

***Request for Statements of Qualifications for
Valet Parking/Shuttle Services
for the County of San Mateo Projects***



Project Development Unit

Issued: July 25, 2018

Responses due: 2:30 pm, August 15, 2018

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County of San Mateo Project Development Unit
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**NOTICE INVITING FOR STATEMENTS OF QUALIFICATIONS
FOR VALET PARKING/SHUTTLE SERVICES**

1. Introduction:

The County of San Mateo (“Owner” or “County”) invites “Request for Statements of Qualifications” (“RFSOQ”) submittals from highly qualified vendors (“Proposers”) to provide valet parking/shuttle services (“Services”) to alleviate parking shortages during the construction of multiple projects (“Project(s)"). It is the County’s intent to competitively bid for the provision of the Services. Proposers must be prequalified through this RFSOQ process to receive Request for Proposals (“RFP”) and submit proposals.

2. Scope of Services:

The valet/shuttle parking services will be required for onsite and/or offsite parking for multiple projects in San Mateo, Redwood City and other locations in the County. The current project sites do not have sufficient parking for employees with some parking on the nearby streets. During the construction period, the project sites will be more impacted due to displacement current parking spaces. It is anticipated that the parking shortage will be addressed using onsite valet parking, in combination with offsite parking with or without valet support. Successful Proposer shall be responsible for labor, supervision, equipment, materials, and all other items necessary to operate a high-quality valet service for parking, delivering and directing vehicles to and from the designated valet greeting area and/or providing shuttle service to transport employees to and from offsite parking locations during facility operational hours. The following are the initial projects planning to use the Services. In coming months, there may be additional projects that may use these services. The detailed scope will be published in the RFP document upon selection of prequalified Proposers.

A. San Mateo Health Campus Upgrade, San Mateo

The current parking capacity is approximately 700 stalls. Approximately 300 employees park on neighborhood streets. Approximately 200 employee parking stalls will be displaced during construction. It is anticipated that there will be approximately 700 vehicles daily that will be handled through the valet parking/shuttle services with onsite and offsite parking. The valet/shuttle parking services are anticipated to begin approximately November 2018 and terminate December 2021.

B. County of San Mateo Government Center, Redwood City

The current parking capacity is approximately 1500 stalls, in both the Parking Garage and on the streets. Approximately 400+ employee parking stalls will be displaced during construction in phases and will require the valet parking/shuttle services with onsite and offsite parking. The valet/shuttle parking services are anticipated to begin June 2019 and terminate March 2021.

3. Mandatory Prequalification Process:

The prequalification requires an accurate completion and submission of written responses to the questionnaire by interested Proposers. These responses will be evaluated by the County to establish a Proposer's prequalification status as a condition to submitting a Proposal on the RFP.

The County of San Mateo Project Development Unit ("PDU") will be the office providing project management services for the Projects. Any questions or requests for clarifications or interpretation of the Prequalification Documents must be submitted in writing to Paul Hundal, Capital Project Manager, County of San Mateo at ahundal@smcgov.org and Sam Lin, PDU Manager, County of San Mateo at slin@smcgov.org by 5pm on August 9, 2018. Questions received after this deadline may be answered at the discretion of the County of San Mateo.

Responses/Addendum will be posted to the PDU webpage - <http://cmo.smcgov.org/public-notifications> on August 13, 2018. Proposers shall carefully review the posted information and incorporate as directed into the RFSOQ submittals. Proposers should check the website regularly to make sure all notifications including addendum/addenda are read promptly. Proposers submitting RFSOQ submittals that do not reflect the updated information provided may be deemed non-responsive and not accepted by the County.

Proposers shall submit one (1) original, signed RFSOQ submittal that includes the Prequalification Questionnaire and required attachments, together with two (2) additional bound copies, to be delivered in a sealed envelope labeled on the package cover "*RFSOQ Submittal for Valet Parking/Shuttle Services for the County of San Mateo Projects, [Proposer's name and address]*" to Sam Lin, Manager, Project Development Unit, County of San Mateo at 1402 Maple Street, Redwood City, CA 94063 by 2:30pm on August 15, 2018.

RFSOQ submittals received late will not be opened or given any consideration for the proposed services. Late submittal(s) will be returned to Proposer(s) unopened. It is the responsibility of the Proposers to ensure that the RFSOQ submittals are received at the specified address by the specified deadline noted in this RFSOQ. All proposals will be date and time stamped upon receipt. The County will not be responsible for late or incomplete responses due to mistakes or delays of the Proposer or carrier used by the Proposer or weather delays. However, the County of San Mateo reserves the right to request, to receive, and to evaluate supplemental information after the above time and date at its sole discretion.

4. Minimum Wage Laws:

The successful Proposer must comply with any applicable County, State, or Federal wage laws.

5. Evaluation Measurement for Prequalification:

Proposer's compliance with the minimum qualification requirements will be measured by Proposer's experience as an operating entity for the Services and also by the experience of the supervisory personnel who will have responsible charge of the work.

The criteria identified in this section are evaluation criteria used to review and prequalify the Proposers. All information including the Questionnaire requested in this RFSOQ is for use in the selection process.

A. Experience:

Proposer must have valet parking and shuttle service experience for a minimum of five (5) projects within the prior five (5) years all delivered in the local Bay Area projects in a highly dense urban environment such as major shopping malls, corporate campuses, hospitals, high volume valet delivery at events, etc. that are similar to the scale and size of the project(s) requiring the Services. At least one (1) of the five (5) projects listed shall include hospital campus experience.

B. License:

Proposer possesses a valid and current license for all the Services proposed.
Proposer’s license has not been revoked at any time in the last five (5) years.

C. Financial and Insurance Requirements:

Proposer has provided financial statements (income statement and balance sheet) for the last three (3) years showing financial capability to complete this Project. Proposer shall have a minimum of insurance policies below and the County of San Mateo shall be named as additional insured and Contractor’s insurance is to be primary and non-contributory

<input type="checkbox"/>	General Liability (Including operations, products and completed operations, as applicable.)	\$2,000,000 - per occurrence for bodily injury, personal injury and property damage.
<input type="checkbox"/>	Automobile Liability	\$1,000,000 - per accident for bodily injury and property damage. Coverage shall include non-owned auto liability.
<input type="checkbox"/>	Workers’ Compensation	As required by the State of California
<input type="checkbox"/>	Employers’ Liability	\$1,000,000 - each accident, \$1,000,000 policy limit bodily injury by disease, \$1,000,000 each employee bodily injury by disease.
<input type="checkbox"/>	Garage Keeper’s Liability	\$1,000,000 per occurrence. Coverage shall include non-owned auto liability.
<input type="checkbox"/>	Umbrella Liability	\$5,000,000 per occurrence.
<input type="checkbox"/>	Excess Liability	1 st Layer Primary Excess -- \$5,000,000 per occurrence with \$5,000,000 aggregate 2 nd Layer Excess -- \$25,000,000 each occurrence with \$25,000,000 aggregate Total Excess Limits \$30,000,000 each occurrence with \$30,000,000 aggregate

D. Safety:

Proposer has acceptable safety procedures, practices and records.

E. Regulatory Compliance:

Proposer has not had any instances of having to pay back wages or penalties for willfully failing to comply with wage laws in the last three (3) years.

Failure to comply with regulatory requirements may be reasonably explained by Proposer as described in the Questionnaire, subject to Owner's sole discretion and judgment.

F. Staff Qualifications:

With respect to Proposer's proposed Key Personnel - Project Account Executive, Project Manager, Site Lead:

Each must have individual experience on a minimum of five (5) years valet and/or shuttle services similar to the Service scope, scale and complexity.

6. Required Format and Contents of RFSOQ Submission

The RFSOQ Submittal should be bound & printed vertically ("portrait" orientation) on standard 8 ½" by 11" papers and should not exceed 20 pages, single sided (excluding tabs, resumes, lists of projects, and any marketing materials), but preferably shorter. Type size should be no smaller than 10 point, but preferably larger. The RFSOQ Submittal shall contain the following sections compiled in the same sequence as described below:

A. Information to include on Page One of RFSOQ Submittal:

Cover letter is optional. Information shall be clearly listed on page one of the RFSOQ Submittal: Name of the Proposer, its legal structure (i.e., corporation, partnership, limited partnership, joint venture, association). If a joint venture or partnership or association is proposed, Proposer shall identify the partners and/or members of the joint venture, partnership or association and their roles and responsibilities. Proposer shall identify the exact legal name of the Proposer as a legal entity entitled to contract in California. The signed, original RFSOQ submittal shall include a statement signed by an owner, officer, or authorized agent of the Proposer, acknowledging and accepting the terms and conditions of this RFSOQ including the posted addendum/addenda.

B. Completed Questionnaire:

Proposer shall provide description of Program including legal structure, size (number of total staff), years in business, organizational chart, tenure of executive management, etc.

C. Resume of Proposed Key Personnel:

Proposer shall provide a resume for each named Key Personnel (as defined in Paragraph 5F above) of Proposer, to include Proposed Role on this Project; Years of experience in valet parking and shuttle business; Year of service with Firm; (2) client references, including contact

names, office addresses, e-mail addresses and telephone numbers, and description of five (5) projects of a similar nature worked on in the past five (5) years.

D. Project Approach:

Please describe the approach your team plans to manage the project(s) and explain how this approach would benefit the Owner, highlighting aspects regarding:

i. Team Organization

Provide an organizational chart of the management and staffing for operations for the both onsite and offsite parking services. Proposed Key Personnel must be current employees of the proposed firm.

ii. Strategies for Onsite and Offsite Parking Services

Describe how the operation will be accomplished to run a smooth and safe valet parking and/or shuttle services with onsite and offsite parking in the most economical and efficient fashion.

iii. Quality Control, Safety and Problem Solving

Describe your quality control and safety program. Explain the methods used to ensure quality control during operation.

- E. Insurer Letter:** Proposer shall provide a letter from an insurance underwriter, having a financial rating reasonably acceptable to Owner, confirming that the insurer will provide Proposer the required coverages and amounts stated in the Questionnaire.
- F. License:** Evidence of a valid and current license to run the valet parking/shuttle services.
- G. Litigation History:** Description of litigation history since 2010, including names and contacts of involved parties, nature of dispute and disposition.

7. Key Selection Criteria

- A. Completeness of RFSOQ Submission:** Submittals should describe the Proposer's qualification in comprehensive valet parking and shuttle services and address all the requested information in this RFSOQ.
- B. Personnel Experience and Qualification:** Evaluation of the list of Key Personnel specifically assigned to the proposed project including their qualifications, overall experience and recent experience on projects of similar scope, scale and complexity as the project(s).
- C. Depth and Quality of Proposer's Performance:** Review of past performance on projects of similar scope, scale and complexity as the proposed project(s) and the responsiveness to clients' requests.

D. Technical/Management Approach:

Evaluation of the Proposer's overall ability to safely and efficiently plan and manage the delivery of the Services based on the approach taken with high quality Customer Service standards.

E. Availability: Evaluation of the workload of the Proposer, the proposed staffing and the office location(s) of the proposed Key Personnel to be assigned to the project(s).

F. Financial Stability: Evaluation of the overall financial position of Proposer as determined from financial information required by this RFSOQ or from other independent sources.

G. Claim History: Evaluation of the Proposer's litigation history on past and current claims against the Proposer.

H. Size, Capability, and Continuous Operation of California Office over the past five (5) years: Evaluation of the capability and stability of the Proposer's firm to deliver this project.

8. General Conditions

The submission of a RFSOQ Submittal does not commit County to award a contract for the Project, to pay costs incurred in the preparation of the Submittal, or to procure or contract for any services. Costs for preparing the Submittal will be paid entirely by the Proposers.

County reserves the right to interpret or change any provision of this RFSOQ at any time prior to the submission date. Such interpretations or changes shall be in the form of addendum/addenda to this RFSOQ and posted on the County of San Mateo Project Development Unit webpage. County reserves the right to waive inconsequential deviations from stated requirements.

County retains the right to reject any and all RFSOQ Submittals, to contract work with whomever and in whatever manner County decides, or to abandon the work entirely. County shall make final decisions regarding a Proposer's qualifications as of Proposal day. All decisions concerning Proposer selection shall be made in County's best interests.

County has made a determination in accordance with Section 6255 of the Government Code that all RFSOQ Submittals response to this RFSOQ shall not be made public by County until after County issues a notice of intent to enter into a Contract with the successful Proposer. In addition, County has made a determination in accordance with Section 6255 of the Government Code that all Proposer proprietary financial information submitted in response to this RFSOQ and specifically identified by the Proposer as "confidential" will not be made public by County to the extent permitted under applicable Federal and State laws. In the event a Proposer wishes to claim selected portions of the RFSOQ Submittal exempt from disclosure under the Public Records Act, Proposer should clearly identify those portions with the word "confidential" printed on the lower right-hand corner of the page, along with a written justification as to why such information should

be exempt from disclosure. Blanket designations of “confidential” shall not be effective. However, County will make a decision based upon applicable laws. County will notify the applicable Proposers of any requests for disclosure under the Public Records Act. Proposers agree to defend and indemnify County from any claims and/or litigation arising from such requests.

Proprietary or confidential data should be readily separable from the Submittal in order to facilitate eventual public inspection of the non-confidential portion of the Submittal. Confidential data is normally restricted to confidential financial information. The price of products offered or the cost of services shall not be designated as proprietary or confidential information.

9. Anticipated Schedule of Events for the RFSOQ/RFP Process

County reserves the right to modify this schedule at any time at its sole discretion.

Project Development Unit Issues RFSOQ	7/25/2018
Questions via email due 5:00 pm	8/9/2018
Responses to Questions Posted to Webpage	8/13/2018
Qualification Submittals Due 2:30 pm	8/15/2018
Review of RFSOQ submittals	8/15/2018 – 8/21/2018
Selection Committee Produces Prequalified Proposers	8/22/2018
Notice of Prequalified Proposers posted	8/22/2018
Request for Proposals sent to Prequalified Proposers	8/23/2018
Mandatory Site Walk with Prequalified Proposers	8/27/2018
Scope of Services and Fee Proposals Due 2:30 pm	9/10/2018
Notice of Selection	9/14/2018
Board of Supervisors Approves Contract	10/2/2018

End of Document

ATTACHMENT 1 – Statement of Qualifications Questionnaire follows on next page

ATTACHMENT 1 – Statement of Qualifications Questionnaire

Proposers shall complete this entire Statement of Qualifications Questionnaire and submit it in accordance with section 3 on page 3 of this document. Failure to complete the questionnaire or inclusion of any false statement(s) shall be ground for immediate disqualification.

CONTACT INFORMATION

If joint venture, provide requested information for all companies under the joint venture entity. Attach additional pages to the end of this Questionnaire if needed.

Company Name: _____

Owner of Company: _____

Contact Person: _____

Address: _____

Phone: _____ Email: _____

PART A: GENERAL INFORMATION

1. Does Proposer possess a valid and current California license for the Proposed Services? Yes ___ No ___
2. Does Proposer have a minimum of \$2,000,000 General Liability Insurance coverage and other required insurance policies as stated above in this document? Yes ___ No ___
3. Has Proposer's license been revoked at any time in the last five (5) years? Yes ___ No ___
4. Has Proposer been "default terminated" by an Owner (other than for convenience), Yes ___ No ___ or has a Surety completed a contract for Proposer within the last five (5) years?
5. Has Proposer been convicted for willful failure to pay minimum wages in the last three (3) years? Yes ___ No ___
6. Has Proposer attached copies of its reviewed or audited financial statements and accompanying notes for the last three (3) years? Yes ___ No ___

7. How does Proposer perform background check including drug test on prospective employees during the screening/hiring process?
8. Please describe your firm's Quality Customer Service Standards. What customer service standards do you expect from your employees? What are the actions taken for employees not meeting the standards?
9. What is Proposer's procedure for handling damage claims and missing items including key from vehicles submitted by customers? If a customer's vehicle key is ever lost by Proposer valet attendant and cannot be found within a reasonable amount of time, what is Proposer's procedure to rectify the situation?
10. Does Proposer have a tracking record in place to identify which valet attendant parked which vehicle, at what time, and which location? If yes, please describe how this system works and its reliability on accuracy. If no, does Proposer plan to implement a tracking system?
11. What is Proposer's policy on employee no-show at work? What is Proposer's due process for handling repeated no-show by an employee? What is Proposer's procedure for replacing the no-show employee to ensure adequate staffing levels are maintained to provide high level customer service oriented valet parking service?
12. What is Proposer's standard acceptable valet vehicle return time limit?
13. What is Proposer's policy on cell phone and/or electronic device usage during working hours?
14. What is Proposer's policy on gratuities?
15. In the situation where parking lot is full and employees need to be directed to an offsite parking locations, what type of tool's or software's does Proposer's use for mass notification?
16. For a 24/7 facility at the San Mateo Medical Center, one of the staff shifts starts at 3:00 PM and ends at 12:00 AM. How would Proposer handle the Services to support this shift after valet services end (hours to be determined during the RFP)?
17. How do you provide communication between on-site lead, staff and shuttle drivers?

Proposer may be disqualified if any answer to questions 1, 2, or 6 is No.

Proposer may be disqualified if any answer to questions 3, 4, or 5 is Yes.

PART B: SAFETY, WAGE, LICENSE AND DISPUTES

Safety

1. Describe Proposer's safety mission statement that guides the safety management on projects. Describe innovations the Proposer has implemented that improved safety performance.
2. Provide insurance claim history log for accidents and other related damages for the past five (5) years.

Wage Provisions

3. During the last five (5) years, has Proposer been required to pay either back wages or penalties for failure to comply with California state wage laws? Yes _____ No _____

If yes, attach description of each instance and statement why such citation should not disqualify Proposer as a responsible Proposer under the California Public Contract Code.

4. During the last five (5) years, has Proposer been fined, penalized or otherwise found to have violated any wage or labor code provision not involving back wages or penalties described immediately above? Yes _____ No _____

If yes, attach description of each instance and statement why such citation should not disqualify Proposer as a responsible Proposer under the California Public Contract Code.

License Provisions

5. Has Proposer changed names or license numbers in the past five (5) years? If so, please state reason for change. Yes _____ No _____

Reason: _____

Disputes

6. Has Proposer had any claims, litigation, legal proceedings, or disputes ending in mediation or arbitration, or termination for cause associated with any project since 2010, including litigation involving the Proposer and the proposed staff (in their professional capacities) for the Project? ("Litigation" or "Legal Proceeding" includes, but is not limited to, actions in civil or criminal court, mediation, arbitration, and all other forms of dispute resolution, settled or pending.) Yes ___ No ___

If yes, attach description of each instance including details of total claim amount, settlement amount, and Owner's name and phone number, and include the following specifics:

List and describe unsettled/pending claims, demands, or notices of default since January 1, 2010.

Has Proposer failed to complete a contract or been removed from a project within the past ten (10) years? Yes _____ No _____

If yes, attach description of each instance and statement why such failure to complete or removal from a project should not disqualify Proposer as a responsible Proposer under the California Public Contract Code.

PART C: FIRM BACKGROUND

Please provide and attach the following information about your firm in accordance with the sequence stipulated in Section 6:

- A. Legal Structure (corporation, partnership, limited partnership, joint venture, etc.)
- B. Size of Firm / Staff
- C. Years in Business

- D. Organizational Chart of Firm, and tenure of executive management
- E. If Firm is a partnership or association, a listing of all of the partners, general partners, or association members known at the time of RFSOQ submission who will participate in an Architectural Contract if awarded.

PART D: EXPERIENCE

The nature of this Project requires prior similar experience for the firm and the Key Personnel assigned. Summarize similar project experience below and provide the detailed project information requested in accordance with the sequence stipulated in Section 6:

1. Key Personnel. List Key Personnel that will be assigned to the Project(s) and attach resumes demonstrating their experience/training with the qualifying projects listed in the RFSOQ Submittal (see item 2 below):

Project Executive: _____

Project Manager: _____

Site Lead(s): _____

2. Qualifying Projects. On separate sheets, list the requested number of projects required and identify project managers and leads. NOTE: this listing will be used to assess compliance with the stated minimum qualifications. Please clearly delineate the following:

- A. Project Name, Description, Size and Location
- B. Type and Date/Duration of Services
- C. Project Manager in Charge (name, email and phone number)
- D. Owner Contact (name, email and phone number)

3. Relevant Experience. Highlight relevant aspects of project experience regarding:
 - A. Local projects. Describe your experience involving projects serviced in the County of San Mateo, local Bay Area locations. Provide information that demonstrates your ability and experience to provide the services with focus on local Bay Area projects.
 - B. Experience with similar project/location types like the 24/7 facility at the San Mateo Medical Center and the office campus at the County Government Center.
 - C. Demonstrate your local project experience, and knowledge of local environment and Proposer's unique skills and services.
 - D. Project issues. Summarize how your experience on past projects addressing any project issues.

PART E: FINANCIAL INFORMATION

1. Has Proposer ever reorganized under the protection of bankruptcy laws?

Yes _____ No _____ If yes, please state when _____

2. For each general liability carrier that has written CGL insurance to Proposer over the prior five (5) years, please provide information below:

Agency Name: _____

Contact Name: _____

Phone Number _____

Carrier: _____ A.M. Best Rating: _____

Carrier: _____ A.M. Best Rating: _____

Carrier: _____ A.M. Best Rating: _____

3. Has Proposer ever had insurance terminated by a carrier? Yes _____ No _____

If yes, explain on a separate signed sheet marked with correlating cross-reference to this paragraph of the questionnaire and an explanation of the reasons for the termination, including an explanation, if necessary, why the events that caused the termination of coverage should not disqualify Proposer as a responsible Proposer under the California Public Contract Code.

4. Financial Information. *(Only One (1) original required)* Include financial information for the Proposer to demonstrate Proposer's financial stability to complete the Project. This may be submitted under seal and treated as confidential to the extent permitted under applicable federal and state law. In order to demonstrate the Proposer's financial stability, Proposers are requested to submit the following items:

- A. Financial statements for the three (3) most recently completed fiscal years (including Income Statement and Balance Sheet) which were audited or reviewed by an independent accounting firm using GAAP or other information for the Proposer and each member of any proposed partnership, joint venture, limited partnership, or association that comprise the Proposer as a legal entity to contract in California to demonstrate the financial capability necessary for this Project. Include also audited or reviewed financial statement for the three (3) most recently completed fiscal years for any parent companies of the Proposer.
- B. A list of any loans on which the Proposer or member has defaulted in the last five (5) years.
- C. A list of financial references, including the name of the individual, title, company name, and phone number, for at least two (2) individuals that have provided the Proposer (or Project Team Member) with financing during the last three (3) years.
- D. Submit a letter from an insurance underwriter, having a financial rating reasonably acceptable to Owner, confirming that the insurer will provide the Proposer the required coverages and amounts specified in the Contract Documents.
- E. Identify if the proposing firm is currently for sale or involved in potential transaction to expand or to become acquired or merged by another business entity. If so, explain the impact in both organization and company direction.
- F. Document Proposer's ability to perform the volume of work described in this document given Proposer's current and anticipated workloads.

Proposer hereby declares under penalty of perjury that all the information provided in this questionnaire is true and correct.

SIGNATURE

TITLE

END OF ATTACHMENT A1