

CIM Questions List - A		
#	Question	Answer
1	Is a more detailed list of transferring buildings available, which includes Zip Codes?	An updated list of facilities with zip codes will be provided on the courtinfo website at a later date.
2	Is subcontracting to licensed, insured, experienced and EPA Certified Contractors allowed?	Yes, as outlined within the RFP listed on the courtinfo website.
3	Is it possible for a two-company joint venture to have no greater than six (6) attendees?	Yes, as long as the companies register to attend as separate parties and, correspondingly, register their attendees separately.
4	Which days is the CIM and Site Visit to take place.	Refer to CIM Meeting notice on courtinfo website.
5	Do any courts have Night Court and/or special court hours?	Yes, there are special court hours that vary from court to court. In some courts there is Night Court every week and other facilities related projects that will need to be completed after business hours.
6	Does the AOC have a preferred method for how contractors team up with regard to the bid process and contract execution? Should contractors team up as a prime and subcontractor or as a newly formed legal entity?	The AOC does not have a preferred method. However, we cannot have two separate contractor entities as signatories; i.e., contractors would either need to form a partnership or one contractor would need to be prime and others would have to be subcontractors to that prime.
7	Will buildings be transitioned over to the contractor based on a timetable or based on whether each facility wants to be apart of the contract services?	The building will be transferred based on a number of factors. It is the intent of the AOC to maintain the vast majority of the court space via this contract. However a number of factors may impact which facilities are maintained by the AOC under this contract and which continue to be maintained by other government agencies. The courts do not have the option to opt out of the transfer process but in some cases it may be in the best interest of the AOC to have the county continue maintenance services. The transfer process is still very fluid and not all possible outcomes are foreseeable.
8	Will each court have a choice as to whether they will participate in the contract?	No, but refer to question 7 of this list.
9	Will all financial records of past Facilities O&M costs be made available to the successful contractor? This is needed to benchmark cost savings.	We will be able to provide a rough estimate of the cost of maintaining the facility from 1995 to 2000. This is what is known as the County Facility Payment. This is what will use to determine the counties payment to the AOC. In most cases this is all the history the AOC will have available. If other records are available they will be shared with the contractor for benchmarking purposes.
10	(RFP 4.3.3.1-4) AOC reserves the right to have other governmental agencies and contractors do direct charge work. This clause gives the client the right to choose other contractors or agencies to do the work without cause. This contract is not an exclusive arrangement. If a client regional manager prefers another contractor, they have the right to use these contractors without the same degree of scrutiny required of the awarded contractors. Having the option to award to other companies without cause creates risk and uncertainty for the project overhead charged as a percentage of the work order for the contractors who were awarded the work. Suggested Solution: Establish procedural guidelines to allow the use of "outside contractors" only in instances of lack of performance. Is the AOC willing to do this?	The AOC intends to award all services outline in the RFP to the successful bidder. It does however need to reserve the right to have other contractors or government agencies perform maintenance work. This is driven by many unknowns in the transfer process. This includes the possibility that existing contracts to perform some of the services may not have termination clauses that allow for cost effective terminations. In these cases the contract may be allowed to continue until termination. There may be other factors which make contracting to other companies or government agencies in the best interest of the AOC. This will be the exception not the rule.
11	(RFP 4.4.4.1-4) Many of the sites are sufficiently large enough to have full time staffing based on the scope of work and work order volume. Since the contract allows other governmental agencies and contractors to do direct charge work, this may dilute the feasibility of providing full-time positions at the site. Suggested Solution: Provide "first right of refusal" for given sites to the contractors who were awarded regional work as a basis of this RFP. Will the AOC be willing to provide this?	See question 10 of this list.
12	(RFP 4.3.3) A large part of the contract is direct charge work that is reimbursed as work orders are completed for corrective, preventive maintenance, and standing work orders. Payment for a large portion of this work will be based on approved work at the site level. It is our experience that this arrangement can potentially provide a significant bottleneck for the Contractor to be paid within a satisfactory time. This approval process, coupled with 60-day cash payment terms, creates a significant cost of cash. Suggested Solution: Service Provider to be paid for work that the Contractor believes is complete, and if completion was not the case, to make an equitable adjustment to the invoice. Is this possible?	Yes, see Appendix A, Exhibit C, Section 3. Invoices will include all charges made during the invoice period. There is no requirement for approval of the completion of specific tasks before payment is made.

CIM Questions List - A

#	Question	Answer
13	(RFP 5.1.2) Each work order has a "maximum approved cost" based on AOC's estimate of time coupled with the awarded Contractor's rates. If the cost of a given work order is more than the approved amount, the Contractor will need to get approval for relief. Since the variance relating to completing work is so large in our business, it is highly likely that there will be a number of these situations causing significant bottlenecks with respect to timeliness of work completion and payment. For smaller work orders, creating an estimate is costly to AOC and impractical. Suggested Solution: Utilize this requirement only for larger work orders exceeding 3 hours of work each. Is the AOC willing to consider this?	Cost estimate will never be less than \$300.
14	(RFP 5.4.2) There will be a number of workers requiring escort. The RFP reads that everyone working on the site will require a background check. Having background checks for all subcontractors may be difficult unless the AOC has a streamlined approach for doing this. Suggested Solution: Utilize this requirement when work is to be performed in secure areas only. Is this possible?	Yes, see Appendix A, Exhibit B, Section 54. The AOC will review this process upon award and adjust the requirement if needed keeping reasonableness and court security in mind.
15	(RFP 5.5.1) Contractor shall purchase all materials, equipment, and subcontracts used in the performance of the contract. The AOC requires the Contractor to directly contract with suppliers and subcontractors consistent with State competitive bidding rules and regulations. The AOC does not allow mark-up on subcontractors or product pass throughs. Suggested Solution: Add a percentage mark-up for cost of cash only. Is this possible?	No, if needed this should be built into the Management Fee.
16	(RFP 5.5.2) Providing space to the Contractor is optional as written in the RFP. The AOC is not required to provide storage or office space. However, the Contractor will need space to store some items at the sites. Storing items such as critical parts, filters, and other such items off site is not practical and creates handling inefficiencies. Suggested Solution: Provide some space on the sites for supplies and equipment directly relating to the facility. If full-time personnel are located on the site, provide office space when that space is needed. Is this possible?	We agree that it is desirable to provide space in each facility for the contractor. However we do not know what if any space is there in any given building. Most buildings will have some space for storage of maintenance related items and most larger facilities have some type of office or desk space for maintenance personnel.
17	(RFP 9.6.1.2 Prevailing Wages Required) The AOC requires the Contractor to pay a minimum of prevailing wages for each assigned county. Counties have multiple prevailing wage rates for the same position depending upon the specific location of the work. Question: When providing billable rates for a specific county that has multiple prevailing wage rates, what rate shall we use for the bid evaluation?	If there are multiple rate in a single county for proposal purposes use the highest rate in the county. The billing rate at time of invoice will be the rate for the specific location the work is performed. If an employee works in multiple counties the billing rate will also be based on the rate for the specific location where the work is performed.
18	(Appendix G - Deliverable Schedule) Question: How are the deliverables in Appendix G handled in the cost proposal? Are some of the items Direct Charge items (such as Standing Work Orders) and are some items considered Support costs that will be part of the management and support percentage?	Yes. Each deliverable will be charged based on the section of the RFP where it is described. The initial Quality Control and Safety Plans will be charged to the Phase in Cost, see change 1 to the RFP.
19	(Appendix A, Exhibit B - Performance, Payment, and Fidelity Bonds). It is highly unusual to have performance, payment, and fidelity bonds for facility management and maintenance contracts; to require such may impact the cost of service to the AOC. Suggested Solution: Remove the expense as part of the management and support fee. Is this possible?	No, this cost should be incorporated into the Management Fee. However, the AOC is currently reviewing the need for the performance bond and may publish a change to the RFP on this subject in the near future.
20	Is the Management Fee on top of fully burdened labor, or wage rate only?	Fully burdened Labor cost.
21	Are current employees performing their work union, or is there a mix? If so, can we get a breakdown of where and what facilities are union versus non-union?	Most employees are unionized county employees. Some are contractors which may or may not be union employees. We do not have a breakdown.
22	Please confirm there is a DVBE requirement in this RFP/Contract. Is the percentage 3 percent?	There is a DVBE requirement as stated in Appendix C of the RFP.
23	Regarding payment terms (Net 60): Will the AOC consider Net 30? Where would the AOC like to see the cost of Net 60 carried?	No, net 30 cannot be considered. In the Management Fee.
24	May contractors still register for the CIM after 9/15/2005?	Yes, but the registration requirements still apply.
25	What is the exact timing of the Phase In process? Will it be a "staged" Phase In with one or two buildings affected at a time or will every courthouse in a region be affected during one significant Phase In?	The phase in will be one building at a time, although as the transfer process proceeds this may be several buildings a week.
26	If the Phase In is "staged" (or gradual), what are the criteria for deciding which buildings are phased in first?	The ability of the AOC and the counties to agree on transfer terms.
27	RFP Section 6.6 states 60 days for submittal of CADD drawings to complete a work order. RFP Section 5.1.6 states 24 hours for submittal of CADD drawings to compete a work order. Which is the correct timeline?	The requirement to update drawing within 24 hours has been removed from 5.1.6. See Change 1 to the RFP.

CIM Questions List - A		
#	Question	Answer
28	We understand we are responsible for the Data Center (DC) and Telecom Closets in a particular building. Does this responsibility extend to the hardware (PC, Servers, Routers, Etc.) contained within each DC?	No just the facility related support items such as cabling, HVAC, electrical outlets, etc.
29	Can we obtain a copy of the Condition Assessment Report?	None completed at this time. You will be tasked to create these reports under section 6.1.2.
30	How exactly is the Help-Desk function being handled today?	It does not exist. Each court and county have different arrangements.
31	RFP Section 9.3.2 "Schedule of Deliverables" references Appendix I "Pricing Sheets". Is this the correct Appendix to reference or should it be Appendix G "Deliverable Schedule"?	It should be Appendix G. See Change 1 to the RFP.
32	Will the contractor be assuming any existing sub-contractor contracts and if so, what legal requirements currently exist?	No. You may decided to subcontract to existing contractors but will not be required to do so.
33	How exactly does the AOC define a "transitioning employee"?	The AOC does not use the terminology "transitioning employee" and is not able to define the term.
34	What hazardous chemicals are currently managed both in storage facilities and waste facilities?	Unknown. What we have seen so far are chemicals routinely used in the maintenance field. No large quantities or unique hazardous chemicals have been found.
35	RFP Section 5.1 states "The contractor will track work order requests in CAFM until the work is functionally complete." What does "functionally complete" mean exactly?	The work is done and all tasks outlined in 5.1.6 are completed.
36	In RFP Section 5.1.3 it states "notification of affected downtime due to emergency outages or interruptions is expected." To what does 'affected downtime' refer? Is it the actual outage time in a post event report, notification to the client of a return to service time window, or some other report?	Notification to the court and the AOC of the status of the outage and an estimated time of resolution.
37	Is there a specification regarding soils sampling? (E.g. frequency, volume, locations, requirements for maintaining soil at specific levels, etc.)	No. Soil testing may be required on a as needed basis under a Work Order.
38	Can Appendix I "Pricing Sheets" be amended to include labor disciplines not currently listed? (E.g. Hazardous Materials Technician I, Landscape Maintenance Technician I, etc	No. The Pricing Sheets are only a sample of the various types of employees needed to perform the contracted services. It is not intended to be a complete list of all possible labor types.
39	Is the state CAFM system fully deployed and currently functional?	No.
40	Are there any predetermined performance metrics with regards to Quality Control and Work Request Completion?	Many of the KPIs are impacted by the quality of the contractors Quality Control Program. There is no specific KPI for this. Several KPIs will track work requested completion. These include KPI #4, 6, 9, and 10.
41	The State Department of Industrial Relations does not list prevailing wage rates for all of the employee types listed in the RFP. The purpose of the prevailing wage law is to ensure all bids are based on the same compensation that is direct to an employee. Does the AOC have the wage rates to be used for this contract or will they be requesting determinations from the DIR? Item 48 "Labor, Wage & Hour, Apprentice, and Related Provisions" section of Exhibit "A" indicates that the needed wage rates are on file with the Project Manager.	The AOC will not provide a wage rate listing. Each contractor is responsible to ensure they comply with applicable prevailing wage laws.
42	The AOC wants suppliers to propose dedicated mgmt. & maint. resources to deliver the facility maint. program. Also, the pricing model requires all mgmt. costs & infrastructure be built into an hourly rate by trade (time & materials billing model) for ad hoc requests. There is no indication that the services provided under this pricing menu will be utilized or not. A sq. ftge. threshold does not insure other service providers can be utilized for the same scope. W/out a sense of the volume of work, it is not feasible to scale dedicated mgmt. resources to meet service expectations or target profit. Suggestion: provide thresholds of min. number of hours per trade and/or region; for each threshold of hours, the bidder can propose a mgmt. structure; allow the bidder to charge a separate mgmt. fee (flat fee) to build the infrastructure and dedicated mgmt. team to manage the program; change the structure so that min. sq ftge. applies to sites where all in-scope services are performed by the bidder (exclusive contractor); allow the bidder to leverage shared resources until able to quantify patterns of work volume: reqsts. go through ABM/call center.	No minimum man-hour utilization can be provided or guaranteed. The AOC may negotiate the first calendar year Management Fee if there is a significant delay in the facility transfer/assignment process. See Change 1 to the RFP.
43	Will the safety pan and QC preparation costs come from the Management fee?	Yes. See Change 1 to the RFP.
44	Will the Courts provide Work Order history for the Contractor can determine volume?	We have no records of the Work Order history.

CIM Questions List - A

#	Question	Answer
45	Will after hour accessibility be provided?	Yes. This will vary from building to building but often work will be performed outside of the normal duty day to reduce or eliminate interruptions to the courts.
46	When facilities are transferred, is there a 60 day notification and 60 transition period, thus a total of 120 days until the expected completion date for performance-based activities?	The intent is to provide the contract with a tasking to provide a Facility Transition Plan, section 6.1.7 approximately 60 days prior the transition of a facility. The contractor will have 30 days to complete the plan with implementation approximately 30 day later.
47	What will affect a "Phase Out" cost?	Phase-Out cost could include cost of transferring records, disposal of equipment, cost associated with laying off employees, etc.
48	Will the Contractor be required to carry cost of all services? What is the value of this cost per region?	Yes. It is difficult to determine cost per region. It is estimated that when all transfers are completed each region will have cost between \$10M and \$40M per year.
49	Is the AOC going to provide prevailing wage determination for job classifications?	No. See question 41.
50	What is the process and timing to clear staff and contractors for access to courtrooms?	While this may vary from court to court once a background check request form and a live scan fingerprint is provided the contractor should have access. Some courts may have stricter requirements.
51	Will materials be compensated at cost? Or cost, plus?	Cost only. There will be no mark up on materials. See question #15.
52	Will AOC provide facility list that identifies leased versus owned and type of lease?	The facility list identifies the facilities as leased or owned. Some are unknown at this time. This list may not completely accurate.
53	It is our experience that being paid on the basis of work order completion is cumbersome, ineffective and very risky. Will the AOC establish a annual work order to cover all cost that could be adjusted quarterly to reflect actual spending?	No, see question 12.
54	Will the AOC consider having the contractor provided the call center.	No.
55	Will the AOC consider having a three-tiered hourly rate schedule for stationary, roving, and unscheduled activities?	No. Cost will be reimbursed based on the RFP as written.