

Roofs, Warranties, and Maintenance

What Every FM Should Know about Buying a New Roof

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University of North Carolina at Charlotte



Agenda

- **Background**
- **Best Practices for Buying Roofing Systems**
- **Understanding the Value of the Warranty**

Stepping Back:

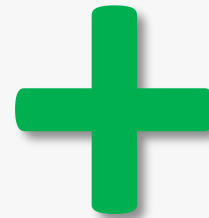
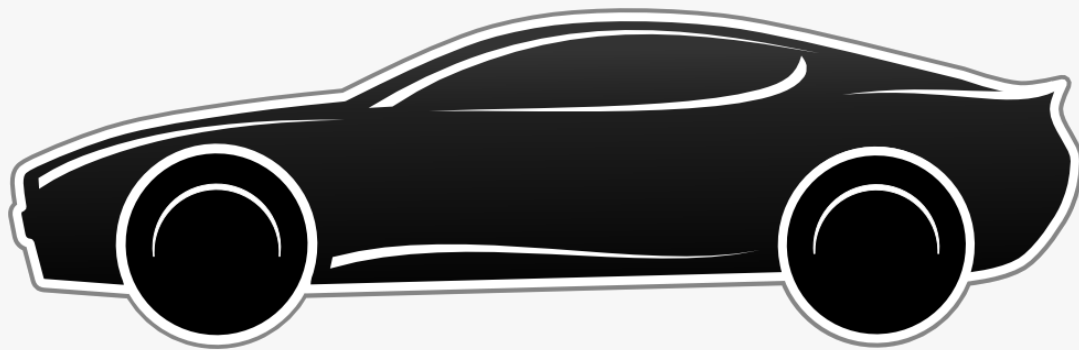
What is the **Goal** of a Roofing Buy?

Goal of the Roofing Solicitation

- **Hire an expert who can deliver...**
 - **The best Product / System / Solution that...**
 - **Truly meets your needs**
 - **Performs “as advertised”**
 - **Supports best practices**
 - **An Implementation that is effective**
 - **On-Time, On-Budget, Minimal Maintenance, No Leaks**

Roof Projects are a Combination of Product + Service

- **Imagine**: You are looking to purchase a vehicle & driver service for 5-years



Challenge with Roofing RFPs

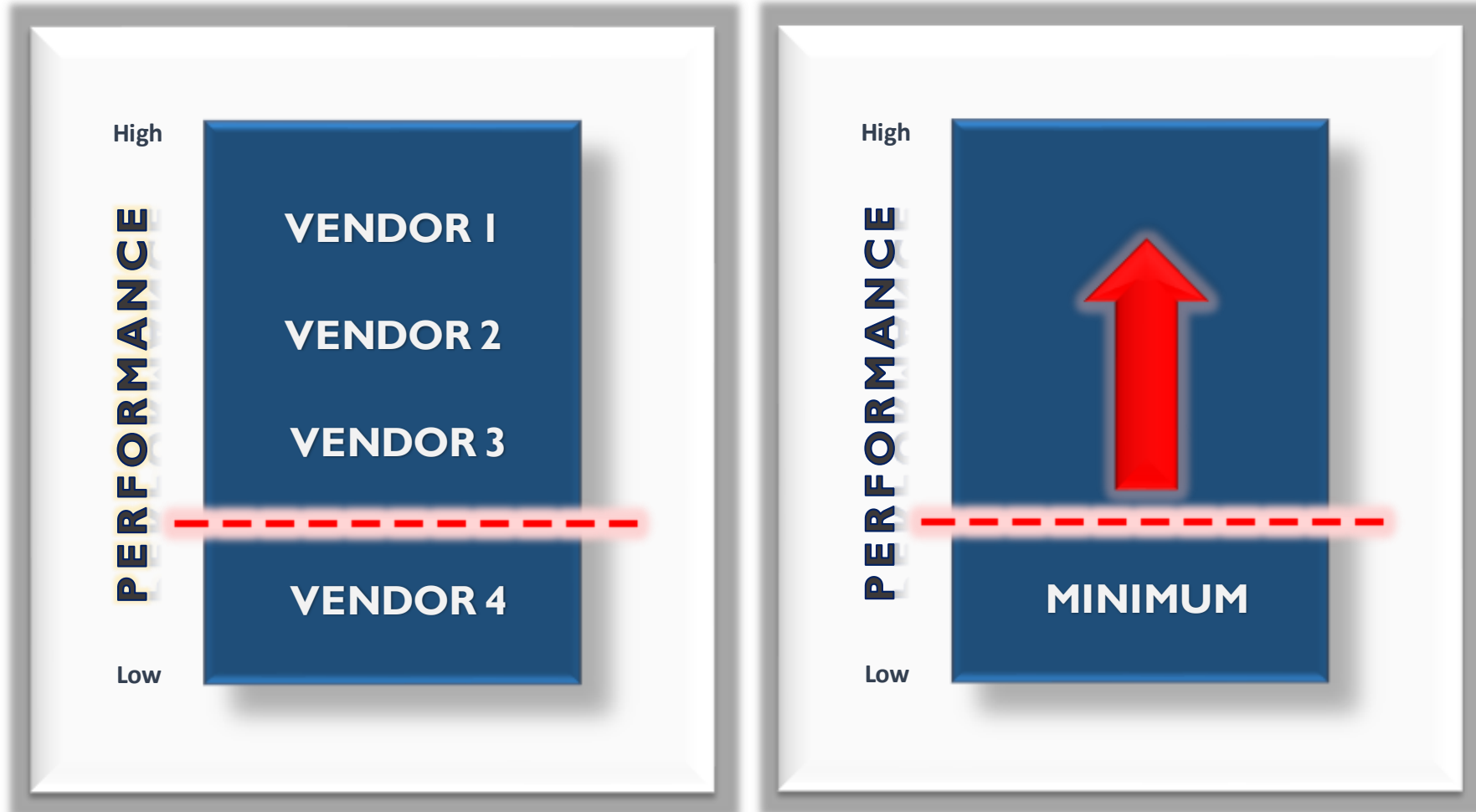


CAUTION: STUDENT DRIVER
...AND SCREAMING PARENT

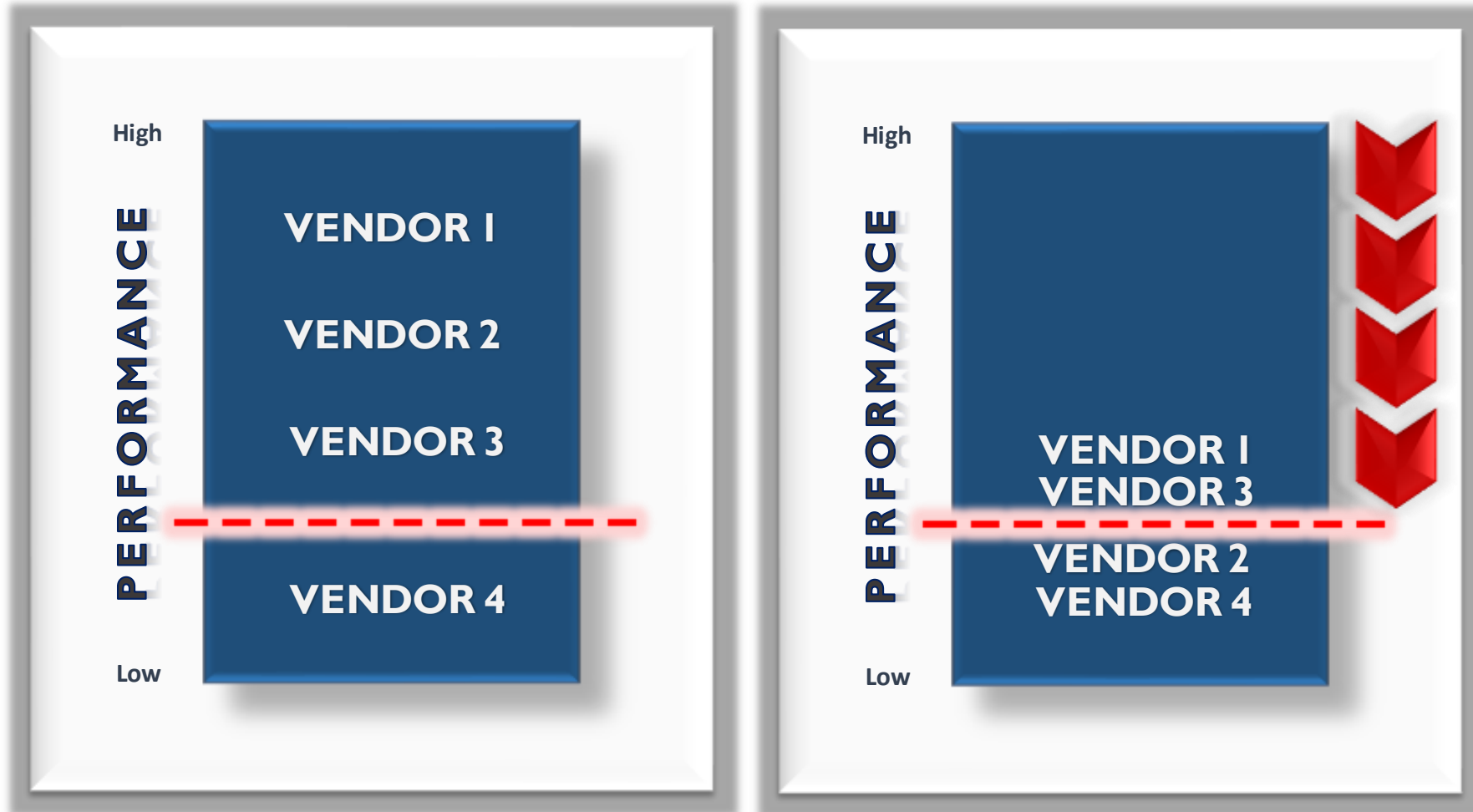


What are Minimum Standards?

Objective of Minimum Standards



Who Will Be Selected?



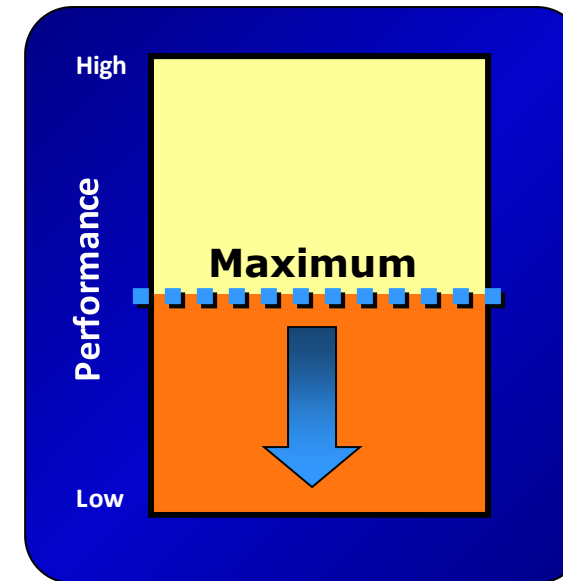
Perception on Standards



What Will Manufacturer 'C' Do?

PHYSICAL PROPERTY	TEST	C	PROPOSED
Initial Elongation % (break)	D412	200%	100%Min.
Initial Tensile Strength (mass Stress)	D412	450psi	150psi Min.
Final Elongation % Weathering	D412	200%	100%Min.
Permeance	E96. B	3.5	2.5 U.S. perms Min
Water Absorption (mass)	D471	<1%	Delete requirement
Weathering (5000 hours)	G53	No cracking	No cracking
Adhesion	C794	3 pli	2pli min.
Fungi Resistance	G21	No growth	Delete requirement
Tear Resistance	D624	30 lb/in	20 lb/in
Low Temperature Flexibility	D522	Passes	Passes
Viscosity	D2196	115-130 KU	35,000-50,000cps
Volume Solids	D2697	57 - 66%	57-80%

Standards motivate manufacturers to lower quality





Facility Board

- **Legislation was passed that dramatically reformed the way K-12 schools are constructed.**
- **The Board is charged with administration of three capital funds:**
 - **Building Renewal**
 - **New School Facilities**
 - **Deficiencies Corrections (adopted rules establishing minimum school facility guidelines, assessing school buildings against these guidelines, and providing monies to bring the buildings up to the guidelines)**
- **Developed minimum standards for existing and new school facilities**

Various Schools

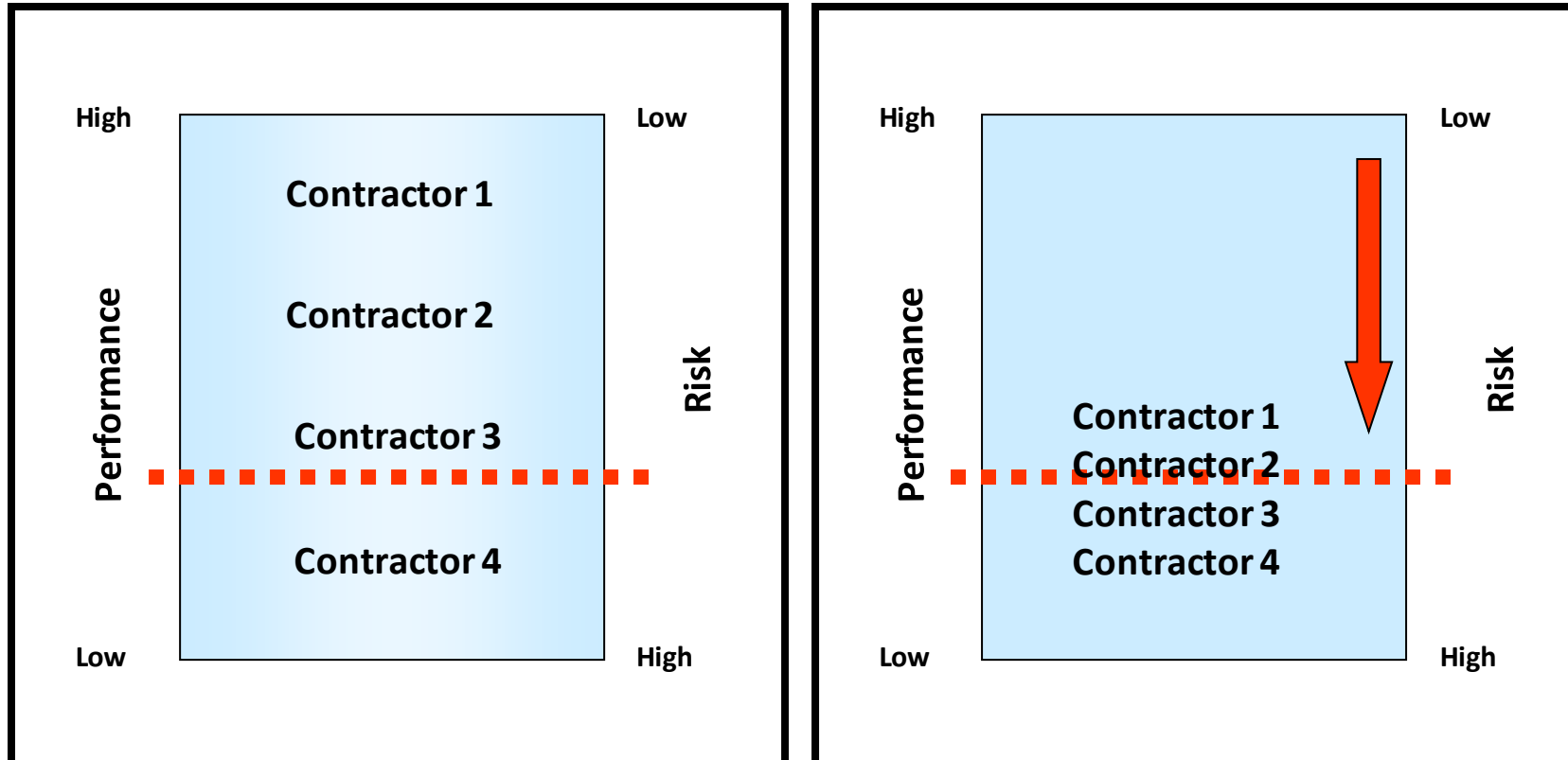


School District

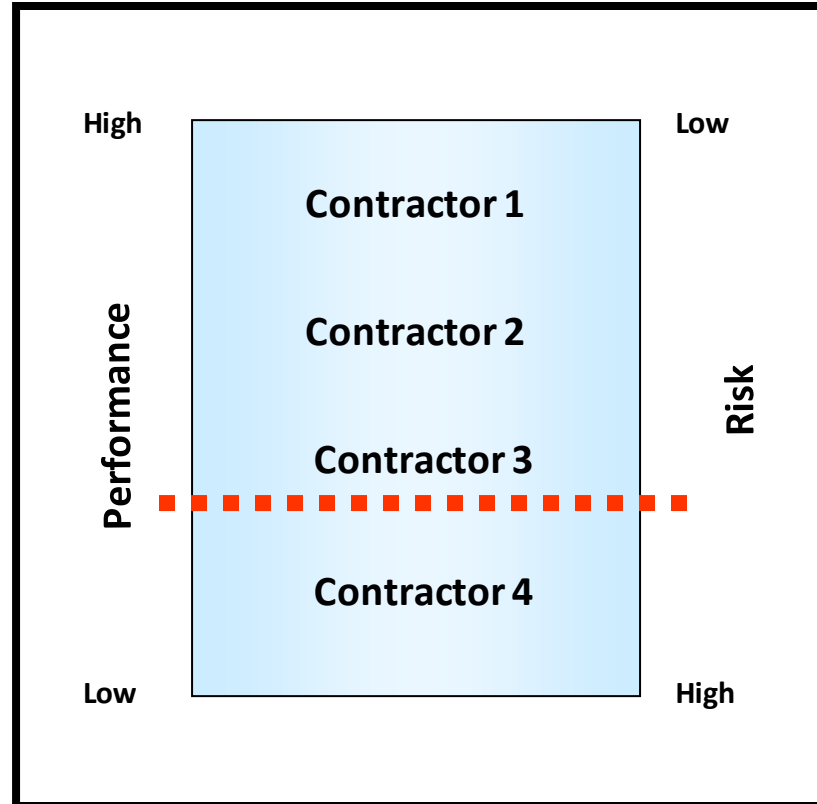
(Dec 2003)



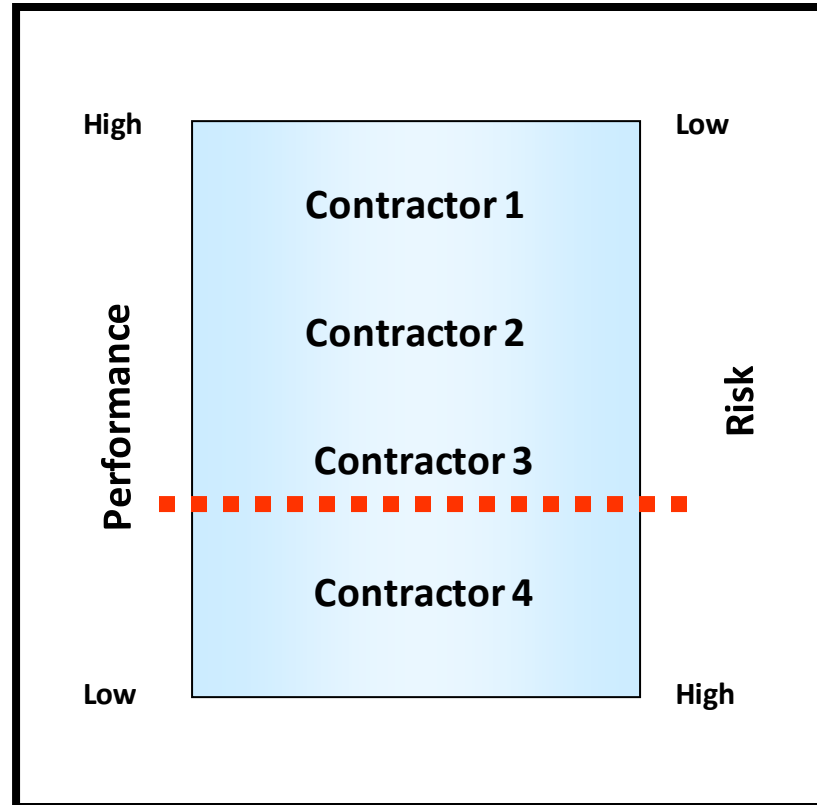
Standards Encourage Low Performance



How Do We Increase Performance?



Change our Perception of “Minimum Standards”



Hold On...The Warranty Will Protect Us!!!



*“Over 50% of post-construction problems
can be attributed to roofing”*

(Herbert, 1989. R.S. Means Company)

Who Issues a Warranty?

Warranty

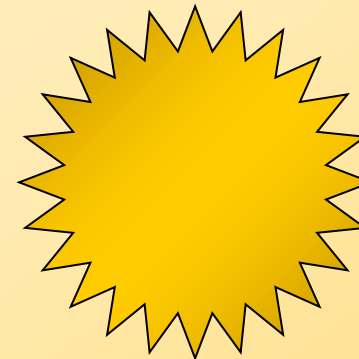
- **Written by manufacturer's lawyer**
- **A roofing warranty does not protect an owner, it protects the manufacturer (limits liability)**
- **Clients that purchase systems based on warranty periods increase their own risk**

Warranty

The only roof system you'll need for the next 30 years.

MANUFACTURER X

Backed by the industry's
most resilient guarantee –
an unsurpassed 30-year
warranty against whatever
the future brings.



Warranty Exclusions / Fine Print

- Warranty exclusions (fine print) are rules that protect the manufacturer if any problems arise.
- Exclusions will limit the manufacturers liability.

The only roof system you'll need for the next 30 years.

MANUFACTURER X

Backed by the industry's most resilient guarantee – an unsurpassed 30-year warranty against whatever the future brings.



This Warranty is made subject to the following terms and conditions:

- Specifically excluded from this Warranty are damages to work and other parts of the building, and to building contents, caused by: a) lightning, vibrations; b) the failure of roofing or other substrate including cracking, settlement, excessive deflection, deterioration, and decomposition; c) fault; construction of parapet walls, coping, chimneys, skylights, vents, and equipment supports, not part of contractor work and is left on roofing; others including construction contractor, maintenance personnel, other persons, and animals whether authorized or unauthorized by Owner.
- When work has been damaged by any of the foregoing causes, Warranty shall be null and void until such damage has been repaired by Roofing Contractor, and until cost of such repairs has been paid by Owner or by another responsible party, as designated.
- The Roofing Contractor is responsible for damage to work covered by this Warranty, but is not liable for consequential damage to building or building contents, resulting from leaks or faults or defects of work.
- During Warranty Period, if Owner alters or alteration of work by anyone other than Roofing Contractor, including cutting, patching and maintenance in connection with penetrations, attachment of other work, and positioning of anything on roof, this Warranty shall become null and void upon date of said alteration, but only to extent said alterations affect work covered by this Warranty. If Owner engages Roofing Contractor to perform said alterations, Warranty shall not become null and void, unless Roofing Contractor, prior to proceeding with said work, shall claim that said alterations could damage or deteriorate work, thereby reasonably justifying a limitation or termination of this Warranty.
- During Warranty Period, if original use or of its changed and it becomes used for, but was not originally specified for, a promenade, work deck, spray cooled surface, flooded basin, or other use or service more severe than originally specified, this Warranty shall become null and void upon date of such change, but only to extent said change affects work covered by this Warranty.
- The Owner shall promptly notify Roofing Contractor of observed, known or suspected leaks, defects or deterioration, and shall afford reasonable opportunity for Roofing Contractor to inspect work, and to examine evidence of such leak, defects or deterioration.
- This Warranty is recognized to be the only warranty of Roofing Contractor on said work, and in addition to the Roofing Warranty furnished by the Roofing Manufacturer, and shall not operate to restrict or cut off Owner from other remedies and recourse available available to him in case of roofing failure. Specifically, this Warranty shall not operate to relieve Roofing Contractor of responsibility for performance of original work in accordance with requirements of the Contract Documents, regardless of other Contract Documents.
- Manufacturer reserves the right to discontinue or modify any of its products, including the color of its shingles, and shall not be liable as a result of such discontinuance or modification, nor shall Manufacturer be liable in the event replacement shingles in color in comparison to the original product as a result of normal weathering. Manufacturer reserves the right to discontinue or modify any of its products designated by Manufacturer to be of comparable quality or price range in the event the product is discontinued or modified. When shingles only, quality for a 10-year warranty; Manufacturer's maximum material liability is calculated using the Maximum Material Liability After Period figure listed in Table 1, reduced by 1/120th of that amount times the number of months from the start of the warranty period.

This Limited Warranty does not provide protection against and Manufacturer will have no liability for any failure, defect or damage caused by situations and events beyond normal exposure conditions, including but not limited to:

- Winds, including gusts, greater than the Wind Warranty figure in Table 1, lightning, hurricanes (see Limited Wind Warranty for hurricane wind exception), tornado, hailstorm, earthquake, fire, explosion, flood or falling objects.
- Distortion, cracking or other failure or movement of the base material over which the shingles are applied, or the roof deck, or of the wall or foundation of the building itself.
- Damage caused by: structural changes, alterations or additions, or by: the installation of equipment (such as, but not limited to, a vent, sign or air-conditioning equipment) to the structure after the original shingles have been applied.
- Staining, abrasion or discoloration to the shingles arising from outside sources such as but not limited to algae (such as the shingle is AR), fungus, moss, lichen or other vegetation, mold or mildew growth, or paint, chemicals or other similar materials.
- Abuse, abuse, neglect or improper transportation, handling or storage of the shingles.
- Installation of the shingles over non-approved roof decks as more fully explained in Manufacturer's installation instructions.
- Damage caused by improper installation or installation not in accordance with Manufacturer's installation instructions published at the time of original installation.
- Damage to the shingles, the roof deck or the structure caused by: ice backup or ice damming.
- Vandalism or acts of war.
- Any other cause not a result of a manufacturing defect in the shingles.
- Mold and mildew are functions of environmental conditions and are not manufacturing defects. As such, mold and mildew are not covered by this Limited Warranty or any implied warranty.
- Manufacturer reserves the right to discontinue or modify any of its products, including the color of its shingles, and shall not be liable as a result of such discontinuance or modification, nor shall Manufacturer be liable in the event replacement shingles in color in comparison to the original product as a result of normal weathering. If Manufacturer replaces any material under this warranty, it may substitute products designated by Manufacturer to be of comparable quality or price range in the event the product is discontinued or modified.
- Installed has been discontinued or modified.
- When shingles only, quality for a 10-year warranty; Manufacturer's maximum material liability is calculated using the Maximum Material Liability After Period figure listed in Table 1, reduced by 1/120th of that amount times the number of months from the start of the warranty coverage period.
- Manufacturer reserves the right to determine if any solutions apply to the damage that occurs.

Roof Warranty Exclusions

“Warranty is void if...”

- *“Failure to use **reasonable** care...”*
- *“Damage caused by **ponding** water or **improper** drainage...”*
- *“Damage by **abnormal** use of the roof...”*
- *“Damage by **unusual** occurrences...”*
- *“Failure to provide **routine** maintenance...”*
- *“Deterioration due to **ordinary** weathering...”*
- *“Damage caused by **falling** objects...”*
- *“**Unauthorized** modification...”*
- *“Other than **occasional** traffic on the roof...”*
- *“Damage from by chemicals, **animals**, **insects**, or plant life”*
- *“Change in **building** use or purpose...”*

If They Honor The Warranty...

“Only **liable for cost of our materials**...not liable for any loss of profits or damage to building or contents...”



Marketing vs. Performance Information

No	Performance Profile	Contractor	Manufacturer
1	Total Area Inspected	768,945	3,969,075
2	Maximum Roof Age	24	30
3	Average Roof Age	14	8
4	Percent of Roofs that Do Not Leak	100%	100%
5	Percent of Satisfied Customers	100%	100%
6	Percent of Jobs Completed on Time	100%	99%
7	Overall Customer Evaluation (1-10)	9.96	9.64
8	Number of Roofs Physically Inspected	53	162
9	Number of Roof Evaluations	44	135

2008 NRCA Bulletin

Roofing Warranties



- A roofing warranty's length should not be the primary criterion in the selection of a roofing system because the warranty does not necessarily provide assurance of satisfactory system performance.
- The selection of a roof system application should be based on the product's qualities and suitability for the prospective project.
- A long-term warranty may be of little value if the system does not perform
- Long-term warranties largely are reactive (rather than proactive) solutions to roof problems.
- There is a common misconception that long-term warranties are all-inclusive insurance policies.
- Warranty documents often contain restrictive provisions that significantly limit the warrantor's liability and consumer's remedies in the event that problems develop.
- Manufacturers who use long-term warranties as marketing tools have found themselves compelled to meet or exceed warranties of competitors. In some cases, the length of the warranty may have been established without appropriate technical research or documentation of in-field performance.
- Unfortunately, there are a number of manufacturers that issued long-term warranties and no longer are operating, leaving consumers with an ineffective warranty

**Proven Solution To Increase Odds of Success
On ANY Project:**

Hire & Work w/ Experts

**(High Performing Individuals & Teams That
Actually Know How To Create Value & Mitigate Risk)**

This Is **Not As Simple**
As It Sounds

Simplar

- Group of researchers and educators
- Integrated with all parties (owners & vendors)
- Developed tools & hands-on support:
 - Organizational Transformation
 - Procurement & Sourcing
 - Risk-based Partnering & Contracting
 - Project & Risk Management
 - Performance Measurements
- Become a Client (or Vendor) of Choice



Current & Recent Partners



20+ Years | 150+ Organizations

3,000+ Projects | \$15+ Billion Procured

Information Technology

Networking Help desk services
Data centers eProcurement
Hardware
COTS software
ERP systems

Facility Management

maintenance custodial
landscaping conveyance
security service pest control
building systems
industrial moving
waste management
energy management

Health Insurance/ Medical Services

Manufacturing

Business / Municipal / University Services

dining retirement fund
multi-media rights material recycling
fitness equipment bookstores
online education furniture
document management
property management
audiovisual
communications systems
emergency response systems
laundry

Construction / Design / Engineering

Infrastructure	Renovation	DBB
Municipal	Repair	CMAR
Laboratory	Maintenance	DB
Education	Roofing	IDIQ
Hospital	Demolition	JOC
Financial	Development	Low Bid
Specialty	Supply chain	IPD

**There Is A Fundamental Problem
With Our
Traditional Approach
To Roofing Procurement**

Background: Organizing a High-Performing RFP

Organizing a High-Performing RFP

RFP

Request for Proposal



Facility Management
Roofing Services Template

RFP Number: #####

RFP Release Date: MM/DD/YYYY

RFP Due Date: MM/DD/YYYY

Check out our friends at the

Center for Procurement Excellence (CPE)

<https://center4procurement.org/>

Virtual RFP Training Course in November & December – FULL

<https://center4procurement.org/virtual-rfp-training-course/>

Email to get on the waiting list.
Course will also be offered in Spring 2021.

Organizing a High-Performing RFP

RFP

Request for Proposal



Facility Management
Roofing Services Template

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1 Statement of Work

2 Current Conditions

3 Proposal
Requirements

4 Evaluation
Procedures

5 Administrative
Requirements

6 Proposal Forms

7 Attachments
& Exhibits

Organizing a High-Performing RFP

RFP

Request for Proposal



Facility Management
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What You Want to Achieve

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Where You Are At

Organizing a High-Performing RFP

RFP

Request for Proposal



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Roofing Services Template

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What Will Be Evaluated

Organizing a High-Performing RFP

RFP

Request for Proposal



Facility Management
Roofing Services Template

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How the Client will Score & Award

Organizing a High-Performing RFP

RFP

Request for Proposal



Facility Management
Roofing Services Template

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3 Proposal Requirements

4 Evaluation Procedures

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General Instructions, Dates & Contact

Organizing a High-Performing RFP

RFP

Request for Proposal



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Roofing Services Template

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4 Evaluation Procedures

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Forms for Vendors to Complete

Organizing a High-Performing RFP

RFP

Request for Proposal



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Roofing Services Template

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Supplemental Information

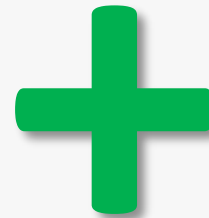
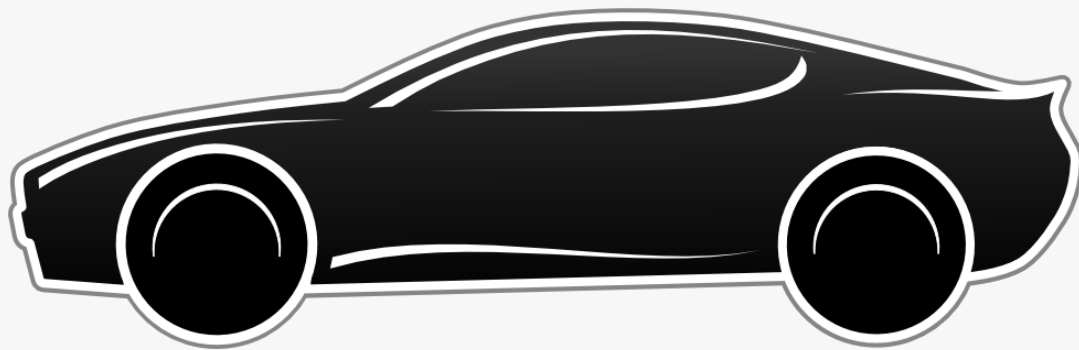
**What can I change
to become
a more attractive Client?**

Ask your roofing manufacturer or contractor...

- **Do you measure customer satisfaction?**
 - *“Ok great... please show me the results”*
 - *“Show me results of your LONGEST roofs. % of roofs that don’t leak?”*
- **What is the lifecycle cost of this system?**
- **How will you manage risk on this project?**
- **Is there anything we missed in the scope? What do you recommend?**

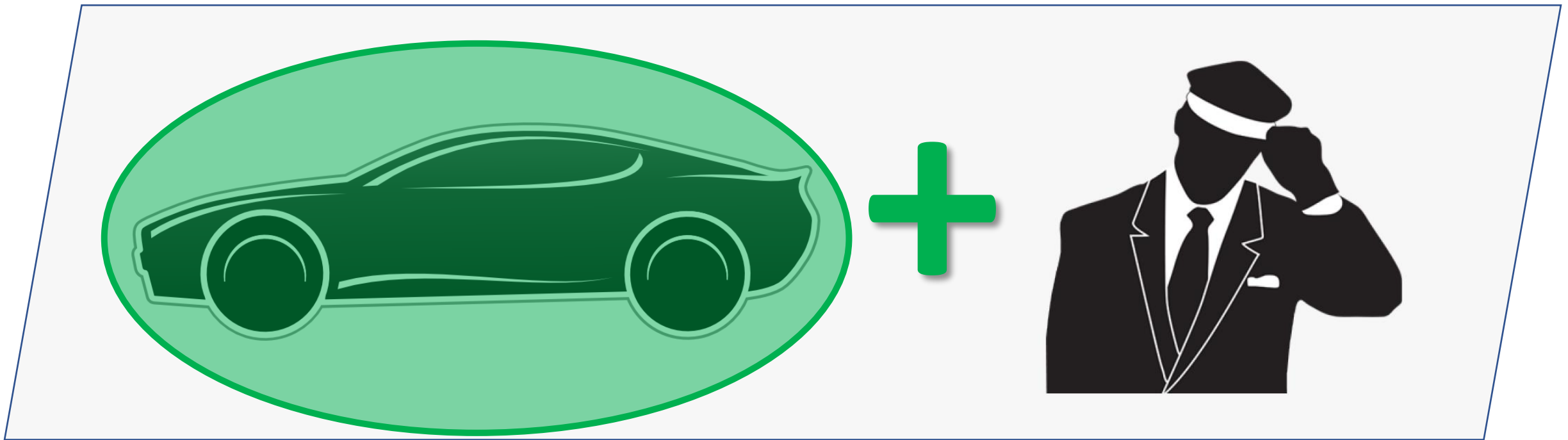
Remember that BOTH are critical!

- **Shortlist**: evaluate vehicle and driver!!!



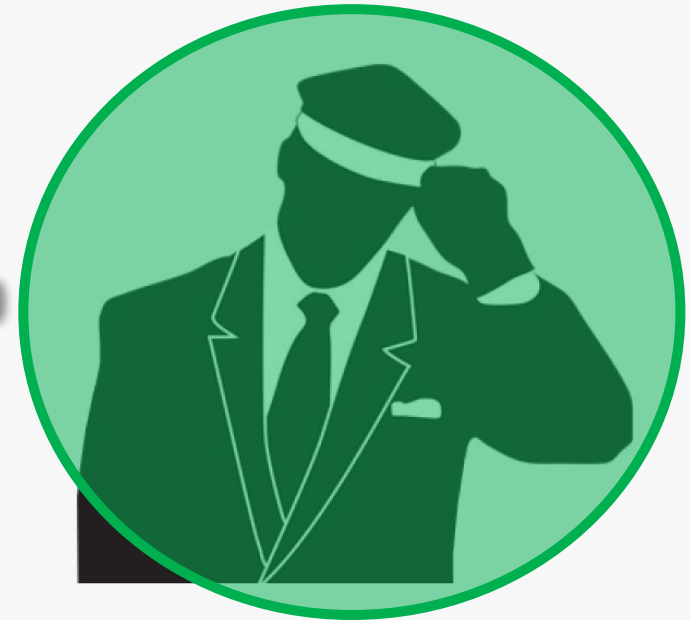
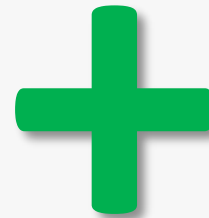
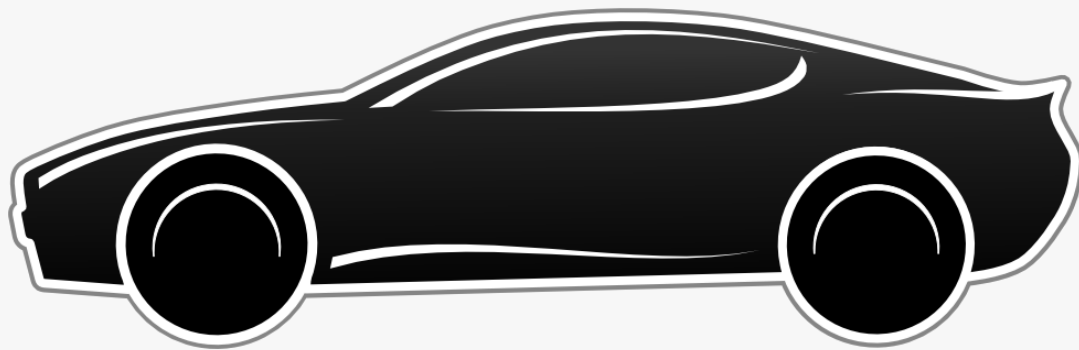
Remember that BOTH are critical!

- **Shortlist**: evaluate vehicle and driver!!!



Remember that BOTH are critical!

- **Shortlist**: evaluate vehicle and driver!!!



Put Yourself Into The Shoes Of The Proposer

- The Owner has a **favorite vendor** they always select
- The Owner always hires the **same 3 firms**
- You really don't have a **fair chance** of winning
- The Owner is asking you to submit **too much**
- Selection process is confusing and/or **not transparent**
- The Owner **does not pay** on-time, difficult invoicing
- The Owner **micro-manages**
- The Owner will not allow them to be **efficient**/optimize profit

**What impacts would
this have if you were a
contractor?**

Poor Contractor Perception Can Result In...



#1) Don't propose

Poor Contractor Perception Can Result In...



#1) Don't propose

#2) Don't invest in quality proposal

Poor Contractor Perception Can Result In...



#1) Don't propose

#2) Don't invest in quality proposal

#3) Increase price



Contractors Have Options!!!

A ***“Client of Choice”*** is Self-Aware

- Vendor perception is important
- Clients can’t “trick” vendors
- If you are “dangerous” they may disappear



Using Expertise



Reroofing this building will not stop all water leaks. The majority of the leaks are caused by cracks in the parapet walls, broken/missing glass, and poor caulking. For an additional \$10,000 & 2 weeks in schedule, we can repair/replace all of these issues to minimize all water leaks.





Center for Procurement Excellence

FORM-5520[©]

**Request For Proposal
Roofing Services**

<<INSERT ORGANIZATION NAME>>

<<INSERT PROJECT NAME>>

1.1 PROJECT SUMMARY

The Owner is soliciting proposals for (insert 1 sentence that briefly describes the scope of work. Try to describe at a very high-level and avoid any technical language or specifics. Should be brief and explain the goods or services sought or a summary of the problem to be addressed. Note that the project details / technical requirements will be described in a later portion of this Section). Include the estimated roof area to be roofed (i.e. 50,000 SF)

1.2 BUDGET

Clearly define any financial constraints or expectations that you have. Such as: The construction budget for this Project is \$XXX,XXX or the estimated spend for this Project is \$XXX,XXX

1.3 SCHEDULE

Clearly define any schedule constraints or expectations that you have for the project. Note: this is not the procurement schedule requirements, but the post award schedule requirements. Is there a required date that the Project must begin on, or date that the roof must be completed by? Are there any special dates or times that the vendor should be aware of (normal business hours, after hours, support, emergencies, planned shut downs, holidays, days that vendor is not allowed to work, project opening ceremony, etc.) If there is a mandatory completion date, you must identify is it more important to meet the budget constraints or the schedule constraints (you must pick one as more important than the other – they cannot be equally important)

1.4 PROJECT LOCATION

Identify where the project will be located. Provide a map/sketch. If possible, identify potential staging areas, parking, critical areas that cannot be impacted, etc.

1.5 GOALS

- What is the driving force/need for having this project/service procured?
- Consider if your goal is only to install a roofing system, or are you looking to waterproof your building (minimize leaks) for the longest period of time, for the best cost
- Describe what problems, issues, obstacles, challenges that you are facing now, which you are trying to solve with this procurement
- Identify the major goals, expectations, objectives, or benefits of the new project.

SECTION 2

CURRENT CONDITIONS

PURPOSE: Paint a picture of your current environment so the Offerors know where you are at, what issues you are currently attempting to solve, and what they may encounter when addressing the Statement of Work. This information will help Offerors minimize their contingency costs by better understanding your current environment.

2.1 ABOUT THE OWNER

Provide a brief / high level overview about the Owner, Agency, Department, or Organization. Consider identifying the major goals of the organization or mission statement (if this is a Public Agency, provide brief overview of who the Agency serves). If applicable, provide any background information about the client/user that is purchasing this roofing project.

2.2 KNOWN SITE & BUILDING CONDITIONS

Provide all known existing conditions about the building, site, users, etc. This can include:

- Identify the location of current building that will be roofed
- Identify if there are any constraints, issues, or challenges with this location
- Identify if there is anything that makes this location unique (that contractors might not be used to or might not have encountered in the past)
- What critical functions are performed in this building (i.e. classroom, office space, high-tech manufacturing, etc.)

PROPOSAL REQUIREMENTS**3.1 DATE AND TIME REQUIREMENTS**

All proposal packages **MUST** be received before the date and time indicated in the Procurement Schedule in Section 1 (“Proposal Due Date”). Late submittals will not be accepted or considered. It is the responsibility of the Offeror to ascertain any additional security requirements with respect to packaging and delivery to the Owner. Offerors should be mindful of any potential delays due to security screening procedures, weather, connectivity issues, or other delays whether foreseeable or unforeseeable. Failure to submit a response before the Proposal Due Date will result in disqualification of the Proposal.

3.2 GENERAL FORMAT

All materials submitted **SHALL** become a part of the proposal, and may be incorporated in a subsequent contract between the Owner and the selected Offeror. All responses/submittals to this RFP **SHALL** be made in accordance with the format outlined below. Failure to submit in the requested format or failure to submit all the required forms may cause a proposal to be deemed non-responsive. The format for the proposal includes the following:

- Shall be written in the English language
- Submitted on standard 8 ½” x 11” paper size using the format that is specified and required in this RFP and each Submittal Form.
- Use Arial or Calibri font, and must have a minimum font size of 10.

3.3 SUBMISSION REQUIREMENTS

<<Identify if the Proposal will be submitted via Hardcopy, Online Electronically, or both>> For Example:

The Offeror **SHALL** submit one (1) hardcopy proposal package. The proposal package **SHALL** contain two (2) separate and sealed envelopes, and a USB data stick containing the following information:

ENVELOPE 1: Contains Submittal Form **A-G**

ENVELOPE 2: Contains only Submittal Form **H** (Cost Proposal)

USB Data Stick: Containing an electronic copy of the hardcopy proposal response

The proposal package **SHALL** be submitted in a sealed package containing the two separate envelopes. The Cost Proposal **MUST** be submitted in a separate sealed envelope within the proposal package (as noted above). The proposal should be stapled together or bound in a three-ring binder. Please do not bind the proposals in any

SPECIAL FORMATTING REQUIREMENTS

The Offeror MUST ensure that their Proposal meets all of the special formatting requirements identified in this Section. This includes requirements regarding anonymity and maximum page limits.

Anonymity: The Submittal Forms listed below MUST NOT contain any names that can be used to identify who the Offeror is (such as company names, company letterhead, personnel names, project names, contractor names, architect names, engineer names, subcontractor names, subconsultant names, manufacturer or supplier names, or product names).

Page Limits: The Submittal Forms listed below have maximum page limit requirements. Offerors MUST NOT exceed the maximum page limits. Note, the page limit applies to the front side of a page only (for example, '1 Page' implies that the Offeror can only provide a response on one side of a piece of paper).

Cost Information: Cost information shall only be contained within Submittal Form I. No other document or Submittal Form may contain cost or fee information

Submittal Form	Anonymous Document	Maximum Page Limits
Submittal Form A – Offeror Background		
Submittal Form B – Project Approach	YES	1
Submittal Form C – Narrative Proposal Items	YES	2
Submittal Form D – Narrative Proposal Items as Needed	YES	2
Submittal Form E – Past Performance Questionnaires		
Submittal Form F – Roofing Warranty Analysis		
Submittal Form G – Schedule Proposal		
Submittal Form H – Cost Proposal		

3.10 PAST PERFORMANCE QUALIFICATIONS (SUBMITTAL FORM E)

The Owner will incorporate Past Performance Qualifications (PPQ) from both the Roofing Contractor and primary Roofing Manufacturer. The Contractor and Manufacturer will be responsible for collecting PPQ from past clients as outlined in this section.

Step 1) Identify Who To Survey:

- The Contractor and Manufacturer should identify a list of client references that will evaluate their performance on installed roofs.
- The Contractor/Manufacturer should survey clients that are highly satisfied with their roofs.
- There are no age limits on the roofs, however, greater preference will be given to older roofs (so the Contractor/Manufacturer are encouraged to survey old roofs that show long-term performance and satisfaction)
- Roofs must be greater than 5,000 SF (there are no maximum requirements on roof size)
- All roofs must be within 200 miles of the project site/location, OR be from a location that has similar climate/weather (please contact the Buyer if you are unsure)
- The previously installed roofs must be a similar system to the system being proposed on this project. For example, if the Contractor is proposing to install a built-up roofing system, then the past roofs being surveyed must also be built-up roofing systems (the roofs cannot be single-ply, metal, foam, etc.)
- The client/end user must be the reference and shall complete the survey. The survey cannot be completed by contractors, consultants, architects/engineers, or other third parties.
- The maximum number of roofs that can be submitted is 10 for each Contractor/Manufacturer.
- The Contractor and Manufacturer can use the same references provided that they were used on the same project, or may elect to survey different clients.

3.11 ROOFING WARRANTY ANALYSIS (SUBMITTAL FORM F)

The Offeror must complete this Submittal Form, which requires a copy of the Manufacturer's roofing warranty (for the primary roofing system that will be installed on the project/building). The sample warranty must also include a copy of the warranty exclusions. The Offeror must identify the warranty exclusions in the Submittal Form. The Buyer will calculate the potential value of the roofing Manufacturer's warranty by taking the total number of warranty exclusions and subtracting them from the Manufacturer's average roof age (obtained from the roofs of the Manufacturer's customer satisfaction responses) or the roofing warranty (whichever may be smaller). See example below:

Criteria	Manufacturer
Manufacturer's Roofing Warranty	25 Years
Average Roof Age (from Manufacturers Past Performance Qualifications)	18 Years
Number of Warranty Exclusions	10
Potential Value of Warranty	8

SECTION 4

EVALUATION PROCEDURES

4.1 EVALUATION SUMMARY

Proposals will be evaluated based on their overall value to the Owner, which includes both cost and technical factors (as outlined in this Section).

4.2 CRITERIA AND WEIGHTS

Proposals that are found to be responsive, will be evaluated and assessed in accordance with the evaluation criteria below.

Criteria	Points
Cost	250
Interview of Key Personnel ¹	250
Project Approach	50
Narrative Proposal Items << Items from 4.8 & 4.9>>	150
Potential Value of Warranty	50
Overall Project Duration	50
Past Performance Qualification (Contractor)	100
Past Performance Qualification (Manufacturer)	100
Total	1,000

¹ If the Owner shortlists Offerors, only the shortlisted Offerors will be evaluated and receive points for interviews

ADMINISTRATIVE REQUIREMENTS

5.1 OVERVIEW

The <<Organization Name>> (referred to as the “Owner” hereinafter) is issuing this Request For Proposal (RFP) to solicit proposals from Roofing Contractors (referred to as “Offerors”), to <<briefly describe the scope of services>> <<Try to describe at a very high-level and avoid any technical language or specifics, which will be described later in this RFP. For example, to roof/re-roof approximately 50,000 sf.>>. Proposals shall be submitted in accordance with the requirements set in this document.

5.2 BUYER

The individual listed below (referred to as “Buyer” herein) is responsible for the conduct of this procurement. All questions, inquiries, concerns, or clarifications regarding this solicitation must be submitted electronically (via email) to this individual. Offerors shall not contact or communicate with any other Owner employees. Unauthorized contact about this RFP with any other Owner employees may result in immediate disqualification.

Contact Name: <<Insert Name>>
 Title: <<Insert Title>>
 Organization Name: <<Insert Name>>
 Address: <<Insert Address >>
 E-Mail: <<Insert Email>>

5.3 PROCUREMENT SCHEDULE

The Owner will make every effort to adhere to the schedule below. However, the Owner reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary.

No	Activity	Time	Date
1	RFP Issued		xx/xx/xx
2	Pre-Proposal Meeting	9:00 am CST	xx/xx/xx
3	Site Visit	11:00 am CST	xx/xx/xx
4	Deadline for Questions	2:00 pm CST	xx/xx/xx
5	Deadline for Proposal Submission (Proposal Due Date)	2:00 pm CST	xx/xx/xx
6	Shortlisting		xx/xx/xx

SECTION 6 PROPOSAL FORMS

Submittal Form A	Offeror Background
Submittal Form B	Project Approach
Submittal Form C	Narrative Proposal
Submittal Form D	Narrative Proposal as Needed
Submittal Form E	Past Performance Qualifications
Submittal Form F	Roofing Warranty Analysis
Submittal Form G	Schedule Proposal
Submittal Form H	Cost Proposal

NEW Recommended

SUBMITTAL FORM A – OFFEROR BACKGROUND

PROJECT INFORMATION

RFP Number: _____

Project Name: _____

OFFEROR INFORMATION

Name of Company: _____

Web URL: _____

Address: _____

Number of Years in Business (Under Current Business Name): _____

Provide your License Number (in the jurisdiction for this project): _____

CONTACT INFORMATION

Identify an individual that can be contacted for clarification on this proposal

Name: _____

Title: _____

Email: _____

Telephone: _____

ADDENDA ACKNOWLEDGEMENT

The Offeror acknowledges receipt of the following addenda and has incorporated the requirements of such addenda into their proposal. Failure to identify and sign for all addendum may subject the Offeror to disqualification. The Offeror must list all addenda's (by number), then initial and date to confirm that you have received and incorporated them into your Proposal. *The Offeror may add more rows as necessary*

Number	Initials & Date	Number	Initials & Date	Number	Initials & Date

FINANCIAL INFORMATION

What is the Offerors average annual revenue from work completed in the last three (3) years?

Year	Revenue
	\$
	\$
	\$

CRITICAL TEAM MEMBERS

Identification of the critical project team (shown below), which shall be used by Offeror for the duration of the Contract resulting from this RFP. These individuals cannot be removed or replaced, unless requested or approved to do so by the Owner.

Name of Project Manager _____

Name of Site Superintendent _____

The Project Manager: this individual shall be the daily single-point-of-contact and the primary point of contact to resolve any issues, clarify cost, clarify schedule, and answer any questions. This individual will be the project lead for the execution of this project for the entire duration of the project.

The Site Superintendent: this individual shall be the primary person that will manage the site on a daily basis. This individual will be on the jobsite every day for the entire duration of the project.

ROOFING MANUFACTURER

Name of Primary Roofing Manufacturer _____

Product Name: _____

Type of System Being Installed:

<input type="checkbox"/> Built Up	<input type="checkbox"/> Metal
<input type="checkbox"/> Modified Bitumen	<input type="checkbox"/> Shingle
<input type="checkbox"/> Single Ply	<input type="checkbox"/> Other _____
<input type="checkbox"/> Spray Foam	

SUBMITTAL FORM B – PROJECT APPROACH

SPECIAL REQUIREMENTS: This Submittal Form must not contain any names that can be used to identify who the Offeror is, must not identify the Offerors cost/fee, and must not exceed the page limits specified in the RFP (reference RFP Sections 4.5).

SUBMITTAL FORM C – NARRATIVE PROPOSAL

<<Insert Requirements/Format>>

Now Recommended

SUBMITTAL FORM E – PAST PERFORMANCE QUALIFICATIONS

The Owner has requested Past Performance Qualifications on Roofing Contractors and Manufacturers. The companies listed below have identified you as a client for which they have previously installed a roof for. We would appreciate you taking the time to complete this survey.

PART A – VENDOR / PERSONNEL REQUESTING CLIENT FEEDBACK

Name of the Roofing Contractor: _____
Name of the Roofing Manufacturer: _____

PART B – PROJECT BACKGROUND

Client Name: _____ Roof Area (SF): _____
Project Name: _____ Date Installed: _____
Roof Location: (City & State) _____ Cost (\$): _____
Type of System: Built Up Mod Bit Single Ply Spray Foam Metal Shingle Other _____

PART C – REFERENCE EVALUATION

Please evaluate if your roof currently leaks and rate your overall level of satisfaction on a scale of 1 to 10 (with **10 representing that you were very satisfied** and **1 representing that you were very dissatisfied**). Consider all aspects of the vendor and their key personnel performance, such as: ability to manage project cost, ability to manage schedule, quality of workmanship, close out process, ability to communicate and document risks, and ability to follow the user's rules, regulations, and requirements.

CRITERIA	UNIT	RATING
Has the roof ever leaked since it was installed?	(Yes / No)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the roof currently leak?	(Yes / No)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Overall Customer Satisfaction – Roofing Contractor/Installer	(1-10)	
Overall Customer Satisfaction – Roofing Manufacturer/Product/System	(1-10)	

Please provide any additional information regarding the roofing contractor/installer and the roofing product or system (consider: response time to leaks, would you purchase the system again, general recommendations, anything you would do differently, the greatest risk/problems/challenges that were encountered, etc.)

SUBMITTAL FORM F – ROOFING WARRANTY ANALYSIS

MANUFACTURER INFORMATION

Name of Manufacturer: _____

Name of Product/System: _____

Type of System: _____

Built Up Mod Bit Single Ply Spray Foam Metal Shingle Other

Warranty Period (Years): _____

REQUIRED ATTACHMENTS

The following documents must be attached to this Submittal Form. Please ensure that the documents are clear and legible.

- A copy of the Manufacturer's Warranty (that will be issued on this Project). Please ensure that the Warranty states the duration of the warranty period.
- A copy of the Manufacturer's Warranty Exclusions

WARRANTY EXCLUSIONS

Please identify if the Warranty (that is being proposed) contains any of the following exclusions:

NO	EXCLUSION	RESPONSE
1	Requirements for the owner to use reasonable care	<input type="checkbox"/> Yes <input type="checkbox"/> No
2	Requirements for the owner to provide routine inspections or maintenance	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Requirements for the owner to pay for roof inspections	<input type="checkbox"/> Yes <input type="checkbox"/> No
4	Abnormal use or unusual occurrences	<input type="checkbox"/> Yes <input type="checkbox"/> No
5	Restrictions based on traffic on the roof	<input type="checkbox"/> Yes <input type="checkbox"/> No
6	Ponding water, standing water, or requirements for positive drainage	<input type="checkbox"/> Yes <input type="checkbox"/> No
7	Damage caused by animals, insects, pests, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No
8	Damages caused by chemicals, solvents, liquids, acids, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9	Changes in building use or purpose	<input type="checkbox"/> Yes <input type="checkbox"/> No

SUBMITTAL FORM H – COST PROPOSAL

SECTION 1 – PROJECT COST

The Offeror is required to provide a clear breakdown as indicated in this Submittal Form. The Offeror's Total Project Cost shall include the cost for everything that is necessary to meet the intent of the Owner as described in this RFP, including, but not limited to: materials, products, labor, subcontractors, suppliers, equipment, applicable taxes, fees, overhead, profits, travel, direct and indirect costs, etc. Pricing shall include complete shipment and delivery of all equipment to the project site unless otherwise stated. All Federal, State, Provincial and Local taxes, fees, assessments, and tariffs and the cost of all required insurance are included in this Proposal Cost. If selected to perform this work, the Offeror agrees, as a condition of this proposal, to submit evidence satisfactory to the Owner of our financial ability to perform all work covered by this proposal.

ITEM	DESCRIPTION	COST
1	Design Activities	\$
2	Tear-off Activities	\$
3	Roofing System/Product Costs	\$
4	Flashing Costs	\$
5	Insulation Costs	\$
6	Installation Activities	\$
7	Other	\$
Total Project Cost:		\$

SECTION 2 – ALTERNATIVES

The Offeror shall provide estimated costs for the following alternatives (these alternatives and costs must not be included in the total base proposal cost in Section 1 of this Submittal Form)

ITEM	DESCRIPTION	COST
1	Description 1	\$
2	Description 2	\$
3	Description 3	\$
		\$
Total Project Cost:		\$

- Exhibit 1 Agreement / Contract
- Exhibit 2 Specs, Drawings, etc.
- Exhibit 3 <<Insert as needed>>

Recommended

Hospital Roof

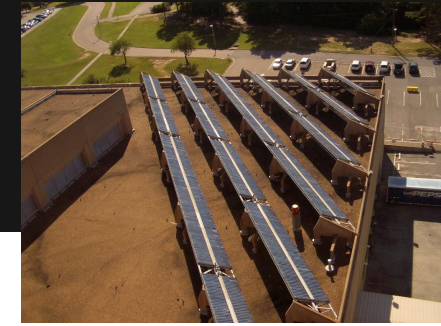
- Louisiana
- Hospital facility
- Schedule was very important
- Client was insistent that only 2 roofers in the area and only 1 was a high performer



Who To Shortlist / Interview

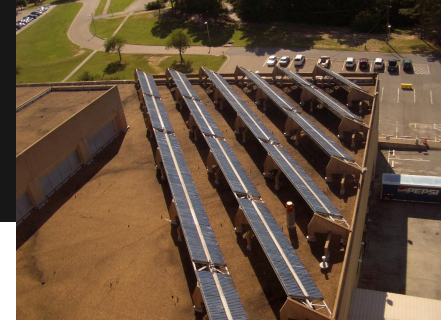
CRITERIA	FIRM A	FIRM B	FIRM C	FIRM D	FIRM F	FIRM E
RAVA Plan Rating	5.9	6.6	5.3	5.6	6.4	3.6

US Army Hospital Roof



NO	CRITERIA	AVERAGE	FIRM A	FIRM B	FIRM C	FIRM D	FIRM E	FIRM F
1	Cost	\$ 1,071,888	\$ 1,049,777	\$ 1,428,000	\$ 919,000	\$ 869,910	\$ 949,643	\$ 1,215,000
2	Schedule (Days)	161	85	200	180	210	112	180
3	Interview Score	6.5	6.5	8.8	6.5	5.4	5.0	6.9
4	RA/VA Plan Score	5.6	5.9	6.6	5.3	5.6	3.6	6.4
5	Value of Warranty	8	18	15	4	0	4	4
6	Past Performance - (1-10) Scores	9.0	10.0	9.7	9.5	5.3	9.6	9.8
7	Past Performance - Average Roof Age	8	17	14	4	6	3	4
8	Past Performance - Number of Surveys	23	25	29	32	4	21	26
Total Points (100):			93	46	45	44	43	36

BV vs Previous Best



93 36

NO	CRITERIA	FIRM A	FIRM E
1	Total Cost (\$)	\$1.1M	\$1.0M
2	Proposed Duration (Days)	85	112
3	RAVA Plan Rating	5.9	3.6
4	Interview Rating	6.5	n/a
5	PPI - Contractor 1-10	9.9	9.4
6	PPI - Contractor Avg Age	20	1
7	PPI - Contractor Not Leaking	100%	100%
8	PPI - Contractor # Surveys	9	14
9	PPI - Manufacturer 1-10	10	10
10	PPI - Manufacturer Avg Age	14	5
11	PPI - Manufacturer Not Leaking	100%	100%
12	PPI - Manufacturer # Surveys	12	10

32%
39%

Improving Your Next Roofing Job

1. Applicator **provides a list of 15 past customers** that show:
 - High customer satisfaction and long-term performance
 - Performance actual product being installed
2. **Don't use warranty period as selection criteria** (e.g., 30-years)
 - Review the exclusions of the warranty
 - Consider giving credit to those Suppliers with fewer exclusions.

www.simplar.com/resources



1. Procurement Supply Chain, Sourcing



White Papers

The XPD Approach – Next Practices in Procurement

XPD Business Case

Buying & Delivering IT Using XPD

Budgets – To Share or Not To Share?

Proposal Contents

Maximizing Public Dollars with XPD

Using XPD to Procure & Deliver IT Solutions

Asset & Work Management Case Study

XPD Results at Public Institutions

How a Warranty Works & Who it Really Protects

There Is An Easier Way

- **Sometimes FMs focus on the cost / technical details**
 - but there is always SERVICE afterwards
- **You are not buying commodities...**
- **We can help you:**
 - work with procurement / purchasing / buyers
 - develop your RFP and Scope of Work
 - manage the project & document performance

More than just Templates...



...hands-on training is critical!
...outreach to your vendors is critical!
...organizational change is critical!

High Performance Can't Be Faked

But It Can Be Identified, Leveraged, & Developed



Thank You!

Email me for free copies of...

1. Presentation Slides
2. White Paper on Warranties
3. RFP Roofing Template

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