

Request for Proposal Cashier Staffing Services Mays Clinic and FHB Parking Garages

I. Introduction to The University of Texas M.D. Anderson Cancer Center

The University of Texas M.D. Anderson Cancer Center (“M.D. Anderson”) is known throughout the world for high-quality cancer care, research, academic programs and prevention services. Since its establishment in 1941, M.D. Anderson has made major contributions to improve the outlook for cancer patients everywhere.

M.D. Anderson was one of the first three federally designated comprehensive cancer centers by the National Cancer Act of 1971. A survey of health professionals has routinely ranked M.D. Anderson as one of the two premier cancer centers in the nation for the past eight years. Over 55,000 persons annually seek care at M.D. Anderson. The team approach to cancer care, pioneered at M.D. Anderson, has been strengthened by consolidating specialty clinics into multi-disciplinary care centers that allow patients to receive more ambulatory care and treatment in a single location.

Existing Houston facilities include the latest M. D. Anderson Main Complex facility completed in 1998 and designated as the Alkek Building. This facility consists of more than 1.2 million square feet of new space and is dedicated to clinic, research, and patient care in the Texas Medical Center. During 2005, Owner completed construction of the George and Cynthia Mitchell Basic Sciences Research Building, Mays Clinic, the Cancer Prevention Building, and the South Campus Research Building Two. Owner is currently constructing the T. Boone Pickens Academic Tower, which is scheduled to be completed during 2010. The Mid-Campus Building One (1MC) is the first building under construction in the medical center MDACC Mid Campus with an expected phased completion 2011-2015. Educational programs train about 2,000 scientists, physicians, and allied health professionals annually. A new Cancer Prevention Center provides sophisticated cancer risk assessment and early detection, genetic testing, counseling, classes to address harmful lifestyle habits, and long-term follow-up for recovering cancer patients. Studies of the environmental causes of cancer are conducted at M. D. Anderson Science Park in nearby Bastrop County. The Bastrop site also includes a center to provide veterinary resources for research.

The M.D. Anderson Houston Campus is comprised of 94 acres within and near the Texas Medical Center and is divided into four areas: Main Campus – North of Holcombe, Main Campus – South of Holcombe, Mid Campus, and the South Campus. Various remote sites are located throughout the Houston Metroplex area. In addition, M.D. Anderson owns and operates research/animal holding facilities in Smithville and Bastrop, Texas.

M. D. Anderson Mission Statements

Mission. The mission of M. D. Anderson is to eliminate cancer in Texas, the nation and the world through outstanding integrated programs in patient care, research and prevention, and through education for undergraduate and graduate students, trainees, professionals, employees and the public.

Vision. We shall be the premier cancer center in the world, based on the excellence of our people, our research-driven patient care and our science. We are Making Cancer History.

Core Values.

- Caring: By our words and actions, we create a caring environment for everyone.
- Integrity: We work together to merit the trust of our colleagues and those we serve.
- Discovery: We embrace creativity and seek new knowledge.

II. Introduction to the Sponsoring Department

M. D. Anderson Parking and Transportation Department provides parking for employees, patients and visitors coming to the institution. This scope of work is to provide cashier staffing for our patient/visitor garage in the Mays Clinic and the FHB Garage. M. D. Anderson will continue to provide the Team Lead supervision for the operations.

The Mays clinic currently provides parking for over 750 patients and visitors a day. The Mays Garage is open from 5:30 AM – midnight Monday through Friday. The garage is not currently open on weekends or M. D. Anderson holidays.

The FHB Garage visitor parking is for visitors to that building only and does not include patients. Currently, this operation is open from 7:00 AM to 4:30 PM. It is expected that this operation will convert to a pay-in-lane system in the near future and staffing might not be necessary at this location at that point.

The essential job functions of the cashiers will be to greet the customer, process their parking fee, obtain payment and issue change when needed. The cashier will be responsible for a petty cash fund. At the end of the shift, the cashier will be required to reconcile the daily transactions and complete a daily report form. All funds will be counted and should balance daily. All paperwork, once balanced, will be put in the safe until counted by the Team Lead. Cashiers will be expected to come to work, be on time, adhere to the schedules created and look professional at all times.

III. Purpose of Request for Proposal

M. D. Anderson provides close parking for patients and visitors via the Mays Garage. Parking and Transportation previously utilized M. D. Anderson employees to staff the garage but recently decided to outsource the cashier operation. The Owner requires four and a half (4-1/2) cashiers in the Mays Garage, and one (1) cashier in the FHB Garage, and one (1) full time supervisor to adequately staff this operation. The Owner is looking for a company that can provide the qualified staff for this operation and improve the quality of service by having a full staff of qualified cashiers at work daily to run the operation.

IV. Key Milestone Schedule

Description	Date
Pre-Bid Meeting	Oct. 27
RFI Questions Due	Oct. 29
RFI Questions and Answers Posted	Nov. 02
Proposals Received	Nov. 11
Interviews & Notification (if applicable) Tentative	Nov. 30
Notifications Issued	Dec. 01
Selected Firm Delivers Agreement to Owner	Dec. 08
Owner Issues Notice to Proceed	Dec. 15
Implementation Kick-off Meeting Held	TBD
Implementation Begins	TBD
Fully Operational Service	TBD

V. Current State Description

M. D. Anderson is currently using a parking company to manage the staffing of the Mays and FHB Garages. The contract is a temporary situation until a formal bid process could be undertaken and a company hired for a period of one to two years could be secured.

VI. Tasks & Responsibilities (Statement of Deliverables)

- Contractor to provide 5-1/2 qualified cashiers, and 1 full time supervisor daily to run the operations (possibly reduced to 4-1/2 when the FHB garage uses the pay-in-lane).
- Contractor will train cashiers before they are left in the booth unattended.
- Contractor will train cashiers on M. D. Anderson petty cash policies.
- Contractor will handle all administrative issues with staff.
- Contractor will be notified of any performance issues or inabilities with staff.
- Contractor will be responsible for their employees, including any shortages of funds.
- Cashier will be responsible for obtaining and paying for their parking. Cashier is not allowed to park in the Mays Garage except when approved through M. D. Anderson for after hour parking. *Any misuse of parking will be considered theft of service and cashier will be terminated.*
- Cashier will clock in and out for breaks and lunch and will be expected to be in the booth on time.
- Cashier will be expected to look professional, wear an ID badge at all times and greet the customers when they approach the booth.
- Cashier will be expected to be able to count and reconcile tickets and money.
- Cashier will be expected to handle simple cashiering operations such as processing a validation, split transactions and credit card payments.

- Owner will provide lockers to cashier to store personal items. No personal items will be allowed in the cashier booth, such as purses or wallets.
- Owner will provide uniforms to cashier. Uniforms include shirts and pants. Black shoes, socks and belt are also required but not furnished.
- Owner's personnel (Team Lead) will monitor staff daily and report any performance issues, uniform issues or attendance issues.
- Owner's personnel (Team Lead) will review cashier paperwork daily and research any discrepancies.
- Owner's personnel (Team Lead) will conduct additional training sessions with cashiers as needed.
- Owner will be responsible for repair of all malfunction of equipment.

VII. Performance Expectations & Metrics

M. D. Anderson shall compile the following contract performance data during the term of this Agreement. The data shall then be used to evaluate Contractor's performance and to assist M. D. Anderson in making its determination whether to renew the contract for an additional term.

- i. **The number of documented instances when cashier paperwork was not completed or not completed correctly.**
- ii. **The number of documented instances where the Contractor failed to provide the required number of daily cashiers as outlined in the prior section.**
- iii. **The number of documented complaints from M. D. Anderson personnel or patients that cashier was rude, disrespectful or failed to look professional.**
- iv. **The number of documented instances where the cashier failed to wear their contractor ID Badge with M. D. Anderson logo.**
- v. **The number of documented instances where customer complained that cashier did not provide the correct change.**
- vi. **The number of documented instances where the cashier was over/short with their daily funds or over/short with their petty cash.**
- vii. **The number of documented instances where the cashier was out of uniform or otherwise did not present a professional look to the customer, to include excessive jewelry, piercing or hair colors.**
- viii. **The number of documented instances where the cashier was found to be watching TV, using a cell phone (either talking or playing games), using a work phone excessively, or using some other device for entertainment not approved by M. D. Anderson.**
- ix. **The number of documented instances of theft of service of cashier. Any theft of service will result in immediate termination of cashier.**

VIII. Respondent Qualifications

8.1 Respondent's Ability to Provide Services

8.1.1 Provide the following information for the Firm:

- Legal name of the company as registered with the Secretary of the State of Texas.
- Address of principal place of business.
- Address of office that would be providing service under the Agreement.
- Number of years in business.
- State of incorporation.
- Number of Employees by skill group.
- Annual revenue totals for the past three (3) years.
- Name of Parent Corporation, if any.

NOTE: If Respondent is a subsidiary, M.D. Anderson prefers to enter into a contract or agreement with the Parent Corporation or to receive assurances of performance from the Parent Corporation.

8.1.2 State whether Respondent will provide a copy of its financial statements for the past two (2) years, if requested by M.D. Anderson.

8.1.3 Provide a financial rating of your firm and any related documentation (such as a Dunn and Bradstreet analysis) that indicates the financial stability.

8.1.4 Is your firm currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, explain the expected impact, both in organizational and directional terms.

8.1.5 Provide any details of all past or pending litigation or claims filed against your firm that would affect your performance under the Agreement with M.D. Anderson (if any).

8.1.6 Is your firm currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify the pertinent date(s), details, circumstances, and describe the current prospects for resolution.

8.1.7 Does any relationship exist (whether by family kinship, business association, capital funding agreement, or any other such relationship) between Respondent and any employee of M.D. Anderson? If yes, Respondent will provide details of this relationship.

8.1.8 Provide the name of each person having at least 25% ownership interest in your firm. This disclosure is mandatory pursuant to Section 231.006, *Family Code*, and will be used for the purpose of determining whether an owner of Respondent with an ownership interest of at least 25% is more than 30 days delinquent in paying child support. Further disclosure of this information is governed by the *Texas Public Information Act*, Chapter 552, *Government Code*, and other applicable law.

8.2 Respondent's Ability to Provide Project Services

8.2.1 Provide a statement of your service approach and describe any unique benefits to M.D. Anderson from doing business with your firm.

8.2.2 Provide an estimate of the earliest starting date for services following execution of the Agreement.

8.2.3 Describe the types of reports or other written documents your firm will provide (if any) and the frequency of reporting, if more frequent than required in the RFP. Include samples of reports and documents if appropriate.

8.2.4 Provide summary resumes for its proposed key personnel who will be providing services under the Agreement with M.D. Anderson, including their specific experiences with similar service projects, and number of years of employment with your firm.

- 8.2.5 Describe any difficulties you anticipate in performing its duties under the Agreement with M.D. Anderson and how you plan to manage these difficulties. Describe the assistance you will require from M.D. Anderson.
- 8.2.6 Please confirm if your firm and subcontractors have access to all necessary licensing, equipment, staffing, and organizational capacity and technical competence required to begin work, and to perform the work properly and expeditiously if selected as the successful candidate.

8.3 Performance on Past Representative Projects

Provide a customer reference list of no more than five (5) organizations with which your firm currently has contracts and/or to which you have previously provided services (within the past five (5) years) of a type and scope similar to those required by this RFP. Please include any projects for the University of Texas System. Include the following in your customer reference list:

- customer's company name,
- contact person,
- telephone number,
- project description,
- length of business relationship,
- and background of services provided by your firm.

8.4 Quality Assurance

Describe your quality assurance program, its quality requirements, and how they are measured.

8.5 Service Support

- 8.5.1 Describe your service support philosophy, how is it implemented, and how your firm measures its success in maintaining this philosophy.
- 8.5.2 Provide a list of any additional services or benefits not otherwise identified in this RFP that your firm would propose to provide to M.D. Anderson. Additional services or benefits must be directly related to the services solicited under this RFP.
- 8.5.3 Does Respondent have a contingency plan or disaster recovery plan in the event of a disaster? If so, then Respondent will provide a copy of the plan.

IX. Selection Criteria Evaluation

The final selection of a Contractor to undertake this project will be made by the evaluation team based on the following criteria and weighting:

Weight	Criteria Description
40%	Price
60%	Qualifications
	NOTE: Provide concise and complete responses to all questions.