

**UNIVERSITY HOSPITALS
AUTHORITY & TRUST**



Request for Qualifications for Environmental Services

Due Date – April 17th, 2025

Solicitation Number #25350

The University Hospitals Trust (UHT), a public trust of the State of Oklahoma, is requesting qualifications from interested firms for Environmental Services ("Services") for buildings operated by the Trust on the Oklahoma Health Center campus in Oklahoma City, Oklahoma, and a future cancer center in Tulsa, Oklahoma. The Included Facilities, listed below in the enclosed table, will comprise a gross square footage of approximately 1.8M square feet with approximately 96% occupancy rate of our completed buildings. The usage of these facilities spans from inpatient behavioral health specific spaces to outpatient clinical space, office and teaching facilities, and conference center spaces.

UHT is committed to maintaining a standard of excellence for the physical environment comprising the Included Facilities and related grounds. As stewards of these facilities we need partners capable of delivering excellent service, meeting high performance standards, and providing great communication which will allow us to better serve patients and provide value for the benefit of the State of Oklahoma.

Consequently, the firm selected must partner with UHT in maintaining and furthering this standard of excellence. The selected firm will be required to utilize UHT's work order management system, 1CALL Cloud, and UHT's logo and branding for facility services, 1CALL, so that the occupants and the public can quickly identify those delivering the services identified herein.

All of the Included Facilities are currently occupied at various levels. Over the life of any resulting contract, occupancy levels will continue to fluctuate, including occupancy of vacant space. Responses to this Request for Qualifications must demonstrate flexibility in service delivery models and pricing mechanisms to accommodate the transition in occupancy of Included Facilities and use as well as service frequency and demand.

Trust Facilities Summary

The following table identifies the total internal gross square footage of each building and the associated square footage that we expect Environmental (EVS) services to maintain as well as the type of services provided within the facility.

Building Name	Abbreviation	Internal SF	EVS SF	Type
Oklahoma Children's Hospital Clinics	OCHC	287,895	287,895	Hospital Based Outpatient Clinics
OU Health Physicians Building	OUHP	165,814	165,814	Hospital Based Outpatient Clinics
Children's Atrium	ATM	63,671	63,671	Entrance to Children's Hospital
Samis Education Center	SEC	56,281	56,281	Conference Center
Garrison Tower	GAR	201,982	168,411	Office, Lab, Teaching, Conference
Nicholson Tower	NIC	242,571	233,955	Office, Outpatient Clinics, Conference
OU Health Transplant Center	OUHTI	38,175	38,175	Hospital Based Outpatient Clinics
Andrews Academic Tower	AAT	163,302	163,302	Office

*OU Health Behavioral Health Center	BHC	156,670		Inpatient Hospital and Outpatient Clinics
**Stephenson Cancer Center Tulsa	SCC	151,000		Hospital Based Outpatient Clinics
***Oklahoma State Dept of Health	OSDH	261,600		Likely mixed use, Office, Possibly Lab
Total		1,788,961	1,177,504	

Note: Most clinical spaces also include pharmacy and imaging

* Projected to open Fall 2026 with a total of 72 beds.

** Projected to open Summer of 2028

*** Occupancy date unknown at this time.

The following list sets the expected hours of operation for all services in the Integrated Facilities:

1. Outpatient & Office Towers - Monday through Friday, 7:00 am to 12:00 am
 1. On call 24 hours/365 days a year (including Holidays and inclement weather)
2. Inpatient Hospital (BHC) – Open 24 hours/365 days a year (including Holidays and inclement weather)
3. Atrium Staffing for weekends and special projects, 7:00 am to 9:00 pm
4. Respond to corrective action work orders within specified times
5. Hours are subject to change

Description of Services to be Provided

The firm must be capable of furnishing necessary labor and management expertise to provide the services described in this document. UHT will recruit and employ the Director and Assistant Director of EVS Services position, may purchase EVS supplies and equipment (with consultation from the selected firm), and provide computers and iPads for staff use. The following list provides a brief general description of services that the firm should be prepared to provide.

Environmental Services

Management Plan

- The firm will develop and present a detailed transition plan with specific milestones to ensure a seamless transition of EVS operations with a go-live date of July 1, 2025. This plan should include staff recruitment/onboarding timelines, training schedules, equipment/supply preparation, and risk mitigation strategies to ensure continuity of service throughout the transition.
- The firm will provide a detailed description of their approach to hiring, retention, and minimizing absenteeism and turnover.
- The firm will present their methodology for measuring employee productivity while also maintaining a high level of service.
- The firm will outline their typical staffing approach for facilities of similar size and complexity.
- The firm will describe their approach to patient/customer satisfaction measurement, including use of tools such as Press Ganey or other third-party systems.
- The firm will describe their Environmental Services Protocols and infection prevention strategies, with particular emphasis on specialized protocols for behavioral health environments.

- The firm will outline their validation process for tracking efforts to reduce infection rates.
- The firm will describe their approach to linen management, including ensuring par levels are maintained, delivered, and picked up in a timely fashion.
- The firm will identify how they typically staff for Joint Commission (TJC) preparation and ensure all documentation is accurate and current for hospital licensed outpatient clinics and inpatient behavioral health centers.
- The firm must demonstrate extensive knowledge and history of meeting TJC or healthcare accrediting body requirements within their current operations.
- The firm must review Exhibit B: Cleaning Frequencies and Standards, and demonstrate how they will not only meet, but exceed these expectations. If the firm has any suggestions to improve upon this document, please include them in the response.
- The firm will outline their preventive maintenance program for electric vehicle sweeping equipment (floor scrubbers, extractors, vacuums, and so on), including documentation of maintenance schedules, service records, and equipment lifecycle management. It will later be determined whether UHT or the chosen firm will oversee the preventive maintenance program for the EVS equipment. However, for the purposes of this bid, the response should assume that the firm will have responsibility for managing this aspect of the business and present a plan outlining how it will be managed.
- The firm will outline their approach to specialized services dependent on the type of space.

Behavioral Health Specific Requirements

- It is preferred that the selected firm has prior experience in behavioral health, institutional/correctional facilities, or similar high-risk/security environments. This experience should include specialized cleaning protocols for high-risk areas.
- Staff assigned to the Pediatric Behavioral Health Center must complete specialized training in behavioral health safety protocols, including high risk or ligature identification and mitigation.
- The successful firm must demonstrate knowledge of and adherence to TJC's environment of care standards specific to behavioral health settings.
- The successful firm will develop and maintain specialized cleaning schedules and protocols for therapeutic, patient care, and high-risk areas within the BHC.
- The firm should describe past collaborative training efforts with healthcare organizations for behavioral health environments and their approach to coordinating with UHT's training initiatives such as UHT's Foundations of Excellence.

EVS Staffing Requirements

- The successful firm must provide a detailed staffing plan that includes adequate coverages for all services and shifts, including weekends, holidays, inclement weather, and emergency response.
- Staff assigned to hospital-licensed areas must receive specialized training on healthcare-specific cleaning protocols and infection control measures.
- The successful firm must provide a plan for management oversight to ensure quality of service.
- The successful firm must provide a retention plan with clear metrics and goals to minimize turnover.
- The selected firm must provide health insurance options to all EVS staff at this project location.
- All EVS staff must possess adequate English language proficiency to effectively communicate with UHT staff, other staff members, visitors, and possibly patients. All EVS staff must be able to comprehend written and verbal instructions and respond appropriately to emergency situations.

- The successful firm must conduct comprehensive background checks and pre-employment drug screenings for all EVS personnel prior to assignment at UHT facilities and provide documentation of these screenings in a monthly report.

Equipment and Supplies

- The firm will describe their experience with providing recommendations and consultation on EVS equipment and supply selections.
- The successful firm will review Exhibit A of existing equipment and provide a comprehensive list of any additional equipment that would be needed to provide the services listed within this document.
- The firm will outline their approach to equipment maintenance best practices.
- The firm will provide recommendations for inventory management and inventory par level maintenance.
- The firm will identify environmentally friendly and patient/animal safe products and practices they recommend for healthcare environments.
- The firm will provide expertise on secure storage methods for equipment and supplies.
- The firm must demonstrate extensive knowledge of floor care on various surfaces including but not limited to grout, LVT, LVP, and tile, with documented processes and procedures for each surface type.
- The firm will share best practices for preventive maintenance of EVS equipment to ensure optimal performance and maximum equipment lifespan.

Technology Integration

- The firm should acknowledge their understanding that staff will be required to use UHT's 1CALL Cloud system for tracking Work Orders (WOs) and work order management.
- Firms should describe their experience adopting and utilizing client-provided work order management systems in previous engagements. They should also provide examples and screenshots of their own systems used for tracking productivity, real-time reporting, and data analytics that could complement UHT's existing systems.
- UHT welcomes documentation and examples of reporting capabilities firms can provide.
- Firms should describe how they have successfully integrated their reporting and analytics approaches with client systems in other healthcare environments. They should provide examples of dashboards, reports, and key performance indicators used to track EVS performance and productivity in similar healthcare settings.
- Furthermore, the firm should discuss their approach to training staff on technology systems and ensuring compliance with client-provided technology requirements.

Miscellaneous

- Adherence to State Requirements
 - The successful firm will be required to follow current UHT policies and procedures for any acquisitions of goods and/or services.
 - UHT cannot reimburse successful firm until services have been rendered.

Service Level Agreement (SLA) Requirements

The selected bidding firm shall be required to develop and implement a comprehensive

performance metric plan to be presented to UHT. The firm shall adhere to the following requirements:

Performance Metric Development Timeline

- The selected firm shall develop a minimum of three (3) Key Performance Indicators (KPIs) within three (3) months of contract execution.
- The firm shall provide a detailed implementation timeline for each KPI as part of their performance metric plan.

Required KPIs

- **Staffing Level KPI:** One of the three required KPIs must focus on staffing levels. Upon finalization of staffing requirements in the contract, the selected firm must maintain a minimum of 97% adherence to full staffing levels at all times.
- **Additional KPIs:** The firm shall propose at least two (2) additional KPIs that are relevant to the services being provided and that demonstrate measurable performance outcomes.

KPI Tracking and Reporting

- The selected firm shall clearly explain their methodology for tracking and measuring each proposed KPI.
- The firm shall provide detailed monthly reports on all KPIs to UHT no later than fifteen (15) days after the close of each month.
- These reports shall include performance data, trend analysis, and improvement recommendations where applicable.

KPI Review and Contract Integration

- All proposed KPIs will be subject to review and negotiation with UHT prior to final approval.
- Upon mutual agreement, the finalized KPIs will be incorporated into the service contract.
- UHT reserves the right to request modifications to the KPIs throughout the contract term to ensure alignment with operational needs and service quality standards.

Performance Review Meetings

- The selected firm shall participate in regularly scheduled performance review meetings with UHT representatives to discuss KPI results and any necessary corrective actions.

Bidders shall include in their proposal a preliminary outline of potential KPIs they would recommend for this service contract and their approach to performance measurement and improvement.

Qualification Submission Contents

- **Executive Summary:**
 - An executive summary that encapsulates the approach to the requirements of this request for qualifications, highlighting the firm's ability to meet UHT's requirements.
 - An overview of the firm's qualifications and relevant experience,
 - A high-level description of the firm's service delivery model.
- **Facility Transition and Implementation Approach:**

- The firm must provide an overview of their approach to facility transitions, outlining how they would establish operations within the first 30-60 days to ensure continuous services. This should include:
 - EVS manpower planning approach
 - Consultation with UHT for training methodology and integration into UHT's Foundations of Excellence
 - Overall approach to providing EVS services to Trust facilities
 - Equipment and supply management philosophy
- **Experience:**
 - Hospital Licensed Outpatient Clinics
 - Firm must provide a detailed summary of experience in providing services for hospital licensed outpatient clinics in similar sized facilities such as OCHC and OUHP.
 - Provide a list of three (3) clients with similar needs and include:
 - Client Name
 - Individual Contact
 - Mailing Address
 - Phone Number and Email Address
 - Brief Summary to include dates, places of service, and services provided.
 - Provide proof of two (2) previous successful Joint Commission Inspections.
 - Provide documentation demonstrating extensive knowledge and history of meeting Joint Commission or healthcare accrediting body requirements.
 - Behavioral Health Experience
 - It is preferred that the selected firm provide a detailed summary of experience in providing services for behavioral health facilities or similar high-risk environments, particularly pediatric behavioral health.
 - Provide a list of 1-2 clients with similar needs and include:
 - Client Name
 - Individual Contact
 - Mailing Address
 - Phone Number and Email Address
 - Brief Summary to include dates, places of service, and services provided.
 - Provide documentation of specialized training programs for behavioral health environments.
 - Provide evidence or a narrative explanation of successful experience working in outpatient clinical, inpatient, and behavioral healthcare environments.
 - Professional Office Facilities
 - Firm must provide a detailed summary of experience in providing services for professional office facilities in similar sized facilities such as AAT, GAR, and NIC Towers.
 - Provide a list of two (2) clients with similar needs and include:
 - Client Name
 - Individual Contact
 - Mailing Address
 - Phone Number and Email Address
 - Brief Summary to include dates, places of service, and services provided.
 - Large Public Spaces & Conference Centers
 - Firm must provide a detailed summary of experience in providing all services in similar sized facilities such as SEC and Nicholson Conference Center (NCC).

- Provide a list of two (2) clients with similar needs and include:
 - Client Name
 - Individual Contact
 - Mailing Address
 - Phone Number and Email Address
 - Brief Summary to include dates, places of service, and services provided.
- Floor Care Expertise
 - Firm must demonstrate extensive knowledge of floor care on various surfaces.
 - Provide documented processes and procedures for floor care on the following surfaces:
 - Grout
 - Luxury Vinyl Tile (LVT)
 - Luxury Vinyl Plank (LVP)
 - Ceramic Tile
 - Other common healthcare facility flooring
 - Provide case studies or examples of successful floor care projects in healthcare environments.

Proposed Management Team

- Identify the specific individuals who would be assigned to this project (excluding the Director and Assistant Director of EVS positions, which will be staffed by UHT), their representative roles, and their experience.
- Provide a proposed organizational chart showing how all project staff will report to the UHT leadership.
- Provide current resumes and previous work experience for each management level position.
- Identify specific individual who would serve as the liaison for TJC preparation and compliance.
- Identify specific individual with behavioral health experience who would advise on the BHC services.

Staffing

- The firm will describe their approach to staffing healthcare facilities of similar size and complexity to UHT facilities.
- The firm will outline how they would collaborate with the UHT leadership to develop appropriate staffing models and standards.
- The firm must review Exhibit C and then complete Exhibit D: Proposed Staffing Plan, detailing their recommended staffing structure, including position types, FTE counts, and proposed wage ranges based on their assessment of UHT facilities and requirements.
- The firm will demonstrate how it plans to address recruitment, retention, and employee satisfaction challenges to minimize turnover, particularly given the current industry challenges.
- The firm must provide a dedicated recruiter, preferably local to the Oklahoma City area, and provide a detailed plan explaining how they intend to maintain full staffing levels throughout the contract period. The plan must include specific recruiting methods, timelines, incentives, and measurable goals.
- The firm will provide examples of how they will provide a user-friendly payroll and personnel management system, including examples of user interfaces, reporting capabilities, and mobile access features.
- If the corporate office is located out of state, the firm must demonstrate a comprehensive business continuity plan regarding payroll, human resources, and recruitment that addresses

potential disruptions to corporate systems and ensures uninterrupted service delivery and employee support.

- The firm will provide a detailed training program approach for all staff, including specialized training for behavioral health environments. All staff from selected firm will be required to routinely complete UHT's Foundations of Excellence training.
- The firm will provide recommendations for staffing the Pediatric Behavioral Health Center, which will require 24/7 staffing when it opens in Fall 2026 and for staffing the SCC Tulsa Facility, which will require 7am – 6pm staffing when it opens in the summer of 2028.

Cost Information

- This contract will be structured as a cost-plus arrangement only. The firm should describe:
 - Their experience with cost plus contract structures in healthcare environments
 - Typical staffing ratios per square foot for various facility types
 - Range of management fee percentages typically charged in cost plus arrangements
 - Cost optimization strategies that would be implemented within a cost-plus structure
 - Value-added services included in standard pricing
- The firm will explain how costs would be adjusted for changes in occupied square feet or service requirements within a cost-plus structure.
- The firm will outline their approach to cost transparency and reporting in a cost-plus arrangement, including examples of reporting provided to similar clients.
- Cost negotiations will occur after selection of the most qualified firm.

Flexibility in Service Delivery

- The successful firm will recognize that UHT needs will change with time and will provide a statement of company's flexibility in service delivery and pricing to accommodate changes in space use and occupancy whether increasing or decreasing.
- The successful firm will demonstrate ability to adapt to changing requirements, particularly in preparation for the opening of the Behavioral Health Center and SCC Tulsa Facility or any UHT managed facility not listed herein.

Employee Recognition Program

- Firms should:
 - Provide a detailed proposal outlining the amount they intend to allocate for employee recognition and a comprehensive strategy detailing how they intend to utilize these funds to recognize and reward employee performance.
 - Explain how their employee recognition program would function, including the metrics and achievements that would trigger recognition
 - Describe the types of recognition that would be provided
 - Present examples of successful recognition programs implemented at other healthcare facilities
 - Acknowledge understanding that UHT will require presentation of receipts and/or invoices for reimbursement of all recognition expenses

Joint Commission Preparation

- The firm must demonstrate how they will work with and coordinate with UHT to prepare for and inspect spaces for TJC inspection.
- The firm should describe their experience supporting healthcare facilities through successful Joint Commission surveys, including specific examples of coordination with client leadership.

- The firm should identify key personnel who have experience with Joint Commission standards and how they would collaborate with UHT's leadership to ensure compliance.
- The firm should demonstrate understanding of Joint Commission standards relevant to environmental services, including those specific to behavioral health environments, and describe how they would integrate these standards into daily operations.
- The firm should provide examples of documentation tools and quality assurance processes they have implemented in other facilities that have supported successful Joint Commission surveys.

Litigation

- Please describe whether a contracting party found the firm to be in breach of any of its contracts for similar EVS Services within the past five (5) years, which breach became the subject of an administrative proceeding or litigation. Please indicate the result of the proceeding/litigation if so.
- Please describe whether the firm has had a contract for similar EVS Services terminated or not renewed for any reason within the past ten (10) years. Include a description of the issues and the parties involved and provide the name, title, email address, and direct telephone number of the primary contact for the party with whom the contract was held.

Criteria and RFQ Procedures

Selection Criteria

The Trust will conduct a comprehensive, fair, and impartial evaluation of all qualification submittals received in response to this RFQ. Firms will be evaluated and ranked based on the following criteria:

- Executive Summary and Overall Qualifications (15 points)
 - Understanding of UHT's needs and requirements (8 points)
 - Approach to service delivery model (7 points)
- Experience and Expertise of Firm and Management Team (30 points)
 - Experience with outpatient clinical environments (13 points)
 - Experience with TJC standards and surveys (7 points)
 - Experience with behavioral health environments (5 points)
 - Floor care expertise (5 points)
- Staffing and Personnel Management (25 points)
 - Comprehensive staffing plan (8 points)
 - Recruitment and retention strategies (7 points)
 - Payroll and personnel management systems (5 points)
 - Training and development coordination (5 points)
- Operational Capabilities (20 points)
 - Quality assurance program (7 points)
 - Equipment preventive maintenance program (7 points)
 - Adaptability to changing requirements (6 points)
- Use of Technology and Business Continuity (5 points)
 - Integration with UHT systems (2 points)
 - Data analytics and reporting capabilities (3 points)

- Cost Proposal and Value (5 points)
 - Overall value proposition (3 points)
 - Cost effectiveness (2 points)

Following evaluation of submissions, UHT may select top-ranked firms for interviews before making a final selection.

Scheduled Tour of Facilities

All firms interested in submitting qualifications are should to attend a scheduled tour of all UHT facilities on Wednesday, April 2, 2025, at 9:00 AM. The tour will begin at the Nicholson Tower, 1st Floor lobby entrance, 940 NE 13th Street, Oklahoma City, OK 73104. This comprehensive tour will provide an opportunity to assess all facility needs and meet the UHT leadership team, including representatives who will be involved in the Director and Assistant Director of EVS recruitment process. Please allow approximately 3 hours for the complete tour of all facilities. Attendance at this tour is preferred for qualification submission consideration.

Exhibit A: Existing EVS Equipment

Exhibit B: Cleaning Frequencies and Standards

Exhibit C: Current Staffing Levels and Average Pay

Responses:

- Submit (3) original copies by mail or email 1 digital copy of your response to this RFQ.

Please submit your response to the following address by Thursday, April 17, 2025 at 3:00pm.

University Hospitals Trust
1000 NE 13th Street
Nicholson Tower, suite 6900
Oklahoma City, OK 73104

Attention: Kevin Gates
Email: Kevin-gates@uhat.org

For questions, contact Kevin Gates at the information listed below.

Sincerely,

Kevin Gates
Chief Operating Officer
Kevin-gates@uhat.org
O: (405) 271-4960

University Hospitals Trust
1000 NE 13th Street
Oklahoma City, OK 73104