

REQUEST FOR QUALIFICATIONS FOR FACILITY OPERATIONS AND MAINTENANCE SERVICES **ADDENDUM #1**

REGIONS:

- BAY AREA/NORTHERN COASTAL
- NORTHERN/CENTRAL
- SOUTHERN

The Judicial Council of California (Judicial Council) seeks statements of qualifications from Facility Operations and Maintenance firms to provide regional operation and maintenance services for Superior and Appellate Court facilities throughout California. The most-highly qualified firms will be invited to respond to a request for proposals.

RFQ-FS-SP-2019-02-JP

Issued: July 8, 2019

Statement of Qualifications Due: August 12th, 2019

No Later Than 2 PM Pacific Time



**JUDICIAL COUNCIL
OF CALIFORNIA**

ADMINISTRATIVE DIVISION
FACILITIES SERVICES

JCC RFQ Abbreviations Index

JCC	- Judicial Council of California or Judicial Council
FOM	- Facility Operations and Maintenance
SPF	- Service Provider Firm
RFQ	- Request for Qualifications
SOQ	- Statement of Qualifications
RFP	- Request for Proposal(s)
BANCRO	- Bay Area/Northern Coastal JCC Region
NCRO	- Northern/Central JCC Region
SRO	- Southern JCC Region
DVBE	- Disabled Veteran Business Enterprise
QC	- Quality Control
SLA	- Service Level Agreement
KPI	- Key Performance Indicator

Date: July 8th, 2019

To:
Interested Facility Operations and Maintenance
Service Providers

From:
Judicial Council of California,
Facilities Services

Subject:
RFQ-FS-SP-2019-02-JP

Send SOQs and Proposals To:

Judicial Council of California
Attn: Ms. Sheryl Berry
Branch Accounting and Procurement
455 Golden Gate Avenue, 6th Floor
San Francisco, CA 94102
*(Indicate RFQ number and name on lower left
corner of envelopes)*

Contact:

CapitalProgramSolicitations@jud.ca.gov

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Schedule of Events

No.	Events	Dates (Pacific Time)
1	RFQ Issuance Date	July 8, 2019
2	Deadline for submission of 1) SPF's requests for clarifications re: the RFQ and 2) non-binding email of intent to respond	2:00 PM on July 16, 2019
3	Mandatory In-Person Pre-Proposal Meeting at the Judicial Council's Sacramento office	2:00 PM on July 23, 2019
4	Clarifications, modifications and answers to questions posted at www.courts.ca.gov .	July 31, 2019
5	SOQ and Proposal Due Date and Time	2:00 PM on August 12, 2019
6	Optional – SOQ clarifications / discussions / interview(s) (<i>if required</i>)	August 19, 2019 through August 30, 2019
7	Shortlisted Firms posted on www.courts.ca.gov	September 12, 2019
8	Issuance of RFP to shortlisted Firms	September 23, 2019
9	Deadline for submission of Firm's requests for clarifications re: the RFP and non-binding email of intent to respond	Dates and Schedule in RFP (September 23, 2019 through December 2, 2019, approximately)
10	Clarifications, modifications and answers to questions posted at www.courts.ca.gov	2:00 PM on December 13, 2019
11	Proposal Due Date and Time	January 7, 2020
12	Interviews of short listed Firms at the Judicial Council Sacramento office.	February 3, 2020 through February 14, 2020
13	Posting of intent to award on www.courts.ca.gov	Dates and Schedule in RFP (March 9, 2020 through March 13, 2020, approximately)
14	Effective Date (commencement of Phase-In)	May 1, 2020
15	Full Performance Date	July 1, 2020
16	End Date Base 5-year Contract	June 30, 2025

1.0 Introduction

A. **Introduction:** The Judicial Council of California (“JCC”), chaired by the Chief Justice of California, is the primary policy making body of the California judicial system. Facilities Services is the division of the Judicial Council responsible for management of the operation and maintenance of facilities for Californian’s fifty-eight Superior and six Appellate Court jurisdictions.

B. **Purpose of RFQ:**

Facilities Services is responsible to maintain and operate court facilities to ensure uninterrupted and equal access to justice for all Californians. Currently there are over 250 facilities with approximately 10 million square feet of floor area fully maintained by JCC and over 150 facilities with approximately 2 million square feet where the JCC has some level of maintenance responsibility. The statewide facilities are divided into three geographical regions: Bay Area/Northern Coastal (BANCRO), Northern/Central (NCRO), and Southern regions (SRO). Refer to Attachments 2 and 3 for regional boundaries and a list of facility details sorted by region.

The JCC seeks to retain the services of qualified Service Provider Firm(s) (SPF) with expertise and experience in Facility Operations and Maintenance (FOM) programs as described herein. The JCC has established a two-step process to accomplish this important goal: 1) pursuant to this RFQ, solicit Statements of Qualifications (SOQs) from SPF’s to establish a shortlist of such SPF’s who will then; 2) submit responses to a Request for Proposals (RFP) to furnish FOM Services for California’s statewide courts. The statewide court facilities that are the subject of the RFQ and the RFP will be divided into three geographical regions: BANCRO, NCRO, and SRO refer to Attachment 3.

C. **Overall FOM Evaluation Method:** This RFQ and the subsequently issued RFP will consist of a two-step evaluation as follows:

1. **Step 1.** This RFQ is a pre-qualification evaluation of the SPF’s qualifications based on the SPF’s response to the Qualification Questionnaire and written Statement of Qualifications SOQ. The SOQs will be evaluated and scored and the top 2-4 highest-ranking SPF’s for each geographical region will be shortlisted. SPF’s will be shortlisted for a particular geographical region. Only those SPF’s shortlisted will be invited to participate in Step 2, the RFP. The JCC reserves the right to short list as many SPF’s it wants to shortlist for each region at its sole discretion.
2. **Step 2.** The evaluation of the responses to the Step-Two RFP will be on a best-value basis. The SPF’s that are shortlisted from the Step 1 RFQ will be issued an RFP. The RFP will require that the SPF submit a written Management Approach and a detailed Cost Proposal as described further in the RFP. The Management Approach will require SPF’s to present their approach to the delivery of services to be provided to the JCC. The Management Approach also requires that the SPF’s present their key personnel and leadership team to ensure that the JCC’s objectives are met or exceeded.
3. The Cost Proposal in the Step 2 RFP stage is comprised of two cost elements.
 - a. **Cost Element 1:** The RFP will include the list of facilities, by region, to be included in the contract along with details as to the level of service and itemized Preventative Maintenance Tasks (PMT) that must be priced to establish a base “Total Cost of PMT Services.” For each individual facility, a fixed price for the performance of Base Monthly Reactive Works (BMRW) (to be defined in the RFP) will be required. These BMRW’s will be detailed by facility, utilizing historical labor and material cost data. A sample “price sheet” is attached as Attachment 9.

- b. Cost Element 2: SPF's will be required to provide individual rates for identified specific Work Order Tasks (WOT) to be ordered by the JCC on an as-need basis. Examples of WOT's include, but are not limited to: light bulb or ballast replacement, unclogging of toilets, and flush valve replacement. A sample "work sheet" is attached as Attachment 10.
4. In the Step 2 RFP stage, the SPF will be required to provide a Bid Bond totaling five (5) percent of the SPF's base bid for the first year of service.
5. In the Step 2 RFP stage, the SPF with the overall best-value Management Approach and Cost Proposal for a specific geographical region will be awarded a Contract for that region.
6. In the Step 2 RFP stage, the JCC intends to award individual Contracts for the BANCRO, NCRO, and SRO regions and issue a Notice to Proceed in a timely manner following the selection process indicated herein.
7. A SPF may submit an RFP response to any or all of the regions (BANCRO, NCRO, and SRO), however, a SPF will not be awarded a Contract for more than two (2) regions.
8. The JCC reserves the right to reject any SPF's submission to the RFQ due to non-responsiveness to the selection criteria or a failure to demonstrate that the SPF has sufficient direct expertise in services of similar size, complexity and nature.

2.0 Description of Services

A. The FOM scope of services to be provided include the following:

1. Proactive facility maintenance for scheduled and unscheduled maintenance in the Facilities.
2. Respond to maintenance/repair due to equipment or system failures within JCC Guidelines and Procedures.
3. Facilities operation management, including supervision, personnel, labor, materials, supplies, tools, vehicles, equipment, and other items and services necessary to perform all work.
4. Planning, scheduling, and coordination for the efficient, effective, economical, and satisfactory operation of the Facilities.
5. Assessing the conditions of the buildings and their systems, as well as implementing the building operations and preventative maintenance programs necessary to maintain, preserve, and keep the facilities in good operating condition and repair.
6. Performance of operations and maintenance required/related facility modifications.
7. Bio-waste exterior building clean-up. This includes cleanup of human waste, vomit, human blood and/or syringes on hardscape.
8. Janitorial Services related to, resulting from and/or as a by-product of any FOM services provided to the JCC pursuant to a Contract.

3.0 Response to this RFQ

- A. SOQs must conform to the JCC requirements provided herein.
- B. In order to be considered, SOQs must be submitted to the JCC in type written form, no later than the time and date indicated in “SOQ Due Date and Time” set forth in the Schedule of Events. SPF’s must ensure compliance with the dates, times and processes set forth in the Schedule of Events. The times and dates are subject to change at the JCC’s discretion.
- C. SOQs must be received by the:

Judicial Council of California
Attn: Sheryl Berry
Branch Accounting and Procurement
455 Golden Gate Avenue, 6th Floor
San Francisco, CA 94102

- D. **SOQs submitted in response to this RFQ via email will NOT be considered. See Paragraph i. below regarding Preparing and Packaging the SOQ.**
- E. SPF’s assume all risk for ensuring receipt of the SOQ’s no later than the date and time specified in the Schedule of Events. The JCC is not responsible for the failure of a SPF’s choice of delivery service/method. The JCC will not open and will return any SOQ received after the date and time specified in the Schedule of Events of this RFQ.
- F. **Changes to Process for Submitting SOQ and Schedule of Events.** The RFQ and Schedule of Events are subject to change. The JCC does not send notifications of changes to this RFQ or the Schedule of Events to prospective SPF’s. The JCC is not responsible for failure of any SPF to receive notification of changes in a timely manner. SPF’s are advised to visit the JCC website (www.courts.ca.gov) frequently to check for changes and updates to the RFQ and the Schedule of Events.
- G. Throughout this solicitation process, if there is any need for communication with the JCC with regards to any aspect of this RFQ, such communication must be in writing, and submitted as e-mail to CapitalProgramSolicitations@jud.ca.gov. With regard to this RFQ, SPF’s and their subcontractors must not communicate on the topic of the RFQ with JCC personnel or other JCC consultants associated with this procurement. *Violation of this restriction may disqualify the SPF from consideration.*
- H. **Mandatory RFQ Pre-Submittal Actions and Events.** SPF’s shall submit the following according to the specified timelines in order to participate in this process.

1. Mandatory: Send Email to JCC regarding Intent to Respond

SPF’s that intend to respond to this RFQ must notify the JCC by sending an email to CapitalProgramSolicitations@jud.ca.gov with the RFQ number and SPF name in the subject line by the deadline specified in the timeline. SPF’s Intent to Respond should include the name, address, telephone, fax number, and e-mail address and contact person for the SPF.

2. Optional: Submit Questions Prior to the Pre-Proposal Teleconference

SPF’s may submit questions to be answered at the pre-proposal teleconference on the Form for Submission of Questions (Question Form) that is posted as Appendix C to the RFQ. The Question Form must be emailed to: CapitalProgramSolicitations@jud.ca.gov to

include the following e-mail subject line: “Service Provider: RFQ Questions + (SPF Name)”.

Please complete all sections of the Question Form. SPF’s should specifically identify and cite to the particular section of the RFQ about which the SPF has questions. SPF’s questions should be limited to the RFQ process and general questions regarding the overall nature of the Services. Highly specific questions regarding the Services should be withheld until after the Pre-Proposal Teleconference.

Please take notice that the SPF’s name may appear on the JCC website when answers to questions submitted are posted. The JCC will post answers to questions submitted as indicated in the Schedule of Events.

3. Mandatory: Participate In-Person in the Pre-Proposal Meeting

During the Pre-Proposal Meeting the JCC will provide an overview of the Services, introduce key JCC personnel, and briefly answer questions submitted prior to the Pre-Proposal Teleconference. If time allows, other questions may be asked and answered. Note: Although questions may be discussed during the Pre-Proposal Teleconference, the official and binding responses will be the ones posted to the JCC website.

4. Optional: Submit Questions After the Pre-Proposal Teleconference

SPF’s may submit questions after the Pre-Proposal Teleconference and prior to submission of its SOQ using the Question Form process indicated above. JCC’s response to these questions will be posted to the JCC website.

I. Preparing and Packaging SOQ

1. SOQs should provide straightforward and concise information that fulfill the requirements of the RFQ. Emphasis should be placed on brevity, conformity to the JCC’s instructions, RFQ selection criteria, and completeness and clarity of content.
2. SOQs should be organized using tab dividers as indicated.
3. Expensive binding or elaborate displays are discouraged. Submittals in Acrobat pdf shall be organized with bookmarks separating sections of the submittal.
4. Attachments, except as noted or specifically requested by the SPF to the JCC by responding to questions via the CapitalProgramSolicitations@jud.ca.gov email, will not be accepted.
5. SPF’s shall submit the following in a sealed envelope clearly marked, “**SOQ– SPF Name, RFQ Number**”:
 - a. One (1) copy in paper form, of the SPF’s Cover Letter and completed SOQ.
 - b. One (1) original of the **Payee Data Record** form completed in the exact legal name of the SPF’s business, signed by an authorized representative of the SPF (Do not bind Payee Data Record form into the SOQ booklet); and

c. One (1) USB or flash drive containing the SPF's complete SOQ and Payee Data Record form. Submittals in Acrobat pdf shall be organized with bookmarks separating sections of the submittal. SPF must use the following naming convention for electronic files:

i. '*Abbreviated Name of Company_ SOQ_ FSO-20__-_____*'.

J. Submission Requirements:

1. SPF's SOQ should clearly and accurately demonstrate the specialized knowledge and experience required for services under consideration. The SOQ shall be prepared in an 8.5" x 11" format, using a table of contents to divide sections of the Qualification Questionnaire for SPF's. Attachments, except as noted, will not be accepted. In a sealed envelope (clearly marked: "SERVICE PROVIDER Submittal, RFQ Number"), submit your entire SOQ package to the following address:

JCC of California
Attn.: Ms. Sheryl Berry
RFQ #: RFQ-FS-SP-2019-02-JP
455 Golden Gate Avenue, 6th Floor
San Francisco, CA 94102

K. SOQ Contents: Provide the following as the Statement of Qualifications (SOQ):

1. **Cover letter.** The cover letter shall include SPF's the name, address, telephone, fax number, e-mail address, federal tax identification number and identify the specific region that the proposing SPF desires to provide services. The cover letter must be signed by an authorized representative of the prospective SPF.
2. **Qualification Questionnaire for SPF's.** The Qualification Questionnaire is located in Attachment 1 of the RFQ documents. SPF's shall complete the Qualification Questionnaire form in full, including all of the applicable forms and attachments, per the General Instructions and Information included therein.

The Qualification Questionnaire consists of Parts I through V, which must be completed as part of the SOQ response. SPF's shall review the Qualification Questionnaire for a detailed explanation of what is required to be included in the Qualification Questionnaire response.

The prospective SPF shall describe its specific responses to the selection criteria in Parts I through V. Responses should provide specific information regarding experience, expertise of the key personnel, a description of continuous quality improvement process, the capacity to deliver high quality facility services for facilities located within the specific Region, and any other relevant selection criteria information not provided elsewhere in the Questionnaire form.

3. **Forms.**
 - a. Submit one signed original of the JCC's Certification Form (Appendix A).
 - b. Submit one signed and notarized Non-Collusion Affidavit (Appendix B).

L. SOQ Clarification and Requests for Additional Information

1. All SOQs shall be afforded fair and equal treatment with respect to any opportunity for clarification. JCC reserves the right to request clarification of information submitted and to request additional information from any or all SPF's. JCC may require any evidence it deems necessary, such as documentation regarding a SPF's financial stability.
2. If the JCC deems it necessary, the JCC reserves the right to conduct limited interviews for the purpose of clarifying information submitted by an SPF. The interviews, if any, are for the sole purpose of clarifying already submitted information and will not be evaluated or scored as part of the RFQ process.

4.0 Form of Agreement and Scope of Services to be provided under the RFP after the RFQ process

- A. **Form of Contract:** The selected SPF's, after the Step 2 RFP stage, will be awarded a Contract(s) to perform the Scope of Work using a combination of Firm Fixed Price, Unit Pricing and Cost-Plus methodologies. The form of Contract(s) will be provided to the SPF's during the RFP stage. Please note that form Contract that will be provided during the RFP stage will generally be non-negotiable.
- B. **Number of Contracts:** Up to three (3) Contract(s) will be awarded using this RFQ and RFP process—one for each region. It is the intent of the JCC to award one Contract per Region. SPF's must submit a Region-specific Proposal(s) for one, two, or all three regions. However, no more than two regional Contract(s) will be awarded to a particular SPF. The Contracts will be structured such that in the case of non-performance or non-responsiveness by an SPF, the JCC retains the right to have the work or a portion of the work performed by others at the sole discretion of JCC.
- C. **Term of Contract:** The initial term of the Contracts awarded pursuant to this RFQ will be for a base five (5) year period. In addition, the JCC has the option, exercisable at the sole discretion of the JCC, of two (2) potential three (3) year options to renew, for a total of six (6) additional years for each successful SPF. Pricing for the base period for Cost Element 1 will be fixed, any exercised options will be subject to escalation provisions, utilizing indices defined in the RFP. Pricing for Cost Element 2 will fixed for the first year of the Contract and will have annual escalation provisions, utilizing indices defined in the RFP. SPF's will be notified one hundred and eighty (180) days prior to the expiration of the Contract if the JCC will exercise the option.
- D. **Regions:** For administration purposes, the JCC has divided the FOM Program into three (3) geographical regions.
- E. Each region will be contracted separately as follows:
 1. Bay Area/Northern Coastal (BANCRO)
 2. Northern/Central (NCRO)
 3. Southern. (SRO)

The counties in each region are referenced in the Table below. Detailed information of the facilities in each region are listed in Attachment 2. Please note that this list is subject to change at the discretion of the JCC.

Region	Counties (all counties are serviced within a Region under this contract)
Bay Area / Northern Coastal (BANCRO)	Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, San Luis Obispo
Northern Central (NCRO)	Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Fresno, Glenn, Inyo, Kings, Lassen, Madera, Mariposa, Merced, Modoc, Mono, Nevada, Placer, Plumas, Sacramento, San Joaquin, Shasta, Sierra, Siskiyou, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo, Yuba
Southern (SRO)	Imperial, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura

5.0 Mandatory Requirements for Delivery of Services

- A.** The operation and maintenance services associated with this Contract are critical to the Judicial Council’s mission to provide fully functioning facilities to conduct the work of the Courts. The Judicial Council desires to engage competent firms with qualified personnel to perform the duties associated with the Contract requirements. The performance of services must be delivered by qualified and competent personnel, experienced, trained and proficient in performing the duties associated with the task(s) they are assigned and required to deliver. Examples include, but are not limited to, the performance of semi-skilled and skilled work in the operation, maintenance, and repair of heating, ventilating, refrigeration, and air conditioning systems. The qualification requirements set forth below are the minimum acceptable employment requirements for all personnel performing work at the JCC facilities:
1. Demonstrated technical experience and proficient ability to operate, maintain and repair mechanical, electrical, plumbing and building envelope systems to manufacturer’s and regulatory agency having jurisdiction, codes, specifications and licensing requirements.
 2. A combination of training, education, and experience that is equivalent to the employment standard listed above and that demonstrates the required knowledge and abilities.
 3. Operating Engineer Apprenticeships, Technical Program Certifications, or Prior Military training in Building Automation Systems (BAS). Central Utility Plant (CUP) operations preferred.
 4. Possession of a valid universal chlorofluorocarbon (CFC) License for all personnel proposed for any air conditioning, refrigeration or chiller maintenance and repair as required per Federal, State and Local laws.
- B. Mandatory Qualifications for the RFQ.** The following provides a list of the mandatory qualifications and requirements necessary for a SPF to submit a SOQ under this procurement:
1. **SPF’s must hold and maintain a valid Class B General Contractor license from the State of California when responding to the RFP.** In responding to this RFQ, should the SPF not currently hold a Class B General Contractor license from the State of California, the SPF must provide evidence from the State of California that they have submitted their application for a Class B General Contractor license, at the time of the SOQ submittal. . The successful SPF will be required to submit a current copy of the license at the time of award, if it has not done so earlier.

2. The SPF shall demonstrate prior experience by presenting a minimum of three (3) FOM profiled programs meeting the criteria set forth below. These programs shall include the following:
 - a. Demonstrate that the SPF has successfully completed over the past five (5) years, or are currently delivering services, for the profiled FOM program.
 - b. The FOM programs should include scopes of building operation and maintenance services substantially similar to the services required by this RFQ.
 - c. The SPF shall provide evidence that it has/had the responsibility for the delivery and performance of the similar scopes of building and maintenance services.
 - d. The SPF must provide evidence of its experience of each of items i, ii, and iii below, between its three (3) FOM profiled programs. If the SPF wishes to demonstrate one or more of items i, ii, and/or iii independently, within the three profiled programs, this is acceptable.
 - i. Portfolio of buildings consisting of at least 1,000,000 square feet in the aggregate.
 - ii. Demonstrate at least one building of 100,000 square feet or more.
 - iii. Require concurrent service by the SPF at a minimum of ten (10) locations, performing similar related services required by this RFQ at each location monthly.
3. Prohibitions, Defaults, Bankruptcies, and Terminations.
 - a. SPF must have never been debarred, or otherwise prohibited from performing work for any governmental entity (federal, state, or local). As part of its Proposal, SPF shall certify the accuracy of the foregoing statement.
 - b. SPF shall provide a listing of current litigation involving contractor's performance or any litigation involving claims or disputes exceeding \$100,000.00.
 - c. SPF must not have defaulted on a facility operation and maintenance contract within the 5-year period prior to the Proposal Due Date and Time. As part of its Proposal, SPF shall certify the accuracy of the foregoing statement.
 - d. SPF must not have declared bankruptcy or been placed in receivership within the 5-year period prior to the Proposal Due Date and Time. As part of its Proposal, SPF shall certify the accuracy of the foregoing statement.
 - e. SPF must not have had a contract terminated for cause by any governmental entity (federal, state, or local). As part of its Proposal, SPF shall certify the accuracy of the foregoing statement.
 - f. SPF must not have been found or determined to be not responsible by any governmental entity (federal, state, or local). As part of its Proposal, SPF shall certify the accuracy of the foregoing statement.
4. SPF must complete in its entirety and submit the Certification Form attached as Appendix A. The Certification Form submitted must bear an original signature of an authorized individual of the SPF.

C. Relevant FOM Program Experience

1. Submit at least six (6) examples of your organization's current or recent FOM programs and a list of current contracts completed within the past three (3) years, as of the date of this response submittal. The first three (3) FOM programs should demonstrate compliance with the mandatory requirements in section 5.0(B) above. The other three (3) FOM programs should demonstrate the SPF's relevant experience with public and private clients to deliver services substantially similar to the services required by this RFQ. Refer to the Qualifications Questionnaire for additional information.

D. Desirable Experience: SPF and its subcontractors should demonstrate the aggregate experience in operating and maintaining the following:

1. Plumbing maintenance and repair
2. HVAC maintenance and repair
3. Building automation systems maintenance and repair
4. Data center facility support
5. Electronic building systems maintenance and repair
6. Electrical maintenance and repair
7. Electrical utilities, maintenance and repair
8. Gas & oil utilities, maintenance and repair
9. Thermal utilities (steam, hot water, chilled water), maintenance and repair
10. Elevators maintenance and repair
11. Escalators maintenance and repair
12. Paint maintenance and repair
13. Carpeting and flooring maintenance and repair
14. Grounds keeping services
15. Pest management services
16. Exterior window cleaning
17. Hazardous materials management and disposal (to include bio hazardous materials)
18. Bio-waste exterior building clean-up
19. Asset resource management
20. Maintenance planning and scheduling
21. Work order dispatch

22. Environmental, Health and Safety management
 23. Materials and inventory management
 24. Maintaining regular liaison with building tenants/occupants and resolving building-oriented complaints
 25. Cost control and budget management
 26. Subcontract management
 27. Parking management
 28. Bulk waste removal and recycling
 29. Snow removal
 30. Moving services
 31. As-built and CADD record management
 32. Move management
 33. Civil, electrical, mechanical, structural and life, fire and safety engineering
 34. Identifying and estimating capital repairs and improvement plans
 35. Perform facility modifications, alterations or renovations
 36. Equipment rental
- E. Customer Service:** Services must be provided in accordance with the highest standards of professionalism, skill, workmanship, and applicable trade practices. SPF must foster a pride in ownership by providing quality customer support services and solutions, innovation and a partnered approach to include proactive maintenance and repair management, timely response, identification of Facility needs, conscientious environmental stewardship, and responsible fiscal administration.
- F. Standards:** SPF must comply with all Federal, State, and local laws and follow the most restrictive guidance in cases of conflicting guidance. All services must be performed in accordance with manufacturers' recommendations, accepted industry standards, and the JCC's policy, regulations, and specifications.

6.0 Evaluation and Selection Process for this RFQ

- A. SOQ's will first be reviewed to ensure compliance with all minimum mandatory criteria contained in this RFQ. Upon confirmation of meeting the mandatory criteria, the SPF's SOQ will advance to the evaluation process.
- B. An evaluation panel composed of predominantly JCC Facilities Services staff will review and score the SOQ submissions based on the evaluation criteria listed below and establish a short-list of approved SPF's.
- C. The SOQs will be evaluated and scored and the top 2-4 highest-ranking SPF's for each geographical region will be shortlisted. SPF's will be shortlisted for a particular geographical region. Only those SPF's shortlisted will be invited to participate in Step 2, the RFP. The JCC reserves the right, in its

sole discretion, to short list as many SPF's as it chooses for each region or in total.

D. The JCC will evaluate the SPF's SOQ response to this RFQ using the following criteria:

EVALUATION / SCORE	QUALIFICATION QUESTIONNAIRE CRITERIA - 100 POINTS MAXIMUM
PASS / FAIL	Part I – Service Provider Firm Information and Affidavit
PASS / FAIL	Part II – Mandatory Requirements for Qualification
PASS / FAIL	Part III – Organization, History, Organizational Performance, Compliance with Civil and Criminal Laws
	Part IV – Organization’s Statement of Qualifications and Experience
6	Section 1 – Executive Summary Qualification summary describing compliance with mandatory minimum requirements and providing a compelling written justification to support the prequalification of the SPF based on their statement of qualifications and experience.
12	Section 2 – Relevant Facility Operations and Maintenance Programs Evaluation of the SPF's six (6) most relevant experience with FOM programs with similar scope, size, and complexity. (2 points each)
12	Section 3 – Client References Survey of six (6) current / recent clients to determine degree of satisfaction with services rendered. (2 points each)
24	Section 4 – Project Management Expertise 5 points - Evaluation of how SPF has managed, directed or participated in projects / programs of similar scope. 4 points - Evaluation of SPF management structure, lines of authority and hierarchy. 5 points - Evaluation of how work management, preventative maintenance and reactive maintenance is managed, Service Level Agreement (SLA) best practices and demonstrated experience in meeting or exceeding SLA, Key Performance Indicator (KPI) management and reporting, project / program costs management and reporting, quality management, Corporate / Management involvement in account management are maintained throughout a project / program. 4 points - Evaluation of communications methodology between the various stakeholders (owner, occupants, and inspectors) and the SPF are managed to ensure all project requirements are addressed and met. This should include both on-site personnel and home office staff. 3 points - Evaluation and review of sample monthly and one quarterly reporting format for a relevant project / program above. 3 points - Evaluation and review of reporting dashboard graphics / examples for portfolio reporting and for a facility within that portfolio.
18	Section 5 – Quality Control 6 points - Evaluation of SPF's philosophy for producing quality service and their approach to quality control. 6 points - Evaluation of how SPF manages and handles minimizing work callbacks and typical response time for callbacks. (Typical response time is from initial request by Owner to final resolution of issue, to Owner's established requirements.) 6 points - Evaluation of how coordination has been achieved and communicated to technicians, managers, SPF personnel and Owner personnel on projects / programs of similar size, scope and complexity.
20	Section 6 – Key Personnel / Organizational Structure 10 points - <i>Provide proposed key personnel's qualifications, experience, length of employment with company, and training to competently manage this project. Key personnel shall include principal(s), or officer(s) having overall project and/or program responsibility and others involved in the overall management of the Contract.</i> 5 points - Evaluation of SPF's approach to how their organization intends to structure on-site management operations and interface with the home office, owner, specialty contractors and JCC representatives during the delivery of facility services for a Region or multiple Region(s).

5 points – Evaluation of SPF statement on the minimum qualifications and experience, by position, for technicians and other personnel that will be directly working on JCC facilities / assets.

8

Section 7 – Safety Program

Evaluation of SPF's Safety Program.

PASS / FAIL

Part V – Attachments 1-3 Required to be completed and submitted

- E. At any time, the JCC may contact previous clients and owners to verify the experience and performance of the prospective SPF, their key personnel, and their subcontractors.
- F. The JCC reserves the right to disqualify any SPF based upon a lack of proper license, failure to maintain required registration with the California Department of Industrial Relations, a history of serious violations of law, debarment, or any other factor that would interfere with the JCC's ability to enter into a contract with the SPF, regardless of scoring in other categories, and at JCC's sole discretion.
- G. Short List: SPF's will be ranked based on the evaluation criteria and the highest-scoring SPF's will advance to the Price Proposal RFP phase. It is intended that the shortlist will include at least the top three (3) SPF's with the highest scores. SPF's not on the shortlist will not be eligible for further consideration for this solicitation. The shortlisted SPF's will be posted on the JCC website.
- H. The JCC intends to award the Contract(s) and issue a Notice to Proceed in a timely manner following the selection process indicated herein. The SPF's awarded the Contract(s) shall be prepared to commence Work immediately following execution of the Agreement.
- I. In the event an agreement cannot be reached with the selected SPF after thirty (30) calendar days the JCC may choose to award the Agreement to the next ranked SPF.
- J. The JCC reserves the right to reject any SPF's submission to the RFQ due to non-responsiveness to the selection criteria or that fails to demonstrate the SPF has direct expertise in services of similar size, complexity and nature.

7.0 Administrative Requirements

A. Disabled Veteran Participation Goals

- 1. The JCC requires contract participation goals of a minimum of three percent (3%) for disabled veteran business enterprises (DVBEs). The JCC will require the selected SPF to demonstrate DVBE compliance.
- 2. Information about DVBE resources can be found on the Executive Branch's internal website at <http://www.dgs.ca.gov/pd/Programs/OSDS/legislation.aspx> or by calling the Office of Small Business and DVBE Certification at 916-375-4940.

B. California Rules of Court, Rule 10.500 – Public Access to Judicial Administrative Records

Records created as part of SPF's SOQ and selection process are generally subject to California Rules of Court, Rule 10.500 and may be available to the public absent an exemption. If a SPF's SOQ or Proposal contains material noted or marked as confidential and/or proprietary that, in the JCC's sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed pursuant to a request for records. If the JCC does not consider such material to be exempt from disclosure under Rule 10.500, the material will be made available to the public, regardless of the notation or markings. If a SPF is unsure if the information contained in its SOQ or Proposal confidential and/or proprietary, then it should not include the information in its SOQ and

Proposal. A SPF that indiscriminately identifies all or most of its SOQ or Proposal as exempt from disclosure however may be deemed non-responsive.

C. Errors in the RFQ

1. If a SPF discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFQ, SPF shall immediately provide the JCC with written notice of it and request that the RFQ be clarified or modified. Without disclosing the source of the request, the JCC may modify the RFQ prior to the date fixed for submission of SOQs by issuing an addendum.
2. If prior to the date fixed for submission of SOQs and Proposals, SPF knows of or should have known of an error in the RFQ, and fails to notify the JCC of the error, SPF shall submit its SOQ and Proposal at its own risk, and if SPF is awarded the contract, it shall not be entitled to additional compensation or time by reason of the error or its later correction.

D. Addenda: The JCC may modify the RFQ prior to the date fixed for submission of SOQs by posting an addendum on the JCC website. If SPF determines that an addendum unnecessarily restricts its ability to submit its SOQ, it must notify the JCC no later than three (3) business days following the posting of the addendum.

E. Withdrawal and Resubmission/Modification of SOQs: SPF may withdraw its SOQ submission at any time prior to the deadline for submitting SOQs by notifying the JCC in writing of its withdrawal. The notice must be signed by SPF. SPF may thereafter submit a new or modified SOQ, provided that it is received at the JCC no later than the SOQ due date and time listed in this RFQ. Modifications offered in any other manner, oral or written, will not be considered. SOQs cannot be changed or withdrawn after the SOQ due date and time listed in this RFQ.

F. Rejection of SOQs: The JCC may reject any or all SOQs and may or may not waive an immaterial deviation or defect in a SOQ. The JCC's waiver of an **immaterial** deviation or defect shall in no way modify the RFQ or excuse SPF from full compliance with the RFQ specifications. The JCC reserves the right to accept or reject any or all of the items in the SOQ, to award the contract in whole or in part and/or negotiate any or all items with individual SPF if it is deemed in the JCC's best interest. Moreover, the JCC reserves the right to make no selection if SOQs are deemed to be outside the fiscal constraint or against the best interest of the State of California. The JCC also reserves the right to rebid the RFQ at its sole discretion.

G. A Successful Response to the RFQ Does Not Guarantee an Award of Contract

1. Award of a Contract, if made, will be in accordance with the RFP.
2. The JCC reserves the right to determine the suitability of RFP Proposals for Contracts on the basis of SPF meeting administrative requirements, technical requirements, its assessment of the quality of service and performance of items proposed, and cost.

H. Protest Procedure for the RFQ

1. **General.** Failure of SPF to comply with the protest procedures set forth in this Section, will render a protest inadequate and non-responsive, and will result in rejection of the protest.

2. After Posting of Shortlist

- a. A SPF submitting a SOQ may protest the JCC's shortlist determination based on allegations of improprieties occurring after the SOQ evaluation and posting of shortlists if it meets all of the following conditions:
 - i. The SPF has submitted a SOQ that it believes to be responsive to the RFQ;
 - ii. The SPF believes that its SOQ meets the requirements of the RFQ; and
 - iii. The SPF believes that the JCC has incorrectly not selected the SPF to be included on the shortlist.
- b. The protest must be received no later than five (5) business days after the protesting party receives notice of the JCC's shortlist.

3. Form of Protest

- a. The protest must be in writing and sent by certified, or registered mail, or overnight delivery service (with proof of delivery), or delivered personally to JCC of California, Attn. Johnny Perez, RFQ #RFQ-FS-SP-2019-02-JP, 455 Golden Gate Avenue, 6th Floor, San Francisco, CA 94102. If the protest is hand-delivered, a receipt must be requested.
- b. The protest shall include the name, address, telephone and facsimile numbers, and email address of the party protesting or their representative.
- c. The title of the RFQ document under which the protest is submitted shall be included.
- d. A detailed description of the specific legal and factual grounds of protest and any supporting documentation shall be included.
- e. The specific ruling or relief requested must be stated.
- f. The JCC, at its sole discretion, may make a decision regarding the protest without requesting further information or documents from the protestor. Therefore, the initial protest submittal must include all grounds for the protest and all evidence available at the time the protest is submitted. If the protestor later raises new grounds or evidence that was not included in the initial protest but which could have been raised at that time, the JCC will not consider such new grounds or new evidence.

- 4. Determination of Protest Submitted After Submission of SOQ.** Upon receipt of a timely and proper protest, the JCC will investigate the protest and will provide a written response to the SPF within a reasonable time. If the JCC requires additional time to review the protest and is not able to provide a response within ten (10) business days, the JCC will notify the protesting party. If the protesting party elects to appeal the decision, the protesting party will follow the appeals process outlined below. The JCC, at its sole discretion, may elect to withhold the shortlist posting until the protest is resolved or denied, or proceed with the shortlist posting.

5. Appeals Process

- a. The JCC's decision shall be considered the final action by the JCC unless the protesting party thereafter seeks an appeal of the decision by filing a request for appeal, within five (5) calendar days of the issuance of the JCC's decision.
- b. The justification for appeal is specifically limited to:
 - i. Facts and/or information related to the protest, as previously submitted, that were not available at the time the protest was originally submitted;
 - ii. The JCC's decision contained errors of fact, and such errors of fact were significant and material factors in the JCC's decision; or
 - iii. The JCC's decision was in error of law or regulation.
- c. Protesting party's request for appeal shall include:
 - i. The name, address telephone and facsimile numbers, and email address of the SPF filing the appeal or their representative;
 - ii. A copy of the JCC's decision;
 - iii. The legal and factual basis for the appeal; and
 - iv. The ruling or relief requested.
- d. Upon receipt of a request for appeal, the JCC will review the request and the decision and shall issue a final determination. The decision shall constitute the final action of the JCC.

6. Protest Remedies

- a. In evaluating the protest, the JCC will consider all circumstances surrounding the RFQ and SOQ responses in its decision for a fair and reasonable remedy, including the seriousness of the applicable deficiencies, the validity of any claimed errors of fact, the degree of prejudice to the protesting party or to the integrity of the competitive process, the good faith efforts of the parties, the cost to the JCC, the urgency of the procurement, and the impact of the recommendation(s) on the JCC. The JCC may recommend, but is not limited to any of the following:
 - i. Revise the list of shortlisted prequalified SPF's;
 - ii. Re-solicit the RFQ;
 - iii. Issue a new RFQ;
 - iv. Any other remedies as may be required to promote compliance.

- 7. **Disposition of Materials.** All materials submitted in response to this RFQ will become the property of the State of California and will be returned only at the JCC's option and at the expense of the SPF submitting the SOQ. One copy of a submitted SOQ will be retained for

official files and become a Judicial Administrative Record subject to public disclosure pursuant to California Rules of Court, Rule 10.500.

END OF RFQ FORM

RFQ – Appendices and Attachments

Appendix A: Certifications Forms

Appendix B: Non-collusion Affidavit

Appendix C: Questions and Answers Form

Attachment 1: Qualification Questionnaire

Attachment 2: Building List by Region

Attachment 3: Region Map

Attachment 4: Administrative Rules Form

Attachment 5: Payee-Data Record

Attachment 6: Internal Background Check Policy

Attachment 7: Unruh Act Certification

Attachment 8: Insurance Requirements

Attachment 9: Sample Price Sheet

Attachment 10: Sample Work Sheet