



REQUEST FOR STATEMENT OF QUALIFICATIONS  
FOR  
PROFESSIONAL PROPERTY MANAGEMENT  
AND CONCIERGE SERVICES

THE CITY OF BARSTOW  
FRIDAY, JANUARY 8, 2016

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CITY OF BARSTOW  
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760-255-5109

REQUEST FOR STATEMENT OF QUALIFICATIONS  
FOR  
PROPERTY MANAGEMENT AND CONCIERGE SERVICES  
CITY OF BARSTOW

Deadline: 4:00PM – Friday, 8 January 2016

I. PROJECT DESCRIPTION

The City of Barstow (City) is requesting a Statement of Qualification (SOQ) from interested firms to provide property management and marketing services for the Historic Harvey House. The selected firm will be responsible for management services as it relates to leasing the second floor suites, concierge services for the lobby area and the ballrooms rentals of the Harvey House owned by the City of Barstow.

The Historic Harvey House is a 40,567 square foot (sf) structure built in 1910 by the Santa Fe Railroad. The building offers approximately 16,000 sf of office space. The facility is located at 685 North First Avenue, and is home to the Route 66 and Western American Railroad Museums. Of the two floors, the second floor is ADA compliant (elevator and ADA restroom). All rooms have independent temperature controls, phone and broadband internet. Water, gas and sewer are master metered, so utility rates should be included in the common Area Maintenance Fees Plan. Phone, electric and internet service shall be paid by the individual tenants and included as part of the rental fee for the conference room.

III. QUALIFICATIONS FOR RESPONDENT:

Prospective respondents shall have sufficient qualified personnel and resources to accomplish all the proposed services described herein. The respondent shall be capable of furnishing all necessary professional and technical services necessary to successfully complete management and marketing activities for the Harvey House. The respondents shall have prior experience and capabilities in conducting facilities management and Concierge activities.

The respondents shall provide detailed descriptions about their experience related to the qualifications set forth and provide client references that would substantiate such experience. The client references must include the dates and locations of services provided, client names and contact persons, addresses and telephone numbers. The City reserves the right to contact the referenced clients to verify the information and/or solicit comments.

The City reaffirms its commitment to award its contracts in a non-discriminatory manner regardless of the individual's or entity's race, color, creed, sex, age, national origin or physical disability. All entities or individuals responding to this Request for Statement of Qualification must comply with all requirements of the City.

Small, Minority and Women-Owned businesses are encouraged to respond.

#### IV. GENERAL SCOPE OF SERVICES:

The following tasks represent the general scope of services and are not definitive, but meant to provide a general description of the requested duties. Proposing firms should identify additional tasks that they believe will be necessary in order to achieve the intended objectives.

The role of the Property Manager includes development and implementation of a marketing and tenant attraction program, tenant relations, and collection/eviction activities. The selected Consultant shall provide the services listed below in accordance with all applicable Federal and State laws. The Property Manager services include, but are not limited to, the following tasks:

- Develop a strategic plan for the leasing of available Suites;
- Evaluate prospective tenants and negotiate lease terms based on current Commercial Real Estate guidelines;
- A database of all pertinent information and contacts concerning the client will be maintained;
- A written activity summary will be provided to City staff on a monthly basis;
- All executed documents on successfully negotiated leases shall be promptly transmitted to the City for review and signature;
- Recommend rental rates and terms in line with fair market value for both the suites, ballrooms and conference room;
- Arrange for client access to the property;
- Meet with walk-ins interested in leasing and/or rental opportunities;
- Conduct tours of available suites;
- Develop and implement follow-up process with clients;
- Provide for tenant relations;
- Coordinate with City staff to maintain interior/exterior surfaces, as well as sidewalks, parking facilities and signage;
- Manage collection/eviction activities;
- Open/Close and secure the building for the following hours:
  - Monday through Friday: 8:30AM to 5:30PM
  - Saturday: 10:00AM to 2:00PM; and
- Concierge service is defined as follows:
  - Acceptance of incoming correspondence via FedEx, UPS, Certified Mail, etc;
  - Provide directions for general information and points of interest;
  - Securing the lobby;
  - Coordinate tours of the building;
  - Offer interested or prospective clients marketing materials and general points of contacts; and
  - Provide staffing at Community Sponsored Events.

If you wish to participate, please submit three (3) signed responses no later than 4:00PM, on Friday, 8 January 2016.

Please send all SOQ responses to the following address:

CITY OF BARSTOW  
ATTN: MARGARET CARTER, ED ADMINISTRATOR  
220 EAST MOUNTAIN VIEW STREET, SUITE A  
BARSTOW, CA 92311

## V. STATEMENT OF QUALIFICATION FORMAT AND SCORING CRITERIA

The ideal entity will possess the knowledge of the local real estate market so as to maximize the revenue-generating capability of lease programs, as well as the technical expertise to manage the tenant base and maintain the facility in leasable condition. The following information shall be presented in the response to the SOQ and shall serve as criteria for the evaluation of the response. The response shall be presented in a complete and concise format and shall be limited to not more than ten (10) pages, not including supplemental appendixes. The rating for scoring the response will be based upon a total of 100 points. The criteria are as follows:

1. **Firm's Profile:** Provide a brief history of the firm, experience and qualifications of your professional team. **20 Points**
2. **Experience of the Firm with Similar Projects:** Describe the firm's specific combined experience of working on facilities leasing projects of similar size, scope and type undertaken. **30 Points**
3. **References:** Provide three (3) client references that can attest to the qualifications and quality of work of the firm on projects with similar types of property management services described herein. References must be limited to projects in which the proposed team members had direct participation. The City reserves the right to contact the referenced clients to verify the information and/or to solicit comments. **20 Points**
4. **Cost of Professional Services:** Describe your firms expected costs for the Property Management of the Harvey House according to the hours outlined in Section IV. General Scope of Services. As an Alternate, please include costs for the Property Management of the Harvey House to be opened on Sundays from 10:00 AM to 2:00 PM. **30 Points**

Upon receipt of responses, City staff will evaluate and rank each firm based on the above criteria. City staff may select up to three (3) semi-finalists to participate in an interview. Subsequently, the City will enter into contract negotiations with the top-ranked firm.

Any contract arising from this selection process will be subject to approval by the City.

The City will not accept any responses submitted by facsimile. Responses received after the deadline will not be considered. If you have any questions regarding this SOQ, please contact Margaret Carter at 760-255-5109.

## VI. CHANGES TO THE PROJECT:

The City reserves the right to negotiate a contract for the entire project or any portion of the project and reserves the right to amend the Scope of Services at any time during the Consultant selection process. The City reserves the right to accept any responses or to reject all responses and reissue this request. The City is neither obligated to award a contract following SOQ evaluation nor to pay any costs incurred by participants in the selection process.

## VII. RESPONSE PREPARATION EXPENSE:

Each SOQ response prepared in response to this request shall be prepared at the sole cost and expense of the firms electing to participate and with the express understanding that no claims against the City of Barstow for reimbursement will be accepted.

**VIII. RIGHTS OF THE CITY OF BARSTOW:**

The City reserves the right, at their discretion, to pursue any or all of the following actions related to this SOQ request:

1. Request additional information and/or clarification from the respondent.

**IX. PUBLIC DISCLOSURE:**

All SOQ responses and their contents shall become the property of the City and will not be subject to return. All information contained therein shall be subject to public disclosure under the Public Records Act. Submission of the SOQ response shall be deemed to be a waiver of any exemption or exception to disclosure that the firm may otherwise have.

**X. CITY OF BARSTOW INSURANCE REQUIREMENTS**

For respondent's information, the City's insurance requirements for the consultant are as follows:

- General Liability: \$1,000,000 per occurrence
- Auto Liability: \$1,000,000 combined single limit per accident
- Workers' Compensation:
  - Workers' Compensation to statutory limits: \$1,000,000 Employers' liability limit
- Professional Liability: \$1,000,000 per occurrence

All insurance is to be placed with insurers with a current A. M. Best rating of A+ VII or above. The Consultant is also required to obtain a current City of Barstow Business License.

The City of Barstow, its officials, officers, employees and volunteers are to be added as insured on all liability policies.

Cancellation Notice: With respect to the interests of the City, this insurance shall not be cancelled except after thirty (30) days prior to written notice by receipt delivery is given to the City.

The Workers' Compensation insurer agrees to waive all rights of subrogation against the City for injuries to employees of the insured resulting from work for the City or use of the City's premises or facilities.