

# Request for Proposal #16PSX0211

**Property Management Services for the State of Connecticut Properties located at 401 West Thames Street, Norwich, 240 Oral School Road, Groton and 18 Thames Street Groton, Connecticut.**

Contract Specialist: **Paul Greco**

Date Issued: **November 15, 2016**

Due Date: **December 12, 2016 at 2:00 pm Eastern Time**

**Department of Administrative Services  
Procurement Services**





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# Request for Proposals (RFP)

Facility Management Services for the State of Connecticut Department of Children and Families (DCF) High Meadows Facilities located at 825 Hartford Turnpike Hamden, CT

## Guide to Electronic Proposal Submissions

### 1. Introduction To BizNet

It is now a requirement of Department of Administrative Services (DAS)/Procurement Services that all Companies create a Business Network (BizNet) Account and add their company profiles to the State of Connecticut BizNet system. Companies are responsible for maintaining and updating company information in their BizNet Accounts as updates occur. Companies that have been certified through the Supplier Diversity or the Pre-Qualification Program have already created a BizNet account.

The BizNet login is: <https://www.biznet.ct.gov/AccountMaint/Login.aspx>

New Companies: Create an account by clicking the BizNet login link above and then the button on the right labeled "Create New Account". Login and select Doing Business with the State and Company Information. Please be sure to complete information in all tabs (Company Information, Accounts, Address, etc...).

Existing Companies Needing to Update Their Information: Login to BizNet and select Doing Business with the State and Company Information.

**Anyone having difficulty connecting to their account or downloading or uploading forms should call DAS/Procurement Services at 860-713-5095.**

### 2. Business Friendly Legislation

As a result of Public Act 11-229, DAS/Procurement Services' goal is to make doing business with the State of Connecticut more business friendly. To eliminate redundancy, forms that were repetitively filled out with each request for proposal are being automated in BizNet.

DAS/Procurement Services began the transition to on-line bidding by automating the submission of Affidavits and Non-Discrimination forms on October 1, 2011. Companies must submit forms electronically to their BizNet account if they haven't already done so. These forms must be updated on an annual basis, no later than 30 days after the effective date of any material change. Rather than completing them with each proposal submittal, companies that have already filed these forms have the ability to view, verify and update their information prior to submitting a proposal response.

#### **Instructions for Uploading Affidavits and Non-Discrimination Forms:**

**Click on the following link for instructions on how to upload Affidavits and Non-Discrimination forms:**

**<http://das.ct.gov/images/1090/Upload%20Instructions.pdf>**

(a) AFFIDAVITS

**THE FOLLOWING FORMS MUST BE SIGNED, DATED, NOTARIZED, UPLOADED OR UPDATED ON BIZNET. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) OPM Ethics Form 1 – Gift & Campaign Contribution Certification
- (2) OPM Ethics Form 5 – Consulting Agreement Affidavit
- (3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary
- (4) OPM Ethics Form 7 – Iran Certification

For information regarding these forms, please access the Office of Policy & Management’s website by clicking on the following link: <http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038>

(b) NON-DISCRIMINATION –

**CHOOSE ONE (1) FORM THAT APPLIES TO YOUR BUSINESS. COMPLETE AND UPLOAD OR UPDATE ON BIZNET ANNUALLY. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) Form A – Representation by Individual (Regardless of Value)
- (2) Form B – Representation by Entity (Valued at \$50,000 or less)
- (3) Form C – Affidavit by Entity (RECOMMENDED) (Valued at \$50,000 or more)
- (4) Form D – New Resolution by Entity
- (5) Form E – Prior Resolution by Entity

For information regarding these forms and on which form your company should complete, please access the Office of Policy & Management’s website by clicking following link: [http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav\\_GID=1806](http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806)

**3. New Revised Process – Online Proposal Responses**

Any proposal posted by DAS/Procurement Services must be submitted electronically. The common forms listed below have also been automated in the BizNet system. In addition, specific forms are now fillable, as noted below. To complete forms; download them from your BizNet account, complete your submittal response, and upload these documents (as well as any other required submittal documents) through BizNet prior to date and time upon which the Proposal is due pursuant to the RFP. Late submissions will not be accepted. Proposals are not publicly opened and are not available for viewing until after the Contract has been awarded.

- Contractor Information/Electronic Signature Page – Web Based Form
- Employment Information Form (DAS-45) – Web Based Form
- Statement of Qualifications (DAS-14) – Fillable Form
- Connecticut Economic Impact Form (DAS-46) – Web Based Form
- Contract Exhibit B – Price Schedule (RFP-16)
- RFP Addendum (RFP-18) – if applicable

Additional forms such as those listed below must be reviewed carefully and accepted by the proposer prior to proposal submittal:

- Standard Terms and Conditions (RFP-19)
- Request for Proposal Document (RFP-22)

- Request for Proposal Contract (RFP-50)
- Contract Exhibit A – Description of Goods & Services and Additional Terms & Conditions
- Contract Exhibit C – SEEC Form 11

#### 4. Insurance Accord Certificates

Contractors are responsible for maintaining their BizNet accounts with new and/or updated insurance information.

The following documentation will need to be uploaded to each company's BizNet account and evidencing that the State is an additional insured:

- (a) Certificate of Insurance (Accord Form)
- (b) The insurance policy declaration page
- (c) The additional insured endorsement to the policy

Training documentation relating to the completion of the above-reference forms is available through the DAS Website under "DAS Business Friendly Initiatives" at the following website: <http://das.ct.gov/cr1.aspx?page=371>

***Proposers are cautioned that there may be additional documents, attachments or requirements depending on the complexity of the RFP. Please read ALL RFP documents carefully and provide all required information. Failure to do so may result in rejection of your proposal.***

## Overview

The CT DAS is seeking a cost effective solution to the overall facility management and operation of the Uncas on the Thames Facility located at 401 West Thames Street, Norwich, CT; 18 Thames Street, Groton, CT and 240 Oral School Road (Mystic Educational Center) Groton, CT (collectively, the "Property") for a five (5) year period anticipated to commence on 1/1/17 and expire on 12/31/2021. Specific property and facilities information is found in Attachment A to this RFP.

The property manager, with the oversight of the DAS Bureau of Properties and Facilities Management, will provide for and coordinate property management services to include but not be limited to: 1) mechanical systems maintenance; 2) physical maintenance; 3) including trash and recycling; 4) maintenance of building utility systems; 5) tenant relations; and 6) safety and security programs. Specific service requirements are found in Exhibit A to Attachment 1 of this RFP.

All capitalized terms not defined herein have the meanings assigned to them in the contract form attached to this solicitation.

## Scope of Services

### 1. Management Responsibilities

The contractor shall manage, operate and maintain the Property in an efficient and satisfactory manner in accordance with relevant State standards and all applicable laws, rules and regulations. The contractor shall act in a fiduciary capacity with respect to the proper accounting for and protection of the State's assets. In this capacity, the contractor shall actively work with all third parties and serve the State's interests at all times. The contractor shall not do business with any affiliate of the contractor without the prior written consent of the Client Agency.

### 2. Administration of Approved Operating Budget

The contractor shall prepare and submit to the Client Agency, within (15) days from the date of award of the Contract, a proposed operating budget for the operation, management and maintenance of the Property for the balance of the current fiscal year. Subsequently, the contractor shall annually prepare and submit to the Client Agency, by the date indicated by the Client Agency, a proposed operating budget for each fiscal year (June-1 - May 31) for the operation, management and maintenance of the Property.

The Client Agency will consider the proposed operating budget and will consult with the contractor as soon as reasonably practicable, in order to agree on an approved operating budget.

The contractor will use diligence and employ all reasonable efforts to ensure that the actual cost of managing, maintaining and operating the Property does not exceed the amount necessary and, in any event, does not exceed the approved operating budget either in total amount or in any one accounting category.

During the term of the Contract the contractor shall inform the Client Agency of any major increases in costs and expenses that were not foreseen during the budget preparation period and thus are not reflected in the approved operating budget.

### 3. Monthly Reports

The contractor shall prepare and submit a monthly report to the Client Agency for approval covering the items listed below by the 10<sup>th</sup> of each month. Each such report must cover the period beginning the first (1<sup>st</sup>) day of the immediately preceding calendar month and ending on the last day of such calendar month. Contractor and Client Agency shall agree to the form of such reports promptly following the award of the Contract.

- (a) Management report
- (b) Operating statement
- (c) Budget variance analysis
- (d) Summary and Projection spreadsheet
- (e) Itemized invoice requesting payment
- (f) Copies of all invoices paid
- (g) Timesheets with emails confirming absences
- (h) All bid/purchasing approval emails
- (i) Monthly Account Code Breakdown spreadsheet

#### **4. Repairs**

The contractor shall supervise all ordinary and extraordinary repairs, decorations and alterations, capital improvements remodeling and occupant improvements, all subject to the terms of the Contract.

In case of an emergency, the contractor may make expenditures for repairs without prior written approval of the Client Agency, if such repair is necessary to prevent damage or injury. For minor incidents (less than \$10,000), Client Agency must be informed of any such expenditures as soon as possible. For major incidents (greater than \$10,000), immediate notification to Client Agency must occur.

#### **5. Service Contracts**

The contractor shall obtain written consent of the Client Agency before entering into any contract for repairing or servicing the Property or any of the constituent parts of the Property. As a condition to obtaining such consent, the contractor shall supply the Client Agency with a copy of the proposed contract and shall state to the Client Agency the relationship, if any, between the contractor, or the person or persons in control of the contractor, and the party proposed to supply Services.

All service contracts shall: (a) be on a fixed-fee basis, (b) be in the name of the contractor on behalf of the Client Agency, (c) be for a term not to exceed the end of the Contract, and include provision for cancellation by the State upon not less than 30 days' written notice without cause, and upon not less than 3 days' notice for cause, (d) require that all service vendors provide evidence of sufficient insurance and (e) be within the guidelines set forth in the approved operating budget. Unless the Client Agency specifically waives such requirements, all service contracts will be subject to the bidding requirements under the procedures as specified below.

#### **6. Competitive Bidding**

- (a) All direct purchases, bids and contract awards will be subject to the approval of the Client Agency.
- (b) Contract awards must be based on the lowest cost, most qualified and responsive bidder and must be approved by the Client Agency prior to administration of a contract award.
- (c) State of CT Department of Administrative Services Procurement guidelines can be found at: <http://www.das.state.ct.us/cr1.aspx?page=15>
- (d) Purchases for commodities and Services, and repairs to and alteration or renovation of real property exceeding \$2500.00 must be done through the DAS Portal by obtaining multiple quotes where possible and where time permits. It is understood that items required in urgent and or time sensitive timeframes may not be conducive to seeking multiple quotes. In these cases, obtaining multiple quotes and use of the DAS Portal is not required.

#### **7. Management Services**

- (a) Provide twenty-four (24) hours, 7 days/week, 365 days/year supervision of the Property including extraordinary and regular maintenance and repair.
- (b) Work with the Client Agency to develop specification development, selection, supervision and quality control reporting of all contracted Services [e.g., janitorial (including day porter service), rubbish removal and recycling (in

accordance with State regulations), HVAC, plumbing, on site security, parking allocation and control, electrical, snow and ice removal, landscaping, pest control, etc.]

- (c) Specification development, selection, supervision and quality control reporting of physical plant contractors (mechanical and structural maintenance and repairs, window replacement/cleaning, emergency needs etc.).
- (d) Planning and supervision of all capital and tenant improvements, including construction management.
- (e) Full financial Services, including accounting, budget planning and administration, as well as provision of monthly operating reports.
- (f) Maintenance of good tenant relations, including responsiveness to service requests.
- (g) Creation and implementation of a complete building operation procedures manual, including Tenant Handbook (as per DAS format) for operational and tenant use. The operation procedures manual (including a complete alarm response protocol for each potential alarm at the Property), the Tenant Handbook and all contractor response and execution procedures will be incorporated into the Contract.
- (h) Telecommunications management.
- (i) Inventory management of furniture, workstations, and equipment.
- (j) Compliance with Federal, State and municipal laws, ordinances, rules, regulations and orders relative to Property environmental and health and safety matters.
- (k) Familiarity with NFPA, OSHA, building codes, environmental, fire safety requirements, evaluates site as required.
- (l) Maintains personnel with 7 years experience or 5 years with certification (license where applicable) as a building inspector, certified safety professional environmental license or engineer.

## **8. Overall Building Operation Activities**

- (a) The Contractor shall provide preventative maintenance and scheduling of such maintenance, including generation and execution of testing and task frequency schedules.
- (b) Provision of emergency Services (the selected firm must have staff available to perform such Services on a twenty-four (24) hour, 7 day a week, 365 day per year basis).
- (c) Basic/general repair and maintenance program in the following areas to include but not be limited to:
  - HVAC Services/materials/supplies
  - Locksmith Services
  - Plumbing Services
  - Glass replacement
  - Electrical
  - General trades (masons, carpenters, painters, etc.)
  - Energy conservation/maintenance.
  - Building code, fire and public safety coordination (e.g., fire drills, evacuation plans). NOTE: Firm will be required to designate a safety program officer responsible for the above, building code compliance, and inspections, organization of a safety committee and accident reporting. Firm must maintain (1) a material safety data program for chemicals used on site, (2) an employee safety training program and (3) a disaster plan.
  - Facility electrical generator equipment
  - On-site fuel tanks inspection, compliance reporting and tracking

## **9. Overall Accounting Program(s)**

- (a) Prepare and maintain the tracking and monthly reporting of expenses.
- (b) Prepare annual operating budget drafts.

## **10. Contractor Employees**

The contractor shall have in its employ at all times a sufficient number of capable employees to enable it to properly, adequately, safely and economically manage, operate and maintain the Property. All matters pertaining to the employment, supervision, compensation, promotion and discharge of such employees are the responsibility of the contractor, which is in all respects the employer of such employees. The contractor may negotiate with any union lawfully entitled to represent such employees and may execute in its own name and not as agent for the State, collective bargaining agreements or labor contracts resulting therefrom. The contractor shall fully comply with all applicable laws, rules and regulations with respect to workers' compensation, social security, unemployment insurance, hours of labor, wages, working conditions, and other employer-employee related subjects. The contractor represents that it is and will continue to be an equal opportunity employer. All employment arrangements are therefore solely its concern and the State shall have no liability with respect thereto.

The contractor shall provide a schedule of employees to be employed wholly or in part in the direct management of the Property. This schedule shall include the number of employees and their titles and salary ranges. On the employee schedule, the contractor shall identify those employees whose salaries may from time to time be charged to the Property for direct Services rendered to the Property. Employees whose salaries are eligible to be charged include, but are not limited to, Property managers, engineers or others included as part of the approved operating budget. Employees whose salaries may not be charged include, but are not limited to, general management personnel, accountants and auditors. Such schedule is to be submitted with the proposed operating budget.

Proposers must provide staffing in the positions that follow:

### **(a) Property manager**

- i. The Property manager shall be the main building management Services coordinator for the Client Agency.
- ii. The Property manager shall supervise all on-site contractor employees and Contractor Parties.
- iii. The Property manager shall be available 365 days per year, 24 hours per day, 7 days per week electronically i.e. cell phone, Blackberry and on-site as required by the Client Agency. Property manager shall continually provide up to date emergency contact information to the Client Agency.
- iv. The Property manager shall prepare bid specifications, solicit and analyze bids and award contracts for Services required by the Client Agency for the Property.
- v. The Property manager shall be available to respond on-site to assist the Client Agency in coordinating the response to emergencies that arise at each Property twenty-four hours per day, seven days per week, and three hundred sixty five days per year.
- vi. The Property manager shall meet weekly with the designated Client Agency representative on-site.
- vii. The Property manager shall coordinate administrative duties to include financial management reporting, budgets etc

The Property manager shall at all times designate and provide in his or her place an individual capable of Performing any and all aforementioned duties when absent and not available to Perform his/Hers duties.

**(b) Assistant Property manager**

The assistant Property manager shall assist the Property manager in any and all Performance of the aforementioned duties listed above.

**(c) General maintenance worker(s)**

The general maintenance worker(s) shall Perform maintenance and repair of equipment and buildings requiring such trade work to include but not be limited to painting, carpentry, plumbing, masonry, HVAC and electrical work.

**(d) Heating, Ventilation & Air Conditioning Mechanic (HVAC) (D-2)**

The HVAC Mechanic shall Perform any and all work to include but not be limited to the installation, repair, replacement, maintenance or alteration of any warm air, air conditioning and refrigeration system, including necessary piping for conveyance of heating or cooling media and associated pumping equipment and only while in the employ of a Contractor licensed for such work.

## Instructions to Proposers

### 1. Proposal Schedule

RELEASE OF RFP:	Date:	November 15, 2016
<b>MANDATORY PRE-PROPOSAL MEETING AND SITE INSPECTION:</b>	Date:	<b>November 22, 2016 at 9:30 am Eastern Time</b>
Site visit begins at Campbell Facility located at Uncas on the Thames Property at 401 West Thames Street. Norwich, CT	Location:	Uncas on the Thames Facility located at 401 West Thames Street. Norwich, CT; 18 Thames Street, Groton, CT. 240 Oral School Road (Mystic Educational Center) Groton, CT
RECEIPT OF QUESTIONS:	Date:	November 28, 2016 , by 12:00 noon Eastern Time
ANSWERS TO QUESTIONS POSTED AS ADDENDUM:	Date:	November 30, 2016
RFP DUE DATE:	Date:	December 12, 2016 at 2:00 pm Eastern Time

### 2. Pre-Proposal Meeting Requirements

This RFP contains a **mandatory** pre-proposal meeting requirement. Proposers who are interested in responding to this RFP must attend the meeting at the specified date/location listed above.

NOTE: Late Arrivals (15 minutes or more) will not be given credit for attendance nor allowed to participate in the RFP process. Vendors will not be admitted to state buildings without a valid photo ID. Failure to attend this meeting will result in the rejection of your RFP.

### **3. Questions**

Questions for the purpose of clarifying this RFP must be received no later than the date and time specified in Section 1, "Proposal Schedule" and must be directed to the Contract Specialist, Paul Greco via email: paul.greco@ct.gov.

### **4. Communications**

During the period from your organization's receipt of this Request for Proposal, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut concerning this procurement except in writing directed to the Contract Specialist, Paul Greco via email: paul.greco@ct.gov.

### **5. Solicitation Submission**

Solicitations shall be submitted online by the RFP due date and time only. Proposers shall upload their solicitation submission to their BizNet Account.

## **1. ADDITIONAL TERMS AND CONDITIONS:**

### **(a) Contract Separately/Additional Savings Opportunities**

DAS reserves the right to either seek additional discounts from the Contractor or to contract separately for a single purchase, if in the judgment of DAS, the quantity required is sufficiently large, to enable the State to realize a cost savings, over and above the prices set forth in Exhibit B, whether or not such a savings actually occurs.

### **(b) Subcontractors**

DAS must approve any and all subcontractors utilized by the Contractor prior to any such subcontractor commencing any work. Contractor acknowledges that any work provided under the Contract to any state entity is work conducted on behalf of the State and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the State deems to be necessary or appropriate. Contractor shall be responsible for all payment of fees charged by the subcontractor(s). A Performance evaluation of any subcontractor shall be provided promptly by the Contractor to DAS upon request.

### **(c) Prevailing Wages**

Some or all of the Performance may be subject to prevailing wages. Accordingly, the following provision is included in this Contract in accordance with the requirements of Conn. Gen. Stat. Sec. 31-53(a):

The wages paid on an hourly basis to any person Performing the work of any mechanic, laborer or worker on the work herein contracted to be done and the amount of payment or contribution paid or payable on behalf of each such person to any employee welfare fund, as defined in subsection (i) of this section, shall be at a rate equal to the rate customary or

prevailing for the same work in the same trade or occupation in the town in which such public works project is being constructed. Any Contractor who is not obligated by agreement to make payment or contribution on behalf of such persons to any such employee welfare fund shall pay to each mechanic, laborer or worker as part of such person's wages the amount of payment or contribution for such person's classification on each pay day.

**(d) Standard Wages**

Contractors shall comply with all provisions of Connecticut General Statutes 31-57f, Standard Wage Rates for Certain Service Workers and shall pay wages in accordance with the current wage rates provided by the Department of Labor. Information regarding this Statute and how and when it applies can be obtained from DOL's web site at <http://www.ctdol.state.ct.us/wgwkstnd/standardwage.htm>. Questions concerning the provisions and implementation of this act should be referred to the Connecticut Department of Labor, Wage and Workplace Standards Division, 200 Folly Brook Blvd., Wethersfield, CT 06109-1114 (860) 263-6790 or his designated representative. A link to the Standard Wages is provided below.

Standard Wages: <http://www.ctdol.state.ct.us/wgwkstnd/prevaling-rates/service/rates-service.htm>

**(e) Worker Retention**

Successful Contractor shall retain the employees of the existing Contractor pursuant to CGS § 31-57(g) and CGS § 4a-82(o). Proposers may contact the current janitorial service provider or the Service Employees International Union (SEIU) Representative, at 860-560-8674 (if applicable) for a seniority list which contains the employee's information; name, date of hire, salary and employment occupation classification of each person currently employed at the Facilities location by the existing Contractor.

**(f) Security and/or Property Entrance Policies and Procedures**

Contractor shall adhere to established security and/or Property entrance policies and procedures for each requesting Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any Client Agency premises for the purpose of carrying out the scope of work described in this Contract.

## Proposal Requirements

**1. Contract Period**

The State intends that the Contract be in effect for a period of 5 years.

The parties, by mutual agreement, may extend the Contract for additional terms beyond the original term, prior to Termination or expiration, one or more times for a combined total period not to exceed the complete length of the original term, but only in accordance with the section in the Contract concerning Contract Amendments.

The Contract will replace the following contract award(s) in part or in total: 12PSX0248

**2. Quantities and/or Usages**

Any quantities set forth in this RFP are estimated quantities and/or usages only and in no way represent a commitment and/or intent to purchase any particular amount. Actual quantities may vary and will be identified on individual purchase orders issued by the requesting entity.

### **3. Emergency Standby for Goods and/or Services**

If any Federal or State official, having authority to do so, declares an emergency or the occurrence of a natural disaster within the State of Connecticut, DAS and the Client Agency may request the Goods and Services on an expedited and prioritized basis. Upon receipt of such a request the Contractor shall make all necessary and appropriate commercially reasonable efforts to reallocate its staffing and other resources in order to give primary preference to Performing this Contract ahead of or prior to fulfilling, in whole or in part, any other contractual obligations that the Contractor may have. The Contractor is not obligated to make those efforts to Perform on an expedited and prioritized basis in accordance with this paragraph if doing so will make the Contractor materially breach any other contractual obligations that the Contractor may have. Contractor shall acknowledge receipt of any request made pursuant to this paragraph within 2 hours from the time that the Contractor receives it via purchase order or through a request to make an expedited or prioritized purchase through the State of Connecticut Purchasing Card (MasterCard) Program (the "P-Card Program"). If the Contractor fails to acknowledge receipt within 2 hours, confirm its obligation to Perform or actually Perform, as set forth in the purchase order or through the P-Card Program, then DAS and the Client Agency may procure the Performance from another source without further notice to Contractor and without creating any right of recourse at law or in equity against DAS or Client Agency.

### **4. Stability of Proposed Prices**

Any price offerings from proposers must be valid for a period of 120 days from the due date of the proposals.

### **5. Amendment or Cancellation of the RFP**

DAS reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

### **6. Proposal Modifications**

No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by DAS. DAS, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

### **7. Proposer Presentation of Supporting Evidence**

Proposers must be prepared to provide any evidence of experience, Performance, ability, and/or financial surety that DAS deems to be necessary or appropriate to fully establish the Performance capabilities represented in their proposals.

### **8. Proposer Demonstration of Proposed Services and or Products**

At the discretion of DAS, proposers must be able to confirm their ability to provide all proposed Services. Any required confirmation must be provided at a site approved by DAS and without cost to the State.

## **9. Erroneous Awards**

DAS reserves the right to correct inaccurate awards.

## **10. Proposal Expenses**

Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by DAS.

## **11. Ownership of Proposals**

All proposals shall become the sole Property of the State and will not be returned.

## **12. Ownership of Subsequent Products**

Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole Property of the State unless otherwise stated in the contract.

## **13. Oral Agreement or Arrangements**

Any alleged oral agreements or arrangements made by proposers with any State Client Agency or employee will be disregarded in any State proposal evaluation or associated award.

## **Selection Criteria**

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP, will be considered as part of the selection process and is listed in order of relative importance.

- 1. Account management and personnel**
- 2. Proposal Content and response to provide required Services**
- 3. Value and cost effectiveness**
- 4. Business information**
- 5. Oral Presentation**

DAS may also reject any and all responses in whole or in part, and waive minor irregularities and omissions if the best interest of the State will be served by doing so.

## Submittal Requirements

Note: The required information stated below must be submitted by the Proposer in the order presented and titled “16PSX0211 Qualifications Response” and electronically submitted with the proposal as other documents.

### **1. Account Management and Personnel**

- (a) Strategy for managing the Property and customer service approach
- (b) Ability to provide quality assurance in the management of the Property and to maintain the safety of the Property for visitors or any occupants
- (c) Description of reporting capabilities and deliverables
- (d) Proposed personnel and resumes to include qualifications, licenses, and professional designations of the personnel proposed.
- (e) Provide an example of a complete building operation procedures manual, including Tenant Handbook for operational and tenant use. The operation procedures manual (including a complete alarm response protocol for each potential alarm at the Property), the Tenant Handbook and all contractor response and execution procedures will be incorporated into the Contract.
- (f) Provide your firm’s Emergency response protocol while managing the Property continuously while under your management. Provide all contacts, resources and your firm’s ability to respond. Provide response time protocol.

### **2. Value and Cost effectiveness**

- (a) Proposed costs presented within the Exhibit B Price Schedule
- (b) Provide your firm’s ability to maintain cost effectiveness and implement operational savings
- (c) A summary of how your firm can provide added value and find operating efficiencies.

### **3. Content and Response to Required Services**

- (a) Statement as to the ability to meet specifications, requirements and ability in Performing Services
- (b) Statement as to the ability to submit all required information in the format required
- (c) Property management plan for the specific Property

### **4. Business Information:**

- (a) Company mission statement and length of time in business
- (b) Organizational chart of proposed firm
- (c) Evidence of appropriate insurance and financial capability
- (d) Customer references other than the State of Connecticut. References must be from the management of properties comparable in size and scope to the Property described in this RFP.

#### **5. Interview and oral presentation**

The RFP evaluation committee will interview the proposer(s) who has or have been determined to be the highest scoring proposer(s) as a result of their submission and its evaluation. The interview will be held for the purposes of clarifying any information provided by the proposer(s) and for discussing any related topics relevant to the solicitation to include but not be limited to the proposer's staff and properties related service requirements.

### **Attachment 1 - Sample Contract**

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The State will pursue negotiations with the proposer whose proposal scores highest. If, for whatever reason, DAS and the initial proposer fail to reach consensus on the issues relative to a contract, then DAS may commence contract negotiations with other proposers. DAS may decide at any time to suspend the current RFP process and start the RFP process again.

Attachment 1 to this RFP is a draft contract and it is included in this RFP for informational purposes only in order to show some contract provisions that the State of Connecticut requires. It is not intended to, and will not, be the specific contract that the State and the successful vendor(s) will sign. After DAS selects a vendor, DAS will deliver a draft contract to the vendor for consideration and negotiation. The contract that DAS and the successful vendor will sign may vary from Attachment 1. The contract may include a liquidated damages clause at the discretion of the State.