



**REQUEST FOR PROPOSAL# 10053293**

**Sealed Proposals Due**

**February 17, 2017 at 2:00 pm  
Central Standard Time**

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## **UTHSC Overview**

As the flagship public academic health system in the state, the mission of the University of Tennessee Health Science Center is to bring the benefits of the health sciences to the achievement and maintenance of human health, with a focus on the citizens of Tennessee and the region, by pursuing an integrated program of education, research, clinical care and public service. Employing more than 6,000 people on its faculty, staff and not-for-profit corporation faculty practice groups, UTHSC contributes more than \$2.7 billion to the economy of Tennessee.

The University of Tennessee Health Science Center's Memphis campus comprises six colleges – Dentistry, Graduate Health Sciences, Health Professions, Medicine, Nursing and Pharmacy – training the health care scientists and caregivers of tomorrow. Core Memphis teaching hospitals include Methodist UT Hospital, Regional One Health, Le Bonheur Children's Hospital and the Memphis VA Medical Center.

Nearly 3,000 students are enrolled at one of the four major UTHSC campuses – Memphis (main campus), Knoxville, Chattanooga or Nashville – as well as in a myriad of health care-related facilities across Tennessee. UTHSC also offers a broad range of postgraduate training opportunities and has approximately 300 students enrolled in one of eight online programs.

Statewide, approximately 1,200 residents and fellows receive training in 87 ACGME (Accreditation Council for Graduate Medical Education) accredited training programs through the UTHSC Graduate Medical Education Program. Fifteen of these programs are under the auspices of the UT Graduate School of Medicine in Knoxville; 10 are sponsored by the Chattanooga College of Medicine; and more than 50 programs are organized from Memphis, including a family practice residency in Jackson, Tennessee, and an internal medicine residency in Nashville. Public and continuing education programs are offered throughout the state.

Accredited by the Southern Association of Colleges and Schools, UTHSC offers four undergraduate and more than 30 graduate or professional degrees, and has more than 50 endowed professorships, including 19 Chairs of Excellence.

The Health Science Center's six colleges reflect a broad spectrum of scientific investigation. Pursuing basic science and clinical research with an emphasis on translational research, UTHSC investigators are supported by both government grants and private funding. In fiscal 2014, UTHSC generated more than \$200 million in sponsored programs, all source nonclinical grants, and contracts. Of this total, faculty received more than \$80 million in external funding for research.

Clinically, UTHSC faculty practice groups contribute more than \$300 million annually to the statewide mission. These practice groups serve as the core faculty for all of our partner teaching hospitals.

## 1. Introduction

### 2.1 Purpose of the RFP

The University of Tennessee Health Science Center (UTHSC) Facilities Administration department is seeking proposals for the purpose of evaluating and advising on their business and administrative functions and organizational structure. An extensive review of its current staffing and processes is required so that an organizational redesign can be developed that will ensure that current resources and personnel are organized effectively and utilized efficiently to achieve UTHSC strategic priorities. By way of this RFP, we invite proposals from qualified, experienced, financially sound, and responsible providers of consulting services as described in this document.

Facilities Business Services is responsible for the administrative functions that included fiscal management, personnel changes, time entry and approval, records retention, motor pool operations, and centralized stockroom operations. Key activities include:

- Ensuring the fiscal processes of Facilities Management are aligned with the demands of University's policies, procedures and business systems.
- Providing an efficient, customer-focused organization
- Managing the facilities work order systems, job card billing and customer relations
- Managing Facilities budget, contracts and purchase orders, financial reporting, internal and external billing, receivables, and payables
- Overseeing Capital Projects budgets
- Overseeing Payroll functions including time entry and personnel changes
- Managing motor pool operations, billing, and vehicle procurement
- Overseeing office and administrative functions and business equipment infrastructure for Facilities Administration
- Managing procurement processes administration and interface with financial systems
- Managing central stockroom operations
- Overseeing time entry/ approval and personnel changes
- Managing equipment and facility inventories

UTHSC invites proposals for consulting services from firms with experience working with Higher Education Universities to provide professional consulting and planning support for the University to address the following issues.

- Is UTHSC Facilities Administration Business office organized efficiently/effectively to meet customer (faculty, staff & student) needs? How should we be organized to effectively meet our internal and external customer needs now and for the future?
- Is the Business Office organized appropriately and does it have the appropriate array of skills and experience to evaluate the financial implications of existing and future projects? How can the Office be better organized to achieve stronger financial oversight of projects?
- What benchmarks should we use to compare our services and quality to other Health Science Centers?

- What are the perceptions of the UTHSC campus regarding the Facilities Business Office and how do we measure them in a consistent manner to improve services?
- What services do we offer now? What services should we consider not doing? What services are we missing?
- What is the optimal approach to manage the Facilities Business Office?
- What are the current core competencies and skills represented by the staff of Facilities Business Office? Where are their skill weaknesses? What are their skill strengths?
- How should the Business Office manage the development of business office policies and procedures? Who should assess the Business office functions and make decisions about priorities and operating standards/expectations?

## **2.2 Scope of Work**

### **2.2.1 Facilities Business Office Assessment**

The successful proposer shall perform a review and assessment of the current state of the UTHSC Facilities Business Office's operations, processes, and organizational design. Analysis and recommendations will be provided on each subtopic. The review and assessment includes the following aspects.

#### **A. Organizational/Leadership Assessment:**

1. Assess the leadership individually and as a team of the Facilities Business Office operations.
2. Evaluate the organizational structure of Facilities Business Office within UTHSC.
3. Propose alternative structures that can be more efficient and effective.

#### **B. Financial Management**

1. Assess the financial management of projects, both major and minor renovations, to ensure projects achieve the desired goals most efficiently.
2. Determine if the Business Office has the proper tools/information in order to evaluate costs against available resources and if they using the tools available to achieve maximum results.

#### **C. Service Assessment:**

1. Identify the perceptions of Facilities Business Office services provided to the campus through interviews with key stakeholders and customers.
2. Identify and report any issues affecting organizational and operational, efficiency and effectiveness and make recommendations regarding improvements to customer service.
3. Provide recommendations to improve Facilities Business Office services to the campus, including adding or eliminating positions.

**D. Staff Assessment:**

1. With the change in Business Office leadership, identify the core competencies necessary for a strong leader to move facilities financial management forward.
2. Review the assignment and duties of all existing staff and compare to existing departmental/unit workload.
3. Provide recommendations on staffing changes by reassignment/reductions or identify specific new staff that may be required to meet current and near term requirements by organizational unit.
4. Identify the core competencies in each Facilities Business Office unit, identify redundancies and suggest ways to consolidate and reallocate staff.
5. Identify a staffing formula to add staff as demand for services increases due to maintenance growth for the overall Facilities Administration department. For example, when there is an increase of square footage that Facilities has to maintain and/or new buildings over five years, UTHSC wants to be able to identify what additional staff is needed to maintain Facilities Business Office.

**2.2.2. Consultant General Guidance**

Within its final deliverable, the consultant shall provide recommendations related to Facilities Business Office support for UTHSC in the following areas: (This list is not all-inclusive and the consultant may offer additional suggestions and recommendations as appropriate.)

- A. Overall Business office staff skill-set and provide recommendations to improve.
- B. Training for Facilities Business Office Staff
- C. Duplications of Business Office Personnel support functions and opportunities to reduce duplication and cost.
- D. Specific actions that Facilities Business Office can take to better meet the expectations of their internal and external customers.
- E. Typical job titles and expectations. (Vendor should use their specific job titles with descriptions of the major duties for each position.)
  1. Business Manager
  2. Administrative Staff
  3. Sr. Accounting Clerk
  4. Financial Specialist
  5. Business Coordinator
  6. Sr. Budget Assistant
  7. Work Order Coordinator
- F. Potential Benchmarks to be used to determine Facilities Business Office Staffing needs.
  1. Business office spending as percent of total revenues
  2. Business office spending as percent of operating expenses
  3. Business office spending distribution on capital and operations;
  4. Business office spending distribution on personnel, hardware, software, outsourcing, other

### **2.2.3. Additional Information Required**

- A. References: The proposal shall include descriptions of the firm's overall experience in handling projects similar in size to this project. The proposal shall provide at least three (3) separate Higher Education references listing University name, address, telephone number, contact and summary of most recent projects.
- B. Personnel: The proposal shall identify each member of the consultant's staff who will work on the project and the role each will perform and the hourly rate charged for their services. A resume' that provides background and qualifications of each individual must be provided.
- C. Preliminary Work Plan: Based on the information contained in this RFP, prospective consultants shall prepare a preliminary work plan identifying point by point the specific tasks they have identified as necessary to accomplish the objectives of the University. The plan shall provide a simple step-by-step process the consultant proposes to use for the work.
- D. Schedule: The proposal shall include a schedule for the completion of the project.
- E. Compensation: The proposal shall include a fixed price sum for performing the work associated with this project. All travel expenses will be reimbursed at the JTR per diem rates as required by University Policy.

### **2.3 Terms of the Agreement**

The University intends to award this to the successful proposer around March 8, 2017 with completion of project by May 31, 2017. Either party may terminate the agreement by providing 30 days written notice to the other party.

### **2.4 Number of Awardees**

The University intends to award this RFP to one proposer.

## **2.5 RFP Communications**

**Communication about this RFP with employees or officials of the University of Tennessee except as detailed below may result in disqualification from this procurement process. The university has exclusive discretion in making this determination.**

Proposers may make written inquiries concerning this RFP via e-mail to the Purchasing Department employee shown below. All inquiries must be received by five business days before the RFP closes. Individual questions will not be answered directly to the submitter. All material questions submitted shall be responded to as an amendment to the RFP. The amendment will be posted on the University of Tennessee Purchasing website. Any oral communications shall be considered unofficial and non-binding with regard to the RFP. Only the University's official, written responses shall be considered binding with regard to the RFP. It is the proposer's responsibility to ensure that written questions have been received and to check Purchasing's website to see if any amendments have been issued.

**K. Michelle Newman**

**Assistant Director of Procurement Services**

**University of Tennessee Health Science Center**

**901-448-7271**

**[knewma13@uthsc.edu](mailto:knewma13@uthsc.edu)**

## **2.6 Amendments and Cancellation**

The university may amend or cancel this solicitation at any time before the response deadline. Amendments will be issues through a written addendum.

## **2.7 Assistance to Proposers with a Disability**

In the event that a Respondent has a disability, the University will accommodate Respondent related to communications about this solicitation and participating in this solicitation. A Respondent with a disability may contact the RFP Coordinator to request reasonable accommodation no later than the Disability Accommodation Request Deadline.

## **2.8 Issuing Office**

**The University of Tennessee**

**Purchasing Department**

**K. Michelle Newman**

**Assistant Director of Procurement Services**

**University of Tennessee Health Science Center**

**901-448-7271**

**[knewma13@uthsc.edu](mailto:knewma13@uthsc.edu)**

## 2.9 RFP Schedule of Events –

Note the University reserves the right to change these dates. All times are:

University Issues RFP	January 27, 2017
Acknowledgment of Receipt and Intention Due from Vendors	February 8, 2017
Written Comments/Questions Due from Vendors to the University	February 8, 2017
University responds to Vendors Written Comments/Questions	February 10, 2017
<b>Sealed Proposals Due</b>	<b>February 17, 2017 at 2:00 p.m. CST</b>
University to Complete Technical Proposal Evaluation	February 22, 2017
University Opens Cost Proposal and Calculates Scores	February 24, 2017
University Issues Intent to Award Letter and Opens RFP Files for Public Inspection	February 28, 2017
Award of Contract	March 8, 2017

## 3. Instructions

### 3.1 Pre-Proposal Conference

No Pre-Proposal Conference: The University will not hold any pre-proposal conferences for this solicitation.

### 3.2 Proposal Submission

Proposers must submit one (1) original of their Technical Proposal along with the Technical Proposal on a Flash Drive in a SEALED ENVELOPE. Then in a separate envelope the Proposers must submit one (1) original of their Cost Proposal along with the Cost Proposal on a Flash Drive in a SEALED ENVELOPE before February 17, 2017 at 2:00 pm Central Standard Time.

**NOTE: Be sure to label the Technical Proposal in a separate sealed envelope than the Cost Proposal.**

- a. Respondents shall submit separate envelopes and flash drives for technical proposal and for financial proposal.
- b. No Pricing: Proposers must not include any cost/pricing information in the Technical Proposal. Inclusion of rebate, financial incentives, or cost

information in the Technical Proposal may make the entire Proposal non-responsive. The university has exclusive discretion in making this decision.

- c. It is understood and agreed that all proposals shall remain firm for a period of at least ninety (90) calendar days from the proposal due date.

### **3.3 Confidential Information**

Any proprietary or confidential materials contained in the proposal will be subject to the Tennessee Open Records Act, TCA 10-7-503. All responses, inquiries, or correspondence relating to or in reference to this RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the Proposers will become the property of the University when received. All proposal material submitted and evaluation documents will remain confidential, as provided by law, until after the University announces the notice of intent to award to the successful proposer.

### **3.4 Proposal Preparation Costs**

All labor, materials, and miscellaneous costs incurred and expended by a participating proposer in order to respond and produce and perform the submittal requirements of this RFP shall be borne entirely by the proposer. In responding to the RFP, the participating proposer agrees that it will indemnify and hold harmless the University against any charges, costs, or claims that may arise as a result of their participation in this RFP.

### **3.5 Response Deadline**

Proposals received after the deadline will not be considered.

### **3.6 Withdrawal of Proposals**

A proposal may be withdrawn after its submission by written or facsimile request signed by the Proposer or authorized representative, prior to the time and date specified for proposal submission. Proposals may be withdrawn and resubmitted in the same manner, if done prior to the submission deadline. Withdrawal or modification offered in any other manner will not be considered.

### **3.7 Travel Expenses**

Any travel expenses must be billed in accordance with The University of Tennessee Travel Policy found at the below link.

[http://policy.tennessee.edu/fiscal\\_policy/fi0705/](http://policy.tennessee.edu/fiscal_policy/fi0705/)

## **4. Evaluation and Award**

### **4.1 Proposal Process**

The process being used will not rely on price as the sole determining factor in selection. The University reserves the right to negotiate with the best proposer as deemed to be in the best interest of the University. This solicitation does not commit The University of Tennessee to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for the articles of goods or services.

#### **4.2 Acceptance and Rejection of Proposals**

The University reserves the right to reject any and all proposals, waive any informalities in the proposals received and accept any proposal that, in its opinion, is in the best interests of the University. The University does not obligate itself to accept the proposal with the highest RFP score and/or lowest cost. The University further reserves the right to reject all proposals received as a result of this request, to re-solicit proposals, or to continue with the current contractor for these services. The university may also waive minor variances or immaterial defects in a response. The University will be the sole judge as to whether the respondent's proposal has or has not satisfactorily met the requirements of this RFP and is considered most advantageous.

#### **4.3 Alternative Proposals**

A proposer may submit more than one proposal, each of which must follow the requirements of the RFP. The proposer's prime proposal must be complete and comply with all instructions. The alternative proposals may be in abbreviated form following the Proposal Response Outline but providing complete information only for sections which differ in any way from those contained in the prime proposal. If alternative proposals are submitted, the reasons for the alternative(s) and its comparative benefits should be explained. Each proposal submitted will be evaluated in its own merits.

#### **4.4 Evaluation Process**

The University will review and score all responses that meet the minimum and mandatory requirements and specifications. Such proposals are deemed to be "responsive". Proposals which, in the judgment of the University, fail to offer sufficient and substantive compliance with these requirements may be eliminated from further consideration.

After the technical proposals have been evaluated and scored, the scoring committee will select the highest scoring proposer(s) to invite for a presentation. The Committee will decide how many to invite. Proposers not invited for a presentation, have been eliminated from initial consideration. If all other proposers are later rejected by the university, it may then reconsider proposer not invited to presentation. Upon completion of the presentations, if applicable, the scoring committee will re-evaluate and rescore points from the Proposer's technical response.

The financial (cost) will not be opened by the RFP Coordinator until the technical rescoring has been completed by the committee. The financial proposals will be scored by the RFP Coordinator. Based upon the scores, the highest scoring proposers may be asked to present a best and final financial (cost) offer. The committee will determine the number of proposers to request a best and final offer from. If a proposer is not invited, they have been eliminated from consideration at this point. The cost will be re-scored and combined with the technical scores to determine the highest scoring proposer.

<b>Technical Proposal</b>	<b>Points</b>
General Qualifications & Experience	200 max points
Technical Approach	500 max points
<b>Cost Proposal</b>	
Cost of Goods or Services	300 max points
<b>Total</b>	<b>1000</b>

#### **4.5 Award**

The University will award to the proposer(s) who scores the highest, unless the University determines that doing so is not in its best interest. It is the University's intent to award to one vendor unless it is deemed to be in the best interest of the University to award to more than one. The University reserves the right to negotiate terms, however, should the University and the highest scoring proposer be unable to reach mutually agreeable terms and conditions, the University reserves the right to reject the proposal and negotiate terms of an agreement with the next highest scoring proposer.

If the agreement with the successful proposer is terminated for any reason prior to the agreement's termination date, the university may elect to substitute the next highest scoring proposer, if they are willing to honor the prices in their initial proposal.

A Purchasing Department of the University of Tennessee is the only office authorized to award a purchase order for the required services.

#### **4.6 File Inspection**

After the evaluation process is completed, all proposers responding to the RFP will sent a notification indicating the university's intention to award to the successful respondent and their right to inspect all proposals received, evaluation results, and other data relating to the procurement.

### **5. Technical Response**

#### **5.1 Instructions**

Responses should be numbered to correspond to the numbers for each item listed below. Pertinent supplemental information should be referenced and included as attachments. Proposals should be concise, straightforward and prepared simply and economically. Expensive displays, bindings, or promotional materials are neither desired nor required. These instructions, however, should not be construed as limiting a proposal's content to the point that relevant or essential data would be excluded.

If the proposer cannot fully satisfy the requirement, the item should still be referenced and an explanation provided. Failure to provide a response to every question or request will be interpreted by the University as an inability of the proposer to provide the requested product, service or function and may result in your submission being non-responsive.

All specific response items represent the minimum information to be submitted. Incomplete responses in terms of content, aberrations in form may, at the University's discretion, render the proposal non-responsive. The RFP response must be written and organized in the exact order of each line item in this RFP. If your proposal is not in this format or does not include all of the listed items, it may be deemed nonresponsive. Include any requirement on the part of the university, if your proposal is accepted. Also provide any additional information that may be useful to the university in evaluating your proposal. As part of the review process, the university may require proposers to clarify the information submitted. This clarification process may be conducted through written or electronic correspondence.

If the proposer cannot fully satisfy the requirement, the item should still be referenced and an explanation provided. Failure to provide a response to every question or request will be interpreted by the University as an inability of the proposer to provide the requested product, service or function and may result in your submission being non-responsive.

## 5.2 Mandatory Qualifications

The university will review the mandatory responses to determine if the requirements are addressed and will mark each with pass or fail. The university will have sole discretion in making this determination and may seek clarification from a proposer, if there is any doubt with regard to the requirement being met.

	<b>Mandatory Requirement Items</b>	<b>Pass/Fail</b>
A.1	Provide a valid, certification of insurance for workers compensation, general liability, auto, malpractice, performance bonds or other types of required insurance.	
A.2	Note any exceptions to the terms listed in Attachment A. If no exceptions are noted, the vendor agrees to these terms and they apply to any award result from this agreement. The university reserves the right to reject any proposals that list exceptions to these terms.	
A.3	Provide a statements that with in the past three years the proposer has not been convicted of or had civil judgement rendered against them for a fraudulent related transactions. Proposers not providing this statement shall be disqualified.	

### 5.3 General Qualifications and Experience

Sections B and C are the General and Technical response requirement. All specific response items represent the minimum information to be submitted. Incomplete responses in terms of content, aberrations in form may, at the University's discretion, render the proposal non-responsive. The RFP response must be written and organized in the exact order of each line item in this RFP. If your proposal is not in this format or does not include all of the listed items, it may be deemed nonresponsive. Include any requirement on the part of the university, if your proposal is accepted. Also provide any additional information that may be useful to the university in evaluating your proposal. As part of the review process, the university may require proposers to clarify the information submitted. This clarification process may be conducted through written or electronic correspondence.

	<b>General Qualifications &amp; Experience Items.</b>
B1.	Detail the name, e-mail address, mailing address, telephone number, and facsimile number of the person the university should contact regarding the response.
B.2.	Describe the Respondent's form of business ( <i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile).
B.3.	Detail the number of years the Respondent has been in business.
B.4.	Briefly describe how long the Respondent has been providing the goods or services required by this RFP.
B.5.	Describe the Respondent's number of employees, client base, and location of offices.
B.6.	Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Respondent within the last ten (10) years. If so, include an explanation providing relevant details.
B.7.	Provide a statement of whether the Respondent or, to the Respondent's knowledge, any of the Respondent's employees, agents, independent contractors, or subcontractors, involved in the delivery of goods or performance of services on a contract pursuant to this RFP, have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony. If so, include an explanation providing relevant details.
B.8.	Provide a statement of whether, in the last ten (10) years, the Respondent has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of

	<b>General Qualifications &amp; Experience Items.</b>
	creditors. If so, include an explanation providing relevant details.
B.9.	<p>Provide a statement of whether there is any material, pending litigation against the Respondent that the Respondent should reasonably believe could adversely affect its ability to meet contract requirements pursuant to this RFP or is likely to have a material adverse effect on the Respondent's financial condition. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it would impair the Respondent's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The university may require the Respondent to submit proof of license for each person or entity that renders such opinions.</p>
B.10.	<p>Provide a statement of whether there is any pending or in progress Securities Exchange Commission investigations involving the Respondent. If such exists, list each separately, explain the relevant details, and attach the opinion of counsel addressing whether and to what extent it will impair the Respondent's performance in a contract pursuant to this RFP.</p> <p>NOTE: All persons, agencies, firms, or other entities that provide legal opinions regarding the Respondent must be properly licensed to render such opinions. The university may require the Respondent to submit proof of license for each person or entity that renders such opinions.</p>
B.11.	<p>Provide a brief, descriptive statement detailing evidence of the Respondent's ability to deliver the goods or services sought under this RFP (<i>e.g.</i>, prior experience, training, certifications, resources, program and quality management systems, <i>etc.</i>).</p>
B.12.	<p>Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to deliver the goods or services required by this RFP.</p>
B.13.	<p>Provide a personnel roster listing the names of key people who the Respondent will assign to meet the Respondent's requirements under this RFP along with</p>

	<b>General Qualifications &amp; Experience Items.</b>
	the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual's title, education, current position with the Respondent, and employment history.
B.14.	<p>Provide a statement of whether the Respondent intends to use subcontractors to meet the Respondent's requirements of any contract awarded pursuant to this RFP, and if so, detail:</p> <p>(a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;</p> <p>(b) a description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; and</p> <p>(c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent's response to this RFP.</p>
B.15.	<p>Provide documentation of the Respondent's commitment to diversity and indicate if they are registered with the Governor's Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at <a href="https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&amp;XID=9265">https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&amp;XID=9265</a> for more information.</p>
B.16.	<p>Provide a statement of whether or not the Respondent has any current contracts with the university or has completed any contracts with the State of Tennessee, The University of Tennessee or Tennessee Board of Regents schools within the previous five (5) year period. If so, provide the following information for all of the current and completed contracts:</p> <p>(a) the name, title, telephone number and e-mail address of the State contact knowledgeable about the contract;</p> <p>(b) the procuring State agency name;</p> <p>(c) a brief description of the contract's scope of services;</p> <p>(d) the contract period; and</p> <p>(e) the contract number.</p> <p>NOTES: Current or prior contracts are not a prerequisite and are not required for the maximum</p>

	<b>General Qualifications &amp; Experience Items.</b>
	evaluation score, and the existence of such contracts will not automatically result in the addition or deduction of evaluation points.
B.17.	<p>Provide customer references from individuals (who are not current or former officials or staff of the university) for projects similar to the services sought under this RFP and which represent:</p> <ul style="list-style-type: none"> <li>▪ two (2) of the larger accounts currently serviced by the Respondent, and</li> <li>▪ three (3) completed projects.</li> </ul> <p>Include the name, title, phone number and e-mail address for each reference. Use the form in Attachment B.</p>
B.18.	<p>Provide a statement and any relevant details addressing whether the Respondent is any of the following:</p> <p>(a) is presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency;</p> <p>(b) has within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;</p> <p>(c) is presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and has within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.</p>

## 5.4 Technical Qualifications

	<b>Section C— Technical Qualifications, Experience &amp; Approach Items</b>
C.1.	Provide an executive summary of the technical proposal that will give the evaluation committee a broad understanding of the entire proposal. Illustrates the Respondent’s understanding of the university’s requirements and project schedule.
C.2.	Provide a narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet the university’s project schedule.
C.3.	Provide a narrative that illustrates how the Respondent will manage the project, ensure completion of the scope of services, and accomplish required objectives within the university’s project schedule.
C.4	Describe all deliverables in detail including deadlines, service requirements, etc.
C.5	Discuss how the pricing will be verified and reports that will be provided

## 5.5 Deliverables

These deliverables will be required for the successful responder.

	<b>Section D— Technical Qualifications, Deliverables</b>
D.1.	Proposer to provide an assessment of Facilities Business Office at UTHSC: We expect that the consultant will generate and submit a comprehensive report that reviews, assesses and analyzes the current Facilities Business Office processes reviews the six (6) staff personnel job functions, capabilities, knowledge of the processes they handle and, identify opportunities for improvement.
D.2.	Proposer to identify “Goals for Business Office”. The first series of goals addresses issues that affect the current “as is” state that the assessment must address the following:

	<b>Section D— Technical Qualifications, Deliverables</b>
	<ul style="list-style-type: none"> <li>a. Provide reliable essential Facilities’ Business Office for the UTHSC campus.</li> <li>b. Adopt strategies to effectively communicate business office initiatives, plans, policies and services.</li> <li>c. Develop, implement and communicate policies and procedures related to Facilities’ business office</li> <li>d. Identify, evaluate, and recommend Business office operations that enrich the customer experience.</li> </ul>

## 5.6 Cost Information

Cost proposal points will be based on the information provided by the proposers in their financial proposal response of the RFP. The response must be in US dollars and must include all possible costs to the university. The maximum points possible for the financial proposal are 300 points. The proposal with the lowest price gets the total maximum points. The subsequent financial scores are based on the following formula:

*Financial Score= ((Lowest price amount from all proposals)/ (other proposal price being evaluated)) x maximum number of points*

Cost Item Description	Proposed Cost	Evaluation Factor	
		300 max points	Evaluation Cost (cost x factor)
	<b>\$/Fee</b>	\$	
	<b>\$/Fee</b>	\$	
	<b>\$/Fee</b>	\$	
Total		\$	
<b>EVALUATION COST AMOUNT</b> (sum of evaluation costs above):			
$\frac{\text{lowest evaluation cost amount from all proposals}}{\text{evaluation cost amount being evaluated}}$		x 300 points	= SCORE:

**The University of Tennessee Health Science Center**

**Request for Proposal # 10053293**

**ACKNOWLEDGMENT OF RECEIPT AND INTENTION**

Please complete this form as soon as possible and email contact below.

**This is to acknowledge receipt of Request for Proposal # 10053293 for UTHSC dated January 27, 2017.** Acknowledgement form is due on February 8, 2017. Sealed proposals are due on February 17, 2017 at 2:00 PM Central Standard Time.

Check one:

Our firm intends to submit a proposal and hereby requests to receive any addenda or other correspondence related to this RFP.

Our firm does not intend to submit a proposal and does not wish to receive any addenda or other correspondence related to this RFP.

Firm Name	Mailing Address
Contact Person	City, State Zip
Signature	Phone Number
Date	Fax Number
Email address	Website

**PLEASE EMAIL THIS ACKNOWLEDGMENT TO:**

**The University of Tennessee Health Science Center  
Purchasing Services Office  
Attention: K. Michelle Newman  
Email: [knewma13@uthsc.edu](mailto:knewma13@uthsc.edu)**

**ATTACHMENT A**

**TECHNICAL  
FORM OF PROPOSAL  
RFP 10053293**

In response to Request for Proposal (RFP), the undersigned presents this Technical Proposal to provide a proposal to the University of Tennessee Health Science Center in accordance with the RFP documents contained herein. The proposer agrees to be bound by all terms and conditions of the RFP and to enter into a contract for the proposed services if selected as the successful bidding during the bidding phase. Inclusion of Price Proposal dollar amounts in the Technical Proposal shall make the entire Proposal non-responsive.

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Typed Name

\_\_\_\_\_  
City/State/Zip Code

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone No.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Fax No.

\_\_\_\_\_  
Federal ID Number

\_\_\_\_\_  
Email Address

**NOTE: ONE ORIGINAL AND ONE ELECTRONIC (USB/CD) COPY OF THE COMPLETE TECHNICAL PROPOSAL, UNDER SEAL, SHOULD BE SUBMITTED.**

**ATTACHMENT B**

**RFP 10053293 REFERENCES**

**Reference 1**

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

**Reference 2**

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

**Reference 3**

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

**Reference 4**

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

**ATTACHMENT C**

**COST  
FORM OF PROPOSAL  
RFP 10053293**

In response to Request for Proposal (RFP), the undersigned presents this Cost Proposal to provide a consulting service to the University of Tennessee Health Science Center in accordance with the RFP documents contained herein. The proposer agrees to be bound by all terms and conditions of the RFP and to enter into a contract for the proposed services if selected as the successful bidding during the bidding phase.

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Typed Name

\_\_\_\_\_  
City/State/Zip Code

\_\_\_\_\_  
Title

\_\_\_\_\_  
Phone No.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Fax No.

\_\_\_\_\_  
Federal ID Number

\_\_\_\_\_  
Email Address

**NOTE: ONE ORIGINAL AND ONE ELECTRONIC (USB/CD) COPY OF THE COMPLETE COST PROPOSAL, UNDER SEAL, SHOULD BE SUBMITTED.**

SAMPLE UTHSC CONTRACT  
RFP 10053293

THE UNIVERSITY OF TENNESSEE  
CONTRACT

This Contract, made and entered into on \_\_\_\_\_, documents the agreement between the University of Tennessee ("University") and \_\_\_\_\_ ("Contractor").

This Contract consists of this cover page, the signature page, the University's Standard Terms and Conditions, and \_\_\_ additional pages. Terms contained on this cover page and the University's Standard Terms and Conditions shall prevail over those of any attachment unless otherwise stated under "Other terms" below.

The Contractor will provide the following:

The Period of Performance under this Contract is from \_\_\_\_\_ through \_\_\_\_\_. However, the University may terminate this Contract by giving the Contractor at least thirty (30) days written notice before the effective termination date, in which event the Contractor shall be entitled to receive pro rata compensation for work completed as of the termination date.

The University will compensate Contractor \$\_\_\_\_\_ per \_\_\_\_\_.

Other payment terms (Put N/A if none):

The University's maximum financial obligation under this Contract is \$\_\_\_\_\_. University's maximum financial obligation is not subject to increase for any reason, unless this Contract is amended by a written amendment that is signed by authorized officials of both parties.

It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise contract or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The Contractor, being an independent contractor, agrees to carry adequate public liability and other appropriate forms of insurance, and to pay all taxes incident to this Contract. The University shall have no liability except as specifically provided in this Contract.

In witness of their acceptance of the terms of this agreement, the parties have had this Contract executed by their duly authorized representatives.

**FOR CONTRACTOR:**

ADDRESS:

PHONE:

FEDERAL ID #:

\_\_\_\_\_  
Name:  
Title:  
Officer

\_\_\_\_\_  
Date

**FOR UNIVERSITY:**

DEPARTMENT NAME:

RESPONSIBLE ACCOUNT:

\_\_\_\_\_  
Anthony A. Ferrara  
Vice Chancellor / Chief Financial

\_\_\_\_\_  
Date

## Attachment E

### UNIVERSITY'S STANDARD TERMS AND CONDITIONS

1. The University is not bound by this Contract until it is approved and signed by appropriate University authorized official(s). A list of the University's authorized officials is located here:  
<http://treasurer.tennessee.edu/contracts/contractsignature.html>
2. This Contract may be modified only by a written amendment which has been executed and approved by the authorized officials of both parties. A list of the University's authorized officials is located here:  
<http://treasurer.tennessee.edu/contracts/contractsignature.html>
3. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the University.
4. Unless otherwise indicated on the reverse, if this Contract provides for reimbursement for travel, meals or lodging, such reimbursement must be made in accordance with University travel policies.
5. The Contractor warrants that no part of the total Contract amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor, or consultant to Contractor in connection with any work contemplated or performed relative to this Contract, and that no employee or official of the State of Tennessee holds a controlling interest in the Contractor. If the Contractor is an individual, the Contractor certifies that he/she is not presently employed by the University or any other agency or institution of the State of Tennessee; that he/she has not retired from or terminated such employment within the past six months; and that he/she will not be so employed during the term of this Contract.
6. The Contractor shall maintain documentation for all charges against the University under this Contract. The books, records and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment, and shall be subject to audit, at any reasonable time and upon reasonable notice, by the University or the Comptroller of the Treasury, or their duly appointed representatives. These records shall be maintained in accordance with generally accepted accounting principles.
7. No person on the grounds of disability, age, race, color, religion, sex, national origin, veteran status or any other classification protected by Federal and/or Tennessee State constitutional and/or statutory law shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract. The Contractor shall, upon request, show proof of such nondiscrimination, and shall post in conspicuous places, available to all employees and applicants, notice of nondiscrimination.
8. The Contractor shall comply with all applicable Federal and State laws and regulations in the performance of this Contract.
9. This Contract shall be governed by the laws of the State of Tennessee, which provide that the University has liability coverage solely under the terms and limits of the Tennessee Claims Commission Act.
10. The Contractor shall avoid at all times any conflict of interests between his/her duties and responsibilities as a Contractor and his/her interests outside the scope of any current or future Contracts. The following principles define the general parameters of a conflict of interests prohibited by the University:
  - a. Contractor's outside interests shall not interfere with or compromise his/her judgment and objectivity with respect to his/her duties and responsibilities to the University.
  - b. A Contractor shall not make or influence University decisions or use University resources in a manner that results in:  
Financial gain outside any current or future Contracts for either the Contractor or his/her relatives or Unfair advantage to or favored treatment for a third party outside the University.
  - c. A Contractor's outside financial interests shall not affect the design, conduct, or reporting of research. The Contractor certifies that he/she has no conflicts of interests and has disclosed in writing the following:
    - a. Any partners or employees of the Contractor who are also employees of the University.
    - b. Any relatives of the Contractor's partners or employees who work for the University.
    - c. Any outside interest that may interfere with or compromise his/her judgment and objectivity with respect to his/her responsibilities to the University.
11. If the Contractor fails to perform properly its obligations under this Contract or violates any term of this Contract, the University shall have the right to terminate this Contract immediately and withhold payments in excess of fair compensation for completed services. The Contractor shall not be relieved of liability to the University for damages sustained by breach of this Contract by the Contractor.
12. It is understood by the Contractor that the University will possess all rights to any creations, inventions, other intellectual property, and materials, including copyright or patents in the same, which arise out of, are prepared by, or are developed in the course of the Contractor's performance under this Contract. The Contractor and the University acknowledge and agree that the Contractor's work under this Contract shall belong to the University as "work-made-for-hire" (as such term is defined in U.S. Copyright Law). To the extent Contractor's work is not deemed to constitute "work-made-for-hire," Contractor hereby assigns and transfers to the University all of Contractor's right, title and interest in and to any creations, inventions, other intellectual property, and materials, including copyright or patents in the same, which arise out of, are prepared by, or are developed in the course of the Contractor's performance under this Contract.
13. For personal, professional, and consultant services, the Contractor shall submit brief, periodic progress reports to the University as requested.

14. In compliance with the requirements of Tenn. Code Ann. § 12-3-309, for any contract for goods or services purchased by the University, the Contractor hereby attests that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performances of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the United States in the performance of the Contract.

15. Any activities performed within the University of Tennessee facilities in support of this contract shall be executed in accordance with all applicable safety and environmental standards. Covered activities include but are not limited to the installation, servicing and maintenance of devices or equipment. Requisite safety standards include those promulgated by the Tennessee Occupational Safety and Health Administration (TOSHA), the Tennessee Department of Environment and Conservation (TDEC), Tennessee Division of Radiological Health, and any other regulation or related consensus standards which may apply to the device, equipment, or services covered under this contract. All hazardous substances and materials, including waste, under the control of the contractor shall be managed in accordance with applicable EPA and TDEC regulations. *Failure to abide by regulatory requirements may result in termination of the contract by the university. Any fines imposed against the University as the result of a contractor's failure to abide by regulations shall be the contractor's responsibility.*

16. This Contract is the entire agreement between the University (including University employees and other end users) and Contractor. In the event Contractor enters into terms of use, end user agreements, or other agreements or understandings, whether electronic, click-through, or shrink-wrap, and whether verbal or written, with University employees or other end users, such agreements shall be null, void, and without effect, and the terms of this Contract shall apply.

17. In compliance with the requirements of Tenn. Code Ann. § 12-3-306, the Contractor hereby attests that the Contractor has registered with the State of Tennessee's Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this Contract.

ATTACHMENT F  
**RFP**  
SEALED PROPOSAL LABELS

The Sealed Price Proposal and the Sealed Technical Proposal must be contained in separate envelopes. These separately sealed and labeled envelopes may be sent together in a larger envelope or box. Please cut out these labels, highlight the border in red and affix to the lower left corner of the envelopes in which the Cost Proposal and Technical Proposal are submitted. Your company's name and address should appear in the upper left corner of the envelopes.

**SEALED TECHNICAL PROPOSAL**

The University of Tennessee Health  
Science Center, Memphis

RFP # 10053293

Date of Opening: Friday,  
February 17, 2017

Time of Opening: 2:00 PM CST

**SEALED COST PROPOSAL**

The University of Tennessee Health Science  
Center, Memphis

RFP # 10053293

Date of Opening: Friday,  
February 17, 2017

Time of Opening: 2:00 PM CST

End of Document