

**MONTACHUSETT REGIONAL TRANSIT AUTHORITY (MART)**

**PROJECT NO. 11.15.21 Contracted Maintenance Services**

**RFR ADDENDUM #1**

**November 24, 2021**

**REMINDER:** Proposals are due December 7, 2021.

**QUESTION/ANSWER:**

- Q.** On Page 7 section 1.2.3.3 it states, “Manage Assigned Service Contracts (Snow, HVAC PM’s etc)” Can you provide more info on this? Are we performing snow removal services or responsible for making the call to the contractor who does the Snow removal?
- a. Currently the snow contracts are setup to automatically provide service
  - b. JSP, PJ Albert, and Mallet & Sons provide snow removal services to MART under a service contract.
  - c. The Maintenance Manger would be responsible for ensuring services are operating when needed and provide call-ins if there is a staff or external customer complaint, or discovery of an area missed by snow service contractors
  - d. Maintenance staff would provide ancillary assistance, for example: An entry way may need to be salted due to flash freeze, or in-between services there is a buildup of snow at an entry door. This would be a minor function in the defined role of the line-staff position.
  - e. Order of Operation: A call / email / workorder would come in, and the Maintenance Manager would prioritize and assign to staff.
- Q.** Who is currently performing this work? In house or subcontracted out?
- a. Snow removal services are through a service contract.
  - b. JSP, PJ Albert, and Mallet & Sons provide snow removal services to MART currently.
- Q.** Please provide job descriptions/unique licensing requirements.
- a. Existing Scope of Services outlines duties and functions of individual positions (Manager, Sr. Building Maintenance & Building Maintenance Specialist)
  - b. Additional clarification is provided here in the format of a job description, this does not supersede or eliminate previous spelled out functions and tasks listed in the Scope of Services.
- Manager Role Functions/Position Responsibilities:***
- *OSHA-10 (see scope of services)*
  - *Supervises all maintenance and repair work, staff and activity*
  - *Organizes Maintenance Unit by efficiently, coordinating, prioritizing, and scheduling repairs and assigning work*

- *Primary point of contact for maintenance work requests.*
- *Establishes, implements, and enforces standard operating procedures in coordinate with the assigned Director.*
- *Inspects and evaluates physical condition of facilities to determine type and scope of work required.*
- *Evaluates all maintenance related work/repairs to ensure that it meets specifications and established standards*
- *Advises Assigned Director and staff on any safety issues and/or communicates when issues arise*
- *Ensures development of solutions to maintenance issues and conducts periodic quality checks on equipment*
- *Evaluates, selects, and maintains appropriate inventory of supplies, equipment, and maintenance records*
- *Investigates complaints of sub-standard work or non-response from staff regarding maintenance or cleaning issues and takes corrective action*
- *Prepares reports on activity, staff, contractors, or other information as requested by Assigned Director*
- *Monitors, and addresses issues with building heating/cooling systems to insure staff comfort*
- *Repairs faulty equipment and building systems within ability and skillset*
- *Maintains CMMS*
- *Assists the department in development and implementation of preventative maintenance procedures*
- *Supervises, delegates, and performs general maintenance tasks including landscaping, painting, carpentry, basic plumbing and basic electrical*

***Building Maintenance Specialist Functions/Position Responsibilities:***

- *OSHA-10 (see scope of services)*
  - *Inspect buildings, equipment, and systems daily to identify any issues.*
  - *Monitor, and address issues with building heating/cooling systems to insure staff comfort.*
  - *Completes work orders as assigned through CMMS*
  - *Efficiently accomplish assigned tasks*
  - *Develop solutions to maintenance issues as they arise*
  - *Conduct periodic quality checks on equipment.*
  - *Perform general maintenance tasks including landscaping, painting, carpentry, basic plumbing and basic electrical.*
  - *Maintain the inventory records for equipment and supplies.*
  - *Maintain a stock of commonly used items.*

**Q.** Please clarify any union affiliation.

a. There would be no union affiliation

**Q.** Please clarify the contract term and payment terms

- a. Contract terms would be 3 years for the initial contract, with renewal annually within the 3-year term. The contract may be extended annually for two additional option years with the agreement of both parties.
- b. Payment terms for Service would be monthly and is typically paid within 15 days of an approved invoice by MART.

**Q.** Please clarify the type of CMMS / PMs and work orders and service level priorities

- a. MaintainX (Designed for: Assets, PMs, Work Orders)
  - i. System is new, Maintenance Manager to work with Assigned Director on uploading existing portfolios and starting up system.
  - ii. Current service priorities are to survey existing portfolio, establish require work to bring building up to a higher standard of upkeep, and establish PMs for building systems.

**Q.** How are service contracts set up and what is the definition of manage?

- a. Service contracts are setup though the Authorities Procurement Department and signed off by an office of the Authority. This contract is slated to be managed by the Director of Capital Projects and will work in concert with that Director to accomplish goals set forth in the Scope of Services.
- b. Manage in relation to staff: Provide direction and guidance to subordinates. Is accountable for staff action under their jurisdiction.
- c. Manage in relation to contract: The Director of Capital Projects is the Assigned director and will be the POC for the Authority for the Awardee, the Director for Capital Projects will handle any issues on behalf of the Authority, ensure contract compliance, and that the best interests of the Authority are being undertaken through oversight of the Maintenance Unit.

**Q.** What other OSHA certifications are required?

- a. OSHA-10 is the baseline for certification at this time.

**Q.** Please provide a comprehensive summary of a 2-year summary of work orders for these items.

- a. Previous entity responsible for maintenance did not keep records. There is a visible significant backlog for which the awardee will not be held responsible for. Performance metrics related to complaints will be negotiated in a manner that allows the Awardee's staff to establish a benchmark position from which to be measured.

Q. Please explain in detail the \$3,000 threshold and please share examples of how this requirement is expected per occurrence and in aggregate. Please provide specific examples of how this provision has worked over the last 3 years

- a. The \$3,000 Threshold is set as an Authority best Practice to ensure that the accountability of larger purchases fall under the jurisdiction of the Authority and are procured using Government bidding and procurement practices. Purchases under \$3,000 can be procured by the Awardee as a typical business transaction using Authority established procurement guidelines and submitted for reimbursement to the Authority. The Authority reserves the right to deny reimbursement if a purchase was deemed unnecessary, excessive, or violates reimbursable expense policy (such as: personal expenses, food, non-work-related items, etc.)
- i. **Example 1 Under \$3,000:** During the first few months a work order is received to replace an entire floors lighting with LED bulbs. After validating the work should be carried out, with the Director of Capital Projects, the Maintenance Manager can order 4 LED conversion packs (32 Bulbs/ea. at \$500) for \$2,000 and execute the work order.
  - ii. **Example 2 Under \$3,000:** A water leak occurs, the leak is located, small hole in rubber roof. The Maintenance Manager Calls in the warranty on the roof for a quick patch. The Maintenance unit is out of stock and needs a standard case of 2x4 Armstrong ceilings tiles to replace the damaged tiles. The Maintenance Manager can go to [Home Improvement Store] buy a case for \$95 and install. At the end of the month the \$95 is billed to the Authority for reimbursement
  - iii. **Example 1 Over \$3,000:** A water leak occurs, the cause is determined to be a failed expansion joint, the Maintenance Manager calls a roofer and is quoted \$12,000 for the repair. The Maintenance Manager brings this to the attention of the Director of Capital Projects who will work with Procurement to contract the work. The Maintenance Manager may be asked to supervisor the work once procured.
  - iv. **Example 2 Over \$3,000:** A water leak occurs, the cause is determined to be a failing rubber roof that is well past its life expectancy, the Maintenance Manger notifies the Director of Capital Projects and reviews, the Director determines this is a Capital Project, the roof replacement will become a Capital Project and not be the responsibility of the Maintenance Manager.

Q. What is MART's capital purchase threshold and how does this / how is this capital purchase of equipment expected to impact maintenance service requirements and staffing levels.

- a. Question is not clear. MART's Capital Purchasing does not impact Maintenance service requirements or staffing level. All purchases of capital equipment would be handled by the Authority.

Q. What are the vehicle and parking size dimensions by site location?

- a. All sites have standard passenger parking locations, Vehicles will be housed at our facility at 840 N. Main Street in Leominster overnight and can be stored indoors in parking spots large enough for MART Shuttle Vans. Vehicles being submitted should be applicable to tasks to be carried out. Examples of expected submissions include but are not limited to: Transit style work van, standard pickup truck, Utility work van, etc.

**Q.** Please provide pictures associated with inside areas and workspaces of the 5 site locations

- a. Photos of interior secured locations will not be posted publicly. Portfolio presents a wide range of settings from various office types, call center, dispatch locations, Mechanic Bays, Vehicle storage, Public Parking structures, administrative offices... Site tours and Photos can be taken by bidder, by setting up a scheduled site visit per RFP notice.  
Note: 8 Sites are listed on the Property Portfolio, not 5.

**Q.** Please state contract term and payment terms associated with this RFP.

- a. Asked and answered on page #3 above