



**STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES**

**REQUEST FOR PROPOSALS
FOR
FACILITIES MANAGEMENT SERVICES**

RFP # 32110-45825

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1. INTRODUCTION

The State of Tennessee, Department of General Services, Central Procurement Office, hereinafter referred to as “the State,” issues this Request for Proposals (RFP) to define minimum contract requirements; solicit responses; detail response requirements; and, outline the State’s process for evaluating responses and selecting a contractor to provide the needed goods or services.

Through this RFP, the State seeks to procure necessary goods or services at the most favorable, competitive prices and to give ALL qualified respondents, including those that are owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises, an opportunity to do business with the state as contractors, subcontractors or suppliers.

1.1. Statement of Procurement Purpose

The purpose of this RFP is to select one Contractor that can meet the State’s need for Facilities Management Services. It is the intent of the State to contract with a Respondent that can provide comprehensive services and goods as specified within this RFP at the best overall value. This RFP encompasses day-to-day operation and maintenance of facilities. These services include operational facilities management, remedial maintenance, preventative maintenance programs, facility inspections, facilities emergency management, and project management.

Participating Entities may utilize the contract through negotiated Participating Addendums with the awarded Contractor.

The State’s expectation is that this will be an initial five (5) year contract with the option to exercise four (4) additional renewal options (first renewal option is a two-year term with the next three (3) options each for a one-year term), for a total potential Contract Term of ten (10) years.

1.2. Scope of Service, Contract Period, & Required Terms and Conditions

The RFP Attachment 6.8., *Pro Forma* Contract details the State’s requirements:

- Scope of Services and Deliverables (Section A);
- Contract Period (Section B);
- Payment Terms (Section C);
- Standard Terms and Conditions (Section D); and,
- Special Terms and Conditions (Section E).

The *pro forma* contract substantially represents the contract document that the successful Respondent must sign.

1.3. Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, creed, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

1.4. RFP Communications

- 1.4.1. The State has assigned the following RFP identification number that must be referenced in all communications regarding this RFP:

RFP # 32110-45825

1.4.2. Unauthorized contact about this RFP with employees or officials of the State of Tennessee except as detailed below may result in disqualification from consideration under this procurement process.

- 1.4.2.1. Prospective Respondents must direct communications concerning this RFP to the following person designated as the Solicitation Coordinator:

Regan Baltasar
 Department of General Services – Sourcing Account Specialist
 312 Rosa L. Parks Ave – 3rd Floor
 Nashville, TN 37243
 (615) 532-6357
 Regan.Baltasar@tn.gov

- 1.4.2.2. Notwithstanding the foregoing, Prospective Respondents may alternatively contact:

the following individual designated by the State to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:

Helen Crowley
 Central Procurement Office, Compliance
 Tennessee Tower, 3rd Floor
 312 Rosa L. Parks Ave – 3rd Floor
 Nashville, TN 37243
 (615) 741-3836
 Helen.Crowley@tn.gov

- 1.4.3. Only the State's official, written responses and communications with Respondents are binding with regard to this RFP. Oral communications between a State official and one or more Respondents are unofficial and non-binding.
- 1.4.4. Potential Respondents must ensure that the State receives all written questions and comments, including questions and requests for clarification, no later than the Written Questions & Comments Deadline detailed in the RFP Section 2, Schedule of Events.
- 1.4.5. Respondents must assume the risk of the method of dispatching any communication or response to the State. The State assumes no responsibility for delays or delivery failures resulting from the Respondent's method of dispatch. Actual or digital "postmarking" of a communication or response to the State by a specified deadline is not a substitute for the State's actual receipt of a communication or response. It is encouraged for Respondents to submit bids digitally.
- 1.4.6. The State will convey all official responses and communications related to this RFP to the prospective Respondents from whom the State has received a Notice of Intent to Respond (refer to RFP Section 1.8) through the Section A(1) Response Deadline (identified in RFP Section 2 RFP Schedule of Events). Following the Section A(1) response deadline, the State will convey all official responses and communications related to this RFP only to Respondents who have passed Section A(1).
- 1.4.7. The State reserves the right to determine, at its sole discretion, the method of conveying official, written responses and communications related to this RFP. Such written communications may be transmitted by mail, hand-delivery, facsimile, electronic mail, Internet posting, or any other means deemed reasonable by the State. For internet posting, please refer to the following website: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/supplier-information/request-for-proposals--rfp--opportunities1.html>.

- 1.4.8. The State reserves the right to determine, at its sole discretion, the appropriateness and adequacy of responses to written comments, questions, and requests related to this RFP. The State's official, written responses will constitute an amendment of this RFP.
- 1.4.9. Any data or factual information provided by the State (in this RFP, an RFP amendment or any other communication relating to this RFP) is for informational purposes only. The State will make reasonable efforts to ensure the accuracy of such data or information, however it is the Respondent's obligation to independently verify any data or information provided by the State. The State expressly disclaims the accuracy or adequacy of any information or data that it provides to prospective Respondents.

1.5. **Assistance to Respondents With a Handicap or Disability**

Prospective Respondents with a handicap or disability may receive accommodation relating to the communication of this RFP and participating in the RFP process. Prospective Respondents may contact the Solicitation Coordinator to request such reasonable accommodation no later than the Disability Accommodation Request Deadline detailed in the RFP Section 2, Schedule of Events.

1.6. **Respondent Required Review & Waiver of Objections**

- 1.6.1. Each prospective Respondent must carefully review this RFP, including but not limited to, attachments, the RFP Attachment 6.8., *Pro Forma* Contract, and any amendments, for questions, comments, defects, objections, or any other matter requiring clarification or correction (collectively called "questions and comments").
- 1.6.2. Any prospective Respondent having questions and comments concerning this RFP must provide them in writing to the State no later than the Written Questions & Comments Deadline detailed in the RFP Section 2, Schedule of Events.
- 1.6.3. Protests based on any objection to the RFP shall be considered waived and invalid if the objection has not been brought to the attention of the State, in writing, by the Written Questions & Comments Deadline.

1.7. **MANDATORY Pre-Response Conference**

A Pre-response Conference will be held at the time and date detailed in the RFP Section 2, Schedule of Events. Pre-response Conference attendance is **MANDATORY**. A representative for the Respondent MUST identify themselves either telephonically or via a sign-in sheet if the Respondent attends in person.

The conference will be held at:

Date/Time: March 16, 2026, at 1:30 PM Central Time.

Location: Teams Meeting

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/29062976058053?p=Suwd02nO0H4OkZrjQL>

Meeting ID: 290 629 760 580 53

Passcode: 6Pw6Qx2k

[MS Teams Need help?](#) | [MS Teams system reference](#)

Dial in by phone

[+1 629-209-4396](#), [138601455#](#) United States, Triune

[MS Teams Find a local number](#)

Phone conference ID: 138 601 455#

Join on a video conferencing device

Tenant key: stateoftn@m.webex.com

Video ID: 118 087 006 4

[MS Teams More info](#)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

The purpose of the conference is to discuss the RFP scope of goods or services. The State will entertain questions, however prospective Respondents must understand that the State's oral response to any question at the Pre-response Conference shall be unofficial and non-binding. Prospective Respondents must submit all questions, comments, or other concerns regarding the RFP in writing prior to the Written Questions & Comments Deadline date detailed in the RFP Section 2, Schedule of Events. The State will send the official response to these questions and comments to prospective Respondents from whom the State has received a Notice of Intent to respond as indicated in RFP Section 1.8 and on the date detailed in the RFP Section 2, Schedule of Events.

1.8. **Notice of Intent to Respond**

Before the Notice of Intent to Respond Deadline detailed in the RFP Section 2, Schedule of Events, prospective Respondents should submit to the Solicitation Coordinator a Notice of Intent to Respond (in the form of a simple e-mail or other written communication). Such notice should include the following information:

- the business or individual's name (as appropriate);
- a contact person's name and title; and
- the contact person's mailing address, telephone number, and e-mail address.

A Notice of Intent to Respond creates no obligation and is not a prerequisite for submitting a response, however, it is necessary to ensure receipt of any RFP amendments or other notices and communications relating to this RFP.

1.9. **Response Deadline**

A Respondent must ensure that the State receives a response no later than the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events. The State will not accept late responses, and a Respondent's failure to submit a response before the deadline will result in disqualification of the response. It is the responsibility of the Respondent to ascertain any additional security requirements with respect to packaging and delivery to the State of Tennessee. Respondents should be mindful of any potential delays due to security screening procedures, weather, or other filing delays whether foreseeable or unforeseeable.

1.10. **Site Visits**

The State will be conducting site visits at select State agencies and campuses. It is mandatory that each Respondent fully attend and participate in these site visits in order to evaluate the agency/campus. More information about these site visits can be found in RFP Attachment 6.6 Site Visit Agenda. Access to the site(s) will only be granted to the Respondent on the following terms:

- 1.10.1. Respondents who meet all the requirements stated in Section A(1): Mandatory Requirements Part 1. All Respondents will be notified by the State if they have met the requirements stated in Section A(1): Mandatory Requirements Part 1.
- 1.10.2. Site-specific information relevant to these visits such as times, dates, and any other special requirements will be provided by the Solicitation Coordinator in writing to all Respondents, prior to the beginning of the visit, in accordance with RFP Attachment 6.6 Site Visit Agenda.
- 1.10.3. Each Respondent will be limited to no more than six (6) attendees at each site visit, unless otherwise specified by the Solicitation Coordinator as outlined in Section 1.10.1. above.

- 1.10.4. Signing In. The Respondent will be required to sign in at each of the sites visited. Each individual representing the Respondent must bring proof of identity at the time of signing in at the relevant site. By signing in, the Respondent agrees to adhere to this Section 1.10. and any subsections.
- 1.10.5. Photographs and Other Reproduction Media. The State reserves the right to prohibit photographic and other media or electronic reproduction of any portions of the site(s). If the Respondent wishes to obtain photographs of the site(s), it must first obtain permission from the personnel supervising the site visit(s). The Respondent acknowledges that if this requirement is breached, the supervising personnel may ask both the Respondent and its representatives to immediately leave the site(s) and the State will have the option to reject any Response submitted by that Respondent. If any photographs are taken, Respondent must ensure that no personnel, students, inmates, etc. are included. Any photographs taken are solely for the use of the Respondent, in relation to this RFP.
- 1.10.6. Safety Protocols. The Respondent must comply with any safety rules and regulations applicable to the site(s) as directed by the State.
- 1.10.7. Waiver of Liability. The State shall have no liability related to these site visits. In no event will the State be liable to the Respondent or any other party for any lost revenues, lost profits, loss of business, decrease in the value of any securities or cash position, time, money, goodwill, or any indirect, special, incidental, punitive, exemplary or consequential damages of any nature, whether based on warranty, contract, statute, regulation, tort (including but not limited to negligence), or any other legal theory that may arise as a result of or in connection with the site visit(s).
- 1.10.8. Indemnity for Site Visits. The Respondent agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged out of or in connection with the site visits.
- 1.10.9. These will be joint site visits where all Respondents attend together and receive the same information. Site visits may be required to break out into smaller groups. In this case, each Respondent will have equal representation. Respondents will jointly attend both daily “kick-off” and “wrap-up” meetings during each site visit. Respondents are encouraged to submit any questions formally via email to the Solicitation Coordinator as questions regarding the solicitation will not be answered during site visits. Any answers provided are not official unless answered in writing as part of the Questions and Comments periods outlined in RFP Section 2. Schedule of Events.

2. RFP SCHEDULE OF EVENTS

2.1. The following RFP Schedule of Events represents the State's best estimate for this RFP.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		March 10, 2026
2. Disability Accommodation Request Deadline	2:00 p.m.	March 13, 2026
3. MANDATORY Pre-response Conference	1:30 p.m.	March 16, 2026
4. Notice of Intent to Respond Deadline	2:00 p.m.	March 17, 2026
5. Written "Questions & Comments" Round #1 Deadline	2:00 p.m.	March 20, 2026
6. State Response to Written "Questions & Comments" Round #1		April 2, 2026
7. Section A(1) Response Deadline		April 9, 2026
8. State Notification of Respondents Passing Section A(1)		April 13, 2026
9. MANDATORY Site Visits #1 through #4	TBA	April 20 – April 30, 2026
10. Written "Questions & Comments" Round #2 Deadline	2:00 p.m.	May 7, 2026
11. State Response to Written "Questions & Comments" Round #2		May 20, 2026
12. Response Deadline	2:00 p.m.	May 27, 2026
13. State Completion of Technical Response Evaluations		June 12, 2026
14. State Schedules Respondent Oral Presentations/Interviews		June 16, 2026
15. Respondent Oral Presentations/Interviews		June 22 – June 26, 2026
16. State Opening & Scoring of Cost Proposals		June 29, 2026
17. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	July 10, 2026
18. End of Protest Period		July 24, 2026
19. Negotiations		July 25 – Sept. 4, 2026
20. State sends contract to Contractor for signature		Sept. 7, 2026
21. Contractor Signature Deadline	2:00 p.m.	Sept. 10, 2026

2.2. **The State reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.** Any adjustment of the Schedule of Events shall constitute an RFP amendment, and

the State will communicate such to prospective Respondents from whom the State has received a Notice of Intent to Respond (refer to section 1.8).

3. RESPONSE REQUIREMENTS

3.1. Response Form

A response to this RFP must consist of two parts, a Technical Response and a Cost Proposal.

- 3.1.1. **Technical Response.** RFP Attachment 6.2., Technical Response & Evaluation Guide provides the specific requirements for submitting a response. This guide includes mandatory requirement items, general qualifications and experience items, and technical qualifications, experience, and approach items all of which must be addressed with a written response and, in some instances, additional documentation.

NOTICE: A technical response must not include any pricing or cost information. If any pricing or cost information amounts of any type (even pricing relating to other projects) is included in any part of the technical response, the state may deem the response to be non-responsive and reject it.

- 3.1.1.1. A Respondent should duplicate and use the RFP Attachment 6.2., Technical Response & Evaluation Guide to organize, reference, and draft the Technical Response by duplicating the attachment, adding appropriate page numbers as required, and using the guide as a table of contents covering the Technical Response.
- 3.1.1.2. A response should be economically prepared, with emphasis on completeness and clarity. A response, as well as any reference material presented, must be written in English and must be written on standard 8 ½" x 11" pages (although oversize exhibits are permissible) and use a 12 point font for text. All response pages must be numbered.
- 3.1.1.3. All information and documentation included in a Technical Response should correspond to or address a specific requirement detailed in the RFP Attachment 6.2., Technical Response & Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will not contribute to evaluations.
- 3.1.1.4. The State may determine a response to be non-responsive and reject it if:
- a. the Respondent fails to organize and properly reference the Technical Response as required by this RFP and the RFP Attachment 6.2., Technical Response & Evaluation Guide; or
 - b. the Technical Response document does not appropriately respond to, address, or meet all of the requirements and response items detailed in the RFP Attachment 6.2., Technical Response & Evaluation Guide.
- 3.1.2. **Cost Proposal.** A Cost Proposal must be recorded on an exact duplicate of the RFP Attachment 6.3., Cost Proposal & Scoring Guide.

NOTICE: If a Respondent fails to submit a cost proposal exactly as required, the State may deem the response to be non-responsive and reject it.

- 3.1.2.1. A Respondent must only record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide and must NOT record any other rates, amounts, or information.

- 3.1.2.2. The proposed cost shall incorporate ALL costs for services under the contract for the total contract period, including any renewals or extensions.
- 3.1.2.3. A Respondent must sign and date the Cost Proposal.
- 3.1.2.4. A Respondent must submit the Cost Proposal to the State in a sealed package separate from the Technical Response (as detailed in RFP Sections 3.2.3., *et seq.*).

3.2. Response Delivery

- 3.2.1. A Respondent must ensure that both the original Technical Response and Cost Proposal documents meet all form and content requirements, including all required signatures, as detailed within this RFP, as may be amended.
- 3.2.2. A Respondent must submit original Technical Response and Cost Proposal documents and copies as specified below.

3.2.1.1. Digital Media Submission

3.2.1.1.1. Technical Response

The Technical Response document should be in the form of **one (1)** digital document in “PDF” format properly recorded on its own otherwise blank, USB flash drive and should be clearly identified as the:

“RFP # 32110-45825 TECHNICAL RESPONSE ORIGINAL”

and **one (1)** digital copies of the Technical Response each in the form of one (1) digital document in “PDF” format properly recorded on its own otherwise blank, USB flash drive clearly labeled:

“RFP # 32110-45825 TECHNICAL RESPONSE COPY”

The customer references should be delivered by each reference in accordance with RFP Attachment 6.4. Reference Questionnaire.

3.2.1.1.2. Cost Proposal:

The Cost Proposal should be in the form of one (1) digital document in “PDF” or “XLS” format properly recorded on a separate, otherwise blank, USB flash drive clearly labeled:

“RFP #32110-45825 COST PROPOSAL”

An electronic or facsimile signature, as applicable, on the Cost Proposal is acceptable.

3.2.1.2. E-mail Submission

3.2.1.2.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in “PDF” format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. Both the subject and file name should be clearly identified as follows:

“RFP # 32110-45825 TECHNICAL RESPONSE”

- 3.2.3. For e-mail submissions, the Technical Response and Cost Proposal documents must be dispatched to the Solicitation Coordinator in separate e-mail messages. For digital media

submissions, a Respondent must separate, seal, package, and label the documents and copies for delivery as follows:

- 3.2.3.1. The Technical Response and copies must be placed in a sealed package that is clearly labeled:

“DO NOT OPEN... RFP # 32110-45825 TECHNICAL RESPONSE FROM [RESPONDENT LEGAL ENTITY NAME]”

- 3.2.3.2. The Cost Proposal must be placed in a separate, sealed package that is clearly labeled:

“DO NOT OPEN... RFP # 32110-45825 COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]”

- 3.2.3.3. The separately, sealed Technical Response and Cost Proposal components may be enclosed in a larger package for mailing or delivery, provided that the outermost package is clearly labeled:

“RFP # 32110-45825 SEALED TECHNICAL RESPONSE & SEALED COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]”

- 3.2.4. A Respondent must ensure that the State receives a response no later than the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events at the following address:

Regan Baltasar
 Department of General Services – Sourcing Account Specialist
 312 Rosa L. Parks Ave – 3rd Floor
 Nashville, TN 37243
 (615) 532-6357
 Regan.Baltasar@tn.gov

3.3. Response & Respondent Prohibitions

- 3.3.1. A response must not include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it.
- 3.3.2. A response must not restrict the rights of the State or otherwise qualify either the offer to deliver goods or provide services as required by this RFP or the Cost Proposal. If a response restricts the rights of the State or otherwise qualifies either the offer to deliver goods or provide services as required by this RFP or the Cost Proposal, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it.
- 3.3.3. A response must not propose alternative goods or services (*i.e.*, offer services different from those requested and required by this RFP) unless expressly requested in this RFP. The State may consider a response of alternative goods or services to be non-responsive and reject it.
- 3.3.4. A Cost Proposal must be prepared and arrived at independently and must not involve any collusion between Respondents. The State will reject any Cost Proposal that involves collusion, consultation, communication, or agreement between Respondents. Regardless of the time of detection, the State will consider any such actions to be grounds for response rejection or contract termination.
- 3.3.5. A Respondent must not provide, for consideration in this RFP process or subsequent contract negotiations, any information that the Respondent knew or should have known was materially

incorrect. If the State determines that a Respondent has provided such incorrect information, the State will deem the Response non-responsive and reject it.

- 3.3.6. A Respondent must not submit more than one Technical Response and one Cost Proposal in response to this RFP, except as expressly requested by the State in this RFP. If a Respondent submits more than one Technical Response or more than one Cost Proposal, the State will deem all of the responses non-responsive and reject them.
- 3.3.7. A Respondent must not submit a response as a prime contractor while also permitting one or more other Respondents to offer the Respondent as a subcontractor in their own responses. Such may result in the disqualification of all Respondents knowingly involved. This restriction does not, however, prohibit different Respondents from offering the same subcontractor as a part of their responses (provided that the subcontractor does not also submit a response as a prime contractor).
- 3.3.8. The State shall not consider a response from an individual who is, or within the past six (6) months has been, a State employee. For purposes of this RFP:
- 3.3.8.1. An individual shall be deemed a State employee until such time as all compensation for salary, termination pay, and annual leave has been paid;
- 3.3.8.2. A contract with or a response from a company, corporation, or any other contracting entity in which a controlling interest is held by any State employee shall be considered to be a contract with or proposal from the employee; and
- 3.3.8.3. A contract with or a response from a company, corporation, or any other contracting entity that employs an individual who is, or within the past six (6) months has been, a State employee shall not be considered a contract with or a proposal from the employee and shall not constitute a prohibited conflict of interest.
- 3.3.9. This RFP is also subject to Tenn. Code Ann. § 12-4-101—105.

3.4. **Response Errors & Revisions**

A Respondent is responsible for any and all response errors or omissions. A Respondent will not be allowed to alter or revise response documents after the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events unless such is formally requested, in writing, by the State.

3.5. **Response Withdrawal**

A Respondent may withdraw a submitted response at any time before the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events by submitting a written request signed by an authorized Respondent representative. After withdrawing a response, a Respondent may submit another response at any time before the Response Deadline. After the Response Deadline, a Respondent may only withdraw all or a portion of a response where the enforcement of the response would impose an unconscionable hardship on the Respondent.

3.6. **Additional Services**

If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP. Notwithstanding the foregoing, a Respondent must not propose any additional cost amounts or rates for additional goods or services. Regardless of any additional services offered in a response, the Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information.

NOTICE: If a Respondent fails to submit a Cost Proposal exactly as required, the State may deem the response non-responsive and reject it.

3.7. Response Preparation Costs

The State will not pay any costs associated with the preparation, submittal, or presentation of any response.

4. GENERAL CONTRACTING INFORMATION & REQUIREMENTS

4.1. RFP Amendment

The State at its sole discretion may amend this RFP, in writing, at any time prior to contract award. However, prior to any such amendment, the State will consider whether it would negatively impact the ability of potential Respondents to meet the response deadline and revise the RFP Schedule of Events if deemed appropriate. If an RFP amendment is issued, the State will convey it to potential Respondents who submitted a Notice of Intent to Respond (refer to RFP Section 1.8.) A response must address the final RFP (including its attachments) as amended.

4.2. RFP Cancellation

The State reserves the right, at its sole discretion, to cancel the RFP or to cancel and reissue this RFP in accordance with applicable laws and regulations.

4.3. State Right of Rejection

4.3.1. Subject to applicable laws and regulations, the State reserves the right to reject, at its sole discretion, any and all responses.

4.3.2. The State may deem as non-responsive and reject any response that does not comply with all terms, conditions, and performance requirements of this RFP. Notwithstanding the foregoing, the State reserves the right to waive, at its sole discretion, minor variances from full compliance with this RFP. If the State waives variances in a response, such waiver shall not modify the RFP requirements or excuse the Respondent from full compliance, and the State may hold any resulting Contractor to strict compliance with this RFP.

4.4. Assignment & Subcontracting

4.4.1. The Contractor may not subcontract, transfer, or assign any portion of the Contract awarded as a result of this RFP without prior approval of the State. The State reserves the right to refuse approval, at its sole discretion, of any subcontract, transfer, or assignment.

4.4.2. If a Respondent intends to use subcontractors, the response to this RFP must specifically identify the scope and portions of the work each subcontractor will perform (refer to RFP Attachment 6.2., Section B, General Qualifications & Experience Item B.14.).

4.4.3. Subcontractors identified within a response to this RFP will be deemed as approved by the State unless the State expressly disapproves one or more of the proposed subcontractors prior to signing the Contract.

4.4.4. After contract award, a Contractor may only substitute an approved subcontractor at the discretion of the State and with the State's prior, written approval.

4.4.5. Notwithstanding any State approval relating to subcontracts, the Respondent who is awarded a contract pursuant to this RFP will be the prime contractor and will be responsible for all work under the Contract.

4.5. Right to Refuse Personnel or Subcontractors

The State reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel of the prime contractor or a subcontractor providing goods or services in the performance of a contract resulting from this RFP. The State will document in writing the reason(s) for any rejection of personnel.

4.6. **Insurance**

The State will require the awarded Contractor to provide a Certificate of Insurance issued by an insurance company licensed or authorized to provide insurance in the State of Tennessee. Each Certificate of Insurance shall indicate current insurance coverages meeting minimum requirements as may be specified by this RFP. A failure to provide a current, Certificate of Insurance will be considered a material breach and grounds for contract termination.

4.7. **Professional Licensure and Department of Revenue Registration**

4.7.1. All persons, agencies, firms, or other entities that provide legal or financial opinions, which a Respondent provides for consideration and evaluation by the State as a part of a response to this RFP, shall be properly licensed to render such opinions.

4.7.2. Before the Contract resulting from this RFP is signed, the apparent successful Respondent (and Respondent employees and subcontractors, as applicable) must hold all necessary or appropriate business or professional licenses to provide the goods or services as required by the contract. The State may require any Respondent to submit evidence of proper licensure.

4.7.3. Before the Contract resulting from this RFP is signed, the apparent successful Respondent must be registered with the Tennessee Department of Revenue for the collection of Tennessee sales and use tax. The State shall not award a contract unless the Respondent provides proof of such registration or provides documentation from the Department of Revenue that the Contractor is exempt from this registration requirement. The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. To register, please visit the Department of Revenue's Tennessee Taxpayer Access Point (TNTAP) website for Online Registration and the Vendor Contract Questionnaire. These resources are available at the following:
<https://tntap.tn.gov/eservices/#1>

4.8. **Disclosure of Response Contents**

4.8.1. All materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. Respondents are cautioned not to provide any materials in response to this RFP that are trade secrets, as defined under Tenn. Code Ann. § 47-25-1702 and any other applicable law. By submitting a response to this RFP, the respondent acknowledges and agrees that the State shall have no liability whatsoever for disclosure of a trade secret under the Uniform Trade Secrets Act, as provided at Tenn. Code Ann. § 47-25-1701-1709, or under any other applicable law. Selection or rejection of a response does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee.

4.8.2. The State will hold all response information, including both technical and cost information, in confidence during the evaluation process.

4.8.3. Upon completion of response evaluations, indicated by public release of a Notice of Intent to Award, the responses and associated materials will be open for review by the public in accordance with Tenn. Code Ann. § 10-7-504(a)(7).

4.9. **Contract Approval and Contract Payments**

4.9.1. After contract award, the Contractor who is awarded the contract must submit appropriate documentation with the Department of Finance and Administration, Division of Accounts.

4.9.2. This RFP and its contractor selection processes do not obligate the State and do not create rights, interests, or claims of entitlement in either the Respondent with the apparent best-evaluated response or any other Respondent. State obligations pursuant to a contract award shall commence only after the Contract is signed by the State agency head and the Contractor

and after the Contract is approved by all other state officials as required by applicable laws and regulations.

4.9.3. No payment will be obligated or made until the relevant Contract is approved as required by applicable statutes and rules of the State of Tennessee.

4.9.3.1. The State shall not be liable for payment of any type associated with the Contract resulting from this RFP (or any amendment thereof) or responsible for any goods delivered or services rendered by the Contractor, even goods delivered or services rendered in good faith and even if the Contractor is orally directed to proceed with the delivery of goods or the rendering of services, if it occurs before the Contract Effective Date or after the Contract Term.

4.9.3.2. All payments relating to this procurement will be made in accordance with the Payment Terms and Conditions of the Contract resulting from this RFP (refer to RFP Attachment 6.8., *Pro Forma* Contract, Section C).

4.9.3.3. If any provision of the Contract provides direct funding or reimbursement for the competitive purchase of goods or services as a component of contract performance or otherwise provides for the reimbursement of specified, actual costs, the State will employ all reasonable means and will require all such documentation that it deems necessary to ensure that such purchases were competitive and costs were reasonable, necessary, and actual. The Contractor shall provide reasonable assistance and access related to such review. Further, the State shall not remit, as funding or reimbursement pursuant to such provisions, any amounts that it determines do not represent reasonable, necessary, and actual costs.

4.10. **Contractor Performance**

The Contractor who is awarded a contract will be responsible for the delivery of all acceptable goods or the satisfactory completion of all services set out in this RFP (including attachments) as may be amended. All goods or services are subject to inspection and evaluation by the State. The State will employ all reasonable means to ensure that goods delivered or services rendered are in compliance with the Contract, and the Contractor must cooperate with such efforts.

4.11. **Contract Amendment**

After Contract award, the State may request the Contractor to deliver additional goods or perform additional services within the general scope of the Contract and this RFP, but beyond the specified Scope, and for which the Contractor may be compensated. In such instances, the State will provide the Contractor a written description of the additional goods or services. The Contractor must respond to the State with a time schedule for delivering the additional goods or accomplishing the additional services based on the compensable units included in the Contractor's response to this RFP. If the State and the Contractor reach an agreement regarding the goods or services and associated compensation, such agreement must be effected by means of a contract amendment. Further, any such amendment requiring additional goods or services must be signed by both the State agency head and the Contractor and must be approved by other state officials as required by applicable statutes, rules, policies and procedures of the State of Tennessee. The Contractor must not provide additional goods or render additional services until the State has issued a written contract amendment with all required approvals.

4.12. **Severability**

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, said decision will not affect the validity of the remaining RFP terms and provisions, and the rights and obligations of the State and Respondents will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

4.13. **Next Ranked Respondent**

The State reserves the right to initiate negotiations with the next ranked Respondent should the State cease doing business with any Respondent selected via this RFP process.

5. EVALUATION & CONTRACT AWARD

5.1. Evaluation Categories & Maximum Points

The State will consider qualifications, experience, technical approach, and cost in the evaluation of responses and award points in each of the categories detailed below (up to the maximum evaluation points indicated) to each response deemed by the State to be responsive.

EVALUATION CATEGORY	MAXIMUM POINTS POSSIBLE
General Qualifications & Experience (refer to RFP Attachment 6.2., Section B)	10
Technical Qualifications, Experience & Approach (refer to RFP Attachment 6.2., Section C)	50
Oral Presentation (refer to RFP Attachment 6.2., Section D)	10
Cost Proposal (refer to RFP Attachment 6.3.)	30

5.2. Evaluation Process

The evaluation process is designed to award the contract resulting from this RFP not necessarily to the Respondent offering the lowest cost, but rather to the Respondent deemed by the State to be responsive and responsible who offers the best combination of attributes based upon the evaluation criteria. (“Responsive Respondent” is defined as a Respondent that has submitted a response that conforms in all material respects to the RFP. “Responsible Respondent” is defined as a Respondent that has the capacity in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance.)

5.2.1. **Technical Response Evaluation.** The Solicitation Coordinator and the Proposal Evaluation Team (consisting of three (3) or more State employees) will use the RFP Attachment 6.2., Technical Response & Evaluation Guide to manage the Technical Response Evaluation and maintain evaluation records.

- 5.2.1.1. The State reserves the right, at its sole discretion, to request Respondent clarification of a Technical Response or to conduct clarification discussions with any or all Respondents. Any such clarification or discussion will be limited to specific sections of the response identified by the State. The subject Respondent must put any resulting clarification in writing as may be required and in accordance with any deadline imposed by the State.
- 5.2.1.2. The Solicitation Coordinator will review each Technical Response to determine compliance with RFP Attachment 6.2., Technical Response & Evaluation Guide, Section A(1) and A(2) — Mandatory Requirements. If the Solicitation Coordinator determines that a response failed to meet one or more of the mandatory requirements, the Solicitation Coordinator will review the response and determine whether:
- a. the response adequately meets RFP requirements for further evaluation;
 - b. the State will request clarifications or corrections for consideration prior to further evaluation; or,
 - c. the State will determine the response to be non-responsive to the RFP and reject it.

Only those Respondents that the State deems responsive to the requirements of RFP Attachment 6.2, Technical Response & Evaluation Guide, Section A(1), shall be invited to participate in site visits. In accordance with RFP Attachment 6.2, Technical Response & Evaluation Guide, Section A(2), attendance at the site visits is mandatory. A Respondent's failure to attend a required site visit may cause the Respondent's bid to be deemed non-responsive and eliminated from further evaluation. The State shall evaluate only those bids submitted by Respondents that the State determines, in its sole discretion, to be responsive to and in compliance with the requirements of Sections A(1) and A(2) of RFP Attachment 6.2.

- 5.2.1.3. Proposal Evaluation Team members will independently evaluate each Technical Response (that is responsive to the RFP) against the evaluation criteria in this RFP, and will score each in accordance with the RFP Attachment 6.2., Technical Response & Evaluation Guide.
- 5.2.1.4. For each response evaluated, the Solicitation Coordinator will calculate the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Response & Evaluation Guide, and record each average as the response score for the respective Technical Response section.
- 5.2.1.5. The Solicitation Coordinator will invite the top three (3) ranked Respondents to make an Oral Presentation. The ranking will be determined after the Technical Response score is totaled and ranked (e.g., 1 – the best evaluated ranking, etc.).
 - 5.2.1.5.1. The Oral Presentations are mandatory. The Solicitation Coordinator will schedule Respondent Presentations during the period indicated by the RFP Section 2, Schedule of Events. The Oral Presentations will be for a duration of two (2) hours. Respondents should leave time for potential questions from evaluators. The Oral Presentations will be held in-person. Any additional details regarding the Oral Presentation will be provided by the Solicitation Coordinator at the time of scheduling. The Solicitation Coordinator will make every effort to accommodate each Respondent's schedules. When the Respondent Presentation schedule has been determined, the Solicitation Coordinator will contact Respondents with the relevant information as indicated by RFP Section 2, Schedule of Events.
 - 5.2.1.5.2. Respondent Presentations are only open to the invited Respondent, Proposal Evaluation Team members, the Solicitation Coordinator, and any technical consultants who are selected by the State to provide assistance to the Proposal Evaluation Team.
 - 5.2.1.5.3. Oral Presentations provide an opportunity for Respondents to explain and clarify their responses and for the State to test to better understand the practical application of the good or service as applicable. Respondents must not materially alter their responses and Presentations will be limited to addressing the items detailed in RFP Attachment 6.2., Technical Response & Evaluation Guide. Respondent pricing shall not be discussed or provided during Oral Presentations.
 - 5.2.1.5.4. The State will maintain an accurate record of each Respondent's Oral Presentation session. The record of the Respondent's Oral Presentation shall be available for review when the State opens the procurement files for public inspection.
 - 5.2.1.5.5. Proposal Evaluation Team members will independently evaluate each Oral Presentation in accordance with the RFP Attachment 6.2., Technical Response & Evaluation Guide, Section D.

- 5.2.1.5.6. The Solicitation Coordinator will calculate and document the average of the Proposal Evaluation Team member scores for RFP Attachment 6.2., Technical Response & Evaluation Guide, Section D, and record that number as the score for Respondent's Technical Response section.
- 5.2.1.6. Before Cost Proposals are opened, the Proposal Evaluation Team and the Solicitation Coordinator will review the Technical Response Evaluation record and any other available information pertinent to whether or not each Respondent is responsive and responsible. If the Proposal Evaluation Team or the Solicitation Coordinator identifies any Respondent that does not meet the responsive and responsible thresholds such that the team or the Solicitation Coordinator would not recommend the Respondent for Cost Proposal Evaluation and potential contract award, the team members or the Solicitation Coordinator will fully document the determination.
- 5.2.2. **Cost Proposal Evaluation.** The Solicitation Coordinator will open for evaluation the Cost Proposal of each Respondent deemed by the State to be responsive and responsible and calculate and record each Cost Proposal score in accordance with the RFP Attachment 6.3., Cost Proposal & Scoring Guide.
- 5.2.3. **Clarifications and Negotiations:** The State reserves the right to award a contract on the basis of initial responses received, therefore, each response shall contain the Respondent's best terms and conditions from a technical and cost standpoint. The State reserves the right to conduct clarifications or negotiations with one or more Respondents. All communications, clarifications, and negotiations shall be conducted in a manner that supports fairness in response improvement.
- 5.2.3.1. **Clarifications:** The State may identify areas of a response that may require further clarification or areas in which it is apparent that there may have been miscommunications or misunderstandings as to the State's specifications or requirements. The State may seek to clarify those issues identified during one or multiple clarification rounds. Each clarification sought by the State may be unique to an individual Respondent, provided that the process is conducted in a manner that supports fairness in response improvement.
- 5.2.3.2. **Negotiations:** The State may elect to negotiate with one or more Respondents by requesting revised responses, negotiating costs, or finalizing contract terms and conditions. The State reserves the right to conduct multiple negotiation rounds or no negotiations at all.
- 5.2.3.1. **Cost Negotiations:** All Respondents, selected for negotiation by the State, will be given equivalent information with respect to cost negotiations. All cost negotiations will be documented for the procurement file. Additionally, the State may conduct target pricing and other goods or services level negotiations. Target pricing may be based on considerations such as current pricing, market considerations, benchmarks, budget availability, or other methods that do not reveal individual Respondent pricing. During target price negotiations, Respondents are not obligated to reduce their pricing to target prices, but no Respondent is allowed to increase prices.
- 5.2.3.2. If the State determines that it is unable to successfully negotiate terms and conditions of a contract with the apparent best evaluated Respondent, the State reserves the right to bypass the apparent best evaluated Respondent and enter into terms and conditions contract negotiations with the next apparent best evaluated Respondent.
- 5.2.4. **Total Response Score.** The Solicitation Coordinator will calculate the sum of the Technical Response section scores and the Cost Proposal score and record the resulting number as the total score for the subject Response (refer to RFP Attachment 6.5., Score Summary Matrix).

5.3. Contract Award Process

- 5.3.1 The Solicitation Coordinator will review the Proposal Evaluation Team determinations and scores for consideration along with any other relevant information that might be available and pertinent to contract award.
- 5.3.2. The Solicitation Coordinator will determine the apparent best-evaluated Response using the scoring provided by the Proposal Evaluation Team. To effect a contract award to a Respondent other than the one receiving the highest evaluation process score, the Solicitation Coordinator must provide written justification and obtain the written approval of the Chief Procurement Officer and the Comptroller of the Treasury.
- 5.3.3. The State will issue a Notice of Intent to Award identifying the apparent best-evaluated response and make the RFP files available for public inspection at the time and date specified in the RFP Section 2, Schedule of Events.

NOTICE: The Notice of Intent to Award shall not create rights, interests, or claims of entitlement in either the apparent best-evaluated Respondent or any other Respondent.

- 5.3.4. The Respondent identified as offering the apparent best-evaluated response must sign a contract drawn by the State pursuant to this RFP. The Contract shall be substantially the same as the RFP Attachment 6.8., *Pro Forma* Contract. The Respondent must sign the contract by the Contractor Signature Deadline detailed in the RFP Section 2, Schedule of Events. If the Respondent fails to provide the signed Contract by this deadline, the State may determine that the Respondent is non-responsive to this RFP and reject the response.
- 5.3.5. Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited terms and conditions or pricing negotiations prior to Contract signing and, as a result, revise the *pro forma* contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluations or negatively impact the competitive nature of the RFP and contractor selection process.
- 5.3.6. If the State determines that a response is non-responsive and rejects it after opening Cost Proposals, the Solicitation Coordinator will re-calculate scores for each remaining responsive Cost Proposal to determine (or re-determine) the apparent best-evaluated response.

RFP # 32110-45825 STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Respondent must sign and complete the Statement of Certifications and Assurances below as required, and it must be included in the Technical Response (as required by RFP Attachment 6.2., Technical Response & Evaluation Guide, Section A, Item A.1.).

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Respondent will comply with all of the provisions and requirements of the RFP.
2. The Respondent will provide all services as defined in the Scope of the RFP Attachment 6.8., *Pro Forma* Contract for the total Contract Term.
3. The Respondent, except as otherwise provided in this RFP, accepts and agrees to all terms and conditions set out in the RFP Attachment 6.8., *Pro Forma* Contract.
4. The Respondent acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the Contract.
5. The Respondent will comply with:
 - (a) the laws of the State of Tennessee;
 - (b) Title VI of the federal Civil Rights Act of 1964;
 - (c) Title IX of the federal Education Amendments Act of 1972;
 - (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,
 - (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the response submitted to this RFP is accurate.
7. The response submitted to this RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Respondent in connection with this RFP or any resulting contract.
9. Both the Technical Response and the Cost Proposal submitted in response to this RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.
10. The Respondent affirms the following statement, as required by the Iran Divestment Act Tenn. Code Ann. § 12-12-111: "By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to §12-12-106." For reference purposes, the list is currently available online at: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html>.

By signing this Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Respondent (if an individual) or the Respondent's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the Respondent.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE RESPONDENT

SIGNATURE:

PRINTED NAME & TITLE:

DATE:

**RESPONDENT LEGAL ENTITY
NAME:**

RFP ATTACHMENT 6.2. — Section A(1)

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION A(1): MANDATORY REQUIREMENTS. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. **Do NOT include specific cost information in your response.**

The Solicitation Coordinator will review the response to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Solicitation Coordinator must review the response and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFP requirements.

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Part 1 Mandatory Requirement Items	Pass/Fail
		The Response must be delivered to the State no later than the Response Deadline specified in the RFP Section 2, Schedule of Events.	
		The Technical Response and the Cost Proposal documentation must be packaged separately as required (refer to RFP Section 3.2., <i>et. seq.</i>).	
		The Technical Response must NOT contain cost or pricing information of any type.	
		The Technical Response must NOT contain any restrictions of the rights of the State or other qualification of the response.	
		A Respondent must NOT submit alternate responses (refer to RFP Section 3.3.).	
		A Respondent must NOT submit multiple responses in different forms (as a prime and a subcontractor) (refer to RFP Section 3.3.).	
	A.1.	Provide the Statement of Certifications and Assurances (RFP Attachment 6.1.) completed and signed by an individual empowered to bind the Respondent to the provisions of this RFP and any resulting contract. The document must be signed without exception or qualification.	
	A.2.	Provide a statement, based upon reasonable inquiry, of whether the Respondent or any individual who shall cause to deliver goods or perform services under the contract has a possible conflict of interest (<i>e.g.</i> , employment by the State of Tennessee) and, if so, the nature of that conflict. NOTE: Any questions of conflict of interest shall be solely within the discretion of the State, and the State reserves the right to cancel any award.	
	A.3.	Provide a current credit rating from Moody's, Standard & Poor's, Dun & Bradstreet, A.M. Best or Fitch Ratings, verified and dated within the last three (3) months and indicating a positive credit rating for the Respondent. OR , in lieu of the aforementioned credit rating, provide an official document or letter from an accredited credit bureau, dated within the last three (3) months and indicating a satisfactory credit score for the Respondent (NOTE: A credit bureau report number without the full report is insufficient and will not be considered responsive.)	

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A— Part 1 Mandatory Requirement Items	Pass/Fail
	A.4.	Respondent shall complete and submit Attachment 6.7. Services Matrix based on Respondent's knowledge and experience in providing FMO services to different facility types. Respondent shall meet a 60% response to the Services Matrix.	
	A.5.	Provide a narrative (250 words or less) that documents that the Respondent (or in combination with subcontractors) has managed the facilities for a single Client's multi-site portfolio (minimum five (5) different facility types – including office and laboratory building types - identified in Attachment 6.7. Services Matrix by a minimum of fifty (50) miles between the furthest points) with an aggregate total of at least ten (10) million square feet over a period of at least five (5) consecutive years. The narrative should include Client contact information and contract period.	
	A.6.	Respondent's representative attended the mandatory Pre-response Conference.	
	A.7.	Please provide an official statement confirming that access to a Call Center will be made available 24 hours a day/7 days a week.	
	A.8.	Please provide an official statement confirming that the Respondent will put 50% of the Management Fee at-risk based on KPIs. Do NOT include specific cost information in your response.	
	A.9.	Provide confirmation that all direct expenses related to subcontractors will be passed through to the State with no mark-ups. Do NOT include specific cost information in your response.	
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

RFP ATTACHMENT 6.2. — Section A(2)

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION A(2): MANDATORY REQUIREMENTS. The Respondent must pass all items detailed below.

The Solicitation Coordinator will review the response to determine if the Mandatory Requirement Items are addressed as required and mark each with pass or fail. For each item that is not addressed as required, the Solicitation Coordinator must review the response and attach a written determination. In addition to the Mandatory Requirement Items, the Solicitation Coordinator will review each response for compliance with all RFP requirements.

RESPONDENT LEGAL ENTITY NAME:			
Response Page # (Respondent completes)	Item Ref.	Section A (2) — Mandatory Requirement Items	Pass/Fail
	A(2).1	Respondent's representative attended <u>ALL</u> mandatory Site Visits.	
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

RFP ATTACHMENT 6.2. — SECTION B

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION B: GENERAL QUALIFICATIONS & EXPERIENCE. The Respondent must address all items detailed below and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. Proposal Evaluation Team members will independently evaluate and assign one score for all responses to Section B— General Qualifications & Experience Items. **Do NOT include specific cost information in your response.**

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number, if applicable, of the person the State should contact regarding the response.
	B.2.	Describe the Respondent's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
	B.3.	Detail the number of years the Respondent has been in business.
	B.4.	Briefly describe how long the Respondent has been providing the goods or services required by this RFP.
	B.5.	Describe the Respondent's number of employees, client base, and location of offices.
	B.6.	Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details.
	B.7.	Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent's employees, agents, independent contractors, or subcontractors, involved in the delivery of goods or performance of services on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
	B.8.	Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, include an explanation providing relevant details.
	B.9.	Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Respondent's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent's performance in a contract pursuant to this RFP. NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of license for each person or entity that renders such opinions.
	B.10.	Provide a statement of whether there are any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent's performance in a contract pursuant to this RFP.

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
		NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The State may require the Respondent to submit proof of license for each person or entity that renders such opinions.
	B.11.	Provide a brief, descriptive statement detailing evidence of the Respondent's ability to deliver the goods or services sought under this RFP (<i>e.g.</i> , prior experience, training, certifications, resources, program and quality management systems, <i>etc.</i>).
	B.12.	Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to deliver the goods or services required by this RFP.
	B.13.	Provide a personnel roster listing the names of key people who the Respondent will assign to meet the Respondent's requirements under this RFP along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Respondent, and employment history.
	B.14.	Provide a statement of whether the Respondent intends to use subcontractors to meet the Respondent's requirements of any contract awarded pursuant to this RFP, and if so, detail: <ul style="list-style-type: none"> (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each; (b) a description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; <u>and</u> (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent's response to this RFP.
	B.15.	Provide a statement of whether or not the Respondent has any current contracts with the State of Tennessee or has completed any contracts with the State of Tennessee within the previous five (5) year period. If so, provide the following information for all of the current and completed contracts: <ul style="list-style-type: none"> (a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract; (b) the procuring State agency name; (c) a brief description of the contract's scope of services; (d) the contract period; and (e) the contract number.

RFP ATTACHMENT 6.2. — SECTION B (continued)

RESPONDENT LEGAL ENTITY NAME:		
Response Page # (Respondent completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.16.	<p>Provide a statement and any relevant details addressing whether the Respondent is any of the following:</p> <ul style="list-style-type: none"> (a) is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency; (b) has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (c) is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and (d) has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.
	B.17.	<p>Explain in detail the Respondent's experience in serving state governments and/or quasi-governmental accounts.</p> <p>Also, please provide a statement describing its willingness to serve state governments and/or quasi-governmental accounts. The narrative response to this item shall not exceed two (2) pages, including any tables, charts, or examples.</p>
	B.18.	<p>Provide a narrative describing the Respondent's experience in serving clients with a similar size to the State with similar scope of services. Please provide a list of these clients with detailed examples of service. The narrative response to this item shall not exceed two (2) pages, including any tables, charts, or examples.</p>
		<p>SCORE (for <u>all</u> Section B—Qualifications & Experience Items above): (maximum possible score = 10)</p>
<p><i>State Use – Evaluator Identification:</i></p>		

RFP ATTACHMENT 6.2. — SECTION C

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below. **Do NOT include specific cost information in your response.**

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's Raw Weighted Score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
Experience and Capabilities					
	C.1.	Provide a detailed account of your capabilities in managing different types of facilities (e.g., office, healthcare, educational, transportation, or specialized facilities). In your response, explain how you ensure compliance with applicable operational/industry standards and regulatory requirements , and provide examples from past projects that demonstrate effective management practices and the implementation of sustainability initiatives .		2	
	C.2.	Discuss your strategies for resource allocation across different facility types, including how you approach management of personnel, budgeting methods, scheduling, and task prioritization . Provide examples of how your resource allocation methods have resulted in efficiency gains, improved service performance, or optimized use of resources .		4	
	C.3.	Describe the Respondent's Performance Management Plan, outlining how the Respondent will work with the State to ensure successful performance on the contract if awarded. Reference Proforma Contract Attachment D Performance Management.		2	
	C.4.	Describe reporting and technology capabilities the Respondent proposes as part of the Respondent's Solution to monitor success at the following levels: <ol style="list-style-type: none"> 1. Individual State Agencies 2. Other Participating Entities 		2	
	C.5.	Describe your approach to providing facility management services for specialized facilities that have unique operational requirements, such as facilities housing patients, persons with disabilities, or specialized transportation facilities. In your response, include:		4	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		<ul style="list-style-type: none"> How you will adapt staffing, training, and procedures to meet the unique needs of these facilities. How you will ensure compliance with applicable health, safety, and accessibility regulations (e.g., ADA, HIPAA, CMS, DOT). Examples of past experience in managing facilities with similar specialized requirements. 			
	C.6.	Describe how you will deliver day-to-day facility management services (custodial, landscaping, pest control, waste management, etc.) in compliance with APPA standards (Proforma Contract Attachment K APPA Service Levels). Define the service level provided from your experience.		5	
	C.7.	Describe your experience managing a subcontractor or providing janitorial services for facilities similar in size and complexity to State. As part of your response, demonstrate that you have experience providing acceptable levels of janitorial services in a variety of building types (include office spaces, labs, and schools). Explain your staffing approach, quality-control processes, and any specialty janitorial services you routinely provide.		7	
	C.8.	Explain your methodology for handling/managing Minor Maintenance (up to \$250K) to maximize savings, and how you will approach sourcing competitive quotes. Do NOT include specific cost information in your response.		7	
	C.9.	Explain how you will develop and monitor Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) that align with the State's Desired Outcomes for each Participating Entity (Proforma Contract Attachment D Performance Management). In your response, describe how these measures will be incorporated into a Performance Management Plan to drive continuous improvement, and provide examples from past large-scale portfolios where your approach improved service delivery.		7	
	C.10.	Explain how you will support the State's energy management program in collaboration with TDEC, including utility data collection and analysis. In your response, also describe the sustainability initiatives (e.g., recycling, green cleaning, energy efficiency) you have implemented for other clients and how you would apply similar initiatives to the State's facilities. Refer to Proforma Contract Section A.10. Energy Management.		6	
	C.11.	Discuss your best practices for maintaining and managing historical buildings , including how you ensure adherence to applicable operational		8	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		standards, preservation regulations, and compliance requirements. In your response, describe specific preservation techniques you utilize and explain how these practices contribute to the overall visitor experience and engagement within such facilities.			
	C.12.	Outline your strategies for workforce training, development, and retention within facility management. In your response, describe the specific training programs, certification requirements, and professional development opportunities you provide. Explain how you measure the effectiveness of these initiatives in ensuring compliance with regulatory requirements and enhancing overall service quality.		8	
Computer Maintenance Management System					
	C.13.	Provide an overview of your Computerized Maintenance Management System (CMMS) or equivalent technology platform, including how it will integrate with State systems (e.g., ERP, integrated workplace management system (IWMS)). In your response, describe your approach to data transfer, reporting, and compliance with State data standards (Proforma Contract Attachment H Template Data Standards) , as well as how you will leverage technology (e.g., dashboards, IoT, predictive analytics, AI) to improve efficiency, transparency, and reporting across all facilities.		7	
Relationship Management					
	C.14.	<p>Governance</p> <p>Describe how the Respondent plans to manage through a “tiered” structure – ensuring proper integration of the Respondent’s governance to the State’s governance ranging from the day-to-day operations to executive leadership across the State and within the various Participating Entities.</p> <ol style="list-style-type: none"> Describe the Respondent’s proposed communications cadence for each of the Tiers in the Respondent’s Governance Structure. Describe how the Respondent will use a peer-to-peer “two-in-a-box” approach for enabling the highest degree of collaboration between the Participating Entities. Describe any formal programs and mechanisms for managing overall performance and relationship management the Respondent plans to use. Describe any formal methodologies and processes the Respondent will use for managing issues and escalations. 		10	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.15.	<p>Governance Personnel</p> <p>a. Describe the Respondent's proposed governance roles and how they will align with the State's proposed governance roles outlined in Proforma Contract Section A.3.4. Relationship Management Framework and Mechanisms and Attachment F Relationship Management.</p> <p>b. List the key personnel the Respondent's plan to staff on this initiative (exclusively the proposed Contractor Director and the PA Contract Manager for the DGS Portfolio). Describe the roles and job descriptions of the key personnel. Provide the names and qualifications for these key personnel and the Respondent's plans to manage continuity of resources for the key personnel roles.</p>		6	
	C.16.	<p>Customer Focus</p> <p>Describe the steps you take when receiving poor feedback on customer service surveys. Explain how issues are identified, escalated, corrected, and communicated back to the customer, and how you ensure the same issue does not reoccur.</p>		7	
Transition Planning					
	C.17.	<p>Onboarding of Participating Entities</p> <p>Provide a comprehensive overview of your stakeholder engagement and onboarding strategy for Participating Entities. In your response, describe how you will:</p> <ul style="list-style-type: none"> • Build awareness of the contract and create customer-centric solutions that address the specific needs of various Participating Entities. • Assist Participating Entities in evaluating whether to elect to utilize the contract. • Ensure alignment with each Participating Entity's operational standards, culture, and brand. • Gather feedback from facility users and maintain continuous communication to support long-term engagement and satisfaction. <p>In addition, describe your approach for onboarding multiple Participating Entities concurrently, recognizing that the transition from the current contract to the new contract may be larger in scale for those Participating Entities who provide an intent to participate, rather than a gradual adoption. Include your strategies for marketing the contract to potential new Participating Entities, initiating outreach to establish new Participation Agreements (PAs), and coordinating with the</p>		7	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		<p>Governance Committee, which will provide assistance in a limited capacity.</p> <p>Refer to Proforma Contract Attachment E Transition Management.</p>			
	C.18.	<p>Offboarding of Participating Entities</p> <p>Provide a comprehensive overview of your stakeholder engagement and offboarding strategy for Participating Entities. In your response, describe how you will:</p> <p>Finalize pending Work Orders, knowledge transfer, final inspections and reconciliation, access termination and handover, inventory reconciliation, and reporting.</p> <p>Refer to Proforma Contract Attachment E Transition Management.</p>		7	
	C.19.	<p>Transition-In and -Out Plan</p> <p>Describe how the Respondent's Solution will address the transition of Scope of Services. Refer to Proforma Contract Attachment E Transition Management.</p> <ol style="list-style-type: none"> Describe how the Respondent will work with the State and/or Participating Entities to develop a Transition Management Plan. Provide a sample plan for a standard transition of the Scope of Services. Describe how the Respondent's Solution will transition Scope of Services where the State currently uses contractors to perform some or all of the In-Scope Services. Describe the Respondent's Solution for incorporating current PAs within the State of Tennessee that fall under the Scope of Services of this RFP. Describe the Respondent's Solution if they are not awarded the next iteration of this contract and, as the incumbent, will need to transition Scope of Services to the next awarded vendor. Structure of the Respondent's proposed Transition-Out team, including the personnel responsible for planning, managing, and implementing the services transfer (note – these do not have to be named individuals, but rather roles). <ol style="list-style-type: none"> Notes - Intent to participate – transitioning users in a large block. Subcontractor transitioning. 		7	
	C.20.	<p>If required, how will you manage the transition of existing Participating Entity employees to your workforce while ensuring compliance with equitable compensation requirements?</p>		5	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		Please reference A.20 Optional Employee Transition Process of the Pro Forma contract.			
	C.21.	<p>How will you manage the transition of subcontractors? Please provide a response in the context of:</p> <ol style="list-style-type: none"> 1. A subcontractor underperforming; and 2. Transitioning of subcontractors in the instance of a planned replacement (i.e., contract expiration, realignment, or scope change) 		5	
Continuous Improvement and Risk Management					
	C.22.	<p>Continuous Improvement</p> <p>Describe the Respondent's solution for identifying and managing continuous improvement efforts throughout the contract term. In your response, address the following:</p> <p>The methodologies or frameworks (e.g., APPA benchmarking, Lean, Six Sigma, ISO standards) you will use to identify opportunities for improvement.</p> <p>How you will track, measure, and report the results of continuous improvement initiatives, including alignment with KPIs, SLAs, and the State's Desired Outcomes.</p> <p>The process for engaging stakeholders (State leadership, facility users, subcontractors) in identifying pain points and improvement opportunities.</p> <p>The Respondent's process for identifying, addressing, and resolving performance issues as they arise, including how corrective actions are evaluated, implemented, and monitored for effectiveness.</p> <p>How you will ensure that cost savings, efficiency gains, and service quality enhancements are captured, verified, and reinvested into service delivery.</p> <p>Provide examples from past contracts where continuous improvement efforts led to measurable outcomes such as improved service delivery, operational efficiencies, or innovation adoption. You may also reference situations where cost savings were achieved.</p>		8	
	C.23.	<p>Challenge Resolution</p> <p>Identify the challenges you have encountered in managing a diverse range of facilities while maintaining compliance with established standards. In your response, describe the solutions you developed and the best practices or innovative approaches you implemented. Finally, explain how you would apply these lessons learned to the State's facilities under this contract.</p>		10	
	C.24.	Risk Management		6	

RFP ATTACHMENT 6.2. — SECTION C (continued)

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
		<p>Identify the most significant risks that are associated with all other transition activities beside Transitioning Employees. Explain how the Respondent’s Solution will mitigate the Respondent’s top three risks in relation to transition.</p> <p>Identify the most significant risks associated with overall performance management. Explain how the Respondent’s Solution will mitigate the Respondent’s top three risks in relation to day-to-day operations.</p>			
	C.25.	<p>Describe your approach to incident reporting, risk management, and facility emergency response for facilities under this contract. In your response, include:</p> <ul style="list-style-type: none"> • How you will coordinate with the State and its designated emergency restoration or specialty suppliers during weather-related events, natural disasters, or other emergencies that cause damage to facilities. • The protocols you will use for incident documentation, escalation, and communication with State leadership and insurance providers. • How you will ensure a rapid and effective response to emergencies (e.g., pipe bursts, flooding, fire, or severe weather events) while maintaining safety and minimizing disruption. • Examples of past experience where you successfully collaborated with clients and third-party suppliers in responding to major emergencies. 		8	
		<p><i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i></p>			<p>Total Raw Weighted Score: (sum of Raw Weighted Scores above)</p>
		<p>Total Raw Weighted Score</p>	<p>X 50</p>		<p>= SCORE:</p>
		<p>Maximum Possible Raw Weighted Score (i.e., 5 x the sum of item weights above)</p>	<p>(maximum possible score)</p>		
<p>State Use – Evaluator Identification:</p>					
<p>State Use – Solicitation Coordinator Signature, Printed Name & Date:</p>					

RFP ATTACHMENT 6.2.— SECTION D

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION D: ORAL PRESENTATION. The Respondent must address ALL Oral Presentation Items (below).

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the oral presentation or field test response to each item. Each evaluator will use the following whole-number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's raw, weighted score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:				
Oral Presentation Items		Item Score	Evaluation Factor	Raw Weighted Score
D.1.	<p>Respondent Presentation – Allocated Time: 1.5 hours</p> <p>Respondents will be required to deliver an oral presentation that demonstrates their ability to successfully provide the Facility Management Services described in this RFP. Presentations should include the following elements:</p> <ul style="list-style-type: none"> i. Introduce team members and structures <ul style="list-style-type: none"> a. Identify key team members, their specific roles, and the depth of their experience in facility management. b. Explain how the proposed organizational structure supports responsiveness, accountability, and alignment with the State's governance framework. ii. Clarify specific roles of key team members <ul style="list-style-type: none"> a. Highlight the day-to-day responsibilities of leadership and on-site staff. b. Describe how decision-making authority will be delegated and escalated when issues arise. iii. Present and discuss the Respondent's visit to one of the Sites. <ul style="list-style-type: none"> a. Summarize observations from the site visit and how these will inform the Respondent's approach to operations. b. Explain how the Respondent would adapt its solution to address unique needs such as specialized facilities (e.g., healthcare, transportation, or historical buildings). iv. Present why the Respondent's team should be awarded the Contract. <ul style="list-style-type: none"> a. Articulate the unique value, innovations, and customer-centric solutions the Respondent brings. b. Provide examples of how the Respondent has successfully implemented performance management, sustainability, or continuous improvement initiatives for other clients. c. Discuss the approach to collaboration with State leadership, STREAM, Participating Entities, CPO, and other stakeholders to achieve Desired Outcomes. 		9	

RESPONDENT LEGAL ENTITY NAME:			
<ul style="list-style-type: none"> v. Present how the Respondent would address transitioning current PA User’s from the incumbent contract to the awarded contract. <ul style="list-style-type: none"> a. Outline how the Respondent will plans to transition multiple accounts from the incumbent contract (Proforma Attachment E Transition Management). b. Describe the Respondent’s plan on training and retaining employees on the State account. vi. Address emergency preparedness and risk management <ul style="list-style-type: none"> a. Describe how the Respondent will respond to emergencies or weather-related events (e.g., pipe bursts, severe storms) and coordinate with State-designated restoration supplier(s). vii. Demonstrate technology and reporting capabilities <ul style="list-style-type: none"> a. Provide an overview of the CMMS or technology platform that will be used. b. Show how data will integrate with State systems (e.g., ERP, IWMS) and comply with the Template Data Standards (Proforma Contract Attachment H). c. Highlight how dashboards, analytics, AI, or IoT tools will improve efficiency, transparency, and reporting. 			
D.2.	Discussion – Allocated Time: 1 hour		
	<ul style="list-style-type: none"> i. Questions from the State, Answers, and Clarifications 		1
Total Raw Weighted Score <i>(sum of Raw Weighted Scores above):</i>			
The Solicitation Coordinator will use this sum and the formula below to calculate the score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.			
total raw weighted score			
maximum possible raw weighted score <i>(i.e., 5 x the sum of item weights above)</i>	X 30 <i>(maximum section score)</i>	= SCORE:	
<i>State Use – Evaluator Identification:</i>			
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>			

COST PROPOSAL & SCORING GUIDE

NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED

Refer to Attachment 6.3 – Cost Proposal and Scoring Guide

REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment should be completed by all individuals offering a reference for the Respondent.

The Respondent will be solely responsible for obtaining completed reference questionnaires as detailed below.. Provide references from individuals who are not current State employees of the procuring State Agency for projects similar to the goods or services sought under this RFP and which represent:

- two (2) contracts Respondent currently services that are similar in size and scope to the services required by this RFP; and
- three (3) completed contracts that are similar in size and scope to the services required by this RFP.

References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The individual contact reference provided for each contract or project shall not be a current State employee of the procuring State agency. Procuring State agencies that accept references from another State agency shall document, in writing, a plan to ensure that no contact is made between the procuring State agency and a referring State agency. The standard reference questionnaire, should be used and completed, and is provided on the next page of this RFP Attachment 6.4.

In order to obtain and submit the completed reference questionnaires following one of the two processes below.

Written:

- (a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.
- (b) Send a reference questionnaire and new, standard #10 envelope to each reference.
- (c) Instruct the reference to:
 - (i) complete the reference questionnaire;
 - (ii) sign and date the completed reference questionnaire;
 - (iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;
 - (iv) sign his or her name in ink across the sealed portion of the envelope; and
 - (v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).
- (d) Do NOT open the sealed references upon receipt.
- (e) Enclose all sealed reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.

Email:

- (a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.
- (b) E-mail a reference questionnaire to each reference.
- (c) Instruct the reference to:
 - (i) complete the reference questionnaire;
 - (ii) sign and date the completed reference questionnaire;
 - (iii) E-mail the reference directly to the Solicitation Coordinator by the RFP Technical Response Deadline with the Subject line of the e-mail as "[Respondent's Name] Reference for RFP # **32110-45825**".

NOTES:

- The State will not accept late references or references submitted by any means other than the two which are described above, and each reference questionnaire submitted must be completed as required.
- The State will not review more than the number of required references indicated above.

- While the State will base its reference check on the contents of the reference e-mails or sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.
- The State is under no obligation to clarify any reference information.

RFP # 32110-45825 REFERENCE QUESTIONNAIRE

REFERENCE SUBJECT: RESPONDENT NAME (completed by Respondent before reference is requested)

The “reference subject” specified above, intends to submit a response to the State of Tennessee in response to the Request for Proposals (RFP) indicated. As a part of such response, the reference subject must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document);
- sign and date the completed questionnaire and follow either process outlined below;

Physical:

- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

E-Mail:

- e-mail the completed questionnaire to:
Regan Baltasar
Department of General Services – Sourcing Account Specialist
312 Rosa L. Parks Ave – 3rd Floor
Nashville, TN 37243
(615) 532-6357
Regan.Baltasar@tn.gov

(1) **What is the name of the individual, company, organization, or entity responding to this reference questionnaire?**

(2) **Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.**

NAME:	
TITLE:	
TELEPHONE #	
E-MAIL ADDRESS:	

(3) **What goods or services does/did the reference subject provide to your company or organization?**

- (4) **If the goods or services that the reference subject provided to your company or organization are completed, were the goods or services provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.**

- (5) **If the reference subject is still providing goods or services to your company or organization, are these goods or services being provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.**

- (6) **How satisfied are you with the reference subject's ability to perform based on your expectations and according to the contractual arrangements?**

REFERENCE SIGNATURE:

(by the individual completing this request for reference information)

(must be the same as the signature across the envelope seal)

DATE:

RFP ATTACHMENT 6.5.

SCORE SUMMARY MATRIX

	<i>RESPONDENT NAME</i>		<i>RESPONDENT NAME</i>		<i>RESPONDENT NAME</i>	
GENERAL QUALIFICATIONS & EXPERIENCE (maximum: 10)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH (maximum: 50)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
ORAL PRESENTATION (maximum: 10)						
<i>EVALUATOR NAME</i>						
<i>EVALUATOR NAME</i>						
<i>REPEAT AS NECESSARY</i>						
	AVERAGE:		AVERAGE:		AVERAGE:	
COST PROPOSAL (maximum: 30)	SCORE:		SCORE:		SCORE:	
TOTAL RESPONSE EVALUATION SCORE: (maximum: 100)						
<i>Solicitation Coordinator Signature, Printed Name & Date:</i>						

SITE VISIT AGENDA

Prior to visit, all of the above information shall be provided to the Solicitation Coordinator:

- One week in advance of scheduled initial day of the site visit:
 - o Solicitation Coordinator to provide all available information listed on the Institutional Profile template (attached)
 - o Solicitation Coordinator to provide easily printable campus map
 - o Solicitation Coordinator to provide list of all requirements for dress code, personal protection (hard hats, eyes, steel toe boots, etc.) and overall personal conduct, including any “dos & don’ts” if applicable. Respondents are responsible for providing their own personal protective equipment (PPE) and should anticipate that certain site visits may involve active construction areas.
 - o Respondents to provide list of attendees and roles
- Three business days in advance of scheduled initial day of the site visit:
 - o Solicitation Coordinator to provide time and location of Initial Kick-Off Meeting, and details on access to campus, parking, etc.

Daily Kick-off Meeting:

The initial kick-off meeting is for all Parties to gain a solid understanding of the current operations, any special needs buildings/areas, review the information of the institutional data profile. For larger sites, it is estimated that this meeting should be approximately 60-90 minutes long. Specific areas to be covered include:

- Sign in sheet, visitor passes etc.
- Presentation by the head of facilities for the User that outlines the tour schedule, reminders about ground rules, overview of the campus or site, as well as general and unique facts
- Introduce lead personnel and tour leaders for the Grounds, Custodial and Maintenance & Repair teams
- Provide the schedule for breaks and lunch
- Provide any additional information or hand-outs if needed

Property & Building Tours:

- There will be **four (4)** distinctive Site Visits:
 - o Site 1:
 - Tennessee Tower, 312 Rosa L Parks Ave, Nashville, TN 37203
 - State Capitol, 600 Charlotte Ave., Nashville, TN 37243
 - STS Data Center, 901 Rep. John Lewis Way N., Nashville, TN 37243
 - o Site 2:
 - TWRA Region II Office, 5105 Edmondson Pike, Nashville, TN 37211
 - TWRA Headquarters & Support Building, 5107 Edmondson Pike, Nashville, TN 37211
 - Porter Lab, 436 Hogan Rd, Nashville, TN 37204
 - Moss Building, 440 Hogan Rd, Nashville, TN 37204
 - Metrology Lab, 5203 Marchant Drive, Nashville, TN 37220
 - o Site 3:
 - Welcome Center, I-75 NB Mile Marker 0.7
 - Chattanooga Regional Complex, 7512 Volkswagen Dr., Chattanooga, TN 37421
 - o **Site 4:**
 - Administration Building, 11360 Milton Wilson Rd., Arlington, TN 38002
 - Maintenance & Warehouse, 11400 Milton Wilson Rd., Arlington, TN 38002
 - Seating & Positioning Building, 11380 Milton Wilson Rd., Arlington, TN 38002

- The Site Visits will consist of interior and exterior buildings including grounds and parking lots, as outlined below:
 - o **Custodial Tours**
 - Offices, courtrooms, classrooms, lecture halls, laboratories, and administrative areas.
 - Common areas such as lobbies, corridors, restrooms, elevators, stairwells, breakrooms, and security checkpoints.
 - Specialized areas including data centers (non-secure zones), library and research spaces, residence halls, and athletic facilities.
 - Public-facing areas within the TDOT Rest/Welcome Center, including visitor lobbies, vending areas, and public restrooms.
 - Agricultural and research buildings at the Ellington Agricultural Center.
 - Tours should focus on the level of cleanliness, scope of service, and the overall quality and consistency of current custodial standards.
 - o **Mechanical Maintenance Tours**
 - Mechanical, electrical, and plumbing spaces such as central plants, boiler and chiller rooms, air handling units, and electrical switchgear.
 - Building automation systems, energy management controls, and emergency power/generator systems across the Tennessee Tower, State Capitol, and STS Data Center.
 - Laboratory ventilation and specialty HVAC systems at the Agricultural Center and university facilities.
 - Roof-mounted and exterior mechanical systems, maintenance shops, and mechanical yards.
 - Infrastructure at the TDOT Rest/Welcome Center, including HVAC, plumbing, lighting, and exterior systems.
 - Tours should highlight accessibility, condition, and current maintenance practices for major equipment and support systems.
 - o **Grounds Tours**
 - Landscaped areas, courtyards, hardscapes, sidewalks, and parking facilities surrounding the Tennessee Tower, State Capitol, and STS Data Center.
 - Agricultural fields, greenhouses, and landscaped areas at the Ellington Agricultural Center.
 - TDOT Rest/Welcome Center exterior areas, including picnic zones, signage, turf, and planting beds.
 - Tours should pay particular attention to mowing frequency, litter and debris control, mulching, flower and shrub maintenance, irrigation systems, and the overall appearance and level of grounds care currently provided.
- Special events: During the tours, Respondents should be informed about coverage and clean-up for special events. Examples include sporting events, conferences, theatre, etc.
- Additional tour instruction:
 - o During these tours, photos can be taken unless otherwise instructed by the site personnel.

Wrap-Up and Q&A

- At 4:00PM (or an alternate time as agreed upon by all parties) each day, the entire group that gathered for the initial meeting will convene at the initial location (or an alternate location, as appropriate) to wrap up the site visit.
- If this is the last day of the site visit, Respondents are encouraged to formally submit all questions in regard to specific site visits and the solicitation to the Solicitation Coordinator by the written Questions & Comments Round #2 Deadline as specified in 2. RFP Schedule of Events.

Institutional Profile Template

Below is a list of information that the Respondents will receive specific to each site being visited in order to provide the best possible cost estimates. The State is working with the Participating Entities to gather as much of this information as is available below and distribute it to the Respondents in advance of the site visits.

Data

FY 25 actual spend for all Facility Management services provided. Cost of energy and utilities should **not** be included.

FY 26 Budgets

Capital Maintenance project description and costs for the past three (3) years

Actual spend for Facility Management services provided by category for the past three (3) years

Work order history including remedial and preventative maintenance for one (1) year

Campus specific mapping of gross square feet (GSF) and by building type

Most recent master plan (if applicable)

Number of service days per week by building

Shift schedule and supervision structure by service type

“Population” information for each site by building.

- For Higher Ed: Total number of students, total number of resident students, total number of on-site faculty and staff, etc.;

Listing of types of special events to be supported

- Average campus attendance for these events and annual number of events

Roads & Grounds: Total acres and maintainable acres breaking out hardscape and greenscape

Current FM scope of work for the site – short narrative description for Maintenance & repairs, custodial, and grounds

Describe Central Power Plant specifications (if applicable)

Personnel

Number of contractor positions by job category

Equipment Information

Building equipment lists by facility campus - by building with age of equipment. Lists should include such equipment as HVAC, pumps, pool equipment, etc.

Movable equipment list (mowers, trucks, chainsaws, golf carts, scissor lift, etc.)

SERVICES MATRIX

Refer to Attachment 6.7 – Services Matrix

RFP # 32110-45825 PRO FORMA CONTRACT

The *Pro Forma* Contract detailed in following pages of this exhibit contains some “blanks” (signified by descriptions in capital letters) that will be completed with appropriate information in the final contract resulting from the RFP.

Refer to Attachment 6.8 – Pro Forma Contract