



STATE OF TENNESSEE  
RFI # 31701-03025  
JULY 10, 2009

A. STATEMENT OF INTENT:

The State of Tennessee (State), Department of Finance and Administration, Office for Information Resources (OIR), issues this Request for Information for the purpose of seeking knowledge from the vendor community regarding facility management of mission critical facilities.

Information provided will assist the State in understanding the current state of the marketplace, including best practices for critical facility maintenance and industry approaches to the many disciplines of total facility management.

The market research is not a competition. The information obtained from information submitted either in writing or in oral presentations will be used only to improve the State's knowledge of private industry's capabilities. No evaluation of participating vendors will occur and your participation is not a promise of future business with the State. Responding or not responding to this RFI does not preclude the vendor from bidding on any future solicitations. Pricing information must NOT be submitted with your information packets. The State appreciates your cooperation and looks forward to a meaningful and very productive collaborative market research effort.

The information gathered during the RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential bidders who did and did not respond to the RFI, the RFI responses will not be available until the open records period of the resulting RFP pursuant to Tennessee Code Annotated section 10-7-504(a)(7).

B. BACKGROUND:

The State will conduct a procurement initiative to obtain the professional services of a vendor to manage both of the State's data centers. Facility management for the existing data center, located near downtown Nashville, is required to begin during the first quarter of 2010. The second data center, currently under construction in Smyrna, TN, is anticipated to open during the third quarter of 2010.

Facility management for both of these mission critical facilities includes daily administrative responsibilities, mechanical, electrical and plumbing maintenance, as well as custodial care. Landscaping maintenance and security personnel are not being considered at this time.

Both facilities are operated on a 7x24x365 basis and are designed for high availability. Generators, UPSs, PDUs, transfer switches, CRAC units and various other mechanical and electrical equipment are employed in both facilities to ensure maximum availability. All maintenance will be performed with no disruption in services, as described by the Uptime Institute's Tier 3+ classification. Other maintenance categories include routine repairs, preventative maintenance, everyday operating procedures and monitoring procedures.

This market research for the upcoming Facility Management competition emphasizes the special considerations regarding the management and maintenance of mission critical facilities as opposed to general office or warehouse facilities. We are also interested in identifying performance criteria that are essential to the effective operation of mission-critical facilities.

C. GENERAL INSTRUCTIONS:

C.1. Submission Media

To assist vendors in minimizing their costs in providing information on their technologies and services, the State prefers that market research information be submitted either electronically to

the point of contact's email listed in section D.1; or the vendor may submit information on CD to the point of contact's postal address.

#### C.2. Oral Presentations

If a vendor would prefer to provide an oral presentation to the State in addition to a written submission, the State will allocate time during the week of July 27-31. We will plan two (2) hours for your presentation. The time slots are from 9:00 a.m. until 11:00 a.m. or 1:30 – 3:30 and will be scheduled on a first-come, first-served basis. The purpose of this presentation will be for the vendor to provide information that they believe will be of value to the State. The State may ask questions regarding various service approaches and delivery methodology.

**In response to sections C.3 through C.8 below, do NOT include any specific pricing or cost information.**

#### C.3. Delivery Methodology

- a. Describe how your company distinguishes between routine cost (e.g. replacing light bulbs, filters), typical repair items (e.g. Light switched, door hinges), and major repair items (e.g. generator bearings, pump failures). Explain if your company would bill for each cost item or include these in regular annual maintenance.
- b. Explain how your company would handle the cost associated with facility enhancements (e.g. adding circuits, adding light fixtures, etc...). Explain if your company would bill for each cost item or include these in regular annual maintenance.
- c. Explain how your company would handle the cost associated with tenant support (e.g. moving cubes / furniture, moving equipment, installing a coffee pot, etc...). Explain if your company would bill for each cost item or include these in regular annual maintenance.
- d. Describe how your company contractually manages reoccurring expenses such as light bulbs, dumpster service, diesel fuel, etc. Describe how your company contractually manages one-time expenses such as large ticket items (greater than \$10,000). Explain the difference between recurring and one-time cost? Explain if your company would bill for each cost item or include these in regular annual maintenance.
- e. Describe what provisions your company would seek in a contractual agreement to manage and maintain an older existing facility that could have failure prone equipment and a high maintenance requirement. What protections would you seek in an effort to contain cost?
- f. Describe what your company considers normal everyday operating procedures (e.g. monitoring procedures, test plans, managing parts inventory, review maintenance logs, establish maintenance schedules, emergency response, etc...).
- g. Describe what services your company typically performs as a part of normal everyday operating duties (e.g. monitoring procedures, test plans, managing parts inventory, review maintenance logs, establish maintenance schedules, emergency response, etc...).
- h. Describe how your company manages the many disciplines of total plant management including; complex megawatt UPS systems, elaborate HVAC systems, plumbing, roofing, foundation, piping, wiring, structure, and general conditions / simple repairs like drywall patches and moving furniture.
- i. Describe how your company determines that it is not cost effective to repair a piece of equipment and when replacement is more cost effective.
- j. Describe how your company determines which services it will self-perform and which it will subcontract.
- k. Explain what services your company would include in regular annual maintenance fees and what services your company would typically bill additionally for and provide detail.
- l. Describe how your company manages data centers differently from other facilities and what special considerations are given.

#### C.4. Staffing

- a. Describe how your company maintains required certifications / education with relevant industry standards, manufacturers' recommendations, and national standards (e.g. NEC, NFPA, IEEE, ISO, IEE, FIPS).
- b. Describe how your company would staff a facility that requires staff support of 7 X 24 X 365.
- c. Provide any recommendations you might have for a Facility Management Company that must manage third-party contracts with other vendors in order to meet a client's facility management needs. What do you consider essential to the effective management of such relationships?
- d. Describe how your company manages catastrophic events that would require extended on-site presence and staff augmentation.
- e. Describe your company's selection process for sub-contractors and your vendor management process / procedures.

#### C.5 Transition Strategies

- a. Describe how your company would manage the transition between the current maintenance contractor and your company, if your company were the succeeding contractor.
- b. Describe how your company would manage the transition between the current maintenance contractor and your company, if your company were the current contractor.

#### C.6 Policies and Procedures

- a. Describe your company's familiarity with Standard Operating Procedures - specifically within a mission critical environment?
- b. Describe how your company maintains a documentation library including policies, procedures, and equipment manuals.

#### C.7 Performance Metrics and Measures

- a. Describe how your company develops facility reliability / availability metrics for mechanical systems, electrical systems, system performance, and outages and incident response.
- b. Describe how your company develops KPIs / metrics, review procedures, and schedules.
- c. Describe how your company develops measurements, and reporting programs to ensure all critical systems, alerts, and faults are being properly monitored and all systems are being adequately maintained.

#### C.8 Other

- a. Describe your companies IT systems in support of this contract. How do they track preventive maintenance and on-demand work orders? What type of reporting do they provide? Do you have a Call Center?
- b. Besides cost, describe what your company would consider a differentiator between competitors.
- c. Describe your company's approach to managing facilities with multiple locations, separated geographically.
- d. Describe your company's approach to managing facilities in remote locations.

#### D. INSTRUCTIONS FOR RESPONDING

- D.1. Please feel free to contact the Department of Finance and Administration with any questions regarding this RFI. The point of contact is:

Sheri Brook  
Infrastructure Project Manager  
Office for Information Resources  
Department of Finance and Administration

901 5<sup>th</sup> Avenue North  
Nashville, TN 37243  
Phone: 615-532-3072  
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- D.2. Please provide your written responses by close of business on July 24, 2009 (electronically, or through another delivery method chosen by the responder). With your responses, please indicate whether you would like to provide an oral presentation to the State. The oral presentation location and date / time will be coordinated with the vendor's point of contact provided in the correspondence submitted to the State.