

Request for Proposals

Jackson Hinds Library System

Facilities Management Contractor

Proposals Due via email to mhedglin@jhlibrary.org no later than Wednesday, January 13th.

Purpose and Process

Solicit proposals from firms to supply required personnel to manage facilities operated by the Jackson Hinds Library System (JHLS) on a routine basis for a lump sum monthly/annual fee, with a pre-arranged “adder” fee for extraordinary efforts such as emergency after-hours response and managing projects such as a window or carpet replacement, painting, or other small non-capital construction.

Responses will be assessed based on a firm’s past experience, the experience of the personnel they plan to assign to the contract, the presented ability to perform the work satisfactorily, and the cost structure.

Once a firm is chosen by JHLS, JHLS and facilities management firm will enter into contract negotiation with JHLS to further detail and cement the exact terms of the relationship. If negotiations are successful, the Board of Trustees (Board)of the JHLS will authorize the appropriate staff to sign the contract. The Board is under no obligation to choose any firm to perform this service, and at any time is free to unilaterally end the process.

Anticipated initial contract period is for one year.

Scope of Work

The facilities required to be included in the scope of services are as follows:

	Library	Address	Square Footage*
1.	Margaret Walker Alexander Library	2525 Robinson Rd., Jackson, MS 39209	10,911 ft ²
2.	R G Bolden/Anna Bell Moore Library	1444 Wiggins Rd, Jackson, MS 39209	4180 ft ²
3	Beverly J. Brown Library	5901-B Terry Rd, Byram, MS 39272	3500 ft ²
4.	Quisenberry Library	605 E Northside Dr., Clinton, MS 39056	26,094 ft ²
5.	Lois A. Flagg Library	105 Williamson Ave, Edwards, MS 39066	3022 ft ²
6.	Medgar Evers Library	4215 Medgar Evers Blvd, Jackson, MS 39213	11,884 ft ²
7.	Raymond Public Library	126 Court St, Raymond, MS 39154	4044 ft ²

8.	Ella Bess Austin Library	420 Cunningham St, Terry, MS 39170	4017 ft ²
9.	Fannie Lou Hamer Library	450 Albemarle Rd., Jackson, MS 39213	1568 ft ²
10.	Evelyn Taylor Majure Library	217 W Main St, Utica, MS 39175	3000 ft ²
11.	Willie Morris Library	4912 Old Canton Rd, Jackson, MS 39211	12,000 ft ²
13	Annie T. Jeffers Library	111Madison Bolton, MS 39041	1,000 ft ²

*all square footages are approximate

1. Initial Onboarding
 - a. Site visit to all libraries currently in service
 - b. Examination of Restoration1 building assessments done in 2023
 - c. Triage of existing needs and work required to be done to remedy existing needs
2. Regular scope of services
 - a. At least monthly walk through of all facilities, with follow-up documentation provided to Library leadership, during which
 - i. All rooms are visited
 - ii. All ceilings visually inspected from the floor for water damage or moisture
 - iii. All bathroom fixtures are exercised
 - iv. All doors in regular operation are operated
 - v. Ensure all lights work
 - vi. Cursory look for water leaks (areas that seem to be remaining wet inexplicably)
 - vii. Re-examination of any past repairs/replacements/work
 - b. Follow up on any staff facilities maintenance work requests within 3 business days, and make site visit if warranted by follow up.
 - c. Follow up on any outstanding requests to the building owner at least weekly, with proper escalation
 - d. Triage maintenance needs on a rolling basis and in regular communication with the Library and subsequently manage maintenance budget in light of projected spending
3. Project management scope of services (hourly, billed monthly)
 - a. Solicit quotes for work (generally less than \$15k)
 - b. Recommend to board or one of its committees a course of action for work based on assessment of contractor, price, timeliness, and other factors to ensure the best work product
 - c. Manage work
 - i. Follow up to ensure contractors show up as scheduled
 - ii. Verify quality of work performed by contractors
 - iii. Assess any requests for change of scope of work
 - iv. Recommend payment once work is complete and been basically inspected
 - d. Perform basic maintenance functions e.g. change a light switch, unclog sink

Response Requested

Proposals may come in the form of firm's own booklet assembled covering the information requested below, or you may use as your base the attached form. The form is not required, but may be helpful in organizing your data you'd like to share.

1. Base Fee
 - a. Propose base lump sum monthly fee
 - b. Define assumed hours dedicated per month for the "regular scope of services"
 - c. Propose hourly rate
2. Extraordinary/project management effort
 - a. Propose hourly proposed fee structure
 - b. Define expected response time in emergency situations
 - c. Define expectations for emergency and after hours work
3. Firm Qualifications
 - a. Demonstrate ability to respond in a timely manner to emergent situations
 - b. Demonstrate familiarity with applicable public purchasing law and JHLS Board requirements as shared
 - c. Demonstrate appropriate familiarity with electrical, mechanical, plumbing, roofing, and any other typical light commercial construction systems such that manager is capable of advising the Library of a course of action to respond to a need. (This is not an expectation of professional ensuring of code compliance, but a "common-sense" approach to know when to involve appropriate professionals and at what level to involve them)
4. Demonstration of Qualifications:
 - a. Current and past clients of firm
 - b. Current and past spaces under management by firm
 - i. List size of spaces
 - ii. List function of spaces
 - c. Individuals in your firm who would be assigned to this task specifically
 - d. Description of processes used to respond to emergent or after-hours work.

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Addendum #1

The date for receiving proposals has been moved back to January 13th at 5 pm. Thank you for your interest.



Paul Forster, Facilities
Committee Chair
JHLS Trustees

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Addendum #2

Clarification on Scope and Requirements

Onboarding

1. Are there additional maintenance logs or records beyond the 2023 Restoration 1 building assessments?

No. Maintenance logs do not exist.

2. Can the 2023 Restoration 1 assessments be provided prior to proposal submission to evaluate initial triaging needs?

Yes. These are available upon request.

Regular Scope of Services

3. Are specific formats or standards required for monthly reports?

No, but the vendor should collaborate with library leadership to arrive at a helpful format.

4. Should monthly reporting be property-specific, or can a consolidated report be submitted addressing completed and pending tasks organized by facility?

Consolidated should be fine as long as organization by property is somehow evident.

5. Confirmation that JHLS does not currently have a software or system for logging and tracking maintenance requests and that vendor should provide as part of the cost in the proposal?

Correct. No software for tracking or logging exists.

6. Is there a minimum threshold for vendor-discretionary work without prior approval?

Not currently. There would need to be some discussion to establish appropriate limits for self performance, and for hiring contractors without prior approval.

7. Can the vendor self-perform tasks using employees or contractors under their supervision?

As long as employees/contractors are competent to perform the work, this should not be a problem.

Project Management

8. Will the vendor have authority to expedite sub-contractor work under a specific dollar threshold, or must all actions be pre-approved by the Board or Committee?

We anticipate working together to establish limits for how much work can be done with no prior approval, committee approval, or full Board approval. The primary responsibility for maintaining the buildings still lies with the City of Jackson/Hinds County, and so we anticipate performing incidental tasks that, while significant and important, should not rise to a high dollar level.

9. At what levels are quotes required (e.g., thresholds for 1, 2, or 3 quotes)? For instance, should multiple quotes only be obtained for projects exceeding \$15K as mentioned or are there other specified thresholds?

We anticipate working together to establish limits for how much work can be done with no prior approval, committee approval, or full Board approval.

10. Are there preferred or required building contractors/vendors, and can a current/preferred vendor list be provided?

I am not aware of any preferred vendor list currently.

Facilities Information

11. Can existing documentation on building systems and known issues (e.g., HVAC age, roof status, capital expenditures) be provided?

Only the Restoration One assessments can be provided.

12. Are there historical constraints on specific facilities (e.g., historical designations, age-related restrictions)?

There are not any historical or age-related designations for any of the library buildings currently.

13. What is the exact relationship with the building owner, and are there any constraints impacting the vendor's duties?

Relationships vary. City-owned, County-owned, and rented by City or County from a third party are all existing property relationships.

Emergency Situations

14. Are there established protocols for after-hours access to facilities?

These will need to be established via collaborative effort between Library leadership and successful RFP respondent.

15. Will the manager have independent access (e.g., keys), or must access be coordinated with JHLS staff?

These will need to be established via collaborative effort between Library leadership and successful RFP respondent.

Evaluation Criteria

16. What challenges with facilities management does JHLS aim to resolve with this RFP?

As laid out in the RFP, we aim to address small issues early before they become large issues, follow up regularly and professionally with City and County on existing larger property issues, and generally better steward our building resources to serve our constituents.

Expectations for Deliverables

17. Are specific KPIs or benchmarks established for evaluating performance during the contract term?

Not at this time.

18. Will JHLS provide performance feedback throughout the term or only during contract renewal discussions?

We anticipate regular discussion throughout the performance of the contract, and a full performance review leading up to consideration of contract renewal.



Paul Forster, Chair
Facilities Committee
JHLS Board of Trustees