



**Request for Proposal
Facility Management Services
May 2015**

Introduction. The Dartmouth Regional Technology Center, Inc. (DRTC) is a private, non-profit organization formed in 2004 to assist startup businesses, providing support programs and a 60,000 square foot mixed used technology incubator to foster the development of high-growth technology startup companies in New Hampshire.

As a new venture incubator, the DRTC provides flexible wet-lab, light manufacturing and office spaces to developing businesses with a proven concept and a solid plan. The DRTC also offers educational programs, shared services and networking opportunities aimed at developing promising technology startups by assisting them in refining business plans, helping identify sources of investment and expertise, and providing basic business infrastructure to make them as productive as possible in as short a time as possible.

The DRTC is looking for a facility management service provider (Facility Manager) to take care of the daily duties involved in keeping the building a functional place to work. The Facility Manager will provide facility and property management services to DRTC in connection with the operation of DRTC's business incubator facility at 16 Cavendish Court in Lebanon, NH. The Facility Manager will have responsibility for ensuring the smooth daily operation of the facility on DRTC's behalf.

DRTC Facility Description. Designed and constructed as a new venture incubator facility, the DRTC was constructed in two phases. The first, completed in 2007, the second in 2012. Combined they contain 60,000 gross square feet of improved area. Connected by a two-story 1,000sf natural light atrium with underground and surface parking, it is a unique design to the area. Construction is structural steel and concrete, insulated metal exterior panels and single-ply roofing. Electric service is 2,000 AMP with emergency power from a 600kWh diesel standby system. The north building has a gas hot water mechanical system, while the south building uses gas hot air. The south building was designed and constructed as a wet lab facility, and the north building primarily as office and meeting space. Interior design features large conference rooms for tenants, common lab support equipment and break rooms.

Scope of Services. The Facility Manager will be required to provide professional facility management services necessary to maintain and preserve the property at 16 Cavendish Court in Lebanon, NH. Working in collaboration with the DRTC Office/Program Manager, the Facility Manager will be expected to identify and manage the maintenance and operational needs of the DRTC facility, including managing and negotiating with subcontractors and vendors, as needed.

Responsibilities of the DRTC Facility Manager:

1. Identification and management of the maintenance and operational needs of the DRTC facility
2. Selection and supervision of subcontractors and/or vendors to serve the maintenance and operational needs of the DRTC facility on a cost-effective basis, both on a recurring basis (such services for cleaning, grounds keeping, plowing, fuel supply) and non-recurring (such as services for repairs and improvements), including timely coordination of bids, review of invoices, negotiation of invoice adjustment where called for, and approval for payment
3. Coordination with the DRTC Office/Program Manager on lease terms, logistics and fit-up scenarios for existing and prospective tenants
4. Resolution of issues and problems identified by the DRTC Office/Program Manager and tenants related to the facility and its operations and systems
5. Periodic inspection and monitoring of all building systems
6. Coordination of preventative maintenance program
7. Coordination of fire alarm and suppression system(s) testing
8. Management of routine permitting and compliance with building codes
9. Contact for emergency services (365/24/7)
10. Management of routine and emergency repairs
11. Coordination of communications protocols for emergencies, routine events, laboratory alarms etc. with DRTC Office/Program Manager
12. Maintenance of all drawings, as-builts, equipment manuals and warranty information in collaboration with the DRTC Office/Program Manager
13. Oversight of tenant fit-up activities and improvements in collaboration with the DRTC Office/Program Manager
14. Participation in review and resolution of real estate assessments and taxes
15. Support of routine accounting provided by a third-party accounting firm in collaboration with the DRTC Office/Program Manager
16. Management of the accounting for the Common Area Maintenance (CAM) fees in collaboration with the DRTC Office/Program Manager and a third-party accounting firm
17. Semi-weekly meeting with DRTC Office/Program Manager
18. Quarterly reporting to the DRTC Board of Trustees

Services from subcontractors and/or vendors to be supervised by the DRTC Facility Manager:

1. HVAC filters, cleaning and servicing
2. Janitorial duties and trash removal
3. Grounds keeping
4. Window cleaning and glass replacement
5. Electrical, lighting, mechanical and plumbing
6. Locking and security systems
7. Telecommunications and internet access and systems
8. Others, as needed

Reporting Relationship and Authority. The Facility Manager will be responsible to and will report periodically to the Board of Trustees of DRTC with respect to performance of the obligations set forth in a services agreement. The Facility Manager will have the authority to act on DRTC's behalf in carrying out the responsibilities identified in the agreement, subject to any limits, procedures or guidelines established by DRTC.

Independent Contractor. The Facility Manager will be an independent contractor with an annual agreement, not an employee of DRTC. The schedule, manner, and means of Facility Manager's performance of the obligations to the DRTC will be in the Facility Manager's control. The Facility Manager will remain free to undertake other assignments that do not impair the ability to perform obligations to the DRTC.

Proposals. Please submit written proposals describing professional qualifications and list of current clients and properties. Include an organizational chart, typical maintenance plan for a building of similar size and use, proof of insurance and a detailed description on how work orders will be received, processed and billed. Respondents are to submit a fee proposal by one of two methods:

1. Annual management fee (paid in equal monthly installments). Must be a fixed amount and not a percentage based on expenses. This fee will be inclusive of all expenses including overhead and profit.
2. A specific staffing cost for a maintenance technician to take care of all of the duties (also include the anticipated time on site). Please include any additional billing rates that will be applied to the project specifically office support.

Proposals should be received no later than **5:00pm on Monday, 1 June 2015**. Please submit written or electronic copies of your proposal to:

Christine Frost
Dartmouth Regional Technology Center, Inc.
16 Cavendish Court
Lebanon, NH 03755
cfrost@nccouncil.org
(603) 444-6303 ext. 22

Questions and Clarifications. All questions concerning this RFP should be directed to Christine Frost: cfrost@nccouncil.org, (603) 444-6303 ext. 22.

Timeline and Next Steps.

- Posting of the Request for Proposal (RFP): Wednesday, 6 May 2015
- Site Visits: by appointment
- Proposals Due: 5:00pm on Monday, 1 June 2015; proposals will be reviewed as submitted (rolling process)
- Start of Services: 1 July 2015