



## Request for Quotations

# Facility Management Services

Quotations must be submitted electronically by:  
Friday, December 17, 2021 at 12:00 p.m.

First 5 Fresno County  
2405 Tulare Street, Suite 200  
Fresno, CA 93721  
(559) 558-4900 | [www.first5fresno.org/funding](http://www.first5fresno.org/funding)

## Overview of Request for Quotations

The Children and Families Commission of Fresno dba First 5 Fresno County (F5FC) desires to solicit qualified quotations for facility management services at the Lighthouse for Children (LFC) Facility in accordance with a Request for Quotations (RFQ) procurement process.

## Intent of RFQ

The purpose of this RFQ is to contract complete facility management services for the LFC Facility ([www.lcfresno.org](http://www.lcfresno.org)), from a certified Facility Management Contractor team. The LFC Facility has a total square footage of approximately 44,000 square feet. F5FC reserves the right to either add or delete locations, square footage and/or frequency of service(s). The successful contractor will provide quality proactive service to fit the needs of F5FC and the LFC tenants.

## Contract Period

The contract for these services will be awarded for an initial two (2) year period, from an agreed upon start date, with the option for renewal based on performance, as determined by F5FC.

F5FC reserves the right to negotiate the proposed activities and/or budget of any proposed activities or components of said contract.

## Eligibility

Experienced certified contractors interested in providing these services are encouraged to submit a quotation as detailed in this document.

## Timeline

November 12, 2021	Release of Request for Quotations
December 2, 2021 - 10:00 a.m.	Pre-Submission Site Visit (attendance is optional)
December 7, 2021	Deadline to submit questions
November 17, 24, December 1, 8	Responses to submitted questions posted on the F5FC website
<b>December 17, 2021 - 12:00 p.m.</b>	<b>SUBMISSION DEADLINE</b>
February 4, 2022	Notification of selection
March - June, 2022	Contract development and finalization
June, 2022	Contract start date

# *Facility Management*

## Request for Quotations (RFQ)

### ABOUT

At First 5 Fresno County (F5FC), we know that children thrive when their families thrive. We envision a future where all children and their families are healthy, loved and nurtured. We run after this vision by partnering with our community to create a seamless system of quality, accessible services that support the well-being of every child and family. The First 5 Fresno County Commission (the Commission) was created in 1998 when voters passed Proposition 10, which added a 50-cent sales tax to every pack of cigarettes or tobacco product sold in California. The State of California collects the money and distributes it to each county based on birthrate. The Commission is responsible for developing a strategic plan to guide local funding decisions that are consistent with the purpose of Proposition 10, which is to promote, support and improve the early development of children from the prenatal stage to five years of age.

In 2015, F5FC created the Lighthouse for Children Facility, a space, in the heart of downtown Fresno, where Fresno County families can access services and receive resources and information on how to support the transformative first 5 years of their child's life. F5FC owns and manages the three-story building which houses a Child Development Center, the Community Learning Center, office and meeting spaces for community agencies, and First 5 Fresno County's administrative offices. More information on the program components of the LFC Facility can be found at [www.lfcfresno.org](http://www.lfcfresno.org).

### INTENT

The purpose of this RFQ is to contract complete facility management services for the LFC Facility ([www.lfcfresno.org](http://www.lfcfresno.org)), from a certified Facility Management Contractor team. The LFC Facility has a total square footage of approximately 44,000 square feet. F5FC reserves the right to either add or delete locations, square footage and/or frequency of service(s). The successful contractor will provide quality proactive service to fit the needs of F5FC and the LFC tenants.

### ELIGIBILITY

Experienced contractors interested in providing general facility management services at the LFC Facility are encouraged to submit a quotation. The respondent must have demonstrated 1) an understanding of the service details and the unique nature of the needs at the LFC Facility; 2) experience in providing similar services; and 3) must be exceptionally capable of producing the desired services in a highly professional, timely, and cost-conscious manner.

### CONTRACT PERIOD

The contract period will run from an agreed start date (estimated: June 1, 2022) through one fiscal year as an initial contract period. Based on performance of the contractor in the initial contract period, the contractor may have the option of up to four one-year extensions, at F5FC's discretion.

Note: F5FC reserves the right to negotiate the proposed activities and/or budget of any proposed activities or components.

## **COST QUOTATIONS**

Submitters shall provide a quotation including all costs in a format shown in the attached Form “B” Scope of Work and Budget sample. All cost quotations shall remain intact for a period of 120 days, sales tax costs must be included and shown clearly where applicable and costs/prices must be itemized.

Quotations which do not respond to all items outlined in this RFQ may not be considered. All prices and quotations must be typewritten. All quotations must be signed by a responsible officer or employee of the entity/company capable of binding the company to such quote. Obligations assumed by such signature must be fulfilled.

**F5FC understands that costs associated with these services fluctuate based on various factors including minimum wage requirements and market rate. These factors should be noted and accounted for within the provided quotation.**

## **SERVICE & RESPONDENT REQUIREMENTS**

At minimum, vendors must hold the following qualifications when submitting a proposal for this project. The Respondent:

- Shall have no less than five (5) years of professional experience in providing facility/property management services in similar settings to the LFC Facility.
- Must have a trained facility technician to respond to the ongoing and emergency needs of the LFC Facility in a prompt, strategic, professional way. Experience with the following, but not limited to:
  - Plumbing
  - Electricity
  - HVAC
  - Locks
  - Carpentry
  - Service Coordination
- Must have all appropriate licenses and certificates required in the state of California.
- Must have certificate of insurance with letter of endorsement.
- Must have the capacity to coordinate ordering and delivery of relevant maintenance supplies and tools as outlined.
- The selected contractor shall furnish all labor, supplies, materials, equipment, and supervision to perform satisfactorily the services specified herein, but not limited to, at the frequencies and during the times shown.

## SCOPE OF WORK

### Staffing

The Lighthouse for Children (LFC) Facility requires that the entity, submitting a quotation under this RFQ, be able to provide all the services and operations in connection with the accomplishment of facility management as requested. This would include a facility technician on-site at a minimum of five (5) days a week from Monday through Friday and on-call support outside of those days in the event of any emergencies at the LFC Facility.

As part of the facility management services, a facility technician position will be stationed out of the LFC Facility for no less than 20 hours per week responsible for general and routine building/grounds maintenance. A facility technician must also be available in the event of any urgent needs or emergency outside of regular hours. The facility technician is also responsible to complete specific maintenance requested by F5FC and its tenants and be in regular communication with LFC Facility contractors including but not limited to janitorial, security, specialized service technicians, etc. The needs of the LFC Facility may require the facility technician to complete several maintenance tasks outside of the specified areas. The selected contractor would be responsible to provide technician coverage to the specified on-going needs of the Facility. Both a facility manager and a facility technician are minimum required staffing levels.

### General Scope of Work

Through this Request for Quotations (RFQ), F5FC seeks to contract the services of an agency to perform the following:

- Monitor systems, contractor services, and facilitate service requests in anticipation of need and upon notification, as described below.
- Perform periodic review of systems, monitor contractor activity for conformance with agreement, and develop, maintain, and monitor a preventative maintenance schedule for major systems, i.e. HVAC, Roofing, Paving, Painting, and Flooring.
- Develop and maintain a preventative maintenance schedule and cost projection for major building systems (i.e. HVAC, Roofing, Paving, Painting, and Floorings), and update annually.
- Collect monthly rent from LFC tenants.
- Assist in the maintenance of the LFC Emergency Evacuation Plan and act within the Emergency Response practices including an initial contact in emergency communication.
- Support F5FC in RFQ bidding for needed LFC Facility services (i.e. HVAC, janitorial, security, and other services) as needed ahead of contract expiration.
- Coordinate the order and delivery of necessary supplies including, but not limited to janitorial consumable supplies.
- Lead accounts payable activity for LFC Facility related vendors on behalf of F5FC.
- Create an annual facility budget with projected costs.
- Provide F5FC a monthly facility operating expense report detailing monthly activity, receivables, and expenses incurred by the contractor to complete facility management services.
  - At the minimum, the report is to include, but not limited to, property activity report, balance sheet, budget comparison cash flow, rent roll, aged receivables report, receivable detail, and expense distribution.

- Clear and concise communication with a single point of contact for F5FC. Repair requests will be submitted by tenants to the designated F5FC staff person, then transmitted to facility management for timely completion.

### **Service Request Protocol**

In general, the service request protocol will be as follows:

- Facility management will receive routine repair requests via email from a single designated F5FC staff person.
- Text messaging and phone call may be used for immediate response in case of legitimate emergency service requests.
- Emergency service requests are for a building system damage or failure which poses an immediate threat to life safety or building damage.
- Routine requests will be addressed within no more than 24 hours.
- Emergency requests will receive a response as soon as possible, ideally within 60 minutes or less.

### **Repair Response Procedure**

In general, the repair response procedures will be as follows:

- Response will come in the form of an acknowledgement email, and a projected timeframe for repair personnel to respond.
- Once repair has been completed, an email confirming repair will be sent to close the request.
- Repair cost will be submitted for approval prior to work being authorized, and payment requests reviewed by consultant prior to submitting for payment.

### **Systems And Services Covered Under This Scope of Work**

- **Monthly** - Contract monitoring and management, of systems/services including but not limited to: tenant facility use agreements, solar panel system, security services, alarm services, landscape and playground maintenance, HVAC services, exterior cleaning (Windows and other), waste removal service, defibrillator inspections, etc.
- **Bimonthly** - Systems/services monitoring include but are not limited to: pest control.
- **Quarterly** - Systems/services include but are not limited to: fire drills, coordination of first aid kit replenishment, playground maintenance, etc.
- **Annually** - Systems/Services monitoring include but are not limited to: elevator servicing and certification, Fire Marshall inspection, parking/roofing/exterior finishes inspection, etc.
- **As needed/when needed** - Systems/Services monitoring include but are not limited to: entry systems, electrical systems, interior systems; plumbing, lighting, janitorial, security, etc.

F5FC acknowledges that the services listed above and within this document cannot convey all responsibilities needed for smooth operation of the LFC Facility. Additionally, potential contractors should understand that the frequency of such items is subject change.

## RFQ PROCESS

### Pre-Submission Site Visit (optional)

A pre-bid site visit will be held on **Thursday, December 2, 2021** starting at 10:00 a.m. to last approximately 60 minutes at the LFC Facility **2405 Tulare Street, Fresno, California, 93721**. Bidders will be provided this opportunity to view the project site to become familiar with the Facility in order to make a full and comprehensive bid. **Bidders shall meet at the main entrance, on the first floor of the Facility at 9:50 a.m. am to be a part of the site visit. Only one site visit will be offered. Please come early in order to participate.** Masks will be required to be worn through the entirety of the visit. Bidders are NOT REQUIRED to attend in order to provide a quotation.

### Questions

Any questions about this RFQ must be submitted via email to **funding@first5fresno.org** with the subject line: **“Question RFQ – Facility Management Services.”** Questions will be accepted until **Tuesday, December 7, 2021**. If questions are received, responses will be posted on the funding page ([www.first5fresno.org/funding](http://www.first5fresno.org/funding)) of the F5FC website by 5:00 p.m. every Wednesday beginning November 17, 2021, through Wednesday, December 8, 2021.

Any questions received during the pre-submission site visit will be recorded in the subsequent question posting on the website.

### RFQ Submission Deadline

Completed quotations **must** be submitted via the F5FC website ([www.first5fresno.org/funding](http://www.first5fresno.org/funding)) by no later than **12:00 p.m. on Friday, December 17, 2021**. Respondents are responsible for ensuring that submissions are received by F5FC on time. Late proposals will not be accepted.

### Review Process and Notification

A Community Review Committee will evaluate and score each submission that complies with the purpose and requirements of this RFQ. Following the review process, F5FC will work with the recommended agencies to develop and finalize a contract agreement, including scope of work and budget, that will be presented to the F5FC Board, known as the Commission, for consideration and ultimate approval for funding.

The contact person for each submission will be notified via email of F5FC’s decision. All submitters, including the recommended agency, will be notified by **February 4, 2022**, of the status of their submission. Upon notification, the selected entity will be contacted by F5FC to confirm requirements prior to consideration by the F5FC Commission.

## SUBMISSION REQUIREMENTS

All proposals must be submitted via the **F5FC website** ([www.first5fresno.org/funding](http://www.first5fresno.org/funding)) **by no later than 12:00 p.m. on Friday, December 17, 2021**. All material received in response to this RFQ will become the property of F5FC and will not be returned to the bidder. Regardless of the entity selected, F5FC reserves the right to use any information presented in a quotation. The content of each vendor’s quotation shall become public information once a contract has been awarded.

To complete the submission process, follow the steps on the website to enter all required information and upload the required forms and attachments listed below. All documents must be submitted in PDF form. Each form is available as an individual PDF file on the F5FC website. The details of the submission components are outlined below.

Please note, after completing the submission on the F5FC website, proposers will receive an email from [funding@first5fresno.org](mailto:funding@first5fresno.org) as proof of submission with the submission documents attached. Please verify all required documents were submitted. If the proposer identifies an error, they may resubmit using the same process. Only the most recent submission will be accepted.

Note: Submitting agencies should add [funding@first5fresno.org](mailto:funding@first5fresno.org) to their approved contact list to avoid interference from spam filters. If the submitter does not receive an email or experiences any technical difficulties, please contact [funding@first5fresno.org](mailto:funding@first5fresno.org) prior to the submission deadline. Proposers are responsible for ensuring that submissions are received on time. **Late proposals will not be accepted.**

## RFQ SUBMISSION COMPONENTS

**A. Narrative – FORM A:** Please submit, in writing, the requested information outlined in the attached “Form A” in brief, narrative form and, to the extent possible, organize the narrative using headers. The content of your submission, not including Form B or the attachments as outlined below, should **not exceed 10 pages**, typewritten with a , font size of no less than **11-point** size for legibility.

**B. Scope of Work & Budget – Form B:** The format of Form B may be used by the bidder to outline the requirement of this portion of the RFQ. Provide proposed fees and cost information for all services and supplies. Include the following:

- Submitting agency should review the requirements of this RFQ and address all services in the fee schedule that might reasonably be expected to support the request. The submitting agency should provide a comprehensive, itemized annual fee schedule including staffing rates per hour, the supplies as outlined in this RFQ and other expenses or costs associated with the performance of this work. Bidders should show a clear picture of the costs they are proposing.
  - This information should be detailed and broken down by type of service and units of work or other applicable measure, separately. First 5 Fresno County reserves the right to not include compensation for items not addressed in the submitted quote.
- Describe the methodology for any future increases in costs of service. Include the method in which pricing adjustments will be calculated.
- Include the signature of an authorized staff person attesting that they have the authority to provide this quote for these services and this quote will remain valid for 120 days.



*Note: The fee quotation submitted along with the proposed approach will be used as a basis for any contract negotiations. The actual scope of work and fees included in the contract may be negotiated and may vary to satisfy First 5 Fresno County's needs. In the event a bidder sees that further services may be necessary to maintain the site, bidders are encouraged to describe those proposed services within their quotation.*

- C. Attachments (not a part of the narrative page limit)** – Submissions must include the following:
- a. Business License
  - b. W-9 Form or IRS Tax Exempt Letter

## OTHER IMPORTANT INFORMATION

### Protest Process

Upon notice by F5FC of a proposed award, any proposer may file a formal written protest regarding a potential or recent procurement by F5FC. The protest shall be filed with the Executive Director no less than forty-eight (48) hours before the day of the meeting at which F5FC Commission is scheduled to award the relevant contract. The protest shall be in writing addressed to and filed with the Executive Director and contain the exact basis for the protest, and proof that the protestor is a viable and responsible provider of the services sought. The protest should provide evidence that the award violated F5FC's procurement procedures or State law. Mere disagreement with F5FC or the Executive Director's decision shall not be the basis for a successful protest.

### Confidentiality of Responses

F5FC cannot guarantee the confidentiality of information submitted by the organization/agency. In the event that F5FC receives a request for records or court order that F5FC reasonably determines compels its disclosure of the submission, F5FC shall provide such records as it deems appropriate. All materials submitted as part of a proposer's response to this RFQ become the property of F5FC.

### Communication

As of the issue date of this RFQ and continuing through the public notification of the award, agencies submitting qualifications are specifically directed not to hold any meetings, conferences, or technical discussions regarding this RFQ with F5FC staff, Commissioners, or the Community Review Committee. "Off the record" contacts can potentially taint F5FC's decision-making process. Interested agencies may only submit inquiries through the [funding@first5fresno.org](mailto:funding@first5fresno.org) email address in response to any matter pertaining to the RFQ. Any prohibited contact may result in disqualification of the potential contractor's submission.

### Contracts

Issuance of this RFQ does not constitute a commitment by F5FC to award a contract. F5FC reserves the right to reject any or all submissions received in response to this RFQ, or to cancel this RFQ if F5FC deems that it is in the best interest of F5FC to do so. In addition, F5FC staff reserves the right, after contract award, to amend the resulting contract as needed throughout the term of the contract to best meet the needs of all parties.

If applicable, F5FC staff reserves the right to approve all subcontractors proposed by the primary contractor. Approval is based on the subcontractor contract language and budget with the primary contractor.

Any contract awarded by F5FC will contain various terms and conditions that will not be negotiable, including, but not limited to, proposer's obligation to indemnify, defend, and hold F5FC harmless from and against proposer's negligence and willful actions, insurance requirements as determined by F5FC, and compliance with various F5FC policies.

The contact person for each quotation, whether selected for award or denied, will be notified in writing of the decision. Upon notification of an award, representatives of the firm will meet with staff to finalize a detailed scope of work and budget.

### **Supplanting**

No F5FC funds shall be used to supplant (i.e., take the place of or replace) state or local General Fund money for any purpose. This prohibition does not apply to federally funded or privately funded programs.

### **Conflicts of Interest**

Proposers must adhere to F5FC's Conflicts of Interest Policy and Conflicts of Interest Code, as amended, as applicable. No Commissioner or designated staff may make, participate in making, or use their official position to influence the making of any governmental decision which may have a direct or indirect foreseeable material financial effect on the Commissioner or designated staff person. Therefore, no entity in which a Commissioner or designated staff person has a material financial interest may submit a proposal to F5FC.

Additionally, under no circumstances, may a financial dependent of a F5FC Commissioner or staff respond to this RFQ. Relatives (which shall include, but not be limited to, adult children, siblings, aunts and uncles) of F5FC Commissioners or staff who are not dependents are discouraged from submitting.

### **MISCELLANEOUS INFORMATION:**

- By submitting a quotation, bidders authorize F5FC staff to verify any or all information and/or references given in the quotation.
- Insurance. On or before the Effective Date of any agreement, Contractor shall furnish to F5FC satisfactory proof of the required insurance (Certificates of Insurance), which shall include a commitment by Contractor's insurers that they will mail notice of any cancellation or reduction of coverage below the amounts herein required by F5FC, at least thirty (30) days prior to the effective

date of such cancellation or change. Such required insurance shall include General Liability, Automobile Liability, and Workers' Compensation.