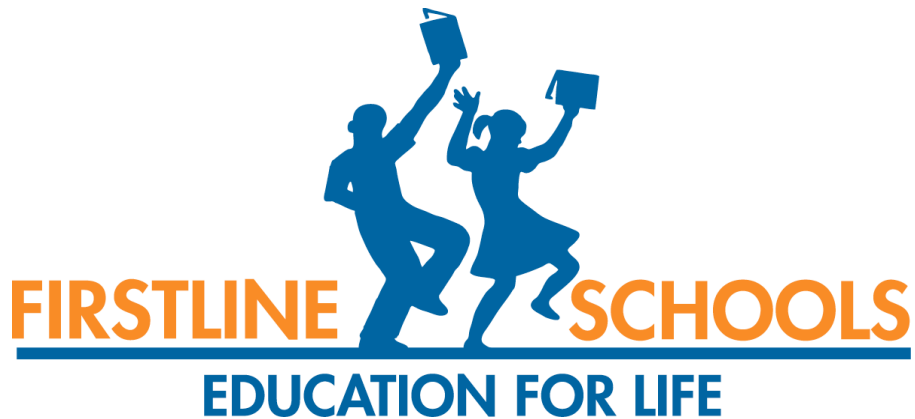


:: REQUEST FOR PROPOSAL ::
MAINTENANCE BUILDING SERVICES



3649 Laurel Street
New Orleans, LA 70115

PROPOSAL SUBMITTAL DEADLINE: August 26, 2011 at Noon
NOTE: Proposal to be submitted in one (1) original and two (2) copies.

IMPORTANT NOTICE

Floorplans for each building are being prepared in a digital format and will be distributed as soon as they are ready. It is anticipated that this will be on Monday, August 8.

A list of building systems equipment (mechanical, HVAC, plumbing, kitchen, etc.) for each site is being prepared and will be distributed to all respondents to the application as soon as it is ready. It is anticipated that this will be on Wednesday, August 10.

To ensure you receive this information please send an email to rfp@firstlineschools.org with the subject line INFO REQUEST. Thank you.

Administrative and General Information

Contract Period

This RFP addresses the Contract Period July 1, 2011 through June 30, 2012. The contract will be renewable by mutual agreement with one-year extensions through June 30, 2015. NOTE: Contract will be pro-rated for first year of operation.

Walk-Through(s)

A walk-through may be scheduled for each site by appointment.

Please contact Aron Michalski – amichalski@firstlineschools.org or (504) 717-3401.

PLEASE DO NOT CONTACT THE SCHOOLS DIRECTLY FOR ANY REASON.

NOTE: Facility square footage can be found in the appendix.

Background

FirstLine Schools, Inc. (FLS) will manage four (4) charter schools with approximately 2,000 students.

- Arthur Ashe Charter School – 3649 Laurel Street
- John Dibert Community School – 4217 Orleans Avenue
- Langston Hughes Academy – 3519 Trafalgar Street
- Samuel J. Green Charter School – 2319 Valance Street

NOTE: Facility square footage and other building details can be found in the appendix.

A list of building systems equipment (mechanical, HVAC, plumbing, kitchen, etc.) for each site is being prepared and will be distributed to all respondents who requested a copy of the RFP as soon as it is ready. It is anticipated that this will be on Wednesday, August 10.

Purpose

FLS seeks proposals from qualified respondents interested in providing maintenance services as described in this RFP.

The purpose for this proposal is multi-faceted. While the Proposer's cost is of great importance, proposing the lowest price will not assure award of the service. FLS will demand

comprehensive, reliable, and efficient service; failure to address FLS concerns and/or requirements for any such matter will disqualify the Proposer from consideration.

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

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

The Proposer shall provide the following:

- Ensure the safety of all individuals on grounds while performing assigned job duties.
- Agree not to discriminate against any employee or applicant for employment because of race, sex, religion, color, age, disability, national origin or sexual orientation.
- Be responsible for all injuries to persons caused by its staff, equipment or supplies.
- Wear proper safety equipment for the tasks involved and train employees on the safe usage of hazardous materials in the workplace.
- Be responsible for all damage caused by its employees, its equipment or its supplies, the School's property, equipment, buildings and building contents. The proposer will be responsible for all injuries to persons caused by its staff, equipment or supplies.
- Appoint an experienced supervisor to be responsible for all the work required under the contract. The supervisor shall be readily accessible to FLS personnel at all times and have communication equipment (cell phone and email). The supervisor shall be responsible for developing and maintaining a strong working relationship with the Director of Facilities for FirstLine Schools.
- All health and safety issues are to be reported to the Director of Facilities and the School Operations Manager for that particular site.
- Provide insurance coverage that will minimize FirstLine's risk exposure including:
 1. **Worker's Compensation Employer's Liability** insurance to cover bodily accidents in the amount of \$500,000 per accident
 2. **Comprehensive General Liability** insurance in the form of comprehensive, contractual insurance, personal injury, broad form property damage, premise operations and completed operations in an amount of not less than \$1,000,000

Goals and Objectives

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

Scope of Work: The Proposer will supply and pay for all labor, materials, plant equipment, and services necessary for the work. The cleanliness, tidiness, safety, and sanitary standards of the facility are to be maintained at all times. Custodial storage

rooms must be kept stocked, clean and orderly at all times. The Proposer must fulfill all obligations in compliance with all applicable laws and regulations including the Occupational Health and Safety Act.

Pricing: Bid must include all labor, material, supplies (consumable and non-consumable), plant equipment and services necessary. It is anticipated that the majority of work will be preventative maintenance and will be able to be conducted during normal business hours of 7am – 5pm on Monday – Friday with the exception of Federal holidays. For those items outside of normal business hours, additional charges may be proposed by Proposer.

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

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

Any health and safety issues should be reported immediately to the Director of Facilities and the School Operations Manager for that site.

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

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

Unsuitable Worker: The Proposer will, at the request of the School Operations Manager, Director of Facilities, or Chief Operating Officer, immediately remove from the Work Site any person employed on the Work Site who, in the opinion of FirstLine Schools, is incompetent or who has been conducting him or herself improperly. The Proposer will not permit a person so removed to remain on or return to the Work Site or any FLS site.

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

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

Assignments: The Proposer will not make any assignments or subcontract for the Work without the written permission from FLS.

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

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

Labor: The Proposer is to indicate

- a plan for conducting standard (scheduled preventative) maintenance
- a plan for responding to ongoing specific general maintenance requests
- a plan for responding to emergency/after hours requests

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

Expected hours of operations are:

- Monday-Friday 7:00 am – 5:00 pm excluding Federal Holidays

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

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

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

Services to be Provided

Facility Maintenance Services – Generally encompasses the following:

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

Proposer will be required to perform facility maintenance services as needed to maintain the operation of the four (4) FirstLine sites included in this proposal as described, but not limited to:

Heating, Ventilation, Air Conditioning (HVAC)

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

Plumbing

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

Electrical

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

Kitchen Equipment

- General monthly and requested maintenance to include scheduled cleaning as well as repairs to condenser coils and fan ventilation units in all reach-in or walk-in coolers and freezers.
- Recharge and repair refrigerant components of above stated units as well as

- outside condensers/motors/fans as necessary for 24-hour operation of all units.
- General monthly and requested maintenance on all kitchen cooking equipment to include ovens, tilt skillets, stoves, warmers and hot food warming boxes. Maintenance may include thermostat replacement / adjustment and ability to calibrate temperatures to meet specifications as required.
 - Cleaning of plumbing and drains as related to kitchen equipment

Basic Repair

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

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

A list of building systems equipment (mechanical, HVAC, plumbing, kitchen, etc.) for each site is being prepared and will be distributed to all respondents to the application as soon as it is ready. It is anticipated that this will be on Wednesday, August 10.

Manufacturer's Recommendations

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

Evaluation Criteria

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

1. **Annual Cost (40%):** Proposal must include all labor, material, supplies (consumable and non-consumable), plant equipment and services necessary.
2. **Customer Service & Management Methodology (30%):** Proposer's management structure that will service FLS Schools, methods for ensuring high

quality customer service, and plan to maintain responsiveness/communication with FLS leadership.

3. Performance History, Reputation, Financial Strength (20%)

4. **Cost Containment & Service Efficiency Strategies (10%):** Proposer's strategies to reduce and/or contain costs over the length of the contract.

Proposal Authorities, Restrictions & Clauses

FLS Authorities and Options

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

Negative Assurances

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

Prohibitions

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

Responsibilities of the Proposer

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

Proposal Requirements

1. Executive Summary (3 page maximum)
2. Performance History
 - a. Proposer's references (include phone and email for at least 2 clients)
 - b. Experience with current or similar sized charter management organizations, communities or regions. (List similar clients, location and total students bussed)
 - c. Experience in the industry (List years of experience)
 - d. Financial Statement (Balance Sheet, P&L or Other Similar Statement of Financial Strength)
3. Building Service Plan for FirstLine Schools, Inc. – herein describe how the Proposer will provide service, including management, recruiting and all related aspects of the service – as it pertains to FirstLine Schools, Inc., et al. and the parameters noted.
 - a. Team Members and Leadership
 - i. Organizational Chart (OK to hand-draw document - but must be legible)
 - ii. Resumes of Top 3 Local Key Contributors (OK to include more than 3)
 - iii. List of Credentials, Certifications, Etc. for Major Trades (Plumbing, HVAC, etc.)
 - b. Plan for maintenance of facilities
 - i. Scope of regular preventative maintenance that will occur
 - ii. Schedule for equipment checks, parts replacement, etc.
 - c. Reporting (operational and customer service – (what reports and how often)
 - i. Reports that will be regularly produced
 - ii. Frequency of reports
 - d. Cost management plans
 - i. Plans to reduce costs – when possible
 - ii. Plans to increase efficiency – when possible
4. Customer Service Plan
 - a. General Methods for ensuring high quality customer service
 - b. Plan to maintain responsiveness/communication with the Director of Facilities for FirstLine Schools, Inc.
 - i. Meeting Schedule
 - ii. Participants in Meetings
 - iii. Reports that will be reviewed in meetings
 - c. Proposer's plan for building a partnership with each school to reinforce school culture and values
 - i. Procedures for responding to dissatisfied school leadership
 - ii. Plan for ensuring staff provide a high quality customer service experience when performing work on site
 - iii. Other (optional)
5. Pricing
 - a. Per-hour pricing per function. (Functions include plumbing, electrical, HVAC, etc.) FirstLine seeks to pay based on services provided and is not interested in rates based on square footage or by day. (See pricing sheet for details)

- b. Final prices will be negotiated between the Proposer and FLS. FLS reserves the right to cancel the contract award if Proposer cannot commit to a contract that has prices within 5% of what is quoted.
 - c. FirstLine understands that due to the inherent nature of a maintenance contract some services will require costs beyond the scope of the contract. FirstLine is willing to cover costs for parts over \$100 on a pass-through basis (approval required) and separate rates for projects required to be performed outside of normal operating hours.
6. Insurance & Bonds
 - a. FLS reserves the right to require a performance bond; if such is required the cost of that bond will be reimbursed to the Contractor by FLS
 - b. Evidence of insurance or insurability (copy of certificate is acceptable)
 7. Checklist of Required Elements
 8. Submission

Deliver to:
Mr. Aron Michalski, Director of Facilities
FirstLine Schools
c/o Langston Hughes Academy
3519 Trafalgar St
New Orleans, LA 70119

- a. 1 master, bound copy sealed in an envelope – marked ORIGINAL
- b. 2 additional bound copies with all attachments
- c. 1 PDF or Word version (electronic copy) of proposal narrative and pricing

Questions should be directed to:

- Aron Michalski – amichalski@firstlineschools.org or (504) 717-3401.

RFPs are due at noon on Friday, August 26

PRE – BID CONFERENCE (OPTIONAL)

The Pre-Bid Conference will be held on [Wednesday, August 10 at 9:00 am](#). The conference will be held at

Joseph S. Clark High School
1301 N. Derbigny St
New Orleans, LA 70112

Attendance at the Pre-Bid Conference is optional.

RFP DUE DATE

- RFPs are due at noon on Friday, August 26.

Please deliver to

Langston Hughes Academy
ATTN: Aron Michalski – Director of Facilities
3519 Trafalgar St
New Orleans, LA 70119

~ End of RFP Narrative~

PRICING PROPOSAL

The pricing for this RFP is based on the philosophy that

- 1) High Quality preventative maintenance can prevent the need for other service calls and emergency calls but there will be ongoing repair requests.
- 2) Older buildings will require some emergency work due to the nature of their age.

The pricing seeks information in three categories

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

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

STANDARD SERVICE HOURLY RATES

TRADE	HOURLY RATE
HVAC	
Plumbing	
Electrical	
Kitchen Equipment	
Basic Repair	

PREVENTATIVE MAINTENANCE CHARGES

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

EMERGENCY SERVICE HOURLY RATES

TRADE	EMERGENCY HOURLY RATE
HVAC	
Plumbing	
Electrical	
Kitchen Equipment	
Basic Repair	

CHECKLIST OF REQUIRED ELEMENTS

ITEM	DESCRIPTION	PROVIDED?	INITIALS
	Executive Summary (3 page maximum)		
	Performance History (incl. 2 references)		
	Building Service Plan		
	Customer Service Plan		
	Pricing Proposal		
	Checklist Completed		
	Sealed Original + 2 Copies + Electronic		

SITE DETAILS

School	Address	Enrollment (2011-2012)	Sq. Footage	Year Built
Arthur Ashe Charter School	3649 Laurel St	422	34,550	1907 / 1991 (expansion in 1991)
John Dibert Community School	4217 Orleans Ave	420	41,429	1933
Samuel J. Green Charter School	2319 Valence St	516	55,642	1909
Langston Hughes Academy Charter School	3519 Trafalgar St	610	Est. 96,000	2009/2010 (gym completed in 2010)
TOTAL		1,968	227,621	

A list of building systems equipment (mechanical, HVAC, plumbing, kitchen, etc.) for each site is being prepared and will be distributed to all respondents to the application as soon as it is ready. It is anticipated that this will be on Wednesday, August 10.

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