



## Questions and Answers

RFP No. 24-01

### Facilities Management Services

September 19, 2024

**Question 1:** Is there currently a bill pay processing system in place – are p/o's required?

**Answer:** There is a bill process system in place. POs are not required, but prior approval may be required.

**Question 2:** Process to get invoices paid for items outside budget (emergencies, weather events etc.)? What kind of approvals are needed, timing?

**Answer:** As of yet, no process has been established for getting invoices paid, For emergency/ weather events, an email or verbal approval from authorized personnel should suffice. This should be done as soon as possible for the safety of all.

**Question 3:** Total Operating expenses for 2023 Can we obtain a breakdown of last year's expenses?

**Answer:**

Building repairs and maintenance: \$165,000

Elevator repair: \$44,200

Window cleaning (interior/ exterior): \$16,000

Landscaping: \$44,000

Utilities (electricity/ water): \$320,000

Janitorial: \$288,000

Roll towels, toilet tissue, hand soap, etc.: \$4,000

Security: \$232,000

Security monitoring: \$1,200

Trash removal: \$5,000

Inspections: \$2,900

Pest control: \$3,500

**Question 4:** Is there a work order tracking system in place?

**Answer:** No official tracking system in place.

**Question 5:** Any issues with using the system we have in place currently.

**Answer:** No.

**Question 6:** How are emergency repairs currently handled, approvals, contact etc.?

**Answer:** By email or verbal approval from authorized personnel to Building Manager.

**Question 7:** Process for vendor management – including vendor selection and approval?

**Answer:** By formal RFP/ IFB process, by registered purchasing cooperative or by obtaining quotes.

**Question 8:** Is there a shared doc management program that we can access to view and upload maintenance records etc?

**Answer:** Nothing available.

**Question 9:** How is the building currently staffed?

**Answer:** Engineering: Maintenance Tech and Lead Engineer: Building Manager and Maintenance Tech on site 40 hours per week (M-F 8am-5pm).

Property Management/Admin Assistance: In house.

Who is currently working on the site & do they have any non-site responsibilities (ie. should they be considered a full-time employee of the site or what % are they spending on items not related to this site's property management): Building Manager and Maintenance Tech on site 40 hours per week and have no other sites to manage. Current property management is provided by an entity that used to occupy half of the building, but will no longer be onsite after December 31, 2024.

How long has each employee been on-site: 30 years.

What are the primary responsibilities of each current employee? Overall property management and maintenance repairs.

**Question 10:** What would the owner currently identify as friction points with current management v. what is going well?

**Answer:** None.

**Question 11:** Is there an expectation that property management staff will office on site?

**Answer:** No, however, an on-call expectation remains, with the ability to respond within a timely fashion, depending on the nature of the request.

**Question 12:** What are the expected hours of engineering/non-emergency maintenance coverage?

**Answer:** Monday – Friday – 8am to 5 pm. This can be a combination of on-site and on-call. We are open to your recommendations.

**Question 13:** Who would do the following?:

**Answer:** Hang up a whiteboard? TMLIRP

Fix a chair or order a new one? TMLIRP

Solve a telecom issue? TMLIRP IT Dept.

Fix an issue where there is power to the outlet on the wall, but power in a specific cubicle is not working? TMLIRP

Deep clean furniture within the space? TMLIRP

**Question 14:** Can you provide a copy of the last 12 months of work orders and provide the process for how work orders are currently logged and submitted?

**Answer:** No work order report available, submitted by email.

**Question 15:** What major capital items have been done in the past 5-years?

**Answer:** Replaced landscaping around front and rear of building

Replaced exterior windows

Replaced 86 of 126 air handlers

Painted exterior of building

**Question 16:** What major capital items are planned for the next upcoming 5 years? Can you provide a 5-year capital plan?

**Answer:** None planned.

**Question 17:** What is the owner's hope/expectation on how often on-going scope of work services would undergo an RFP process?

**Answer:** Every 5 years.

**Question 18:** Provide info on the major building systems (type, capacity, and age of HVAC equipment, building automation system type and age, power service, age and type of roof, fire panel, elevators, etc.)

**Answer:** (2) 150 ton Carrier Chillers, (86) air handlers replaced within last 2 years and (40) that are 30 years old

Building automation - Distech and Johnson Controls, Power Service

Austin Energy

Roof – Duralast Membrane installed 6 years ago

Fire Panel – Notifire Non-addressable - 10+ years old

Elevators - Dover Hydraulic – 45 years old

**Question 19:** Are there any active warranties?

**Answer:** Roof and exterior windows

**Question 20:** What are ownership's insurance requirements for vendors who work on site?

**Answer:** **WORKERS' COMPENSATION INSURANCE**

**Company** shall take out and procure a policy or policies of workers' compensation insurance at its sole expense for all of **Company's** employees working on this project. Such policy or policies shall be with an insurance company licensed to transact business in the State of Texas, and such policy or policies shall comply with the workers' compensation laws of the State of Texas. Such policy or policies shall be in an amount that covers all statutory benefits required under the Texas Workers' Compensation Act. **Company** shall always exercise reasonable precautions for the safety of its employees and others on or near the Texas Municipal Center and shall comply with all applicable provisions of federal, state, and local laws and any applicable building and construction codes. **Company** shall submit to the **Pool** satisfactory proof of such workers' compensation coverage by delivery of a certificate of insurance reflecting the required coverage. If any portion of this work is subcontracted, the **Company** shall require the subcontractor to submit satisfactory proof that the subcontractor's employees are covered by a workers' compensation policy that meets the requirements of this Article.

## **INSURANCE**

**Company** shall procure and carry at its sole expense throughout the life of this **Agreement**, insurance protection as follows:

Commercial General Liability      \$1,000,000 per occurrence  
(bodily injury, personal injury,  
and property damage)

Automobile Liability                  \$1,000,000 per occurrence  
(owned, hired, and non-owned  
for bodily injury and property  
damage)

Professional Errors and Omissions \$1,000,000 per occurrence  
Liability

Crime/Fidelity (employee            \$1,000,000 per occurrence  
dishonesty, forgery or alteration,  
theft, disappearance, destruction,  
inside/outside)

Cyber Liability and Data Breach    \$2,500,000 per occurrence  
Response

Umbrella Liability                      \$10,000,000

Such insurance shall be carried with an insurance company licensed to transact business in the State of Texas and shall cover all **Services** in connection with this **Agreement**, whether performed by the **Company** or a subcontractor, or separate policies shall be provided covering the operation of each subcontractor.

**Company** shall submit to the **Pool** satisfactory proof of such coverage by delivery of certificates of insurance reflecting the minimum coverage as set forth above. Such insurance coverage shall include the **Pool**, its officials, and employees as additional named insureds. **Company** shall provide to the **Pool** satisfactory proof the procured policies have been endorsed naming the **Pool**, its officials, its agents, and its employees as additional insureds. The **Parties** mutually and expressly waive subrogation on behalf of their respective insurers.

**Question 21:** List of current preferred vendors.

**Answer:** Not available

**Question 22:** Are there any owner procedures and protocols that we should be aware of that would impact property management operations?

**Answer:** Not that we are aware of. Please qualify your proposal if there is anything that may concern you.

**Question 23:** May we get a copy of the current budget? Or can you isolate line items within a larger budget or generally ballpark current spend on maintenance and repair items?

**Answer:**

Building repairs and maintenance: \$165,000

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**Question 24:** If we have an approved budget, will there be R&M contingency lines for smaller standard repair items? For standard minor repairs, can you move forward with these if they are approved within the budget without additional approvals?

**Answer:** Yes, with agreed upon maximums.

**Question 25:** Could you give us any insight you can on the procurement process for both budgeted and non-budgeted items – if we have an unbudgeted repair, how do we get approval for moving forward? What changes if it is an urgent request that requires emergency service (flood, fire, HVAC down, etc.)?

**Answer:** Price must be deemed fair and reasonable. In emergency situations, health and safety is priority.

**Question 26:** What is your preferred bid threshold for requiring three bids?

**Answer:** Award shall be made to the vendor offering the best overall value to TMLIRP.

Orders under \$500 do not require the receipt of quotations.

Orders between \$501 and \$1,000: must obtain three telephone or written quotations and document the prices quoted.

Orders between \$1,001 and \$50,000: must seek written quotations from at least three suppliers.

Orders over \$50,000: Formal, sealed bids or proposals shall be solicited.