



Dubuque Initiatives (DI) requests proposals from firms interested in providing full service, comprehensive professional building management services to maintain and preserve the grounds and building located at 700 Locust Street, in Dubuque, Iowa. The building is a nine story office building comprising approximately 255,000 sf. The building has several tenants including IBM, McKesson, O'Connor Thomas Law, Chalmers and Eaton, Community Foundation of Greater Dubuque, RBC Dain Rauscher, Verizon Wireless, Verizon Business, and Paetec. The contract term will be for one year with options to renew for an additional four, one year terms at DI's sole option. To respond to this RFP, you must submit one (1) paper copy and one (1) electronic copy to the following address:

**Dubuque Initiatives
Attn: Dave Heiar
50 W. 13th St.
Dubuque, IA 52001**

Questions should be directed to **Dave Heiar** at 563.589.4393 or dheiar@cityofdubuque.org.

Proposals are due Thursday, April 9, 2009. Faxed proposals will not be accepted.

I. BACKGROUND INFORMATION

The Roshek Building was constructed in 1929 as the Roshek's Department Store. In the early 1970's, Roshek's moved out of the downtown and the building was redeveloped into an office building. Dubuque Initiatives (DI), a local not-for-profit economic development organization, has recently purchased the building and has begun a major renovation to facilitate IBM to locate a new IT operation in Dubuque. This renovation includes replacing all the building mechanicals and restoring the interior and exterior back to its original condition. The DI Board of Directors have made a commitment to return this historic building back to a focal point of the downtown and the community.

II. SCOPE OF SERVICES

The selected contractor (the Building Manager), will be required to provide full service, professional building management services ("Building Management Services") necessary to maintain and preserve the building and property located at 700 Locust Street in Dubuque, Iowa. The Building Manager will be responsible for regularly assessing the conditions of the building and its systems; developing and implementing

building operations, preventive maintenance, collect rents, and establishing capital plans necessary to maintain, preserve, and keep the premises in good repair and condition. At DI's request, the Building Manager shall also coordinate the design and buildout of building renovations and improvements after July 1, 2010. The services of the Building Manager are to be of a scope and quality generally performed by professional property managers and performed in a reasonable, diligent, and careful manner so as to manage and supervise the operation, maintenance and servicing of the property in a manner that is comparable to, or better than, that generally found in similar properties located in the Dubuque market. Services shall be provided in accordance with the highest standards of professionalism, skill, workmanship, and applicable trade practices and shall conform to all applicable codes and regulations. The contract term will be for one year with options to renew for an additional four, one year terms at DI's sole option.

The Building Manager's responsibilities shall include but not necessarily be limited to the following:

1. Maintaining continuous communication with assigned DI staff on all building related issues including conducting meetings and providing required written reports on a monthly basis, or such other schedule as may be determined.
2. Developing and implementing a comprehensive facility operations plans, preventative maintenance plans and a five year capital improvement plan.
3. Developing Annual Operating and Preventative Maintenance Budgets for submission to and approval by DI.
4. Hiring, or causing to be hired, paid and supervised, all persons necessary to properly maintain and operate the building who, in each instance, shall be the Building Manager's (and not DI's) employee.
5. Ensuring that maintenance and repairs are performed by trained technicians, which maintenance and repair shall not interfere with the operations of the building's tenants whose normal hours of operation are 6 AM to 6 PM Monday through Friday.
6. Soliciting, bidding and entering into contracts for any necessary equipment maintenance, janitorial, window cleaning, trash removal, vermin extermination, landscaping, lawn care and tree maintenance, snow plowing, fire alarm testing/inspection, and other services shall be advisable. The tenants are responsible for payment of electric utility payments, cleaning, CAM charges, and DI shall be responsible for any property tax payments but will be incorporating an additional rent payment from tenants to defray the cost.
7. Ensuring that any equipment to be replaced shall be new or re-manufactured and shall be manufactured by a reputable manufacturer. All substitutes for the original manufacturer's equipment related to the upgrading of equipment shall be ENERGY

STAR® compliant, if available. Building Manager shall submit any proposed purchases to DI for its review and approval.

8. Ensuring that any new equipment be guaranteed for a minimum of one (1) year from the date of replacement and replaced at no cost to DI if found defective during that time. The Building Manager shall obtain cost estimates for extended warranties on new installations and consult with DI regarding the purchase of such contracts.

9. Providing emergency services as needed on a twenty-four (24) hour, seven (7) days a week basis. The Building Manager agrees to provide an emergency telephone service on a twenty-four (24) hour, seven (7) days a week basis. From the time of the call by DI, the Building Manager has a maximum of one hour to respond to this call.

10. Maintaining a log of all hours of work completed by all employees and subcontractors. Reviewing all bills received for services, work, and supplies ordered in connection with maintaining and operating the Building and cause such bills to be paid from funds deposited in an Operating Expense Account.

11. Establishing and maintaining orderly books, records and files containing correspondence, receipted bills, contracts and vouchers and all other documents and papers pertaining to the Building and the operation and maintenance thereof, which DI may review at any time.

12. The Building Manager shall provide information and training to advise employees of the Building Manager and DI of potentially hazardous substances known to be in the work place. Part of this information is a collection of Material Safety Data Sheets for all chemicals used by contract vendors. Before any chemical product is used on or in the building, a copy of the product label and Material Safety Data Sheet must be provided to and approved by DI before the chemical is applied.

13. Providing written monthly reports to DI within ten (10) working days of the end of each month including a precise description of services provided to the building, including all systems and equipment, number of employees/subcontractors involved, and the costs incurred.

14. Building Management Services identified above include, but are not limited to:

- a. Lighting Systems
- b. Pest Management
- c. Electrical Switchgear and Electrical Systems
- d. Landscaping maintenance and maintaining walkways.
- e. Daily responsiveness to problems identified by DI tenants or staff
- f. Rubbish Removal
- g. Monthly site inspections and provide verification of such inspection.
- h. Solicit written bid proposals from at least three (3) qualified suppliers or service providers on each requirement having an expected value greater than \$5,000
- i. Maintain inventory, supply list and spare parts documentation

- j. Provide five (5) year capital repair and improvement plan
- k. Fire alarm and Fire Suppression Systems
- l. Provide staff to maintain and perform routine inspections and required interior and exterior maintenance
- m. Janitorial Cleaning
- n. Maintain all drawings, as-builts, and other schematic drawings current as well as site/equipment manuals
- o. Plumbing
- p. Provide timely monthly operating report with invoice
- q. Review work order, maintenance tracking and scheduling systems
- r. Provide operational and Preventative Maintenance plans
- s. HVAC
- t. Window Cleaning
- u. Security
- v. Painting
- w. Responding in a timely fashion to tenant requests and issues as they arise

Where specifications or standards are not included herein, maintenance shall be in accordance with manufacturer's recommendations and standards.

15. With the prior written consent of DI, negotiating and reviewing contracts to be entered into by the Building Manager for capital repairs and improvements to the Building and supervising all work to be performed under such contracts and authorizing payment for all work performed under such contracts. Engage as necessary architects' and engineers' services required for the planning and supervision of alterations and/or improvements made or proposed to be made to the Building after July 1, 2010.

16. The Building Manager will be responsible for the completion of a variety of administrative and reporting requirements as part of its Management Fee including:

- a. Upon award of the contract and prior to the start of any work, the Building Manager shall be available for an initial job meeting with DI. This meeting shall include a review of all facility use rules and an introduction to the organization and appropriate staff.
- b. Unless otherwise determined, there shall be monthly meetings for the following purposes:
 - i. Review building management progress and quality of work.
 - ii. Identify and resolve problems.
 - iii. Coordinate the efforts of all concerned so that these services are rendered efficiently and effectively.
 - iv. Maintain a sound working relationship between the Building Manager and DI.
 - v. Maintain a mutual understanding of the contract.
 - vi. Maintain sound working procedures.

17. Perform such other building management tasks as may be mutually agreed upon.

III. TERM

The initial term of the contract(s) awarded pursuant to this RFP will be for one year with DI retaining four (4) one-year options to renew, exercisable at the sole discretion of DI.

IV. MINIMUM QUALIFICATIONS

Proposers must demonstrate to the satisfaction of the evaluation team that the firm has the ability to manage the office building.

The Proposer must have experience in:

- a) The operation of commercial building mechanical, HVAC and control systems;
- b) Successful troubleshooting and/or performance verification of mechanical control systems and HVAC systems;
- c) Successful trouble shooting and/or performance verification of other building systems including but not limited to energy management systems (EMS), fire alarm/security systems, and general building and lighting electrical control systems;
- d) Testing instrumentation;
- e) Performance of testing and balancing of HVAC systems;
- f) Planning and delivery of property management services;
- g) Producing capital repair and improvement plans for office buildings and building operating systems;
- h) Maintaining regular liaison with building tenants/occupants and resolving building oriented complaints; and
- i) Implementing cost control and savings measures to ensure the building is operated effectively, efficiently and within budget.

V. OTHER INFORMATION

The building currently has a staff person that has extensive knowledge of the building and is available for hire. The employees' resume is attached as Appendix A and submitters may contact Mr. Hammel directly.

VI. PROPOSAL REQUIREMENTS

Proposers must submit **one (1) paper copy and one (1) electronic (.pdf format)** copy of the proposal. A completed and signed Proposal Checklist must be attached to the front of the paper and electronic copy. The paper copy must contain an original signature. Be sure that the individual signing the checklist is authorized to commit the Proposer's organization to the proposal as submitted. DI reserves the right to request additional data or material to support proposals including verifications of background checks on all employees. All material submitted in response to the RFP will become the property of DI.

The proposal must be in the following format.

1. Company Information

In response to this Proposal, all Proposers must, if such exists, provide the following:

- Name of Agency/Company (including any "Doing Business As" names)
- Headquarters/Parent Company Locations
- History of Firm

- Internet Web Site Address (if any)
- Details of Entity Business Structure (Corporation, Partnership, LLC)
- Date Founded
- Organization Chart of Business Entity
- Office Locations and Total Number of Employees at each
- Home office address and telephone number and local address and phone number
- List of any outstanding litigation that would threaten the viability of the firm or the performance of this contract
- Proof of insurance
- Indication of how long it would take to implement service after authorized to begin

2. Qualifications

The Proposer shall provide:

- a. An explanation of why the Proposer is the best qualified to perform the contract and demonstrate its qualifications including an item-by-item disclosure outlining how the Building Manager meets or exceeds the requirements of this RFP, including the minimum qualification, set forth in Section IV.
- b. A schedule of proposed deliverables, and project management systems for this project using methodologies that have been successfully employed in other engagements of similar size and complexity. The schedule should include the Proposer's understanding of the issues and tasks of the project at hand. Proposers are required to present a detailed description of the methodology to be used by it in achieving the objectives of the project and accomplishing tasks 1-17 as described in Section II, Scope of Services, with separate and specific reference to each task.
- c. A description of any specific experience and qualifications in building management and any specific experience it has in each of the particular building operations and management disciplines (i.e., mechanical systems, electrical systems, fire alarms, energy management systems, plumbing systems, etc.) along with an indication of what building management areas will be performed directly and what will be sub-contracted.

3. Staffing

The Proposer shall also provide:

- a. The size and experience of the corporate staff pool from which staff assigned to the management contract can be drawn.
- b. The composition of the staff team the Proposer shall dedicate to this assignment including:
 - i. The names of the employees in the area responsible for this contract,
 - ii. Their function in the company, title, and number of years service with the Proposer's firm.

iii. Detailed resumes for the specific individuals designated to work on this contract, specifying educational and work experiences deemed relevant to the type of work to be undertaken.

c. The name of the person designated as the "Project Leader" who will be responsible for the coordination of work efforts of the other individuals. Information to be provided regarding the project leader is to include:

- i. Length of career in providing Building Management Services
- ii. Professional designations
- iii. Number and size of buildings managed in the last three years

d. Indicate the anticipated volume of work to be performed directly and to be subcontracted. Where any subcontractor shall be utilized in a particular discipline describe, if known, the subcontractor's qualifications in detail.

4. References

Each Proposer must submit a list of three (3) references documenting its experience as outlined in this Request for Proposals.

DI retains the right to request any additional information pertaining to the Proposer's ability, qualifications, and procedures used to accomplish all work under the contract as it deems necessary to ensure safe and satisfactory work.

5. Cost of Services

All Proposers must submit their fee proposal, on their own form, for required services necessary to provide DI with the required deliverables. Each Proposal must include:

a. The annual Management Fee, to be paid in equal monthly installments, to be charged for the first year of the agreement as well as the four renewal periods. This must be a fixed dollar amount and not a percentage based on expenses. For the purposes of the agreement, the "Management Fee" shall include the cost of off-site corporate building management and administrative personnel, all overhead and profit, and all administrative expenses including payroll processing cost, auditing, accounting, reporting or other requirements, and excluding depreciation, amortization, and interest expenses.

b. A detailed listing of any other expenses or fees to be paid directly to the Proposer (excluding those additional services provided below). These expenses shall be based on the actual costs incurred with no mark-up allowed. These items should include a list of the Building Manager's on-site employee(s) (in Full Time Equivalent) by title, their respective salary(s), all fringe benefits, any other ancillary items provided to employees (such as 401K, leased vehicles, paid parking, etc.) together with a list of any other items and their respective cost to be charged by the Proposer as part of the agreement. If periodic building related services (e.g. electricians, plumbers) are to be provided by employees of the Proposer, the listing should include those titles and their respective hourly rates and fringe benefits. Unless otherwise agreed to by DI, reimbursement for

these items will be limited to the amount set forth in the Agreement. Any expenses not specifically included will not be eligible for reimbursement and must be absorbed by the Management Fee.

If construction related services are provided by other employees of the Proposer (e.g. engineers, electricians, plumbers), the listing should include those titles and their respective hourly rates. Unless otherwise agreed to by DI, the rate will be those set forth in the Agreement.

d. In lieu of creating a segregated bank account, submit alternatives to funding the payment of supplies, equipment, and services associated with maintaining and repairing the property.

VII. PROPOSAL EVALUATION AND AWARD CRITERIA

Proposals submitted in response to the request for proposals shall be reviewed, and scores assigned based solely on the information provided and satisfactory references. Proposals shall be reviewed by DI board members and staff.

1. Best Value Evaluation

The Proposal selected will be the one determined to provide the "best value" to DI. The best value will be determined in accordance with the selection criteria set forth herein. Proposal evaluation is an assessment of both the Proposal and the Proposer's ability (as conveyed by the Proposal) to successfully accomplish the prospective contract.

2. Selection Criteria

Each Proposal will be evaluated using the following criteria:

A. Approach and Scope of Services

1. Completeness. The proposal is complete and follows the outline in Section V of this RFP.
2. Quality of approach and methodology for performing the effort clearly demonstrates an understanding of the applicable issues and requirements for building management.
3. Quality, clarity and completeness of scope of services, including extent to which alternative approaches/tasks will achieve objectives.

B. Experience

1. Quality, extent and relevance of Proposer's operational experience (including sub-contractors) in conducting all facets of building operations.
2. Quality, extent and relevance of Proposer's building management experience (including sub-contractors) in conducting similar efforts, particularly of a magnitude and setting similar to that described by this RFP, including familiarity with the geographical area and resources available in Dubuque County.
3. Quality, extent and relevance of experience, education and training of key personnel (including subcontractors).
4. References
 - a. Proposer's service capability, reputation, facilities, equipment, and past performance.

b. Proposer's previous performance in contracts or business dealings with municipal, state or federal agencies, or other entities, including DI.

C. Organization, Staffing and Management Plan

1. Quality of project organization and management plan; extent to which they will provide for successful, timely and fully compliant program implementation as evidenced by the:

- a. Plan for controlling the effort.
- b. Coordination of subcontractors, joint ventures or teaming arrangements.
- c. Plan for phasing personnel into the effort.
- d. Quality of interaction and coordination with DI.
- e. Reporting methodologies.

D. Cost

The pricing proposal will be evaluated for reasonableness of cost for the total effort. It may also serve as the basis for subsequent negotiations of price if necessary. Pricing proposals must be complete, accurate and well documented. Any pricing conditions or contingencies must be clearly stated.

All lump sum prices must be inclusive of all direct and non-direct costs as well as all overhead, fees and profit.

VIII. GENERAL CONDITIONS

Proprietary Information - Careful consideration should be given before confidential information is submitted to DI as part of your proposal. Review should include whether it is critical for evaluating a proposal, and whether general, non-confidential information, may be adequate for review purposes.

Contract Award - DI anticipates making one award under this solicitation. It may award a contract based on initial applications without discussion, or following limited discussion or negotiations. Each offer should be submitted using the most favorable cost and technical terms. DI may request additional data or material to support applications. DI will use the Sample Agreement to contract successful proposals.

Limitation - This solicitation does not commit DI to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. DI reserves the right to accept or reject any or all proposals received, to negotiate with all qualified sources, or to cancel in part or in its entirety the solicitation when it is in DI's best interest.

Disclosure Requirement - The proposer shall disclose any indictment for any alleged felony, or any conviction for a felony within the past five years, under the laws of the United States or any state or territory of the United States, and shall describe circumstances for each. When a proposer is an association, partnership, corporation, or other organization, this disclosure requirement includes the organization and its officers, partners, and directors or members of any similarly governing body. If an indictment or conviction should come to the attention of DI after the award of a contract, DI may

exercise its stop-work right pending further investigation, or terminate the agreement; the contractor may be subject to penalties for violation of any law which may apply in the particular circumstances.

Attachments:

Appendix A - Resume of existing building employee

Gerald Hammel
1227 Rhomberg Ave
Dubuque, Iowa 52001
Home Phone (563) 588-0396
Cell Phone (563) 213-0019
Jerry.Hammel@mckesson.com

Objective

Seeking a challenging career with an organization which will utilize my skills, ability and education as a journeyman pipe fitter, plumber and HVAC specialist.

Qualifications and Work Experience

I have been working in the HVAC, plumbing, pipe fitting and boiler service, repair and installation field for 35+ years. I maintain and repair piping systems on industrial processing equipment, all plumbing and heating systems, chilled water systems, air, ink, oil and steam lines.

- Working within the Dubuque Building for 30+ years.

I work well in a team environment or alone. I have developed excellent communications skills and am able to meet tight deadlines. Prioritize daily work schedule to meet my employers needs.

Employment History

2000-Present	Dubuque Building	Dubuque, Iowa
	➤ Hayes Boiler and Mechanical	2000-2002
	Trammell-Crow	2002-2007
	CB Richard Ellis	2007-Present
1995-2000	Total Plumbing and Heating, Inc.	Dubuque, Iowa
	➤ Pipe fitter/Steamfitter/Boiler Service Technician	
1991-1995	Dubuque Community School District	Dubuque, Iowa
	➤ Boiler Service Tech/Steamfitter/Plumber/HVAC Specialist	
1983-1991	Gerald Hammel Plumbing and Heating	Dubuque, Iowa
	➤ Owner/Operator	

Education

Completed UA Plumbers and Steamfitters Apprenticeship Training
1965 - 1970 Journey Pipe Fitter and Welder

Training on Johnson Controls and Systems 1993

Honeywell Boiler and Burner Controls 1980

City of Dubuque Plumbing and Heating Licenses

Annual Salary \$62,500.00

References Available Upon Request