



OPERATIONS AND MAINTENANCE SERVICES REQUEST FOR PROPOSALS (“RFP”)

ISSUE DATE: September 18, 2026

DUE DATE: **11:00 A.M. on October 22, 2026** (“Submission Deadline”)

INSTRUCTIONS: Proposers must timely submit five (5) paper copies and one (1) electronic copy of their proposal (on a flash drive) in a sealed envelope labelled “O&M” to the following address:

Houston First Corporation, Attn: David Stephenson, 701
Avenida de las Americas, Suite 200, Houston, TX 77010

Proposals must be delivered by mail, courier, or in person. Submittals received after the Submission Deadline, by email, or unsealed, will be rejected without further review or consideration.

QUESTIONS: Any questions concerning the form or content of this RFP must be submitted by email to bids@houstonfirst.com no later than **11:00 a.m. on October 7, 2026**. All materials questions will be answered collectively, rather than individually, in the form of a Letter of Clarification available at www.houstonfirst.com/do-business. Questions received may be edited or combined with similar questions for clarity or length at the discretion of HFC.

OVERVIEW AND SCOPE

Houston First Corporation (“HFC”) requests bids from experienced contractors (each a “Proposer” and, collectively, “Proposers”) to provide operations and maintenance services throughout its facilities in Houston, Texas. The Proposer selected is to furnish all labor, supervision, supplies, and other goods and services necessary to provide preventative maintenance and needed repairs throughout HFC’s meeting facilities, theaters, offices, garages, and landscaped properties. Services are to be provided on an as-needed basis, 24 hours per day, seven days per week, 365 days per year, including all holidays.

Trade personnel required to perform services is expected to include a Project Manager, electricians, plumbers, carpenters, painters, operators, and technicians. Positions and service hours will fluctuate due to events, seasons, and other variables.

For information purposes only, HFC has prepared the following table summarizing the various facilities managed by HFC:

Facility	Built	Renovated	Sq. Ft.	Type/Use
Avenida Central Parking	2008	n/a	248,000	Underground Parking
Avenida North Garage	2016	n/a	669,096	Above-ground Parking
GRB Garage	2026	n/a	363,780	Above-ground Parking
Fish Plaza	1987	n/a	50,000	Plaza/Greenspace
George R. Brown Convention Center	1987	2004, 2016	1,800,000	Exhibition Hall
George R. Brown Convention Center [Expansion]	Ongoing	n/a	700,000	Exhibition Hall
Jones Hall for the Performing Arts	1966	2002, ongoing	185,000	Theater
Lynn Wyatt Square	1966	2023	80,656	Plaza/Greenspace
Miller Outdoor Theatre	1968	2000	36,762	Outdoor Theater
Miller Outdoor Theatre Concessions	2002	n/a	5,500	Foodservice Facility
Partnership Tower	2016	n/a	127,000	Office Building
Root Memorial Square	2005	n/a	62,500	Plaza/Greenspace
TBH	1992	2008	17,598	Theater
TD Parking – Civic Center	1965	2019	766,211	Underground Parking
TD Parking – Large Tranquility	1975	2019	496,743	Underground Parking
TD Parking – Small Tranquility	1975	2019	244,664	Underground Parking
Tundra Garage	2001	n/a	1,000,000	Above-ground Parking
Wortham Theater Center	1987	2019	437,000	Theater

The Proposer selected as a result of this RFP will be responsible for the operation and maintenance of, and remedial repairs to, the following equipment and systems: Electrical; plumbing; mechanical; fire, life safety and environmental compliance; building automation systems, and interior/exterior surfaces and finishes.

While an exhaustive inventory of equipment is not available, Proposers should refer to the Scope of Services portion of the Operations and Maintenance Services Agreement for additional details on equipment and systems at the facilities.

Services are expected to commence January 1, 2027 and continue for a base term of five years, subject to further extension at the option of HFC.

BACKGROUND

HFC is a local government corporation created by the City of Houston to facilitate economic growth through the promotion of the greater Houston area and the business of conventions, meetings, tourism, and the arts. HFC is the primary entity responsible for marketing Houston and increasing awareness of its many attractions and amenities.

HFC is responsible for the operation and management of the George R. Brown Convention Center, Avenida Houston, Partnership Tower, Wortham Theater Center, Jones Hall for the Performing Arts, Miller Outdoor Theatre, an array of outdoor properties, and parking facilities that can accommodate nearly 10,000 vehicles.

HFC represents the consolidation of the former City of Houston Convention & Entertainment Facilities Department and the Houston Convention Center Hotel Corporation. The Houston Convention Center Hotel Corporation (now called Houston First Corporation) was organized in 2000. The consolidation with the Convention & Entertainment Facilities Department was effective on July 1, 2011.

PROPOSAL FORMAT

Although HFC prefers substance over form, to be considered responsive, Proposers are asked to review the following criteria/information requests and respond, in order, to the best of their ability:

- a. **Submittal Form:** Proposers are required to complete and submit the Submittal Form provided below as the first substantive page of their Proposal. The form must be signed by a person authorized to make representations on behalf of the Proposer.
- b. **Profile:** Provide a brief profile of the Proposer, noting its history, structure, strengths, and abilities. Provide three current references for operations and maintenance services at comparable facilities, such as hotels, airports, arenas, shopping malls, office buildings, convention centers, and office buildings; include a contact name, phone number, and email address for the manager for each such reference. (Neither HFC nor the City of Houston may be used as a reference.)
- c. **Strategy:** Describe the Proposer's approach to the Scope of Services, including Proposer's methods and abilities related to staff scheduling, developing and effectuating a comprehensive program of preventative maintenance, remedial services and emergency repairs.
- d. **Personnel:** Provide the name and summary of qualifications for the proposed Project Manager and a job description for each service position recommended by Proposer. Clearly and unambiguously identify all services to be subcontracted.
- e. **Pricing:** Proposers must provide comprehensive pricing for the services, including any management fee and all labor fees, by completing the Pricing Form available at www.houstonfirst.com/do-business.

All information provided by Proposers should be organized, clear and concise. Although there are no page limits, Proposers are asked to avoid excessive graphics, title pages, or other extraneous information in their proposal other than requested by HFC.

EVALUATION

Every Proposal timely received by HFC which includes a signed Submittal Form will be evaluated and ranked based on the following weighted criteria: Profile (25 points); Strategy (25 points); Pricing (30 points).

HFC reserves the right to interview the top-ranked Proposers, not to exceed five, prior to selecting a proposal. If interviews are scheduled, then up to 20 additional points may be added to the existing proposal scores of the top-ranked Proposers, for a maximum possible total of 100 points, based on their responsiveness during the interview.

HFC intends to award the contract to the Proposer offering the best value to HFC, as measured by HFC utilizing the foregoing evaluation criteria, including the right to award the contract by criteria other than the lowest price proposed. HFC reserves the right to select or reject all or part of any Proposal, waive minor technicalities, and select one or more proposals in the manner and to the extent that they are deemed to serve the best interests of HFC.

This RFP does not commit HFC to award a contract, issue a purchase order, or to pay any costs incurred in the preparation of a proposal in response to this RFP. HFC reserves the right to request proposal clarifications/additional information from some or all Proposers.

LETTERS OF CLARIFICATION

Responses to all material questions timely submitted by potential Proposers, as well as any revisions incorporated into this RFP by HFC, will be confirmed collectively, rather than individually, in a letter made available online at <http://www.houstonfirst.com/do-business/> (each, a "Letter of Clarification"). When issued, Letters of Clarification become part of this RFP and automatically supersede any previous terms, conditions, specifications, or provisions in conflict therewith.

By submitting their proposal, Proposers shall be deemed to have reviewed all Letters of Clarification and to have considered all responses, as well as any revisions, and incorporated them into their submittal. Verbal responses by any HFC officer, director or employee cannot alter the terms, conditions, specifications, or provisions as stated herein. It is the responsibility of Proposers to monitor the foregoing link and ensure they receive any such Letters of Clarification and incorporate them in their Proposal.

FORM OF AGREEMENT

By submitting a response to this RFP, Proposer agrees, upon notice of selection, to promptly enter into the Operations and Maintenance Services Agreement available online at <http://www.houstonfirst.com/do-business/>. Any requests for clarification or modification

to such agreement must be timely submitted by email to bids@houstonfirst.com, and responses to material questions and issues will be included in a Letter of Clarification. Proposers are advised any Proposal including supplemental conflicting terms and conditions, pre-printed forms, or objections to the agreement shall be disregarded and may result in a Proposal being deemed as non-responsive.

SMALL BUSINESS DIVERSITY

HFC expects that the Proposer selected will use good faith efforts to award subcontracts to certified diversity participants. (A list of acceptable certifying agencies may be found in the [HFC Diversity Program](#)). HFC reserves the right to include a specific diversity goal in any agreement resulting from this selection process, in the manner and to the extent allowed under applicable law. Any such goal shall be based on a mutually agreed percentage of the total value of the services to be performed, require good faith outreach and compliance efforts, and related, periodic reporting requirements.

RESTRICTIONS ON COMMUNICATIONS

Throughout the selection process, commencing with the Issue Date, Bidders are directed not to communicate, directly or indirectly, with any HFC employee, officer, director, or selection committee member regarding their bid, or any matter relating to this RFP, other than through bids@houstonfirst.com, or in response to a direct inquiry from the HFC General Counsel Department or Procurement Division. Proposers who disregard the Restrictions on Communications provision do so at their peril, as HFC reserves the right to reject any Proposal due to violation of this provision by a Proposer.

CONFLICTS OF INTEREST

Proposers are advised that they have an affirmative obligation to disclose any affiliation or business relationship with an HFC employee, officer, or director creating (or appearing to create) a conflict of interest. Any Proposer who has any such an affiliation or business relationship must include the disclosure form with their Proposal. (The form is available online <https://www.ethics.state.tx.us/data/forms/conflict/CIQ.pdf>.) By submitting their Proposal, Proposers represent that they have complied with the requirements of Chapter 176 of the Texas Local Government Code.

PROTEST PROCEDURES

Any protest relating to the form, terms and conditions, selection criteria, specifications, exhibits, or any other material RFP content must be filed by the actual or potential Proposer with HFC no later than five (5) business days prior to the Submission Deadline. If the protest consists of a dispute regarding the Proposer recommended by the evaluation committee, or otherwise relates to the alleged misapplication of selection criteria, then HFC must receive the protest from an actual Proposer after the Submission Deadline, but at least three business days prior to consideration of a contract resulting from this RFP by an HFC Board Committee or Board of Directors, whichever is earlier.

All protests must be made in writing and delivered to Houston First Corporation, Attn: SVP, Legal Services, 701 Avenida de las Americas, Ste. 200, Houston, TX 77010. To be considered by HFC, protests must be timely received and include, at a minimum, all of

the following information: (a) The name, address and contact information of the Proposer, with sufficient information to establish that a bona fide Proposer is the person or entity filing the protest; (b) The full title of the RFP; (c) Material grounds for the protest, including the provisions of the RFP and the applicable law or regulation that serves as the basis for the protest; (d) A statement of the specific relief requested by the Bidder; (e) Reference to and attachment of any pertinent documents or sources relied upon by the protestor that the protesting party wishes to have HFC consider; and (f) An affidavit attached to support any factual allegations stated in the submission.

RFP PACKETS

A complete copy of this RFP, including exhibits, necessary forms and other relevant information, is available on-line at www.houstonfirst.com/do-business. This RFP provides the information necessary to prepare and submit a proposal for evaluation by HFC.

PUBLIC INFORMATION

As HFC is subject to the Texas Public Information Act ("TPIA"). Information submitted by Proposers is subject to release under the provisions of the TPIA set forth in Chapter 552 of the Texas Government Code, any page including confidential or proprietary information appears must be labeled as such clearly and unambiguously. Proposers will be advised of any request for public information that implicates their materials and may, in accordance with applicable law, elect to assert objections to disclosure with the Texas Attorney General at their cost and expense.

WITHDRAWAL; ERROR

Proposals may be withdrawn due to errors or for any other reason by a written request received by bids@houstonfirst.com prior to the Submission Deadline.

OPERATIONS AND MAINTENANCE SERVICES

SUBMITTAL FORM

Proposers responding to the foregoing Operations and Maintenance Services Request for Proposals ("RFP") are required to complete each field of this Submittal Form and are asked to include it as the first substantive page of their Proposal.

1. Contact Information

a. Company Name (the "Proposer"): _____

b. Address: _____

c. Primary Contact Name: _____

d. Primary Contact Title: _____

e. Phone: _____

f. Email: _____

2. Terms and Conditions

By completing this Submittal Form and submitting a Proposal, the Proposer represents all of the following to Houston First Corporation:

a. Proposer has the necessary experience, knowledge, abilities, skills, and resources to perform the services required under the RFP, including the Scope of Services.

b. Proposer accepts the evaluation process set forth in the RFP and acknowledges that some subjective judgments must necessarily be made during the effectuation of such process.

c. Proposer accepts the terms and conditions of the Operations and Maintenance Services Agreement and agrees, if selected, to promptly enter into such agreement.

d. Proposer is in compliance with Chapter 176 of the Texas Local Government Code and agrees to and shall continue to comply with the requirements of the Restrictions on Communication section of this RFP.

e. Proposer has not, within the past five years, been party to a service contract terminated for cause, or received material, adverse findings from any governmental authority having regulatory oversight of services similar to those required under this RFQ.

3. Acknowledgment

By signing below, Respondent represents and warrants that all of the foregoing is true, correct and may be relied upon by Houston First Corporation without exception:

_____ (“Proposer”)

By:

Signature: _____

Date: _____

Name: _____

Title: _____