor to strict compliance with this RFQ.
- 4.8.3. The State will review the response evaluation record and any other available information pertinent to whether or not each Respondent is responsive and responsible. If the evaluation team identifies any Respondent that appears not to meet the responsive and responsible thresholds such that the team would not recommend the Respondent for potential contract award, this determination will be fully documented for the record. ("Responsive" is defined as submitting a response that conforms in all material respects to the RFQ. "Responsible" is defined as having the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)

4.9. **Assignment & Subcontracting**

- 4.9.1. The Respondent awarded the Contract, may not subcontract, transfer, or assign any portion of the Contract without prior approval of the State. The State reserves the right to refuse or condition its approval, at its sole discretion, of any subcontract, transfer, or assignment.
- 4.9.2. If a Respondent intends to use subcontractors, the response to this RFQ must specifically identify the scope and portions of the work that subcontractor(s) will perform (refer to RFQ Attachment B, Item B.13.).
- 4.9.3. Subcontractors identified within a response to this RFQ will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.
- 4.9.4. The Respondent awarded the Contract may only substitute another subcontractor for a proposed subcontractor at the discretion of the State and with the State's prior, written approval.
- 4.9.5. Notwithstanding any State approval relating to subcontracts, the Respondent awarded the Contract will be the prime contractor and will be responsible for all work under the Contract.

4.10. **Next Ranked Respondent**

The State reserves the right to initiate negotiations with the next ranked Respondent should the State cease doing business with any Respondent selected under this RFQ subsequent RFP.

5. PROCUREMENT PROCESS & CONTRACT AWARD

- 5.1. The Qualified Respondent selection will be a two-part process: (1) Qualification of Technical Responses; and (2) Oral Presentations. It also involves a subsequent RFP process, the purpose of which is to select the most qualified, responsive, and responsible Respondent for award of the Contract. Any award of the Contract is subject to successful negotiation between the parties.
- 5.2. Qualification of Technical Responses: Respondents, based on an evaluation of their Technical Responses, will be short-listed for further evaluation, analysis or negotiation if they are apparently responsive, responsible, and within the Competitive Range. A Technical Response will be deemed within the Competitive Range based on the criterion established below in Phase II:

The Technical Responses will be totaled and put in ordinal ranking from the Respondent with the highest score through the Respondent with the lowest score. The Respondents with the eight (8) highest scored responses will move on to Phase III as detailed below. The four highest scoring responses at the end of Phase III will be deemed to be Qualified Respondents and within the Competitive Range.

Phase I: The State will evaluate the Mandatory Requirements set forth in RFQ Attachment A on a pass/fail basis.

Phase II: Following the Phase I evaluation, the State will apply a standard equitable evaluation model, which will represent a qualitative assessment of each response. Each response will be scored by Evaluation Team members according to the Technical Response & Evaluation Guides (See RFQ Attachments B, C, & D).

The Solicitation Coordinator will total the average score from the evaluation team for each responsive and responsible Respondent's Technical Response Points for RFQ Attachments B, C, & D to attain the Initial Technical Score.

Phase III: The State may invite the eight (8) highest scoring Respondents to give oral presentations to the State. The qualitative assessment of each Respondent will include the information derived from the oral presentations. The Evaluation Team will independently and subjectively assess and score the Oral Presentations (RFQ Attachment E).

Each interview will be limited to no more than one and a half (1.5) hours. The format of the interviews will be:

Item I (Respondent Presentation)- Allocated Time: 30 minutes

- a) Introduction of team members and structures
- b) Clarify specific roles of key team members
- c) Present one (1) of the case studies submitted in the RFQ response that the Respondent feels best demonstrates the ability to successfully complete this Project.
- d) Present why Respondent's team should move on to the next phase.

Item 2 (Discussion) – Allocated time: 1 hour

- a) Questions from the State
- b) Other questions, answers, and discussion

The State will deem the four (4) highest scoring Respondents (after scoring RFQ Attachments B, C, D, & E) as Qualified Respondents.

5.3. Clarifications and Negotiations: The State reserves the right to determine the Competitive Range based on the responses it receives pursuant to the RFQ; therefore, each response should contain the Respondent's best terms from a technical standpoint. However, the State reserves the right to conduct clarifications or negotiations with all Respondents. All communications, clarifications, and negotiations shall be conducted in a manner that supports fairness in response improvement.

5.3.1. Clarifications: The State may identify areas of a response that may require further clarification or areas in which it is apparent that there may have been miscommunications or misunderstandings as to the State's specifications or requirements. The State may seek to clarify those issues identified during one or multiple clarification rounds. Each clarification sought by the State may be unique to an individual Respondent.

5.4. Evaluation Guide

The State will consider Respondent qualifications, experience, and technical approaches in the evaluation of responses and award points in each of the categories detailed below. The maximum evaluation points possible for each category are detailed below.

Evaluation Category	Maximum Points Possible
Mandatory Requirements (refer to RFQ Attachment A)	Pass/Fail
General Qualifications & Experience (refer to RFQ Attachment B)	10
Technical Qualifications, Experience & Approach I (refer to RFQ Attachment C)	27
Technical Qualifications, Experience & Approach II (refer to RFQ Attachment D)	48
Oral Presentation (refer to RFQ Attachment E)	15

5.5. CVD Workshops

The purpose of the CVD Workshops is to gain knowledge from the Qualified Respondents to assist the State with understanding options such as cost model, work allocation, and other requirements that may inform and improve the specifications that could be incorporated into the State's RFP. Participation in these workshops is a mandatory prerequisite to submitting a response to the RFP and being considered for Contract award. These workshops will take place approximately two full days a week over a period of eight (8) to ten (10) weeks. The framework for the workshops derives from the Vested[®] methodology – a well-tested performance based procurement methodology with a focus on development of a contract that is results based, ensuring quality and cost assurance provisions on behalf of citizens.

The topics to be covered include, but are not limited to, the following areas:

Topics to be Covered
1. Business Model
2. Shared Vision Statement and Statement of Intent
3. Statement of Objectives/ Workload Allocation
4. Performance Metrics for Desired Outcomes
5. Performance Management
6. Pricing Model (Margin Matching/Incentives Framework)
7. Relationship Management Framework
8. Transformation Management
9. Exit Management Plan
10. Special Concerns and External Requirements

As part of the workshops, the State may, from time-to-time, bring in various internal stakeholders to provide input or subject matter expertise from various internal stakeholder communities to ensure the State's requirements are being incorporated.

Each Qualified Respondent will have two representatives (the equivalent of the Respondent's proposed account manager and operations manager) that participate in this process. The State will use all reasonable efforts to ensure that appropriate individuals are at the table or accessible so that any necessary business decisions are expedited. These Qualified Respondents will be working with each other and the State in helping the State further understand industry standards and assisting in formulating an evaluation model and additional requirements that will be incorporated into the RFP. The Workshops will not be recorded nor will minutes be prepared for distribution; however, all deliverables created during the workshops will be electronically transmitted to all Qualified Respondents at the end of each week. If any Respondent feels that their concerns are not properly addressed in these deliverables, they will have five (5) business days after receipt to express those concerns. Those concerns will be raised and discussed in a subsequent Workshop, striving for a consensus resolution to these concerns. In the case consensus is not reached, the final decision will be made by the State.

The State reserves the right to conduct site visits at State Facilities for the Qualified Respondents during this period to help gain a better understanding of the State's portfolio. All Qualified Respondents will be required to visit the selected sites at the same time.

More information about the Vested methodology can be found at the following links:

- <http://www.vestedway.com/>
- <http://www.ssonetwork.com/vertical-industry-insight/articles/vested-outsourcing-from-transaction-to-transformat/>

5.6. Request for Proposals (RFP)

After the conclusion of the CVD Workshops, the State will independently prepare the RFP documents. The FM Services requirements arising out of the CVD Workshops and the contributions from the Qualified Respondents will only be advisory in nature. The RFP will be issued solely to the Qualified Respondents and the State will follow RFP guidelines to select the most responsive and responsible Respondent for award of the Contract.

ATTACHMENT A**TECHNICAL RESPONSE & EVALUATION GUIDE**

All Respondents must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). All Respondents must also detail the response page number for each item in the appropriate space below.

The Solicitation Coordinator will review all responses to determine if the Mandatory Requirement Items are addressed as required and mark each with “pass” or “fail”. For each item that is not addressed as required, the Evaluation Team must review the responses and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFQ requirements.

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		The Technical Response must be delivered to the State no later than the Technical Response Deadline specified in the RFQ Section 2, Schedule of Events.	
		The Technical Response must not contain cost or pricing information of any type.	
		The Technical Response must not contain any restrictions of the rights of the State or other qualification of the response.	
		A Respondent must not submit alternate responses.	
		The Response must not exceed the following number of pages in length for each RFQ Attachment: Attachment A: 15 pages Attachment B: 15 pages Attachment C: 69 pages Attachment D: 24 pages	
		A Respondent must not submit multiple responses in different forms (as a prime and a subcontractor).	
	A.1.	Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall perform work under the contract has a possible conflict of interest (<i>e.g.</i> , employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
	A.2.	<p>Provide a current bank reference indicating that the Respondent's business relationship with the financial institution is in positive standing. Such reference must be written in the form of a standard business letter, signed, and dated within the past three (3) months.</p> <p>OR, Provide two current positive credit references from vendors with which the Respondent has done business written in the form of standard business letters, signed, and dated within the past three (3) months.</p> <p>OR, Provide an official document or letter from an accredited credit bureau, verified and dated within the last three (3) months and indicating a positive credit rating for the Respondent (NOTE: A credit bureau report number without the full report is insufficient and will <u>not</u> be considered responsive.)</p>	
	A.3.	<p>Provide a narrative (250 words or less) that documents that the Respondent (or in combination with subcontractors identified in B.13) has managed the facilities for a single Client's multi-site portfolio (minimum five (5) different facility sites separated by a minimum of fifty (50) miles between the furthest points) with an aggregate total of at least ten (10) million square feet over a period of at least five (5) consecutive years. The narrative should include Client contact information and contract period.</p>	
	A.4.	<p>Utilizing Table 1 Case Study Identification below, please identify the following:</p> <ol style="list-style-type: none"> The number of Case Studies being provided within each Facility Type in the "Case Studies Submitted" row. Note: this number should be consistent with the number provided in the "Case Studies Required" row. The Client's name for each Case Study submitted (fill in the blank spaces at each Client ID #); the Client name shall be consistent with those provided in the Response to the Technical Response Guide (RFQ Attachments C & D). Mark an "X" where the Client is being used to satisfy the Case Study requirement for the corresponding Facility Type in each column. One (1) Client may be used as a Case Study for multiple Facility Types; twenty-three (23) total Case Studies must be submitted. <p>See Attachment I for examples.</p> <p>Refer to Attachment H, Section A for descriptions of Facility Types.</p> <p>Note that Table 1 will be provided to the Evaluation Team to confirm that the Clients provided as Case Studies in response to RFQ Attachment C align with the responses in this Table 1. The Client ID # identifying the Client in Table 1 shall be consistent with each individual Client provided as a Case Study in response to RFQ Attachment C.</p>	

RESPONDENT LEGAL ENTITY NAME:

Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
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Table 1
Case Study Identification

Client ID#	Case Studies Required	Facility Types									
		Higher Education Classrooms & Residence Halls	Hospitals / Health Clinics	Offices	Animal Care Facilities	Athletics (Pro or NCAA 1A/FBS – FB & BB)	Corrections / Development Centers	Facilities For Special Needs Populations	Hospitality	Industrial, Storage & Warehouse	Research / Labs
	Case Studies Submitted										
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
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22											
23											

RESPONDENT LEGAL ENTITY NAME:

Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
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	A.5.	<p>Utilizing Table 2 Case Study Work Allocation below, identify who performed the work (Respondent or Subcontractor) for each submitted Client identified as a Case Study in Table 1. Mark an “X” if the company was the prime contractor. Mark an “O” if the company was a subcontractor. Insert the name for each Contractor and Subcontractor utilized. Add or delete rows for subcontractors as necessary.</p> <p>See Attachment I for example.</p> <p>Refer to Attachment H, Section A for descriptions of Facility Types.</p> <p>Note that Table 2 will be provided to the Evaluation Team to confirm that Case Studies provided in response to RFQ Attachment C align with the responses in this Table.</p>	
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**Table 2
Case Study Work Allocation**

	Higher Education Classrooms & Residence Halls			Hospitals / Health Clinics			Offices			Animal Care Facilities		Athletics (Pro or NCAA I-A/FBS – FB & BB)		Corrections / Development Centers		Facilities For Special Needs Populations		Hospitality		Industrial, Storage & Warehouse		Research / Labs		
Case Study ID # __	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Respondent																								
Subcontractor A:																								
Subcontractor B:																								
Subcontractor C:																								
Subcontractor D:																								
Subcontractor E:																								
Subcontractor F:																								
Subcontractor G:																								
Subcontractor H:																								

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
	A.6.	Provide the Statement of Certifications and Assurances (RFQ Attachment J) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFQ and any resulting contract. The document must be signed without exception or qualification.	
	A.7.	Provide a Notice of Intent to Respond to the Solicitation Coordinator by no later than the date detailed in RFQ § 2, Schedule of Events in accordance with RFQ Section 1.3.	
	A.8.	Provide the Statement of Certification and Assurance Regarding Employee Retention (RFQ Attachment L) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFQ and any resulting contract. The document must be signed without exception or qualification.	
State Use – RFQ Coordinator Signature, Printed Name & Date:			

ATTACHMENT B**TECHNICAL RESPONSE & EVALUATION GUIDE**

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. Evaluation Team members will independently evaluate and assign one score for all responses to Section B—General Qualifications & Experience Items.

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.1	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the State should contact regarding the Response.
	B.2	Describe the Respondent's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
	B.3	Detail the number of years the Respondent has been in business.
	B.4	Briefly describe how long the Respondent has been providing the goods or performing the services required by this RFQ.
	B.5	Describe the Respondent's number of employees, client base, and location of primary corporate office, as well as the location(s) of the office(s) that will serve the State if awarded a contract.
	B.6	Provide a statement of whether there have been any mergers, acquisitions, or sales of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details.
	B.7	Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent's employees, agents, independent contractors, or subcontractors, proposed to provide work on a contract pursuant to this RFQ, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
	B.8	Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
	B.9	Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFQ or is likely to have a material adverse effect on the Respondent's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent's performance in a contract pursuant to this RFQ. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.
	B.10	Provide a statement of whether there is any pending or in progress Securities Exchange

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent's performance in a contract pursuant to this RFQ.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of such licensure detailing the state of licensure and licensure number for each person or entity that renders such opinions.</p>
	B.11	Provide a narrative description of the proposed contract team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to provide the goods or services required by this RFQ, illustrating the lines of authority, and designating the individual responsible for the completion of each task and deliverable of the RFQ.
	B.12	<p>Provide a personnel roster listing the names of key people who the Respondent will assign to perform tasks required by this RFQ.</p> <p>Identify the two participants who will attend the CVD Workshops if the State determines the Respondent is within the Competitive Range. One of these participants should be in the role of Account Manager (or company equivalent). The other participant should be in the role of Operations Manager (or company equivalent). Also, identify an alternate for each of these participants, in the event that the participants are unable to attend one or more of the workshops.</p>
	B.13	<p>Provide a statement of whether the Respondent intends to use subcontractors to accomplish the work that is the subject of this RFQ, and if so, detail:</p> <p>(a) the names of the subcontractors that the Respondent proposes utilizing to perform FM Services; <u>and</u></p> <p>(b) a description of the scope and portions of the work each subcontractor may perform.</p>
	B.14	<p>Provide documentation of the Respondent's commitment to diversity as represented by the following:</p> <p>(a) <u>Business Strategy</u>. Provide a description of the Respondent's existing programs and procedures designed to encourage and foster commerce with business enterprises owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises. Please also include a list of the Respondent's certifications as a diversity business, if applicable.</p> <p>(b) <u>Business Relationships</u>. Provide a listing of the Respondent's current contracts with business enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises. Please include the following information:</p> <p>(i) contract description;</p> <p>(ii) contractor name and ownership characteristics (<i>i.e.</i>, ethnicity, gender, Tennessee service-disabled); and</p> <p>(iii) contractor contact name and telephone number.</p> <p>(c) <u>Estimated Participation</u>. Provide an estimated level of participation by business enterprises owned by minorities, women, Tennessee service-disabled veterans, and small business enterprises if a contract is awarded to the Respondent pursuant to this RFP. Please include the following information:</p> <p>(i) a percentage (%) indicating the participation estimate. (Express the estimated participation number as a percentage of the total estimated contract value that will be dedicated to business with subcontractors and supply contractors having such ownership characteristics only and DO NOT INCLUDE DOLLAR AMOUNTS);</p>

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>(ii) anticipated goods or services contract descriptions;</p> <p>(iii) names and ownership characteristics (i.e., ethnicity, gender, Tennessee service-disabled veterans) of anticipated subcontractors and supply contractors.</p> <p>NOTE: In order to claim status as a Diversity Business Enterprise under this contract, businesses must be certified by the Governor's Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9810 for more information.</p> <p>(d) <u>Workforce</u>. Provide the percentage of the Respondent's total current employees by ethnicity and gender.</p> <p>NOTE: Respondents that demonstrate a commitment to diversity will advance State efforts to expand opportunity to do business with the State as contractors and subcontractors. Response evaluations will recognize the positive qualifications and experience of a Respondent that does business with enterprises owned by minorities, women, Tennessee service-disabled veterans and small business enterprises and who offer a diverse workforce.</p>
	B.15	<p>Provide a statement of whether or not the Respondent has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous five-year period. If so, provide the following information for all current and completed contracts:</p> <p>(a) the name, title, telephone number and e-mail address of the State contact responsible for the contract at issue;</p> <p>(b) the name of the procuring State agency;</p> <p>(c) a brief description of the contract's specification for goods or scope of services;</p> <p>(d) the contract term; and</p> <p>(e) the contract number.</p> <p>NOTES:</p> <ul style="list-style-type: none"> ▪ Current or prior contracts with the State are <u>not</u> a prerequisite and are <u>not</u> required for the maximum evaluation score, and the existence of such contracts with the State will <u>not</u> automatically result in the addition or deduction of evaluation points. ▪ Each evaluator will generally consider the results of inquiries by the State regarding all contracts responsive to Section B.15 of this RFQ.
	B.16	<p>Provide customer references from individuals who are <u>not</u> current or Former State Employees for projects similar to the goods or services that are the subject of this RFQ and which represent a Case Study the Respondent is using to satisfy the requirements in RFQ Attachments C, Technical Qualifications, Experience, and Approach I. Only one reference will be accepted for each Case Study.</p> <p>A reference questionnaire, which <u>must</u> be used and completed, is provided at RFQ Attachment F. References that are not completed as required may be deemed nonresponsive and may not be considered.</p> <p>The Respondent will be <u>solely</u> responsible for obtaining fully completed reference questionnaires. In order to obtain and submit the completed reference questionnaires, follow the process below:</p> <p>(a) Add the Respondent's name to the standard reference questionnaire at Attachment F, and make a copy for each reference.</p> <p>(b) Instruct the reference to:</p> <ol style="list-style-type: none"> i. Complete the reference questionnaire; ii. Sign and date the completed reference questionnaire; and

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		<p>iii. E-mail the reference directly to the Solicitation Coordinator by the RFQ Technical Response Deadline with the Subject line of the e-mail as “[Respondent Name] Reference for RFQ 32110-16200.</p> <p>NOTES:</p> <ul style="list-style-type: none"> ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ While the State will base its reference check on the contents of the reference e-mail, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information.
	B.17	<p>Provide a statement and any relevant details addressing whether the Respondent is any of the following:</p> <ul style="list-style-type: none"> (a) is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency; (b) has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (c) is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and <ul style="list-style-type: none"> ▪ has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.
	B.18	Describe the Respondent’s internal reporting system, how it will support the State in the development and maintenance of reports, and how it will interface with State and Federal systems (such as IBM TRIRIGA Facility Management Software).
SCORE (for all Section B— Qualifications & Experience Items above): (maximum possible score = 10)		
<i>State Use – Evaluator Identification:</i>		

ATTACHMENT C

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH I. The Respondent should explain its approach to providing goods or services to the State. The items listed below represent specific questions the State would request you answer in your response. For ease of review, please annotate your explanation so that it contains references to the items listed below where they are addressed. Respondent should not feel constrained to answer only the specific questions listed below in its explanation and should feel free to provide attachments if necessary in an effort to provide a more thorough response, within the specified page limits.

The Evaluation Team, made up of three (3) or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item’s raw, weighted score for purposes of calculating the section scores as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items I	Item Score	Evaluation Factor	Raw Weighted Score
<p>Respondent should submit a total of twenty-three (23) written Case Studies as part of the Response for this Attachment C requirement. The number of Case Studies that is required as a response for each Facility Type can be found in Attachment A, A.4 (Table 1). For each Case Study, provide responses to questions C.1-C.4. The response for each Case Study should be formatted using the Case Study Template provided in Attachment G.</p> <p>Each Case Study should align with the all information provided in response to Attachment A, A.4 (Table 1) and A.5 (Table 2).</p> <p>A Client may be submitted as a Case Study for multiple Facility types as long as each Case Study specifically addresses that Facility Type. For example, as shown in Attachment I Table 1, Vendor A provided FM Services to University of Central Tennessee that covered five (5) Facility Types (Higher Education Classrooms & Residence Halls, Offices, Animal Care Facilities, Athletics, and Research/Labs); Vendor A may use University of Central Tennessee as five (5) different Case Studies to address those five (5) Facility Types It should be noted however, that each of these five (5) Case Studies will have different content that specifically addresses the corresponding Facility Type.</p> <p>Do not submit more than the number of Case Studies required. No additional consideration or weighting will be given for additional Case Studies beyond those twenty-three (23) required.</p> <p><i>Page Limit Maximum, including text, pictures, and graphs: 2 pages + the cover sheet in Attachment G for each Case Study. Total of 69 pages for this section.</i></p>					
	C.1.	<p>Describe how the Respondent maintained high quality facilities and grounds in day-to-day operations of the facility. Specify performance metrics that were tracked to serve the Client and provide documentation of the results. Include unique challenges and opportunities that were present. Include quotes from the Client(s) on how facilities have been maintained and improved.</p> <p>a. Describe how the Respondent maintained general and common interior/exterior spaces at the facility. At a minimum, explain the usage of the facility and its spaces, the types of finishes maintained (e.g. industrial, office, high-end, historic), and frequencies at which the facility received a “deep cleaning”.</p>		16.5	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items I	Item Score	Evaluation Factor	Raw Weighted Score
		<p>b. Describe how the Respondent maintained building systems (e.g. HVAC, electrical, plumbing). At a minimum, explain the variety and types of systems and the utility infrastructure managed.</p> <p>c. Explain the variety of ground types maintained (e.g. natural, manicured, rooftop, fields and practice facilities), landscaping (e.g. natural, manicured, seasonal, arboretums, etc.), hardscape (e.g. parking lots, streets, sidewalks), and retaining walls.</p>			
	C.2.	<p>Detail management strategies employed to manage preventative and predictive maintenance to drive significant reductions in reactive work orders across multi-year time periods. Describe how the Respondent identified and addressed code issues.</p> <p>a. Describe how the Respondent conducted inspections on facilities, grounds, and hardscape to identify maintenance and system issues. Specify the amount (%) of work orders created by FM personnel vs. the amount (%) of work orders entered by others; explain the variety of people who submitted work orders. Describe the inspection program including who completed the inspection, the frequency at which they occurred, the method used to report on the inspections, etc.</p> <p>b. Describe the specific steps the Respondent used to address reported life safety and emergency issues within established timeframes. Provide examples of reported life safety and emergency issues including how the emergencies were handled and the actual time period for closure.</p> <p>c. Describe how the Respondent executed plans to resolve identified needs on a timely basis.</p>		13.5	
	C.3.	<p>Describe how Respondents managed facilities with the lowest possible environmental footprint by showing documented results in the following areas:</p> <p>a. The successful reduction of the facility's utility consumption.</p> <p>b. The successful reduction of the facility's amount of waste into landfills.</p> <p>c. The successful reduction of run-off through the facility's storm and wastewater management</p>		3	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items I	Item Score	Evaluation Factor	Raw Weighted Score
		program(s).			
	C.4.	<p>Describe how the Respondent maintained emergency preparedness plans and approaches. For each section below, provide the frequency of plan updates and the methods used to determine updates. Provide examples, with results, of plans implemented to:</p> <ul style="list-style-type: none"> a. Minimize unplanned downtime and ensure no downtime for critical systems. At a minimum, specify communication plans and chains of authority. b. Minimize the impact to customers of planned downtime through coordination of efforts on required downtimes and maintenance. At a minimum, specify communication plans and chains of authority. c. Prepare for emergency and weather response, including the creation and maintenance of plans. At a minimum, include responses to local Tennessee weather types of wind, ice/snow, water, etc., as well as building emergencies (e.g. power outages, fire). d. Ensure business continuity in the event of outages, weather emergencies, etc., in support of customers. 		3	
<p><i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i></p>			<p>Total Raw Weighted Score: (sum of Raw Weighted Scores above)</p>		
<p>Total Raw Weighted Score</p> <hr style="width: 50%; margin: auto;"/> <p>Maximum Possible Raw Weighted Score (i.e., 5 x the sum of item weights above)</p>			<p>X 27 (maximum possible score)</p>		<p>= SCORE:</p>
<p><i>State Use – Evaluator Identification:</i></p>					
<p><i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i></p>					

ATTACHMENT D

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION D: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH II. The Respondent should explain its approach to providing goods or services to the State. The items listed below represent specific questions the State would request you answer in your response. For ease of review, please annotate your explanation so that it contains references to the items listed below where they are addressed. Respondent should not feel constrained to answer only the specific questions listed below in its explanation and should feel free to provide attachments if necessary in an effort to provide a more thorough response, within the specified page limits.

The Evaluation Team, made up of three (3) or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section scores as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section D— Technical Qualifications, Experience & Approach Items II	Item Score	Evaluation Factor	Raw Weighted Score
	D.1.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 2 pages</i></p> <p>Using specific examples, describe how the Respondent or subcontractor(s) identified in Technical Response Guide, B.13. maintained and operated central plant steam, chilling and electrical distribution centers (sub-stations) across a minimum 300-acre campus. Describe how the Respondent maintained and operated decentralized utilities and infrastructure across a minimum 300-acre campus.</p>		6	
	D.2.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 2 pages</i></p> <p>Using two different examples, describe how the Respondent or subcontractor(s) identified in Technical Response Guide, B.13. has maintained campus-wide landscape, hard-scape and grounds for multi-acre and multi-location facilities, including all trash and leaf removal, irrigation, fertilization, mowing, edging, etc. of grounds, hiking trails and greenways. Include descriptions of trimming, planting and upkeep of shrubs and trees, as well as standard maintenance and upkeep of hardscapes, including water features (fountains, waterfalls, etc.), statues, campus-owned roads, parking lots, sidewalks, gutters and curbs. Also include trash pickup (receptacles, dumpsters, etc.), lighting maintenance, signage maintenance, etc.</p>		6	
	D.3.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 2 pages</i></p> <p>Describe how the Respondent or subcontractor(s) identified in Technical Response Guide, B.13. has provided services and support planning to clients to</p>		7	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section D— Technical Qualifications, Experience & Approach Items II	Item Score	Evaluation Factor	Raw Weighted Score
		support core missions and special events including, but not limited to, athletic events, concerts, graduations, conventions, inaugurations, weddings, student life (move-in and move-out), etc. Provide specific examples of the most challenging events the Respondent has managed (e.g. events where short notice was given, those that required a quick turnaround time, events that occurred back-to-back, etc.) Detail the logistics of the event(s), scale, timing challenges, coordinating VIPs, etc. Demonstrate how the Respondent managed communication and coordination of events to minimize disruption to planned activities and events during construction, transition, and special events.			
	D.4.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 4 pages</i></p> <p>Describe the Respondent's Work Order System capabilities and functionalities including, but not limited to, the following information:</p> <ol style="list-style-type: none"> a. Aggregate Input(s) from various sources, including calls, web-based inputs, and mobile devices b. Connect with call center support c. Link to existing employee timekeeping system d. Automatic assignment to appropriate individual/team for execution e. Automated escalation protocols f. Tracking and reporting of status and completion against service level standards g. Documenting materials consumption by work order for inventory control and cost management h. Assignment of costs to appropriate budget center i. Protocols for operations outside normal business hours 		10	
	D.5.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 2 pages</i></p> <p>Describe the Respondent's Preventative Maintenance (PM) system in terms of its ability to establish the correct PM routines for systems and units based on their models, age, environmental conditions, etc. Describe the strategy for PM work orders with regard to its integration with the Respondent's Reactive Maintenance work orders and employee timekeeping.</p>		6	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section D— Technical Qualifications, Experience & Approach Items II	Item Score	Evaluation Factor	Raw Weighted Score
	D.6.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 3 pages</i></p> <p>Describe programs the Respondent has implemented to identify and reduce existing Deferred Maintenance and prevent additional Deferred Maintenance from occurring.</p>		8	
	D.7.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 4 pages</i></p> <p>Describe the Respondent's training and certification program to increase employee skills and value that:</p> <ol style="list-style-type: none"> a. Provides technical and specialized training to selected individuals to enable self-performance of previously contracted tasks. Give examples of the certifications and specialized training provided, the number of people who participate, and the graduation/completion rate. Give examples of situations where Rebadged Employees have participated in the training and the success and failures vs. new hires. b. Provides training for standard safety and performance requirements. Detail the standard process for safety and performance training, including frequency of recertification. 		10	
	D.8.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 2 pages</i></p> <p>Describe how the Respondent or subcontractor(s) identified in Technical Response Guide, B.13. has transitioned existing workforce/current employees, including but not limited to the following factors:</p> <ol style="list-style-type: none"> a. Salary and benefit adjustments b. Service credit for time worked (years) c. Staged implementation for large scale transitions <p>Provide examples on the variety of ways this transition was accomplished along with best practices. Describe how the Respondent will work with the State's requirements as specified in this RFQ when creating and implementing the transition plan.</p>		4	
	D.9.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 2 pages</i></p> <p>Using three different examples, describe how the</p>		4	

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section D— Technical Qualifications, Experience & Approach Items II	Item Score	Evaluation Factor	Raw Weighted Score
		Respondent or subcontractor(s) identified in Technical Response Guide, B.13. has developed and implemented an open and transparent communications program that inspires public trust. Explain how the process has coordinated and reported upcoming events that impact affected parties (e.g. employees, students, general public), including use of internal systems and social media.			
	D.10.	<p><i>Page Limit Maximum, including text, pictures, and graphs: 1 pages</i></p> <p>Demonstrate the capabilities of Respondent or subcontractor(s) identified in Technical Response Guide, B.13. to identify, justify, and manage multi-trade major maintenance projects performed by a third party. Using specific examples, outline the Respondent's experience with the following:</p> <ol style="list-style-type: none"> Identification and justification of projects that support and improve the asset value. Managing projects to be on-time, within budget, and within the identified scope and quality standard. 		3	
<p><i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i></p>					<p>Total Raw Weighted Score: (sum of Raw Weighted Scores above)</p>
<p style="text-align: center;"> $\frac{\text{Total Raw Weighted Score}}{\text{Maximum Possible Raw Weighted Score}} \times 48 = \text{SCORE:}$ <i>(i.e., 5 x the sum of item weights above)</i> </p>					
<p><i>State Use – Evaluator Identification:</i></p>					
<p><i>State Use – Solicitation Coordinator Signature, Printed Name and Date:</i></p>					

ATTACHMENT E

ORAL PRESENTATION GUIDE

SECTION E: ORAL PRESENTATION. The evaluation team will consider responses during the oral presentation. The team will be evaluating based on technical responses, ability to communicate, and interaction of the team members.

RESPONDENT LEGAL ENTITY NAME:		
Oral Presentation Items		
E.1.	<p>Respondent Presentation</p> <p>Each interview will be limited to no more than 1.5 hours. The format of the interviews will be:</p> <ul style="list-style-type: none"> i. Item I (Respondent Presentation)- Allocated Time: 30 minutes <ul style="list-style-type: none"> a. Introduce team members and structures b. Clarify specific roles of key team members c. Present one (1) of the case studies submitted in the RFQ response that the Respondent feels best demonstrates the ability to successfully complete this Project. d. Present why the Respondent's team should move on to the next phase. ii. Item 2 (Discussion) – Allocated time: 1 hour <ul style="list-style-type: none"> a. Questions from the State b. Other Questions, Answers, and Discussion 	
		SCORE (for Section E- Oral Presentation): <i>(maximum possible score = 15)</i>
<i>State Use – Evaluator Identification:</i>		
<i>State Use – Solicitation Coordinator Signature, Printed Name and Date:</i>		

ATTACHMENT F

REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment MUST be completed by all individuals offering a reference for the Respondent.

The Respondent will be responsible for obtaining completed reference questionnaires as required (refer to RFQ Attachment B, General Qualifications & Experience Items, Item B.16.).

RFQ # 32110-16200 REFERENCE QUESTIONNAIRE

RESPONDENT NAME: RESPONDENT NAME (completed by respondent before reference is requested)
RFQ #32110-16200

The Respondent will be responsible for obtaining completed Reference Questionnaires as required.

“Respondent name,” specified above, intends to submit a response to the State of Tennessee in response to the Request for Qualifications (RFQ) indicated. As a part of such response, the Respondent must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire; and
- email the completed Questionnaire to:

Trey Norris
Trey.Norris@tn.gov
 615-741-7148

- (1) **What is the name of the individual, company, organization, or entity responding to this reference questionnaire?**
- (2) **Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.**

NAME:	
TITLE:	
TELEPHONE #	
E-MAIL ADDRESS:	

- (3) **Please check the types of facilities maintained where services were provided**

	ANIMAL CARE FACILITIES
	ATHLETICS (NCAA I-A/FBS – FB & BB)
	CORRECTIONS / DEVELOPMENT CENTERS
	FACILITIES FOR SPECIAL NEEDS POPULATIONS
	HIGHER EDUCATION CLASSROOMS AND RESIDENCE HALLS
	HOSPITALITY
	HOSPITALS / HEALTH CLINICS
	INDUSTRIAL, STORAGE AND WAREHOUSE
	OFFICES
	RESEARCH / LABS

(4) Please check the types of services provided. Add Services performed as necessary.

	CUSTODIAL
	GROUNDS
	MAINTENANCE AND REPAIR
	MANAGEMENT SERVICES
	PEST CONTROL
	REFUSE
	ROAD CLEARANCE
	SECURITY (ACCESS CONTROL)
	OTHER (PLEASE DESCRIBE IN SPACE BELOW)

SIGNATURE:

(by the individual completing this
reference questionnaire)

(must be the same as the signature across the envelope seal)

DATE:

ATTACHMENT G

Case Study Template

Case Study #

Utilize the below Case Study reference forms with Section C, Technical Qualifications, Experience, & Approach, of the Technical Response & Evaluation Guide.

RESPONDENT NAME:	<input type="text"/>
Client Name: _____	
<u>Client Contact Information:</u>	
Address: _____ City: _____ State: _____ Zip: _____	
Contact Person's Name: _____ Title: _____	
Phone: _____ E-Mail: _____	

Case Study Information:

Case Study Title:	<input type="text"/>
Notate whether Work was Performed by Respondent or subcontractor(s). (If subcontractor, name the subcontractor).	Respondent: _____ Subcontractor: _____ Subcontractor name: _____
Number of buildings / acreage	<input type="text"/>
Case Study Gross Square Footage (of building type for this case)	<input type="text"/>
Respondent Project Manager/Lead:	<input type="text"/>
Is this a Public Sector Case Study?	Yes: _____ No: _____
Total duration of contract in Case Study?	_____ years Is this Contract current? Yes: _____ No: _____

Facility Type Addressed									
Please mark an X below the appropriate facility type									
Higher Education Classrooms & Residence Halls	Hospitals / Health Clinics	Offices	Animal Care Facilities	Athletics (Pro or NCAA 1A/FBS – FB & BB)	Corrections / Development Centers	Facilities For Special Needs Populations	Hospitality	Industrial, Storage & Warehouse	Research / Labs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOR EVALUATOR USE ONLY- Scoring Matrix	
Question	Score (0-5)
Q1	<input type="text"/>
Q2	<input type="text"/>
Q3	<input type="text"/>
Q4	<input type="text"/>

Confirmation of receipt of reference (Yes/No)	<input type="text"/>
---	----------------------

Use the format in RFQ Attachment C to organize the response to the questions specified therein.

Question 1

a.

b.

c.

Question 2

a.

b.

c.

Question 3

a.

b.

c.

Question 4

a.

b.

c.

d.

ATTACHMENT H**GENERAL DESCRIPTION OF FM SERVICES****A. Facility Types****A.1. Facility Type Descriptions****a. Higher Education Classrooms & Residence Halls**

Standard classrooms, larger tiered classrooms, auditoriums and libraries, including furnishings, whiteboards, etc. Deep-cleaning usually performed during break periods.

b. Hospitals / Health Clinics

Standard inpatient hospitals, clinical research and teaching hospitals, mental health hospitals, pharmacies and clinical labs, mortuaries, etc. Health clinics and ambulatory service centers may have extended business hours, provide a wide variety of outpatient services, and serve a wide variety of clientele in smaller, remote locations.

c. Offices

Single and multi-tenant office space in free-standing structures where the offices are the primary function in the building. May include types such as general office, high-end, and historic.

d. Animal Care Facilities

Animal hospitals, vivariums, veterinary clinics, animal arenas, stables and barns, livestock care and breeding facilities.

e. Athletic Facilities

NCAA Division I athletic fields (including grass and artificial turf), indoor arenas, athletic suites, stadiums, concessions, golf courses, tennis courts, indoor and outdoor swimming facilities, and practice fields.

f. Corrections / Youth Development Centers

Adult male and female detention facilities that range from minimum to high security environments. Correction facilities and staff are required through practice and staff training to maintain ACA accreditation, reaccreditation, and PREA compliance. Secure-care youth development centers include a range of security levels with educational, vocational, therapeutic & recreational facilities and residential environments. Youth development facilities and staff are required through practice and staff training to maintain COA accreditation, reaccreditation, and PREA compliance.

g. Facilities For Special Needs Populations

Educational, vocational, therapeutic & recreational facilities and residential environments for people with mental, intellectual, developmental, and/or physical disabilities.

h. Hospitality Facilities

Hotels, inns, individual and multi-tenant cabins (bunkhouses), campgrounds, shelters and bathhouses. Also includes associated restaurants and dining facilities, snack bars, concessions, conference centers, and associated recreational facilities, including but not limited to, marinas, swimming pools, and playgrounds.

i. Industrial, Storage & Warehouse Facilities

Central plant steam, chillers and electrical distribution centers (sub-stations); conditioned and non-conditioned storage facilities, shipping and receiving. May also include vehicle, aircraft and equipment maintenance facilities, hazardous material storage, fuel filling stations and fuel storage.

j. Research and Lab Facilities

Wet labs, bench space, freezer storage, hazardous and radioactive material storage, biohazard, bio-containment and clean rooms. The term "Research and Lab Facilities" shall also include lab equipment and special systems (de-ionized water, etc.), tank farms, autopsy labs, procedural space, cadaver storage and labs. Also includes associated systems redundancies.

B. General Facilities Management Requirements

Below is a list of current State expectations and requirements for any Contract ultimately resulting from any solicitation related to this Facilities Management Initiative. This list is subject to be modified prior to the release of any RFP resulting from this RFQ and is being provided so that potential Respondents understand the State's initial expectations.

B.1. General Facilities Management Services

a. In providing FM Services, the Contractor shall have the following duties with respect to each Facility:

(1) Operational Facilities Management Services. Contractor shall supply or cause to be supplied such services and goods as are usual and customary for the day-to-day operation of facilities which include but may not be limited to:

- i. Interior and exterior cleaning
- ii. Un-armed security
- iii. Furniture, fixture, and equipment maintenance and repair
- iv. Landscape maintenance and grounds care
- v. Refuse removal
- vi. Vermin and pest control
- vii. Snow and ice removal
- viii. Parking control
- ix. Preventative and remedial maintenance, including repair of all systems and structures
- x. Supply of all facilities-related consumables
- xi. Other services and goods as are otherwise required under any lease

The Contractor shall interact with the State (and with those departments of State as the State designates) in rendering these services.

(2) Service Call Center. The Contractor shall implement and maintain a call center system to respond efficiently and promptly with service requests and complaints from occupants and tenants of the Facilities.

- i. The Contractor shall receive, investigate, consider and act upon service requests and complaints (and any other defects that otherwise come to Contractor's attention through inspection or otherwise) pursuant to Contractor's scope of responsibilities hereunder in a systematic fashion.
- ii. The Contractor shall maintain appropriate records to document each request, complaint or other means of notice and show the action taken with respect thereto.
- iii. Such a system shall provide for proper before and after service follow-up with the affected tenant or occupant and the servicing Subcontractor, Contractor or third party vendors.

- iv. For each service request, Contractor shall provide for the dispatch of appropriate and properly equipped service personnel in accordance with service level standards agreed upon by the Contractor and State.
 - v. Emergency service effectiveness shall not differ significantly from Facility to Facility. A service request shall be considered an "emergency" if it involves or threatens to involve injury to persons, material damage to property or inability to make productive use of the affected Facility, or is made by a designated group of people determined during the Transition Period.
- (3) Preventative Maintenance. Contractor shall develop, implement and manage a long-term Preventative Maintenance program designed to maintain each Facility and its equipment, fixtures and contents throughout its useful life. Such a program shall include but may not be limited to:
- i. Electrical and supplemental power systems
 - ii. Exterior and interior paint
 - iii. Flooring
 - iv. Grounds
 - v. Life safety
 - vi. Lighting
 - vii. Plumbing
 - viii. Heating, ventilating, air conditioning
 - ix. Mechanical equipment
 - x. Pavement
 - xi. Roofs
 - xii. Signage
- (4) Additional Facilities Management Components. If requested by the State, the Contractor shall provide additional Facilities Management components, which may include but not be limited to:
- i. Project management
 - ii. Pre-planning
 - iii. Occupancy planning
 - iv. Shipping and receiving/dock management
 - v. Administrative site services
 - vi. Special events set up and coordination
 - vii. Master planning
 - viii. Management of off-site warehousing
- (5) Disaster Recovery Planning. In conjunction with (and subordinate to) the State's emergency planning, the Contractor shall cooperate with the State in implementing and managing the State's disaster recovery plan for each Facility if requested by the State. Such participation shall include but may not be limited to assisting the recovery from:
- i. Fires
 - ii. Bombings
 - iii. Earthquakes
 - iv. Sinkholes
 - v. Floods
 - vi. Tornadoes
 - vii. Hurricanes
 - viii. Riots
 - ix. Power outages
 - x. Emergency evacuations
 - xi. Other emergency situations

- (6) Recycling. The Contractor shall develop and implement and manage an efficient and cost-effective recycling program at each Facility. This program shall meet or exceed all local, state, and federal requirements.
- (7) Facility Inspections and Assessments. At a minimum, the Contractor shall:
- i. Conduct on-site inspections each calendar quarter at State's facilities greater than twenty thousand (20,000) square feet
 - ii. Conduct on-site inspections annually (at minimum) at leased facilities less than twenty thousand (20,000) square feet
 - iii. Provide assessments of all factors pertinent to each Facility and report such results on a Facilities Management Inspection Form to be approved by State.
- (8) Minor Move Services. The Facilities Management Services shall also include scheduling, coordinating, supervising, and managing Subcontractors performing minor move-ins, move-outs and individual office relocations (i.e., such matters that do not constitute Significant Move Services and do not require project management services).
- (9) Significant Move Services. The Facilities Management Services shall also include scheduling, coordinating, supervising, and managing Subcontractors performing any move, or series of related moves, of personnel, furniture or equipment or any addition or change in or to any of the Facilities that involves ten thousand dollars (\$10,000) or more in total costs (inclusive of all furniture, equipment and labor costs).
- (10) Emergency Facilities Management Services. In addition to its regular services provided hereunder, the Contractor shall take whatever measures the Contractor believes, in the exercise of prudent judgment and at the State's expense, are necessary on an emergency basis to provide general security and safety for each Facility, tenants and each person at a Facility.

b. Performance Metrics

- (1) The State and Contractor shall jointly develop and conduct an annual review of Contractor's performance. Results shall be tabulated by Contractor and submitted for review by State, or, if requested by State, Contractor shall request all such results to be sent directly to State from the Contractor (business unit leaders and employees).
- (2) Contractor's performance shall be measured using Key Performance Indicators ("KPI") which shall be established prior to the execution of a Contract.

c. Incidents Reporting/Management

The Contractor shall interact with the State in the management, response, and remediation to all incidents occurring at any Facility that result in property damage, physical injury or death, or when the threat of the foregoing or liability is perceived.

d. Insurance Matters

- (1) The Contractor shall promptly investigate and report to the State as to all accidents or claims for damages relating to the ownership, operation or maintenance of the Facilities, including any damage or destruction to the Facilities, and shall cooperate with any insurance company authorized by State in connection therewith.
- (2) The Contractor promptly shall notify State's Facilities department of any fire or other damage, whether within or outside the coverage of any insurance policies covering any Facility and, if directed by State, complete customary loss reports in connection with fire or other damage to any Facility.

B.2. Accounting

As part of the provision of Facilities Management Services, Contractor shall provide the following accounting services to State:

a. Accounts Payable Process

- (1) Provide full service accounts payable support, including invoice coding, property level approval, processing, payment and recording of occupancy and capital related expenses.
- (2) Subject to TCA 12-4-701 et seq., process all disbursements related to capital and operational expenses of State's properties such that the same are paid before any interest, late fee or penalty accrues or default occurs.
- (3) Central capture of all lease-related expenses within the database by site, vendor number, department cost code and general ledger coding.
- (4) Work with State to implement a complete system of approvals and funding.

b. Bookkeeping for Budgeting Variance

Prepare annual occupancy budgets, including zero base justifications as appropriate, variance analysis to prior year and related items.

c. CMMS System

- (1) State has elected to use a Contractor-provided technology solution in conjunction with State managed systems including Edison and Archibus. Accordingly, during the Contract the Contractor must work with State to transfer any collected data stored by the Contractor requested by State to State in a format and on a schedule acceptable to State.
- (2) The Contractor and State shall work together to develop protocols for the transfer of data from the Contractor-provided technology solution to State's technology solution(s).

d. Cost Savings Initiative

From time to time during the Contract, Contractor shall introduce specific operational concepts to State to create savings and increased efficiencies with respect to the Facilities.

B.3. Reporting

- a. Contractor shall prepare on an accurate and timely basis, and submit to State, any reports requested by the State. Contractor shall meet as requested by State from time to time to review and discuss any reports submitted by Contractor hereunder, to answer questions and provide supporting detail and other data, and to revise and correct any reports as may be necessary in order to make such reports accurate and complete.
- b. Contractor shall prepare for execution and filing by State all forms, filings and reports required by any governmental authority having jurisdiction over the real estate aspects of each Facility, and shall cooperate with State in providing necessary information for all other forms, filings and reports related to each Facility.
- c. If the State requests Contractor to provide financial or other property data reports beyond those specified in this Section there shall be no extra charge to State for such additional reports provided:
 - (1) Contractor Employees with the appropriate skill set and capacity are available to produce such reports,
 - (2) such reports can be produced by Contractor using the data fields and ad hoc reporting capabilities of the State's computer software platforms , and
 - (3) no data supplementation or manual reporting (e.g., Excel or Word reports requiring data entry or manipulation outside of the computer software platforms) is required.

- d. If State requests financial or other property data reports for which an additional charge is permitted under this Section, then:
 - (1) Contractor shall advise State in advance that such report will require an additional charge and provide a good faith estimate of the incremental cost to Contractor to produce such reports, and
 - (2) if State approves in writing the preparation of such reports and the associated cost estimate, State shall pay Contractor for the additional charge to produce such reports.

- e. Within sixty (60) days following termination of any Contract ultimately resulting from any solicitation related to this Facilities Management Initiative, Contractor shall deliver to State a final report that includes a calculation of the balance of any compensation due and payable to Contractor or of any refund due and payable to State. A Party owing any money on the basis of such final report shall promptly pay the sum due. Contractor shall also deliver to State all documents, books, records, equipment, materials, disks and related items associated with the performance of the Services and other property of State in the possession of Contractor, but Contractor may retain copies thereof.

ATTACHMENT I

EXAMPLES OF TABLES

TABLE 1 EXAMPLE.

Utilizing Table 1 Case Study Identification below, please identify the following:

- The number of Case Studies being provided within each Facility Type in the "Case Studies Submitted" row. Note: this number should be consistent with the number provided in the "Case Studies Required" row.
- The Client's name for each Case Study submitted (fill in the blank spaces at each Client ID #); the Client name shall be consistent with those provided in the Response to the Technical Response Guide (RFQ Attachments C & D). Mark an "X" where the Client is being used to satisfy the Case Study requirement for the corresponding Facility Type in each column. One (1) Client may be used as a Case Study for multiple Facility Types; a total of twenty-three (23) Case Studies must be submitted.

Refer to Attachment H, Section A for descriptions of Facility Types.

		Higher Education Classrooms & Residence Halls	Hospitals / Health Clinics	Offices	Animal Care Facilities	Athletics (Pro or NCAA 1A/FBS – FB & BB)	Corrections / Development Centers	Facilities For Special Needs Populations	Hospitality	Industrial, Storage & Warehouse	Research / Labs
Client ID #	Case Studies Required	3	3	3	2	2	2	2	2	2	2
	Case Studies Submitted	3	3	3	2	2	2	2	2	2	2
1	<u>University of Central Tennessee</u>	x		x	x	x					x
2	<u>Cumberland Plateau Health Clinic</u>		x								
3	<u>West Georgia A&M</u>	x				x					
4	<u>Alabama River State</u>	x									x
5	<u>Crockett Correctional Facility</u>						x				
6	<u>Neyland Pines Golf Course</u>							x			
7	<u>Collierville Manufacturing</u>			x						x	
8	<u>Boone Penitentiary</u>						x				
9	<u>Farragut Distributors</u>			x						x	
10	<u>Old Hickory Veterinary Center</u>				x						
11	<u>Five Points Regional Health Center</u>		x								
12	<u>East TN School for the Blind</u>							x			
13	<u>North TN School for the Deaf</u>							x			
14	<u>Tennessee Hotel Company</u>								x		
15	<u>South Arkansas Hospital</u>		x								

**All above institutions and organizations are fictional and are only listed for the purpose of showing a correctly filled out table only.*

Explanation for Select Case Studies

In the example above, University of Central Tennessee is being submitted as a Facility Management Case Study for each of the following Facility Types: Higher Education, Offices, Animal Care Facilities, Athletics and Research Labs.

In the example above, Cumberland Plateau Health Clinic is being submitted as a Facility Management Case Study for only the Hospital/Health Clinics Facility Type.

TABLE 2 EXAMPLE.

Utilizing Table 2 Case Study Work Allocation below, identify who performed the work (Respondent or Subcontractor) for each submitted Client identified as a Case Study in Table 1. Mark an "X" if the company was the prime contractor. Mark an "O" if the company was a subcontractor. Insert the name for each Contractor and Subcontractor utilized. Add or delete rows for subcontractors as necessary.

Refer to Attachment H, Section A for descriptions of Facility Types.

	Higher Education Classrooms & Residence Halls			Hospitals / Health Clinics			Offices			Animal Care Facilities		Athletics (Pro or NCAA I-A/FBS – FB & BB)		Corrections / Development Centers		Facilities For Special Needs Populations		Hospitality		Industrial, Storage & Warehouse		Research / Labs	
Case Study ID #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Respondent	X	X	O			X	X	X	X	X		X	X	O	O	X	O	X	X	X	X	X	O
Subcontractor A		O	X			O							O	X					O				X
Subcontractor B				X	X	O					O				X		X		O				
Subcontractor C					O						X												

Explanation for Select Case Studies

Case Study 1: Respondent was contractor on this project.

Case Study 2: Respondent was prime contractor and Subcontractor A was a subcontractor on this project.

Case Study 3: Subcontractor A was the prime contractor and Respondent was a subcontractor on this project.

Case Study 4: Subcontractor B was the prime contractor on this project.

Case Study 5: Subcontractor B was the prime contractor and Subcontractor C was a subcontractor on this project.

Case Study 6: Respondent was Prime Contractor and Subcontractors A and B were both subcontractors on this project.

ATTACHMENT J

STATEMENT OF CERTIFICATIONS AND ASSURANCES

An individual responding in his or her individual capacity or legally empowered to contractually bind the Respondent must complete and sign the Statement of Certifications and Assurances below as required, and this signed statement must be included with the response as required by the Request for Qualifications.

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Respondent will comply with all of the provisions and requirements of the RFQ.
2. The Respondent will comply, as applicable, with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
3. To the best of the undersigned's knowledge, information or belief, the information detailed within the Response to the RFQ is accurate.
4. The Response submitted to the RFQ was independently prepared, without collusion, and under penalty of perjury.
5. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Respondent in connection with the request or any potential resulting contract.

By signature below, the signatory certifies legal authority to bind the responding entity to the provisions of this request and any contract awarded pursuant to it. The State may, at its sole discretion and at any time, require evidence documenting the signatory's authority to be personally bound or to legally bind the responding entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO DO SO BY THE ENTITY RESPONDING TO THIS RFQ.

SIGNATURE & DATE:

PRINTED NAME & TITLE:

LEGAL ENTITY NAME:

ATTACHMENT K**COST PROPOSAL INFORMATION GUIDE**

NOTICE: THIS SECTION IS FOR INFORMATIONAL PURPOSES ONLY AND WILL NOT BE EVALUATED. THE STATE IS NOT ASKING FOR ACTUAL COST INFORMATION IN RESPONSE TO THIS RFQ AND IS SEEKING ONLY ANSWERS TO THE QUESTIONS BELOW.

The State anticipates that the pricing structure that may be requested as a part of a subsequent RFP may consist of a) a “cost-plus” or “cost-reimbursement” type of contract, where the actual hours and cost of the service are disclosed to the State by the service provider, and billed without mark-up; and b) a management fee that is added to the base cost of the service. This fee can be fixed or variable (based either on a percentage markup based on actual costs for work performed or on achieving specific agreed-upon performance based goals).

At the time the subsequent RFP is released, the State may request specific information from Qualified Respondents regarding a) the proposed management fee (including the base fee for the base level of facilities by square foot or other method of specification, as well as any proposed tiered pricing showing pricing levels); and b) proposed pricing for select State agencies or campuses, for which detailed information would be supplied.

Based on the assumptions and information contained in this section, please answer the following questions as specifically as possible:

RESPONDENT LEGAL ENTITY NAME:	
DATE:	

- 1) In order to be able to respond to a subsequent RFP, what data and information would you need about the total quantity of facilities that the State may include in the scope of a possible contract?

- 2) In order to supply a closely estimated cost for a selected agency or campus in a subsequent RFP, what data and information would you need about the facilities of that selected agency or campus?

ATTACHMENT L

STATEMENT OF CERTIFICATION AND ASSURANCE FOR EMPLOYEE RETENTION

An individual responding in his or her individual capacity or legally empowered to contractually bind the Respondent must complete and sign the Statement of Certification and Assurance below as required, and this signed statement must be included with the response as required by the Request for Qualifications.

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure that the Respondent will comply with the State’s requirement to retain all qualified and productive current employees (per RFQ Section 1.1.1).

By signature below, the signatory certifies legal authority to bind the responding entity to the provisions of this request and any contract awarded pursuant to it. The State may, at its sole discretion and at any time, require evidence documenting the signatory’s authority to be personally bound or to legally bind the responding entity.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO DO SO BY THE ENTITY RESPONDING TO THIS RFQ.

SIGNATURE & DATE:

PRINTED NAME & TITLE:

LEGAL ENTITY NAME:
