



**STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES
REQUEST FOR INFORMATION
FOR
FACILITIES MANAGEMENT OUTSOURCING**

RFI # 32110-16200

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of General Services, issues this Request for Information ("RFI") for the purpose of identifying vendors who have the capacity and experience to provide outsourced facilities management services to the State. The State appreciates your input and participation in this process.

2. BACKGROUND:

In November 2014, Tennessee Governor Bill Haslam initiated a project to determine how to improve the efficiency of the management of the State of Tennessee's ("State") real estate and realize the resulting cost savings. The scope of properties included in Governor Haslam's project covers all State-owned real estate, including properties managed by the Facilities Revolving Fund ("FRF"), non-FRF (general Tennessee government properties not covered by FRF), University of Tennessee System ("UT"), and Tennessee Board of Regents ("TBR") – collectively referred to as the State Procurement Agencies ("SPA").

The purpose of this RFI is to obtain information regarding the management of non-FRF, UT, and TBR properties.

One of the strategies identified is Facilities Management Outsourcing ("FMO"). The State's objectives in outsourcing facility management services are to create:

- Improved quality of flexible, timely, and responsive services;
- Centralized management of the in-scope services;
- Implementation of "best in class" practices;
- Continuous innovation and leadership resulting in creative solutions;
- Reduced operating costs;

- Success measured by Key Performance Indicators (“KPI”); and
- Scalable solution(s) that is flexible enough to evolve with the State’s needs.

2.1. Scope:

The State’s scope of FMO is currently defined to include, but is not limited to, the following:

- Call Center/Customer Service Center;
- Building operations, including, but not limited to:
 - Management Services
 - Security
 - Cleaning
 - Repair/Maintenance
 - Administrative
 - Roads/Grounds
 - Utilities Services
- Preventative maintenance;
- Subcontractor management for services not self-performed;
- Facilities related purchasing;
- Safety and Emergency preparedness and disaster recovery plans/support;
- Energy Management/Utilities Analysis;
- Financial and Accounting related to building operations;
 - Accounts Payable and integration with the State’s ERP system (PeopleSoft v8.9 or higher);
 - Cost Management and Budgeting (operating and capital);
 - Comprehensive Financial Reporting; and
 - Comprehensive Operational Reporting.
- Potential Future Components may include:
 - Move management;
 - Project management;
 - Pre-planning;
 - Occupancy Planning (e.g. strategy, space planning, etc.);
 - Shipping and Receiving/Dock Management;
 - Food Service Operations;
 - Administrative Site Services (such as Conference Room Schedule and Set Up);
 - Special Events Set Up and Coordination;
 - Master Planning; and
 - Facility Assessment.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI and any questions regarding this request to:

Trey Norris
 Central Procurement Office
 3rd Floor, William R Snodgrass, Tennessee Tower
 312 Rosa L. Parks Avenue

Nashville, TN 37243-1102
trey.norris@tn.gov
Telephone # 615-741-7148

3.2. Please reference RFI # 32110-16200 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME	DATE
1.	RFI Issued		August 10, 2015
2.	RFI Response Deadline	2:00 PM CST	August 21, 2015

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms or provide the below requested information on a separate attachment:

RFI #32110-16200

TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:

Address:

Phone Number:

Email:

3. Provide a short narrative of your company's knowledge and experience in providing the FMO services mentioned in the Background section for the following types of facilities. Please be specific about abilities to cover the breadth of locations and the depth of services to provide these FMO services across the wide geography of the State of TN, and the variety of facilities owned and operated by the State of TN, which include but are not limited to:

- a. Office space
- b. Higher education
 - i. Classrooms
 - ii. Administrative space
 - iii. Dormitories, etc.
- c. Hospitals
- d. Prisons
- e. Parks & Recreational
 - i. Hospitality centers
 - ii. Hotels
 - iii. Campground facilities, etc.
- f. Military
- g. Etc.

4. Provide a short narrative on the following:

As the State progresses toward an official solicitation, we would like to know, as specifically as possible, what information potential Respondents need from the State to be able to respond succinctly and accurately about their qualifications to provide these services. Please try to organize your requested information into categories. Example categories may include, but are not limited to, timeline/implementation, service level agreements, KPI's, and geographic vendor presence.

COST INFORMATIONAL FORM
PLEASE DO NOT INCLUDE ANY SPECIFIC PRICING

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.)
2. Describe the typical price range for similar services or goods

ADDITIONAL CONSIDERATIONS

1. Please provide input on alternative approaches or additional things to consider that might benefit the State.