

**MAINTENANCE & CUSTODIAL SERVICES  
RFP #2020MC-VENDOR QUESTIONS AND RESPONSES**

<b>Questions and Responses</b>	
<b>1</b>	<p><b>Question:</b> Is grounds included?</p> <p><b>Response:</b> Grounds is currently a separate contract under the current vendor with a term date of June 17, 2021, with one (1) option to renew for an additional 3 years.</p>
<b>2</b>	<p><b>Question:</b> Manager Duties</p> <p><b>Response:</b> Manage 2 on-site porters, oversee custodial, review all work orders, assign duties to on-site porters, review timesheets, order supplies, and maintain the budget.</p> <p>Aubrey ISD requests that an offer be extended to the current Manager, who has been with the District for over 35 years. The District pays the current vendor \$52,104 for this position.</p>
<b>3</b>	<p><b>Question:</b> What is the current starting salary for custodians and maintenance staff?</p> <p><b>Response:</b> It is our understanding that under the current contract, 80% of the cost to the District is labor. Historically, one of the obstacles to keeping a full staff in this area is the inability to provide competitive wages and benefits. We have not been provided with the specific wage or benefit information for the custodians or maintenance staff currently assigned to our District. In the RFP, providing the expected salary and benefits offered will help the District determine if appropriate staffing can be maintained. All custodial and maintenance staff are to be employed by the vendor.</p>
<b>4</b>	<p><b>Question:</b> What are the two porters' responsibilities? Who supplies the vehicle? How many days per year do they work?</p> <p><b>Response:</b> Daily delivery of supplies as needed, event setup/tear down, and minor maintenance jobs. Examples of minor maintenance include, but not limited to: changing light bulbs and ballasts, replacing ceiling tiles, replacing door handles, replacing dispensers, painting, etc.</p> <p>Vendor supplies vehicle, insurance, maintenance and gas for each porter.</p> <p>Dedicated maintenance staff will work 235 days.</p>
<b>5</b>	<p><b>Question:</b> Who is responsible for cleaning in the kitchen behind the cooking line?</p> <p><b>Response:</b> The kitchen staff is responsible for cleaning behind the cooking line. Custodians are responsible for the main dining areas.</p>
<b>6</b>	<p><b>Question:</b> List # of gyms with wood flooring, including their square footage.</p> <p><b>Response:</b></p> <ul style="list-style-type: none"> <li>1 High School competition gym: 11,865sqft</li> <li>2 Middle School competition gym: 8,976sqft</li> <li>3 Middle School auxiliary gym: 10,000sqft</li> </ul>

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<b>7</b>	<p><b>Question:</b> What is the District's expectations of service from the awarded vendor?</p> <p><b>Response:</b> Aubrey ISD has the vision, "We are Aubrey Independent School District, Challenging ourselves to be World Class." The District expects the vendor to maintain the facilities and respond quickly to any issues reported. Aubrey ISD believes that maintenance and custodial services will not make the District "world-class"; however, failing to excel in any area will prevent the community from seeing the District as "world-class".</p>
<b>8</b>	<p><b>Question:</b> How is service delivered?</p> <p><b>Response:</b> Route service, time, and materials. The District will consider all types.</p>
<b>9</b>	<p><b>Question:</b> Which work order system does the District use? How many work orders does the District request annually?</p> <p><b>Response:</b> The District uses FORP online system provided by the current vendor. FORP is a proprietary system of the current vendor, and the awarded vendor will need to provide a system. The cost should be included in your RFP. The current system includes work order tracking, preventative maintenance schedules, work order completion reports, time keeping and a mobile portal. It must have the ability to track how long it takes to complete the work orders.</p> <p>Last year there were roughly 5,000 work orders.</p> <p><a href="#">WORK ORDER LIST PDF</a></p>
<b>10</b>	<p><b>Question:</b> Does the District track maintenance? Ex. The amount of work done?</p> <p><b>Response:</b> Yes, all work orders are entered into the FORP online system, provided by the current vendor. Upon receipt in the Business office, all invoices are reviewed and reconciled to specific work orders.</p>
<b>11</b>	<p><b>Question:</b> What "additional events" would be requested that would be billed at an additional cost?</p> <p><b>Response:</b> Any event that is held outside the regularly scheduled shift of the vendor's employees, except for football and basketball games held during the regular school week.</p>
<b>12</b>	<p><b>Question:</b> Is HVAC included in the contracted services?</p> <p><b>Response:</b> Yes</p> <p>Please be advised, Aubrey ISD has three campuses with geothermal wells. Therefore, the awarded vendor will need to have resources/knowledge to maintain these systems.</p>

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<b>13</b>	<p><b>Question:</b> Are there any services that are contracted out and will not be the responsibility of the awarded vendor?</p> <p><b>Response:</b> Yes. The District has contracts in place for the following services: Elevator maintenance (although emergency services shall be requested of the awarded vendor when student access is disrupted), pest control spot treatments, landscaping, and fire alarm monitoring &amp; maintenance.</p>
<b>14</b>	<p><b>Question:</b> Basic floorplans</p> <p><b>Response:</b> <a href="#">FLOORPLANS PDF</a></p>
<b>15</b>	<p><b>Question:</b> What is the decision-making process for this RFP? Criteria? Will a past relationship with the District affect the points?</p> <p><b>Response:</b> A committee comprised of the Superintendent, Deputy Superintendent, Assistant Superintendent, and the CFO will review all submissions, rank the proposers according to the criteria approved by the Board and included in the RFP. The ranking will be presented to the Board, and the Board will either approve one of the vendors or request additional meetings with selected proposers for further selection. Past relationship with the District must be considered according to Board policy, but will not be required in order to be considered.</p>
<b>16</b>	<p><b>Question:</b> Are maintenance supplies provided by the District or the Vendor?</p> <p><b>Response:</b> Maintenance supplies are purchased by the vendor and billed back to the District. Custodial consumables should be included in the RFP.</p>
<b>17</b>	<p><b>Question:</b> Are any maintenance staff employed by the District?</p> <p><b>Response:</b> No, all staff are employed by the vendor.</p>
<b>18</b>	<p><b>Question:</b> HVAC Inventory? Age? Tonnage?</p> <p><b>Response:</b> <a href="#">HVAC INVENTORY PDF</a></p>
<b>19</b>	<p><b>Question:</b> Roof types and ages?</p> <p><b>Response:</b> Brockett Elementary-DuroLast 2008 No remaining warranty          Monaco Elementary-Shingle &amp; Metal 2008 No remaining warranty          Middle School-Shingles, tar &amp; gravel 2009 No remaining warranty          High School New addition DuroLast 2011 w/15 year warranty          Original HS-Tar, gravel, &amp; metal 2000 No remaining warranty          EBLC/Admin-DuroLast No remaining warranty          DAEP-shingle No remaining warranty</p>

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<b>20</b>	<p><b>Question:</b> Flooring hard surfaces vs. carpeting?</p> <p><b>Response:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 15%;">Carpet</th> <th style="width: 15%;">VCT</th> <th style="width: 15%;">Ceramic</th> <th style="width: 15%;">Concrete</th> </tr> </thead> <tbody> <tr> <td>Brockett Elementary</td> <td>36,135</td> <td>6,816</td> <td>1,776</td> <td>400</td> </tr> <tr> <td>Monaco Elementary</td> <td>39,294</td> <td>14,936</td> <td>4,206</td> <td>-</td> </tr> <tr> <td>Middle School</td> <td>54,992</td> <td>17,588</td> <td>2,984</td> <td>6,222</td> </tr> <tr> <td>High School</td> <td>49,137</td> <td>20,585</td> <td>12,497</td> <td>13,628</td> </tr> <tr> <td>EBLC</td> <td>320</td> <td>14,960</td> <td>-</td> <td>440</td> </tr> <tr> <td>Admin</td> <td>2,020</td> <td>340</td> <td>2,188</td> <td>340</td> </tr> <tr> <td>DAEP</td> <td>2,250</td> <td>200</td> <td>50</td> <td>-</td> </tr> </tbody> </table>		Carpet	VCT	Ceramic	Concrete	Brockett Elementary	36,135	6,816	1,776	400	Monaco Elementary	39,294	14,936	4,206	-	Middle School	54,992	17,588	2,984	6,222	High School	49,137	20,585	12,497	13,628	EBLC	320	14,960	-	440	Admin	2,020	340	2,188	340	DAEP	2,250	200	50	-
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<b>21</b>	<p><b>Question:</b> Are there custodial shifts both day and night?</p> <p><b>Response:</b> Yes. Presently there is both a day and evening custodial crew. Day shift is minimal and the majority of classrooms are cleaned after dismissal.</p>																																								
<b>22</b>	<p><b>Question:</b> Who is responsible for ice melt?</p> <p><b>Response:</b> The Landscaping contract provides ice melt</p>																																								
<b>23</b>	<p><b>Question:</b> Who is responsible for equipment repair?</p> <p><b>Response:</b> The awarded vendor is responsible for providing and maintaining all equipment needed to fulfill the requested contract. <b>If there is any equipment that the vendor requires the District to provide, this must be itemized in the proposal for consideration.</b></p>																																								
<b>24</b>	<p><b>Question:</b> How many campuses hold summer school?</p> <p><b>Response:</b> Summer School is held at three campuses: High School, Middle School, and 1 Elementary</p>																																								
<b>25</b>	<p><b>Question:</b> Would the District be open to changing soap dispensers?</p> <p><b>Response:</b> Yes, the District is open to the recommendations of the awarded vendor.</p>																																								
<b>26</b>	<p><b>Question:</b> Where are the HVAC units located at Brockett Elementary?</p> <p><b>Response:</b> The HVAC at Brockett Elementary is located on the roof. Brockett Elementary has gas heaters in the gym.</p>																																								
<b>27</b>	<p><b>Question:</b> Who is responsible for the fire extinguishers?</p> <p><b>Response:</b> The awarded vendor will be responsible for inspections, tagging, and any replacements will be billed to the District as needed.</p>																																								

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<b>28</b>	<p><b>Question:</b> Who is responsible for the Ag Science area on the high school and middle school campuses?</p> <p><b>Response:</b> Custodial services needed for restrooms and office areas. No custodial services are necessary for shop or barn areas.</p>										
<b>29</b>	<p><b>Question:</b> Does the District own any kind of boom lift?</p> <p><b>Response:</b> No</p>										
<b>30</b>	<p><b>Question:</b> Are there any warranty items?</p> <p><b>Response:</b> Elevators, HVAC units in new construction areas, roof on high school gym area and roofs on all new construction areas.</p>										
<b>31</b>	<p><b>Question:</b> What type of waste management and/or recycling system does the District use?</p> <p><b>Response:</b> The District utilizes city waste contracts. Progressive and Waste Management receptacles are located in various locations on all campuses.</p>										
<b>32</b>	<p><b>Question:</b> Who maintains the exterior industrial lights?</p> <p><b>Response:</b> Vendor will be responsible for most exterior lighting. CoServ maintains a few poles at the High School.</p>										
<b>33</b>	<p><b>Question:</b> What is the length of the current contract?</p> <p><b>Response:</b> The current contract is one year with annual renewals. The original contract was signed in August 2013.</p>										
<b>34</b>	<p><b>Question:</b> Would the District be willing to go with separate maintenance and custodial companies?</p> <p><b>Response:</b> Yes, the RFP allows flexibility for the selection committee to recommend various options to the Board for approval.</p>										
<b>35</b>	<p><b>Question:</b> Do the campuses have any emergency generators?</p> <p><b>Response:</b> No</p>										
<b>36</b>	<p><b>Question:</b> What are each campuses' student and staff count?</p> <p><b>Response:</b></p> <table style="margin-left: 20px;"> <tr> <td>Brockett Elementary</td> <td>569 student &amp; 57 staff</td> </tr> <tr> <td>Monaco Elementary</td> <td>595 student &amp; 57 staff</td> </tr> <tr> <td>Middle School</td> <td>608 student &amp; 58 staff</td> </tr> <tr> <td>High School</td> <td>727 student &amp; 72 staff</td> </tr> <tr> <td>EBLC/Admin</td> <td>80 student &amp; 28 staff</td> </tr> </table>	Brockett Elementary	569 student & 57 staff	Monaco Elementary	595 student & 57 staff	Middle School	608 student & 58 staff	High School	727 student & 72 staff	EBLC/Admin	80 student & 28 staff
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<b>37</b>	<p><b>Question:</b> What year was each campus built?</p> <p><b>Response:</b> Brockett Elementary 1986  Monaco Elementary 2008  Middle School 2005  High School 1999  EBLC/Admin 1964  DAEP Prior to 1964</p>
<b>38</b>	<p><b>Question:</b> Is there a deferred maintenance list?</p> <p><b>Response:</b> No, currently the District has not deferred any maintenance. All issues have been addressed and the facilities and units are in working condition.</p>
<b>39</b>	<p><b>Question:</b> Is there a mechanical systems maintenance list?</p> <p><b>Response:</b> <a href="#">HVAC ASSETS PDF</a></p>
<b>40</b>	<p><b>Question:</b> Are the full-time on-site porters considered maintenance or custodial?</p> <p><b>Response:</b> Maintenance</p>
<b>41</b>	<p><b>Question:</b> Utility usage for the past two years</p> <p><b>Response:</b> <a href="#">UTILITY REQUIRED POSTING LINK</a></p>
<b>42</b>	<p><b>Question:</b> Current and prior year maintenance and custodial budgets</p> <p><b>Response:</b> <a href="#">BUDGET REQUIRED POSTING LINK</a>  Please see Function 51: Plant Maintenance and Operations (this figure includes all operations including utilities, grounds, and other service contracts. It is not exclusive to maintenance and custodial contracts.)</p>
<b>43</b>	<p><b>Question:</b> Who procures and pays additional third-party vendors?</p> <p><b>Response:</b> As stated in the RFP, under “Contractor Specifications” paragraph 3, “Aubrey ISD reserves the right to procure services outside the standard contract for maintenance needs requiring a specialized technician, i.e., roofing, glass replacement, cafeteria equipment repairs, etc.” The District will pay any vendors outside this awarded contract directly to those vendors.</p>
<b>44</b>	<p><b>Question:</b> Are current third-party equipment maintenance contracts available for review?</p> <p><b>Response:</b> <a href="#">ELEVATOR MAINTENANCE CONTRACTS PDF</a></p>
<b>45</b>	<p><b>Question:</b> Are any MWBE or HUB participation requirements in place or expected?</p> <p><b>Response:</b> Not currently required</p>

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46	<p><b>Question:</b> In the RFP pre-bid meeting, it was mentioned that any individual work order invoices that are less than \$2,000 are considered part of the contract. Any individual invoices totaling greater than \$2,000 would be billed as an "additional service." Can you clarify?</p> <p><b>Response:</b> The District is not prescribing any specific system of billing work order invoices. We would like the RFP to state very clearly the responsibility of the District and the Vendor allowing the District to compare the RFP's to determine the best value for the District. A detailed description of how work orders are invoiced would be encouraged.</p>
47	<p><b>Question:</b> What should all bidders (based on history) carry as a cap for repairs?</p> <p><b>Response:</b> District repairs vary from year to year. The District does not currently have a cap on allowable repairs for the year, but tries to stay within the budgeted amount.</p> <p>The District requires the Vendor to get prior approval from the CFO on any individual repair that is expected to exceed \$1,000. The District does not require the Vendor to procure multiple bids, however, reserves the right to get independent bids and select the best value for the District on larger repairs.</p>
48	<p><b>Question:</b> What attic stock/supplies are available for the Vendor to use the first year?</p> <p><b>Response:</b> The District does not keep large quantities of extra supplies on hand. There will be limited quantities of ceiling tiles, HVAC filters, electrical lamps/ballasts, and various small supplies.</p>
49	<p><b>Question:</b> Assuming not all plant or mechanical equipment is in satisfactory running condition, should we include the cost to carry out "existing deficiencies"?</p> <p><b>Response:</b> There are no current deficiencies in plant or mechanical equipment.</p>
50	<p><b>Question:</b> Is there an existing capital assessment plan available for review? If not, should we include the cost to perform a life cycle / deferred maintenance study?</p> <p><b>Response:</b> The HVAC inventory is listed in Question 18. The District does not currently have a life cycle/deferred maintenance report or plan. Do not include this in the RFP. If capital improvements arise, the District will work with the awarded vendor on a maintenance and/or repair plan.</p>
51	<p><b>Question:</b> Is there any need to include costs or capabilities to manage capital projects? Is there a capital repair and improvement history we can see?</p> <p><b>Response:</b> No, the District addresses capital projects on an "as needed" basis. We will work with the Vendor or third-party companies to procure the best value for the District.</p>
53	<p><b>Question:</b> Are work order histories, mechanical operating logs, blueprints, and records, which are the property of the client, available?</p> <p><b>Response:</b> Yes, the District will make available all records in our possession.</p>

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<b>54</b>	<p><b>Question:</b> How do you currently review, analyze, and report utilities - in view of maintaining ongoing energy use data? Will this be under the contractor? Should we include a module to track all utilities?</p> <p><b>Response:</b> All utilities are tracked and paid by the District.</p>
<b>55</b>	<p><b>Question:</b> Are there any LED designated buildings to be considered?</p> <p><b>Response:</b> Fuller Elementary is the only entirely LED building. All other campuses are primarily T8.</p>
<b>56</b>	<p><b>Question:</b> Please provide any details associated with event calendar for the past year and any records of OT.</p> <p><b>Response:</b> As referenced above, any event that occurs outside regularly scheduled working hours will be negotiated on an as-needed basis. Please provide itemized rates for job categories outside regularly scheduled hours.</p>
<b>57</b>	<p><b>Question:</b> Is there a recent update on any hazmat / ACM issues? Are all AHERA – ACM records current?</p> <p><b>Response:</b> No issues and currently up to date</p>
<b>58</b>	<p><b>Question:</b> Are there any fuel storage tanks, either above ground or underground, that the vendor will be responsible for maintaining?</p> <p><b>Response:</b> No</p>
<b>59</b>	<p><b>Question:</b> Who will be responsible for acquiring and maintaining permits for building occupancy, sewer/stormwater, elevators, fire suppression, and fire alarms, pressure vessels, boilers, etc.? Please provide a list of required permits and / or licenses by location for these items if part of the RFP scope.</p> <p><b>Response:</b> <a href="#">CURRENT PROVIDED SERVICES PDF</a> In your proposal, please indicate which itemized services you are providing and the cost associated with the services.</p>
<b>60</b>	<p><b>Question:</b> What is/are the Building Automation Systems (BAS) being used by the district? Is it centrally controlled, or is it controlled at each campus? Is maintaining the BAS and associated contracts part of this scope?</p> <p><b>Response:</b> The District Technology Department has remote access and controls all climate control systems. Climatec maintains the software and the District communicates software issues to Climatec. The basic mechanical functionality of the HVAC equipment is to be maintained by the awarded vendor.</p>
<b>61</b>	<p><b>Question:</b> What type of vehicles are preferred for the porters?</p> <p><b>Response:</b> The District recommends basic pickup trucks to be provided due to the nature of their positions; however, the Vendor has discretion for efficiency.</p>

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62	<p><b>Question:</b> Clarification on Exhibit A services</p> <p><b>Response:</b> The District wants the Vendor to provide knowledgeable and appropriately licensed (when required) individuals for the job assigned.</p> <p>The District is not specifying the format for billing but requests that the RFP be clear and concise on how the Vendor will treat each category and at what hourly rate they will be expensed.</p> <p><i>Examples: Billing fully per hour, work order threshold, or completely covered under the contract.</i></p> <p><u>Billing fully per hour:</u> Licensed plumber \$50/hr for 30 hours on a job, no parts. Vendor bills District \$1,500.00</p> <p><u>Work order threshold:</u> Licensed plumber \$50/hr for 30 hours on a job, no parts. Assuming the limit is \$1,000, Vendor bills District \$500.00</p> <p><u>Covered by Contract:</u> Licensed plumber \$50/hr for 30 hours on a job, no parts. No additional charge to District.</p>
63	<p><b>Question:</b> Are Pest Control IPM services and reporting requested?</p> <p><b>Response:</b> The District would like annual IPM service included. The District CFO will coordinate with the vendor's IPM service provider to maintain appropriate records for state audit purposes.</p>
64	<p><b>Question:</b> What is the general scope of building maintenance?</p> <p><b>Response:</b> <a href="#">BUILDING MAINTENANCE SCOPE PDF</a></p>
65	<p><b>Question:</b> What is the general scope of HVAC Preventive Maintenance and Mechanical Inspections?</p> <p><b>Response:</b> <a href="#">HVAC &amp; MECHANICAL MAINTENANCE SCOPE PDF</a></p>
66	<p><b>Question:</b> What is the general scope of custodial maintenance?</p> <p><b>Response:</b> <a href="#">CUSTODIAL MAINTENANCE SCOPE PDF</a></p>
	<p><b>There were several questions on how the District wants services and materials billed. The District is willing to entertain any billing model provided and clearly stated in the RFP's received. We are not specifying how services are to be billed or the upcharges for any materials, but want clearly understandable rates to be provided. If the Vendor is covering work orders up to a certain threshold, please specify the threshold, how work orders above the threshold will be billed, and how the threshold total is determined (materials only, materials/service charges/trip charges/etc.).</b></p> <p><b>Please, in the RFP, clearly state all services provided for the base monthly rate, in addition to the services and cost of services billed outside that rate.</b></p>