



# Request for Proposal

## Salesforce Transit Center – Warranty & Parts Software Services RFP

*LPC West Transit Management LLC*  
October 26, 2017

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## Section 1. Introduction, Contract Summary & Property Location(s) and Instructions to Bidders

### 1.1 Introduction

LPC West Transit Management LLC is the asset management entity overseeing the new Salesforce Transit Center. The Salesforce Transit Center is a modern regional transit hub that will connect the Bay Area counties and the State of California through multiple transit systems. The Salesforce Transit Center is being developed in two phases. Phase I includes design and construction of the above-grade portion of the Transit Center including the 5.4-acre, 1,400-foot linear Rooftop Park, the structure and core of the two below grade levels of the train station, Bus Ramp, and Bus Storage Facility. The Downtown Rail Extension (DTX) tunnel, the build out of the below-grade train station facilities at the Salesforce Transit Center will follow as Phase II. Phase I will include approximately 103,300 sf of retail and office uses.

### 1.2 Contract Summary & Property Location(s)

This RFP is for Warranty & Parts Software Services. LPC West Transit Management LLC will execute a contract with a professional Warranty & Parts Software provider(s) on a non-exclusive basis, on an on-going, on-call, month to month contract basis for the Salesforce Transit Center.

The proposed Scope of Work is outlined in Section 4; required services are detailed in Exhibit A. Description of Services.

1.3 Instructions to Bidders
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- a. Submit an electronic copy of the proposal package by November 16, 2017 via email to:

Tony Smith, Senior General Manager - Lincoln Property Company  
tonysmith@lpc.com

- b. All questions and requests for clarification should be sent by November 9, 2017 via email to:

Tony Smith, Senior General Manager - Lincoln Property Company  
tonysmith@lpc.com

Bidders' questions will be answered via email to all bidders on November 13, 2017.

- c. The successful bidder(s) will be required to obtain appropriate Certificates of Insurance (see Section 5) for each property they are contracted for. The stated limits must be met, and all Additional Insureds must be listed (see Section 5).
- d. LPC West Transit Management LLC reserves the right to reject any or all bids, to waive any bid formality, and to engage the firm deemed best able to serve LPC West Transit Management LLC and its customers.
- e. LPC West Transit Management LLC intends to execute a Service Agreement for the property(ies) listed in this RFP. Bidders should provide a scope of work and fee schedule for listed property.

1.4 Submittal Contents
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a. **SUBMITTAL SHALL INCLUDE:**

- Response to Qualifications & Capabilities Questions (see subsection “b” below)
- Description of your team’s Approach to Services, including:
  - Management Approach
  - Transition Plan
- Completed Bid Pricing Form. (see Exhibit C.)
- **Sample Warranty & Parts Software**
- Sample Operational Audit
- Sample Certificates of Insurance (see Section 5)

b. **QUALIFICATIONS & CAPABILITIES QUESTIONS**

1. Provide the following information about your firm:
  - a. A brief history of the company
  - b. A short description of your firm’s capabilities and experience, including specifics related to any similar facilities public and/or private facilities that have mixed uses (i.e., public park, public transit, retail, office, etc.).
  - c. A company organizational chart
  - d. Resumes and/or biographies of key personnel who will be involved with this contract
2. Provide examples of **Warranty & Parts Software** projects performed within the past 2 years that are similar in facility type and scope to that described in this RFP, including:
  - Client
  - Facility name and location
  - Building square footage
  - Brief description of contract services

3. Describe your quality control process and procedures, including:
  - a. **Warranty & Parts Software**
  - b. Facility and operational audits – if applicable
  - c. Key performance indicators
4. Describe your procurement program, including any available customer incentives or discounts.
5. Detail your firm's energy expertise and experience, including:
  - In-house resources
  - LEED-EB experience
  - Examples of improved efficiencies/savings achieved
6. Describe your hiring and employee retention procedures.
7. Describe employee safety training and explain how safety of personnel and property is handled onsite.
8. Describe commitment to client and tenant satisfaction, and describe tools and processes used to measure and monitor both performance and satisfaction.
9. Provide client references for at least 3 current or previous contracts similar in facility type and scope to that described in this RFP, including:
  - Client
  - Contact name, phone number, and email address

## Section 2. RFP Process Schedule

October 26, 2017	Requests for Proposal Emailed to Bidders
<b><u>November 7, 2017 @ 2pm,</u></b> <b>Manager on-site.</b>	<b>Site Visit with Operations Team &amp; Property</b>
November 16, 2017 @ 5pm	Completed Bid Packages Due Electronically
TBD	Interview(s) with Shortlisted Bidder(s)
TBD Called as needed	Anticipated Contract Start Date

## Section 3. Evaluation Criteria

Proposals will be evaluated using the following criteria:

- a. Demonstrated ability to perform required services and track record of success on similar projects
- b. Safety record
- c. Proposed project team capabilities and experience
- d. Capacity/depth of resources available to ensure responsive service
- e. References from current and/or previous building owners/operators
- f. Proven approach to providing quality and cost-effective services
- g. Commitment to client/tenant satisfaction
- h. Innovative or value-added services
- i. Readiness to meet insurance requirements
- j. Commitment to sustainable practices and environmental stewardship
- k. Each bidder is required to complete Exhibit I. the Supplier Classification Profile Form and identify if they are a SBE/DBE/WBE/LBE, etc.**

Section 4. Proposed Scope of Work
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**Work Specifications**

- a. Contractor shall provide **Warranty & Parts Software**

**Contracted Services**

- Contractor represents that it will keep employed skilled, competent, certified (as applicable) and licensed (as applicable) employees to perform the services set forth herein and will provide all manpower required to provide Warranty & Parts Software Services.
- Contractor shall comply with The Federal Occupational Safety and Health Act and all other applicable government rules and regulations. Material Safety Data Sheet (“MSDS”) shall be kept and maintained in the Property Management office or other such place as directed by Manager. In addition, the Contractor shall comply with safety practices and procedures as may reasonably be required by Owner or Manager.
- The Contractor shall in the performance of his/her work leave the areas clean of debris upon completion of the assigned task or job.
- Contractor in conjunction with Manager and/or Owner shall assist in establishing the criteria, procedures, and methodologies associated with operating a “**Green Building**.” The Contractor shall recommend, propose, and implement, with Manager’s approval, operational mode changes whenever feasible to affect maximum conservation of energy, “green” products, etc. Contractor shall ensure that its personnel will strictly follow those established guidelines in accordance with mandated policies and programs. Contractor shall work with Owner to ensure that the property maintains its Gold LEED certification (or any other designation level that Owner decides to maintain and/or pursue).
- The Contractor shall adhere to the policies, rules and regulations as imposed on Manager by Owner or Tenant.
- Contractor in house staff/personnel and regional and district managers and the like shall be available to assist and support the on-site staff for at no additional cost, unless previously agreed to by the Manager.
- The Contractor shall complete all other tasks or duties as needed or necessary and as determined by Manager.



Section 5. Certificate of Insurance Requirements
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Please include in your bid submittal a Sample Certificate of Insurance with the specifications listed below:

**Minimum Certificate of Insurance (COI) Requirements:**

Commercial General Liability Insurance:	<b>\$1,000,000</b>
Commercial Automobile Liability Insurance:	<b>\$1,000,000</b>
Workers Compensation:	<b>\$1,000,000</b>
Professional Errors & Omission Liability	<b>\$2,000,000</b>

Please see Exhibit B for further COI requirement details including the Additional Insured language.

**Exhibit A - Description of Services**

Contractor shall oversee all work performed by their employees.

Contractor standards should be identified with clearly identifiable benchmarking mechanisms.

Contractor is requested to provide a summary background of what Warranty & Parts Software Services your company can provide.

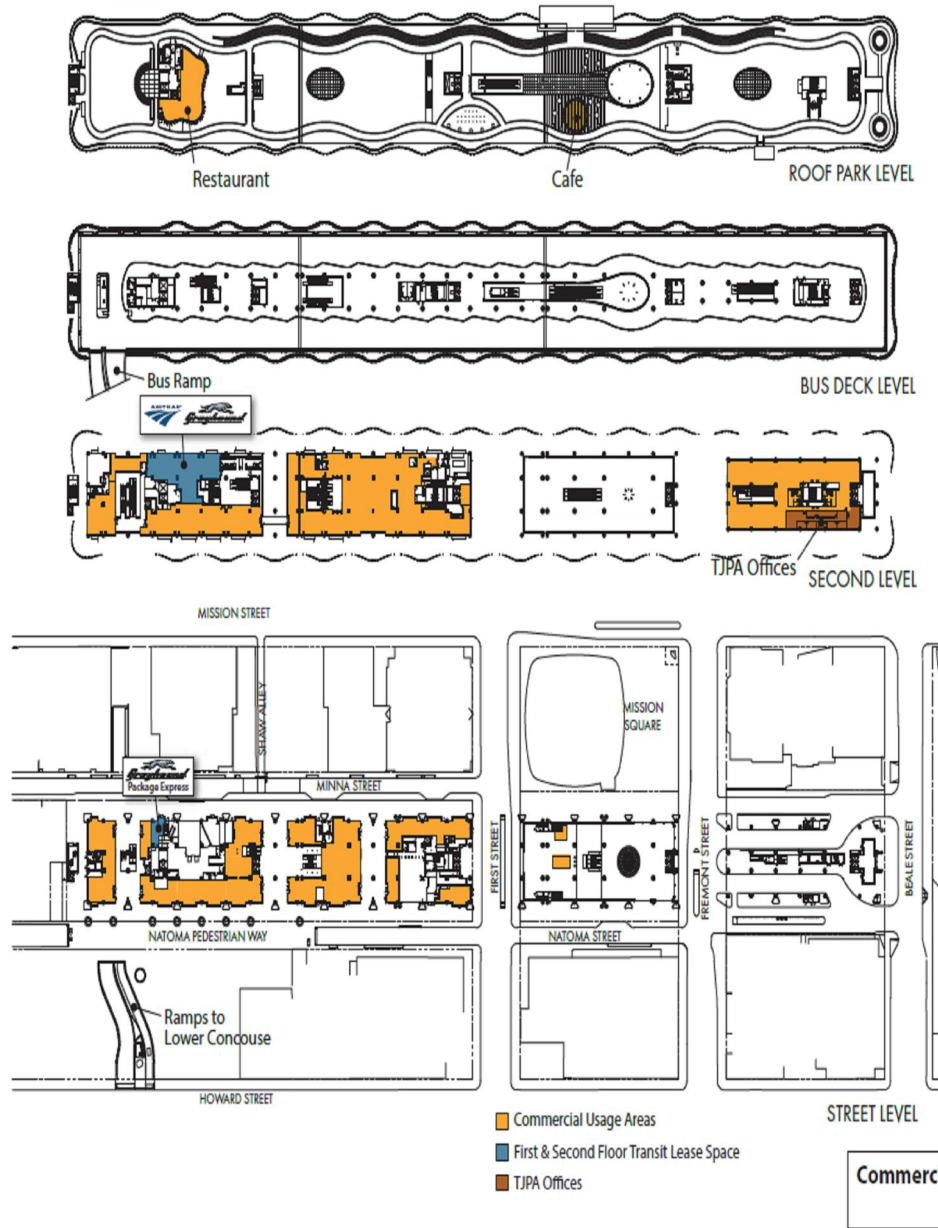
**Exhibit B – TJPA Service Contractor Requirements (including Minimum COI Requirements and Additional Insured Language)**

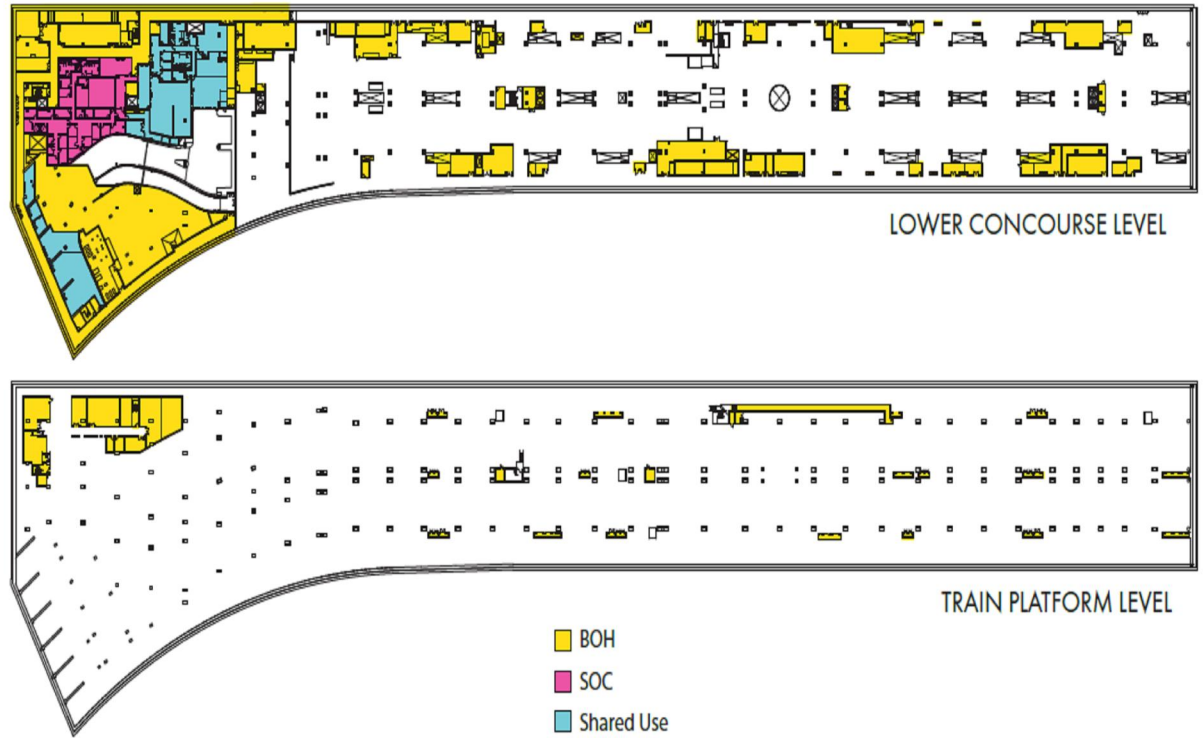
(See Attached &  
TJPA Website Link - <http://transbaycenter.org/tjpa/doing-business-with-the-tjpa>)

**Exhibit C - Bid Pricing Form**

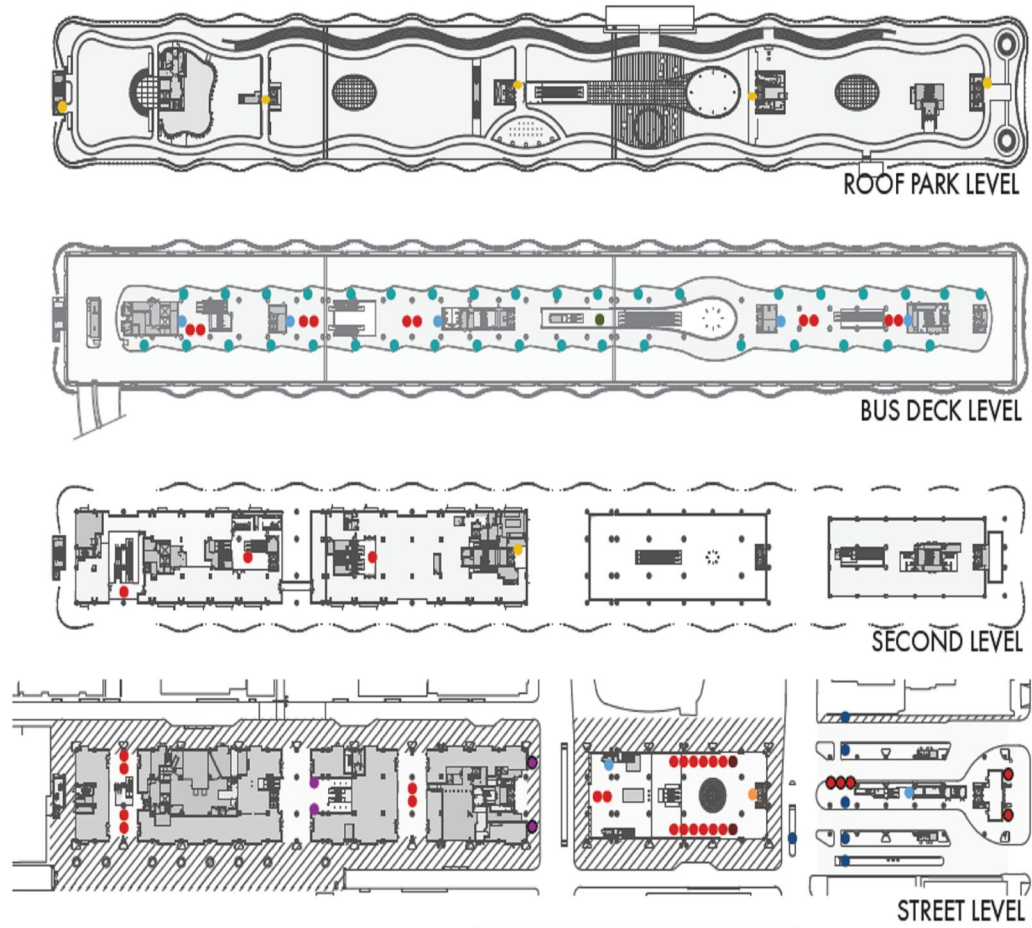
**(See included Excel File)**

### Exhibit D - Site Plan



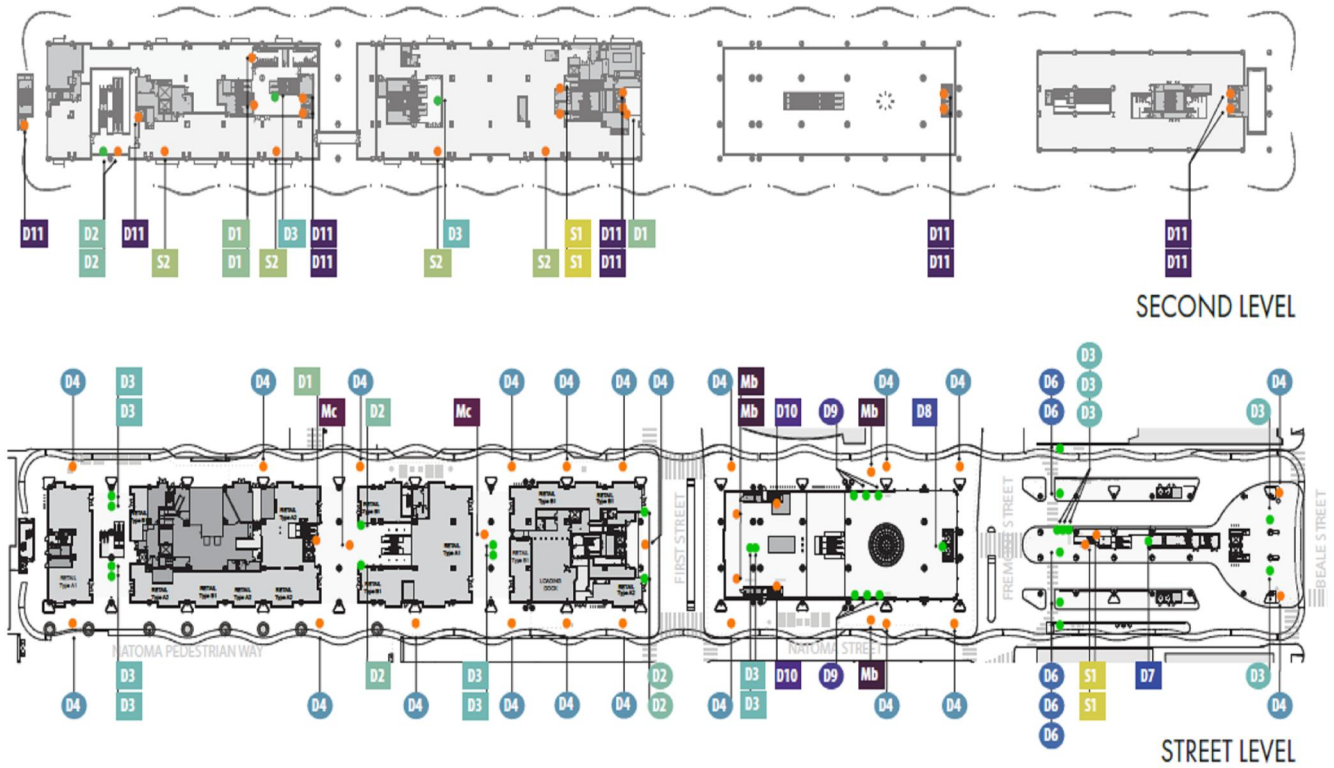


Lower Levels Support Space  
EXHIBIT B-4



LEGEND	
●	PD1: Bus Deck Dock ID
●	PD2: MUNI Plaza Bus ID
●	SS1: Wall-Mounted Digital Display
●	SM1: Wall-Mounted Schedule Board
●	SX1: Grand Hall Schedule Board
●	KC1.a: Combined Directory and Digital Display
●	KC1.b: Combined Directory and Digital Display (MUNI Plaza)
●	KP1.a: One Sided Digital Display
●	KP1.b: One Sided Digital Display (Street Facing)
●	KP2: Information Kiosk with Digital Display
●	KM1: Static Map with Digital Display

**Transit Center Signage**  
EXHIBIT B-5

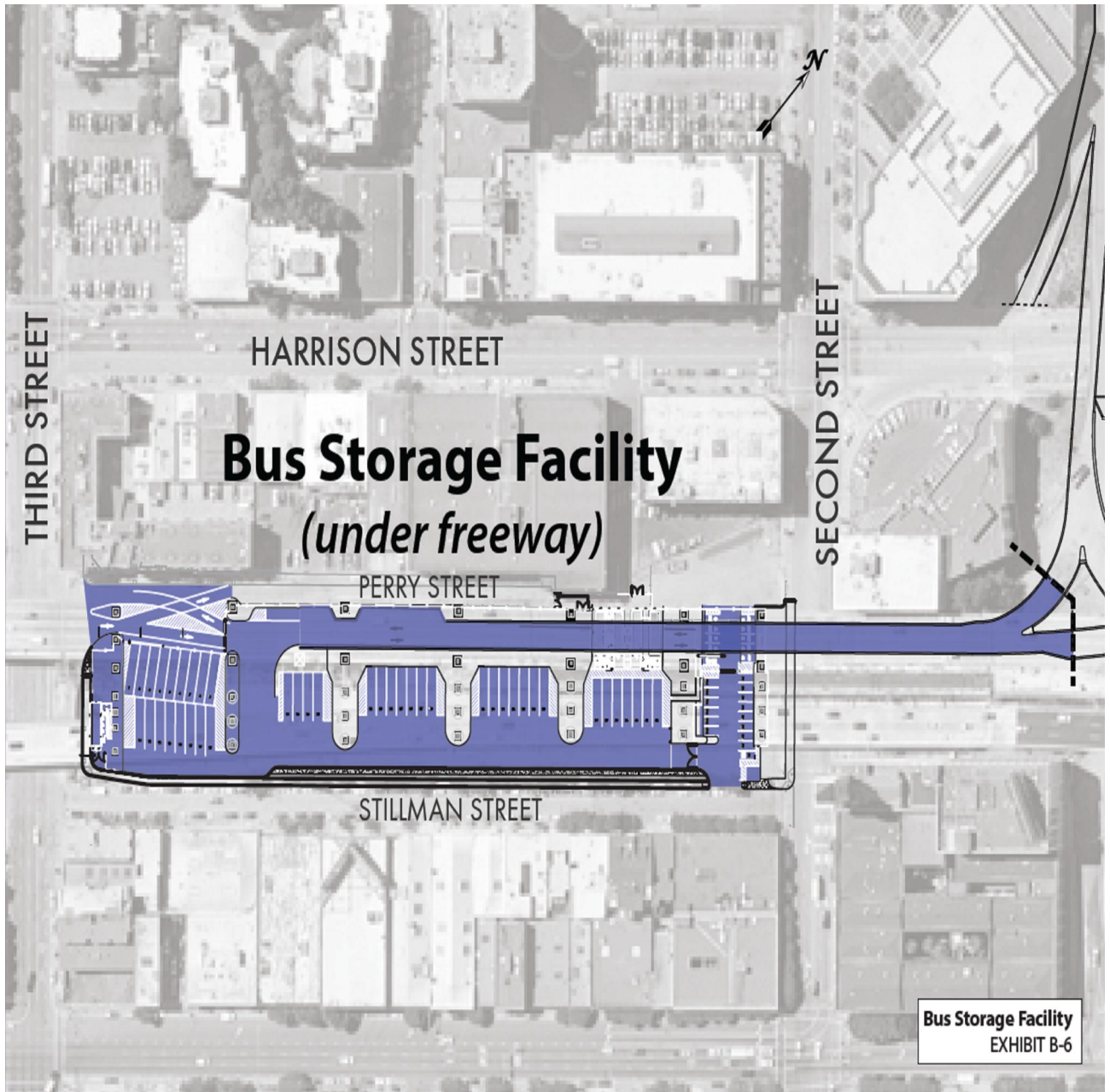


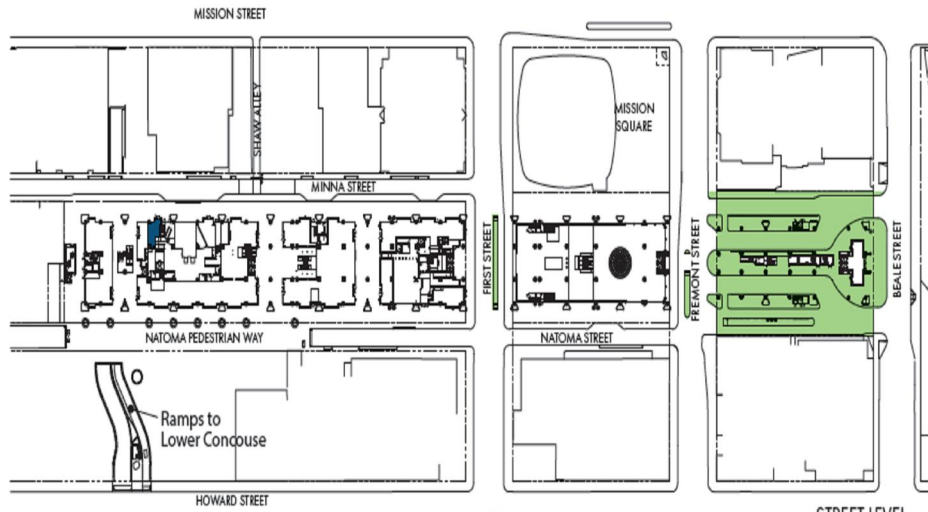
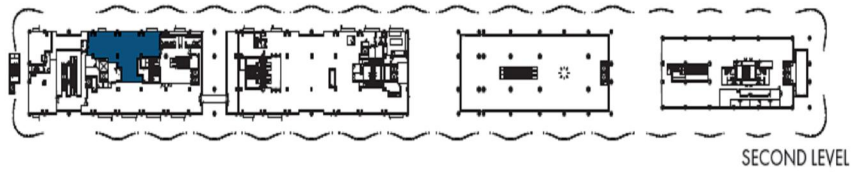
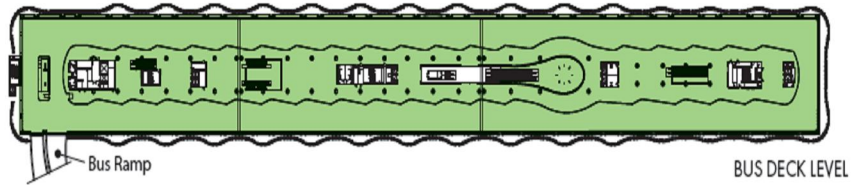
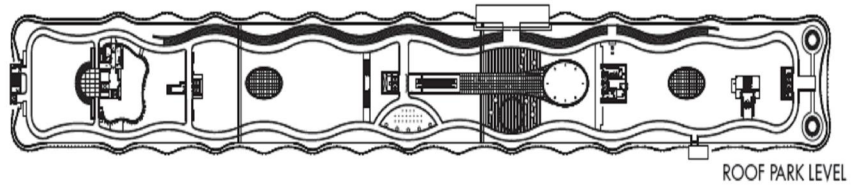
- General Advertising & Other Content
- On Premise Brands & Directory / Transit Info Only
- Directory Only
- New Assets
- Existing Assets with Modifications
- Existing Assets with No Change

**Transit Center Signage**  
EXHIBIT B-5





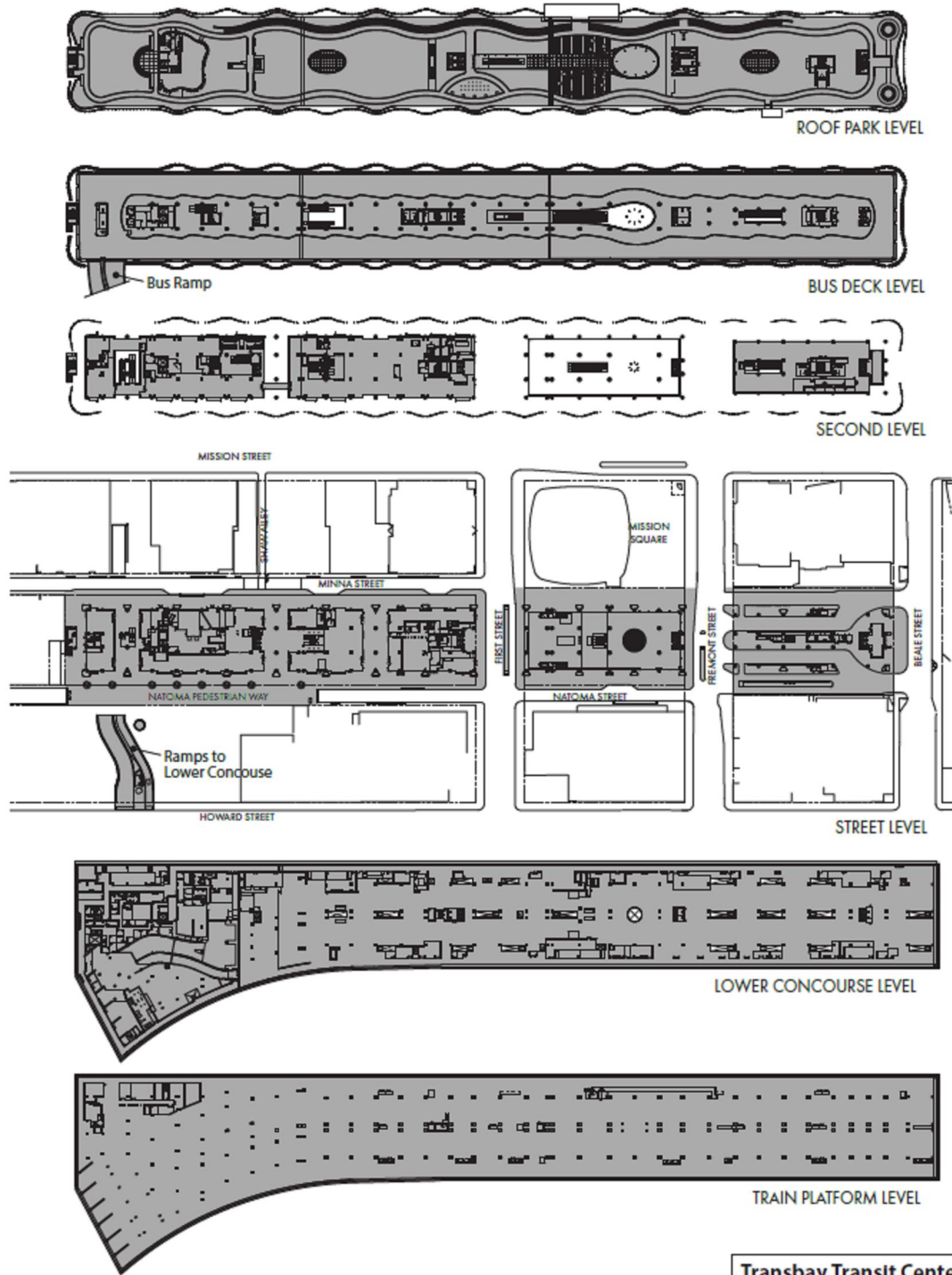




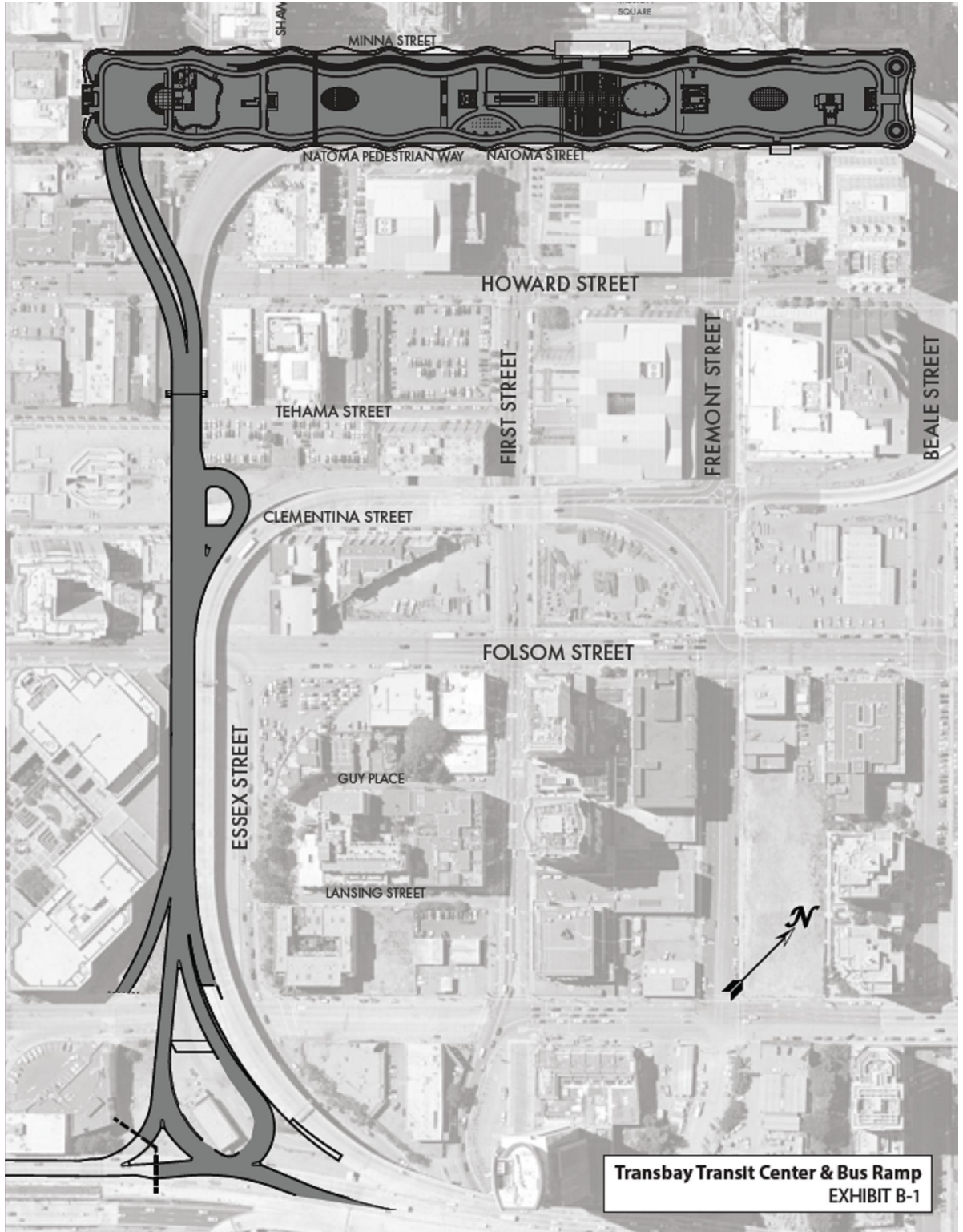
- Transit Agency Areas
- First & Second Floor Transit Lease Space

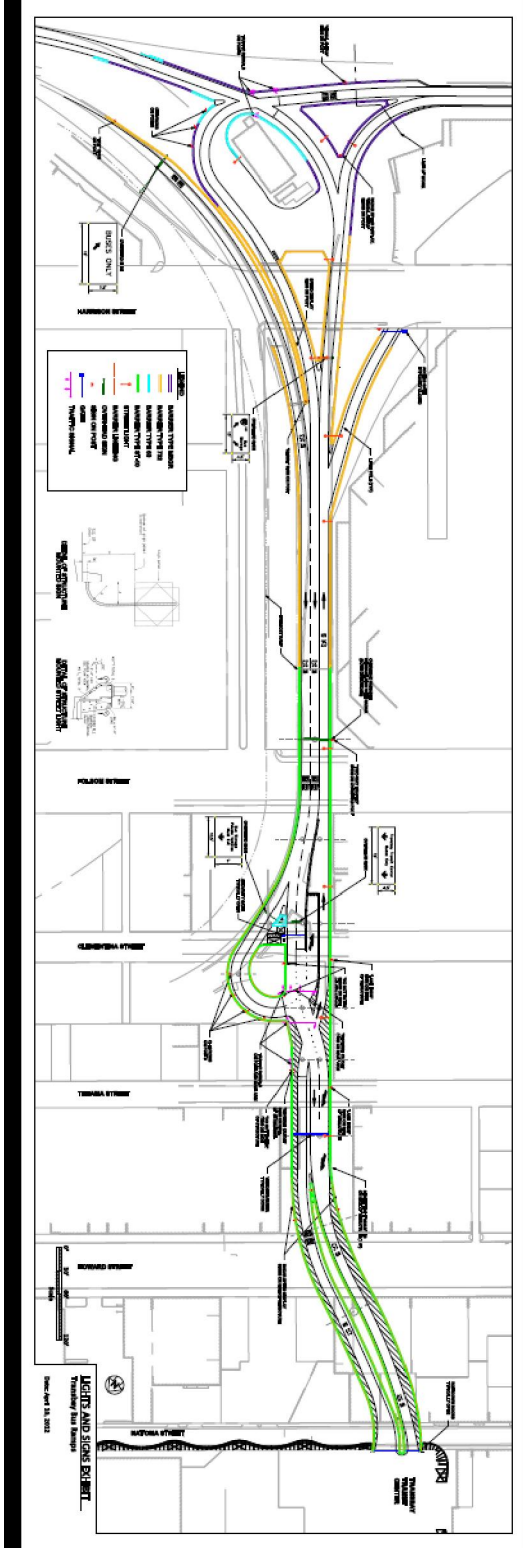
STREET LEVEL

**Transit Agency Areas**  
EXHIBIT B-3



**Transbay Transit Center**  
EXHIBIT B-1





### **Exhibit E - LEED Gold Certification**

TJPA is committed to achieving the goal of LEED Gold Certification for the Transbay Transit Center. The following commitments for the commercial space improvements will contribute toward achievement of this goal:

- Meet the requirements of WEp1 and WEC3 Water Use Reduction by reducing water consumption for regulated plumbing fixtures by at least 35% relative to the baseline allowance calculated per the LEED-CS v2009 Reference Guide. The “base” building uses 1.28 gallons per flush (gpf) high-efficiency water closets, 0.125 gpf urinals, 0.5 gallons per minute (gpm) automatic lavatory faucets, and 2.2 gpm kitchen-type faucets. However, because the base building plumbing fixtures do not cover all building users, the owner has recognized that retail tenant space must use fixtures with flow/flush rates equal to or better than those indicated above in order for the CS prerequisite and credit thresholds to be earned.
- If any new HVAC&R equipment is to be installed in retail tenant spaces, mechanical ventilation systems must be designed using the Ventilation Rate Procedure in Section 6.2 of ASHRAE Standard 62.1-2007. Ventilation systems must meet the requirements Sections 4 through 7, Ventilation for Acceptable Indoor Air Quality (with errata but without addenda).
- Meet the requirements of IEQc1 Outdoor Air Delivery Monitoring by ensuring that an airflow measurement device is installed at all outdoor air intakes. The device must measure the minimum outdoor air intake flow with an accuracy of plus or minus 15% of the design minimum outdoor air rate. As installation of an airflow measuring device may be cost prohibitive for some tenants, alternatively, retail tenants may install a carbon dioxide (CO<sub>2</sub>) monitor between 3 and 6 feet above the floor in all occupiable spaces. This is allowable per LEED Interpretation numbers 1830 and 1701, which may be referenced for greater detail. Tenant must configure monitoring equipment to generate an alarm via either a building automation system alarm to the building operator or a visual or audible alert to the space occupants when the airflow values or CO<sub>2</sub> levels vary by 10% or more from the design values
- If any new HVAC&R equipment is to be installed in retail tenant spaces, meet the requirements of EAp3 and EAc4 Fundamental and Enhanced Refrigerant Management by complying with one of the following options:
  - Do not use refrigerants
  - If refrigerants are used, do not use CFC based refrigerants, and ensure HVAC&R equipment complies with standards outlined in the LEED-CS v2009 Rating System.

- If additional fire suppression systems are installed in the retail tenant spaces, meet the requirements of EAc4 Enhanced Refrigerant Management by installing fire suppression systems that do not contain ozone-depleting substances such as CFCs, hydrochlorofluorocarbons (HCFCs) or halons.

## **Exhibit F – Facility Systems Summary**

### **Systems Summary**

- Lighting and daylighting control systems
- Heating, ventilating, and air conditioning (HVAC) systems
  - Air distribution systems
  - Passive ventilation systems
  - Mechanical ventilation system
  - Air circulation
  - Central building automation system
  - Radiant cooling slab
  - Geothermal-heat exchanger system
- Building envelope
- Electrical systems
- Communications
- Fire alarm, fire detection, fire fighting, fire annunciation, and other required Fire Life Safety systems
- Plumbing
  - Domestic cold water system
  - Domestic hot water system
  - Stormwater system
- Sanitary waste system