



Revised Solicitation Amendment No. 004

To: Prospective Bidder/Offeror:		Date:	
Prospective Proposers		August 12, 2019	
Project Title:		Project No.:	
Facilities Maintenance Services		RFP 19-56	
<p>Description of Solicitation Amendment:</p> <p>The Request for Proposal (Project RFP No. 19-56) is hereby amended to include the following requirements, (attached hereto):</p> <ol style="list-style-type: none"> 1. Appendix "A" - Supplier Relationship Management ("SRM"). 2. Appendix "B" - Additional Labor-Maintenance Technicians requirements, Appendix "B". <p>Please visit our website at https://www.hccs.edu/about-hcc/procurement/</p> <p>Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.</p>			
Acknowledgement of Amendment No. by:		Date:	
Company Name (Bidder/Offerer):			
Signed by:			
Name (Type or Print):		Title:	

APPENDIX "A"
SUPPLIER RELATIONSHIP MANAGEMENT

Supplier Relationship Management ("SRM") Program Requirements

Quarterly Business Reviews ("QBRs") of Preferred Supplier's performance under this Agreement will be conducted by the HCC Procurement Operations on behalf of HCC beginning six (6) months after the Effective Date of this Agreement and then every three (3) months thereafter. The College may elect to establish a local level supplier relationship management program by a separate mutual agreement with Preferred Supplier.

Quarterly Business Reviews

Prior to each QBR, Preferred Supplier's performance will be evaluated by HCC and, at HCC's request, one or more College, based on the five (5) Key Performance Indicators ("KPIs") listed below. Preferred Supplier will be rated by HCC and the College on its performance under each of these KPIs. HCC and the College will also determine an overall rating for Preferred Supplier's performance during that quarter. The results of such ratings will be subsequently set forth in percentage scores for Preferred Supplier's performance that will be reported out in a scorecard that HCC and the College provide to Preferred Supplier during the QBR.

- a. Account Management**
- b. Price Compliance**
- c. Service & Support**
- d. Customer Satisfaction**
- e. To Be determined**

After the initial implementation period of six (6) months starting on the Effective Date, Preferred Supplier must obtain a minimum score from HCC and the College of 90% or better on each KPI and on the overall rating for each quarter during the remaining term of this Agreement. The scorecard will be reviewed by Preferred Supplier, HCC and the College during each QBR.

APPENDIX "B"
ADDITIONAL LABOR- MAINTENANCE TECHNICIANS

From time to time Houston Community College may need additional staff/labor, qualified Maintenance Technicians, which the College may assign to its Maintenance & Operations Contractor in order to perform general maintenance services as outlined in the Maintenance Technicians job description. (attached)

The Contractor will provide the employees and shall be responsible for the supervision, pay rolling, insurances of the additional staff/labor at the request of HCC's Director of Maintenance.

The Contractor is responsible for each employees timekeeping and will provide to the College certified payroll for each invoice provided to the College.

The responsibilities of the technician shall include those specified in the attach job description as needed and that must be done during normal working hours. Any overtime hours shall be approved in writing by the Director of Maintenance. Overtime approvals shall be included with each invoice when applicable.

All work under the resulting agreement requires a separate purchase order for any additional labor. The Contractor, for each employee shall provide to the College, the employee's name, hourly rate, mark up and number of anticipated hours of engagement.

Please provide hurly rates as follows Maintenance Technician:

Hourly Rate \$ _____ **Markup (example 25% 1.25)** _____

Bill Rates \$ _____

JOB DESCRIPTION

FROM THE HUMAN RESOURCES DEPARTMENT



HOUSTON COMMUNITY COLLEGE

Job Title:	Facilities Service Technician II
Department/College:	Facilities Maintenance/System
Reports To:	Area Manager
FLSA Status & Job Grade:	P6
Salary Range:	See Professional/Technical Salary Structure
Job Code:	

SUMMARY

Reports to zone Area Maintenance Manager. Guidance procedures are well defined, work instructions are specific and level of supervision is moderate. Assists other technicians with completion of facilities service work requests as they are received. Performs duties at an intermediate level with certain independent responsibilities. Performs other duties as assigned by immediate supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responds to Facility Service Work Orders from building occupants. Requests may include but not limited to plumbing, HVAC, lighting, roofing and electrical service calls.
2. Performs preventive maintenance, repairs, modifications and general facility maintenance tasks in the areas of painting, patching, fixtures, caulking, flooring, carpentry, etc.
3. Assists higher level Technicians as directed.
4. Identifies opportunities for process/system improvements and implements them as they are approved.
5. Takes and logs readings from critical equipment and takes appropriate corrective actions before system outage occurs.
6. Diagnoses building systems for faults and /or errors.
7. Uses tools and equipment that are standard issue and do not need further calibration or adjustment.
8. Keeps tools and work areas in a clean and orderly manner.
9. Uses required personal protective equipment while satisfying all work requests.
10. Completes all required paperwork timely and accurately.
11. Takes readings from nominal equipment and makes timely entry into appropriate logs.
12. Works on and completes all facility team-based goals.

JOB DESCRIPTION

FROM THE HUMAN RESOURCES DEPARTMENT

13. Shall supply employee owned tools commonly required to complete daily maintenance responsibilities and duties.
14. Must have valid Texas Driver's License.
15. Shall meet minimum insurance standards of the college to obtain approved driving status.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the essential duties and responsibilities listed above. The qualifications listed below are representative of the education, experience, knowledge, skills, and/or abilities required. Ability to follow specific directions, perform a changing variety of duties, repeat tasks of short duration according to a set procedure and work within precise limits and standards of numerical accuracy. Great attitude and work ethic. Neat and clean appearance. Performs as a self-managed individual. Willingness to continue education and grow personally and professionally.

EDUCATION

1. High School Diploma or GED

EXPERIENCE

1. Four (4) years general work experience related to facilities operations.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to travel to various campuses and offsite locations on a regular basis

Ability to function independently on project work

Ability to communicate effectively in both writing and orally

Ability to function independently with minimum supervision

Ability to organize data in a clear and logical manner for reporting purposes

Ability to climb a ladder with no difficulty

Ability to work outdoors during periods of intense heat, wind, or cold

Must be able to lift 80 pounds in the work environment and carry it 50 yards

Works mainly indoors but can be exposed to temperature extremes and other weather conditions when working outdoors

JOB DESCRIPTION

FROM THE HUMAN RESOURCES DEPARTMENT

Must be able to work varying shifts weekends and holidays as needed

Must be willing to participate in an on-call rotation.

Good math, verbal, written skills

Good interpersonal skills

Basic computer skills

Ability to read blueprints and schematic drawings

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

This job description may be revised upon development of other duties and changes in responsibilities.