



# REQUEST FOR PROPOSALS (RFP)

## DOWNTOWN COMMERCIAL PROPERTY MANAGEMENT SERVICES



Issued: Monday, February 3, 2020

Proposals Due: Friday, February 28, 2020

PREPARED BY  
City of San Mateo  
City Manager's Office  
330 W. 20<sup>th</sup> Avenue  
San Mateo, CA 94403

Contact:  
Jennifer Chen  
Economic Development Manager  
Tel: 650-522-7009  
Email: [jchen@cityofsanmateo.org](mailto:jchen@cityofsanmateo.org)

## INTRODUCTION

The City of San Mateo (hereafter referred to as “City”) is soliciting proposals for a full-service commercial property management company to manage the City’s commercial properties in Downtown San Mateo. In addition to these properties, others may be added to the portfolio in the future depending on City need. Proposals are for a two-year term with an option to extend for up to an additional three-years.

The successful respondent (hereafter referred to as the “Proposer”) will enter into a Contract for Services with the City for services related to day-to-day management functions, including, but not limited to, collecting lease payments, managing tenant requests, overseeing maintenance, listing vacant spaces, and handling lease negotiations for the properties.

Questions related to the RFP can be directed to Jennifer Chen at [jchen@cityofsanmateo.org](mailto:jchen@cityofsanmateo.org)

## SCOPE OF SERVICES

The commercial properties that are owned by the City include ground floor space in the Main Street garage and within the Transit Center property in Downtown San Mateo. These spaces are currently leased to tenants and include the following addresses:

- 2 N B Street
- 360 First Avenue
- 380 First Avenue
- 385 First Avenue
- 390 First Avenue
- 365 Second Avenue
- 375 Second Avenue
- 385 Second Avenue

The selected commercial property management company will work in close collaboration and communication with the Economic Development Manager and the Assistant City Manager. The Commercial Property Management Services shall include all or any of the combination of the duties described as follows:

## TENANT MANAGEMENT

- Facilitate the execution of lease extensions, amendments, renewals, and terminations with approval of the City.
- Ensure tenants are in compliance with terms and conditions of their lease and address tenant issues.
- Provide 24-hour service to respond to emergency situations and report emergencies to the City by the next business day at the latest.

- Serve rental delinquency notices and assist City with process for evictions for nonpayment and/or tenants who violate the terms of the lease agreement.
- Check that the rental properties are well maintained and provide safe and sanitary conditions for occupancy.
- Advise City of necessary repairs in order to maintain the long-term value of the property.
- Conduct weekly exterior walk on the properties and quarterly interior inspections of tenant in accordance with notification requirements in lease agreement.
- Inspect properties when vacated and coordinate any necessary repairs.
- Provide tenant services including regular interaction with tenants to understand tenant needs and/or concerns.
- Represent the City's interest in all matters involving the tenant under the lease agreement.
- Read and report monthly meter readings of Transit Center and Main Street Garage Water Meters.
- Work with tenants to address maintenance issues within the property and inform City with issues that occur in the common areas that are managed directly by the City.
- Collect monthly lease payments from tenants and remit payments to City.
- Oversee the execution of any maintenance work approved by the City in the commercial spaces and ensure contractors doing work on the property have necessary licensing and insurance coverage per City policy and are paying prevailing wages, if required based on contract threshold.

#### TENANT ATTRACTION

- Advertising property vacancies through listings on commercial property leasing sites, marketing collateral, advertising, etc.
- Make minor repairs in order to prepare the property for leasing.
- Provide an initial screening of potential tenants by assessing viability of proposed use, completing credit checks, and reference checks.
- Provide guidance to the City on fair market rent and tenant selection. Note that the final selection of tenants requires City Council review and approval.
- Function as the City's broker, advisor, and represent the City's interest in lease negotiations.
- Review lease documents to ensure lease complies with agreed terms in lease negotiations and make recommendations regarding updates to City's lease form in conformance with industry standards.

#### MANAGEMENT SERVICES, REPORTS, ADMINISTRATION

- At the City's request, attend meetings with City staff which may occur during, or outside of normal business hours.
- Manage separate banking account for City property finances.
- Provide monthly bank statements and reconciliations.

- Provide an itemized monthly management report to the City to include the following: rent collection, penalty/interest payments, delinquencies, delinquency aging, expenditures, lease terms, and upcoming rent increases.
- Maintain a reserve and trust account of \$1,000 and render monthly statements, receipts, expenses and charges for each commercial space by the 10<sup>th</sup> of the following month.
- Other commercial property management service support to the City, as needed.

## **SUBMITTAL REQUIREMENTS**

All responses must be made in writing and include the name, address, telephone number, and email of the Proposer. All proposals should be specific, brief, (not to exceed 7 pages) and include the following:

1. Statement of Qualifications: Provide background, experience in managing commercial properties, any experience managing public sector properties, real estate certifications and credentials.
2. Scope of services: Provide a detailed description of your firm's understanding of the requested scope of services.
3. Costs: Provide a proposed fee schedule for on-going management and any broker fees for lease of vacant spaces, lease renewals, etc.
4. References: Provide three references that can vouch for the Proposer's ability to perform to contract.
5. Provide a list of any requested amendments to the City's standard Services Contract (included as Attachment A)

## **SUBMITTAL LOCATION AND DEADLINE**

Interested parties should submit three (3) printed copies and an electronic copy of their proposal by **5:00 p.m., February 28, 2020.**

Paper copies can be sent or dropped off:

Jennifer Chen  
Economic Development Manager  
City of San Mateo  
330 W 20<sup>TH</sup> Ave  
San Mateo, CA 94403

An electronic copy can be sent to [jchen@cityofsanmateo.org](mailto:jchen@cityofsanmateo.org)

## **EVALUATIONS AND AWARD CRITERIA**

The City will evaluate each of the proposals based on a mix of the following criteria:

- Experience with commercial property management for private or public sector
- Related project experience and demonstrated success
- Proposer's qualifications and credentials
- Proposed fees for on-going management services and proposed broker's fees for new leases and lease renewals.
- Company profile and key personnel
- Knowledge of the community
- Firms ability and capacity to meet the needs of the RFP
- Requested changes to the City's standard contract for services

City staff will review the proposal and may select finalists to participate in an oral interview. The City will only notify consultants who have been selected as finalists. Once the City selects a consultant, the City and Consultant will execute a contract for services.

## **ATTACHMENTS**

- A. Standard Contract for Services

# ATTACHMENT A - STANDARD CONTRACT FOR SERVICES

AGREEMENT WITH \_\_\_\_\_  
FOR \_\_\_\_\_ SERVICES  
FOR

\_\_\_\_\_ *[insert Project name]*

This Agreement, made and entered into this day of \_\_\_\_\_, by and between the **CITY OF SAN MATEO**, a municipal corporation existing under the laws of the State of California ("CITY"), and \_\_\_\_\_, a \_\_\_\_\_ *[insert legal status of contractor here, e.g., individual, corporation, limited partnership, etc.]* ("CONTRACTOR"), whose address is \_\_\_\_\_.

## RECITALS:

A. CITY desires certain \_\_\_\_\_ services hereinafter described.

B. CITY desires to engage CONTRACTOR to provide these \_\_\_\_\_ services by reason of its qualifications and experience for performing such services and CONTRACTOR has offered to provide the required services on the terms and in the manner set forth herein.

**NOW, THEREFORE, IT IS AGREED** as follows:

### SECTION 1 - SCOPE OF SERVICES

The scope of services to be performed by CONTRACTOR under this Agreement is as described in Exhibit A to this Agreement, which is attached and incorporated by reference.

### SECTION 2 - DUTIES OF CONTRACTOR

CONTRACTOR shall be responsible for the professional quality, technical accuracy and coordination of all work furnished by CONTRACTOR under this Agreement. CONTRACTOR shall, without additional compensation, correct or revise any errors or deficiencies in its work.

CONTRACTOR represents that it is qualified to furnish the services described under this Agreement.

CONTRACTOR shall be responsible for employing or engaging all persons necessary to perform the services of CONTRACTOR.

CONTRACTOR agrees to comply with the City's minimum wage ordinance as codified in Municipal Code Chapter 5.92, which differs from the state minimum wage and includes a Consumer Price Index escalator.

### **SECTION 3 - DUTIES OF CITY**

CITY shall provide pertinent information regarding its requirements for the project.

CITY shall examine documents submitted by CONTRACTOR and shall render decisions pertaining thereto promptly, to avoid unreasonable delay in the progress of CONTRACTOR'S work.

### **SECTION 4 - TERM**

The services to be performed under this Agreement shall commence on [REDACTED] and be completed on or about [REDACTED].

### **SECTION 5 - PAYMENT**

Payment shall be made by CITY only for services rendered and upon submission of a payment request upon completion and CITY approval of the work performed. In consideration for the full performance of the services set forth in Exhibit A, CITY agrees to pay CONTRACTOR a fee in an amount of \$ [REDACTED], pursuant to rates stated in Exhibit B, attached and incorporated by reference.

### **SECTION 6 - TERMINATION**

Without limitation to such rights or remedies as CITY shall otherwise have by law, CITY shall have the right to terminate this Agreement or suspend work on the Project for any reason, upon ten (10) days' written notice to CONTRACTOR. CONTRACTOR agrees to cease all work under this Agreement upon receipt of said written notice.

### **SECTION 7 - OWNERSHIP OF DOCUMENTS**

All documents prepared by CONTRACTOR in the performance of this Agreement are and shall be the property of CITY, whether the project for which they are made is executed or not.

### **SECTION 8 - CONFIDENTIALITY**

All reports and documents prepared by CONTRACTOR in connection with the performance of this Agreement are confidential until released by CITY to the public. CONTRACTOR shall not make any such documents or information available to any individual or organization not employed by CONTRACTOR or CITY without the written consent of CITY before any such release.

### **SECTION 9 - INTEREST OF CONTRACTOR**

CONTRACTOR covenants that it presently has no interest, and shall not acquire any interest, direct or indirect, financial or otherwise, which would conflict in any manner or degree with the performance of the services under this Agreement.

## **SECTION 10 - CONTRACTOR'S STATUS**

It is expressly agreed that in the performance of the services required under this Agreement, CONTRACTOR shall at all times be considered an independent contractor as defined in Labor Code Section 3353, under control of the CITY as to the result of the work but not the means by which the result is accomplished. Nothing herein shall be construed to make CONTRACTOR an agent or employee of CITY while providing services under this Agreement.

## **SECTION 11 - INDEMNITY**

CONTRACTOR agrees to hold harmless and indemnify CITY, its elected and appointed officials, employees, and agents from and against any and all claims, loss, liability, damage, and expense arising out of CONTRACTOR's performance of this Agreement, except for those claims arising out of CITY's sole negligence or willful misconduct. CONTRACTOR agrees to defend City, its elected and appointed officials, employees, and agents against any such claims.

## **SECTION 12 - INSURANCE**

Contractor shall procure and maintain for the duration of the contract the insurance specified in Exhibit C to this Agreement

## **SECTION 13 - NONASSIGNABILITY**

Both parties hereto recognize that this Agreement is for the personal services of CONTRACTOR and cannot be transferred, assigned, or subcontracted by CONTRACTOR without the prior written consent of CITY.

## **SECTION 14 - RELIANCE UPON SKILL OF CONTRACTOR**

It is mutually understood and agreed by and between the parties hereto that CONTRACTOR is skilled in the performance of the work agreed to be done under this Agreement and that CITY relies upon the skill of CONTRACTOR to do and perform the work in the most skillful manner, and CONTRACTOR agrees to thus perform the work. The acceptance of CONTRACTOR's work by CITY does not operate as a release of CONTRACTOR from said obligation.

## **SECTION 15 - WAIVERS**

The waiver by either party of any breach or violation of any term, covenant, or condition of this Agreement or of any provisions of any ordinance or law shall not be deemed to be a waiver of such term, covenant, condition, ordinance or law or of any subsequent breach or violation of the same or of any other term, covenant, condition, ordinance or law or of any subsequent breach or violation of the same or of any other term, condition, ordinance, or law. The subsequent acceptance by either party of any fee or other money which may become due hereunder shall not be deemed to be a waiver of any preceding breach or violation by the other party of any term, covenant, or condition of this Agreement or of any applicable law or ordinance.

## **SECTION 16 - COSTS AND ATTORNEY FEES**

Attorney fees in total amount not exceeding \$5000, shall be recoverable as costs (by the filing of a cost bill) by the prevailing party in any action or actions to enforce the provisions of this Agreement. The above \$5000 limit is the total of attorney fees recoverable whether in the trial court, appellate court, or otherwise, and regardless of the number of attorneys, trials, appeals, or actions. It is the intent of this provision that neither party shall have to pay the other more than \$5000 for attorney fees arising out of an action, or actions to enforce the provisions of this Agreement.

## **SECTION 17 - NON-DISCRIMINATION**

CONTRACTOR warrants that it is an Equal Opportunity Employer and shall comply with applicable regulations governing equal employment opportunity. Neither CONTRACTOR nor any of its subcontractors shall discriminate in the employment of any person because of race, color, national origin, ancestry, physical handicap, medical condition, marital status, sex, or age, unless based upon a bona fide occupational qualification pursuant to the California Fair Employment and Housing Act.

## **SECTION 18 - MEDIATION**

Should any dispute arise out of this Agreement, any party may request that it be submitted to mediation. The parties shall meet in mediation within 30 days of a request. The mediator shall be agreed to by the mediating parties; in the absence of an agreement, the parties shall each submit one name from mediators listed by either the American Arbitration Association, the State Mediation and Conciliation Service, or other agreed-upon service. The mediator shall be selected by a blind draw.

The cost of mediation shall be borne equally by the parties. Neither party shall be deemed the prevailing party. No party shall be permitted to file a legal action without first meeting in mediation and making a good faith attempt to reach a mediated settlement. The mediation process, once commenced by a meeting with the mediator, shall last until agreement is reached by the parties but not more than 60 days, unless the maximum time is extended by the parties.

## **SECTION 19 - LITIGATION**

CONTRACTOR shall testify at CITY's request if litigation is brought against CITY in connection with CONTRACTOR's services under this Agreement. Unless the action is brought by CONTRACTOR, or is based upon CONTRACTOR's wrongdoing, CITY shall compensate CONTRACTOR for preparation for testimony, testimony, and travel at CONTRACTOR's standard hourly rates at the time of actual testimony.

## **SECTION 20 - NOTICES**

All notices hereunder shall be given in writing and mailed, postage prepaid, addressed as follows:

To CITY: *<insert City Contact Name>*  
City of San Mateo  
*<address>*  
*<City, State, Zip>*

To CONTRACTOR: *<insert Contractor Business Name>*  
Attn:   
*<address>*  
*<City, State, Zip>*

**SECTION 21 - AGREEMENT CONTAINS ALL  
UNDERSTANDINGS; AMENDMENT**

This document represents the entire and integrated agreement between CITY and CONTRACTOR and supersedes all prior negotiations, representations, and agreements, either written or oral.

This document may be amended only by written instrument, signed by both CITY and CONTRACTOR.

**SECTION 22 - GOVERNING LAW AND VENUE**

This Agreement shall be governed by the laws of the State of California and, in the event of litigation, venue will be in the County of San Mateo.

[SIGNATURE PAGE FOLLOWS]



## EXHIBIT A

### SCOPE OF SERVICES

[If Exhibit A is NOT *Scope of Services*, make sure to update the rest of the Contract which references Exhibit A]

**EXHIBIT B**

**PAYMENT RATES**

[If Exhibit B is NOT *Payment Rates*, make sure to update the rest of the Contract which references Exhibit B]

## EXHIBIT C

### INSURANCE REQUIREMENTS

#### MINIMUM SCOPE OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 12 07 covering CGL on an “occurrence” basis, including products-completed operations, personal & advertising injury, with limits no less than **\$2,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability:** ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers’ Compensation:** as required by the State of California, with Statutory Limits, and Employer’s Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.

If the contractor maintains higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the contractor.

#### **Other Insurance Provisions**

The insurance policies are to contain, or be endorsed to contain, the following provisions:

##### ***Additional Insured Status***

**The City, its elected and appointed officials, employees, and agents are to be covered as insureds** on the auto policy for liability arising out of automobiles owned, leased, hired or borrowed by or on behalf of the Contractor; and on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor’s insurance (at least as broad as ISO Form CG 20 10, 11 85 or both CG 20 10 and CG 20 37 forms if later revisions used).

##### ***Primary Coverage***

For any claims related to this contract, the **Contractor’s insurance coverage shall be primary** insurance as respects the City, its elected and appointed officials, employees, and agents. Any insurance or self-insurance maintained by the City, its elected and appointed officials, employees, or agents shall be excess of the Contractor’s insurance and shall not contribute with it.

##### ***Notice of Cancellation***

Each insurance policy required above shall provide that **coverage shall not be canceled, except after thirty (30) days’ prior written notice** (10 days for non-payment) has been given to the City.

***Waiver of Subrogation***

Contractor hereby grants to City a waiver of any right to subrogation which any insurer of said Contractor may acquire against the City by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.

***Deductibles and Self-Insured Retentions***

Any deductibles or self-insured retentions must be declared to and approved by the City. The City may require the Contractor to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

***Acceptability of Insurers***

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.

***Verification of Coverage***

Contractor shall furnish the City with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.