

California Counties Facilities Services Association Award of Excellence

APPLICATION

Part I Instructions for Applying

CCFSA is proud to announce two options when applying for the CCFSA 2015 Award of Excellence in Facilities Management. Mail-in or Electronic applications are acceptable. **Applications are due October 28, 2016**

Mail-In Option

For mail in option provide one (1) complete set of the application, including all requested attachments. The application will be reviewed by a committee of facilities professionals and scored based on impact on facilities operations, forward progress of operations and improvements since last submittal. Mail application to: **CCFSA, c/o Larry L. Vice, Department of General Services, 700 H Street, 0585, Sacramento, CA 95814**. If needed, the applicant may be contacted for clarification of items.

It is recommended that the application and all enclosures be presented in a 3-ring binder with appropriate section tabs to facilitate the evaluation. For example, the application contains 28 criteria and numerous sub categories. It will facilitate the evaluation if the supporting documentation for your application is divided with tabs corresponding to the criteria number and alpha letter in the application. Please do not put multiple pages in sheet protectors; except for publications that are enclosed (e.g., "how to do business" booklet).

Electronic Option

For electronic option fill out the application and provide as much detail as necessary. Submit application to vicel@saccounty.net. You may attach back up information to the application. Application will be reviewed by a committee of facilities professionals and scored based on impact on facilities operations, forward progress of operations and improvements since last submittal. Each applicant will be contacted to set up a time for a conference call interview with the panel. Expect to spend 1-1.5 hours in the interview. Some documentation will be asked to be submitted to the committee for verification of application. If you are a previously awarded agency, please include a brief statement outlining differences and new achievements made during this current year application period.

Fee

All applicants shall pay the same fee (\$200.00 to cover trophy and processing expenses). Mail a check to **CCFSA, c/o Tom Coburn, 10014 N, Bloomfield, Nevada City, CA 95959**. Checks should be made payable to the California Counties Facilities Services Association. Fees must be postmarked no later than **October 28, 2016**.

Qualifications

To be considered for this award, applicants (County) must be members of the California Counties Facilities Services Association (CCFSA), in good standing for two years, and have had a representative attend an association meeting at least once in the current year.

The California Counties Facilities Services Association is responsible for the evaluation. The individual submitting the application will be advised of the decision and will, upon completion of the review process, be provided with an evaluation report. It is expected that you will receive an e-mail notification of your success by **January 12, 2017**.

Questions or comments concerning the Achievement of Excellence in Facilities Management program should be addressed to: **Larry L. Vice**, (916) 874-7343, vicel@saccounty.net

Name of Entity/Organization: County of San Diego Department of General Services

(As You Want Printed on the Trophy)

Please provide the name, title, and address of the person who should receive notification of award. Only one original letter will be sent per application. An additional copy can be requested and will be mailed. Applicants may choose to have the original letter sent to their governing authority or other management. (Examples may include the applicant's *Director, Chairman of the Board of Supervisors for their county, City Manager, or City Council*).

Official to receive notification of the results:

Name	
Title	
Address	
City/State/Zip	

Applicant may also receive a copy of the notification of the results:

Name	
Title	
Address	
City/State/Zip	
Phone	
E-mail	
Website of your Agency	

Contact for Phone interview

Name	
Title	
Phone	
E-mail	
Website of your Agency	

Part II Criteria

To successfully receive the “Achievement of Excellence in Facilities Management” award, the applicant must obtain a total of at least 200 points. Submit ONE complete set of the application and all requested enclosures.

The point value of each criterion is always 5 or 10. All criteria are pass/fail. That is, an applicant will receive all the points available (i.e., 5 or 10), or none, per area. If the total points for an application add up to 200 or more, a qualified application will be successful. Therefore, an applicant should be able to pre-determine their likelihood of success before submitting the application. The evaluation committee strongly suggests that you do not request points for criteria that cannot be verified or established. Please indicate on the Self-Scoring sheet the criteria for which you are applying.

Application Criteria

Has the applicant organization achieved, performed or practiced the following:

1. **Published an “Ethics” policy statement? (5 pts.)** Ethics policy must be formally published or adopted by your organization and specifically address facilities management issues. Membership in a facilities management association, which has an ethics policy, is not acceptable documentation.

Yes

No

Additions since last award application

2. **Published or revised a customer manual for internal use within the past 5 years? (10 pts.)** Manual must be comprehensive, addressing multiple facilities activities and not limited to specific issues.

Yes

No

Additions since last award application

3. **Maintained a “Continuous Improvement” program comprised of some or all of the following (5 - 20 pts.)**

- a) **At least two meetings annually of a formal focus group or another technique designed to enhance two-way communications with internal customers within the past fiscal year (5 pts.)** A focus group would be comprised of internal customers representing multiple functional areas of expertise. The focus group meets to discuss and provide recommendations on multiple subject issues. As an alternative to conducting formal focus group meetings, other techniques designed to enhance two-way communications and understandings between facilities and internal customers will be considered. If a technique other than “focus group” is submitted,

documentation shall include how this alternative method accomplishes the objective and purpose of this section.

- Yes
- No

b) Coordinate or participate in periodic meetings with internal departments (i.e. maintenance, electrical, information services, utilities, etc.) to discuss current and upcoming projects (5 pts.) Sample of agenda and minutes from typical meeting and additional information like how often are such meetings held.

- Yes
- No

c) Formal customer survey within past 3 years (5 pts.) Customer survey, which surveys internal customers on multiple facilities issues.

- Yes
- No

d) Provide evidence of a post-occupancy survey to customers that allows customer to comment and make suggestions for future projects (5 pts.)

- Yes
- No

Additions since last award application

4. Centralized work order system and a centralized call center (5 - 20 pts.)

a) Do customers/users call one number for work order requests (5 pts.)

- Yes
- No

b) How are customers notified of the status of work orders (5 pts.)

- Yes
- No

c) Operating a data base which maintains information on hours worked, tasks performed, summary of work performed, location of work, cost of work performed, etc. (5 pts.)

- Yes
- No

d) Is the work order system interactive, allowing customers to input a work request, track work requests and be notified when work is completed and/or how much time is estimated before work is completed (5 pts.)

- Yes
- No

Additions since last award application

5. Automation and use of intranet for internal customers (5 - 15 pts.)

a) User access (e.g., directly enter requisitions, make on-line status inquiries, etc.) (5 pts.)

- Yes
- No

b) Facility maintenance and/or related software that helps integrate maintenance activities to capture costs and improve efficiencies (5 pts.)

- Yes
- No

c) Other - For Example - Maintenance of a vendor and/or contractor list (5 pts.)

- Yes
 - No
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Additions since last award application

6. Utilization of Electronic Commerce, internet and intranet (5 – 20 pts.)

a) Internet home page with link to Facilities Management activities (5 pts.)

- Yes
- No

b) Intranet website describing services available to your customers (5 pts.)

- Yes
- No

c) Provide building layouts in PDF format (or other) on an intranet website that allows other departments within your organization to view and use information (Information Services, electricians, management, space planners) (5 pts.)

- Yes
- No

d) Other - Provide internet advertising on spaces, programs and other facilities or activities open for public use with rent, fees and locations (5 pts.)

- Yes
 - No
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Additions since last award application

7. Preventive Maintenance Program (5 - 20 pts.) Be able to provide documentation that supports your program and how you implement and guarantee the program is being performed.

a) Track work performed; plan/schedule when work is to be performed (5 pts.)

- Yes
- No

b) Details on what work is to be performed and how (5 pts.)

- Yes
- No

c) Other, including automated, cost tracking and work performed tracking (5 pts.)

- Yes
- No

d) Provide policy on remote computer access and other off site computer applications (5 pts.)

- Yes
- No

Additions since last award application

8. Implementation of innovative cost saving measures (10 pts.) Present measures you have taken to reduce operational costs while limiting impact on quality of service. For example: Outsourcing vs. in house resources, restructure of contracts, organizational restructuring, vehicle utilization, etc.

- Yes
- No

Additions since last award application

9. Professional Certification (5 - 25 pts.)

a) Current Certified Facilities Manager (CFM). (10 pts.)

- Yes
- No

b) If more than one CFM in organization (5 pts.)

- Yes
- No

c) Other professionally recognized organization your agency is actively involved with (5 pts. for other organization i.e. AIA, BOMA, US Green Council, etc.)

- Yes
- No

d) Other professional certifications held by members of organization (BOMA, AIA, USGBC) (5 pts.)

- Yes
- No

Additions since last award application

10. Education (5 - 20 pts.)

a) A degree from a four-year university or college earned by Facility Manager (5 pts.) Enclose name of the Facility Manager, Name of the university or college degree and graduation date

- Yes
- No

b) A degree from a four-year university or college earned by at least 50% of the Facility Management professional management staff? (10 pts.) You may include the total number of Management positions with the total number of staff with four year degrees.

- Yes
- No

c) A degree from a two-year university or college or equivalent (at minimum) has been earned by at least 50% of the Facility Management/supervisory professional management staff? (5 pts.) Enclose a listing of the total number of management and supervisory positions with name and title of the staff, the university or college type of degree (AA, BA, BS, etc.) and graduation date. The total number of professional staff includes the Facility Manager.

- Yes
- No

Additions since last award application

11. Established a professional “staff training” program? (5 - 10 pts.) The requirement is the establishment of a continuous formal or professional program for maintenance and/or supervisory staff training. This can be demonstrated by a list delineating the training received by such staff during the past year listing the programs, schedule and future plan training for the next year. Lists should include the names and positions of the staff, a description of training, and the dates.

a) List of training provided and the future schedule or program. Training needs to be on facilities related issues. This is not a customer (i.e., user) training program (5 pts.)

- Yes
- No

b) Training identified by each staff member on courses taken in the last two years with a list of other training identified to help specific staff members (5 pts.)

- Yes
- No

Additions since last award application

12. Professional staff member (10 - 20 pts.)

a) With an officer position in a national or regional association during this fiscal year and participates in at least 3 meetings which can include presentations, at large member meetings or other involvement (10 pts.)

(Enclose name, organization, and position with other documentation supporting position and involvement)

- Yes
- No

b) Member of the facility group has participated at a national or regional conference as a presenter or panel member related to a facility topic or issue during the last two years (10 pts.)

- Yes
- No

Additions since last award application

13. Adoption of organization-wide policy change. (10 pts.) Provide evidence of the change and how facility maintenance group was part of this change. How did the facility group provide input, how were you heard and how are you involved in the implementation?

- Yes
- No

Additions since last award application

14. Environmental (5 - 30 pts.)

a) Formal environmental policy including reuse, reduce and recycle provisions (5 pts.) Describe the environmental policy. Public work projects (e.g., air, water, etc.) and hazardous material policy (e.g. hazardous spills, ground pollution policies, etc.) do not qualify. Requirement can include “procurement” policies (e.g. buying recycled).

- Yes
- No

b) Publication within past 3 years of performance report on environmental related issues, procedures, and awareness programs (5 pts.) Describe the environmental performance report. This report can include information about the environmental purchasing activities and results of the program, tons of paper recycled, fuel saved, reduction in greenhouse gases, scrap metal recycled, landfill diversion, etc.

- Yes
- No

c) Adopt a green building program (5 pts.).

- Yes
- No

d) At least one building certified by the United States Green Building Council for existing building operations (5 pts.).

- Yes
- No

e) Janitorial services use United States Green Building Council approved products (5 pts.).

- Yes
- No

f) Adopted water conservation measures within the last year (5 pts.).

- Yes
- No

Additions since last award application

15. Lead Agency in a cooperative agency effort related to facility maintenance or other outreach program (10 pts.)

Description of program with a short paragraph on lessons learned and successes. Example should clearly show agencies involved and potential benefit. Other projects that may be considered require written description and document of agency collaboration, commitment and final product.

- Yes
- No

Additions since last award application

16. Provide examples of Facilities Management Innovative Practices (10 – 20 pts.) Your Innovative Practices may be used on the CCFSA Website with other Good Practices to be shared with other professionals. Everyone does something that has improved their operations, reduced costs, and provided cost avoidance (10 pts. for each Good Practice submitted; max. 20 pts.).

- Yes
- No

Additions since last award application

17. Employee Performance Evaluations (5 - 15 pts.).

a) The organization provides employees an annual/bi-annual performance evaluation that is used for each full time employee. Please be able to provide a copy of the standard review (5 pts.).

- Yes
- No

b) The review provides a work plan for the employee, which provides clear expectations and goals for performance, and provides a mechanism for advising employees on methods for improving performance (5 pts.).

- Yes
- No

c) The review provides feedback on the review period's goals and accomplishments, and provides for employee feedback, suggestions, and response (5 pts.).

- Yes
- No

Additions since last award application

18. Self-promotion (5 - 10 pts.) Do you have one or more articles published annually in your agency's newsletter, email or other internal agency-wide publication? Provide one or two examples of articles that address Facilities Maintenance and how it benefits the overall organization (5 pts. Each; max. 10 pts.).

- Yes
 - No
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Additions since last award application

19. Project Planning (5 – 25 pts.) Provide a brief description on how a project is developed from conception to completion of the project with the involvement of all stakeholders. Discuss how information is collected, and how the program is developed to create the project description. Address budget/funding, environment, users perceptions, construction, completion, turnover of project to user, life cycle costs, durability, maintenance, replacements, operation costs, utilities, future needs and expansion for future needs. Who makes the final decision on what the project is and why?

a) How do you address all stakeholders' needs and gather information to define a project (5 pts.)?

- Yes
- No

b) How do you participate in defining projects and how are life cycle costs considered in projects (5 pts.)?

- Yes
- No

c) Are your facilities commissioned to assure construction meets designs (5 pts.)?

- Yes
- No

d) Report to director, accumulated savings over a few years from programs and projects you have implemented and are responsible for (5 pts.).

- Yes
- No

e) Provide information on the process or system in place to identify facility accessibility issues, including funding source, review process and/or other ways to ensure projects are accessible (5 pts.).

- Yes
 - No
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Additions since last award application

20. Condition Assessment Report (5 - 30 pts.)

- a) **Have completed an assessment report on 50% of your current facility inventory within the last 4 years? (10 pts.)**
Does the report list type of building, use, age, square feet, estimated deferred maintenance, photographs of facilities?
 Yes
 No
- b) **Maintain a building specification book on all major facilities (5 pts.)**
 Yes
 No
- c) **Maintain and update CAD drawings on buildings to reflect most recent changes (5 pts.)**
 Yes
 No
- d) **Provide evidence showing a developed CAD standard manual (5 pts.)**
 Yes
 No
- e) **Provide evidence of the supporting linkage between your facility assessments and your Major Maintenance/Capital Improvement programs (5 pts.).**
 Yes
 No
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Additions since last award application

21. Capital Improvement Projects (5 - 15 pts.) Summary of five-year capital improvement project plan.

- a) **Describe your participation in your agency's CIP program and how you are an active and productive participant in the process (5 pts.)**
 Yes
 No
- b) **Do you have a five year improvement plan for your facilities, identifying types of projects/ improvements / repairs with estimated costs (5 pts.)**
 Yes
 No

c) Does your organization maintain a five year CIP (5 pts.)

- Yes
- No

Additions since last award application

22. Facility Master Plan (10 pts.) A study completed in the last five years that shows the potential growth needs of the organization. Plan should include current square feet and number of employees with an estimate/forecast for future needs. Plan should include estimated square feet, number of employees identified by specific group, with a potential plan to show how groups might be relocated and improve operational efficiencies.

- Yes
- No

Additions since last award application

23. Benchmarking (5 - 15 pts.)

a) Provide comparison of square foot cost with other organizations, or use other published information to compare your operational costs with other organizations (5 pts.)

- Yes
- No

b) Provide evidence you have participated in Benchmarking Surveys and describe how this information was used to improve your operations. Provide benchmark study with your actuals compared to the average. (5 pts.)

- Yes
- No

c) Provide examples of your organizations current Performance Measurements/Metrics (5 pts.).

- Yes
- No

Additions since last award application

24. Emergency Preparedness (5 – 20 pts.) Part of Facility Management is being prepared for the unexpected. How are you preparing and how are you having others understand your plan to respond. Provide information on your emergency plan, with other descriptions on how you plan to react to certain emergencies.

a) **Is there a printed emergency response plan that includes how and what to do in case of certain emergencies? (5 pts.)**

- Yes
- No

b) **Provide evidence of facility-wide emergency plan and provide the method available that ensures the plan can be located and accessed in 10 minutes or less (5 pts.)**

- Yes
- No

c) **Provide evidence and/or written policy on holding annual emergency drills and systems checks that are critical to emergency response (generator testing) based on your emergency plan; include your method of verifying compliance (5 pts.)**

- Yes
- No

d) **Have you reviewed and updated your emergency plan in the last two years (5 pts.)?**

- Yes
- No

Additions since last award application

25. Technology (5 pts.) Provide information on agency’s plan and review process, and how facility maintenance is included in decisions related to technology recommendations and future requirements (5 pts.)

- Yes
- No

Additions since last award application

26. Energy Management – Document measures implemented in Energy Management (e.g. demand reduction, photovoltaic, DDC, roof gardens, lighting retrofits, Energy Star or cool roofing etc.)

(5 pts. /example; max. 25 pts.)

- Yes
- No

Additions since last award application

27. Construction (5 – 20 pts.)

a) Provide evidence of construction management services (5 pts.)

- Yes
- No

b) Provide evidence of in-house construction (5 pts.)

- Yes
- No

c) Provide cost estimating and contract administration services (5 pts.)

- Yes
- No

d) Provide move, planning and office reconfiguration services (5 pts.)

- Yes
 - No
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Additions since last award application

28. Proactive Maintenance Safety Program – Provide evidence of the following elements of a functioning Safety Program (5-25 pts.)

a) Published Safety Policy (10 pts.).

- Yes
- No

b) Established Safety Committee that meets on a regular schedule (5 pts.).

- Yes
- No

c) Documentation of frequency and compliance with safety training requirement (5 pts.).

- Yes
- No

d) Documentation of accident investigation, tracking and follow-up of corrective actions (5 pts.).

Yes

No

Additions since last award application

29. Extra Credit

Additions since last award application

SELF SCORING SHEET

Part II – Criteria	POINTS	SELF-SCORE
1. Ethics Policy	5	
2. Customer Manual	10	
3. Continuous Improvement Program	5 - 20	
4. Centralized Work Order System	5 - 20	
5. Automation – Intranet	5 - 15	
6. E-Commerce - Internet/Intranet	5 - 20	
7. Preventive Maintenance Program	5 - 20	
8. Innovative Cost Saving Measures	10	
9. Professional Certification	5 - 25	
10. Education	5 - 20	
11. Staff-Training Program	5 - 10	
12. Professional Staff (Officer, Presenter/Panel)	10 - 20	
13. Organization-Wide Policy Change	10	
14. Environmental	5 - 30	
15. Lead Agency/Cooperative Effort	10	
16. Innovative Practices	10 - 20	
17. Employee Performance Evaluations	5 - 15	
18. Self-Promotion	5 - 10	
19. Project Planning	5 - 25	
20. Condition Assessment Report	5 - 30	
21. Capital Improvement Projects	5 - 15	
22. Facility Master Plan	10	
23. Benchmarking	5 - 15	
24. Emergency Preparedness	5 - 20	
25. Technology	5	
26. Energy Management	5 - 25	
27. Construction	5 - 20	
28. Maintenance Safety Program	5 - 25	
29. Extra Credit - Other Applicable Documentation	TBD	
TOTAL POINTS ACHIEVED		

Part III
Submittal of Application

Application must be submitted (postmarked) by October 28, 2016. Late applications will not be considered. Submit only one copy of mail-in application, or one copy of electronic application. It is recommended that you keep a copy for your records. Applications may not be returned. The application fee is \$200, payable by check. Make all checks payable to the California Counties Facilities Services Association.

The decision of the **California Counties Facilities Services Association** regarding applications is final.

By submitting this application, applicants are officially requesting consideration for the Achievement for Excellence in Facilities Management Award.

With this application, we are officially requesting consideration for the Achievement of Excellence in Facilities Management Award.	
_____ Signature	_____ Print Name Date

The Annual Achievement of Excellence in Facilities Management will be presented at the first Association meeting in 2017, date and location to be announced. Successful applicants will be invited to attend the meeting to personally receive the award.

**The Achievement of Excellence in Facilities Management is sponsored by
the California Counties Facilities Services Association**