Evolution of the 1st Generation Performance-Based Facilities Asset Maintenance Contract

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Topics

• History
• Geographical Challenges
• Facilities Rating Program
• Scope of Services
• Performance Criteria
• Procurement Process
• Request for Proposals (RFP)
• Lessons Learned / Recommendations
• Transition from Traditional Contracts to Asset Maintenance (AM)
• Consolidation of Routine Maintenance Contracts
  – 21 Contracts
  – Valued at $2.7M (Annually)
• Maintenance Disciplines
• Organizational Changes
  – Staffing Levels
  – Roles and Responsibilities
Geographical Challenges

- 175 Miles
- 231 Buildings
- 2,343 Assets
  - HVAC
  - Generators
  - Toll Booths
  - Microwave Tower/ITS Equipment
  - Buildings
  - Administrative Buildings
Facilities Rating Program (FRP)

- **What is Measured?**
  - 14 Elements
  - 4 Critical Elements
  - Electrical
  - Generator System
  - HVAC System
  - Roof System
- 34 Characteristics
- Overall goal is 85 or higher
- 90 for critical elements

- Inspection Cycles (3 per year) / Quality Assurance
- 2 Asset Maintenance Contractor Performance Evaluation Report (AMPER) / year (Performance Based Contracting Procedure)
Scope of Services

- Major Contract Highlights
  - Routine and Periodic Maintenance (Annual Work Plan)
  - Customer Service Resolution
  - Emergency Response
  - Facilities Inspection
  - FRP
  - Loss of Revenue

- Contractor is Required to use Qualified/Certified Personnel
  - Electrical
  - Generators
  - Mechanical
  - Life Safety
  - Environmental Compliance
## Performance Criteria

### EMERGENCY GENERATORS, FUEL TANKS & AUTOMATIC TRANSFER SWITCHES

<table>
<thead>
<tr>
<th>Deficiency Identification</th>
<th>Time Allowed/Criteria</th>
<th>Deduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Failure to respond and restore functionality to normal operations (including any temporary measures)</td>
<td>Within 3 hours from the time of notification</td>
<td>$300 per hour per unit</td>
</tr>
<tr>
<td>b. Failure to permanently restore functionality to normal operations</td>
<td>Within 7 days after notification</td>
<td>$200 per day per unit</td>
</tr>
<tr>
<td>c. Failure to maintain the asset in accordance with the Operations Plan</td>
<td>Upon Identification</td>
<td>$500 per unit per occurrence</td>
</tr>
<tr>
<td>d. Failure to timely repair deficiencies identified by inspection or testing</td>
<td>Within 15 days upon identification</td>
<td>$200 per day per unit</td>
</tr>
<tr>
<td>e. Failure of equipment or component to start or function as intended during power outage</td>
<td>Upon identification</td>
<td>$2,500 per unit per occurrence</td>
</tr>
</tbody>
</table>
Performance Criteria

- Development of Performance Measures
- Safety
- Safeguard Toll Revenue Collection
- Customer Service
- Asset Preservation / Life Cycles
- Transfer of Risk
- Enhanced Deduction for Critical Tolling Points
Procurement Process

- Request for Proposal (RFP)
- Weighted Factors
  - Price & Technical Proposal
- Industry Forum - met with Contractors Pre-Ad
- Mandatory Pre-Proposal Meeting
- Technical Review and Selection Committee
Request for Proposals (RFP)

Facilities Asset Maintenance

RFP Criteria Requirements

- Facilities Inspection and Maintenance Programs
- Customer Service
- Emergency Response
- Quality Management Plan
- Safety
- Management Team
- Experience

<table>
<thead>
<tr>
<th>Section</th>
<th>Max Points Attainable</th>
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</thead>
<tbody>
<tr>
<td>1. Philosophy and Understanding</td>
<td>5</td>
</tr>
<tr>
<td>2. Work-Needs Analysis</td>
<td>5</td>
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<tr>
<td>3. Customer Service</td>
<td>5</td>
</tr>
<tr>
<td>4. Incident/Emergency Response/Management</td>
<td>5</td>
</tr>
<tr>
<td>5. Added Value</td>
<td>5</td>
</tr>
<tr>
<td>6. Past Performance</td>
<td>10</td>
</tr>
<tr>
<td>7. District-Selected Topics</td>
<td></td>
</tr>
<tr>
<td>Quality Management Plan</td>
<td>5</td>
</tr>
<tr>
<td>Safety &amp; MOT &amp; Lane Availability</td>
<td>5</td>
</tr>
<tr>
<td>Management Team</td>
<td>10</td>
</tr>
<tr>
<td>Experience</td>
<td>10</td>
</tr>
<tr>
<td>Facility Location &amp; Capabilities</td>
<td>5</td>
</tr>
<tr>
<td>Facilities Inspection &amp; Maintenance</td>
<td>20</td>
</tr>
<tr>
<td>8. Proposer-Selected Topics</td>
<td>10</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100</strong></td>
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</table>
## Proposal Tabulation

<table>
<thead>
<tr>
<th>Proposers</th>
<th>Price</th>
<th>Tech. Score</th>
<th>Price Score</th>
<th>Total Proposal Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBI Services</td>
<td>$28.7M</td>
<td>56.14</td>
<td>18.61</td>
<td>74.75</td>
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<tr>
<td>IIPL-SYMX</td>
<td>$17.8M</td>
<td>50.68</td>
<td>30.00</td>
<td>80.68</td>
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<tr>
<td>ICA</td>
<td>$22.0M</td>
<td>57.96</td>
<td>24.29</td>
<td>82.25</td>
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<tr>
<td><strong>Louis Berger</strong></td>
<td><strong>$20.9M</strong></td>
<td><strong>58.94</strong></td>
<td><strong>25.57</strong></td>
<td><strong>84.51</strong></td>
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<tr>
<td>TME Enterprises</td>
<td>$24.5M</td>
<td>56.00</td>
<td>21.84</td>
<td>77.84</td>
</tr>
</tbody>
</table>
Lessons Learned / Recommendations

• Knowledge Transfer
• Defined Maintenance Limits
• Transition Plan
• Communications to Owner / Customers
  – Knowledgeable Project Manager
• Strong Performance Measures (Incentives/Dis-incentives)
• Identification of Deliverables
What’s Next?

• Execution of Management Plan
• Replacement Allocation
• Customer Feedback
• Performance over time
• Response to Major Events
• Future plans - expand or merge with other AM contracts?
Thank you

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