



Title: Authorization to Release RFP for Facilities Management Services Contractor

Resolution number: 24-055

Prepared by: Name: Deb Johnson
Phone: 952.641.4500
djohnson @minnehahacreek.org

Reviewed by: Name/Title: Tessa Vacek, Administrative Services Manager

Recommended action: Approval to release RFP

Budget considerations: Fund name and code: Operations contracted services
Fund budget for 2025: \$60,000
Expected expenditures for facility vendor: not to exceed \$36,000
2024 fund budget: \$45,000; expenditures through August 2024: \$5,200

Past Board action: None

Summary:

On a day-to-day basis, Operations staff manages a group of vendors and contractors for maintenance, repairs and general upkeep of the MCWD facility/campus. These vendors encompass a wide range of services including, but not limited to:

- Electricians
- Alarms/security/fire suppression systems
- Janitorial services
- Grounds maintenance/snow removal services
- HVAC repairs and maintenance
- Plumbers
- Furniture and equipment purchase and repairs
- Pest control
- Garbage and recycling services
- Painters
- Elevator maintenance

While the above listed vendors are frequently used, they do not cover in full the vendors required for the upkeep and maintenance of the MCWD campus. In any given week, staff may be required to manage issues relating to HVAC equipment, electrical or lighting, plumbing malfunctions, and pest control – all requiring a different vendor – which in turn requires multiple vendor project management, review and approval of multiple invoices and finally multiple payments. Although it can vary from week-to-week, on average 25% of Operations staff time is spent on facility related maintenance, repairs and proactively attending to matters before they become issues.

Facility management from one day to the next is ever changing. Over the course of the past few years, the Operations staff has managed the day-to-day without any significant hazards or catastrophes. However, day-to-day management is only one aspect of facility management. Little time has been spent on asset management, capital planning or

replacement budgeting – all critical for maintaining and/or replacing the District’s aging assets. A facility management contractor could assist Operations by providing the staff and expertise needed to update its mechanical equipment repair/replacement schedules, as well as provide overall asset management, capital planning and budgeting assistance.

Consolidating vendors through a facility management contract, would provide a more efficient and manageable process for Operations staff. A facilities contractor would eliminate the need for a multitude of one-off vendors by providing staff trained and certified in a variety of areas allowing for one call, one vendor to manage, one invoice and one payment.

For 2025 staff has budgeted \$36,000 within its contracted services account to cover projected management fees as well as some services that this vendor should provide. As part of the vendor review process, staff would look for a facilities vendor who is able to perform any number of maintenance and repair services utilizing their employee staff rather than outsourcing. In addition to reducing District staff time spent on facilities related tasks, it is also the goal of staff to reduce facility expenditures on an overall basis. We believe this can be accomplished with the help of a facility vendor by utilizing their staff rather than different vendors for every type of issue as well as the potential for purchasing savings if the facility vendor purchases in bulk for example. Other criteria for selection would include asset management and budgeting experience, management of replacement schedules, availability of staff after hours, their organizational strategy towards fiscal responsibility, their work with any similar sized operations as well as any value adds they may provide.

Operations staff anticipates a gradual but steady time and resource savings with a consolidation in services that a facility management contractor would provide. Understanding it will take time for the vendor selected to get fully up to speed on the District’s facility, however over time Operations staff will spend less time managing multiple vendors, contracts and projects. This time savings can be reallocated to any number of other Operations areas, including finance and human resources as well as day-to-day IT management, which following the departure of the GIS Coordinator was realigned within the Operations department.

The RFP, once approved by the Board, will be posted to the District website as well as the League of Minnesota Cities website. Staff will also distribute to a number of vendor partners as well as those facility vendors who have made themselves known to the District.

A site visit will be required for those wishing to respond to the request for proposals and staff will conduct interviews with the top contenders or as needed.

Supporting documents (list attachments):

Request for Proposal



RESOLUTION

Resolution number: 24-055

Title: Authorization to Release Request for Proposals for Facility Management Services Contractor

WHEREAS Day-to-day the Operation staff is responsible for the MCWD facility/campus, its maintenance and upkeep;

WHEREAS Maintenance, repairs and replacement of facility structural and operating systems encompass numerous vendors both specialized and general in nature;

WHEREAS Operations staff presently perform upkeep of maintenance and replacement schedules, asset management and capital budgeting;

WHEREAS A facility management service contractor would provide efficiencies in consolidation of vendors for both general repairs, maintenance and specialized services; and

WHEREAS Such a contractor would provide expertise and assistant to staff in the areas of asset management, repair/replacement schedules and capital asset budgeting.

NOW, THEREFORE, BE IT RESOLVED that the Minnehaha Creek Watershed District Board of Managers authorizes staff to release a request for proposals for a facility management services contractor that includes a not to exceed annual management fee of \$36,000.

Resolution Number 24- 055 was moved by Manager _____, seconded by Manager _____. Motion to adopt the resolution ___ ayes, ___ nays, ___ abstentions. Date 10/10/2024

Secretary Date: _____

Facility Management Services Request for Proposals

The Minnehaha Creek Watershed District (MCWD) is seeking proposals for a facility management services organization (firm or organization) to assist in the operation of its 13,000 square foot office (and grounds) located at 15320 Minnetonka Blvd., Minnetonka, Minnesota. The purpose of the RFP is to identify a facilities service provider with experience in providing consolidation of vendor responsibilities, continuity in operational processes and procedures relating to building operations, asset management and capital project planning with the goal to reduce facility operations maintenance and repair costs, while at the same time maintaining or enhancing service quality.

Organizational Background

The MCWD is a local unit of government responsible for managing and protecting the water resources in one of the largest and most heavily used urban watersheds in Minnesota. MCWD currently employs a staff of 20. The MCWD is funded primarily from Hennepin and Carver County taxes.

Facility Management's Role and Responsibilities

It is the MCWD's intent to enter into a service agreement with the selected facilities management company for assistance in the effective and economical operation the MCWD facility as well as to provide guidance in the design, development and implementation of a preventive maintenance/asset management program.

The selected firm will not be, nor does the MCWD expect the firm to be, on-site for its role as the facility management vendor, but rather work collaboratively with the MCWD Operations staff to help ensure a smooth and efficient running facility. It is expected that the organization will serve as subject matter experts to ensure services are performed in accordance with local laws and codes, and within usual and customary industry standard practices.

Primary Responsibilities

The following is a summary of services being requested. A Scope of Services is provided as Attachment A. Adjustments may be made to the scope as needed and agreed to by the firm and the MCWD. Please identify on the Scope of Services those services that will be performed by employees of the firm versus those that will be outsourced to subcontractors as applicable.

Performing maintenance and repairs of the building and MCWD's fixed assets. To include: establishing a repair and maintenance schedule; keeping detailed records of service and maintenance; providing recommendations for asset replacement or cost-effective options to prolong the life and/or increased effectiveness of those assets; performing both minor and major maintenance, replacement and/or adjustment of equipment; coordinate manufacturer warranties to ensure adherence to warranty stipulations; monitoring equipment and systems working condition, performance and status; procuring all parts and supplies associated with maintenance work.

Managing grounds and janitorial services, either through the firm's staff or outsourced vendors.

Assist in the creation and management of a maintenance and capital improvement plan associated with MCWD assets. Assess the facility's energy efficiency and identify energy saving improvements. Establish and maintain a comprehensive system of records and accounts available to the MCWD for review on a monthly basis.

Develop and implement 24-hour emergency response and procedures for responding to building alarms and severe weather conditions.

Proposal Preparation and Submittal

If the firm elects to include in its proposal any information deemed "proprietary" or "protected", package that information separately from the balance of the proposal and clearly mark as to any proprietary claim. The MCWD, as a public entity, cannot and does not warrant that proprietary information will not be disclosed but

will evaluate the request in accordance with §13.37 of the Minnesota Data Practices Act (MDPA). The MCWD shall have the right to use any and all information included in the proposals submitted unless the information is expressly restricted by the firm. The MCWD will handle submittals in accordance with §13.591, subdivision 3(b) of the MDPA.

The MCWD reserves the right to reject any or all proposals, or to reject proposals that do not contain all elements and information requested in this RFP. The MCWD reserves the right to modify the terms of this RFP at any time at its sole discretion. This includes the right to cancel this RFP at any time prior to entering into an agreement with a firm.

Proposals must state that the offer contained therein is valid for a minimum of one hundred twenty (120) days from the RFP closing date. This ensures proposals are valid for a period of time sufficient for thorough consideration. Firms not selected will be notified in writing.

Proposal

Proposal should include the following information:

- Company's legal name and addresses of the headquarters, and if different, the location address of those performing the services.
- Identify the number of years in business and number of years providing facility services.
- Provide a list of three (3) references for which you perform similar services to those the MCWD is requesting. Include the name of the client, the contact person for that client site, the contact's title, phone number, email and business address. Indicate the number of years you have provided services to these clients/properties.
- Detail qualifications, description of experience, competencies, overall organizational capabilities, and any special or unique capabilities, technology or operating procedures that would be of direct benefit to the MCWD.
- Describe your record keeping procedures, include information on how estimates for work are prepared and invoicing process.
- Provide an organization chart with associated duties and responsibilities of the proposed staff to perform work for the MCWD. Include background, qualifications and relevant experience. For each staff to perform work at the MCWD, indicate training, licensure and/or certifications held for a particular aspect of the work to be performed. Include the name, email address and telephone number of the primary contact and individual(s). Describe background checks and security practices.
- Describe any quality assurance programs or service commitments utilized by the firm. Discuss the process for monitoring level of service, complaint resolution and customer satisfaction and measures to address any shortcomings. Discuss how you ensure a successful partnership with the MCWD. Explain and show examples of how you qualify suppliers and staff.
- Discuss processes and policies regarding utilization of personnel on an overtime basis. Explain how your firm provides coverage for personnel on vacation, leave of absence, or illness.
- Describe the firm's ability to provide 24 hour emergency service and response to emergency situations, as well as protocols for maintaining building security primarily during MCWD's non-business hours.
- Provide firm's insurance limits, licensing and bonding practices.
- Include and explain any proposed options, exceptions, assumptions and/or deviations from the RFP requirements.

Financial Management and Pricing

The MCWD, as a unit of local government funded primarily by tax revenue, expects that the firm selected will fulfill operations and maintenance management responsibilities with a focus on fiscal responsibility. The firm, with limited exceptions, is not authorized to purchase materials or sign contracts on behalf of the MCWD prior to the MCWD's review and approval. Exceptions may be made for emergency situations or if imminent danger to persons or property.

Submitting Questions and Site Visit

All questions must be submitted in writing via email to officeadministrator@minnehahacreek.org. All questions and inquires will be answered via email and provided to all firms that have asked to received information related to the RFP, to insure fairness in the process. The deadline for question submittal is 4:00 PM on October 23, 2024.

Firms submitting proposals are required to make an on-site visit, at their own expense, at least one week prior to the proposal due date of November 8, 2024. A maximum of three (3) representatives please. Contact officeadministrator@minnehahacreek.org to schedule an appointment.

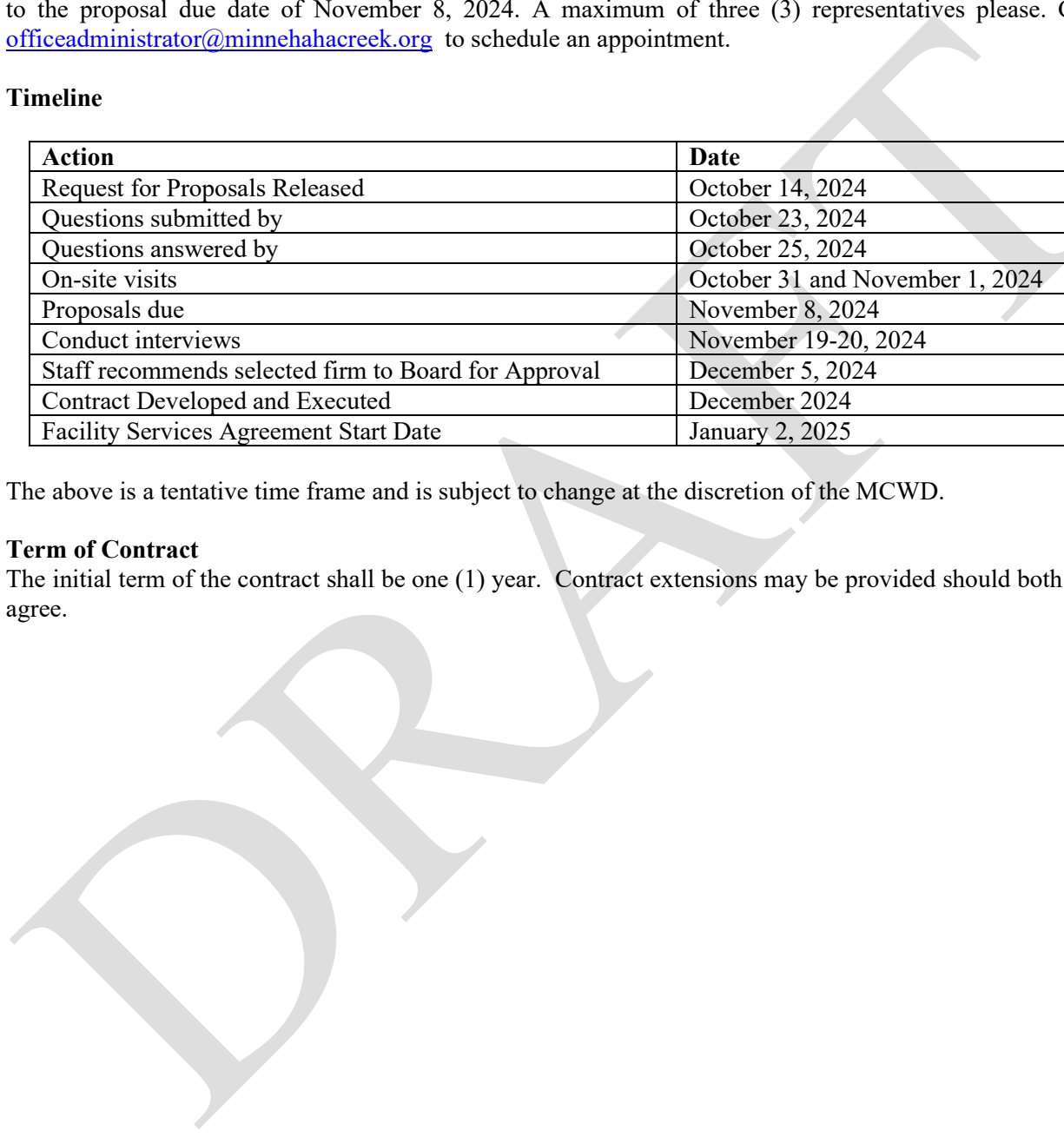
Timeline

Action	Date
Request for Proposals Released	October 14, 2024
Questions submitted by	October 23, 2024
Questions answered by	October 25, 2024
On-site visits	October 31 and November 1, 2024
Proposals due	November 8, 2024
Conduct interviews	November 19-20, 2024
Staff recommends selected firm to Board for Approval	December 5, 2024
Contract Developed and Executed	December 2024
Facility Services Agreement Start Date	January 2, 2025

The above is a tentative time frame and is subject to change at the discretion of the MCWD.

Term of Contract

The initial term of the contract shall be one (1) year. Contract extensions may be provided should both parties agree.



ATTACHMENT A
SCOPE OF SERVICES

DRAFT

Under this agreement scheduled maintenance work can be performed during MCWD business hours of Monday – Friday 8 a.m. to 4:30 p.m.

Task (tasks included may be preventive, scheduled or emergency services)	Frequency	Indicate if work is performed by firm staff or subcontractor; estimated pricing*
1 Maintain and manage the MCWD's asset list establishing a repair and maintenance schedule including: (a) Developing one, two and three year budget recommendations for asset replacement (b) Providing cost-effective options for prolonging the life and/or increased effectiveness of the building's fixed assets	Ongoing	
2 Perform property evaluations – review the physical building inside and out and in a written report, identify and make recommendations for repairs or replacements and timing of each	Quarterly	
3 Establish and maintain a comprehensive system of records and accounts available to the MCWD for review. This will include any invoices due and payable.	Monthly; ongoing	
4 Access the facility's energy efficiency and identify energy savings improvements.	As requested or needed	
5 General maintenance indoors: painting, wall repair, ceiling tile replacement, carpet repair/replacement, tile & grout repair/replacement, window & door repair, minor carpentry, maintenance and/or replacement of kitchen appliances	Annual review; as needed	
6 Exterior building inspection, maintenance & repair including building structure, exterior lighting, roofing, flashing, gutters and drains, brickwork, cement sidewalks and patio, deck floor and railing, entrance canopies and footings.	Annual review; as needed	
7 HVAC: responsible for the operation, repair, and routine preventive maintenance for all heating and cooling systems, and components. Includes annual inspection, quarterly filter replacements and maintenance. Multiple heating and cooling units with multiple thermostats. (Carrier furnaces)	Annual review; quarterly filter change and, as needed	

	Task (tasks included may be preventive, scheduled or emergency services)	Frequency	Indicate if work is performed by firm staff or subcontractor; estimated pricing*
8	Plumbing: unclogging drains or toilets and repairing or replacing fixtures or valves, sink battery replacement, water heater maintenance, repair or replacement.	Annual review; as needed	
9	Electrical: bulb and ballast replacement/repair, switch/outlet repair/replacement, light timers repair/replacement, circuit breaker maintenance.	Annual review; as needed	
10	Elevator inspections, maintenance and repair; monthly fire service testing.	Monthly; annual; as needed	
11	Fire alarm, extinguishers and fire suppression system inspections and maintenance.	Annual	
12	Security alarm monitoring and testing.	Annual	
13	Pest control.	As needed	
14	Workstation, furniture and equipment move coordination. (Workstation brand All Steel)	As needed	
15	Development and implementation of a 24-hour emergency response procedures; on-call for alarm and weather issues.	As needed	
16	Grounds: mowing, edging, weeding, fertilization, chemical application, tree & shrub trimming, mulching, seasonal leaf removal, pothole repair, stripping, snow plowing, shoveling and salting.	As needed	
17	Janitorial services: trash & recycling removal, sweep, mop and vacuum, restroom cleaning, dust common areas, clean kitchen & breakroom area, restock restroom and kitchen supplies (supplies provided by MCWD); fridge cleaning.	2x per week (Wed & Fri or weekend)	
18	Carpet, flooring and window cleaning (interior and exterior)	Annual	

*Please indicate if a flat monthly management fee will be used to cover this item or if an hourly or flat fee will be charged.